

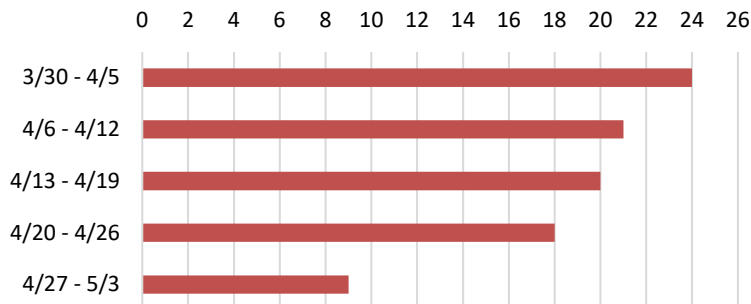


SHORT TERM VACATION RENTAL SUMMARY MARCH 30, 2020 TO MAY 3, 2020

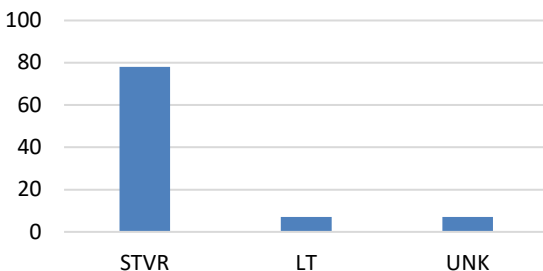
This Short-Term Vacation Rental Call Summary (Summary) covers the reporting period for April 2020 and includes STVR calls/complaints to the STVR Hotline, Cathedral City Police Department, Cathedral City Fire Department and those received via GoRequest, email and/or direct call. The full Report is attached.

STVR calls in April were unusually high (92), which are attributed to the COVID-19 Pandemic. The graph below shows the number of calls received for each week of the reporting period. In addition to the Governor's Stay at Home Orders and the Riverside County Order issued in March, the City issued Emergency Order 2, as amended during the month, temporarily suspending the operation of short-term lodging facilities. Sixty-three percent (63%) of the calls received were related to concerns over occupancy of the property during the City's Emergency Order (EO).

Number of Calls by Week for April 2020



Number of Calls by Rental
Type

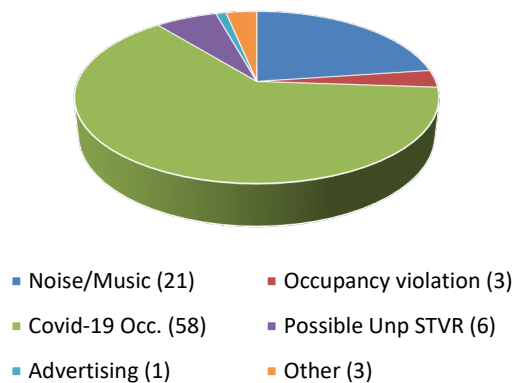


Of the 92 calls received, 78 were on licensed STVR properties, seven were related to Long-Term rental properties, and seven calls fall into neither category and are classified as Unknown (UNK).

Number of Complaints by Week and Complaint Type

Complaint Type	3/30 – 4/5	4/6 – 4/12	4/13 – 4/19	4/20 – 4/26	4/27 – 5/3	Total
Noise/Music	8	0	8	3	2	21
Occupancy violation	2	0	0	0	1	3
Occupancy during Emergency Order	13	14	11	15	5	58
Possible Unpermitted STVR	1	3	1	0	1	6
Advertising violation	0	1	0	0		1
Other	0	3	0	0	0	3
Total	24	21	20	18	9	92

Complaints by Type



The Table above breaks down the type of calls by week and type, while the pie chart depicts Calls by Complaint Type for the month.

Within the month there was a high number of multiple or duplicate complaints on the same property. The calls included the same or similar complaints through both the Hotline and GoRequest or into the Hotline.

The three complaints classified as “Other” include a STVR owner asking about the occupancy exceptions allowed under the Order, related to a follow up of a previous call, and complaint of unpermitted construction activity.

For the month, 9 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, one was issued for an advertising violation, and six were issued for violation of the Emergency Order.

STVR Calls
April 2020

Date	Time	Rental Type	Address	Complaint Category	Complaint	Resolution	Total Complaints	Source
Week 1 (Mar. 30 -Apr. 5, 2020)							24	
ADOPTED MARCH 27, 2020 - ORDER OF THE HEALTH OFFICER OF THE COUNTY OF RIVERSIDE - CLARIFICATION OF GOVERNOR'S "STAY AT HOME ORDER" AS RELATED TO SHORT TERM LODGING FACILITIES								
3/30/2020	10:20 AM	STVR	30216 Avenida Ximino	Occupancy during County ST Lodging Order	I Live Next Door To A Rental And New Renters Are Coming In. 3 Cars Pulled Up And Unloading Luggage. We Are On A Stay At Home Order For Virus And I Am Concerned.	Property Owner had advised previously that he and his family would be at the property for at least a week. No violation.		HL
3/30/2020	5:58 PM	STVR	68210 Marina Road	Noise	A New Group Of People Just Came In Today At This Location, This Is 2nd Time Since The Stay At Home Orders. Also, Would Like To Report That They Are Being Loud.	Emergency Contact responded within 45 minutes stating they turned down the music. No violation.		HL
3/30/2020	10:09 PM	STVR	68820 Concepcion Road	Noise	There's A Lot Of Noise Coming From This Property, Sounds Like They're Out In The Back Yard Partying. I Don't Think They're Supposed To Be Renting Out These Properties Right Now	Emergency Contact responded within 45 minutes, stating that two individuals were in the backyard talking and could only hear them when entering the backyard. No violation.		HL
3/31/2020	1:57 AM	STVR	30216 Avenida Ximino	Occupancy during County ST Lodging Order	The People Are Outside Being Loud, Talking And Laughing. I Can Hear Them Through Closed Windows And Can't Sleep.	Owner responded within 45 minutes stating he is staying at the house. They were not outside, but watching TV inside. No violation.		HL
3/31/2020	2:59 PM	STVR	68180 Marina Road	Occupancy during County ST Lodging Order	A Family Just Checked In This Morning And There Is Supposed To Be On Lock Down	Owner responded within 45 minutes stating it is Owner's family, not renters. No violation.		HL
3/31/2020	3:06 PM	STVR	68210 Marina Road	Occupancy during County ST Lodging Order	They Are Renting Out The Location Still. I Called Last Week And No One Never Called Me Back. And Reporting They Are Loud.	Local Contact was contact and indicated that current guest were leaving on Sunday, all other reservations were cancelled. Reporting Party was contacted. Emergency contact responded within 45 minutes stating she had occupants turn down music. No violation.		HL
3/31/2020	3:17 PM	STVR	68820 Concepcion Road	Noise	There Is A Party Going On	Emergency Contact responded that there was no activity on noise sensors but would check at the property. Called back within 45 minutes and stated there was no noise. No violation.		HL
3/31/2020	7:52 PM	STVR	30216 Avenida Ximino	Noise	Calling About Noise At This Location	Owner responded within 45 minute timeline. I Am The Owner Of The House And For The Past Two Nights Getting Noise Complaints Calls. I Am The Owner Of The House And Do Not Need To Have You Calling Me About This. There Is No Noise. Property Owner had advised previously that he and his family would be at the property for at least a week. No violation.		HL

STVR Calls
April 2020

Date	Time	Rental Type	Address	Complaint Category	Complaint	Resolution	Total Complaints	Source
ISSUED APRIL 1, 2020 EMERGENCY ORDER NO. 2 BY THE EMERGENCY SERVICES DIRECTOR - TEMPORARY SUSPENSION OF ALL SHORT TERM LODGING FACILITY RENTALS OCCUPANCY MUST MEET EXCEPTIONS IDENTIFIED IN THE ORDER VIOLATION: FINE OF \$1,000 PER VIOLATION PER DAY, IMMEDIATE SUSPENSION OR REVOCATION OF THE PERMIT OR LICENSE ISSUED BY THE CITY. USE OF PREMISES AT A STVR WITHOUT A PERMIT SUBJECT TO A FINE OF \$5000 PER DAY								
4/1/2020	1:06 AM	STVR	68965 Hermosillo Road	Noise	Playing Music Too Loud Blaring Out Of The Backyard	Police Department responded and advised occupants of the complaint. Emergency contact did not respond within the 45 minutes in violation of the Code. \$500 Citation issued.		HL
4/1/2020	4:23 PM	STVR	30645 Bay Hill Court	Occupancy during ST Lodging Order	There Is A Ban In Short Term Rentals And They Are Still Allowing People From Out Of Town To Come And That Is Against The Law. I Just Want Them To Stop Renting To People From Out Of Town	Emergency contact responded that occupants are isolating, which is allowed and is trying to submit documentation to City. At follow up occupants were checking out on 4/3/2020, compliant with Order. No violation.		HL
4/2/2020	4:03 AM	UNK	28189 E Portales Dr	Occupancy during ST Lodging Order	Calling Re Property In Desert Princess. There A Couple Of Guys Staying There That Are Not The Home Owner, Security Called And One Guy Said He Was The Property Manager. They Are Making Me Nervous	Code Compliance reported to Desert Princess Security. Follow up with reporting property was unsuccessful. Property does not have a business license. Unable to confirm violation.		HL
4/2/2020	9:25 PM	STVR	68965 Hermosillo Road	Noise	This Is The 4th Night In A Row That I've Had To Hear Screaming And Music Coming From This House And I'm Sick Of It. Also There's An Order That These Shouldn't Even Be Operational Right Now	Emergency contact responded within 45 minute timeline, that the owner is staying at the property. Allied Security responded and heard voices in the backyard and had the occupants go inside. No violation.		HL
ISSUED APRIL 3, 2020 EMERGENCY ORDER NO. 2A BY THE EMERGENCY SERVICES DIRECTOR - TEMPORARY SUSPENSION OF ALL SHORT TERM LODGING FACILITY RENTALS OCCUPANCY MUST MEET EXCEPTIONS IDENTIFIED IN THE ORDER VIOLATION: FINE OF \$1,000 PER VIOLATION PER DAY, IMMEDIATE SUSPENSION OR REVOCATION OF THE PERMIT OR LICENSE ISSUED BY THE CITY. USE OF PREMISES AT A STVR WITHOUT A PERMIT SUBJECT TO A FINE OF \$5000 PER DAY								
4/3/2020	8:21 AM	UNK	68438 Rodeo	Occupancy	The Home Has A Bunch Of Children And Adults Here And Walking The Children Own The Streets	Property is not a registered STVR or LT Rental. No advertisements found on online STVR platforms and property not on Deckard Report. No violation.		HL
4/3/2020	9:59 AM	UNK	38090 Chris Drive	Occupancy	There Is A Lot Of People That Have Come And Gone That Only Stay A Short Time. None Of The People Are The Owners. We Have Not Seen The Owners In At Least Three Months	Unable to contact reporting party for more information. Spoke to property manager who states renting long term. License is required for LT renting and license was obtained. No violation.		HL
4/3/2020	4:09 PM	STVR	68605 Tortuga Road	Occupancy during ST Lodging Order	There Are Bunch Of People In That House And It Goes Against The Covid 19 Regulations. They Are Outside They Are Making Noise But Not Super Loud.	Owner responded within 45 minutes stating that due to the complaint, the friends were asked to leave. No violation.		HL

STVR Calls
April 2020

Date	Time	Rental Type	Address	Complaint Category	Complaint	Resolution	Total Complaints	Source
4/3/2020	6:14 PM	STVR	69799 Northhampton Ave	Noise	There Is A Loud Noise Coming From That House And There Is A Dog Barking. We Are Not Supposed To Be Having People In Our Home Until The Pandemic Ends.	Emergency contact responded that property owner is at the property. Allied Security responded and did not hear any music, just people talking. No violation.		HL
4/3/2020	9:42 PM	STVR	30216 Avenida Ximino	Noise	The Unit Always Has People Coming And Going Renting The Unit. We Are Not Supposed To Be Doing That Right Now. Someone Was Cleaning Today & There Are People In It Again Partying. This Is Unsafe	Owner responded within 45 minute timeline. His family is staying at the property and they were eating dinner outside. Owner told them to keep sound down. Property Owner had advised previously that he and his family would be at the property for at least a week. No violation.		HL
4/4/2020	2:15 PM	STVR	68590 Risueno Road	Occupancy during ST Lodging Order	They Are In Violation Of Covid 19 Restrictions. This Is The 4th Set Of People Who Have Been Here Since The 15th Of March. They Are Having A Party Outback. It Says On The Listing Discounts For Traveler	Property Owner contacted by HL and stated he is at the property with three others, and will be staying at the property since not renting it. No violation.		HL
4/4/2020	9:39 PM	STVR	28170 Horizon Road	Occupancy during ST Lodging Order	Black SUV in driveway since afternoon activity in backyard. Property in use during covid19	Property owner at property. No violation.		GoR
4/5/2020	12:15 PM	STVR	68520 Risueno Road	Occupancy during ST Lodging Order	The Unit Appears To Be Occupied And All Vacation Rentals Are Not Supposed To Be Rented Out But There Are Different Cars Parked Outside. I Have Seen Several Different Cars Parked There	Allied Security responded to property. There's No Loud Noise From This Residence & Only 2 Cars Are Parked In The Driveway. There's No Cars On The Street. No Obstructions.		HL
4/5/2020	12:26 PM	STVR	69799 Northhampton Ave	Occupancy during ST Lodging Order	These People Are Having A Huge Social Gatherings That's Against The Law With The Covid-19 Lockdown. Brad Already Told The Owners Not To Do This.	Emergency Contact responded within 45 minutes stating that the Owners are staying at the property and there are no more than 6 people. Allied Security and Code Compliance responded to complaint and did not observe a large gathering or did not hear noise. Owner's friends were staying at the property. No violation.		HL
4/5/2020	1:20 PM	STVR	37300 Melrose Avenue	Occupancy during ST Lodging Order	People Are Going In And Out Of Property	Code Compliance contacted property owner who stated that he is staying at the property. No violation.		HL
4/5/2020	6:17 PM	STVR	37300 Melrose Avenue	Occupancy during ST Lodging Order	They Are Yelling At Me And Using Slurs And Using My Name . I Thought This Line Was Anonymous. They Are Hurling Obscenities As Well. They Are Also Being Really Loud.	Emergency contact responded within 45 minutes and stated the owner is staying at the property and will be for the next few weeks. Allied Security responded to the property and did not hear any loud noise or music. No violation.		HL

STVR Calls
April 2020

Date	Time	Rental Type	Address	Complaint Category	Complaint	Resolution	Total Complaints	Source
4/5/2020	7:23 PM	STVR	68875 Vista Chino	Unlicensed STVR	Possibly unauthorized short term rental. On website advertising see license number but can't match up with cathedral city's Stvr map. Sunday cars and activity just arrived. Will send website advertising	Property is a licensed STVR. No violation.		GoR
Week 2 (Apr. 6 - Apr. 12, 2020)							21	
4/6/2020	6:32 AM	STVR	28241 Avenida La Vista	Advertising violation	STVR without a permit displayed in ad. Possible COVID-19 violation. May not have a valid STVR permit. More details will be furnished once issue # is assigned.	Advertisement was provided by reporting party. Advertisement was reviewed online and it did not have the business license number displayed. A \$500 citation was issued.		GoR
4/6/2020	3:04 PM	STVR	39083 Paradise Way	Occupancy during ST Lodging Order	This Group Is New, They Are From Oregon And They Should Not Be Starting New Rentals.	Occupancy in accordance with Emergency Order 2A. No violation.		HL
4/7/2020	10:15 AM	UNK	36229 Dali Drive	Unlicensed STVR	This Is In Mission Hills Development. The Tenants Just Arrived At The Address And There Is No Permit For This Property. Also, The Ordances Of Corona Virus Is Not Being Adhered.	The owner of the property was contacted and stated she and friends are using the property. Additional research was needed, however, based on a subsequent complaint, \$5,000 citation was issued in May.		HL
4/7/2020	5:47 PM	STVR	28170 Horizon Road	Occupancy during ST Lodging Order	Black SUV n occupants checked out. Another group checked in today 3Cars in drive way, been used during Covid19 and City's emergency order?	A subsequent Hotline Complaint at 10:49 PM was received. Property owner stated brother was at the property. A property inspection on 4/11/20 revealed a violation of Emergency Order 2A, occupancy in violation of permitted exceptions. A \$3,000 citation was issued and the license suspended.		GoR
4/7/2020	10:21 PM	STVR	68418 Descanso Cir	Occupancy during ST Lodging Order	RP concerned that there are people occupying this home. RP said the people left in their cars around 6am today and believes they are here for essential work but is worried.	Contact with property owner was made and advised of Emergency Order and provided Affidavit. Unable to confirm violation.		GoR
4/7/2020	10:49 PM	STVR	28170 Horizon Road	Occupancy during ST Lodging Order	There Should Be No One At This Property At All While We're Under Quarantine. Also, These People Are Out On The Patio Laughing And Being Loud.	Property owner responded within 45 minute timeline and stated that his brother and family are staying at the property. They are all sleeping, except the wife was outside drinking tea. A property inspection on 4/11/20 revealed a violation of Emergency Order 2A, occupancy in violation of permitted exceptions. A \$3,000 citation issued and license suspended.		HL
4/8/2020	8:42 AM	UNK	36229 Dali Drive	Unlicensed STVR	This Is My 2nd Call. The Short Term Rental And The Virus Shutdown.	A citation was issued in May 2020, as noted above.		HL

STVR Calls
April 2020

Date	Time	Rental Type	Address	Complaint Category	Complaint	Resolution	Total Complaints	Source
4/8/2020	11:30 PM	LT	36299 Dali Dr	Occupancy during ST Lodging Order	Customer issued complaint that this home is operating during the pandemic	Property owner states that there is a long term license on the property. Property owner occupying the property. A citation was issued in May 2020, as noted above.		GoR
4/8/2020	6:22 PM	STVR	67790 Quijo Rd	Occupancy during ST Lodging Order	OCCUPIED as of today ...	Property owner's family at property. No violation.		GoR
4/9/2020	7:22 PM	STVR	28170 Horizon Rd	Occupancy during ST Lodging Order	Should owner still be advertising on Airbnb or other site. Still up n running as of 4/9/20. Per calendar this group staying now "Family " per city confirmed. Is checking out tomorrow? Then new Family is checking Saturday? How does City confirm , that family is staying? Please check on advertising during COVID19 Emergency Order.	A property inspection ion 4/11/20 revealed a violation of Emergency Order 2A, occupancy in violation of permitted exceptions. Citation issued and license suspended, as noted above.		GoR
4/9/2020	7:40 PM	STVR	68320 Concepcion Rd	Occupancy during ST Lodging Order	STVR 68320 Concepcion road is occupied tonight. Is it compliant with the exception for rental during this time,?	Occupancy in conformance with Emergency Order. No violation.		GoR
4/10/2020	2:24 PM	STVR	28170 Horizon	Occupancy during ST Lodging Order	Airbnb advertisement showing STVR is available. Multiple GoRequests on this Property being rented.	A property inspection on 4/11/20 revealed a violation of Emergency Order 2A, occupancy in violation of permitted exceptions. A \$3,000 citation was issued and license suspended, as noted above.		Email
4/10/2020	2:56 PM	STVR	69799 Northhampton Ave	Other	Urgent. I'm The Property Manager, I Have A Reservation That's Reserved A Family Member Has Been Isolated Due To Covid 19, Would That Allow Me To Host Over The Weekend?	Hotline was made aware to direct these questions to Code Compliance Manager and contact number was provided. Contact was made with the property manager.		HL
4/10/2020	5:35 PM	STVR	67790 Quijo Rd	Other	Does this house have a building permit? a lot of construction going on ...	Investigation concluded that there was no construction going on that would require a permit. The property owner was building a small table and putting up a shelf, and working on maintenance items. No violation.		GoR
4/11/2020	11:01 AM	STVR	68320 Concepcion Rd	Occupancy during ST Lodging Order	I Am Calling To Report A Vacation Rental That Is Occupied. There Is Currently An Emergency Order That Prohibits The Rental Of Short Term Vacation Rentals Unless It Falls Within Certain Exceptions	Occupancy in accordance with Emergency Order 2A. No violation.		HL
4/11/2020	4:21 PM	STVR	68545 Risueno Road	Occupancy during ST Lodging Order	Would Like A Call From Code Enforcement Do Not Give Owner My Name Or Number. I Think There Is A Violation Of Shelter In place Order. Several Cars Showed Up Yesterday.	Code Compliance responded and made contact with property owner at the property. No violation.		HL

STVR Calls
April 2020

Date	Time	Rental Type	Address	Complaint Category	Complaint	Resolution	Total Complaints	Source
4/11/2020	4:24 PM	UNK	68315 Riviera Street	Unlicensed STVR	Calling To Report A Possible Illegal Rental. Lately There A Change Of Occupants In The Home. There Is Car Parked There Now With Arizona License Plates.	The property is not a licensed STVR and is not on the Deckard Report of unlicensed STVR properties. Violation could not be confirmed.		HL
4/11/2020	5:40 PM	STVR	28170 Horizon Road	Occupancy during ST Lodging Order	Family checked in as noted on rental site. Used 4/12& 4/13. Rented during covid19 and Cathedral city emergency order. All vehicles now parked in garage. Hiding. What is city's response to such flagrant taunting of order? 3rd group since order	Code Compliance was able to confirm occupancy of the STVR in violation of Emergency Order 2A, occupancy in violation of allowed exceptions. A \$3000 citation issued and STVR license suspended.		GoR
4/12/2020	1:03 PM	STVR	68745 Tachevah Dr	Occupancy during ST Lodging Order	I Am Calling To Report A Gathering	Allied Security responded to the property. No one answered the door, but Officer did not hear loud noises or music coming from the property. Subsequent follow up with the property manager determined long-term occupancy. No violation.		HL
4/12/2020	1:45 AM	STVR	38811 Charlesworth Pl	Occupancy during ST Lodging Order	Short Term Rental Being Occupied With A Number Of Cars. It's A Known Party House.	Allied Security responded to the property and did not hear noise. Was unable to make contact with occupants. Emergency contact contacted and stated owner and owner's family is staying at residence. and Code Compliance also made contact with the property owner at the property. No violation.		HL
4/12/2020	2:12 PM	STVR	68745 Tachevah Dr	Other	I Saw The Security Guy Leave And I Saw More People Go Into The House. And I See About 15 People There Most Of The Time	Allied Security responded to property and confirmed no violation, and contacted reporting party. Code Compliance made contact with property manager. Property manager stated that there is no large gathering and renters are there for four months. No violation.		HL
Week 3 (Apr. 13 - Apr. 19, 2020)							20	
4/13/2020	12:03 PM	STVR	320 Via Napoli	Occupancy during ST Lodging Order	This home is currently being rented as a short-term vacation rental which are currently only allowed for emergency or health care workers during the Coronavirus lockdown. 320 Via Napoli.	STVR was rented to an essential worker without prior authorization. This is a violation of Emergency Order 2A. A \$2,000 citation was issued and STVR license suspended.		GoR
4/13/2020	3:47 PM	STVR	68935 Durango Road	Occupancy during ST Lodging Order	My friend runs an air bnb. He is abiding by the rules and is hurting financially. But, it's what we're supposed to do during the quarantine. Two car loads of college girls just unloaded and entered the air bnb at the above address. I thoughts these were to be shut down during the quarantine?	STVR rented to 6 students that were traveling before returning home. The rental was in violation of Emergency Order 2A. A \$2,000 citation was issued and STVR license suspended.		GoR

STVR Calls
April 2020

Date	Time	Rental Type	Address	Complaint Category	Complaint	Resolution	Total Complaints	Source
4/15/2020	4:46 PM	STVR	69730 McCallum	Occupancy during ST Lodging Order	Property next door is still being rented.	Code Compliance contacted the property owner who confirmed a family was there to quarantine/isolate. The required Affidavit was not submitted to the City prior to occupancy. Violation of Emergency Order 2A. A \$1,000 citation issued and license suspended.		VMM
4/15/2020	4:50 PM	STVR	68251 Earl Rd	Noise	RP stating that dogs are barking and people yelling	Property is a licensed LT Rental. Barking dog complaint forwarded to Animal Control. No violation.		GoR
4/15/2020	11:46PM	STVR	68110 Marina Road	Noise	Too Much Noise. Wants Call Back with Resolution.	Resolution was provided within 45 minutes stating homeowner is at the home and would turn down what little noise there is. Subsequent follow up by Code Compliance determined the house was unoccupied. No violation.		HL
4/17/2020	11:23 AM	STVR	30216 Avenida Ximino	Occupancy during ST Lodging Order	The Owner Continues To Rent Out This Home And They Are Supposed To Have An Affidavit. I Was Told To Call Every Friday. The Cars Are Starting To Come In Again. Wants Call Back with Resolution	Property Owner had informed City that he would be at the property. No violation.		HL
4/17/2020	5:45 PM	STVR	68210 Marina Road	Occupancy during ST Lodging Order	There Are Renters At The Listed Address. Did The Laws Change? They Should Not Be There. I'd Like A Call Back. Please Call Asap. Wants Call Back with Resolution	Occupancy in accordance with Emergency Order 2A. No violation.		HL
4/17/2020	6:19 PM	STVR	68155 Tachevah Drive	Occupancy during ST Lodging Order	There Is A Short Term Vacation Home. He Is Rarely Home. He Is Checking People In Now. I Was Instructed To Call Back.	Contact made with Reporting Party who confirmed that the Owner is the occupant, and had misunderstood that owners can use the STVR. No violation.		HL
4/17/2020	6:26 PM	LT	69385 McCallum	Unpermitted STVR	I Have Reason To Believe That This Property Is Operating As A "Short Term Rental" And Possibly Subleasing.	Contact could not be made with occupants or property owner. Subsequent contact made with property owner via telephone and owner indicated family was at the property. No violation.		HL
4/18/2020	10:57 AM	STVR	68210 Marina Road	Noise	The Neighbors Are Causing Issues. Please Do Something. The Address Of Issue Is :68210 Marina Rd I Am Unwell And This Noise Is Too Much.	Occupancy in accordance with Emergency Order 2A. No violation.		HL

STVR Calls
April 2020

Date	Time	Rental Type	Address	Complaint Category	Complaint	Resolution	Total Complaints	Source
4/18/2020	11:36 PM	STVR	29520 Avenida La Vista	Occupancy during ST Lodging Order	This Is Also For 29540 Avenida La Vista. These Units Appear To Be Rented With Different Cars On The Weekend Than We Are Seeing During The Week.	Owner responded to HL within 45 minutes stating owners friends were present at the property. No violation. The complaint also identified 29540 Avenida La Vista. Follow up inspection confirmed property owner at property. No violation.		HL
4/18/2020	1:14 AM	STVR	68210 Marina Road	Noise	There Is A Large Gathering Yesterday & Today In The Backyard Partying In The Pool. This Is A Bunch Of 20 Year Olds	Owner responded within 45 minutes that there is no party. A camera on the property is only picking up AC condenser noise. No violation.		HL
4/18/2020	4:29 PM	STVR	68645 Risueno Road	Occupancy during ST Lodging Order	I Was Told That There Is An Ordinance That There Is No Vacation Rentals Allowed. But At 68645 I Think There Are Renters There. Please Have Someone Physically Knock On The Door And Find Out	Owner responded within 45 minutes that it's his family at the house. No violation.		HL
4/18/2020	7:36 PM	STVR	68325 Concepcion Road	Occupancy during ST Lodging Order	Is this STVR occupied and have a quarantine exception? A vehicle is parked in the driveway tonight?	Contact made with property owner. Property owner at the STVR property. No violation.		GoR
4/18/2020	9:07 PM	STVR	69729 Rochester Road	Noise	Reporting Persons At This Address Are Making A Lot Of Noise W/ Music & Yelling.	Owner responded within 45 minute timelines stating he and his family are at the property watching TV. Allied Security responded and did not hear music or noise. Officer made contact with occupants and advised of complaint. They indicated they were outside talking. Code Compliance confirmed friends of owner at property. No violation.		HL
4/18/2020	9:20 PM	STVR	69729 Rochester Road	Noise	The Tenants Arrived Yesterday. There Are Making A Lot Of Noise This Evening. Screaming And Yelling. Please Report This To The Compliance Department	Allied Security responded and advised no noise or music. Owner responded to Hotline that he had received a second call. Per previous Hotline call, owner is at the property. No violation.		HL
4/18/2020	10:27 PM	STVR	28105 Val Yermo Trail	Noise	There Is Loud Music, And They Are Still Partying, I Think There Are More Than 10 People There.	Allied Security responded and did not hear any music. Officer made contact with occupants and stated they were a family of five. Code Compliance made contact with occupants, they are owner's family. No violation.		HL
4/19/2020	12:53 AM	LT	69385 McCallum Way	Noise	They Are Playing Music Loud & Are Keeping Me Awake	PD responded to property and advised occupants of noise complaint. Code Compliance attempted to make contact at property later that day. No answer at door. No violation.		HL

STVR Calls
April 2020

Date	Time	Rental Type	Address	Complaint Category	Complaint	Resolution	Total Complaints	Source
4/19/2020	7:53 AM	STVR	68435 Tachevah Drive	Occupancy during ST Lodging Order	Is STVR 68435 Tachevah rented and in compliance this weekend? vehicles parked in driveway for the weekend.	Contact made with property owner. Property owner at the STVR property. No violation.		GoR
4/19/2020	3:13 PM	STVR	68210 Marina Road	Occupancy during ST Lodging Order	Has 5 Adults Playing Football Out In The Front Of My Home. Did Not Have Exact Address. They Do Not Have Masks	The address came in incorrectly as 68225 Risueno. Code Officer contacting RP and correct address was provided. This property has been approved for occupancy based on Emergency Order 2A for six occupants. Code Officer responded to property and determined violation of Emergency Order 2A as there were 7 occupants. A \$1,000 citation was issued and the STVR license suspended.		HL
Week 4 (Apr. 20 - Apr. 26, 2020)							18	
4/21/2020	10:27 AM	STVR	68320 Concepcion Road	Occupancy during ST Lodging Order	We Were Told There Would Be No Short Term Rentals During This Time Period? They Are Not Bothering Anyone But We Told To Report This If It Occurred (They Came Yesterday?)	Occupancy compliant with permitted exceptions identified in Emergency Order 2A. No violation.		HL
4/21/2020	4:04 PM	STVR	67385 Zuni Court	Occupancy during ST Lodging Order	There Have Been People Inside The Rental And I Do Not Recognize The Cars There	Code Compliance responded and verified that the property was being occupied by the property owner. No violation.		HL
4/21/2020	4:19 PM	STVR	67385 Zuni Court	Occupancy during ST Lodging Order	There Are Renters Who Just Showed Up Today. They Are Not Suppose To Be Here.	Code Compliance responded and verified that the property was being occupied by the property owner. No violation.		HL
4/21/2020	5:04 PM	STVR	37925 Mt Shadow lane	Occupancy during ST Lodging Order	3 weeks ago the excuses was sheltering in place. Isolation and sheltering is generally 15 days. the party has been in this property well over a month.	Occupancy compliant with permitted exceptions identified in Emergency Order 2A. No violation.		GoR
4/24/2020	8:49 AM	STVR	68320 Tortuga Road	Occupancy during ST Lodging Order	There Is A Ban On Short Term Rental, Every Week They Keep Having Short Term Rentals, Please Call Me Back	Officer responded to the property and was unable to make contact with occupants. Subsequent follow up determined that occupant would be at the property for over 60 days and confirmed with owner. No violation.		HL
4/24/2020	12:42 PM	STVR	68820 30th Avenue	Occupancy during ST Lodging Order	I Would Like To Submit A Complaint. I Do Not Think That This Home Should Be Operating As A Rental Right Now.	Emergency Contact responded within 45 minutes that cousins are staying at the home. No violation.		HL
4/24/2020	5:00 PM	LT	69385 McCallum	Noise	Please Call Asap The Above Address Is Short Term Rental And A lot Of People Have Arrived For The Weekend, Usually They Have Loud Parties On The Weekend. Please Assist Asap	The reporting party stated there was no noise or party going on and Hotline Operator advised to call back when there is noise or other issue to report.		HL

STVR Calls
April 2020

Date	Time	Rental Type	Address	Complaint Category	Complaint	Resolution	Total Complaints	Source
4/24/2020	9:00 PM	LT	30175 Avenida Alvera	Occupancy during ST Lodging Order	Short Term Vacation Rentals Are Only Supposed To Be Used For First Line Responder. They're Coming Down To Party On Fridays And Weekend Leaving On Sunday. Kids Are W/Them In Pool. What Are Regulations are In Place? I Am Trying To Keep My Family Safe. They Are Coming In W/Animals And Kids And Partying Endangering Us All. Tell Me If I Am Wrong	Code Compliance responded and verified that the property was being occupied by the property owner. No violation.		HL
4/24/2020	11:52 PM	STVR	68820 30th Avenue	Noise	2nd Call Regarding A Noise Complaint.	Owner responded within 45 minutes that cousins are staying there and will tell them to be quiet. Allied Security responded and heard laughing/talking. Contact made with occupants and they went inside. No violation		HL
4/25/2020	7:34 PM	STVR	67735 Elizabeth	Occupancy during ST Lodging Order	There Are Different Groups Of People Coming & Going Every Day, 5 People At A Time, We Would Like It Addressed & Looked Into Because Of Quarantine Going	Property owner responded within 45 minutes that he is there with his family. Contact was made at property on two separate occasions and family members were at the property. No violation.		HL
4/26/2020	11:56 AM	STVR	68935 Durango Road	Occupancy during ST Lodging Order	There Should Be No Cars Parked And There Are A Few Cars There. 2 Black Infinity SUV's And One Other Car Parked	Property owner responded within 45 minutes stating that she is at the property and it is her car there. Contact was made at property confirming owner at the property. No violation.		HL
4/26/2020	11:56 AM	STVR	68626 Durango Road	Occupancy during ST Lodging Order	There Should Be No Cars Parked And There Are A Few Cars There. Lexus, California,. Gray Cadillac SUV	Allied Security but was unable to confirm occupancy. Code Officer responded to property and confirmed property owner is at the property. Emergency contact did not respond. A \$500 citation issued.		HL
4/26/2020	12:11 PM	LT	68863 Risueno Road	Occupancy during ST Lodging Order	I'm Calling To Make A Complaint About Renters Being In This Unit That Is Supposed To Be Empty, & Not Rented Out At This Time	Property owner responded that they are at the property. Code Officer responded to property and confirmed owner occupancy. No violation.		HL
4/26/2020	12:14 PM	STVR	68545 Risueno Road	Occupancy during ST Lodging Order	I'm Calling To Make A Complaint About Renters Being In This Unit That Is Supposed To Be Empty, & Not Rented Out At This Time. One Of The 3 Cars White Volkswagen Sedan	Allied Security responded to residence and confirmed property owner is at the property. No violation.		HL

STVR Calls
April 2020

Date	Time	Rental Type	Address	Complaint Category	Complaint	Resolution	Total Complaints	Source
4/26/2020	12:56 PM	LT	68863 Risueno Road	Occupancy during ST Lodging Order	There Is Not Supposed To Be Anyone At The Rental Property Due To Covid 19. There Are Cars Parked There	This is a Long Term rental property and not subject to the Emergency Order. Allied Security responded to residence and confirmed property owner is at the property. No violation.		HL
4/26/2020	12:57 PM	STVR	68520 Risueno Road	Occupancy during ST Lodging Order	There Is Not Supposed To Be Anyone At The Rental Property Due To Covid 19. There Are Cars Parked There.	Emergency contact responded within 45 minutes that she is staying at the property. No violation.		HL
4/26/2020	1:54 PM	STVR	68725 Panorama Road	Occupancy during ST Lodging Order	This House Has New Renter. They Arrived Yesterday And Left. Then New Renters Arrived This Morning	Allied Security and Code Compliance responded and verified that the property was being occupied by the property owner's family. No violation.		HL
4/26/2020	8:06 PM	STVR	69799 Northhampton Ave	Noise	They Have Very Loud Music Outside And A Lot Of Bass. I Don't Care If Its The Owners There Or Not. Its Too Loud. I've Had Trouble With This House For Years, It Could Go On All Night.	PD responded to the property and confirmed owner at the property. Noise was not confirmed. No violation.		HL
Week 5 (Apr. 27 - May 3, 2020)							9	
4/27/2020	10:03 AM	STVR	67760 Ontina Road	Occupancy during ST Lodging Order	RP concerned that there are renters at this STVR. Complaint via email and entered into Go Request	Code Officer made contact with owner. Occupancy compliant with Emergency Order. No violation.		GoR
4/27/2020	10:37 AM	STVR	68210 Marina Road	Occupancy during ST Lodging Order	There Are People That Keep Coming Back Every Weekend In The Rental Next To Me, Having Loud Parties And Violating The City Ordinance With The Covid-19.	Emergency Contact responded within 45 minutes and stated there were no renters over the weekend and that the property is being rented long term. Property owner had informed City of same prior to weekend. No Violation.		HL
4/28/2020	4:41 PM	STVR	68340 Verano	Occupancy	Reporting Party reports that there are people at the STVR property, and wants to know if its family or renters.	Unable to make contact at the property. No violation found.		PD
ISSUED APRIL 29, 2020 EMERGENCY ORDER NO. 2B BY THE EMERGENCY SERVICES DIRECTOR - TEMPORARY SUSPENSION OF ALL SHORT TERM LODGING FACILITY RENTALS OCCUPANCY MUST MEET EXCEPTIONS IDENTIFIED IN THE ORDER OCCUPANCY LIMITED TO PROPERTY OWNER AND MEMBERS OF HOUSEHOLD VIOLATION: FINE OF \$1,000 PER VIOLATION PER DAY, IMMEDIATE SUSPENSION OR REVOCATION OF THE PERMIT OR LICENSE ISSUED BY THE CITY. USE OF PREMISES AT A STVR WITHOUT A PERMIT SUBJECT TO A FINE OF \$5000 PER DAY								
5/1/2020	8:18 AM	STVR	69730 McCallum Way	Occupancy during ST Lodging Order	The Owner Is Continuing To Rent To Different People On A Weekly Basis. And Last Night They Were Pretty Loud In The Backyard Until About 1 Am. With The Rental Ban They Shouldn't Be There At All	Emergency Contact responded within 45 minutes that her son was at the property with friends. This is a violation of Emergency Order 2B. The STVR license was previously suspended for violation of Order 2A. A \$5,000 citation was issued.		HL

STVR Calls
April 2020

Date	Time	Rental Type	Address	Complaint Category	Complaint	Resolution	Total Complaints	Source
5/1/2020	9:05 AM	STVR	69730 McCallum Way	Occupancy during ST Lodging Order	I Missed A Call From You Guys. Neighbors Were Still Loud Last Night. Not Sure If You Contacted The Owner Of The Property. Doesn't Want Call Back with Resolution	Emergency Contact responded within 45 minutes that her son was at the property with friends. This is a violation of Emergency Order 2B. The two calls were close together and one citation was issued as noted above.		HL
5/2/2020	11:29 AM	STVR	68425 Concepcion Road	Occupancy during ST Lodging Order	Is this STVR compliant with present regulations? 3 vehicles arrived last night.	Code Compliance made contact with occupants. Occupancy compliant with Emergency Order. No violation.		Go R
5/2/2020	2:29 PM	UNK	68140 Bella Vista Road	Unlicensed STVR	This Home Is Being Used As A Vacation Rental, There Are Different People Every Weekend, Currently 4 Cars There Now.	Code Compliance made contact with property owner at the property. Owner states she does not rent the property out, and was there for the weekend. Owner was advised of the stay at home order. Property not listed as unregistered STVR on Deckard Report. No violation.		HL
5/2/2020	11:26 PM	STVR	67785 Paletero Road	Noise	We Live At _____. And I Reporting A Noise Complaint From A Rental On Paletero. Right Behind Our Property. Its Loud Music	Emergency Contact responded within 45 minutes and indicated that rental of property is blocked and it must be the owner staying there. Allied Security responded to the call and did not hear any music. On 5/3/2020 contact was made with property owner at the property. Property owner was advised that the City noise regulation must still be followed. No violation.		HL
5/2/2020	11:22 PM	UNK	Address not Provided	Noise	They Are Having A Party. They Are Bumping Music On And Off. They Are Yelling, And Hollering	Reporting party did not want a call back, but was contacted anyway. Reporting party was complaining on house next door that was having a party. No violation.		HL