

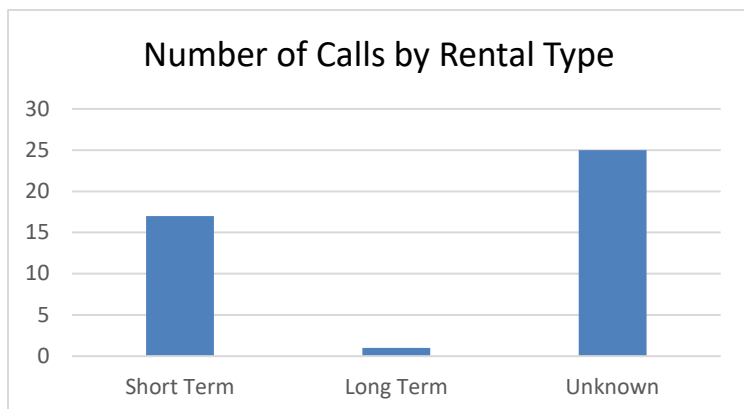
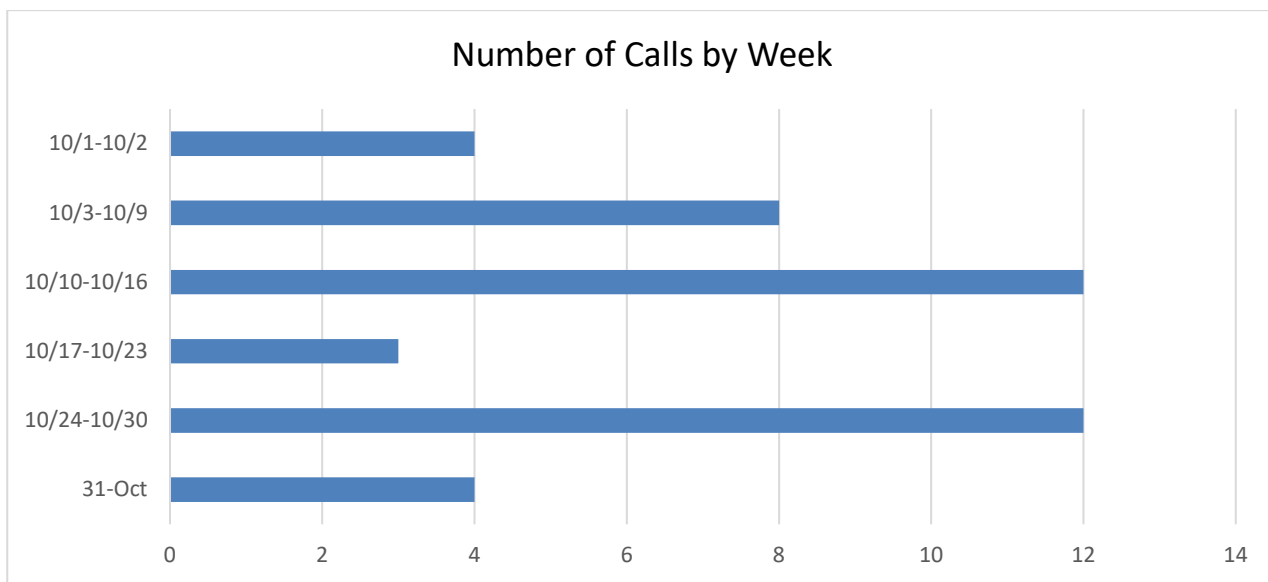


## SHORT TERM VACATION RENTAL OCTOBER 2021 OCTOBER 1 - 31, 2021

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

Forty-Three (43) STVR complaints were received in October, of which 16 calls were received through the Hotline, 14 were received through the Police Department, and 13 were received through GoRequest. The graph below shows the number of calls received for each week of the reporting period.

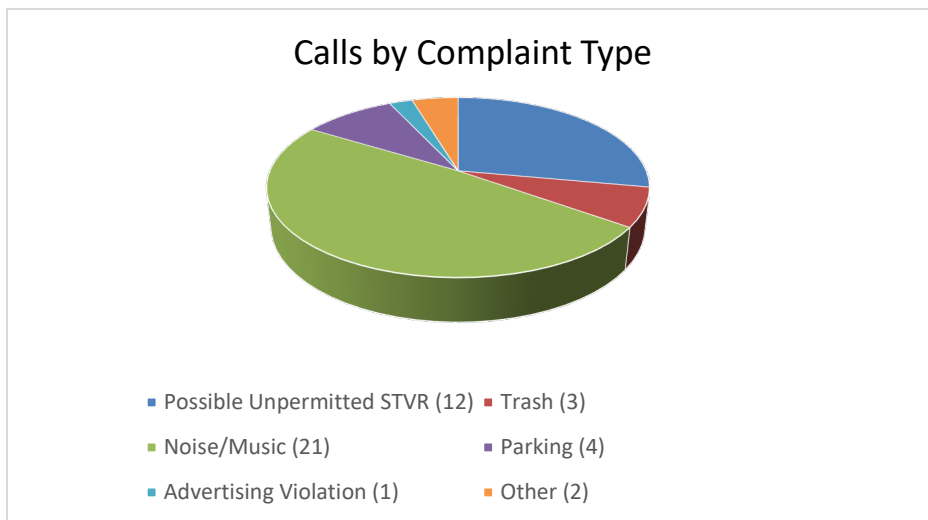


Of the 43 calls received, 17 were on licensed STVR properties, 1 was on a Long-Term rental property, 25 calls fell into neither category and are classified as Unknown (UNK).

### Number of Complaints by Week and Complaint Type

Complaint Type	10/1-10/2	10/3-10/9	10/10-10/16	10/17-10/23	10/24-10/30	10/31	Total
Noise/Music	3	3	8	1	2	4	21
Possible Unpermitted STVR	1	3	1	0	7	0	12
Advertising Violation	0	0	0	0	1	0	1
Trash	0	0	2	0	1	0	3
Parking	0	2	1	1	0	0	4
Other	0	0	0	1	1	0	2
<b>Total</b>	<b>4</b>	<b>8</b>	<b>12</b>	<b>3</b>	<b>12</b>	<b>4</b>	<b>43</b>

Of the 12 Possible Unpermitted STVR complaints, none could be substantiated, and no citations were issued for this 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. 1 property received 4 complaints for Possible Unpermitted STVR activity.

The two (2) complaints classified as “Other” include eviction assistance and potential STVR advertisement fraud.

For the reporting period, three (3) citations were issued as a result of the complaints received.

## STVR CALLS: OCTOBER 2021

DATE	TIME	PROPERTY ADDRESS	PROPERTY TYPE	COMPLAINT TYPE	COMPLAINT	RESOLUTION	CITATION ISSUED: Y/N	FINE AMOUNT	SOURCE
10/1/2021	10:45 PM	68790 Risueno Rd	UNK	Possible unpermitted STVR	Music complaint	The STVR Officer responded to the location and heard music upon arrival. He made contact with occupants who advised they are the Property Owners. Stated the property is not a short-term rental.	N	N/A	CCPD
10/1/2021	11:17 PM	28170 Horizon Rd	UNK	Music/Noise	They Are Playing Loud Music And Outside In The Back Yard With Loud Noise And They Just Got Started At 9pm	The STVR Officer responded to location. He made contact with the Property Owner and they advised they are not a rental. Parties were advised to keep the music and noise down.	N	N/A	HL
10/1/2021	11:29 PM	28170 Horizon Rd	UNK	Music/Noise	They Are Playing Loud Music And Outside In The Back Yard With Loud Noise And They Just Got Started At 9pm	See resolution above	N	N/A	GoR# 18483
10/2/2021	7:21 AM	33750 Sky Blue Water Trail Unit A & B	LT	Music/Noise	There's Repeated Offense Of Loud Party Loud Music From Speakers A Lot Of People Drinking And Stepping On Peoples Lawns. The Property Managers Needs To Notify Them Of This Problem. Numerous Calls To The Police And They Never Came To Shut Down The Party It Went To About 2:45 In The Morning. They Threaten.	CCPD Patrol responded and complaint was unfounded.	N	N/A	HL
10/3/2021	1:13 PM	67720 Ovante Rd	STVR	Possible unpermitted STVR	this location is running as a vacation rental ... does it have a permit?	The STVR Officer responded to request. Property has a current STVR permit.	N	N/A	GoR #18492
10/4/2021	9:46 AM	68863 Risueno Rd	UNK	Possible unpermitted STVR	Suspected illegal stvr. watch checkout process today. Contact owner and ask who is renting. Not one car at house is typical of owners vehicles or his so called family. Please provide an update on last reports I have submitted. Have any citations been issued? Thank you.	The STVR Officer responded to the request and it will be added to the ongoing investigation. Activity at the property has been reported numerous times and documented as possible Short-Term Rental.	N	N/A	GoR #18495
10/8/2021	9:55 PM	31380 Avenida Del Padre	UNK	Noise	Noise Complaint	The STVR Officer responded to the location. He made contact with the occupants; stated they rented the property through AirBnb. Further investigation required.	N	N/A	CCPD

## STVR CALLS: OCTOBER 2021

DATE	TIME	PROPERTY ADDRESS	PROPERTY TYPE	COMPLAINT TYPE	COMPLAINT	RESOLUTION	CITATION ISSUED: Y/N	FINE AMOUNT	SOURCE
10/9/2021	3:56 PM	320 Via Napoli	UNK	Possible unpermitted STVR	Been Working With STVR Officer. Reporting him. Need To Report Tenants.	Per STVR Compliance, ongoing investigation.	N	N/A	HL
10/9/2021	5:02 PM	27500 Avenida Quintana	STVR	Parking	car parked on sidewalk ... police called	The STVR Officer responded to the location. He made contact with occupants and requested that the vehicle be moved.	N	N/A	GoR #18555
10/9/2021	5:05 PM	27500 Avenida Quintana	STVR	Parking	car parked on sidewalk ... police called	See resolution above	N	N/A	CCPD
10/9/2021	6:09 PM	68615 Panorama	UNK	Music	There Has Been Very Loud Music For 2 Days Straight. Please Contact Me.	The STVR Officer responded to the location. Property Owner in residence, party advised on noise complaint. Reporting Party contacted and advised.	N	N/A	HL
10/9/2021	6:45 PM	68615 Panorama	STVR	Music/Noise	Music complaint	The STVR Officer responded to the location. He made contact with the occupants; Owner in residence. Advised of the complaint	N	N/A	CCPD
10/10/2021	1:21 AM	68250 Verano Rd	UNK	Noise	Noise Complaint	Per STVR Compliance Supervisor, Citation CO01896 issued, under review for corrections.	Y	\$100.00	CCPD
10/10/2021	9:16 AM	68415 Verano Rd	UNK	Noise	Had A Party, Illegal Fireworks, Fireworks Has Lots Of Confetti And Went All Over Pool, And It Will Take Hours To Clean Up	Per STVR Compliance, unable to locate any calls on Verano.	N	N/A	HL
10/10/2021	9:58 AM	68320 Concepcion Rd	STVR	Parking	stvr rental with car blocking mail box. thank you	The STVR Officer responded to the location; made contact with the occupant and requested they move their vehicle.	N	N/A	GoR #18558
10/14/2021	9:58 PM	68438 Rodeo Rd	UNK	Music/Noise	They Are Playing Music In The Backyard Really Loud, They Are Yelling. I'm About .5 Block Away And I Can Hear Them Inside The House.	The STVR Officer responded to the location. He made contact with the occupants and advised of complaint. Officer advised that the property is not an STVR. Property is a family members house, and specifically only for family use.	N	N/A	HL
10/14/2021	3:35 PM	68590 Risueno Rd	STVR	Trash	Stvr with trash can in front yard. Trash day was yesterday.	The STVR Officer responded to the location. Upon arrival trash was out of public view.	N	N/A	GoR #18616

## STVR CALLS: OCTOBER 2021

DATE	TIME	PROPERTY ADDRESS	PROPERTY TYPE	COMPLAINT TYPE	COMPLAINT	RESOLUTION	CITATION ISSUED: Y/N	FINE AMOUNT	SOURCE
10/16/2021	10:15 AM	68863 Risueno Rd	UNK	Possible unpermitted STVR	Suspected illegal STVR. New weekend and new cars. They have been cited previously and I would like an update on enforcement action. This has been ongoing since July 2019. A neighbor was forced to move. Please call me with update.	The STVR Officer responded to the location. Noted cars in driveway, no violation at location.	N	N/A	GoR #18625
10/16/2021	12:33 PM	69799 Northhampton	STVR	Music	They're Playing Music Outside And Carrying On.	The STVR Officer responded to location, no music upon arrival. Made contact with occupants.	N	N/A	HL
10/16/2021	11:25 PM	68874 Concepcion Rd	UNK	Noise	They Are Really Loud & They Are Screaming & Throwing Stuff. I Sounds Like They Re Fighting & Partying & The Girls Are Hollering Really Loud.	The STVR Officer responded to the location. Property Owners were in residence. Advised of the complaint.	N	N/A	HL
10/16/2021	11:41 PM	67455 Quijo Rd	STVR	Music	There Is Really Really Loud Music, It's Definitely A Back Yard Party. We Are Air B&b Renters Ourselves. The Address Is Ours. We Don't Know Where It's Coming From But It Is Close And Very Loud, They Might Have A D.J.	The STVR Officer responded, no additional information provided.	N	N/A	HL
10/16/2021	1:30 PM	67790 Quijo Rd	STVR	Trash	trash cans in the street ... as well as neighbors	The STVR Officer responded to the location. Conducted a patrol check and trash cans were not left out.	N	N/A	GoR #18627
10/16/2021	5:12 PM	68615 Tachevah Rd	UNK	Music	Music complaint	The STVR Officer responded to the location. Complaint was unfounded; Property Owner was in residence.	N	N/A	CCPD
10/16/2021	8:29 PM	68615 Tachevah Rd	UNK	Music	Music complaint	The STVR Officer responded to the location. Complaint was unfounded; Property Owner was in residence.	N	N/A	CCPD
10/17/2021	11:02 AM	68615 Tachevah Rd	UNK	Music/Noise	Music/Noise complaint	The STVR Officer responded to the location. Complaint was unfounded; spoke to the Property Owner at length regarding the complaints being received.	N	N/A	CCPD
10/17/2021	11:29 AM	67735 Elizabeth Rd	STVR	Parking	Parking over sidewalk	The STVR Officer responded to the location. Occupants of STVR asked to move vehicle.	Y	\$100.00	CCPD

## STVR CALLS: OCTOBER 2021

DATE	TIME	PROPERTY ADDRESS	PROPERTY TYPE	COMPLAINT TYPE	COMPLAINT	RESOLUTION	CITATION ISSUED: Y/N	FINE AMOUNT	SOURCE
10/22/2021	2:44 PM	29645 Calle Collina	STVR	Other	Eviction assistance	The STVR Officer responded to the property. Property Owners requested that guests leave the property. Stayed at location to assist in keeping the peace.	N	N/A	CCPD
10/24/2021	2:28 AM	67740 Vista Chino	UNK	Music/Noise	Loud Music, Talking, And Singing After Hours.	The STVR Officer responded to the location and was unable to locate any music/noise at the property or the immediate area.	N	N/A	HL
10/24/2021	7:14 AM	68863 Risueno Rd	UNK	Possible unpermitted STVR	suspected STVR. new weekend and new cars. Thank you	A patrol check was done at the property and the STVR team will be notified with the findings from that patrol check.	N	N/A	GoR #18696
10/24/2021	7:15 AM	68863 Risueno Rd	UNK	Possible unpermitted STVR	Suspected STVR. New weekend and new cars. GoRequest would not allow me to submit photo. I have photo from yesterday afternoon.	See resolution above	N	N/A	GoR #18697
10/25/2021	8:15 AM	61975 Garner Ave	STVR	Other	Caller is a homeowner of an permitted STVR. She located an advertisement that she does not approve of and believe that this unknown suspect is collecting money from potential renters.	The STVR Officer left voice mail for Property Owner, but has not received a return call.	N	N/A	CCPD
10/25/2021	4:44 PM	68745 Tachevah	STVR	Trash	Trash can in front yard along with old chairs. Trash day is Wed. Thanks for you hard work.	The STVR Officer arrived at location and witnessed trash cans in public view. <b>Citation #CO01609</b>	Y	\$1,000.00	GoR #18704

## STVR CALLS: OCTOBER 2021

DATE	TIME	PROPERTY ADDRESS	PROPERTY TYPE	COMPLAINT TYPE	COMPLAINT	RESOLUTION	CITATION ISSUED: Y/N	FINE AMOUNT	SOURCE
10/26/2021	11:11 AM	67735 Elizabeth Rd	STVR	Advertising	STVR is advertising while suspended.	The Property Owner's advertisements were amended to indicate rentals must be 31 days or longer. There was a slight delay in that update as the Owner required technical assistance from the rental platform and that delay was acceptable to the City.	N	N/A	GoR #18712
10/27/2021	7:33 AM	27445 Hombria Dr	UNK	Possible unpermitted STVR	This house is being run like a vacation rental. every weekend people and luggage coming and going. does it have a permit?	The STVR Officer opened case for further investigation.	N	N/A	GoR #18723
10/28/2021	1:04 AM	67735 Elizabeth Rd	STVR	Noise	Noise complaint	The STVR Officer responded to the location; no noise located. No answer at the front door. Further investigation for violation of suspension.	N	N/A	CCPD
10/29/2021	11:28 PM	68615 Tachevah Rd	UNK	Possible unpermitted STVR	Complaint of loud talking	The STVR Officer responded to the location; complaint unfounded.	N	N/A	CCPD
10/30/2021	7:38 PM	60407 Zuni Ct	UNK	Possible unpermitted STVR	They Rent The House Out And Now Kids Are Having A Party And Its Very Loud.	The STVR Officer responded to the location. No music located in area.	N	N/A	HL
10/30/2021	8:12 PM	67407 Zuni Ct	UNK	Possible unpermitted STVR	They Rent The House Out And Now Kids Are Having A Party And Its Very Loud.	See resolution above	N	N/A	HL
10/30/2021	11:15 PM	68615 Tachevah Rd	UNK	Possible unpermitted STVR	Music	The STVR Officer responded and was unable to locate music. Party advised	N	N/A	CCPD
10/31/2021	12:18 AM	67740 Vista Chino	UNK	Music/Noise	Off And On Loud Music With Loud Radio And It Wakes Me Up Tell Me Ahead Of Time Compliance Officer Comes	Per STVR Compliance, patrol unit responded and issued a warning.	N	N/A	HL
10/31/2021	12:46 AM	67740 Vista Chino	UNK	Music/Noise	Noise Complaint. Very Loud Party Noise. Its The Music Mainly. This Goes On All The Time. I Did Not Want To Mention. I Try And Sleep In My Couch. I Know My Neighbors Have Reported It Too. It Will Go On Till 3a And 4am	See resolution above	N	N/A	HL

STVR CALLS: OCTOBER 2021

DATE	TIME	PROPERTY ADDRESS	PROPERTY TYPE	COMPLAINT TYPE	COMPLAINT	RESOLUTION	CITATION ISSUED: Y/N	FINE AMOUNT	SOURCE
10/31/2021	2:07 AM	68880 Concepcion Rd	STVR	Music	They Are Playing Music Really Loud. They Have Been Doing This All Night. It Might Be 68880. I Have To Go To Work. This Has To Stop. I Just Want Them To Be Quiet So I Can Sleep	The STVR Officer responded to the location. He did not hear any music upon arrival; made contact with occupant. Property Owner in residence.	N	N/A	HL
10/31/2021	3:55 AM	68880 Concepcion Rd	STVR	Music	2nd Call. The Music Is Really Loud	See resolution above	N	N/A	HL