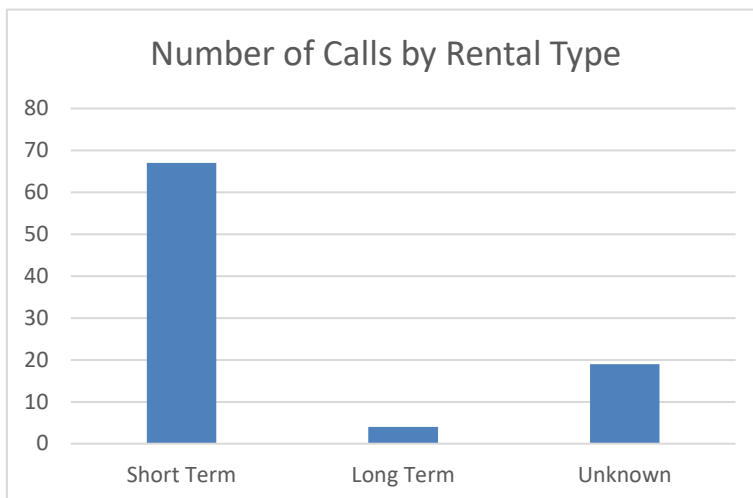
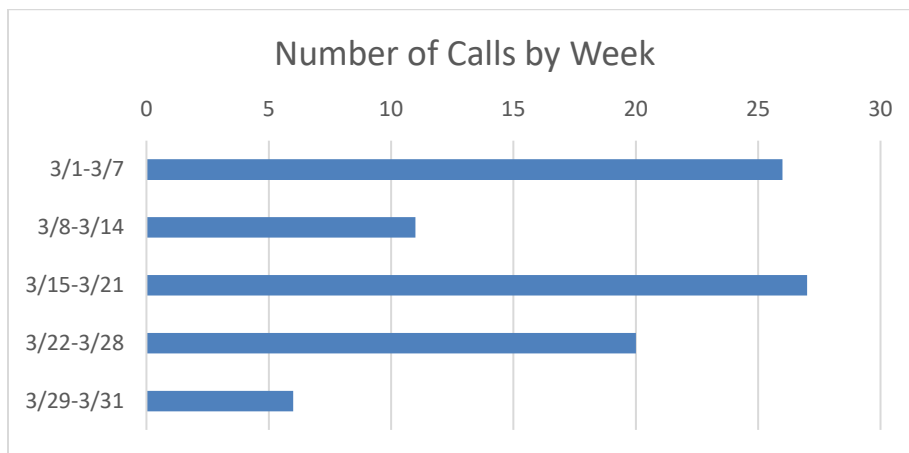




SHORT TERM VACATION RENTAL MARCH 2021 MARCH 1 - 31, 2021

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

Ninety (90) STVR complaints were received in March, of which 33 calls were received through the Hotline, 17 were received through the Police Department, and 40 were received through GoRequest. The graph below shows the number of calls received for each week of the reporting period.

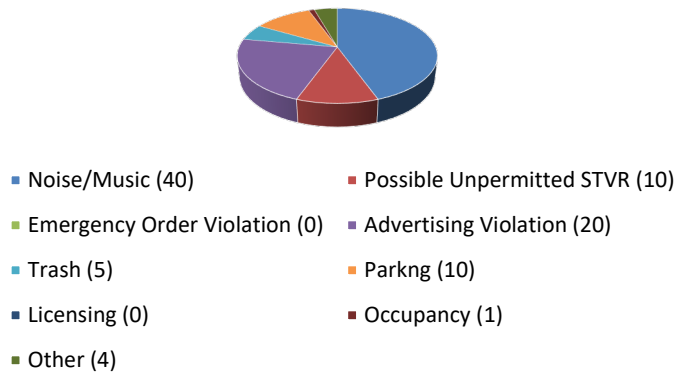


Of the 90 calls received, 67 were on licensed STVR properties, 4 were on a Long-Term rental property, 19 calls fell into neither category and are classified as Unknown (UNK).

Number of Complaints by Week and Complaint Type

Complaint Type	3/1-3/7	3/8-3/14	3/15-3/21	3/22-3/28	3/29-3/31	Total
Noise/Music	12	2	7	16	3	40
Possible Unpermitted STVR	4	1	2	0	3	10
Emergency Order Violation	0	0	0	0	0	0
Advertising Violation	4	1	15	0	0	20
Trash	2	3	0	0	0	5
Parking	3	1	2	4	0	10
Licensing	0	0	0	0	0	0
Occupancy	0	1	0	0	0	1
Other	1	2	1	0	0	4
Total	26	11	27	20	6	90

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 the Ballot Measure, sprinkler flooding, burglar alarm and long-term advertising.

For the reporting period, nine (9) citations were issued as a result of the complaints received.

STVR Calls - March 2021

DATE	TIME	PROPERTY ADDRESS	PROPERTY TYPE	COMPLAINT TYPE	COMPLAINT	RESOLUTION	CITATION ISSUED: Y/N	FINE AMOUNT	SOURCE
3/1/2021	7:05 AM	N/A	UNK	Other	I believe that the wording of the upcoming Proposition B ballot may be confusing and misleading	Not compliance related; comment received.	N	N/A	GoR # 16233
3/1/2021	7:59 AM	68555 Pasada Rd	LT	Advertising	Property is allowing rentals less than 30 days.	STVR Officer responded to the Requestor; it had been determined that the Owner was operating within the spirit of the law and was contacted to change the advertisement from 28 to 30 days.	N	N/A	GoR # 16235
3/1/2021	8:25 AM	38123 Paradise Way	STVR	Advertising	Property is allowing rentals less than 30 days.	Property has a valid STVR License. No violation.	N	N/A	GoR # 16236
3/1/2021	10:48 AM	67601–67613 Duchess Road Rd	UNK	Possible unpermitted STVR	Possible unpermitted STVR	STVR Officer determined more research is required. CE2021-0344 created to investigate possible illegal STVR.	N	N/A	GoR # 16238
3/2/2021	9:28 PM	68515 Risueno Rd	STVR	Noise	Loud Music, And People Who Have Been Hollering On The Balcony In The Back Yard.	STVR Officer responded to complaint; upon arrival could not locate any noise. Made contact with occupant and advised them of the complaint and CCMC noise regulations.	N	N/A	HL
3/3/2021	6:58 PM	33802 Blue Water Sky Tr. #1	UNK	Possible unpermitted STVR	I Do Not Know If It Is A Short Term Rental. It Is Unit 1. There Is Person In The Driveway With His Truck Doors Open And Playing Loud Music For The Second Night In A Row. I Want You To Be Aware Of This Activity In Our Neighborhood Recently.	Patrol unit responded and advised the party. There was no specific apartment number noted in the call (and appear to be lettered, not numbered).	N	N/A	HL
3/3/2021	10:47 PM	68515 Risueno Rd	STVR	Music	Loud Music. The Speaker Is Inside The House With The Door Open. It's Rattling The Ground And Windows.	STVR Officer responded to the complaint; upon arrival he was unable to locate any music or noise coming from the residence. STVR Officer made contact with the occupants, and advised them of the noise complaint.	N	N/A	HL

STVR Calls - March 2021

DATE	TIME	PROPERTY ADDRESS	PROPERTY TYPE	COMPLAINT TYPE	COMPLAINT	RESOLUTION	CITATION ISSUED: Y/N	FINE AMOUNT	SOURCE
3/4/2021	12:26 AM	30645 Bay Hill Ct	STVR	Noise	Noise Complaint	Patrol responded and no loud music was located.	N	N/A	HL
3/4/2021	9:34 AM	68571 Sharpless Rd	STVR	Advertising	Possible ad violations	The STVR Officer reviewed material provided and corrective citation was issued. Violation corrected in timeframe given. CE2021-0352	N	N/A	GoR #16263
3/4/2021	2:27 PM	69443 Turnberry Ct	UNK	Advertising	Advertising violation	STVR Officer contacted Property Owner and requested they remove their ads from AirBnB. Advertisement confirmed removed.	N	N/A	CCPD
3/5/2021	6:35 AM	68590 Risueno Rd	STVR	Trash	Trash cans on sidewalk. Trash day was Wednesday.	STVR Officer contacted Local Contact and advised of the complaint. Trash was removed within the 45 minute timeframe.	N	N/A	GoR #16271
3/5/2021	10:25 AM	68515 Risueno Rd	STVR	Music	Loud Music	Patrol responded and no loud music was located.	N	N/A	HL
3/6/2021	12:15 AM	67735 Elizabeth Rd	STVR	Noise	Noise Complaint	STVR Officer responded to the location. From the property line he could hear a pool party with music. Made contact with occupant and advised him of the complaint. Citation issued. Citation #12919	Y	\$1,000.00	CCPD

STVR Calls - March 2021

DATE	TIME	PROPERTY ADDRESS	PROPERTY TYPE	COMPLAINT TYPE	COMPLAINT	RESOLUTION	CITATION ISSUED: Y/N	FINE AMOUNT	SOURCE
3/6/2021	1:15 AM	68110 Marina Rd	STVR	Noise	Noise Complaint	STVR Officer responded, upon arrival he could hear voices and laughing in the pool. When he got to the front door, he could also hear music. Citation #12920	Y	\$1,000.00	CCPD
3/6/2021	4:47 PM	68418 Descanso Cir	STVR	Music/Noise	I Need To Make A Complaint Regarding Short Term Vacation Rental Behind Us. They Were On The Balcony Playing Loud Music. The Girl From The Balcony Started Yelling At Me And Pointing At Me While I Was Walking My Dog In My Back Yard	STVR Officer arrived at the property; from the front of the property he could hear music blaring from the backyard. STVR Officer made contact with the occupant, and they were advised them of the City Municipal Codes and noise violations. The occupant was issued an administrative citation. Citation #01111 Additionally, the Property Owner was uncooperative stating he could not arrive to the location within 45 minutes and there was no Local Contact. He was issued an administrative citation for \$1,000.00 3.24.011 (E)(2) for not appearing within 45 mins. Citation #01114	Y	\$1,000.00	HL
3/6/2021	5:34 PM	68320 Concepcion Rd	STVR	Parking	Cars parked across the sidewalk at this STVR	STVR Officer drove by location and there were no cars at property.	N	N/A	GoR #16289

STVR Calls - March 2021

DATE	TIME	PROPERTY ADDRESS	PROPERTY TYPE	COMPLAINT TYPE	COMPLAINT	RESOLUTION	CITATION ISSUED: Y/N	FINE AMOUNT	SOURCE
3/6/2021	5:36 AM	68320 Concepcion Rd	STVR	Parking	The cars at this rental are blocking the sidewalk.	STVR Officer responded to the request, , no vehicles were in violation. Only one vehicle was parked in the driveway.	N	N/A	HL
3/6/2021	7:39pm	67698 Carey Rd	UNK	Noise	There Is A Loud Party Going On Blocks Away And Its Too Loud	This is the Cree Estate; commercial rental. Patrol responded, decibel reader indicated noise within allowed limits.	N	N/A	HL
3/6/2021	5:34 PM	68320 Concepcion Rd	STVR	Parking	Cars parked across the sidewalk at this STVR	STVR Officer responded to location. Cars were no longer parked at the location.	N	N/A	GoR #16289
3/6/2021	8:06 PM	67698 Carey Rd	UNK	Music/Noise	Very loud party - Band, Fireworks	This is the Cree Estate; commercial rental. Patrol still in the area after previous complaint, did not hear any fireworks - Unfounded.	N	N/A	HL
3/6/2021	9:55 PM	67698 Carey Rd	UNK	Music/Noise	3rd Call. I'm Going To Go Knock On The Door And Tell Them To Shut Up And I'm Going To Stand There Until The Police Up. They Have Loud Music And Have Shot Off Fire Works And This Is Unacceptable.	This is the Cree Estate; commercial rental. Patrol responded again, music was off at 2200; STVR responded following that, heard "some music going" and forwarded the information for permit review.	N	N/A	HL

STVR Calls - March 2021

DATE	TIME	PROPERTY ADDRESS	PROPERTY TYPE	COMPLAINT TYPE	COMPLAINT	RESOLUTION	CITATION ISSUED: Y/N	FINE AMOUNT	SOURCE
3/6/2021	11:01 PM	68315 Pasada Rd	LT	Possible unpermitted STVR	Intoxicated guests at location; suspected unlicensed STVR	STVR Officer responded to the complaint, made contact with occupant. Stated they were renting the location for one day directly from the Property Owner. Occupants were not making any noise upon arrival, and had already shut their party down. STVR will conduct further investigation. After investigation, it has been determined that is a Long-Term Rental. Property Owner will contact Management Company to update advertising to thirty day minimum. Compliance confirmed.	N	N/A	CCPD
3/7/2021	6:19 AM	68665 Risueno Rd	STVR	Trash	Trash cans in front yard on Sunday when trash day is Wednesday. STVR permit violation.	STVR Officer responded to the property and trash cans were put away.	N	N/A	GoR #16291
3/7/2021	9:58 AM	68863 Risueno Rd	UNK	Possible unpermitted STVR	Suspected illegal vacation rentals. 6 vehicles. Second set of vehicles this week. This house has had several violations.	STVR Officer responded to the property, but was unable to make contact. Case opened for further investigation.	N	N/A	GoR #16295
3/7/2021	10:24 PM	30216 Avenida Ximino	STVR	Music/Noise	Regarding Loud Music And Yelling In The Backyard.	STVR Officer responded to the location. No loud music; contact was made with occupant.	N	N/A	HL
3/7/2021	10:37 PM	30216 Avenida Ximino	STVR	Music/Noise	They Are Screaming, Yelling & Chanting. And Popping Balloons. Its Been Going On For At Least An Hour. When I Look Up The Previous Complaints, He Always Says Its His Family. Thats Not True. He Is A Vacation Rental Owner.	See resolution above	N	N/A	HL

STVR Calls - March 2021

DATE	TIME	PROPERTY ADDRESS	PROPERTY TYPE	COMPLAINT TYPE	COMPLAINT	RESOLUTION	CITATION ISSUED: Y/N	FINE AMOUNT	SOURCE
3/8/2021	12:33 PM	68745 Tachevah Dr	STVR	Trash	They Have 3 Trash Cans Out There Since Sunday. Our Pick Up Is Wed And His Trash Is Blowing All Over The Place. It Looks Like They Did Major Work In The Yard.	STVR Officer contacted Local Contact and advised of the complaint. Trash was removed within the 45 minute timeframe.	N	N/A	HL
3/9/2021	4:56 PM	67735 Elizabeth Rd	STVR	Parking	Parking Violation	STVR Office responded to the complaint. Upon arrival vehicle was properly parked. Officer made contact with occupant and advised of the complaint.	N	N/A	CCPD
3/9/2021	6:59 PM	68615 Tachevah Dr	UNK	Possible unpermitted STVR	There Are 7 Cars Parked There For 2 Days In A Row There Is Loud Music And Partying In The Back Yard. They Do Not Have A Permit. 100 Percent Occupied .	STVR Officer arrived and could hear music coming from the backyard. He made contact with the occupants; they advised he that it was his sisters house and it was not a rental. Advised occupants to keep it down and be mindful of neighbors.	N	N/A	HL
3/11/2021	8:29 AM	68615 Risueno Rd	UNK	Other	Sprinkler Is Flooding The Street And Garbage Can Has Been Out For A Week In The Street	Local Contact was contacted, trash cans were screened and brought in by occupant.	N	N/A	HL
3/11/2021	12:57 PM	68250 Verano Rd	STVR	Advertising	Advertising violation	STVR Officer confirmed advertising violaton. Citation #CO01091	Y	\$1,000.00	GoR #16331
3/11/2021	4:12 PM	69799 Northhampton Ave	STVR	Music/Noise	Loud Music & Yelling In The Court Yard. If Decibel Reading Are Need Its Ok To Come In To My Yard To Get Them	STVR Officer responded; upon arrival there was no noise heard.	N	N/A	HL

STVR Calls - March 2021

DATE	TIME	PROPERTY ADDRESS	PROPERTY TYPE	COMPLAINT TYPE	COMPLAINT	RESOLUTION	CITATION ISSUED: Y/N	FINE AMOUNT	SOURCE
3/12/2021	4:03 PM	68935 Durango Rd	STVR	Other	STVR Assist	STVR Officer dispatched to assist. Properties front and rear door was open. Residence was cleared; no evidence of forced entry or missing items.	N	N/A	CCPD
3/12/2021	5:02 PM	29615 Avenida Miravella	STVR	Trash	Trash cans on sidewalk. Trash day was Wednesday.	STVR Officer made contact with occupant, and they moved cans back behind screened side gate, out of sight. Management company was advised, they will contact the landscaper regarding the trash.	N	N/A	GoR #16352
3/13/2021	2:05 PM	30216 Avenida Ximino	STVR	Noise	Noise Complaint	STVR Officer responded to the complaint, arrived at the property no noise is heard. However, yelling and loud music can be heard from the front door. STVR Officer made contact with occupant. Advised of the noise levels did not meet the requirements for a citation, but that the music and yelling will need to be kept down.	N	N/A	CCPD
3/13/2021	8:15 PM	68820 Concepcion Rd	STVR	Trash	Trash bins in front yard. Pickup day was Wednesday. On Thursday trash bin was in the street. On Saturday one bin was just behind sidewalk and others were next to and adjacent to garage. This property has been in violation of its stvr permit for trans bins multiple times.	Trash bins removed in 45 minute timeframe.	N	N/A	GoR #16356
3/14/2021	3:14 PM	30216 Avenida Ximino	STVR	Occupancy	This short term rental had so many people they needed a Cardiff bus to pick them up. No wonder people don't want short term rentals they had a bull horn all day Saturday calling out shots.	STVR Officer spoke to Reporting Party over the phone. Occupants left and no noise or occupancy concerns at this time.	N	N/A	GoR #16359
3/15/2021	6:22 AM	38123 Paradise Way	STVR	Advertising	Advertising violation	STVR Officer could not locate the advertisement. Notified Reporting Party.	N	N/A	GoR #16363

STVR Calls - March 2021

DATE	TIME	PROPERTY ADDRESS	PROPERTY TYPE	COMPLAINT TYPE	COMPLAINT	RESOLUTION	CITATION ISSUED: Y/N	FINE AMOUNT	SOURCE
3/15/2021	11:42 AM	37300 Melrose Ave	STVR	Advertising	STVR has a 4 BR permit, Riv County records only indicate 3 BR	No additional information from STVR Officer. Advertisements have been removed from advertising platforms.	N	N/A	GoR #16369
3/15/2021	12:53 PM	37300 Melrose Ave	STVR	Advertising	Advertising violation	Same as GoR 16372, 16373, 16371	N	N/A	GoR #16371
3/15/2021	12:56 PM	37300 Melrose Ave	STVR	Advertising	Advertising violation	Same as GoR 16372, 16373, 16371	N	N/A	GoR #16372
3/15/2021	12:57 PM	37300 Melrose Ave	STVR	Advertising	Advertising violation	Same as GoR 16372, 16373, 16371; no additional information from STVR officer. Ad is currently down, no reviews or rental activity since April.	N	N/A	GoR #16373
3/16/2021	11:20 AM	68261 Durango Rd	STVR	Advertising	Advertising: Occupancy	Advertising in compliance. Closed out with PD EV 2110-1071	N	N/A	GoR #16377
3/16/2021	11:34 AM	68275 Verano Rd	STVR	Advertising	Advertising: Occupancy	STVR Administration responded to the complaint. Building Permit # B18-1064 for the seven bedrooms and five baths was signed off by the Building Inspector on 6/6/19.	N	N/A	GoR #16378

STVR Calls - March 2021

DATE	TIME	PROPERTY ADDRESS	PROPERTY TYPE	COMPLAINT TYPE	COMPLAINT	RESOLUTION	CITATION ISSUED: Y/N	FINE AMOUNT	SOURCE
3/16/2021	11:56 AM	68340 Verano Rd	STVR	Advertising	Advertising: Occupancy	Property Owner has been notified to the bedroom a discrepancy. Property Owner will change occupancy until issue is corrected.	N	N/A	GoR #16379
3/16/2021	10:00 AM	67900 Quijo Rd	LT	Other	Property is basically operating as a long term rental. However, advertising URL allows only a 28 day stay. Under thirty (30) days makes it an STVR.	STVR Officer responded to the complaint. Requested Property Owner to change his ad to reflect thirty days or more.	N	N/A	GoR #16387
3/18/2021	6:55 AM	67735 Elizabeth Rd	STVR	Parking	Parking over the curb	Cite issued but dismissed, improper issuance.	N	N/A	CCPD
3/18/2021	9:07 AM	67617 Natoma Dr	STVR	Advertising	Advertising	STVR Officer made contact with Property Owner and walked them through the requirements of CCMC 3.24. Advertisement is in compliance.	N	N/A	GoR #16396
3/18/2021	9:09 AM	28793 E Portales Dr	STVR	Advertising	Advertising	STVR Officer made contact with Property Owner and walked them through the requirements of CCMC 3.24. Advertisement is in compliance.	N	N/A	GoR #16397
3/18/2021	9:11 AM	67636 Natoma Dr	STVR	Advertising	Advertising	STVR Officer made contact with Property Owner and walked them through the requirements of CCMC 3.24. Advertisement is in compliance.	N	N/A	GoR #16398

STVR Calls - March 2021

DATE	TIME	PROPERTY ADDRESS	PROPERTY TYPE	COMPLAINT TYPE	COMPLAINT	RESOLUTION	CITATION ISSUED: Y/N	FINE AMOUNT	SOURCE
3/18/2021	9:13 AM	28822 Desert Princess Dr	STVR	Advertising	Advertising	STVR Officer made contact with Property Owner and walked them through the requirements of CCMC 3.24. Advertisement is in compliance.	N	N/A	GoR #16399
3/18/2021	7:25 PM	67735 Elizabeth Rd	STVR	Parking	Parking on sidewalk	STVR Officer responded and upon arrival observed vehicle in driveway, back bumper hanging over sidewalk. Made contact with primary occupant who received the first citation. Advised to move the vehicle further up driveway to avoid a 2nd citation.	N	N/A	CCPD
3/19/2021	3:19 AM	67735 Elizabeth Rd	STVR	Noise	Noise Complaint	STVR Officer responded to complaint, nothing heard from street upon arrival. Responded to Reporting Party to observe the complaint. I could hear a male and female voice talking, faintly hear a cell phone randomly playing music. Could not sustain 50db (47-49.5db).	N	N/A	CCPD
3/19/2021	11:34 PM	68615 Tachevah Dr	UNK	Possible unpermitted STVR	Vehicle at property	STVR Office responded to the complaint. There were no vehicles at the location. The Officer reviewed the photo provided and it appears to be one of the family members that he has previously spoke to on another complaint.	N	N/A	GoR #16426
3/19/2021	4:38 PM	28750 Desert Princess Dr	STVR	Noise	Our Neighbor Keeps Bringing In Different People And There Are Being Noisy As Well	STVR Officer responded to the property. Upon arrival he did not hear any noise coming from property. He made contact with occupants and they did not know why a complaint was received. The Officer advised occupants of the regulations.	N	N/A	HL

STVR Calls - March 2021

DATE	TIME	PROPERTY ADDRESS	PROPERTY TYPE	COMPLAINT TYPE	COMPLAINT	RESOLUTION	CITATION ISSUED: Y/N	FINE AMOUNT	SOURCE
3/19/2021	10:59 PM	68125 Verano Rd	STVR	Noise	Noise Complaint	STVR Officer responded, per Reporting Party noise/disturbance had stopped by the time of arrival. Attempted contact but no answer at door. No vehicles in driveway. Per Local Contact, Property Owners are staying at residence this weekend, he will notify them. No violation at this time.	N	N/A	CCPD
3/20/2021	12:01 AM	69901 McCallum Way	UNK	Music	Blasting Music	STVR responded, no music upon arrival and no one heard in back yard. Walked perimeter due to locked gate. Officer made contact with occupant at gate. Advised on the noise complaint and CCMC. No violation.	N	N/A	HL
3/20/2021	12:10 PM	68355 Tachevah Dr	STVR	Advertising	Advertising: Occupancy	STVR Officer responded to the complaint. Discrepancies in permits with city records regarding bedroom count. Property Manager contacted STVR Analyst and confirmed bedroom count is in compliance. STVR Analyst confirmed B19-2323 permitted bedroom 5 & 6	N		GoR #16449
3/20/2021	1:04 PM	68905 Lozano Ct	STVR	Advertising	Advertising: Occupancy	STVR Officer reviewed material provided. Property is registered as a 4 bdrm and is advertising 5 bdrm. Citation# CO 01094	Y	\$1,000.00	GoR #16450
3/20/2021	2:12 PM	69729 Rochester Rd	UNK	Possible unpermitted STVR	I Am Calling To Complaint A Vacation Home Across From Us. First, They Do Not Have A Permit. They Are Playing Music Pretty Loud, We Can Hear It In Our Home And There Is A Rental Car In Their Driveway, We Know It Does Not Belong To The Owner	Officer Murzea made contact with occupants, they stated they were family of Property Owner. Reporting Party was contacted and was advised on what justifies a citation and what constituted a citation being issued.	N	N/A	HL
3/20/2021	3:21 PM	30246 Avenida Ximino	STVR	Advertising	Advertising	STVR Officer searched the address through Rentalscape and it was located on AirBnb. Business license number was not located on ad. Citation #CO01119	Y	\$2,500.00	GoR # 16451

STVR Calls - March 2021

DATE	TIME	PROPERTY ADDRESS	PROPERTY TYPE	COMPLAINT TYPE	COMPLAINT	RESOLUTION	CITATION ISSUED: Y/N	FINE AMOUNT	SOURCE
3/20/2021	9:45 PM	69290 Woodside Ave	STVR	Noise	I Am Calling Concerning Noise Complaint. There Is Loud Music. Gotten Worse Since The Vote Was Passed.	Reference CAD 2103-4829/ Parties Advised.	N	N/A	HL
3/20/2021	10:35 PM	69278 Woodside Ave	UNK	Music/Noise	There Is Crazy Music Turned Up Really Really Loud And A Lot Of Yelling And Screaming	Reference CAD 2103-4829/ Parties Advised.	N	N/A	HL
3/20/2021	11:32 PM	69291 Tamala Ave	LT	Noise	There Is A House On Woodside That Is Partying. You Will Be Able To Find It By The Noise. It Is About 4 Houses To The East of XXXXX Woodside.	STVR and Police responded , long term rental. No violation.	N	N/A	HL
3/22/2021	12:44 AM	67785 Paletero Rd	STVR	Music/Noise	Late Night Partying, The Music Is So Loud. It Has Been The Whole Weekend But Today Is Sunday And I Have To Work The Next Day And The Kids Have School. I Can Hear It From My Bedroom.	Patrol unit responded no action taken.	N	N/A	HL
3/22/2021	1:54 PM	320 Via Napoli	STVR	Noise	Ongoing, constant screaming and shouting	STVR Officer went to the location and was unable to locate any noise coming from the residence. Made contact with the occupants and advised them of the city municipal codes and aware made of the violations.	N	N/A	GoR #16468
3/22/2021	6:11 PM	68320 Concepcion Rd	STVR	Parking	I Am Calling To Report The Person Has A Full House With Multiple Vehicles Blocking The Sidewalk.	An STVR Officer responded to the complaint. The Officer tried to make contact with the occupant at the front door. While waiting for a response; he saw a female running away from the door to the kitchen. A request for additional unit was made, but as I did three (3) females opened the door. The Officer made them aware of the CCMC parking violations, and asked them to move the vehicle and to properly park it.	N	N/A	HL

STVR Calls - March 2021

DATE	TIME	PROPERTY ADDRESS	PROPERTY TYPE	COMPLAINT TYPE	COMPLAINT	RESOLUTION	CITATION ISSUED: Y/N	FINE AMOUNT	SOURCE
3/22/2021	6:44 PM	28105 Val Yermo Trail	STVR	Noise	There Is Lots Of Noise And This Is Disturbing The Residents	STVR Officer responded, upon arrival he was not able to locate any music coming from the property. He made contact with the occupants and advised them of the city municipal codes and city ordinances. .	N	N/A	HL
3/23/2021	7:09 AM	67790 Quijo Rd	STVR	Parking	Parking on landscape	STVR Compliance did a patrol check. No vehicles seen in drive way, or on the landscape of the property. No noise or amplified music heard coming from the property.	N	N/A	GoR #16474
3/23/2021	1:34 PM	69799 Northhampton Ave	STVR	Music	Please Assist Asap, The Above Address Is Playing Music At Very Loud Volume, Please Assist Asap.	STVR Officer responded and made contact with the occupants. They were extremely verbal with and demanded they receive a warning rather than a citation. Requested for Police Officer backup at location. Officer Gonzales arrived; he repeated the zero tolerance policy with STVR's. Contacted Local Contact to respond to the property and tell them to keep it down. Local contact responded within 45 minutes.	N	N/A	HL
3/23/2021	8:28 PM	67790 Quijo Rd	STVR	Music	Playing music loudly in driveway ... told them they were in a neighborhood and not at a hotel ... shut it down or I was calling the police! Why won't code compliance do anything? Already reported once today and nobody showed up! Should I contact the mayor and city council?	The STVR Officer arrived to the location and did not locate any noise or music coming from the location. No violation was found. The occupants were advised to keep noise and music down. Reporting Party was advised to call the STVR Hotline for immediate assistance.	N	N/A	GoR #16482
3/24/2021	4:58 PM	69400 Shawnee Ct	STVR	Music	Call came in as a 415M. Music	STVR Officer was initially advised it was an STVR. While enroute, it was discovered in HDL the property had a closed business license. STVR Officer made contact with the renters and advised them to keep the music down.	N	N/A	CCPD

STVR Calls - March 2021

DATE	TIME	PROPERTY ADDRESS	PROPERTY TYPE	COMPLAINT TYPE	COMPLAINT	RESOLUTION	CITATION ISSUED: Y/N	FINE AMOUNT	SOURCE
3/24/2021	10:16 PM	67775 Elizabeth Rd	STVR	Noise	Noise Complaint: Pool pump	STVR Office responded and determined the violation was unfounded. There was one male sitting in the jacuzzi on his phone. No violation to issue a citation.	N	N/A	CCPD
3/25/2021	1:25 AM	68590 Risueno Rd	STVR	Noise	It Is Super Loud. Sounds Like A Large Gathering Of People. This House Does This All The Time	STVR and Police responded. No loud party.	N	N/A	HL
3/25/2021	1:25 AM	68590 Risueno Rd	STVR	Noise	Been Having A Party And Will Not Quiet Down And I Called About An Hour Ago And Now I Am Going To Call The Police - I Need To Sleep Because I Have To Go To To Work In The Morning And My Child Has School	STVR and Police responded. No loud party.	N	N/A	HL
3/26/2021	8:11 PM	69799 Northhampton Ave	STVR	Noise	The Vacation Rental Tenant Are Making Noise. She Wants Enforcement Officers To Go Over There To Find Them.	STVR and Police responded no loud party , calls were before 10:00pm , loud subjects had stopped.	N	N/A	HL
3/26/2021	9:26 PM	69799 Northhampton Ave	STVR	Noise	2nd Call Over An Hour An Half Ago. They Are Yelling, Screaming And Carrying On At The Top Of Their Lungs. I Can Hear Them Through My Double Payne Windows, Like They Are Directly In My Back Yard. It's Still Going.	See resolution above	N	N/A	HL
3/27/2021	7:47 AM	68261 Durango Rd	STVR	Noise	This is a vacation rental and it's been quiet for a month or so and now the noise has started again. There was screaming and yelling all night, I called the police and they won't do anything because it's a vacation rental. This has to stop this house has been so many problems with noise and loud music all hours of the night and parties	STVR Officers spoke with occupants. Advised them to keep noise levels down and possibility of citation.	N	N/A	GoR #16509

STVR Calls - March 2021

DATE	TIME	PROPERTY ADDRESS	PROPERTY TYPE	COMPLAINT TYPE	COMPLAINT	RESOLUTION	CITATION ISSUED: Y/N	FINE AMOUNT	SOURCE
3/27/2021	2:30 PM	68312 Bahada Rd	STVR	Parking	There Are At Least A Dozen Cars Outside.	<p>The STVR Officer responded, and upon arrival parked on the South side of Bahada. The Officer documented numerous cars parked on the road. In total there were 13 vehicles, 3 in the driveway and 10 on the street. The Officer made contact with the Responsible Party and was advised that there was a wedding occurring. Based on the number of people and cars at the property a citation will be issued.</p> <p>Citation #CO01095</p>	Y	\$1,000.00	HL
3/27/2021	3:09 PM	68863 Risueno Rd	UNK	Music/Noise	There Is A Lot Of Loud Music It Starts Friday A Lot Of Yelling A Lot Of Parties Goes On All Weekend	<p>Call came in for a property that was not a registered STVR. Sgt Hanley assisted the STVR Officer and they made contact with occupants. First individual we spoke to said the property was a Airbnb when asked if he was the Property Owner. The occupants then changed their story, and stated they were not renting the property. Further investigation needed to verify STVR activity.</p>	N	N/A	HL
3/27/2021	4:42 PM	68400 Hermosillo Rd	STVR	Noise	Noise compliant	<p>STVR Officer responded and tried to make contact with occupants. Needed to contact Local Contact to get occupants to answer the door. Spoke with occupants, and they stated they were not educated about CCMCs that pertain to STVRs. Property Owner cited for violation of CCMC 5.96.</p> <p>Citation #CO01201</p>	Y	\$1,000.00	CCPD

STVR Calls - March 2021

DATE	TIME	PROPERTY ADDRESS	PROPERTY TYPE	COMPLAINT TYPE	COMPLAINT	RESOLUTION	CITATION ISSUED: Y/N	FINE AMOUNT	SOURCE
3/27/2021	6:49 PM	67775 Elizabeth Rd	STVR	Parking	They have 3 cars in the driveway. Cars in the garage 2 cars parked on the street. Over 8 people allowed.	This was also called into Dispatch. STVR Officer spoke to Reporting Party. No loud party upon arrival. Three vehicles legally parked in front of the three car garage, not blocking any sidewalk. Car legally parked across the street came back as a rental. Four bedroom residence, allowing four vehicles at the location. Made contact with occupant, one of the vehicles came back registered to him. There was no music, no party inside the residence. Advised on CCMC and reminded no outside activity after 10pm.	N	N/A	GoR #16515
3/28/2021	2:23 AM	68880 Concepcion Rd	STVR	Noise	This call came into dispatch as a noise complaint. Reporting party stated an STVR south of their address was the source. Directly south of the address is 68880 Concepcion, a licensed STVR.	The STVR Officer responded, upon arrival there was no noise, activity, or lights on at the location. A house next door, 68874 had vehicles in the driveway, and the back yard area was illuminated. But, from both side gates, there was no activity seen or heard.	N	N/A	CCPD
3/28/2021	8:37 AM	67735 Elizabeth Rd	STVR	Noise	Sunday morning at 715 am 67735 Elizabeth road People playing in the pool. One kid screaming at the top of their lungs. Went there and told them the hours of pool time. They claim never to have gotten the rules except for the no music. The owners are not following the new rules about getting the city rules. Thanks for your help with the STVR. Please do something. We need our sleep and rest.	STVR Officer responded to the complaint, spoke with Reporting Party about the occupants at the residences. He attempted to contact 67735 Elizabeth, but no answer. Then spoke with a occupant at 67775 Elizabeth. Occupant advised they were from Kentucky and were celebrating for his daughters grad from college. The occupant seemed confused as to why CCPD keeps showing up to the property. Occupant advised of STVR regulations.	N	N/A	GoR #16519
3/29/2021	8:28 PM	68125 Verano Rd	STVR	Noise	Noise complaint	STVR Compliance Officer responded to the location and did not hear any noise coming from the property. He spoke with the occupants and advised them to bring everyone inside.	N	N/A	CCPD

STVR Calls - March 2021

DATE	TIME	PROPERTY ADDRESS	PROPERTY TYPE	COMPLAINT TYPE	COMPLAINT	RESOLUTION	CITATION ISSUED: Y/N	FINE AMOUNT	SOURCE
3/29/2021	2:01 AM	68725 Minerva Rd	UNK	Noise	Having Party, No Music But Loud, Don't Think They Have Permit	CCPD Patrol responded and was unable to locate any music/noise.	N	N/A	HL
3/30/2021	2:57 PM	68615 Tachevah Dr	UNK	Possible unpermitted STVR	More new cars. Trash on the front porch. I know you can't do anything, but I am going to continue documenting new cars.	Responded to the location to attempt to make contact with the occupants. No answer at the door.	N	N/A	GoR #16547
3/30/2021	4:06 PM	28451 Avenida La Vista	UNK	Possible unpermitted STVR	STVR Rental Activity	STVR Officer responded to the complaint, spoke with the occupant. Officer asked if he was renting the property and he said "yes". Occupant was then asked when he check in, he said he was the Property Owner. He did not want to give me his ID.	N	N/A	CCPD
3/31/2021	9:33 AM	38250 Chuperosa Ln	UNK	Possible unpermitted STVR	Unpermitted STVR advertising	STVR Officer was already conducting an investigation on this property. Case opened at the end of February to further investigate operating without a valid STVR license. Based on evidence collected, a citation was issued In May for violation of CCMC 5.96.040. Citation #CO01088	Y	\$5,000.00	GoR #16560
3/31/2021	7:34 PM	37300 Melrose Ave	STVR	Noise	The STVR has guests all this week making very loud noise during morning and evening. Mostly screaming children for hours at a time in the backyard area. Not just minor play but hours of squealing and screaming. We had to retreat inside and close windows every night to escape their noise and can still hear them inside with all our doors closed	Request was not an active compliant.	N	N/A	GoR #16580