

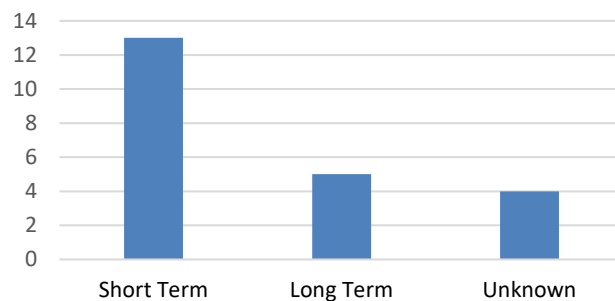


SHORT TERM VACATION RENTAL SUMMARY FEBRUARY 3, 2020 TO MARCH 1, 2020

This Short-Term Vacation Rental Call Summary (Summary) covers the reporting period for February 2020 and includes STVR calls/complaints to the STVR Hotline, Cathedral City Police Department, Cathedral City Fire Department and those received via GoRequest and/or email. The full Report is attached.

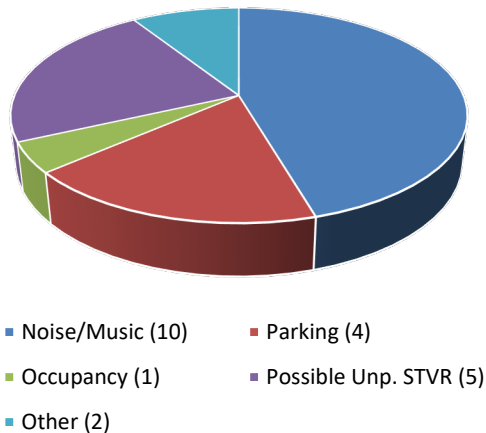
During the reporting period a total of 22 Calls were received. Thirteen of the calls were on STVRs, five were related to Long-Term rentals, and four calls fall into neither category and are classified as Unknown (UNK).

Number of Calls by Rental Type

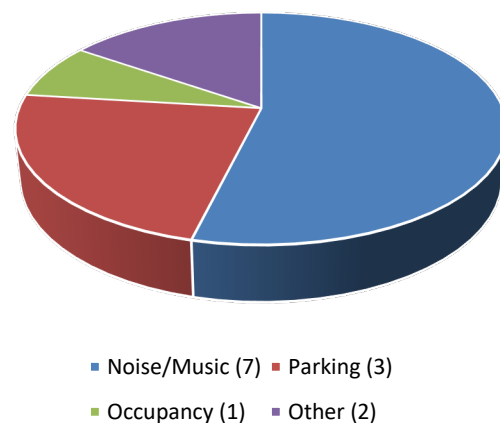


The Charts below show the types of complaints received. Of the ten noise complaints received, only 7 can be attributed to a STVR properties. Five complaints were received of alleged operation of unpermitted STVRs; however, only one was found to be operating without a permit.

Calls by Complaint Type



Calls by Complaint Type Attributable to
Licensed STVR Properties



The two complaints classified as “Other” are related to a lighting complaint and a call where the STVR owner called the Hotline inquiring about an alarm sounding at the property.

For the month, 3 citations were issued as a result of the complaints received. Two \$500 citations were issued to STVR permit holders for failure to respond to the STVR Hotline during the required 45-minute timeframe. The third citation was a \$5,000 citation for operation of an unpermitted STVR. During the month, five complaints for alleged operation of unpermitted STVRs were received. One was confirmed to be a violation. Two of the complaints were for long-term rental properties and the owners were at the property. The other two complaints could not be verified, and the properties did not show up on the Deckard Report of unlicensed STVR properties.

STVR Calls
February 2020

Date	Time	Rental Type	Address	Complaint Category	Complaint	Resolution	Total Complaints	Source
Week 1 (Feb. 3 - 9, 2020)							4	
Feb. 7 (Fri)	9:00 PM	STVR	39083 Paradise Way	Noise	They're Being Really Loud, They're Playing Loud Music And Talking Very Loud As Well	Primary contact did not respond and resolve the issue within 45 minute timeline. Responded at 11:00 PM that renters stopped what they were doing. Allied Security responded to residence and advised occupants to shut music down. \$500 Citation issued.		HL
Feb. 8 (Sat)	10:20 PM	STVR	27055 Avenida Quintana	Other	They Have Their Patio On Really Bright At Night Illuminating Their Backyard, It's Bright Enough To Keep Us Up At Night	Primary contact responded after 45 minutes and indicated that he was at the property and turned off the light. Allied responded and advised property owner of the light, which was turned off. No citation issued.		HL
Feb. 8 (Sat)	7:52 PM	UNK	Address Unknown Avenida Alvera Intersection of 30th	Noise	I Am Not Sure If The Address Provided Is Correct, I Live In Back And Share Backyard. Loud Noise Started About 2 Hours Ago And It Is Getting Louder.	PD received the call at 7:57 PM. Responded to area and were unable to locate the noise.		HL
Feb. 8 (Sat)	11:09 PM	UNK	35th and Victoria	Noise	Noise Complaint, There Is Music Blasting Somewhere Near By, Don't Have An Exact Address Due To How Loud It Is, Believe It's Coming From Marcia Road, There's A Microphone, Like A Concert	CCPD was contacted. Records show no calls for service at STVR locations. PD responded to the area near Marcia and were unable to locate noise.		HL
Week 2 (Feb. 10 - 16, 2020)							6	
Feb. 12 (Wed)	10:58 AM	LT	32505 Candlewood, Units 71 and 83	Unpermitted STVR	Units 71 (Constant Turn Around For Years) And Unit 84 (No Time Restrictions); These Are 2 Short Term Rentals	CCPD was contacted to respond and were unable to confirm. These properties do not show up on the Deckard Report of unregistered STVRs.		HL
Feb. 12 (Wed)	11:38 AM	STVR	37925 Mountain Shadow Lane	Occupancy	I Believe This Is The Address But I Know It Is On Mountain Shadow Lane. They Are Exceeding The 7 Person Rental Limit For The Property.	This property is a licensed STVR with a permitted occupancy of 8 persons. Daytime occupancy, at the time of the complaint is 16. No violation.		HL
Feb. 13 (Thurs)	5:41 PM	UNK	36170 Avenida de las Montanas	Unpermitted STVR	STVR operating in an HOA which doesn't allow them.	Citation was issued for operating an unlicensed STVR.		GoR
Feb. 16 (Sun)	7:38 AM	LT	68863 Risueno Rd	Unpermitted STVR	This Home Is Being Rented. There Are Five Or Six Cars Out Front.	Code Compliance responded to the property. Property owner arrived at the same time. Friends and family at the residence. No violation.		HL

STVR Calls
February 2020

Date	Time	Rental Type	Address	Complaint Category	Complaint	Resolution	Total Complaints	Source
Feb. 16 (Sun)	10:16 AM	UNK	68507 Terrace Rd	Unpermitted STVR	This house is an unlicensed STVR. He purchased it in July 2018 and the Redfin listing is attached. The AirB&B listing (attached) shows he is renting it out. There are 3 units in the property.	Insufficient information provided, which was a snapshot of computer screen. Request was made for weblink, but not provided in a useable manner. Property not on Deckard Report of unregistered STVRs. No violation.		GoR
Feb. 16 (Sun)	2:18 PM	STVR	28170 Horizon Rd	Parking	8 vehicles outside rental unit parking . Over occupied blocking drive way.	At the time of the follow up there was no violation. Advised reporting party to contact PD for parking issues in the street. No violation.		GoR
Week 3 (Feb. 17 - 23, 2020)							7	
Feb. 20 (Thurs)	7:13 PM	STVR	30216 Avenida Ximino	Noise	I Would Like My Information To Remain Confidential. They Are In The Back Yard Being Extremely Loud. Screaming Adults And Children, I'm Trying To Put My Kids To Sleep.	Resolution provided within the 45 minute timeline. Property owner stated kids are keeping down the noise, and stated there were no guests in the pool at the time of the complaint. Allied Security responded to the property, contacted occupant and occupants went inside. No violation.		HL
Feb. 21 (Fri)	12:44 PM	LT	68863 Risueno Rd	Unpermitted STVR	The House Is Being Rented When They Have No Permit.	Property owner was at the residence and stated his friends were staying at the property. No violation.		HL
Feb. 22 (Sat)	1:28 AM	STVR	68320 Tortuga Rd	Noise	Complaint Of Loud Noise And A Party	City records were not updated, and the correct property manager was not being contacted. No violation.		HL
Feb. 22 (Sat)	1:43 AM	STVR	67905 Carrol Dr	Noise	Loud Party And Yelling And Screaming They Are At The Pool. They Woke Me Up Out A Deep Sleep. Caller Refused Any Information, Wants To Remain Anonymous	Emergency contact did not respond within the 45 minute timeline. A \$500 citation issued.		HL
Feb. 22 (Sat)	2:26 AM	LT	69385 McCallum Way	Noise	They're Out On The Patio Making A Lot Of Noise. They Woke Me Up They're So Loud.	Police Department responded and parties were advised of the noise complaint. Research on the property revealed that the property was being advertised on Airbnb. \$5,000 citation issued for unpermitted STVR.		HL
Feb. 22 (Sat)	7:39 AM	STVR	67757 Elizabeth Rd	Parking	Parking on public sidewalk. Ticket these renters.	Code Compliance responded to the property. There were no vehicles parked at the location. No violation.		GoR
Feb. 22 (Sat)	8:51 AM	STVR	68445 30th Ave	Parking	They Are Parking On The Landscape And One Of The Vehicles Is Blocking The Sidewalk	Local contact responded within 45 minute timeline and stated that cameras do not show parking on landscape or sidewalk. No violation.		HL

STVR Calls
February 2020

Date	Time	Rental Type	Address	Complaint Category	Complaint	Resolution	Total Complaints	Source
Week 4 (Feb. 24 - Mar. 1, 2020)							5	
Feb. 24 (Mon)	9:01 AM	STVR	68320 Tortuga Rd	Other	I Received A Call From My Renters That Someone Came Out Because The Alarm Was Going Off. I Was Never Notified And I Am Calling To Follow Up To Make Sure The Proper Procedure Is Done.	This is a call from the owner regarding an alarm sounding at the property. No violation.		HL
Feb. 26 (Wed)	12:49 PM	LT	68262 Descanso Cir	Parking	Today Is Trash Day And My Trash Cans Weren't Picked Up Because Someone Moved Them Up Into My Yard So They Can Park. There Are 9 Cars Out Here Blocking Part Of My Driveway And My Mail Box	PD responded and did not observe vehicles blocking the driveway. Parking in the street is legally permitted. No violation.		HL
Feb. 28 (Fri)	11:48 PM	STVR	68905 Lozano Ct	Noise	They Are Being Very Loud At That Residence	Resolution provided by Emergency Contact within 45 minute timeline. Emergency Contact responded to property and occupants were getting ready for bed. Advised occupants of STVR rules.		HL
Feb. 29 (Sat)	5:59 PM	STVR	68215 Verano Rd	Noise	They Party All Day Non Stop. We Can't Sleep And They Wake Up Our Children. We Are Getting Fed Up. My Dogs Bark Non Stop Because Of The Noise. This Has Been Going On For The Last Year And A Half	Resolution provided by Emergency contact within the 45 minute timeline. Emergency contact responded to property and stated the music was coming from the property behind the STVR property, which has an outdoor TV. No violation.		HL
Mar. 1 (Sun)	7:41 PM	STVR	68445 Hermosillo Rd	Noise	Have Noise Complaint More I Complain The Louder It Gets Have Asked 3 Times.	Emergency contact responded within the 45 minute timeline stating the music was turned off completely. No violation.		HL