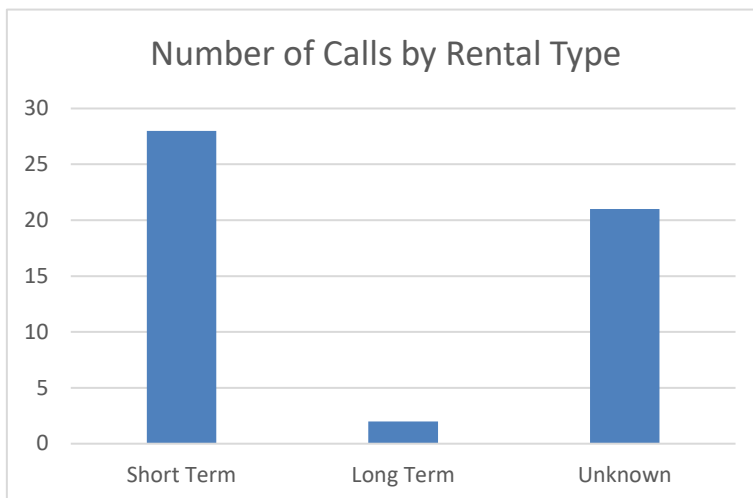
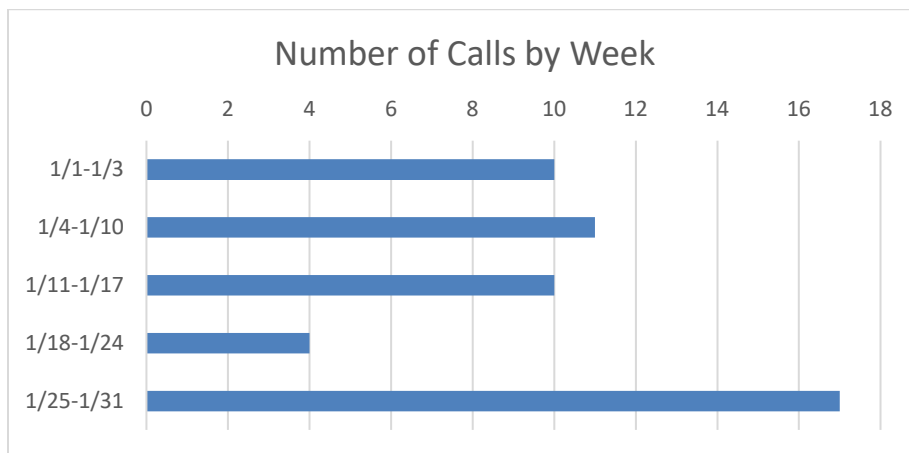




SHORT TERM VACATION RENTAL JANUARY 2021 JANUARY 1 - 31, 2021

This Short-Term Vacation Rental Call Summary (Summary) covers the reporting period for January 2021 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.

Fifty-one (51) STVR complaints were received in January, of which 34 calls were received through the Hotline, 8 through the Police Department, and 9 through GoRequest. The graph below shows the number of calls received for each week of the reporting period.

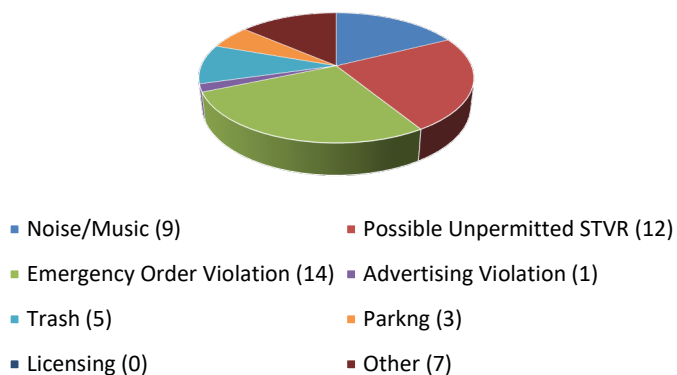


Of the 51 calls received, 28 were on licensed STVR properties, 2 were on a Long-Term rental property, 21 calls fell into neither category and are classified as Unknown (UNK).

Number of Complaints by Week and Complaint Type

Complaint Type	1/1-1/3	1/4-1/10	1/11-1/17	1/18-12/24	1/28 – 12/31	Total
Noise/Music	0	1	0	1	8	9
Possible Unpermitted STVR	1	6	2	0	3	12
Emergency Order Violation	6	2	4	2	0	14
Advertising Violation	0	0	1	0	0	1
Trash	2	2	0	0	1	5
Parking	2	0	0	0	1	3
Licensing	0	0	0	0	0	0
Other	0	0	3	1	3	7
Total	10	11	10	4	16	51

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 seven (7) complaints classified as “Other” include calls to the Hotline concerning non noise/music disturbances occurring at properties, and callers seeking resolutions to complaint calls.

For the reporting period, five (5) citations were issued as a result from complaints received.

STVR Calls: January 2021

DATE	TIME	PROPERTY ADDRESS	PROPERTY TYPE	COMPLAINT TYPE	COMPLAINT	RESOLUTION	CITATION ISSUED: Y/N	FINE AMOUNT	SOURCE
1/1/2021	11:43 AM	29620 Avenida La Vista	UNK	Possible Unpermitted STVR	There are 6 cars outside. I have called in and it seems like not once cares.	The STVR Officer spoke with the Reporting Party and advised the Property Owner was cited for operating a unpermitted STVR 12/25/2020. Advised Reporting Party to continue to call the Hotline regarding any additional disturbances at the property.	N	N/A	HL
1/1/2021	5:08 PM	68515 Risueno Rd	STVR	Emergency Order	They are in violation. They are not suppose to be renting and someone with out of state plates came there today, looks like it is rented.	STVR Officer tried to make contact with occupant; no answer at the location. Officer called Local Contact, stated the guest were from Minnesota and were going to be at the location during the quarantine period.	N	N/A	HL
1/1/2021	6:22 PM	68877 Risueno Rd	UNK	Emergency Order	If we are suppose to be shut down right now in the State of California then this home should not be rented out. I saw three cars pull up in the driveway. Please go investigate.	STVR Officer made contact with occupant who stated he was the Property Owner. He was upset over being contacted, and stated he shared ownership with his brother. He added he felt harassed by members of the neighborhood, noting the house across the street has signage in the front yard against STVRs. No advertisement located through Deckard.	N	N/A	HL
1/1/2021	6:25 PM	68515 Risueno Rd	STVR	Emergency Order	If we are suppose to be shut down right now in the State of California then this home should not be rented out. I saw two cars pull up in the driveway. Please go investigate.	Contact was not made with occupant; second call to location.	N	N/A	HL
1/1/2021	6:25 PM	68745 Durango Rd	UNK	Emergency Order	If we are suppose to be shut down right now in the State of California then this home should not be rented out. I saw five cars pull up in the driveway. Please go investigate.	STVR Officer contacted occupant at the location, said his brother owns the residence. He gave a phone number for the Property Owner. Officer verified information with Property Owner. No noise heard upon arrival.	N	N/A	HL

STVR Calls: January 2021

DATE	TIME	PROPERTY ADDRESS	PROPERTY TYPE	COMPLAINT TYPE	COMPLAINT	RESOLUTION	CITATION ISSUED: Y/N	FINE AMOUNT	SOURCE
1/2/2021	2:22 PM	68305 Tortuga Rd	UNK	Parking	These people have parked on the sidewalk, it is completely blocking the sidewalk. It is happening all the time. It happens every time they come on the weekends. I do not believe it is a rental but it is always different families. The people put the entire vehicle on the sidewalk.	STVR Officer responded to the complaint. Contacted the occupant, it is the niece of the Property Owner. Family use property as vacation house on weekends. No evidence of illegal STVR at this time. Vehicles were cited for CCMC parking violations.	N	N/A	HL
1/2/2021	2:39 PM	68305 Tortuga Rd	UNK	Parking	They have numerous cars parked there in the middle of the sidewalk. Also, they've had a water heater sitting out there next to the mail box for over a week.	Vehicles were cited for CCMC parking violations. Public Works addressed the Water Heater via GoRequest #15803	N	N/A	HL
1/2/2021	5:43 PM	68180 Marina Rd	STVR	Emergency Order	Since the new lock down, there have been 4 different sets of people at the Short Term Rental unit across the street. They are also not observing the 14 day quarantine protocol.	STVR Officer spoke with occupant, rented location through Property Owner for a 14 day COVID related quarantine for a family member at the location. Contacted Property Manager by phone, verified information provided.	N	N/A	HL
1/3/2021	4:02 PM	68565 Senora Rd	STVR	Trash	Trash cans have been out on the curb since trash day and they are obstructing the sidewalk.	Trash violation corrected within 45 minute time frame.	N	N/A	HL
1/3/2021	5:15 PM	68520 Risueno Rd	STVR	Emergency Order	There is two cars parked in the driveway to a vacation rental. Not supposed to be rented out unless for vacations.	Vehicle in driveway confirmed as the Property Owner's through CCPD. No violation observed, no contact made due to the locked gate. No noise or activity seen through the open windows.	N	N/A	HL
1/4/2021	11:37 AM	68935 Durango Rd	STVR	Trash	There is a trash can sitting on the curb since last Wednesday.	STVR Officer called the Local Contact and advised of the complaint. Officer verified that trash containers were put away in 45 minute timeframe.	N	N/A	HL

STVR Calls: January 2021

DATE	TIME	PROPERTY ADDRESS	PROPERTY TYPE	COMPLAINT TYPE	COMPLAINT	RESOLUTION	CITATION ISSUED: Y/N	FINE AMOUNT	SOURCE
1/4/2021	11:39 AM	68665 Risueno Rd	STVR	Trash	The trash cans are visible in the front. The have been there for weeks	STVR Officer called the Local Contact and advised of the complaint. Officer verified that trash containers were put away in 45 minute timeframe.	N	N/A	HL
1/4/2021	12:47 AM	69230 Peachtree Ct	UNK	Music	Loud music at a rental property	STVR Officer responded to the location. No music upon arrival, no vehicles in driveway or street, for sale sign in front yard. Echoing of voices heard faintly from front yard at side gates, occupants were in back yard pool area. Made contact with primary renter. Occupant stated he was renting through AirBnB, and staying until 1/4/21. Advised to shut down all outside activity and stay inside for the remainder of the night. Citations #12906	Y	\$5,000.00	CCPD
1/6/2021	7:19 AM	68215 Concepcion Rd	UNK	Possible Unpermitted STVR	New construction sold recently and a stream of different vehicles and groups of people have been staying for a few days and then a cleaning crew comes in and a different set of people and vehicles arrive. Last night 6 vehicles arrived after being vacated and cleaned. Is it possible that it is being used as an unlicensed STVR	STVR Officer responded to complaint, emailed the Property Owner on 1/6/21. The owner responded to the email and advised that she and her sister will be staying at the property from time to time. Case has been closed and no further investigation needed at this time.	N	N/A	GoR #15607

STVR Calls: January 2021

DATE	TIME	PROPERTY ADDRESS	PROPERTY TYPE	COMPLAINT TYPE	COMPLAINT	RESOLUTION	CITATION ISSUED: Y/N	FINE AMOUNT	SOURCE
1/7/2021	11:15 AM	68320 Concepcion Rd	STVR	Emergency Order	This STVR was occupied Wed. Dec. 30 until Jan. 2. The cleaning ladies arrived Monday Jan. 4. I called the hotline Dec. 31. Officer Osborne called me to say he saw the lease which said it was for 30 days (that still makes it a STVR). Those cars have not been returned after being there just a few days. On Jan. 6 I emailed Sandra Molina a picture of the cars at the house--2 with out of state licenses. I also sent a picture of the Airbnb ad showing the STVR is advertised for a 2 night minimum to Mikayla/Sandra. This property is advertised in violation of the stay at home orders. I suggest you request a copy of the signed lease from the STVR owner, and in the future also take a picture of the lease that the occupant presents. I also suggest you review the Airbnb ad. Sorry for the delay in following up with this.	STVR Officer responded to the location. No vehicles on property, no trash bins visible, no noise heard coming from the residence. No evidence of renters occupying the property at this time.	N	N/A	GoR #15620
1/7/2021	11:40 AM	67345 N Chimayo Dr	UNK	Possible Unpermitted STVR	Property is operating as STVR even though cited for violation of 3.24.011 (G)(5)	This property was issued a citation #12936 on 1/6/21 for violation of 3.24.011(G)(5).	N	N/A	GoR #15621
1/7/2021	11:51 PM	28325 Desert Princess	UNK	Possible Unpermitted STVR	This property was recently researched by STVR Officers and was determined to be operating as a long term rental. Reporting Party believes it is still operating as an STVR.	STVR Officer responded to Reporting Party, attempted to access the live listing on Deckard and it was no longer available. Reviewed the attachment provided by the Reporting Party, and there was not sufficient evidence to cite the Property Owner.	N	N/A	GoR #15622
1/7/2021	11:56 PM	28477 Taos Ct	UNK	Possible Unpermitted STVR	This property was recently researched by STVR Officers and was determined to be operating as a long term rental. Reporting Party believes it is still operating as an STVR.	STVR Officer responded to Reporting Party, attempted to access the live listing on Deckard and it was no longer available. Reviewed the attachment provided by the Reporting Party, and there was not sufficient evidence to cite the Property Owner.	N	N/A	GoR #15623

STVR Calls: January 2021

DATE	TIME	PROPERTY ADDRESS	PROPERTY TYPE	COMPLAINT TYPE	COMPLAINT	RESOLUTION	CITATION ISSUED: Y/N	FINE AMOUNT	SOURCE
1/8/2021	9:19 AM	28406 W Natoma Dr	LT	Possible Unpermitted STVR	Reporting Party believes this property is operating as an STVR. Currently, it is registered at a long term rental.	STVR Officer could not confirm the information that was provided. More investigation is required.	N	N/A	GoR #15629
1/9/2021	10:59 AM	68125 Modalo Rd	STVR	Emergency Order	We are not allowed to rent out place right now, but at this locations there has been a renter this weekend and last weekend.	STVR Officer contacted occupant, the occupant stated that they were they for 14 days and visiting from Wisconsin. Owner is providing documentation.	N	N/A	HL
1/10/2021	12:10 PM	68615 Tachevah Rd	UNK	Possible Unpermitted STVR	There is a new set of cars, I think it is illegally rented.	STVR Officer made contact with occupant. The occupant stated that he was a cousin of the Owner. Advised them of the Stay at Home Order.	N	N/A	HL
1/14/2021	6:35 PM	28451 Avenida La Paz	UNK	Other	Disturbance-Subject not known to occupants trying to gain entry.	CCPD Officers made contact with the subject, and STVR Officer spoke with the occupants, who was the niece of the Property Owner. Contact number was provide for the Property Owner.	N	N/A	CCPD
1/14/2021	7:37 PM	28451 Avenida La Paz	UNK	Other	Disturbance-Subject not known to occupants trying to gain entry.	The subject returned to the property. CCPD patrol arrested person for drunk in public. The Owner was contacted and verified neice was staying at the property and the person arrested had nothing to do with the location.	N	N/A	CCPD
1/15/2021	10:15 AM	68438 Rodeo Rd	UNK	Possible Unpermitted STVR	This property is being rented out every weekend constantly, and they are not licensed. I would like to see the City get the money due to them.	STVR Officer made contact, and the occupant is a friend of the Property Owner. Stated that she and the Property Owner stay over at the property from time to time. No evidence of Illegal STVR activity.	N	N/A	HL

STVR Calls: January 2021

DATE	TIME	PROPERTY ADDRESS	PROPERTY TYPE	COMPLAINT TYPE	COMPLAINT	RESOLUTION	CITATION ISSUED: Y/N	FINE AMOUNT	SOURCE
1/15/2021	9:28 PM	68820 30th Ave	STVR	Emergency Order	It maybe violating COVID code, it may be renting.	STVR Officer responded to the property, and made contact with occupant The occupant stated her sister owns the location. She was advised to take their trash can from the street to avoid a citation.	N	N/A	HL
1/16/2021	8:36 AM	68445 30th Ave	UNK	Possible Unpermitted STVR	Not on Short Term vacation map. The other two are 68520 Risueno has a couple of vehicles in the driveway and 68325 Peladora Rd possible rental. Parking in garage. I am calling about 3 locations.	STVR Officer responded to the property and it was not occupied. No cars on scene. No signs of Illegal STVR activity.	N	N/A	HL
1/16/2021	8:36 AM	68520 Risueno Rd	UNK	Emergency Order	Not on Short Term vacation map. The other two are 68520 Risueno has a couple of vehicles in the driveway and 68325 Peladora Rd possible rental. Parking in garage. I am calling about 3 locations.	STVR Officer responded, second time at this property. Identified the occupant as the same Property Owner on scene. Advised her to send the license plates of her immediate family and they will be distributed to the other compliance officers. Property Owner stated the property is not going to be rented out during stay at home order, she showed me lists of AirBnb requests for reservations that have been denied.	N	N/A	HL
1/16/2021	8:36 AM	68325 Peladora Rd	STVR	Emergency Order	Not on Short Term vacation map. The other two are 68520 Risueno has a couple of vehicles in the driveway and 68325 Peladora Rd possible rental. Parking in garage. I am calling about 3 locations.	STVR Officer tried to make contact with occupant, but there was no answer at the door. Spoke to the Property Owner over the phone. She advised the property was booked for a 14 day period. She said one of the renters had Covid-19 symptoms and they were quarantining.	N	N/A	HL
1/16/2021	5:07 PM	68520 Risueno Rd	STVR	Emergency Order	We are in a state wide shutdown, there are 4 cars parked in front of that address, and people walking by from LA who said it was their house.	STVR Officer responded and reported that it was the same residents as earlier today. Plates provided by Reporting Party were the same as the ones that were received in a email from Property Owner.	N	N/A	HL

STVR Calls: January 2021

DATE	TIME	PROPERTY ADDRESS	PROPERTY TYPE	COMPLAINT TYPE	COMPLAINT	RESOLUTION	CITATION ISSUED: Y/N	FINE AMOUNT	SOURCE
1/17/2021	10:34 AM	31025 Sky Blue Water Tr	STVR	Advertising	Missing STVR license on advertisement. Code concerns regarding lights over the pool.	STVR Officer verified that Business License is not being displayed on advertisement. Citation #01056	Y	\$2,500.00	GoR #15729
1/17/2021	2:36 PM	68511 Obregon Ct	STVR	Other	Disturbance-Two subjects at location.	STVR Officer assisted CCPD with two occupants on property. Property is unsafe to occupy per Code Compliance. Local Contact did not respond within 45 minutes. Citation #01057	Y	\$1,000.00	CCPD
1/18/2021	3:05 PM	30216 Avenida Ximino	STVR	Emergency Order	Two vehicles a property with out-of-state tags. Looks like it may be violation of Stay At Home Order to not rent vacation property.	STVR Officer made contact with the primary guest; confirmed he and his friends were out of state residents. Vehicle and Drivers License indicated Pennsylvania resident. They advised they booked the property for a 30 day stay and are in quarantine.	N	N/A	HL
1/20/2021	7:33 AM	68511 Obregon Ct	STVR	Noise	I am the neighbor calling in regards to the house that they raided last week or marijuana, and there is beeping sound coming from either the generator or perhaps the fire alarm or security alarm. It is very loud and can be heard from the property.	CCPD Officer spoke to Owner. Owner was going to send somebody out to handle the noise issue.	N	N/A	HL
1/22/2021	3:49 PM	68511 Obregon Ct	STVR	Other	Open front door	Contractors were hired by the Property Owner's attorney to secure any unsecured doors. The STVR Officer confirmed the information provided.	N	N/A	CCPD
1/24/2021	2:05 PM	68590 Risueno Rd	STVR	Emergency Order	The house appears to be rented in violation of the Stay at Home Order. It is the 3rd weekend in a row that different cars have been there. This car if from Washington state.	STVR Officer contacted Property Owner and occupants. It was confirmed that they were from Washington state and staying longer than the quarantine period.	N	N/A	HL

STVR Calls: January 2021

DATE	TIME	PROPERTY ADDRESS	PROPERTY TYPE	COMPLAINT TYPE	COMPLAINT	RESOLUTION	CITATION ISSUED: Y/N	FINE AMOUNT	SOURCE
1/26/2021	10:59 AM	68305 Tortuga Rd	UNK	Possible Unpermitted STVR	About a month ago my dad called. This is clearly a vacation home being rented. It is always a mess. Trash. Parking on the sidewalk. Had water heater out on the street blocking pedestrians. This is a hazard. It has been a month and nothing has happened; told it was under investigation. Come on weekends only.	STVR Officer arrived and did not see any vehicles blocking the driveway. Reporting Party was advised that the location was checked and if any rental activity is seen to call the Hotline. Confirmed through Deckard there is no current advertising.	N	N/A	HL
1/27/2021	10:19 PM	67145 Medano Rd	STVR	Noise	They are being very loud and people are coming and going. Kids in the backyard making noise. 10 PM Ordinance and more people showed up	STVR Officer and CCPD responded to the complaint. Upon arrival no music could be heard. As they approached the property line loud voices and yelling could be heard. Responsible Party was identified and issued a citation for noise. Occupant requested that CCPD assist in escorting additional unknown party guests from the property. Citation #12909	Y	\$1,000.00	HL
1/28/2021	9:24 PM	28794 W Natoma Dr	LT	Possible Unpermitted STVR	They are renting the property out frequently. They do not have a license. The people in the property currently are really noisy. They are having a gathering outside. They are speaking very loudly and playing loud music.	STVR Officer made contact with Owners, they advised they are a long-term rental and not a STVR. Party was advised.	N	N/A	HL
1/29/2021	9:35 AM	68511 Obregon Ct	STVR	Other	Disturbance at the property	STVR Compliance and Code Officer responded to the property. One subject was the contractor that was hired to bring the property to code. The other subject was arrested for creating a disturbance at the property.	N	N/A	CCPD
1/29/2021	12:18 PM	67735 Elizabeth Rd	STVR	Parking	Vehicle has been parked across the street for 2 weeks.	Vehicle was marked for 72 hours	N	N/A	CCPD
1/29/2021	11:24 PM	28170 Horizon Rd	UNK	Music/Noise	I am complaining about my neighbor. They are playing music and being really loud and partying all night. I need to work!!	STVR Officer responded to the call and did not hear any noise or music from the property. Made contact with the occupant who was the Property Owner's daughter-in-law who stated the property was not a vacation rental.	N	N/A	HL

STVR Calls: January 2021

DATE	TIME	PROPERTY ADDRESS	PROPERTY TYPE	COMPLAINT TYPE	COMPLAINT	RESOLUTION	CITATION ISSUED: Y/N	FINE AMOUNT	SOURCE
1/30/2021	9:55 AM	28170 Horizon Rd	UNK	Other	Called last night to file a complaint and my wife received a call back, but she was half asleep and I didn't get the message. No secondary complaint just wanted to get the resolution regarding the matter again.	STVR Officer responded to Reporting Party with outcome of Hotline complaint. See above.	N	N/A	HL
1/30/2021	9:55 AM	28170 Horizon Rd	UNK	Other	Called hotline last nite for loud music and noise in back yard . Please provide finding, illegal no license Stvr. Should have it listed as such. Thanks.	See resolution above	N	N/A	GoR #15838
1/30/2021	11:51 AM	68305 Tortuga Rd	UNK	Possible Unpermitted STVR	This home is not set up as a rental home, there are 5 cars and a party bus outside.	The STVR Officer arrived and verified the vehicles at the property. No party bus at location; it was verified to be a cargo van. Made contact with the occupant who stated they were a relative of the Property Owner. There is no evidence to support operation of an unpermitted STVR.	N	N/A	HL
1/30/2021	10:07 PM	69799 Northhampton Ave	STVR	Music/Noise	There is loud noise and music-it is going on now it is after 10 PM and it needs to stop.	STVR Officer arrived at location and took a consistent decibel reading of 50-52+ at location. Loud singing, yelling and music were clearly heard from the street. Responsible Party was issued a citation and Local Contact was notified. Citation #12912	Y	\$1,000.00	HL
1/30/2021	10:09 PM	69643 Willow Ln	STVR	Music	I'm the Owner of the property and cannot get a hold of the tenants. My neighbors are contacting me about very loud music.	STVR Officer responded to the property and no exterior noise was heard. Made contact with Property Owner; she was concerned because she could not contact the occupant after neighbors had texted the owner directly.	N	N/A	HL
1/30/2021	10:33 PM	69799 Northhampton Ave	STVR	Music/Noise	Still loud noise and music. Needs to know status.	Second call. See resolution above. Citation #12912	Y	S/A	HL

STVR Calls: January 2021

DATE	TIME	PROPERTY ADDRESS	PROPERTY TYPE	COMPLAINT TYPE	COMPLAINT	RESOLUTION	CITATION ISSUED: Y/N	FINE AMOUNT	SOURCE
1/30/2021	11:44 PM	28241 Avenida La Vista	STVR	Noise	There is a loud party going on next door.	STVR Officer responded, no outside noise heard from property line. Contacted occupant, they were in the process of coming in from the pool. Advised on STVR regulations, complied. No violation.	N	N/A	HL
1/31/2021	12:06 AM	28241 Avenida La Vista	STVR	Music/Noise	I just got woke up by loud music and yelling. It is just a noise complaint. There is just a lot of laughing and talking.	Second call. See resolution above.	N	N/A	HL
1/31/2021	2:31 AM	68880 Concepcion Rd	STVR	Music	Loud music	STVR Officer responded and no music heard from exterior, however, music could be heard at door. Occupant completely shut music down prior to answering door.	N	N/A	CCPD
1/31/2021	11:05 AM	30246 Avenida Ximino	STVR	Trash	Trash cans have been out on the curb since trash day and they are obstructing the sidewalk.	Local Contact was advised of the trash bags on the curbs. STVR Officer checked back within 45 minutes, and the trash was removed.	N	N/A	GoR #15483