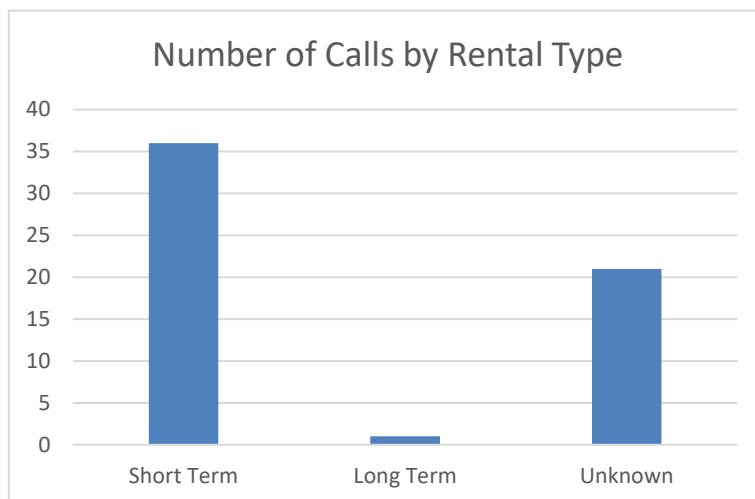
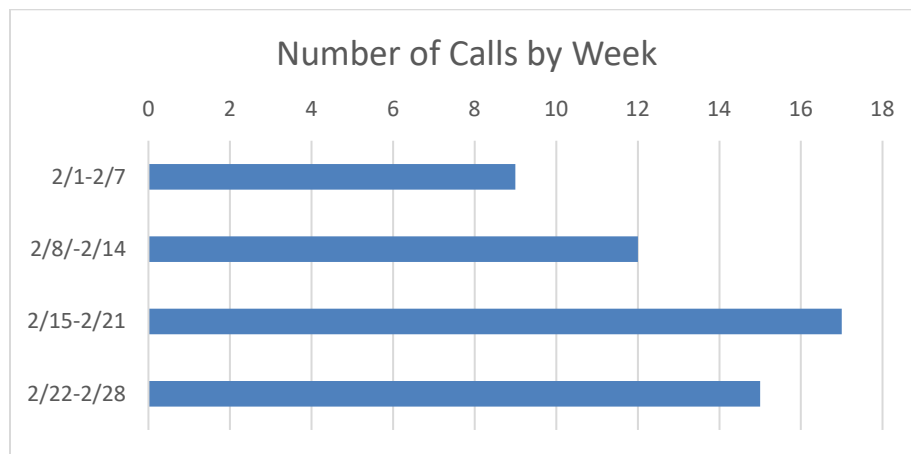




SHORT TERM VACATION RENTAL FEBRUARY 2021 FEBRUARY 1 - 28, 2021

This Short-Term Vacation Rental Call Summary (Summary) covers the reporting period for February 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-five (55) STVR complaints were received in February of which 27 calls were received through the Hotline, 12 were received through the Police Department, and 16 were received through GoRequest. The graph below shows the number of calls received for each week of the reporting period.



Of the 55 calls received, 36 were on licensed STVR properties, 1 was on a Long-Term rental property, 18 calls fell into neither category and are classified as Unknown (UNK).

Number of Complaints by Week and Complaint Type

Complaint Type	2/1-2/7	2/8-2/14	2/15-2/21	2/22-2/28	Total
Noise/Music	3	3	7	4	17
Possible Unpermitted STVR	1	4	1	3	9
Emergency Order Violation	0	1	1	0	2
Advertising Violation	2	0	0	2	4
Trash	2	0	4	4	10
Parking	0	3	1	3	7
Licensing	0	0	0	0	0
Occupancy	0	0	2	0	2
Other	1	1	1	1	4
Total	9	12	17	17	55

Calls by Complaint Type



Noise/Music (17)	Possible Unpermitted STVR (9)
Emergency Order Violation (2)	Advertising Violation (4)
Trash (10)	Parking (7)
Licensing (0)	Occupancy (2)
Other (4)	

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 disturbances occurring at a commercial rental, occupancy, cannabis, and medical aid.

For the reporting period, four (4) citations were issued and one (1) parking citation was issued as a result of the complaints received.

STVR Calls - February 2021

DATE	TIME	PROPERTY ADDRESS	PROPERTY TYPE	COMPLAINT TYPE	COMPLAINT	RESOLUTION	CITATION ISSUED: Y/N	FINE AMOUNT	SOURCE
2/2/2021	7:59 AM	39555 Elna Way	STVR	Advertising	Suspected ad violation	STVR Officer reviewed the VRBO ad and there is no violation. Verified that the business license number for this property, and that it is licensed to operate a five bedroom STVR.	N	N/A	GoR #15861
2/2/2021	1:44 PM	68355 Skyway Dr	STVR	Advertising	Suspected ad violation	STVR Officer reviewed all material provided. A Building Permit for the 6th bedroom is on file. The business license number on the advertisement was a clerical error on Property Owner's behalf. The City advised to correct the advertisement to show the correct business license number.	N	N/A	GoR #15871
2/5/2021	9:43 AM	68600 Risueno Rd	UNK	Trash	Trash cans out since Wednesday.	Not a short-term rental; forwarded to Code Compliance for follow up.	N	N/A	GoR# 15896
2/5/2021	9:51 AM	68952 Hermosillo Rd	UNK	Trash	Trash cans out since Wednesday.	Not a short-term rental; forwarded to Code Compliance for follow up.	N	N/A	GoR# 15897
2/5/2021	11:14 PM	28170 Horizon Rd	UNK	Music/Noise	They are playing loud music and making a lot of noise	STVR Officer responded to complaint, no music upon arrival, but could hear low voices. Children could be heard laughing at front door. Officer made contact with occupant, same occupants as previous complaint. Stated she is the daughter-in-law of the Property Owners. She was very upset, believes her next door neighbor keeps calling. Denies any rental activity since family has owned the property.	N	N/A	HL
2/5/2021	11:16 PM	68820 Concepcion Rd	STVR	Noise	They are having some king of party; intermittent noise and laughter. House is authorized to have 10 people; appears that it might be more than 10 people from the voices that I hear. I would like you to investigate noise and occupancy.	STVR Officer responded, no noise was heard at the west side gate. Made contact with the occupant. Children could be heard while waiting at the front door. There was no occupancy issue, the other vehicles in the street belong to another property. Occupant was advised.	N	N/A	HL

STVR Calls - February 2021

DATE	TIME	PROPERTY ADDRESS	PROPERTY TYPE	COMPLAINT TYPE	COMPLAINT	RESOLUTION	CITATION ISSUED: Y/N	FINE AMOUNT	SOURCE
2/6/2021	3:22 PM	68820 Concepcion Rd	STVR	Other	There is a very strong order of marijuana in the backyard. We cannot even go outside.	STVR Officer responded and there was no odor of marijuana. Did not hear noise outside, but did hear noise once front door was opened. Advised occupant on CCMC 3.24.011 regarding noise.	N	N/A	HL
2/6/2021	10:26 PM	69729 Rochester Rd	UNK	Music	Been blasting music inside and outside the home all day. They do not have a license to rent.	STVR Officer responded to the complaint, no music or activity upon arrival. Officer was not able to make contact with the occupant; no answer at the door. Interior lights on, no one seen, walked perimeter and checked gates, noise not located.	N	N/A	HL
2/7/2021	10:59 AM	68438 Rodeo Rd	UNK	Possible unpermitted STVR	They are running an unlicensed rental. I am calling to report again.	STVR Officer made contact with occupants; they stated that they are family of the Property Owner. Also stated that the Owner has called the City to advised that it is not a vacation rental. Occupants will also be staying next weekend. No advertising located on Deckard.	N	N/A	HL
2/8/2021	6:23 AM	28170 Horizon Rd	UNK	Possible unpermitted STVR	I want to report an illegal advertising regarding this property. I need a call back to discuss.	The STVR Officer contacted Reporting Party to discuss information provided. After extensive research of the advertisements, it was determined that the Property Owner is in violation of CCMC 3.24.011 (G)(5) - Operating an STVR without a City Business License. Citation #13080	Y	\$10,000.00	HL
2/8/2021	7:13 AM	28170 Horizon Rd	UNK	Possible unpermitted STVR	Illegal Advertising	See resolution above.	Y	S/A	GoR #15922

STVR Calls - February 2021

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2/8/2021	9:43 AM	68430 Risueno Rd	UNK	Possible unpermitted STVR	Possible illegal rental property	STVR Officer made contact with occupants, who identified themselves as the Property Owners. Stated they own the house with another couple and come out to the desert area often. Officer was advised that they were being harassed; video and pictures have been taken of them and their children. Requested Officer to speak directly to Reporting Party.	N	N/A	CCPD
2/8/2021	9:50 PM	29620 Avenida La Vista	LT	Possible unpermitted STVR	They have renters there today.	STVR Officer made contact with the occupant, he advised they had just checked into the property and was staying until March 11. Occupant showed confirmation of the reservation. No violation.	N	N/A	HL
2/10/2021	6:46 PM	69643 Willow Ln	STVR	Music/Noise	I am calling to report a loud noise complaint. The neighbors are playing their music too loud and I have same children.	The STVR Officer responded to location. Upon arrival he did not hear any noise coming from the property line. As he walked up to the door he was able to hear music from inside of the residence. Officer was unable to make contact with occupant. CCPD arrived; occupants were advised to keep the music down.	N	N/A	HL
2/12/2021	7:09 AM	67735 Elizabeth Rd	STVR	Parking	Vehicle complaint	STVR Officer responded, no "giant" white truck was located.	N	N/A	CCPD

STVR Calls - February 2021

DATE	TIME	PROPERTY ADDRESS	PROPERTY TYPE	COMPLAINT TYPE	COMPLAINT	RESOLUTION	CITATION ISSUED: Y/N	FINE AMOUNT	SOURCE
2/13/2021	8:26 AM	30216 Avenida Ximino	STVR	Parking	Can u please ask these tenants to move their car from in front of the mailbox so we can get our mail delivered.	STVR Officer responded and had the renter move her car. Call placed to Hotline as well.	N	N/A	GoR #16003
2/13/2021	8:26 AM	30216 Avenida Ximino	STVR	Parking	I would like to get in touch with the people that arrived last night. They are parked in front of our mailbox and we cannot access our mailbox. I sent a picture through Go Request so you can see.	STVR Officer responded to call and requested tenant move their vehicle.	N	N/A	HL
2/13/2021	9:57 AM	35909 Ottawa St	STVR	Emergency Order	This STVR (35909 Ottawa St) has a vehicle from Arizona parked in its driveway (see photo). My understanding is that out-of-state renters are not permitted unless the renter stays a sufficient amount of time to satisfy the state's quarantine timeframe. I don't know whether this driver is, in fact, a renter planning to stay throughout the quarantine period or just a visiting friend, but I want the city to be aware of a potential violation of city code. Please advise if my understanding of the code is incorrect.	STVR Officer called the Reporting Party and informed them that STVR's are allowed to operate. Restrictions were removed when the Governor lifted the Stay at Home Order.	N	N/A	GoR #16005
2/14/2021	12:07 AM	67785 Paletero Rd	STVR	Other	Medical Aid	Advised CCFD units were enroute to a medical aid at a listed STVR. Upon arrival logged two plates in driveway. Occupants did not exit the residence. STVR Officer spoke with CCFD staff, female had possible alcohol poisoning. Transported as a precaution. Per paramedics it appeared as a standard medical aid, no large gathering. No contact attempted.	N	N/A	CCPD

STVR Calls - February 2021

DATE	TIME	PROPERTY ADDRESS	PROPERTY TYPE	COMPLAINT TYPE	COMPLAINT	RESOLUTION	CITATION ISSUED: Y/N	FINE AMOUNT	SOURCE
2/14/2021	12:08 AM	69643 Willow Ln	STVR	Noise	Renters screaming and yelling. Tired of Airbnb crowds.	STVR Officer responded, no music upon arrival. No loud screaming. Due to the high winds, could not even hear any low voices in the back yard. Made contact with primary occupant who provided CDL; only saw one other female adult inside, no loud party.	N	N/A	HL
2/14/2021	12:16 PM	68150 Tortuga Rd	LT	Music	Complaint of loud music.	Property is no longer a STVR. Runs a day care center. No music or noise heard.	N	N/A	CCPD
2/15/2021	5:53 PM	68885 Durango Rd	STVR	Trash	Trash cans out on Monday for Wednesday or Thursday pickup.	Per STVR Compliance Team, CAD records indicates complaint was handled four days after complaint. No trash in public view.	N	N/A	GoR #16028
2/17/2021	10:40 PM	30275 Avenida Alvera	UNK	Noise	They are yelling and screaming at each other.	STVR Officer and CCPD arrived at the property and did not hear any noise from the street or the sides of the house. They made contact with the occupant through the side gate. One of the occupants came out and made contact with the Officers. He was extremely verbal, and stated that this was his cousins house and that we had no reason to enter his property. Occupant was advised him to keep it down, and follow the city municipal codes.	N	N/A	HL
2/18/2021	9:03 AM	30275 Avenida Alvera	UNK	Trash	Trash is overflowing. There are 15 bags of trash along the wall. No one put the trash out.	STVR Officer arrived, tried to make contact with occupant, but property gate was locked. Trash observed in South East corner. Citation issued for parking violation.	Y	N/A	HL

STVR Calls - February 2021

DATE	TIME	PROPERTY ADDRESS	PROPERTY TYPE	COMPLAINT TYPE	COMPLAINT	RESOLUTION	CITATION ISSUED: Y/N	FINE AMOUNT	SOURCE
2/18/2021	9:16 AM	30275 Avenida Alvera	UNK	Trash	Trash is overflowing. There are 15 bags of trash along the wall. No one put the trash out.	See resolution above.	N	N/A	HL
2/19/2021	1:02 PM	68590 Risueno Rd	STVR	Trash	Trash can out on Friday when trash day was Wednesday.	STVR Officer contacted Local Contact to remove trash. Trash was removed within 45 minute timeframe.	N	N/A	GoR #16048
2/19/2021	5:16 PM	69799 Northhampton Ave	STVR	Music/Noise	There is loud music & loud voices from the tenants, coming through my backyard. Cannot leave the doors and windows opened.	STVR Officer responded to complaint, upon arrival could hear music from the location. A decibel reading was taken and it measured 65 dB consistently. Made contact with Responsible Party and advised her of the violation. Citation #CO01081	Y	\$1,000.00	HL
2/19/2021	10:19 PM	68250 Tachevah Dr	STVR	Noise	Twenty youngsters having a party, screaming and making a lot of noise.	STVR Officer made contact with primary occupant. Witnessed only three to four people inside, did not appear to be 20+ people as reported. Officer advised on regulations and warned that a citation could be issued. Occupant agreed to comply.	N	N/A	HL
2/19/2021	10:14 PM	68125 Verano Rd	STVR	Noise	I am vacation home. Sounds like having a party. Not playing music; sounds like playing a game. Outside and yelling. Talking really loud.	Miscommunication within division; no response provided.	N	N/A	HL
2/20/2021	6:49 AM	68160 Peladora Rd	UNK	Possible unpermitted STVR	They have the house rented out, and you are not allowed to be renting houses out at this time. There are two new cars in the driveway that were not there before.	STVR Officer made contact with the occupant; he claimed to be the cousin of Property Owner.	N	N/A	HL

STVR Calls - February 2021

DATE	TIME	PROPERTY ADDRESS	PROPERTY TYPE	COMPLAINT TYPE	COMPLAINT	RESOLUTION	CITATION ISSUED: Y/N	FINE AMOUNT	SOURCE
2/20/2021	7:35 AM	67735 Elizabeth Rd	STVR	Parking	Vehicle blocking sidewalk.	Resolution was not found in records.	N	N/A	CCPD
2/20/2021	8:20 AM	68520 Risueno Rd	STVR	Emergency Order	Property is rented out again-not the Owners.	STVR Officer contacted Reporting Party; code section not applicable. State Order lifted.	N	N/A	HL
2/20/2021	1:57 PM	67735 Elizabeth Rd	STVR	Music/Noise	Music/Noise complaint	STVR Officer spoke with Reporting Party regarding disturbance. Db reading was taken, but did not exceed 65 decibel. Occupants were advised and educated regarding noise regulations.	N	N/A	CCPD
2/20/2021	10:46 PM	Whispering Palms Trl	UNK	Music/Noise	Very loud noise coming from Whispering Palms, not sure of address. Ongoing issue, Caller says all security has to do is drive down Whispering Palms and you can hear the very loud music.	No physical address provide for response. STVR Compliance was not dispatched.	N	N/A	HL
2/20/2021	11:03 PM	68880 Concepcion Rd	STVR	Noise	Noise complaint	STVR Officer arrived at location, attempted to make contact with occupant but no answer. Nothing was seen or heard at location.	N	N/A	CCPD
2/21/2021	4:36 AM	67735 Elizabeth Rd	STVR	Occupancy	STVR noise / over occupancy	STVR Officer responded to call and spoke to Reporting Party. Reporting Party stated that each vehicle was full of occupants that were very loud. Officer witnessed six cars at the location. Per the Reporting Party's request he did not make contact with the occupants.	N	N/A	CCPD

STVR Calls - February 2021

DATE	TIME	PROPERTY ADDRESS	PROPERTY TYPE	COMPLAINT TYPE	COMPLAINT	RESOLUTION	CITATION ISSUED: Y/N	FINE AMOUNT	SOURCE
2/21/2021	7:36 AM	67735 Elizabeth Rd	STVR	Occupancy	There are more than 6 cars there at the residence. At 4am Sunday morning a big black truck came in revving his engine. There are also 12-16 people staying at the property. Also there tends to be lots of profanity that I can hear from my property.	STVR Officer spoke to Property Owner; she was under the assumption the guests were only supposed to have three vehicles at the location, and only eight occupants. Owner was reminded of the CCMC in pertaining to occupancy limits. This was a courtesy call and no action would be taken at this time.	N	N/A	HL
2/21/2021	1:12 PM	67698 Carey Rd	UNK	Other	Please make this party stop. It's been going on since last night. You can hear the loud music and people screaming. Go stand on San Domingo Street and you can hear it well.	This is the Cree Estate; commercial rental. Call was referred to CCPD to respond to complaint.	N	N/A	HL
2/22/2021	8:37 AM	68525 Risueno Rd	STVR	Parking	There is a truck that belongs vacation rental. The truck that is parked out in front of the mailbox. The Mail Carriers countless notes on there truck not to park there. The mail company will not leave our mail.	CCPD responded, truck was present, in front of the mailbox, no citation issued.	N	N/A	HL
2/23/2021	3:40 PM	68327 Santiago Rd	UNK	Possible unpermitted STVR	Airbnb ad for what appears to be an unlicensed vacation rental of less than 30 days. La Pasada HOA Board has viewed this ad and reports recognizing the owner on the ad and the pool at this address. They were able to start a booking for two nights.	STVR Officer responded, three vehicles checked at the location are registered to property. Fourth vehicle registered in Palm Springs. The listing mentioned is dated 2016. This location does not appear to be an active/operating STVR.	N	N/A	GoR #16148
2/23/2021	10:01 PM	68590 Risueno Rd	STVR	Noise	Lot of shouting cross talking and yelling. We can hear them with the windows shut.	STVR Officer responded along with CCPD, noise from the backyard was heard. Responsible person was contacted, and advised to bring party inside.	N	N/A	HL
2/25/2021	3:13 PM	67735 Elizabeth Rd	STVR	Trash	Trash cans left out.	STVR Officer contacted Local Contact and advised of the complaint. Local Contact corrected the complaint within the 45 minute timeframe.	N	N/A	CCPD

STVR Calls - February 2021

DATE	TIME	PROPERTY ADDRESS	PROPERTY TYPE	COMPLAINT TYPE	COMPLAINT	RESOLUTION	CITATION ISSUED: Y/N	FINE AMOUNT	SOURCE
2/25/2021	3:13 PM	67775 Elizabeth Rd	STVR	Trash	Trash cans left out.	STVR Office contacted Local Contact and advised of the complaint. Local Contact corrected the complaint within the 45 minute timeframe.	N	N/A	CCPD
2/26/2021	7:42 AM	67775 Elizabeth Rd	STVR	Trash	Trash cans from call day before not put away properly	STVR Officer responded; cans were left out in front yard not screened, in view from the public. Citation #01084	Y	\$1,000.00	CCPD
2/26/2021	3:37 PM	68132 Valley Vista Dr	STVR	Other	People at this address are flying a drone during the week off and on. Looking in peoples yards and they hit a palm tree and also got into the power lines.	STVR and CCPD responded to complaint, Local Contact was contacted via a phone call. They confirmed there were renters present and were told to have the renters cease flying the drone.	N	N/A	HL
2/27/2021	12:36 AM	68110 Marina Rd	STVR	Noise	Noise complaint	STVR Officers made contact with occupants. They were swimming in the back yard pool, advised to bring it inside, not audible from street. No violation observed.	N	N/A	CCPD
2/27/2021	2:19 PM	68820 30th Ave	STVR	Trash	Trash is visible from street on Saturday.	STVR Officer contacted the Local Contact and advised trash needed to be removed within 45 minutes. STVR Officer returned to the property, and trash was not removed. Local Contact was advised of citation. Citation #01089	Y	\$1,000.00	GoR #16218
2/27/2021	3:12 PM	68470 Terrace Rd	UNK	Possible unpermitted STVR	It appears the owner is operating a STVR without a valid permit on file.	STVR Officer responded to complaint, and determined that the advertisement is not active. Officer spoke with Property Owner, and he confirmed he is not renting. Airbnb advised him to keep ad up and make his days unavailable, since he was planning on renting in the future.	N	N/A	GoR #16219

STVR Calls - February 2021

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2/27/2021	3:20 PM	68610 Tachevah Dr	UNK	Possible unpermitted STVR	Illegal STVR. Occupied now.	STVR Officer responded to location and noted vehicles at residence. No contact was made with occupants. More information required from Reporting Party prior to issuing citation.	N	N/A	GoR #16220
2/27/2021	4:48 PM	68605 Tortuga Rd	STVR	Parking	Parking on sidewalk	STVR Officer contacted complainant; advised to call non-emergency CCPD dispatch to respond in a timely manner.	N	N/A	GoR #16221
2/27/2021	5:19 PM	69729 Rochester Rd	STVR	Music	They are playing very loud music, we are across the street, and we can hear them. They have been loud all day. They do not have current permit, as the Owner just sold the unit.	STVR Officers arrived at location and did not hear any music. Within a few minutes music was heard. Officers made contact with occupant; occupant stated that he was the cousin of the Property Owner. Occupants were advised on noise.	N	N/A	HL
2/28/2021	10:08 AM	68180 Marina Rd	STVR	Parking	One of the cars is parked over the sidewalk and blocking part of the sidewalk.	STVR Officer responded to complaint. Upon arrival a vehicle was backed into the driveway and blocking the sidewalk. Officer spoke with the occupants; they advised that they were leaving and packing up. Officer requested for them to move the vehicle, and not to block the sidewalk to avoid a citation.	N	N/A	HL
2/28/2021	11:26 PM	68590 Risueno Rd	STVR	Noise	There is what sounds like 5-6 voices yelling and carrying on in the pool for this house. There is a lot of whooping hollering	STVR Officer responded and heard no music or yelling upon arrival. Made contact with occupant and they stated they were swimming. Occupant was surprised by complaint, but stated they would take it inside.	N	N/A	HL
2/28/2021	5:03 PM	68515 Risueno Rd	STVR	Advertising	Missing STVR permit	STVR Officer researched the advertisement, and determined this property has multiple ads and just this one is out of compliance. Notice to Correct will be issued.	N	N/A	GoR# 16230

STVR Calls - February 2021

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2/28/2021	7:02 PM	39271 Paradise Way	STVR	Advertising	No STVR license, occupancy & potential safety issue	Property has already been cited for advertising violation on 2/18/21. Citation # 01080 has submitted an appeal hearing.	N	N/A	GoR# 16231