

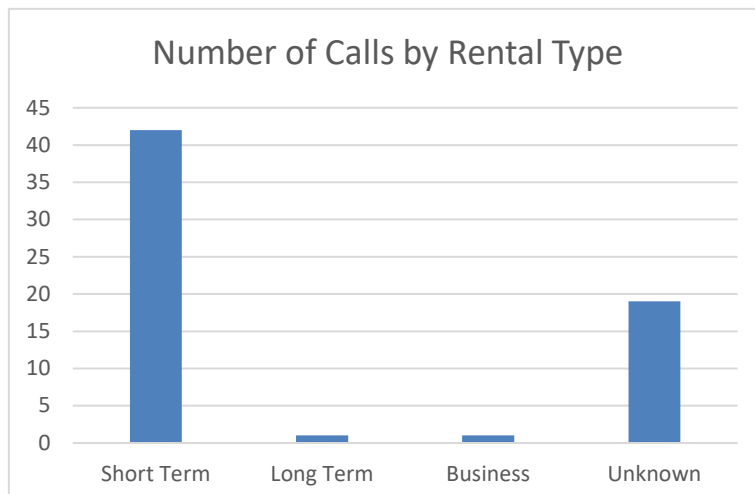
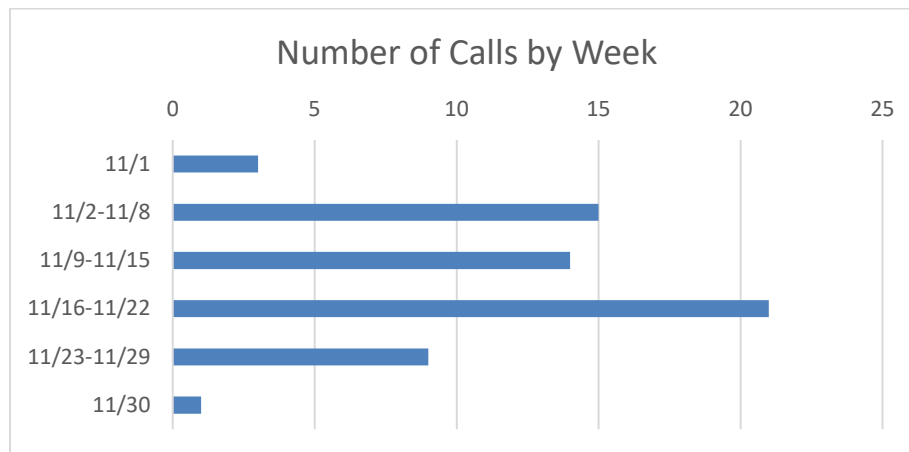


SHORT TERM VACATION RENTAL NOVEMBER 2020 NOVEMBER 1, 2020 TO NOVEMBER 30, 2020

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

On November 13, 2020, the STVR Compliance Team was available twenty-four hours a day, seven days a week to provide prompt response and resolution to all STVR complaints. The full Report is attached.

Sixty-three (63) STVR complaints were received in November, of which 48 calls were received via the Hotline, 4 via the Police Department, 1 via the Fire Department, and 10 were received via GoRequest. The graph below shows the number of calls received for each week of the reporting period.

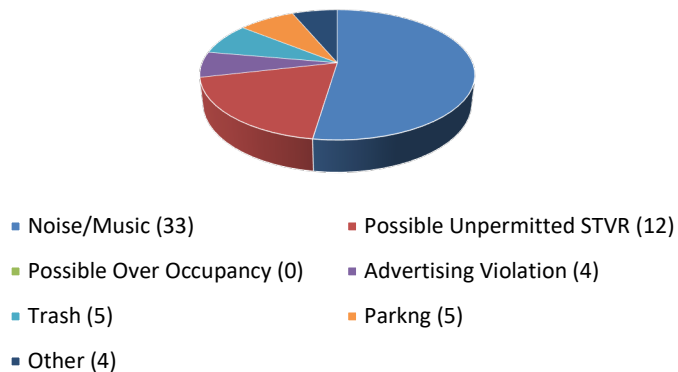


Of the 63 calls received, 42 were on licensed STVR properties, 1 was on a Long-Term rental property, 1 was on a Commercial Business, and 19 calls fell into neither category, and are classified as Unknown (UNK).

Number of Complaints by Week and Complaint Type

Complaint Type	11/1	11/2–11/8	11/ 9–11/15	11/16–11/22	11/23–11/29	11/30	Total
Noise/Music	2	8	7	13	3	0	33
Possible Unpermitted STVR	0	2	5	3	2	0	12
Possible Over Occupancy	0	0	0	0	0	0	0
Advertising Violation	1	1	1	0	1	0	4
Trash	0	0	0	3	1	1	5
Parking	0	4	0	0	1	0	5
Other	0	0	1	2	1	0	4
Total	3	15	14	21	9	1	63

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 four (4) complaints classified as “Other” include calls to the Hotline concerning civil issues, response protocol, COVID restrictions and a request for assistance from the Fire Department.

For the month, thirteen (13) citations were issued as a result of the complaints received during the time period.

DATE	TIME	PROPERTY ADDRESS	PROPERTY TYPE	COMPLAINT TYPE	COMPLAINT	CODE SECTION	RESOLUTION	CITATION ISSUED: Y/N	FINE AMOUNT	SOURCE
11/1/2020	6:38 AM	28555 Landau Blvd	STVR	Advertising	Properties not meeting advertising requirements at the Desert Princess Club.	3.24.011(E)(8)	Code Compliance spoke with Reporting Party and explained that City is not currently enforcing CCMC 5.96 at this time. Reporting Party was referring to advertisement requirements contained in Chapter 5.96.	N	N/A	GoR #15001
11/1/2020	8:39 PM	68515 Risueno Road	STVR	Music	Neighbor's Need To Turn The Music Down.	3.24.011 (E)(5)	Local contact responded within timeframe stating that the guest is going to turn down the music.	N	N/A	HL
11/1/2020	9:12 PM	68125 Verano Road	STVR	Music/Noise	Music Has Been Playing For Four Or Five Hours. Screaming And Yelling Excessively. I Am Trying To Go To Bed. House Is Lit Up	3.24.011 (E)(5)	Local Contact responded within timeframe; stated that the Owners are staying at the property and they are watching a movie. States that they are operating at a 10 decibel level and that there area lot of false reports at this property because it is a vacation rental. Further stated the noise complaint is actually coming from the property behind it.	N	N/A	HL
11/3/2020	1:30 AM	68125 Verano Road	STVR	Music	They Are Outside In The Back Of The House Playing Music Really Loud. This Is The 3rd Night In A Row That I Have Called And Complained.	3.24.011 (E)(5)	Local Contact did not respond within the 45 minute timeframe. Response provided hours later at 7:30 AM. I have a noise monitoring system, and a team that drive between 8pm-2am. I do not have a ticket #.	Y	\$1,000.00	HL
11/3/2020	11:32 PM	68125 Verano Road	STVR	Music/Noise	5th Night In A Row. Someone Is Dribbling A Basketball, Yelling And Playing Music. The Music Is Sounding Throughout My Entire House. It's Been Going On Since 5 Or 6pm. It's Causing Me Stress.	3.24.011 (E)(5)	The Local Contact responded within the 45 minute timeframe stating that the owner is at the property and there is no music playing and no one has been outside since 6 pm that day. States music coming from a nearby property.	N	N/A	HL
11/3/2020	8:13 AM	68320 Concepcion Rd	STVR	Advertising	Advertising violation.	3.24.011(E)(8)	This Request referenced advertising violations related to CCMC 5.96, which is not being enforced. Advertising violation of CCMC 3.24.011 confirmed; STVR permit number missing on advertisement.	Y	\$2,500.00	GoR #15022
11/6/2020	5:48 PM	68965 Hermosillo Rd	STVR	Music	Mike Is The Owner. They Are Having Loud Music Play Off Of A Boombox.	3.24.011 (E)(5)	Local Contact responded within timeframe stating occupants were told to turn off the music.	N	N/A	HL

DATE	TIME	PROPERTY ADDRESS	PROPERTY TYPE	COMPLAINT TYPE	COMPLAINT	CODE SECTION	RESOLUTION	CITATION ISSUED: Y/N	FINE AMOUNT	SOURCE
11/6/2020	6:51 PM	68820 30TH Ave	STVR	Parking	There Are Two Cars Parked In Front Of My House, It's Been Happening Every Weekend.	N/A	Local Contact responded within timeframe stating there are no cars parked in front of neighbors house. Allied stated there was only two cars upon arrival. Spoke with guest and verified they only had the two vehicles.	N	N/A	HL
11/6/2020	9:44 PM	69799 Northampton Ave	STVR	Music/Noise	There Is Party Going. Yelling And Screaming On The Patio. Loud Base Music Going On. I Have Double Pane Windows. Music Is Vibrating My House.	3.24.011 (E)(5)	Local Contact responded within timeframe stating the music is not loud; told them to go inside. Allied Security responded to the call, stated no party but there was noise coming from behind the STVR.	N	N/A	HL
11/6/2020	9:50 PM	68820 Concepcion Rd	STVR	Noise	There Is A Loud Party Going On Overflowing Into The Backyard And There Is More Than 10 People.	3.24.011 (E)(5)	Local Contact responded within timeframe, stating that the guests were inside. There was no music and 10 people on the property. Allied Security responded to the complaint. Upon arrival he couldn't hear any noise coming from the property, but while he was there the guest came outside. Advised her of the complaint and she stated they had just brought everyone inside.	N	N/A	HL
11/6/2020	10:28 PM	30216 Avenida Ximino	STVR	Music/Noise	Loud Music And Screaming.	3.24.011 (E)(5)	Local Contact responded within timeframe. Guests were playing music in the backyard; they are shutting it down. Allied Security responded to the call, upon arrival there was no music but he could hear people talking in the backyard. Made contact with the guest, and advised her of the complaint. The guest made everyone come inside before he left property.	N	N/A	HL
11/7/2020	2:15 AM	68320 Concepcion Rd	STVR	Noise	Loud People In Backyard By The Pool, It Will Get Quiet And Then The Noise Starts Again. I Have Been Woken Up Several Times Tonight.	N/A	Local Contact responded within timeframe. There were two people in the backyard talking and they were told to go inside. Allied Security responded to the call, upon arrival he did not hear any talking, but made contact with the guest who stated they just went inside.	N	N/A	HL

DATE	TIME	PROPERTY ADDRESS	PROPERTY TYPE	COMPLAINT TYPE	COMPLAINT	CODE SECTION	RESOLUTION	CITATION ISSUED: Y/N	FINE AMOUNT	SOURCE
11/7/2020	9:37 AM	68110 Marina Rd	STVR	Parking	Service Car Is Blocking My Driveway. I Asked If They Could Move Car And They Have Not.	N/A	Local Contact responded within timeframe; vehicle has been moved.	N	N/A	HL
11/7/2020	10:03 AM	28170 Horizon Rd	UNK	Parking / Noise	7 vehicles outside 3 in garage. Nuisance issues and noise after 12 midnight will continue to monitor and call police tonight if issue continues. 12 passengers van and seven cars .	3.24.011(E)(1)	Code Enforcement responded to Reporting Party that complaint will be investigated by STVR Code Compliance. Researching to determine if an unpermitted STVR is being operated.	N	N/A	GoR #15086
11/7/2020	6:17 PM	68125 Verano Rd	STVR	Parking	There Are About 20 Cars And They Are In Violation, Way Over The Limit On Cars. Due To Covid There Is A Limit To Gatherings.	N/A	Local Contact responded within timeframe; no cars parked in front of neighbors house. Allied Security responded to the call, stated there were four vehicles in driveway and three on the street. Spoke with guests and the three on the street were not their vehicles.	N	N/A	HL
11/7/2020	10:58 PM	69799 Northhampton Ave	STVR	Music/Noise	Yelling & Screaming On Patio, Playing Very Loud Music.	3.24.011 (E)(5)	Local contact responded within timeframe; there was no noise, no music, no nothing. Allied Security responded to the call, stated there was no music. However, there was loud people and music coming from two houses down.	N	N/A	HL
11/8/2020	10:00 AM	28170 Horizon Rd	UNK	Possible unpermitted STVR	Family Over There Been There Since Family. It Is Illegal For Short Term Rental. There Were At Least 6 There And 3 Car Garage. There Were 6-7 In Front Of Home As Well. Noise Complaint. Loud Music. Short Term Rental With No License. Illegal Activity Over There.	3.24.011 (G)(5)	At this point in time, unable to determine if an unpermitted STVR is being operating. No report found on Deckard list.	N	N/A	HL
11/8/2020	10:16 AM	28170 Horizon Rd	UNK	Possible unpermitted STVR	This Home Had A Lot Of People There With Several Calls. They Were Very Noisy On Friday. They Seem To Be Moving Out Today But We Are Not Sure That This Home Is Licensed Properly For A Short Term Rental	3.24.011 (G)(5)	See Resolution above.	N	N/A	HL

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11/9/2020	9:51 AM	28713 E Portales Dr 28835 E Portales Dr 2882 Desert Princess Dr	STVR	Advertising	Multiple addresses provided in Desert Princess that are missing the STVR business license on advertisement.	3.24.011(E)(8)	Request came in as 28555 Landau and referenced many properties. In researching the material provided, these three locations did not have the City business license number displayed in the advertisement on one of the properties. Citations issued. Citation #12590 Citation #12591 Citation #13012	Y	\$2,500.00	GoR #15097
11/9/2020	1:43 PM	29620 Avenida La Vista	UNK	Possible unpermitted STVR	I Want To Know If They Have A Permits In Order To Rent Because They Are Renting The House On The Weekends.	3.24.011 (G)(5)	STVR Administration found ad through Deckard. Last known advertisement was 4/2020. Currently no live advertisement. STVR Officers will further investigate compliant.	N	N/A	HL
11/11/2020	5:30 PM	68615 Tachevah Dr	UNK	Possible unpermitted STVR	I don't know if this is a legal Vacation Rental or not. They have different people and cars every weekend.	3.24.011 (G)(5)	STVR Officer responded to the property on 11/13/2020 and did not see any vehicles in the driveway or in front on the street. STVR Officer attempted to make contact by knocking on the front door but received no answer. A case was opened to monitor the property.	Y	\$5,000.00	GoR #15110
11/12/2020	10:13 PM	30216 Avenida Ximino	STVR	Noise	High Pitched Female Screaming, Can't Tell If Its A Party Or Someone Being Attacked.	3.24.011 (E)(5)	Local Contact called back within the 45 minute timeframe. They spoke to the guest about keeping it down. Guest stated they were just outside and they are heading back inside right now.	N	N/A	HL
11/13/2020	10:02 PM	67323 N Chimayo Dr	STVR	Noise	There Is Swearing And Loud Noises Coming From The Renters At This Address - This Is Ongoing All The Time, I Can Not Rest Or Relax - I Can Hear The Noise All Night Long - The Owner Should Know Better Than To Allow This - I Live Here Full Time.	3.24.011(E)(1)	STVR Officer responded to the property and did not locate any noise.	N	N/A	HL
11/14/2020	1:05 AM	68820 30th Ave	STVR	Other	Called to Assist Fire Department requested assistance at this STVR location.	N/A	Assisted Fire Department with pool equipment that caught fire at licensed STVR location. No injuries or structure damage. Occupancy through AirBnB. No violations noted or observed.	N	N/A	FD

DATE	TIME	PROPERTY ADDRESS	PROPERTY TYPE	COMPLAINT TYPE	COMPLAINT	CODE SECTION	RESOLUTION	CITATION ISSUED: Y/N	FINE AMOUNT	SOURCE
11/14/2020	1:29 AM	68270 Concepcion Rd	UNK	Music/Noise	Noise complaint; I can hear the bass.	3.24.011 (E)(5)	STVR Officer made contact with new Owner. Owner stated property sold and he was not going to use it as a STVR. Officer noted three (3) occupants at the property. Advised Owner of STRV fines for operating a STVR without a permit.	N	N/A	HL
11/14/2020	8:16 AM	68270 Concepcion Rd	STVR	Possible unpermitted STVR	STVR property was recently sold but various vehicles still show up for the weekend. Three this weekend. If the STVR license doesn't transfer is the property still being used as a STVR?	3.24.011 (G)(5)	Request had wrong address of 68260 Concepcion. STVR Officer responded to the complaint. Tried to make contact by knocking on the door, but did not receive a response. There were no cars in the driveway or in the street. Will follow up.	N	N/A	GoR #15169
11/14/2020	8:19 AM	68345 Concepcion Rd	UNK	Possible unpermitted STVR	Property has not had residents for over a year. Various vehicles appear mostly for the weekend for short term stays. Two this weekend so far. Is it being used as a STVR? It does not have a current license.	3.24.011 (G)(5)	STVR Officer made contact with resident. Based on the information provided unable to determine that this property is operating as an unpermitted STVR. The STVR Officers will continue to monitor the activities at this home and conduct further research.	N	N/A	GoR #15170
11/14/2020	3:54 PM	68270 Concepcion Rd	UNK	Music	The Music Is Loud And Keeps Going Until 3 Am. When The Office Calls The Owner Just Says He Is Home. The Cops Calls And Just Says The Renter Is There Instead And Never Get Any Resolution For Months.	3.24.011 (E)(5)	STVR Officer made contact with Property Owner's son; stated the family just purchased the home. Complied by shutting off the music, and was advised regarding fines for operating a unlicensed STVR.	N	N/A	HL
11/14/2020	4:30 PM	68745 Durango Rd	UNK	Noise	There Are Cars Pulling Up And There Is A Party With Lots Of Yelling And Noise.	3.24.011(E)(1)	Patrol Officer responded to the property and could hardly hear music. Patrol Officer made contact with the occupants and they advised it was family visiting family. Stated they would turn of the music.	N	N/A	HL
11/15/2020	2:31 PM	69729 Rochester Road	UNK	Music	The Neighbors Are Playing Very Loud Music And Driving Down The Street Very Fast.	3.24.011 (E)(5)	Patrol Officer responded and upon arrival found out that a live band was playing. Based on the circumstances, and time of day a warning was issued. The Property Owner was notified of the complaint.	N	N/A	HL

DATE	TIME	PROPERTY ADDRESS	PROPERTY TYPE	COMPLAINT TYPE	COMPLAINT	CODE SECTION	RESOLUTION	CITATION ISSUED: Y/N	FINE AMOUNT	SOURCE
11/15/2020	2:40 PM	69729 Rochester Road	UNK	Music	They Have Been Blasting Music All Afternoon. I Am On The Other Side Of The Street And I Can Hear It In My Backyard.	3.24.011 (E)(5)	Patrol Officer responded and upon arrival found out that a live band was playing. Based on the circumstances, and time of day a warning was issued. The Property Owner was notified of the complaint.	N	N/A	HL
11/15/2020	5:58 PM	68390 Tortuga Road	UNK	Possible unpermitted STVR	Illegal Vacation Rental, This Is The 3rd Time In 4 Times, This Property Has Been Transferred Into Rental.	3.24.011(G)(5)	Patrol Officer responded to the location. No violation	N	N/A	HL
11/16/2020	1:07 AM	69730 McCallum Way	STVR	Music/Noise	Noise Complaint, Very Loud Music And Yelling.	3.24.011 (E)(5)	Upon arrival the STVR Officer and CCPD Officer did not locate any loud music in the area. Made contact with the occupants advising to keep it down.	N	N/A	HL
11/16/2020	10:29 AM	68390 Tortuga Road	UNK	Possible unpermitted STVR	They Do Not Have A Permit For This Rental.	3.24.011(G)(5)	STVR Officer was able to locate a STVR advertisement for the property through RentalScape. The advertisement has the host name and advertising for 12 guests in a 3 bedroom. The advertisement has several recent renter reviews. Based on the information discovered on Airbnb and statement from renters, it was determined that the Property Owner is in violation of operating an STVR without a license. Citation #12925	Y	\$5,000.00	HL
11/16/2020	1:21 PM	67687 Duchess Rd Unit 103	UNK	Possible unpermitted STVR	I Am Looking On The Website That Shows The Location Of Stvrs I Do Not See This Property Listed So I Am Wondering If It A Legitimate Short Term Vacation Rental Or If It Someone Running Rogue.	3.24.011(G)(5)	STVR Officer left message for the Reporting Party to call or email with more detail.	N	N/A	HL
11/16/2020	9:27 PM	38565 Charlesworth Dr	STVR	Noise	Loud music/Loud subjects.	3.24.011(E)(1)	STVR Officer responded and heard no music upon arrival. Current tenants are long term renters.	N	N/A	CCPD
11/16/2020	10:30 PM	68895 Hermosillo Rd	STVR	Noise	There Is A Loud Party Coming From This Property And I Have To Be Up At 4am For Work. This Is Ridiculous. I Am Sure It's The Owner Of The Property Having A Party. I've Already Called The Police.	3.24.011 (E)(5)	STVR Officer unable to locate music; made contact with Property Owner. No noise decibel reading was taken because no noise was heard upon arrival.	N	N/A	HL

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11/17/2020	11:02 AM	69799 Northampton Ave	STVR	Noise	Yelling And Screaming Jumping In The Pools I Understand You Cant Do Nothing But I Do Want It On Record That They Were Noisy On 11/14 2:37am.	3.24.011(E)(1)	Not an active complaint.	N	N/A	HL
11/17/2020	2:02 PM	68716 Avenida Diosa	STVR	Music	Please Assist Asap, There Is Loud Music Coming From The Above Address.	3.24.011 (E)(5)	Incorrect address of 38716 given to HL. . STVR Officer located the STVR Property at 68716 Avenida Diosa that had 5 vehicles parked in the driveway and the STVR Officer heard music coming from the property. STVR Officer could not get a steady noise decibel reading. At the front door the reading was less than 60. Through the front glass sliding door he saw about 9-10 kids by the pool. Officer advised occupant of complaint and explained the city ordinance.	N	N/A	HL
11/17/2020	7:19 PM	67-700 E. Palm Cyn	BUSINESS	Noise	Its Not A Vacation Rental. Excessively Noisy Business. Its Called "Boomers". Its A Mini Amusement Park In Target Parking Lot. We Can Hear Every Single Instruction They Are Giving The Go-Cart Drivers. It Happens Every Evening. The Sound Funnels Into Neighborhood. If This Isn't Correct Phone #, Can You Tell Me # To Call?	N/A	This is a commercial business, referred to CCPD dispatch. Advised CCPD will not be responding to a business operating during normal operating hours.	N	N/A	HL
11/18/2020	3:12 PM	69730 McCallum Way	STVR	Other	My Gardner Told Me They're Using Too Much Water , Now My Wall Is All Wet, Their Sprinklers Must Be Running Too High.	N/A	STVR Officer responded to the property and determined that it is a Civil matter.	N	N/A	HL
11/19/2020	10:09 PM	68125 Verano Rd	STVR	Noise	I Can Hear The People The Are Singing Very Loud. I Can Not Hear My T.V. Its All Staged. They Are Extremely Like An Amphitheater.	3.24.011 (E)(5)	STVR Officer responded to property and did not hear any singing. Contact was made with occupant to notify him of the complaint, and the occupant would not provide the Officer any information.	N	N/A	CCPD

DATE	TIME	PROPERTY ADDRESS	PROPERTY TYPE	COMPLAINT TYPE	COMPLAINT	CODE SECTION	RESOLUTION	CITATION ISSUED: Y/N	FINE AMOUNT	SOURCE
11/20/2020	10:18 AM	68820 Concepcion Rd	STVR	Trash	STVR violation of the STVR ordinance for trash bins in front yard. This situation has been ongoing for over a year. The property is professionally managed by Native Travel, has been reported for noise and other disturbances many times, and code compliance staff has been to the property numerous time. The property manager has been a leading advocate for better code enforcement on STVRs and has done more than one interview on TV and or newspaper. Please issue a citation under the STVR ordinance for this flagrant disregard for the city STVR ordinance. No warnings per a City Council direction. I will send additional email with more photos.	3.24.011(E)(7)	The STVR Officer drove by the location at 0700 hours on 11/23/2020 and the trash containers were behind the gate. No violation at this time. STRV Officers will be following up on the issue.	N	N/A	GoR #15221
11/20/2020	2:50 PM	68665 Risueno Rd	STVR	Trash	This Vacation Rental Keeps Their Trash Cans In Front Yard, Visible From Street, Have Been Warned Not To Do It Given Until 8/28 To Take Care Of The Trash Cans And They Are Back Out Front Again.	3.24.011(E)(7)	Trash was seen in public view on the response. The Local Contact was informed of the violation, however it was not corrected within the 45 minute timeframe. Citation #12976	Y	\$1,000.00	HL
11/20/2020	9:58 PM	69643 Willow Lane	STVR	Noise	The Neighbors Are Yelling, Screaming And Clapping.	3.24.011(E)(1)	The STVR Officer responded and no music was heard; there was no noise to measure. Occupants were on the back patio playing monopoly and were advised on the noise and asked to take it inside.	N	N/A	HL
11/21/2020	12:24 AM	69643 Willow Lane	STVR	Other	I Am The Home Owner. I Noticed That The Compliance Officer Went By And I Did Not Receive A Call. I Need To Know What Is Going On.	N/A	The STVR Officer contacted the Property Owner, and spoke with her regarding the event.	N	N/A	HL
11/21/2020	10:36 AM	68615 Tachevah Dr	UNK	Possible unpermitted STVR	This Is An Illegal, Not Registered Address. Cars Are Blocking The Road And Passage Ways.	3.24.011(G)(5)	A CCPD Patrol Officer and a STVR Officer made contact with the occupants. The STVR Officer cited for a parking violation. Based on the information provided by the occupants a citation will be issued for operation of a unlicensed short-term vacation rental. Citation #12977	Y	\$5,000.00	HL

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11/21/2020	1:18 PM	68845 Durango	STVR	Music	The Music Is Blaring. It Is Excessive.	3.24.011 (E)(5)	The STVR Officer responded and heard music from the property line. The noise measured did not exceed 65 decibels. The Officer made contact with the Responsible Person and educated her on CCMC violations. They were instructed to move the gathering inside the residence and not to play music that can be heard from the property line.	N	N/A	HL
11/21/2020	10:04 PM	68445 30th Ave	UNK	Noise	Complaint came into CCPD as noise.	3.24.011(E)(1)	Reporting Party called Police Dispatch regarding noise from location. While accompanying Patrol Officers to make contact, occupants freely said the location was rented through Airbnb. Patrol advised on the noise and occupants and complied. Property Owner was cited for operating an unlicensed STVR.	Y	\$5,000.00	CCPD
11/22/2020	12:40 AM	68355 Tachevah	STVR	Music	The Music Is Extremely Loud.	3.24.011 (E)(5)	STVR Officer responded and could hear the music from the property line, but the music did not exceed 65 decibels. The Responsible Person was educated on the CCMC regulations. The occupants were asked to not play music that can be heard outside the residence, and they agreed to lower the noise.	N	N/A	HL
11/22/2020	1:17 AM	68355 Tachevah	STVR	Music	2nd Call, Loud Music, Screaming A Party.	3.24.011 (E)(5)	Second response to residence for noise, warranting a citation for noise after 10 PM. Decibel reading at front door 60+ for approximately 1 minute. The decibel reading was 45-50 standing in additional location.	Y	\$1,000.00	HL
11/22/2020	10:40 AM	68320 Tortuga Rd	STVR	Trash	Trash Containers In The Front Yard.	3.24.011 (E)(7)	Upon arrival the STVR Officer confirmed visible trash containers at property location. Left message for both Local Contacts to correct the issue within 45 minutes. Violation was not corrected within timeframe.	Y	\$1,000.00	HL

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11/22/2020	2:37 PM	39555 Elna Way	STVR	Music & Noise	Drunk Kids Playing Music And Making A lot Of Noise In The Neighborhood.	3.24.011 (E)(5)	The STVR Officer responded and heard music from the property line. A decibel reading was taken measuring 50 db.; it was determined that a violation was not occurring since it was not meeting the 65 db. threshold. The Responsible Party was informed of the noise complaint and was asked to lower the volume. Informed him on the 50 decibel limit after 10:00 PM.	N	N/A	HL
11/24/2020	1:37 PM	69411 Ramon Road	UNK	Possible unpermitted STVR	The Concrete Pods, Chevy Mandell Is The Person Renting These Out. No License Has Been Renting Off R V For The Weekend And She Is Renting Them Off To People And She Is Working As An Agent And R V's Are Other Owners R V's And Renting For Long Weekends And Parties.	3.24.011(G)(5)	Manager referred to City Business License/ no noise issues/violation at this time.	N	N/A	HL
11/25/2020	8:14 PM	69799 Northampton Ave	STVR	Other	Needing To Know Why People Are At This Address With The Covid Restrictions.	N/A	There are no current restrictions on renting during COVID.	N	N/A	HL
11/26/2020	10:45 PM	30076 Avenida Del Yermo	L/T	Noise	A Lot Of Noise - Yelling Singing Screaming A Large Group Music - No Masks	3.24.011 (E)(5)	Per Hotline, this is a long term rental. Subjects seen taking musical instruments into 30056, but no noise at that location. Subjects stated they were storing equipment after a separate event. Advised if additional calls received, a citation may be issued. Not STVR related.	N	N/A	HL
11/27/2020	2:34 AM	38835 Concepcion Rd	UNK	Music	They Have Been Playing Music Since 8pm, The Volume Has Been Getting Louder. It Is Loud Even Over The Noise Machine.	3.24.011 (E)(5)	Not a valid address; cannot locate music in the immediate area.	N	N/A	HL

DATE	TIME	PROPERTY ADDRESS	PROPERTY TYPE	COMPLAINT TYPE	COMPLAINT	CODE SECTION	RESOLUTION	CITATION ISSUED: Y/N	FINE AMOUNT	SOURCE
11/27/2020	9:40 AM	37925 Mountain Shadow Ln	STVR	Advertising	Occupancy Limits-Tagline shows 4bdm/8 guests but text in ad reflects "sleeps 10 comfortably"	3.24.011(E)(8)	The STVR Officer reviewed the Airbnb advertisement for the property. The first page of the advertisement indicates that the property is a 4 bedroom and allows up to 8 guests. On the second page of the advertisement, it states "Sleeps up to 10 in beds". Citation #12929	Y	\$2,500.00	GoR #15274
11/27/2020	11:09 AM	28170 Horizon Rd	UNK	Possible unpermitted STVR	I Am Reporting An Illegal Rental, People Have Been In There Since Monday Or Tuesday And During The Week We Have Seen A Couple Of Cars But They Are Not The Owners.	3.24.011(G)(5)	The STVR Officer made contact at the front door with a male occupant. Occupant stated he checked in on 11/24 and will be checking out on 11/28. Further stated he booked through Airbnb and did not speak with anyone when checking in. Citation #12979	Y	\$5,000.00	HL
11/27/2020	4:49 PM	68790 Risueno Rd	STVR	Trash	The Trash Can Is Blocking The Sidewalk	3.24.011 (E)(7)	Local Contact advised trash cans had been screened. Officer followed up on status of trash cans. All trash cans were put away, out of sight.	N	N/A	HL
11/28/2020	4:01 PM	69799 Northhampton Ave	STVR	Noise	Loud Crowd, Loud	3.24.011(E)(1)	The STVR Officer measured noise levels at 50 decibels. Noise levels did not meet 65 decibels to warrant a citation. Made contact with the occupants, asked them to keep the noise down.	N	N/A	HL
11/28/2020	10:47 PM	67775 Elizabeth Rd	STVR	Parking	Vehicle blocking sidewalk	N/A	Officer responded, found violation and issued parking citation.	N	N/A	CCPD
11/30/2020	1:16 PM	67790 Quijo Rd	STVR	Trash	Trash cans sitting on sidewalk curbside ... trash day is Thursday. They have been there days.	3.24.011 (E)(7)	Trash cans not on the sidewalk when STVR Officer arrived on 12/1. STVR Officer emailed Property Owner advising of complaint and regulations regarding Trash & Refuse.	N	N/A	GoR #15299