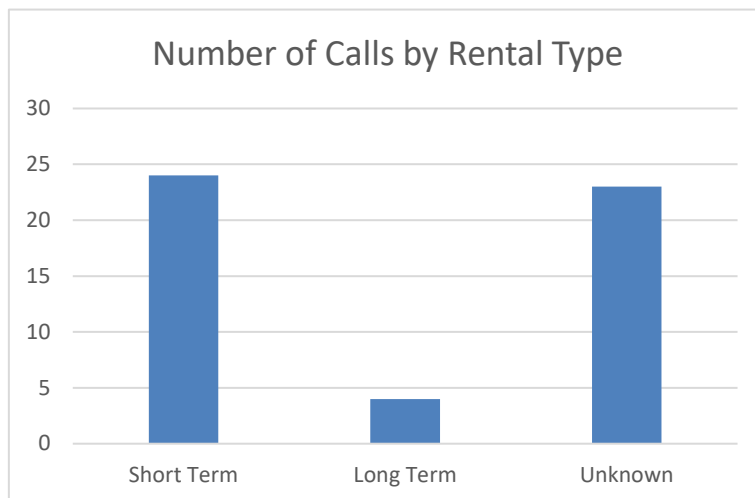
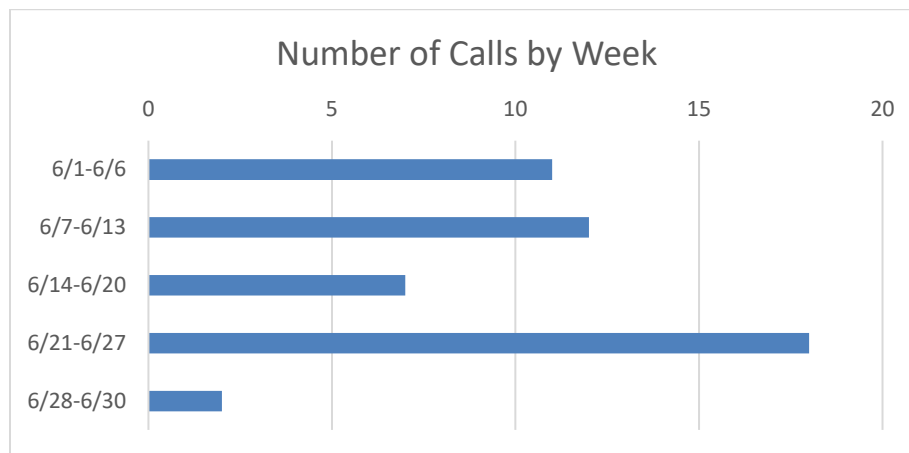




SHORT TERM VACATION RENTAL JUNE 2021 JUNE 1 - 30, 2021

This Short-Term Vacation Rental Call Summary (Summary) covers the reporting period for June 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 (50) STVR complaints were received in June, of which 30 calls were received through the Hotline, 15 were received through the Police Department, and 22 were received through GoRequest. The graph below shows the number of calls received for each week of the reporting period.

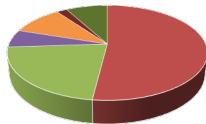


Of the 50 calls received, 24 were on licensed STVR properties, 4 was on a Long-Term rental property, 22 calls fell into neither category and are classified as Unknown (UNK).

Number of Complaints by Week and Complaint Type

Complaint Type	6/1/-6/6	6/7-6/13	6/14-6/20	6/21-6/27	6/28/-6/30	Total
Contract Minimum	0	0	0	0	0	0
Noise/Music	4	11	2	9	0	26
Possible Unpermitted STVR	2	0	5	2	2	11
Advertising Violation	1	0	0	2	0	3
Trash	0	0	0	0	0	0
Parking	2	0	0	3	0	5
Occupancy	0	0	0	0	0	0
Landscape	0	0	0	1	0	1
Other	2	1	0	1	0	4
Total	11	12	7	18	2	50

Calls by Complaint Type



- Contract Minimum (0)
- Noise/Music (26)
- Possible Unpermitted STVR (11)
- Advertising Violation (3)
- Trash (0)
- Parking (5)
- Occupancy (0)
- Landscape (1)
- 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 regarding bee removal, citation questions, and a Property Owner needing assistance at their property.

For the reporting period, eight (8) citations were issued as a result of the complaints received.

STVR Calls - June 2021

DATE	TIME	PROPERTY ADDRESS	PROPERTY TYPE	COMPLAINT TYPE	COMPLAINT	RESOLUTION	CITATION ISSUED: Y/N	FINE AMOUNT	SOURCE
6/1/2021	7:15 AM	68132 Valley Vista Dr	STVR	Advertising	Advertising violation	STVR Officer reviewed information provided by Reporting Party. Violation confirmed. Citation #CO01144	Y	\$2,500.00	GoR #17135
6/1/2021	9:33 AM	68515 Risueno Rd	STVR	Other	The Resident Has A Bee Hive On The Electrical/Cable Box In The Front And They Haven't Removed It After Being Asked. Their Sprinkler Leaks And Sprays Everywhere And It's Providing Water For The Bees. The Bees Need To Be Removed Immediately. They Are A Potential Health Hazard	Property Owner in residence until August, already has a bee removal company en route. Bees are located in an in-ground utility box, bees not aggressive, not a public hazard.	N	N/A	HL
6/1/2021	3:04 PM	69185 Garden Ave	UNK	Other	They Sent Me A Paper Notification , I Think Someone Made A Report But Is For The Next Door House , Because They Rent The Home And There Is A lot Of People Living There And Causing Chaos. We Reported Them Already.	Complaint not clear; no response by STVR Compliance.	N	N/A	HL
6/2/2021	1:25 PM	36229 Dali Dr	UNK	Music	This Past Weekend Loud Music Playing In Back Yard. Please Call Back To Address Noise Violation. These Are Renters, Although They Are Saying Their Relatives. Please Call Back To Discuss New Ordinance.	STVR Officer spoke with Reporting Party; HOA regulations prohibit operation of STVR within the community. The STVR Officer responded to the location and tried to make contact. No vehicles at the property, no noise heard or activity. Further information is required.	N	N/A	HL
6/2/2021	7:50 PM	67790 Quijo Rd	STVR	Parking	Parking on Landscape	STVR Officer responded to the location. Upon arrival there was no vehicles parked on the landscape.	N	N/A	GoR #17149

STVR Calls - June 2021

DATE	TIME	PROPERTY ADDRESS	PROPERTY TYPE	COMPLAINT TYPE	COMPLAINT	RESOLUTION	CITATION ISSUED: Y/N	FINE AMOUNT	SOURCE
6/3/2021	2:22 PM	67320 Lakota Ct	UNK	Possible unpermitted STVR	Unregistered Vacation Rental at 67320 Lakota Ct - they have had vacation renters in and out for a few months now and I don't see them as registered on the CC site.	STVR Officer attempted to make contact at residence. No answer at door. Appears to that there is construction being done to the pool. Further investigation required. Pool Permit on record.	N	N/A	GoR #17157
6/4/2021	10:48 PM	69799 Northhampton Ave	STVR	Music	A Vacation Rental Is Playing Music Outside And They Advertise For 5 Bedrooms And They Only Have Permit For 4 Bedrooms	STVR Officer responded to location and could faintly hear music, but could not determine location. Made contact with the occupants; stated they were never educated on CCMC 5.96 or sign the guest acknowledgment form. Additionally, the occupants admitted to using the pool in the backyard past 2200. I obtained contact info for the Responsible Person and educated the occupants before leaving. Citation #CO01805- Amenities STVR Officer made contact with Local Contact and request a copy of the Guest Acknowledgment. Form was not received from the Local Contact. Left additional voicemail, but a response with not received within the 30 minute timeframe. A citation will be issued for multiple violations of the municipal code. Citation #CO01806 - Local Contact & Guest Acknowledgment form Citation #CO01808 - Prudent Business Practices Citation #CO01809 - Disruptive Activities Citation #CO01814 - Contract Duration	Y	\$5,000.00	HL
6/5/2021	7:10 AM	68595 Panorama Rd	STVR	Parking	I'm Complaining About Both Neighbors Left And Right Both Are Blocking The Entrances With Their Cars You Cant Walk Through	STVR Office responded to location. Made contact with the occupants and requested they move the vehicle. While making contact, I observed the trash bin to be in public view. Citation issued for trash violation. Citation #CO01857	N	N/A	HL

STVR Calls - June 2021

DATE	TIME	PROPERTY ADDRESS	PROPERTY TYPE	COMPLAINT TYPE	COMPLAINT	RESOLUTION	CITATION ISSUED: Y/N	FINE AMOUNT	SOURCE
6/5/2021	2:49 PM	67735 Elizabeth Road	STVR	Noise/Music	Loud music. Called police at 1:55 pm. Music getting louder and so are the drunk people.	STVR Officer responded; upon arrival he was unable to locate any music or noise. Made contact with occupants and advised of the complaint.	N	N/A	GoR #17178
6/5/2021	8:48 PM	68255 30th Ave	UNK	Music	Extremely loud music for the last 9 hours.	STVR Officer responded on 6/10/21. Upon arrival did not hear any noise or music. No evidence of property being rented as an STVR.	N	N/A	Go #17179
6/6/2021	2:46 PM	38250 Chuperosa Ln	LT	Possible unpermitted STVR	Unlicensed STVR.	STVR Officer response to location. One vehicle in driveway. No noise, music or activity. Reporting Party provide advertisement, however reflected a thirty (30) day rental. Property has long-term license.	N	N/A	GoR #17185
6/8/2021	9:12 PM	68920 Durango Rd	UNK	Noise	Across The Street. Partying All Day Long. I See More Cars Arriving. Been Here Several Days. I Am Not Sure If It Is The Same People Or Not.	STVR Officer responded to the location; did not hear any noise upon arrival.	N	N/A	HL
6/10/2021	7:20 PM	68433 Descanso Cir	STVR	Music	Loud Music Outside/ Possible Event Going On. Cannot Sleep.	STVR Officer responded to location and no music was heard upon arrival. Made contact with occupant; no Guest Acknowledgement form onsite. Officer to follow up with Property Management. After review it was determined that the Property Management was in violation of several 5.96 regulations.	Y	\$3,000.00	HL
6/10/2021	8:09 PM	68433 Descanso Cir	STVR	Noise	Very loud noise outside.	See resolution above	N	N/A	HL

STVR Calls - June 2021

DATE	TIME	PROPERTY ADDRESS	PROPERTY TYPE	COMPLAINT TYPE	COMPLAINT	RESOLUTION	CITATION ISSUED: Y/N	FINE AMOUNT	SOURCE
6/10/2021	11:05 PM	68315 Pasada Rd	UNK	Music	Complaint of loud music.	This call was for CCPD dispatch and was routed to the STVR Compliance Team. The STVR Officer arrived at location and did not hear any music. No contact information for Reporting Party.	N	N/A	CCPD
6/11/2021	3:00 AM	68195 Concepcion Rd	UNK	Music	The tenants are playing loud music.	STVR Officer responded to the location. Spoke with Property Owner and they advised they are not an STVR.	N	N/A	HL
6/11/2021	12:27 PM	68615 Tachevah Rd	UNK	Music	Music complaint	STVR Officer responded to the complaint; made contact with occupants and advised them to keep the noise down.	N	N/A	CCPD
6/11/2021	3:52 PM	68615 Tachevah Rd	UNK	Music	Music complaint	STVR Officer responded to the complaint. There was no music heard, and no answer at front door.	N	N/A	CCPD
6/11/2021	6:40 PM	69799 Northhampton Ave	STVR	Music	Complaint of loud music.	STVR Officer responded to the location. No music heard; made contact with occupants and advised/educated on noise regulations.	N	N/A	CCPD
6/11/2021	7:25 PM	68615 Tachevah Rd	UNK	Music	Complaint of loud music.	STVR Officer responded to the location. Spoke to Property Owner; advised to lower noise volume.	N	N/A	CCPD

STVR Calls - June 2021

DATE	TIME	PROPERTY ADDRESS	PROPERTY TYPE	COMPLAINT TYPE	COMPLAINT	RESOLUTION	CITATION ISSUED: Y/N	FINE AMOUNT	SOURCE
6/12/2021	12:08 AM	68615 Tachevah Rd	UNK	Music	Complaint of loud music.	STVR Officer responded to the property. No music heard but made contact with the occupants regarding complaint.	N	N/A	CCPD
6/12/2021	2:20 AM	69399 Sawgrass Rd	STVR	Noise/Music	Complaint of loud music and backyard activity.	STVR Officer responded to the location. Music confirmed upon arrival. Made contact with occupant; advised of regulations and issued citation. Citation #CO01234	Y	\$1,000.00	CCPD
6/13/2021	5:28 PM	68965 Hermosillo Rd	STVR	Other	I Am The Owner Of The Property, Yesterday The Renters Messaged About A Charity Event And There Was A Problem I Said My Property Would Be Available. They Said It Would Be 5 People. I Am Down The Street There Are About 28 Cars And 50 People Inside, A DJ Someone Taking Money. I Only Said 5 People Please Keep Me Anonymous.	STVR Officer responded to the location and made contact with the Responsible Party. The STVR Officer met with the Property Owner and collected the Guest Acknowledgement Form. It was determined the guest was aware of the occupancy limitations and was issued a citation for the violation. Citation #CO01236	Y	\$1,000.00	HL
6/14/2021	11:50 AM	68615 Tachevah Rd	UNK	Noise	Noise complaint	STVR Officer responded to the location. No noise upon arrival; spoke with Property Owner regarding the complaint.	N	N/A	CCPD
6/15/2021	9:25 AM	68433 Descanso Cir	STVR	Noise	Keep Me Confidential. We Have Already Been Vandalized. There Has Been Noise For Two Days Coming From The Pool That Is Annoying For Us That Are Working Here	STVR Officer responded to the property; no noise at location.	N	N/A	HL
6/18/2021	6:57 AM	68615 Tachevah Rd	UNK	Possible unpermitted STVR	Three out of state cars. Suspected stvr. Please investigate. Thank you.	Incident closed by Compliance Officer, not an STVR. Vehicle information noted.	N	N/A	GoR #17334

STVR Calls - June 2021

DATE	TIME	PROPERTY ADDRESS	PROPERTY TYPE	COMPLAINT TYPE	COMPLAINT	RESOLUTION	CITATION ISSUED: Y/N	FINE AMOUNT	SOURCE
6/18/2021	6:57 AM	68615 Tachevah Rd	UNK	Possible unpermitted STVR	Suspected stvr. New cars and possibly second set of new cars this week. Please investigate. Thank you	Incident closed by Compliance Officer, not an STVR. Vehicle information noted.	N	N/A	GoR #17336
6/18/2021	7:02 AM	68615 Tachevah Rd	UNK	Possible unpermitted STVR	Photos of cars about two days ago. Suspected stvr. Two sets of new cars in the past few days. Please investigate. Thank you.	Incident closed by Compliance Officer, not an STVR. Vehicle information noted.	N	N/A	GoR# 17337
6/18/2021	1:39 PM	68863 Risueno Rd	UNK	Possible unpermitted STVR	Second set of different cars this week. Suspected illegal stvr. Please investigate. Thank you	STVR Officer responded to the complaint, occupant advised this is his cousin's house.	N	N/A	GoR #17342
6/20/2021	7:11 AM	68805 Panorama Rd	LT	Possible unpermitted STVR	Suspected illegal stvr. Please investigate. Thank you.	STVR Officer responded to the complaint, vehicle plates noted. Case opened for further research.	N	N/A	GoR #17348
6/21/2021	1:46 PM	68110 Marina Rd	STVR	Landscape	CCMC 5.96.050(T) - yard maintenance hours, landscaping crew at the location for several hours on Sunday 6/20, which also included a medical aid response for a chain saw incident.	FD EV # 2106-4887, Cathedral Fire personnel responded to a male who cut their hand with a chainsaw. Mark43 did not have the location flagged as an STVR, on duty STVR Compliance was not notified. STVR Officer followed on information provided by Reporting Party. It was confirmed that yard maintenance was being done in violation of CCMC 5.96.050(T) Citation # CO 01860	Y	\$1,000.00	GoR # 17352
6/21/2021	5:45 PM	68615 Tachevah Rd	UNK	Noise/Music	Noise and music complaint	STVR Officer arrived to the location and was unable to hear any music or get a solid reading with the decibel reader. Made contact with occupants and received conflicting information regarding if the occupants were renting the property.	N	N/A	CCPD

STVR Calls - June 2021

DATE	TIME	PROPERTY ADDRESS	PROPERTY TYPE	COMPLAINT TYPE	COMPLAINT	RESOLUTION	CITATION ISSUED: Y/N	FINE AMOUNT	SOURCE
6/22/2021	11:30 AM	68615 Tachevah Rd	UNK	Noise/Music	Noise and music complaint	STVR Officer responded to the property, no music heard from either side yard, voices heard in the pool area on the east side, however not loud enough for a noise violation. Contact attempted, but no answer at the door.	N	N/A	CCPD
6/22/2021	12:12 PM	68615 Tachevah Rd	UNK	Noise/Music	Noise and music complaint	STVR Officer responded to the location, audible backyard party with music, laughing and talking. Decibel readings not taken at that time, but BWC utilized. Contacted the occupants, met at door by male adult. Occupant asked for STVR and Patrol Supervisor. Property Owner contacted by phone, BWC utilized. Stated she will be going to the Police Department at 3pm to make contact. Denied any STVR activity.	N	N/A	CCPD
6/22/2021	1:31 PM	69900 McCallum Way	STVR	Other	I Got An Email About A Citation I Would Like To See What Its About .	Correctable citation information by Compliance Supervisor and issuing officer.	N	N/A	HL
6/23/2021	1:20 PM	36391 Monet Ct	LT	Possible unpermitted STVR	They Are In Gated Community. On Air B&b , They Are Renting The House On A Daily Basis, And Been Doing It Since 2015. The Are Not On Map. They Rented During Covid For Short Term. They Have Not Had A Permit.	STVR Compliance responded to the complaint. This property has a long-term license. Property Owner was cited for unpermitted STVR and Hearing Officer dismissed the citation on 5/27/21. No further compliants, advertising removed from Deckard. No STVR activity.	N	N/A	HL
6/24/2021	9:10am	67775 Elizabeth Rd	STVR	Advertising	STVR advertising violations. More info will be provided upon GOREquest issue number being assigned.	Case already open CE-2021-0789. Citation was issued on 6/15/21.	N	N/A	GoR #17385
6/24/2021	10:15 AM	67735 Elizabeth Road	STVR	Advertising	STVR ad violations. More information will be sent once the GOREquest issue # is assigned.	Case already open CE-2021-0772. Citation was issued on 6/11/21.	N	N/A	GoR #17387

STVR Calls - June 2021

DATE	TIME	PROPERTY ADDRESS	PROPERTY TYPE	COMPLAINT TYPE	COMPLAINT	RESOLUTION	CITATION ISSUED: Y/N	FINE AMOUNT	SOURCE
6/24/2021	3:59 PM	68745 Panorama Rd	STVR	Music	Loud Music Was Playing Well After Midnight. I Do Not Know If They Are Short-Term Or Air Bnb Can You Call Me Back To Let Me Know What You Find Out.	Per STVR Compliance, no call entered into the CAD system	N	N/A	HL
6/24/2021	10:54 PM	69674 McCallum Way	STVR	Noise	There Is A Huge Party In The Pool And They Have Not Stopped And We Need Someone To Come Out	STVR Officer responded to the complaint; upon arrival complaint was unfounded. Called Local Contact to advise. Neither Local Contact responded to call. Citation issued for CCMC 5.96.050 (B) Failure to Respond. Citation# CO01828	Y	\$1,000.00	HL
6/25/2021	2:16 AM	67735 Elizabeth Road	STVR	Parking/Noise	Vehicle blocking the entire sidewalk. Also people in the backyard are really loud. Please send help Please make contact with me to allow you in my backyard to hear them	CCMC issued for parking over curb - PD event 2106-5902	Y	\$65.00	GoR #17390
6/25/2021	8:27 AM	67735 Elizabeth Road	STVR	Parking	Vehicle is parked on sidewalk	STVR Officer responded to complaint; upon arrival the vehicle was properly parked.	N	N/A	CCPD
6/25/2021	8:27 AM	67735 Elizabeth Road	STVR	Parking	Vehicle is parked on sidewalk	STVR Officer responded to complaint; upon arrival the vehicle was properly parked.	N	N/A	GoR #17394

STVR Calls - June 2021

DATE	TIME	PROPERTY ADDRESS	PROPERTY TYPE	COMPLAINT TYPE	COMPLAINT	RESOLUTION	CITATION ISSUED: Y/N	FINE AMOUNT	SOURCE
6/26/2021	4:58 PM	39281 Bel Air Drive	UNK	Music	We live in the cove and the noise (music) coming from 39281 Bel Air can be heard at our house. This property has loud music and as it becomes later they will be outside being even louder when they open their back doors.	STVR Officer responded to the complaint. Property is not a Short-Term Vacation Rental. Occupants advised to lower noise and music volume.	N	N/A	GoR #17399
6/27/2021	12:53 PM	68610 Nightingale Rd	STVR	Noise/Music	Is there anything y'all can do to help us to keep the noise level down to the appropriate levels.	STVR Officer responded, no noise heard on arrival. Occupants were uncooperative; Property Owner contacted and notified.	N	N/A	HL
6/27/2021	9:51 PM	68874 Concepcion Rd	UNK	Possible unpermitted STVR	Loud music, possible party.	STVR Officer responded to the complaint, occupants stated they were renting the property. Occupants provided the advertisement on Instagram. Citation #CO01241	Y	\$5,000.00	CCPD
6/27/2021	10:04 PM	68905 Lozano Ct	STVR	Music	The Rental Property Has Music Playing So Loud That I Can Not Sleep	STVR Officer responded, no noise heard on arrival. Walked the property line and did not locate any noise. Property appeared vacant.	N	N/A	HL
6/27/2021	10:50 PM	30478 Winter Dr	STVR	Noise	Noise complaint	STVR Officer responded to the location. No noise heard outside of location. Contact was made with the occupant. Occupant was educated on noise levels and outdoor amenity use hours/ regulations. No violation observed.	N	N/A	CCPD
6/28/2021	4:59 PM	68805 Panorama Rd	LT	Possible unpermitted STVR	I would like to have the address 68805 Panorama Road checked for violating STVR regulations! The home is being operated as a STVR, but is not permitted! I have found that it is listed on "Yellowways" as a STVR and there are Yelp reviews listed for the property!	STVR Officer reviewed provided information and opened case for further investigation. Citation #CO1830	Y	\$5,000.00	GoR #17416

STVR Calls - June 2021

DATE	TIME	PROPERTY ADDRESS	PROPERTY TYPE	COMPLAINT TYPE	COMPLAINT	RESOLUTION	CITATION ISSUED: Y/N	FINE AMOUNT	SOURCE
6/29/2021	12:35 PM	68615 Tachevah Rd	UNK	Possible unpermitted STVR	Screaming children and loud music	STVR Officer responded to the location. No music heard upon arrival. Checked both NW and NE corners of property line. Nothing heard. Children could be heard from the front door, inside the residence. Contacted occupants who claimed to be owner's cousins. Advised on the noise complaint.	N	N	CCPD