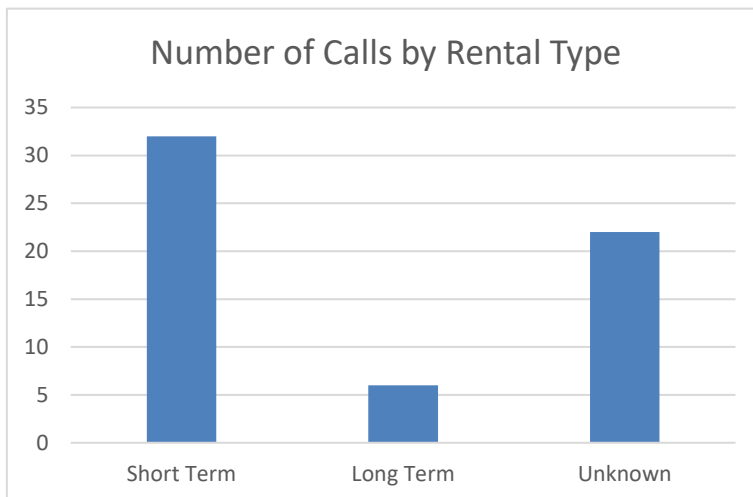
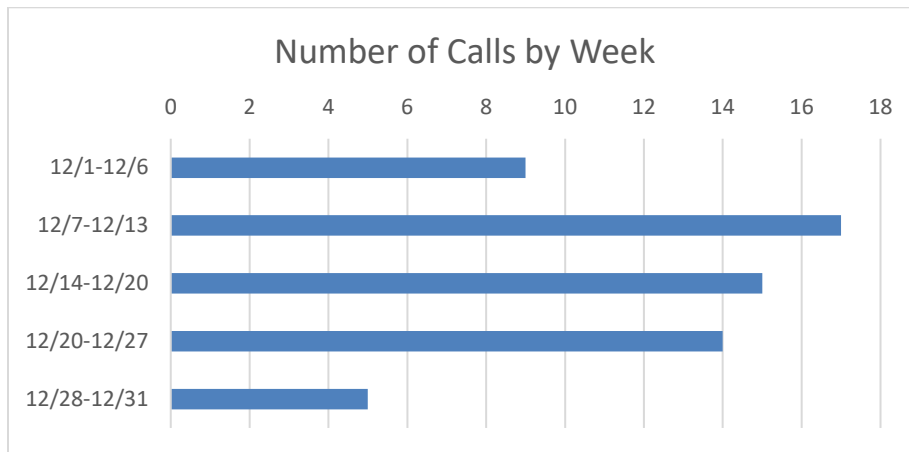




SHORT TERM VACATION RENTAL DECEMBER 2020 DECEMBER 1 - 31, 2020

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

Sixty (60) STVR complaints were received in December, of which 31 calls were received via the Hotline, 10 via the Police Department, 1 via the Fire Department, and 18 were received via GoRequest. The graph below shows the number of calls received for each week of the reporting period.

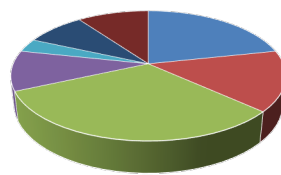


Of the 60 calls received, 32 were on licensed STVR properties, 6 was on a Long-Term rental property, 22 calls fell into neither category and are classified as Unknown (UNK).

Number of Complaints by Week and Complaint Type

Complaint Type	12/1 – 12/6	12/7 – 12/13	12/14-12/20	12/21-12/27	12/28 – 12/31	Total
Noise/Music	5	4	2	0	2	13
Possible Unpermitted STVR	2	2	3	2	0	9
Emergency Order Violation	0	9	3	5	0	19
Advertising Violation	0	0	1	5	2	6
Trash	1	0	0	0	0	2
Parking	0	0	1	0	0	0
Licensing	0	0	5	0	0	5
Other	1	2	0	2	1	6
Total	9	17	15	14	5	60

Calls by Complaint Type



Noise/Music (13)	Possible Unpermitted STVR (9)
Emergency Order Violation (19)	Advertising Violation (6)
Trash (2)	Parking (0)
Licensing (5)	Other (6)

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 six (6) complaints classified as “Other” include calls to the Hotline concerning a civil matter, landscape maintenance, COVID restrictions, Code Compliance issue, and a non-regulated STVR issue.

For the reporting period, ten (10) citations were issued as a result from the complaints received.

STVR Calls - December 2020

DATE	TIME	PROPERTY ADDRESS	PROPERTY TYPE	COMPLAINT TYPE	COMPLAINT	CODE SECTION	RESOLUTION	CITATION ISSUED: Y/N	FINE AMOUNT	SOURCE
12/1/2020	1:24 PM	68190 Tachevah Dr	L/T	Possible unpermitted STVR	There are three cars at the location without license plates and they have been cited before.	3.24.011(G)(5)	This is a long term rental. STVR Officer contacted Reporting Party and advised of property status.	N	N/A	HL
12/4/2020	11:17 AM	38755 Vista Dr	STVR	Music	There is outdoor music being played. It is audible from several houses over. It is a bit too loud today. I believe it is south of us.	3.24.011 (E)(5)	STVR Officer was unable to locate music. No renters at property per the Local Contact.	N	N/A	HL
12/4/2020	2:13 PM	68483 Terrace	UNK	Noise	Noise complaint.	3.24.011(E)(1)	STVR Officer responded; Owner occupied. Advised to keep it down.	N	N/A	CCPD
12/5/2020	8:25 AM	68110 Marina Rd	STVR	Trash	There is a full size white porcelain toilet sitting to front at the edge of the road. Trash day is not until Thursday, so it will sit there all week. We need it moved.	3.24.011(E)(7)	On 12/7/20 the STVR Officer spoke to the Property Owner regarding the complaint. It was stated that he scheduled to have the toilet picked up on Friday which is why he left out the toilet for pickup. The Owner was advised that he has to schedule the pick up first prior to leaving the toilet out on the sidewalk. Toilet was removed and picked up on 12/9/20.	N	N/A	HL
12/5/2020	11:18 AM	67323 N. Chimayo Dr	L/T	Noise	The Condo Next door Has Had More Than 3 People Staying There. Making Noise. Coming In And Out. It's A One Bedroom. Hughes Is The Owner. He Has Had Violations In The Past.	3.24.011(E)(1)	This is a long term rental; no noise heard. STVR Officer spoke with tenants and Property Owner.	N	N/A	HL
12/5/2020	9:55 PM	68265 Tortuga Rd	UNK	Possible unpermitted STVR	Request for assistance from CCFD. CCFD dispatched to the location regarding a female who had too much to drink and was experiencing shortness of breath.	3.24.011(G)(5)	The STVR Compliance Team was dispatched regarding the Reporting Party telling dispatch they're renting the location through Airbnb. There is no prior history of the location being a STVR. No noise complaints related to the location or the medical aid. Fire arrived and attended to the guest, who was alert and responsive. Code Compliance conducted research through Deckard Technologies RentalScape. No advertisements found on Airbnb or VRBO. Will continue to monitor location.	N	N/A	CCFD
12/5/2020	11:45 PM	68125 Verano Rd	STVR	Noise	Noise complaint.	3.24.011(E)(1)	Reporting Party cancelled due to noise ceasing. STVR Officer contacted occupants, responsible party advised.	N	N/A	CCPD
12/6/2020	1:30 AM	69211 30TH Ave	STVR	Noise	Noise complaint.	3.24.011(E)(1)	STVR Officer responded, no music or noise heard from street. However, voices heard at closed front door, occupant advised.	N	N/A	CCPD

STVR Calls - December 2020

DATE	TIME	PROPERTY ADDRESS	PROPERTY TYPE	COMPLAINT TYPE	COMPLAINT	CODE SECTION	RESOLUTION	CITATION ISSUED: Y/N	FINE AMOUNT	SOURCE
12/6/2020	8:48 AM	67735 Elizabeth Rd	STVR	Other	Property is cheating on taxes. Public record has as full-time. This is not true; house is an STVR. They also do not have commercial renters insurance. They are cheating on property taxes and insurance. This is in the public record.	N/A	The requirement of insurance was under CCMC 5.96 and is not a regulation under CCMC 3.24.011. Therefore we can not enforce under this ordinance. Regarding property taxes, it is not within the city's ordinance to regulate.	N	N/A	GoR #15370
12/8/2020	4:44 PM	68295 Verano Rd	STVR	Other	Neighbor Has Planted Ficus Trees That Are Growing In My Yard. Neighbor Cut The Trees Recently And The Leaves Are Now In My Yard And No One Has Cleaned It Up. Noise Complaint Because They Are Running An Bnb And The Music Is Too Loud During The Week	N/A	STVR Officer called the Local Contact and advised him to contact the Reporting Party regarding the matter. Requested the Local Contact to email once they have agreed, so we can have it on record that the issue was resolved.	N	N/A	HL
12/8/2020	6:33 PM	68725 Panorama Rd	STVR	Other	The Sprinklers Have Been Running For At Least Five Hours And It's Going To Cause Damage. It's Not My Property But I Have Called The Neighbor Next Door To That Address Since It's A Waste Of Water. It's Just A Courtesy Call.	N/A	CCFD was dispatched to the location to investigate. A fire report was taken.	N	N/A	HL
12/9/2020	4:18 PM	68391 Alcita Rd	L/T	Possible unpermitted STVR	Possible illegal STVR investigation.	3.24.011(G)(5)	STVR Officer reviewed property advertisement through Deckard , it was determined property is not an STVR but a long term rental. Referred to Code Enforcement to obtain a Business License.	N	N/A	CCPD
12/9/2020	9:32 PM	68895 Hermosillo RD	STVR	Noise	Noise complaint.	3.24.011(E)(1)	STVR Officer responded and did not hear any music upon arrival, but while standing at the door he could hear people talking, and music coming from the back. Officer made contact with the occupants advising them to keep the music down. Occupants were educated on the noise levels and were advised regarding the State Order shut down.	N	N/A	CCPD
12/10/2020	1:18 PM	320 Via Napoli	STVR	Emergency Order Violation	I Am Calling Regarding A Violation There Is Someone Here That Is Doing A Short Term Rental And Currently They Are Not Allowed Due To The Coronavirus Situation.	3.24.011 (F)(1)	STVR Compliance Officers confirmed that there were no renters occupying the property. No answer at front door and no vehicles at location.	N	N/A	HL
12/10/2020	6:58 PM	67735 Elizabeth Rd	STVR	Emergency Order Violation	That a car was seen parked in the driveway of an STVR during the stay at home order by the RP	3.24.011 (F)(1)	STVR Officers confirmed vehicle in driveway. Interior house lights on, could not see inside residence. Rang door bell twice, no response.	N	N/A	CCPD

STVR Calls - December 2020

DATE	TIME	PROPERTY ADDRESS	PROPERTY TYPE	COMPLAINT TYPE	COMPLAINT	CODE SECTION	RESOLUTION	CITATION ISSUED: Y/N	FINE AMOUNT	SOURCE
12/11/2020	5:06 PM	68822 Durango Rd	STVR	Emergency Order Violation	I Was Told That Short Term Vacations Were Suppose To Be Shut Down Due To Covid , There Are 4 Cars In The Drive Way	3.24.011 (F)(1)	STVR Officer made contact with the occupant who advised they were staying until 12/13/20. The responsible party stated they booked with the Property Owner through Airbnb. Citation #12983	Y	\$100.00	HL
12/11/2020	11:54 PM	68445 30TH Ave	STVR	Music	Music complaint.	3.24.011 (E)(5)	STVR Officer responded, no music upon arrival, voices heard in back yard. Decibel reading 45db from front/north property line, 45-48db side/east property line. Contacted occupant, who provided valid US Forestry Service credentials.	N	N/A	CCPD
12/12/2020	9:47 AM	68325 Concepcion Rd	STVR	Emergency Order Violation	There Is Vehicle There From Texas Now, There's A Limit To Rentals Right Now	3.24.011 (F)(1)	STVR Office made contact with the Property Owner who advised he had just purchased the property. The furniture in the home appeared to be in the process of moving. They advised they are no longer renting the property.	N	N/A	HL
12/12/2020	9:50 AM	68270 Concepcion Rd	UNK	Emergency Order Violation	There Are New Vehicles That Appear Overnight	3.24.011 (F)(1)	STVR Officer did a patrol check and confirmed there was a vehicle at the location. Made contact with the Property Owner who advised he and his family stay there on weekends, and it is not rented out. Based on previous responses to the location the Officer determined the property is not operating an STVR.	N	N/A	HL
12/12/2020	9:52 AM	68345 Concepcion Rd	UNK	Possible unpermitted STVR	Officers Been Before. Doesn't Have A License. No Residents. Two Vehicles With Paper Plates Appeared Overnight	3.24.011(G)(5)	STVR Officer made contact with the Property Owners brother who advised the property was an investment to flip the house. It is not being operated as a STVR.	N	N/A	HL
12/12/2020	1:20 PM	68110 Marina Rd	STVR	Emergency Order Violation	They're In Violation Of The State's And City's Order To Cease Operation. Two Cars Came In From Washington D.C. And Al Cahoon Area.	3.24.011 (F)(1)	STVR Officer unable to make contact at the front door, voices heard in the backyard. Notified the Local Contact and asked them to have the occupants come to the door. They came to the door and confirmed they were renting from the 12/11/20 to 12/13/20. Property Owner cited and the Local Contact notified. Citation #12984	Y	\$100.00	HL

STVR Calls - December 2020

DATE	TIME	PROPERTY ADDRESS	PROPERTY TYPE	COMPLAINT TYPE	COMPLAINT	CODE SECTION	RESOLUTION	CITATION ISSUED: Y/N	FINE AMOUNT	SOURCE
12/12/2020	5:09 PM	68520 Risueno Rd	STVR	Emergency Order Violation	State Wide Shutdown That Applies To Hotels Etc.. And Everyone Is Driving To Coachella Valley/ Heads Up The People Have Been Instructed To Say They Are Family Members	3.24.011 (F)(1)	STVR Officer made contact with the Property Owner who was occupying the home. Property is not being rented out at this time.	N	N/A	HL
12/12/2020	5:11 PM	69799 Northhampton Rd	STVR	Emergency Order Violation	They're Suppose To Be Closed To Government's Mandate. Not To Rent Stvr. But There Are People There. They Shouldn't Be Renting It Out.	3.24.011 (F)(1)	STVR Officer arrived at location, four (4) vehicles parked in driveway and street. Primary occupant claimed to be the Owner's cousin, she named the Owner by first name. Occupant was advised regarding the emergency order. Property Owners and immediate family only are allowed at STVRs, not extended family. Citation #12903	Y	\$100.00	HL
12/12/2020	5:14 PM	68625 Risueno Rd	STVR	Emergency Order Violation	People Are Having Gatherings Currently	3.24.011 (F)(1)	STVR Officer responded to location, no vehicles seen, unable to make contact at the door.	N	N/A	HL
12/13/2020	1:21 AM	68920 Concepcion Rd	UNK	Noise/Music	Music and Yelling	3.24.011 (E)(5)	Patrol Officer Rivera responded to location, noted several vehicles. Made contact with occupants who stated there were family of the Property Owner. Possible unlicensed STVR.	N	N/A	CCPD
12/13/2020	4:22 PM	67525 Medano Rd	STVR	Noise	Assist Patrol / Audible Alarm	3.24.011(E)(1)	STVR Officer responded, identified the source of alarm activity, no vehicles at location, courtesy call given to STVR Local Contact.	N	N/A	CCPD

STVR Calls - December 2020

DATE	TIME	PROPERTY ADDRESS	PROPERTY TYPE	COMPLAINT TYPE	COMPLAINT	CODE SECTION	RESOLUTION	CITATION ISSUED: Y/N	FINE AMOUNT	SOURCE
12/15/2020	1:01 PM	69437 Muirfield Way	STVR	Emergency Order Violation	There Are 3 Cars Parked In Front Of 69437 Muirfield Way - I Thought There Was No Renting At This Time - No Call Back And No Follow Up - I Just Wanted To Inform You About The Cars Parked There	3.24.011 (F)(1)	Upon arrival the STVR Officer did not observe any vehicles parked in the driveway. He tried to make contact, but there was no answer at the door. Informed dispatch that he can hear at least two (2) people inside the home. Called the Local Contact to ask if there are renters staying at his property, and confirmed there was a guest from 12/14/2020 until 12/17/2020. The renter is traveling from Texas and on his way home to San Bernardino to stay with his family, and needed a place to stay. Explained to him that this does not meet the criteria to allow the renter to stay in his home and that he is in violation of the Emergency Order. Confirmed the information with the occupant.	Y	\$100.00	HL
12/15/2020	1:20 PM	29620 Avenida La Vista	UNK	Possible unpermitted STVR	RP believes property is a unpermitted STVR.	3.24.011 (E)(8)	STVR Officer spoke to Reporting Party; advised to call hotline when rental activity is occurring. Case opened for further investigation.	N	N/A	GoR #15432
12/15/2020	2:43 PM	69437 Muirfield Way	STVR	Emergency Order Violation	Already report to the Hotline. FYI, there are 3 cars parked in front of 69437 Muirfield Way- I thought there was no renting at this time - no call back and no follow up - i just want to inform you about the cars parked there	3.24.011 (F)(1)	Duplicate complaint. See resolution above.	Y	\$100.00	GoR #15434
12/17/2020	8:35 AM	67775 Elizabeth Rd	STVR	Emergency Order Violation	Possible violation of CA Stay At Home order(s)... Oregon plate.	3.24.011 (F)(1)	STVR Officer spoke with occupant. Occupant stated he was staying at the property from 12/3/20 to 1/6/21. Rental term meets State requirements. Advised Local Contact of my presence at the property.	N	N/A	GoR #15451
12/19/2020	12:46 AM	68270 Concepcion Rd	UNK	Noise/Music	Noise Complaint, Very Loud Music Well Past 10pm	N/A	STVR Officer responded; property not identified as a STVR. As past instances, contacted new Property Owner. He was made aware of the noise complaint at 1am. Issued a CCMC loud music/disturbance written notice. Explained these may escalate to fines. Owner requested contact information for Supervisor to discuss property being identified as an STVR.	N	N/A	HL
12/19/2020	9:31 AM	29583 Trances Dr	STVR	Licensing	Online STVR Map for permit # 15778 is not showing the number of BRs permitted... how many are permitted ?	N/A	This is not a complaint; STVR administration responded that this is a 2 bedroom.	N	N/A	GoR #15496

STVR Calls - December 2020

DATE	TIME	PROPERTY ADDRESS	PROPERTY TYPE	COMPLAINT TYPE	COMPLAINT	CODE SECTION	RESOLUTION	CITATION ISSUED: Y/N	FINE AMOUNT	SOURCE
12/19/2020	9:36 AM	28967 E Portales Dr	STVR	Licensing	Online STVR Map for permit # 17318 is not showing the number of BRs permitted... how many are permitted?	N/A	This is not a complaint; STVR administration responded that this is a 2 bdrm.	N	N/A	GoR #15497
12/19/2020	9:42 AM	68483 Terrace Rd	UNK	Licensing	Online STVR Map is showing permit # 17043 expired on 4/15/2020. Are they operating without a proper permit on file?	N/A	STVR administration has been in contact with the Property Owner. It has been determined that the account has expired, and was closed on 12/22/20. STVR Compliance Team confirmed advertisement had been removed.	N	N/A	GoR #15498
12/19/2020	9:47 AM	67895 Garbino Rd	UNK	Licensing	Online STVR map is showing permit # 17269 expired on 7/9/2020. Are they operating without a proper permit on file?	N/A	This Business License was in an inactive status. A courtesy email was sent on 12/24/20 notifying the Property Owner that the account will be closed. There are no pending issues and no active advertising that has been identified through Deckard.	N	N/A	GoR #15499
12/19/2020	10:42 AM	68815 E St	UNK	Licensing	Online STVR Map is showing permit # 13754 expired on 10/20/2020. Are they operating without a proper permit on file?	N/A	This was an administrative oversight; Property Owner submitted payment and renewal application to be a home share prior to expiration. The property was put in a pending status until staff received clarification on home share when the referendum was filed. Since home share is not recognized under CCMC 3.24, the Owner has submitted a Closure Form and the STVR Business License has been closed.	N	N/A	GoR #15500
12/19/2020	11:14 AM	Unknown	UNK	Advertising	STVR ad violations. STVR address is unknown. More information will be furnished when GOResult issue # is assigned.	3.24.011 (E)(8)	STVR Officer reviewed material provided. This is a possible unpermitted STVR. Property is not yet identified in Deckard.	N	N/A	GoR# 15501
12/19/2020	11:29 AM	68716 Avenida Diosa	STVR	Trash	Trash have been sitting full since Wednesday 12/16/2020. Renter left yesterday all the bags of more trash on sidewalk. See photos. Please send code enforcement. Thank you!	3.24.011(E)(7)	STVR Officer arrived at the property and witnessed overflowing trash container out front, pile of trash to the side of it. Spoke with Local Contact via phone call. Advised her that the trash containers must be put away. She said they are leaving the trash out to be picked up. Advised her trash day is not until Wednesday and that the trash must be put away within 45mins of the call or the Property Owner can face a citation. She agreed and said she will call some to correct the violation. Confirmed that the trash was put away and out of view.	N	N/A	GoR #15502
12/19/2020	12:21 PM	67170 Ontina Rd	UNK	Possible unpermitted STVR	Suspected STVR ad violation. More details will be furnished upon GOResult issue # being assigned.	3.24.011 (E)(8)	STVR Officer researched material provided. Advertising eight (8) overnight occupants when the max for a three (3) bedroom property is six (6). Citation #01001	Y	\$2,500	GoR #15503

STVR Calls - December 2020

DATE	TIME	PROPERTY ADDRESS	PROPERTY TYPE	COMPLAINT TYPE	COMPLAINT	CODE SECTION	RESOLUTION	CITATION ISSUED: Y/N	FINE AMOUNT	SOURCE
12/19/2020	8:21 PM	68445 30TH Ave	UNK	Noise/Music	Noise and Music complaint.	N/A	<p>STVR Compliance and CCPD Patrol were dispatched to the area of Verano Road regarding a noise/music complaint. Upon the STVR Compliance Officers arrival the party was already shut down and no noise or music was observed.</p> <p>However, when the CCPD Officers arrived they located the source of the noise and made contact with occupant who claimed to be the Property Owner. He told officers he had friends and family over for his birthday. Three (3) vehicles in the driveway, including catering truck. Approx. 10+ vehicles parked along Avenida Maravilla. Patrol issued the occupant a CCMC noise/disturbance citation. The Property Owner did mention he received a \$5,000 dollar admin cite for unlicensed STVR activity. Advised on contacting the City reference his appeal process, emergency protection order, etc.</p>	N	N/A	CCPD
12/20/2020	1:05 PM	68155 Tachevah Dr.	UNK	Possible unpermitted STVR	Did Not Want To Leave Any Information But Wanted To Report A Violation. I Don't Think These People Are Licensed To Have Renters. Please Go Check Their Paper Work.	3.24.011 (E)(5)	The STVR Officer spoke with the Property Owner, who stated that she and her family use the property as a vacation house. They come on weekends or stay for long periods of time. She said they do not operate as a STVR.	N	N/A	HL
12/23/2020	10:58 AM	68863 Risueno Rd	UNK	Possible unpermitted STVR	I Take 2 walks Twice A Day With My Dogs And I See Cars Outside 68863 Extremely Often On Weekends. Last Weekend There Were 4 Jeeps Outside, This Weekend There's 3 Cars. They Get Combative And Always Claim They're Family Whenever Someone Shows Up To Check Them.	3.24.011 (E)(5)	The STVR Officer made contact with one of the occupants. The man said he is cousins of the Property Owner and went into the house. Another man came outside and introduced himself; he stated he is a cousin of the Property Owner. It was determined that 6 adults and 6 children were at the location.	N	N/A	HL
12/24/2020	9:44 AM	67775 Elizabeth Rd	STVR	Emergency Order Violation	There's A Car Parked In Garage With Arizona Plates And I Believe It's In Violation Of Travel; I Also Have Copy Of License Plate.	3.24.011 (F)(1)	Administrative staff obtained a copy of the rental contract from the Property Owner to confirm the stay meets the State Order requirement for out-of-state travel. Contract confirms the stay is longer than the 14 day quarantine period required.	N	N/A	HL

STVR Calls - December 2020

DATE	TIME	PROPERTY ADDRESS	PROPERTY TYPE	COMPLAINT TYPE	COMPLAINT	CODE SECTION	RESOLUTION	CITATION ISSUED: Y/N	FINE AMOUNT	SOURCE
12/24/2020	10:03 AM	67775 Elizabeth Rd	STVR	Emergency Order Violation	Called the STVR Hotline a few minutes ago to report a possible violation of the Calif Stay At Home Order. I'm sending a photo of a car with AZ plates parked inside the garage. I was previously told this STVR was being rented Long Term, with Oregon plate in the driveway. Now it has AZ plates ?	3.24.011 (F)(1)	See above for resolution	N	N/A	GoR #15544
12/24/2020	11:51 AM	68820 30th Ave	STVR	Emergency Order Violation	The Rental Is Occupied. I Think There Is A State Mandate That Says Air B And Bs Are Not Allowed At This Time.	3.24.011 (F)(1)	STVR Officer responded to the location. Three vehicles identified upon arrival. No noise or music coming from location. One of the vehicles match the Property Owners last name. No contact made.	N	N/A	HL
12/24/2020	3:40 PM	67345 N. Chimayo Dr	UNK	Advertising	More details will be submitted once a GO Request issue # is assigned. Ignore the address supplied by this app.	3.24.011 (E)(8)	STVR Officer researched material provided; this is an unpermitted STVR. Citation #12936	Y	\$5,000.00	GoR #15550
12/24/2020	3:40 PM	28352 Desert Princess Dr	UNK	Advertising	More details will be submitted once a GO Request issue # is assigned. Ignore the address supplied by this app.	3.24.011 (E)(8)	STVR Officer reviewed material provided; advertisement displays "31 night min stay". No violation.	N	N/A	GoR #15550
12/24/2020	3:40 PM	28477 Taos Ct	UNK	Advertising	More details will be submitted once a GO Request issue # is assigned. Ignore the address supplied by this app.	3.24.011 (E)(8)	STVR Officer reviewed material provided; advertisement displays "31 night min stay". No violation.	N	N/A	GoR #15550
12/24/2020	3:40 PM	28482 W Natoma	STVR	Advertising	More details will be submitted once a GO Request issue # is assigned. Ignore the address supplied by this app.	3.24.011 (E)(8)	STVR Officer reviewed material provided; no City Business License number in advertisement. Citation #12938	Y	\$2,500.00	GoR #15550
12/24/2020	3:40 PM	6723 Zuni Ct	STVR	Advertising	More details will be submitted once a GO Request issue # is assigned. Ignore the address supplied by this app.	3.24.011 (E)(8)	STVR Officer reviewed material provided. Advertisement displays the City Business License number. No violation.	N	N/A	GoR #15550
12/25/2020	9:16 AM	29620 Avenida La Vista	UNK	Emergency Order Violation	I Thought There Is No Short Term Renters because Of The Covid-19 They Are Having A Party.	3.24.011 (F)(1)	STVR Officer responded to location, made contact with occupants and determined they had rented on Airbnb. This property had recently sold and is not a current STVR. Citation #12991	Y	\$5,000.00	HL
12/26/2020	11:01 AM	N/A	UNK	Other	I Would Like To Confirm If There Is Rentals Allowed During This Ban.	3.24.011 (F)(1)	Reporting Party was called by the on duty STVR Compliance Officer and educated on Stay at Home Order.	N	N/A	HL

STVR Calls - December 2020

DATE	TIME	PROPERTY ADDRESS	PROPERTY TYPE	COMPLAINT TYPE	COMPLAINT	CODE SECTION	RESOLUTION	CITATION ISSUED: Y/N	FINE AMOUNT	SOURCE
12/26/2020	7:29 PM	67498 Rio Largo Rd	UNK	Possible unpermitted STVR	The Unit Is Not Registered - And The Air B&b Sign Went Right Back Up - This Is A Violation Of H.O.A. - There Is Always An Issue With This Property.	3.24.011 (E)(5)	STVR Officer arrived and did not locate any posted sign for Airbnb. Made contact with occupant, and confirmed that it was rented through Airbnb. Advised occupant of Stay at Home Order. Confirmed no license on file for the property. Citation issued to Property Owner. Citation #12905	Y	\$5,000	HL
12/26/2020	7:43 PM	67498 Rio Largo Rd	UNK	Other	The Neighbor Has A Motion Detection Camera That Faces Our Back Yard. It Makes Us Very Uncomfortable Because You Can Tell It Catches Both His Yard And Mine. It Is Used As An AirBnb.	N/A	Property was cited for operation of an unlicensed STVR (see resolution above). Complaint regarding motion detection camera not an STVR issue; will be referred to Code Compliance.	N	N/A	HL
12/27/2020	12:19 PM	67263 Zuni Ct	STVR	Emergency Order Violation	They Have Renters But We're On A Lock Down So They're Not Supposed To Have Any. Its An Hoa And We're Not Supposed To Have Any Renters.	3.24.011 (F)(1)	STVR Officer made contact with the primary guest and explained to him the reason for the visit. The guest stated that they rented the property from 12/26/20 to 1/2/21. He thought it was okay to stay because he checked with Mclean Property Management prior to booking the property. I gave the guest my business card. Citation #12935	Y	\$100.00	HL
12/29/2020	10:25 AM	67425 Toltec Ct	L/T	Other	I Entered A Rental Agreement Until Feb & March 2021. I Emailed Them That Would Not Be Able To Come Out & They Acknowledged. I Sent \$3200 10/1/20 & They Refunded \$400 & They Are Not Refunding \$2800.	N/A	STVR Officer called Reporting Party, and advised he needed to resolve the issue with the Property Manager.	N	N/A	HL
12/30/2020	12:09 PM	67263 Zuni Ct	STVR	Emergency Order Violation	They Are Renters At This Address And There Should Not Be.	3.24.011 (F)(1)	STVR Officer contacted the Property Management and confirmed that it is the same guests that was identified on 12/27/20. Owner was cited on 12/27/20 for violation of Stay at Home Order. Advised Property Manager that Owner could received a second citation if they continue to violate the Emergency Order.	N	N/A	HL
12/31/2020	10:14 AM	68320 Concepcion Rd	STVR	Emergency Order Violation	It Appears They Are In Violation Of The Stay At Home Orders Because They Have Three Cars With Out Of State License Plate.	3.24.011 (F)(1)	STVR Officer made contact with the guest, who advised it was a long term stay of 30 days. Stay meets the criteria required by the State Order. (longer than 14 days).	N	N/A	HL
12/31/2020	8:40 PM	67323 N Chimayo Dr	L/T	Noise	Urgent Call. The Condo. Near Me Is Having A Wild Party Right Now. Very Loud Music And Yelling. From The Front The Of Building, Then Go Around The Building And Then You See The Golf Course Fairway, Walk Down A Bit And You Will See This Huge Group Of People Party. Bright Lights You Can't Miss It. Make Them Stop.	3.24.011(E)(1)	Long term rental. STVR Officers confirmed with Desert Princess security that occupants are Property Owners/immediate family. No noise heard, no music, talking heard only when standing at doorway. Three people observed at location.	N	N/A	HL

STVR Calls - December 2020

DATE	TIME	PROPERTY ADDRESS	PROPERTY TYPE	COMPLAINT TYPE	COMPLAINT	CODE SECTION	RESOLUTION	CITATION ISSUED: Y/N	FINE AMOUNT	SOURCE
12/31/2020	11:38 PM	67323 N Chimayo Dr	L/T	Noise	Making A Lot Of Noise And Condo Is Over Crowded. I Can Hear The Voices Of Kids And It Sound Like Under Age Drinking Is Happening,	3.24.011(E)(1)	STVR Officer responded to complaint, negative contact at location, no answer at door, no music heard. Security stated that this is the third response to location, same circumstances, nothing heard.	N	N/A	HL