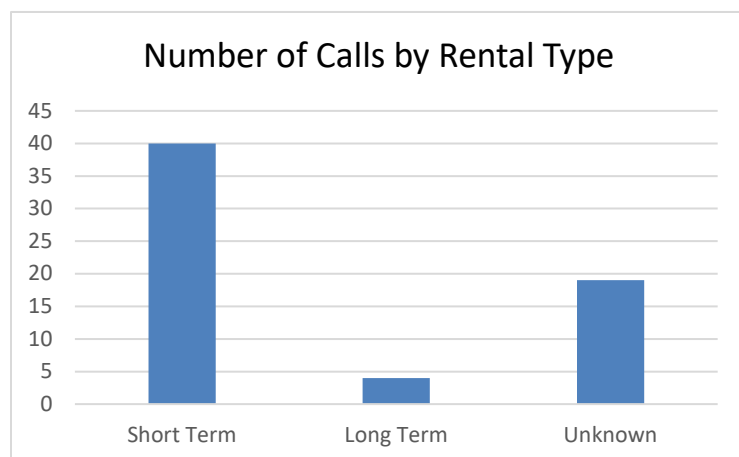
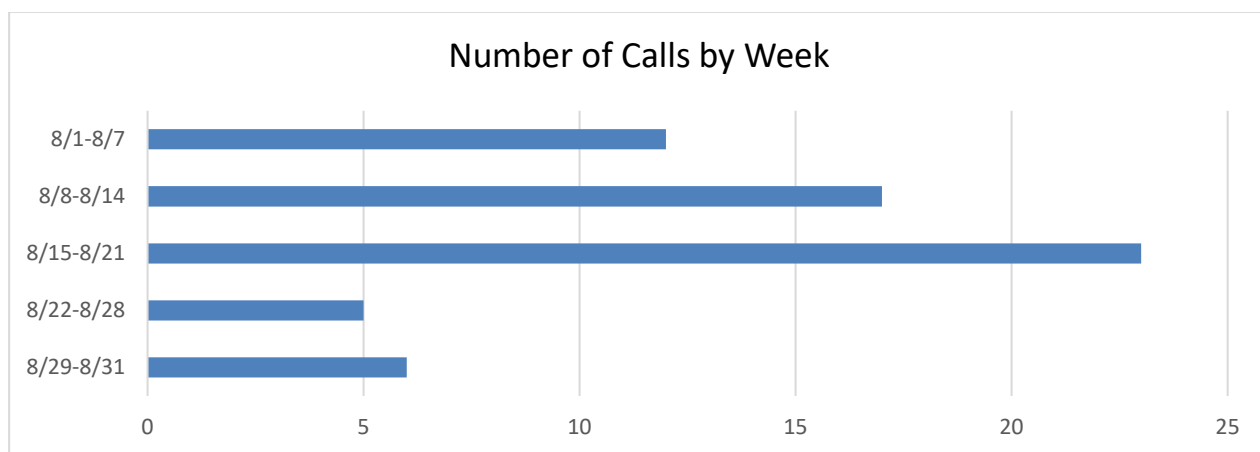




SHORT TERM VACATION RENTAL AUGUST 2021 AUGUST 1 - 31, 2021

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

Sixty-Three (63) STVR complaints were received in August, of which 21 calls were received through the Hotline, 16 were received through the Police Department, and 26 were received through GoRequest. The graph below shows the number of calls received for each week of the reporting period.

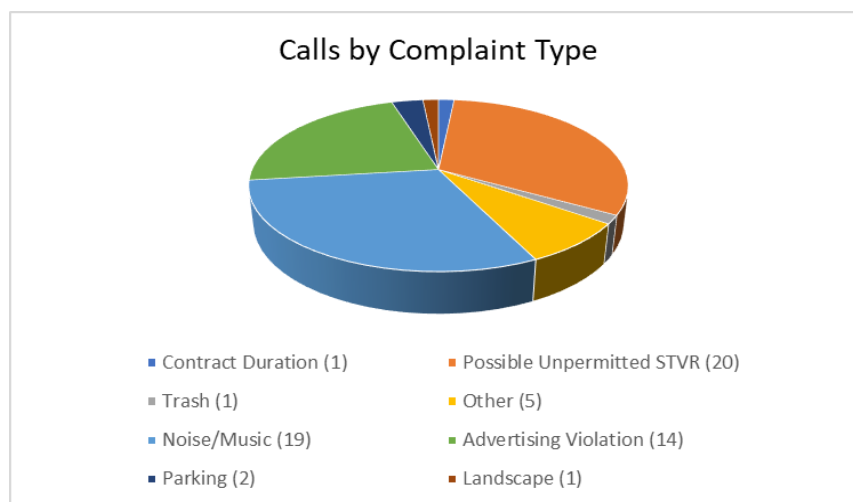


Of the 63 calls received, 40 were on licensed STVR properties, 4 were on a Long-Term rental property, 19 calls fell into neither category and are classified as Unknown (UNK).

Number of Complaints by Week and Complaint Type

Complaint Type	8/1-8/7	8/8-8/14	8/15-8/21	8/22-8/28	8/29-8/31	Total
Contract Duration	1	0	0	0	0	1
Noise/Music	6	4	7	2	0	19
Possible Unpermitted STVR	5	8	2	0	5	20
Advertising Violation	0	1	12	1	0	14
Trash	0	0	0	0	1	1
Parking	0	1	0	1	0	2
Landscape	0	1	0	0	0	1
Other	0	2	2	1	0	5
Total	12	17	23	5	6	63

Of the 20 Possible Unpermitted STVR complaints, only 1 was substantiated and a citation was issued as a result.



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. 1 property received 10 complaints, all for Possible Unpermitted STVR Activity.

The five (5) complaints classified as “Other” include calls to the Hotline regarding a burglar alarm, suspicious activity, and a garage door being open.

For the reporting period, fourteen (14) citations were issued as a result of the complaints received.

STVR CALLS: AUGUST 2021

DATE	TIME	PROPERTY ADDRESS	PROPERTY TYPE	COMPLAINT TYPE	COMPLAINT	RESOLUTION	CITATION ISSUED: Y/N	FINE AMOUNT	SOURCE
8/1/2021	12:25 PM	68665 Risueno Rd	STVR	Contract Duration	Please investigate if this property is meeting the 3 night stay provision of the ordinance. The cleaning crew was at home Friday morning and guests arrived later in the day. The property appears to be renting for shorter periods than code allows. This photo was taken this morning. I have photo of cleaning crew car on Friday if needed. You might want to check if owner is submitting rental contract summary. There were different cars at the home during the week.	The STVR Officer opened a case and reviewed bookings on Deckard. Deckard bookings appear to support complaint. Patrol checks will be conducted.	N	N/A	GoR #17871
8/1/2021	1:51 PM	320 Via Napoli	UNK	Possible unpermitted STVR	Day two of illegal short-term vacation rental at 320 Via Napoli. This owner has no valid contract with the city and our HOA prohibits STVRs. You can confirm this with The Management Trust at 760-776-5100.	The STVR Officer added information to existing case. Attempted to contact Reporting Party but had to leave message.	N	N/A	GoR #17872
8/1/2021	5:30 PM	68615 Tachevah Rd	UNK	Possible unpermitted STVR	New vehicles have arrived at location.	The STVR Officer made contact with occupant. Occupant advised that he was a family member and they just got in the pool. Officer advised occupant to keep noise and music down.	N	N/A	CCPD
8/1/2021	6:30 PM	68615 Tachevah Rd	UNK	Possible unpermitted STVR	Noise complaint.	The STVR Officer responded to the location. Upon arrival he could hear children yelling and screaming in the pool. Made contact with occupant and advise that noise could be heard at the property line. Occupant refused to provide identification and called the Property Owner. STVR Officer spoke to Property Owner and advised that a citation would be issued. Citation #CO01244	Y	\$15,000.00	CCPD
8/1/2021	9:44 PM	27445 Hombria Dr	UNK	Noise	They Are Always Loud And Yelling. They Have Someone Stay For A Couple Of Days Leave Aa Cleaning Crew Shows Up Cleans Then Another Group Of People Show Up And It Repeats. I Have Seen It Multiple Times.	Per STVR Compliance, refer to open case 2021-0927.	N	N/A	HL

STVR CALLS: AUGUST 2021

DATE	TIME	PROPERTY ADDRESS	PROPERTY TYPE	COMPLAINT TYPE	COMPLAINT	RESOLUTION	CITATION ISSUED: Y/N	FINE AMOUNT	SOURCE
8/1/2021	5:36 PM	68845 Durango Rd	STVR	Noise	Really Noise Music Since Yesterday	The STVR Officer responded to location and did not hear music upon arrival. Party advised.	N	N/A	HL
8/2/2021	3:43 PM	68615 Tachevah Rd	UNK	Possible unpermitted STVR	Parking	The STVR Officer responded to the location; upon arrival noted four vehicles. One vehicle was parked over the sidewalk. Contacted occupants and requested the move vehicle. Parking citation issued.	Y	N/A	CCPD
8/4/2021	7:58 PM	68615 Tachevah Rd	UNK	Possible unpermitted STVR	Noise complaint.	The STVR Officer responded to location. Upon arrival no noise was heard, and the decibel reading was within appropriate levels. Made contact with the occupants who stated they were family.	N	N/A	CCPD
8/7/2021	1:56 PM	68799 Hermosillo Rd	STVR	Noise	Noise complaint.	The STVR Officer responded to the location and was unable to locate any noise.	N	N/A	CCPD
8/7/2021	6:35 PM	68229 Earl Rd	STVR	Noise/Music	Almost Every Weekend Very Noisy, Kids Screaming, Loud Music. Is This A Rental Or Not ? If Not Rental Will Contact Police. In The Kitchen Can Hear The Noise Terrible And Block Away	The STVR Officer responded to complaint and did not hear any noise upon arrival. Could not make contact with occupants due to locked gate. Spoke to Local Contact and they were able to contact occupants to advise of complaint.	N	N/A	HL
8/7/2021	7:55 PM	68965 Hermosillo	STVR	Noise/Music	This Has Been Ongoing Problem For A Couple Years. There Are A Hundred People Throwing A Party In Their Back Yard. They Have A Brass Band Set Up Near The Gate. There Are 50 Cars Parked There. I Am A Block Away And The Pictures Are Rattling On My Walls.	The STVR Officer responded to the location; occupants were in violation of numerous CCMCs. Made contact with Property Owner, and occupants were asked to vacate property due to breach of contract. Everyone was advised and left property. No citations written. Property was peaceful for rest of night.	N	N/A	HL
8/7/2021	7:56 PM	68965 Hermosillo	STVR	Noise/Music	The Neighbors Are Being Very Loud. They Have A Band. They Have Loads Of Cars Out There. I Live Directly Across The Street. I Can Hardly Hear My Tv. I Took A Video. They Need To Be Quieted Down. I Have 2 Big Dogs That Are Running Up To The Door Barking Due To The Noise. We Live Here Year Round.	See resolution above.	N	N/A	HL

STVR CALLS: AUGUST 2021

DATE	TIME	PROPERTY ADDRESS	PROPERTY TYPE	COMPLAINT TYPE	COMPLAINT	RESOLUTION	CITATION ISSUED: Y/N	FINE AMOUNT	SOURCE
8/8/2021	1:41 PM	68433 Descanso Circle	STVR	Other	Burglar Alarm	The STVR Officer responded to location. Property for sell; Real Estate Agent was having an Open House.	N	N/A	CCPD
8/8/2021	10:29 PM	68820 Concepcion Rd	STVR	Noise	The People Are Making Noise In The Back Yard & It Is In Violation Of The Quiet Time.	The STVR Officer responded to the location; there was no noise or music at the location.	N	N/A	HL
8/9/2021	9:15 AM	68615 Tachevah Rd	UNK	Possible unpermitted STVR	Suspected illegal stvr. Please continue investigation. owner brags he will never pay a fine. Thank you	Per STVR Compliance, a patrol check was conducted. No further information provided.	N	N/A	GoR #17910
8/9/2021	1:11 PM	37300 Melrose	STVR	Advertising	Property is being displayed as a 3 bedroom house with overnight occupancy at 8 guests.	The STVR Officer confirmed information provided by Reporting Party. Citation #CO01997	Y	\$2,500.00	GoR #17913
8/11/2021	12:49 PM	68725 Panorama	STVR	Music	We Have A Short Term Renter Who Is Playing Music Way Too Loud	The STVR Officer responded to the location. He did not hear music from the property lines. Made contact with occupants, and advised on noise regulations.	N	N/A	HL
8/12/2021	7:49 AM	68615 Tachevah Rd	STVR	Possible unpermitted STVR	Suspected mid week stvr. please monitor rest of week and weekend. Thank you	Per STVR Compliance, routine patrol checks completed.	N	N/A	GoR #17932
8/13/2021	6:43 AM	38755 Vista Dr	STVR	Landscape	There Is A Person Here Who Is Gardening And Using A Weed Wacker At 6:30am. We Have Rules Here. It Is Very Inconvenient.	The STVR Officer responded to the location; no violations witnessed.	N	N/A	HL
8/13/2021	4:33 PM	38811 Charlesworth Dr	STVR	Noise	The Past Few Days They've Been Very Noisy. We Usually Let It Slide During They Day Because They May Stop Later At Night But We Work From Home And Today My Wife Had To Go To An Office To Work And I Had Stop In The Middle Of Work Today. Is Someone Wants To Come Inside My House And Hear That's Fine. Cant Even Sit At My Pool	The STVR Officer responded to the location, and was unable to locate any noise. Made contact with occupants and advised on the noise regulations for STVR's.	N	N/A	HL
8/14/2021	7:53 AM	68863 Risueno Rd	UNK	Possible unpermitted STVR	Suspected illegal stvr. New cars new weekend. please investigate and cite the owners. if need be go to court to stop this property from being an illegal stvr. The property and property owners have been cited starting in 2019. Thank you.	Per STVR Compliance, case is open for further investigation.	N	N/A	GoR #17953
8/14/2021	7:58 AM	68965 Hermosillo	STVR	Parking	Stvr with two cars blocking entire sidewalk. thank you	STVR Compliance Officer issued vehicle citaitons for parking violations.	Y	N/A	GoR #17954

STVR CALLS: AUGUST 2021

DATE	TIME	PROPERTY ADDRESS	PROPERTY TYPE	COMPLAINT TYPE	COMPLAINT	RESOLUTION	CITATION ISSUED: Y/N	FINE AMOUNT	SOURCE
8/14/2021	11:56 AM	68615 Tachevah Rd	UNK	Possible unpermitted STVR	Music Complaint	The STVR Officer responded to the location, and did not hear any music at the property line. Occupants were advised of the complaint and regulations.	N	N/A	CCPD
8/14/2021	12:54 PM	68615 Tachevah Rd	UNK	Possible unpermitted STVR	Music Complaint	The STVR Officer responded to the location, and was not able to locate any music. Attempted to make contact with property owner, but owner was upset.	N	N/A	CCPD
8/14/2021	1:17 PM	68615 Tachevah Rd	UNK	Possible unpermitted STVR	Music Complaint	The STVR Officer and CCPD patrol went to the location. The STVR Officer took a decibel readings which ranged to 45-50 DB from the property line. Patrol spoke to the Property Owner and explained to her that all violations have been unfounded.	N	N/A	CCPD
8/14/2021	1:41 PM	67335 Elizabeth Rd	STVR	Music	Music Complaint	The STVR Officer arrived at the location with a CCPD Patrol Officer. A decibel reading was taken from the property line where music was heard was heard. Db readings ranged from 65-70 db. Citation #CO01873	Y	\$1,000.00	CCPD
8/14/2021	3:43 PM	68433 Descanso Circle	STVR	Other	Suspicious Motion/Activity	The STVR Officer responded to the location, property is secure.	N	N/A	CCPD
8/14/2021	5:11 PM	27445 Hombria Dr	LT	Possible unpermitted STVR	Renting Out Space In Violation. Very Loud Music	The STVR Officer made contact with the occupants; stated they were friends of Property Owner and were borrowing the property for a family gathering. Officer advised them on noise levels; however they not in violation of CCMC 11.96 noise disturbance. STVR Officer continued investigation as a previous investigation and was able to verify the property was tied to an online advertisement for short term rental. Citaiton issued.	Y	\$5,000.00	HL
8/14/2021	6:58 PM	27445 Hombria Dr	LT	Possible unpermitted STVR	Short Term Rental Is Being Overly Loud. I Do Not Want To Provide My Name Or Phone Number.	The STVR Officer responded to the location. Occupants were advised on noise regulations. Warned of CCMC 11.96 noise citation if called again.	N	N/A	HL

STVR CALLS: AUGUST 2021

DATE	TIME	PROPERTY ADDRESS	PROPERTY TYPE	COMPLAINT TYPE	COMPLAINT	RESOLUTION	CITATION ISSUED: Y/N	FINE AMOUNT	SOURCE
8/16/2021	7:41 AM	35901 Cathedral Canyon Dr	STVR	Advertising	Advertising violation	The STVR Officer reviewed information provided, and confirmed complaint. Advertisement in violation. Citation #CO01905	Y	\$2,500.00	GoR #17960
8/16/2021	8:50 AM	Unknown address	UNK	Possible unpermitted STVR	Casita being offered for guest rentals	The STVR Officer conducted a patrol checked, verified the Garbino address provided by Google GPS is not a match. During the patrol check of the Rio Vista development, Officer was unable to locate a match based on the photo alone.	N	N/A	GoR #17961
8/16/2021	12:21 PM	29709 W Laguna Dr	STVR	Advertising	Advertising violation	The STVR Officer reviewed information provided, and confirmed complaint. Advertisement in violation. Citation #CO01906	Y	\$2,500.00	GoR #17964
8/16/2021	2:20 PM	67632 Cielo Ct	STVR	Advertising	Advertising violation	Citation already issued on 8/29/21. Citation #CO01886	N	N/A	GoR #17968
8/17/2021	9:24 AM	39271 Paradise Way	STVR	Advertising	Advertising violation	The STVR Officer reviewed information provided and confirmed complaint. Advertisement in violation. Citation #CO01908	Y	\$2,500.00	GoR #17975
8/17/2021	1:02 PM	37925 Mountain Shadow	STVR	Advertising	Advertising violation	Information attached to complaint was for another property. Advertising is in compliance.	N	N/A	GoR #17980
8/18/2021	9:18 AM	67263 Zuni Ct	STVR	Advertising	Advertising violation	An STVR Officer reviewed information provided; advertisement was in compliance.	N	N/A	GoR #17992
8/18/2021	9:28 AM	29615 Avenida Maravilla	STVR	Advertising	Advertising violation	An STVR Officer reviewed information provided; advertisement was in compliance.	N	N/A	GoR #17993
8/18/2021	10:49 AM	68605 Tortuga	STVR	Advertising	Advertising violation	An STVR Officer reviewed information provided; advertisement was in compliance.	N	N/A	GoR #17996
8/18/2021	10:58 AM	69175 Garner Ave	STVR	Advertising	Advertising violation	Per STVR Compliance, Cite CO01189 was issued in June during corrective dates; compliance gained. Advertisement was again reviewed on 8/13/21 and in compliance.	N	N/A	GoR #17997

STVR CALLS: AUGUST 2021

DATE	TIME	PROPERTY ADDRESS	PROPERTY TYPE	COMPLAINT TYPE	COMPLAINT	RESOLUTION	CITATION ISSUED: Y/N	FINE AMOUNT	SOURCE
8/18/2021	11:06 AM	68160 Terrace Rd	STVR	Advertising	Advertising violation	The STVR Officer reviewed the information provided; advertisement was in compliance.	N	N/A	GoR # 17998
8/18/2021	11:51 AM	68433 Descanso Circle	STVR	Other	Suspicious suspect harassing Realtor at STVR.	CCPD Patrol Officers contacted the subject who was no longer at the location. Realtor contacted at location, verified the owner's will be cancelling the permit within about a month.	N	N/A	CCPD
8/18/2021	12:14 PM	68320 Concepcion Rd	STVR	Advertising	Advertising violation	The STVR Officer reviewed the information provided; advertisement in compliance.	N	N/A	GoR # 17999
8/18/2021	4:42 PM	69729 Rochester Rd	UNK	Other	Not Sure If This Is A Problem But The People That Were Staying At The Home Left Yesterday And The Garage Door Has Been Open Since Then. I Just Want To Make Sure All Is Ok.	The STVR Officer responded, this property is no longer an STVR, contact information not available. Garage left unsecured.	N	N/A	HL
8/18/2021	7:30 PM	68470 Terrace Rd	STVR	Advertising	Advertising violation	The STVR Officer reviewed the information provided, and the complaint was confirmed. Citation #CO01884	Y	\$2,500.00	GoR #18003
8/20/2021	10:02 PM	68615 Tachevah Rd	UNK	Possible unpermitted STVR	Noise complaint.	The STVR Officer responded to the location, and the complaint was unfounded. Occupants were cousins of Property Owner.	N	N/A	CCPD
8/21/2021	2:02 PM	67775 Elizabeth Rd	STVR	Noise	Noise complaint.	The STVR Officer responded to the location. Property Owner is in residence with children.	N	N/A	CCPD
8/21/2021	3:16 PM	69980 Pomegranate Ln	STVR	Noise	Very Loud Volume Coming From Outside.	The STVR Officer responded and did not hear music or excessive noise upon arrival. He made contact with occupants and reviewed city regulations. Property Owner was in violation of several operational requirements; citation issued. Citation # CO18879 & CO18880	Y	\$5,000.00	HL

STVR CALLS: AUGUST 2021

DATE	TIME	PROPERTY ADDRESS	PROPERTY TYPE	COMPLAINT TYPE	COMPLAINT	RESOLUTION	CITATION ISSUED: Y/N	FINE AMOUNT	SOURCE
8/21/2021	4:39 PM	68880 Concepcion Rd	STVR	Noise	Loud Music, loud Voices, Since 11 Am Today Yelling Screaming. This Has Been Going On Whenever The Property Is Rented. I Have Called In Every Time For The Last Six Months.	The STVR Officer responded to the location and heard music playing from the property line. Took Db reading of 55 and made contact with occupant. Advised occupant of regulations and the violation. Citation #CO01878	Y	\$1,000.00	HL
8/21/2021	5:27 PM	68880 Concepcion Rd	STVR	Noise	I Called About An Hour Ago, And No One Has Come Out To Take Care Of This Matter, the Noise Is Still Loud And Yelling	See resolution above.	N	N/A	HL
8/21/2021	8:38 PM	32531 Date Palm Dr	LT	Music	Very Loud Music That Has Been Going On Around The Swimming Hours For Many Hours.	CCPD responded and advised occupants on the noise ordinance	N	N/A	HL
8/21/2021	10:08 PM	32531 Date Palm Dr	LT	Music	They have started up again.	Complaint unfounded	N	N/A	HL
8/21/2021	11:21 PM	68820 30th Ave	STVR	Noise/Music	Loud Music, Screaming, Loud Party, Do Not Know Address Of House But It Is On 30th Avenue	The STVR Officer responded to the location. Upon arrival it was believed that subjects were in the backyard. After multiple attempts; the Property Owner gave access to the backyard. No occupants were seen.	N	N/A	HL
8/22/2021	6:26 PM	68265 Tachevah Rd	UNK	Parking	Car parked in front of driveway	An STVR Officer responded and parties advised.	N	N/A	GoR #18029
8/22/2021	10:16 PM	68820 30th Ave	STVR	Music	People 3 Houses Down Behind Up Playing Very Loud Music.	The STVR Officer responded to the location and was unable to contact the primary guest, secondary occupant was informed of the issue. Occupants were unable to provide the Guest Acknowledgement form. Officer spoke with Property Owner and form was not completed upon arrival, but after incident. Citation #CO01881 issued to the occupant Citation #CO01150 issued to the Property Owner	Y	\$1000 \$3500	HL

STVR CALLS: AUGUST 2021

DATE	TIME	PROPERTY ADDRESS	PROPERTY TYPE	COMPLAINT TYPE	COMPLAINT	RESOLUTION	CITATION ISSUED: Y/N	FINE AMOUNT	SOURCE
8/23/2021	5:46 PM	38250 Chuperosa	STVR	Advertising	Advertising violation	Citation already in process.	N	N/A	GoR #18038
8/24/2021	10:24 AM	69437 Muirfield	STVR	Maintenance	The Pool Cleaner Comes At 530am. This Is Too Early For Us, And I Am Not Sure What Time Contractors Are Allowed To Begin Working. Please Call Back.	The STVR Compliance team did not receive this call.	N	N/A	HL
8/27/2021	6:26 PM	69799 Northampton	STVR	Noise	Noise complaint.	The STVR Officer responded to the location. Officer was unable to locate any noise coming from the property. Made contact with occupants and advised of the complaint.	N	N/A	CCPD
8/29/2021	7:23 AM	67707 30th Ave	STVR	Possible unpermitted STVR	Unpermitted STVR	The STVR Officer opened an investigation and researched complaint. The property could not be determined to be an STVR by the information on the active listing.	N	N/A	GoR #18092
8/29/2021	9:11 AM	320 Via Napoli	UNK	Possible unpermitted STVR	This Person Is Not Supposed To Do Short Term Rental, And He Keeps Doing It	The STVR Officer responded, and no occupants are at the location.	N	N/A	HL
8/29/2021	9:34 AM	320 Via Napoli	UNK	Possible unpermitted STVR	Unlicensed STVR; licensed expired in June.	See resolution above.	N	N/A	CCPD
8/30/2021	8:37 AM	67735 Elizabeth Rd	STVR	Trash	Yard waste can left out on Monday. Trash is on Wednesday	Citation already issued on 8/29/21. Citation #CO01886	Y	\$1,000.00	GoR #18097
8/30/2021	11:21 AM	68863 Risueno Rd	UNK	Possible unpermitted STVR	Suspected Stvr. New cars this weekend and today. Thank you for your continued hard work.	Information added to case CE-2021-1031.	N	N/A	GoR# 18103
8/31/2021	1:38 PM	67640 Peineta Rd	UNK	Possible unpermitted STVR	Property advertised as available for Short-Term Rental.	Information added to case CE-2021-0990	N	N/A	GoR# 18126