



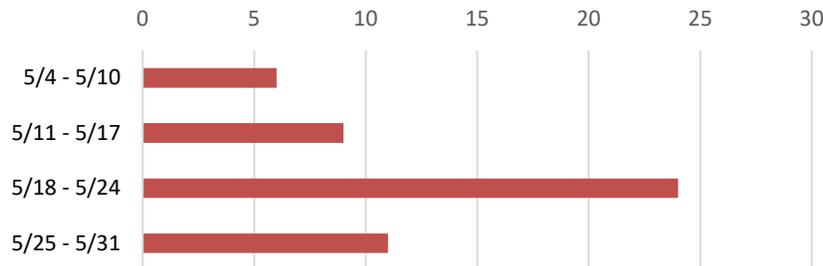
Cathedral City

SHORT TERM VACATION RENTAL SUMMARY MAY 4, 2020 TO MAY 31, 2020

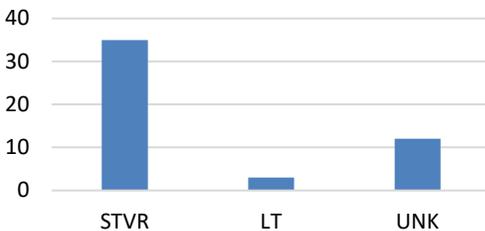
This Short-Term Vacation Rental Call Summary (Summary) covers the reporting period for May 2020 and includes STVR calls/complaints to the STVR Hotline, Cathedral City Police Department, Cathedral City Fire Department and those received via GoRequest, email and/or direct call. The full Report is attached.

Fifty STVR complaints were received in May, an almost 50% reduction from the previous month. 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 Orders issued in March and April, the City issued Emergency Order 2. On May 13, 2020, Emergency Order 2C was issued continuing the temporary suspension on the operation of short-term lodging facilities. One-third of the calls were related to concerns over occupancy of the property during the City's Emergency Order (EO).

Number of Calls by Week for May 2020



Number of Calls by Rental Type

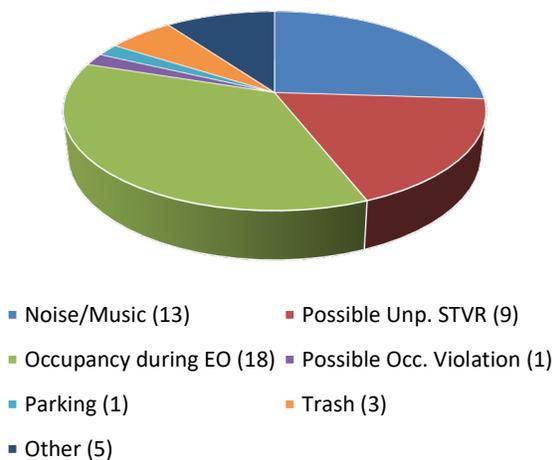


Of the 50 calls received, 35 were on licensed STVR properties, 3 were related to Long-Term rental properties, and 12 calls fell into neither category and are classified as Unknown (UNK).

Number of Complaints by Week and Complaint Type

Complaint Type	5/4 - 5/10	5/11 - 5/17	5/18 - 5/24	5/25 - 5/31	Total
Noise/Music	3	3	6	1	13
Possible Unpermitted STVR	0	2	5	2	9
Occupancy during Emergency Order	0	4	11	3	18
Possible Occupancy Violation	1	0	0	0	1
Parking	0	0	1	0	1
Trash	0	0	0	3	3
Other	2	0	1	2	5
Total	6	9	24	11	50

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. If these calls were counted as only one complaint, the total number of complaints would be less.

The five complaints classified as “Other” include calls to Hotline relating to general STVR comments, follow up on previous calls, possible drug activity and possible renting out of a motorhome in a driveway.

For the month, 7 citations were issued as a result of the complaints received. Four citations were issued for operation of unlicensed STVR properties, and three were issued for violation of the Emergency Order.

STVR Calls
May 2020

Date	Time	Rental Type	Address	Complaint Category	Complaint	Resolution	Total Complaints	Source
Week 1 (May 4 - May 10, 2020)							6	
May 4 (Mon)	10:57 AM	UNK	Address Not Provided	Other	Doesn't Want There To Be So Many Rentals In Condos, What Is The Percentage Of Rentals? There Are Too Many Rentals, Young People Can't Buy Homes. What Can He Do To Help? Can Someone Call Me Back?	There is not an active complaint. No violation.		HL
May 6 (Wed)	6:18: PM	STVR	67895 Garbino Rd	Noise/Music	This Location Is Being Rented, Big Party Last Night. Rented Every Weekend	Emergency contact responded within 45 minutes and stated the property is owner occupied with the family and stated there was no party last night just playing music. No violation.		HL
May 6 (Wed)	6:20 PM	UNK	36398 Dali Dr	Other	People Are Living In The House.	Code Compliance responded to the property and was unable to make contact with any occupants. No violation. Reviewed Deckard Technologies report and property has an online advertisement for LT rental.		HL
May 7 (Thurs)	1:35 PM	STVR	67775 Elizabeth Rd	Noise	Are the 2 STVR on Elizabeth renting out their homes. There have been multiple cars, loud music and parties during the Coronavirus stay at home orders (and the owners live in the LA area). The loud music after 11 and 12 midnight is problematic.	Reporting party was advised that the units are not being rented out. The owner of 67775 Elizabeth is occupying the property. The property owner of the other property was advised that only the owner's household members can stay there. Reporting party advised to contact PD for noise issues late at night.		GoR
May 9 (Sat)	5:17 PM	STVR	68520 San Felipe Rd	Over Occupancy	The Owner May Be There But They Just Showed Up Out Of The Blue. They Said They Have 6 More People Coming.	Property owner is allowed to use their STVR property. No violation.		HL
May 9 (Sat)	7:54 PM	STVR	68895 Hermosillo Rd	Noise/Music	Need To Complain About Noise, Loud Music. Seems Like 70 Decibels.	Emergency contact responded within 45 minute timeline and stated he brought his kids inside to stop the noise complaint.		HL

STVR Calls
May 2020

Date	Time	Rental Type	Address	Complaint Category	Complaint	Resolution	Total Complaints	Source
Week 2 (May 11 - May 17, 2020)							9	
May 12 (Tue)	1:14 PM	STVR and Unp. STVR	68716 Avenida Diosa and 68730 Panorama,	Occupancy during ST Lodging Order	<p>68716 Avenida Diosa and 68730 Panorama, are both regularly renting stvrs to people from outside the valley. Normally I am in support of stvrs, however, under the current stay at home orders, I find it irresponsible and disrespectful. Right now, the home at 68716 Avenida Diosa has a house full, five cars in the driveway and one more blocking it (we always get tix when that happens) and last night, a young boy, approx 12-yrs-old wandered to our front porch and was peaking in our windows. The boys mother got him and steered him back. He is either challenged or was whacked out on something. Quite alarming nonetheless.</p> <p>And the home at 68730 Panorama is a new owner and I thought the moratorium on rentals went into effect prior to it's closing.</p> <p>Last weekend, music was played so loud we couldn't watch tv in our living room at 7pm on a Sunday evening.</p> <p>I will get the hotline number and keep it handy, but for now, ust letting you know it seems stvr's are in full throttle.</p>	<p>Reporting party reported on two properties in one GoRequest submittal.</p> <p>Code Compliance investigated the complaint at 68716 Avenida Diosa and made contact with property owner's sister who stated property is being used by the family and not rented. At the time there were eight occupants.</p> <p>The other property at 68730 Panorama was found to be an illegal STVR. A \$5,000 citation was issued.</p>		GoR
<p>ISSUED MAY 13, 2020 EMERGENCY ORDER NO. 2C BY THE EMERGENCY SERVICES DIRECTOR - CONTINUING THE TEMPORARY SUSPENSION OF ALL SHORT TERM LODGING FACILITY RENTALS, UNLESS OCCUPANCY MEETS EXCEPTIONS IDENTIFIED IN THE ORDER</p> <p>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 \$5,000 PER DAY</p>								
May 15 (Fri)	5:54 AM	STVR	67735 Elizabeth	Possible Unpermitted STVR	<p>67735 Elizabeth Road Rental Doesn't have a license. STILL advertised on vrbo</p> <p>NO license NO advertising</p> <p>Thought that Was the rule. TIME for a bigger fine</p> <p>THIS is the second time the license has been lost How many times till it's taken away?</p>	<p>The STVR license was suspended under the Emergency Order. The property owner blocked out the calendar for the property. No violation.</p>		GoR

STVR Calls
May 2020

Date	Time	Rental Type	Address	Complaint Category	Complaint	Resolution	Total Complaints	Source
May 15 (Fri)	6:08 AM	STVR	67735 Elizabeth	Possible Unpermitted STVR	67735 Elizabeth Road Has NO license but STILL advertised on vrbo. TIME for a bigger fine AND take license away. Lost license twice How many times till it's taken away? These people are making fools of the city and owners terrorizing the neighbors ME	The STVR license was suspended under the Emergency Order. The property owner blocked out the calendar for the property. No violation.		GoR
May 16 (Sat)	10:13 AM	STVR	68965 Hermosillo Road	Noise	Loud music, four cars. The party has already started and it's only 10 am. New house on the corner of Hermosillo and La Vista, at 68965 Hermosillo.	Code Compliance responded to the Reporting Party that the property owner's family was at the home. Reporting Party was also advised to use the STVR Hotline so that the call can be responded to in a timely manner. No violation.		GoR
May 16 (Sat)	6:49PM	STVR	38811 Charlesworth Pl	Noise	We Have Next To Us Some Very Noisy From Morning Til Night And Every Weekend Cars Full Of People Are Coming In.	Allied Security responded to the complaint and hear no noise. Security Officer made contact with occupant, who was the property owner, and who stated kids were just in the pool. Occupant advised of STVR rules. Local contact did not respond to the Hotline. Code Compliance responded to the property the following day. An investigation determined that Emergency Order 2C was violated. A \$1,000 citation was issued and the license suspended.		HL
May 17 (Sun)	9:39 AM	STVR	68520 Risueno Rd	Occupancy during ST Lodging Order	68520 RISUENO RD, CATHEDRAL CITY, CA 92234 STVR currently occupied (9:38am,5/17/20) Three vehicles: White Mercedes SUV Maroon Infinity SUV White Honda Accord (Plate Frame- Hollywood)	Code Compliance Officer responded to the property. Property owner is occupying the property. No violation.		GoR
May 17 (Sun)	9:52 AM	STVR	68645 Risueno Rd	Occupancy during ST Lodging Order	68645 RISUENO RD, CATHEDRAL CITY, CA 92234 STVR IS OCCUPIED (9:40AM, 5/17/20) 2 BLACK SUV'S ON STREET BLACK BMW SUV BLACK LEXUS SUV	Code Compliance Officer checked online rental platforms and property is blocked out for rental. No violation.		GoR

STVR Calls
May 2020

Date	Time	Rental Type	Address	Complaint Category	Complaint	Resolution	Total Complaints	Source
May 17 (Sun)	10:01 AM	UNK	68935 Risueno Rd	Occupancy during ST Lodging Order	68935 DURANGO RD, CATHEDRAL CITY, CA 92234 STVR OCCUPIED, (9:30, 5/17/20) FOUR VEHICLES: BLACK CHEVY SUV WHITE TOYOTA COROLLA BLACK INFINITY SUV BLACK INFINITY SUV	Code Compliance investigated the complaint and determined a violation of the Emergency Order 2C, which limited occupancy to STVR owner and household members. STVR business license was previously suspended on 4/15/2020. A \$5,000 citation was issued.		GoR
May 17 (Sun)	10:40 PM	UNK	68745 Fortuna	Noise/Music	The House Is Making A Lot Of Noise And I Can Not Sleep. I Tried Knocking And They Did Not Answer	This is not a STVR or LT property. Call dispatched to the CCPD. Police Officers responded to the property and did not hear any noise/music. No violation.		HL
Week 3 (May 18 - May 24, 2020)							24	
May 22 (Fri)	8:36 AM	UNK	67327 North Chimayo Dr	Occupancy during ST Lodging Order	Owner Richard Hughes renting condo property 67323 N Chimayo Dr Cathedral City, CA 92234. during COVID short term rental prohibition. Occupants noisy and have frequent parties on back patio with no social distancing. This is annoying and harassing to the neighbors. Sometimes parties continue after 10pm and several persons seen drinking and talking loudly and neighbors unable to block out the loud noise to sleep. thank you for your interest and attention to this issue.	Code Compliance Officer made contact at property with an occupant. Based on investigation it was determined that the property was being operated as an unlicensed STVR. A \$5,000 citation was issued.		GoR
May 22 (Fri)	8:40 AM	UNK	67327 North Chimayo Dr	Occupancy during ST Lodging Order	I Am Calling In Regards To Covid 19 Concerns. The Adjacent Condo Is Rented Out And I Have Concerns	As noted above, Code Compliance Officer made contact at property with an occupant. Based on investigation it was determined that the property was being operated as an unlicensed STVR. A citation was issued as noted above.		HL
May 22 (Fri)	4:58 PM	STVR	69948 Wakefield Rd	Occupancy during ST Lodging Order	Please Keep My Number Anonymous. This Home Has Been Rented Every Weekend Since The Shelter In Place Order. The Last Few Renters Were Loud. Please Do Not Reveal My Identity Or Phone Number. Wants Call Back with Resolution	Local contact did not respond. Follow up on lack of response did not occur. Code Compliance Officer responded to the property and occupants stated they are of the same household. No citation issued.		HL
May 22 (Fri)	5:10 PM	STVR	67790 Quijo Rd	Occupancy during ST Lodging Order	Occupied!	Property owner is a the property with wife and kids. No violation.		GoR

STVR Calls
May 2020

Date	Time	Rental Type	Address	Complaint Category	Complaint	Resolution	Total Complaints	Source
May 22 (Fri)	5:14 PM	STVR	67790 Quijo Rd	Occupancy during ST Lodging Order	Vacation Rental Across The Street Has People Going Inside, Being Assisted With Their Luggage By The Owner. This Is An Illegal Operation. Doesn't Want Call Back with Resolution	Emergency contact responded within the 45 minutes and stated owner at the property. No violation.		HL
May 22 (Fri)	8:40 PM	UNK	36229 Dali Dr	Possible Unpermitted STVR	Someone Just Arrived At This Location And I Think They Are Using This As A Short Term Rental. It Is Not The Owners.	Code Compliance responded to the property. Property owner's family member at the property. Property research revealed property advertised for short term rental. A \$5,000 citation issued for unpermitted STVR.		HL
May 22 (Fri)	11:07 PM	STVR	38755 Vista Dr	Noise	I Want To Sleep With My Window Open But Its Loud In The Backyard I Hear Laughingand Screaming Occasionally Im Not Feeling Good I Hope They Are Quiet Soon Doesn't Want Call Back with Resolution	Local contact did not respond, and states does not manage the property. Code Compliance was unable to make contact with the property owner. Allied Security responded to the property and did not hear any noise. No citation issued.		HL
May 23 (Sat)	9:33 AM	UNK	36229 Dali Dr	Possible Unpermitted STVR	The Owner At This Address Has 3 Cars In Driveway. Every Weekend This Happens And These Are Visitors That Come To Use The Pool. Note: Did Not Obtain City Information.	A complaint was received on 5/22/2020, which resulted in a citation as noted above.		HL
May 23 (Sat)	11:19 AM	UNK	36229 Dali Dr	Possible Unpermitted STVR	The House Is Being Rented Out Illegally. Its A Very Short Term Rental.	A complaint was received on 5/22/2020, which resulted in a citation as noted above.		HL
May 23 (Sat)	11:56 AM	STVR	68435 Bahada Rd	Noise	There Are Guest There On Vacation And There Is Loud Music Coming From The Property. There Is Some Large Vocal Activity.	Code Compliance responded to the property and owner's daughters and friends were at the property. STVR owner found to be in violation of Emergency Order 2C. A \$1,000 citation issued and STVR license suspended.		HL
May 23 (Sat)	2:01 PM	STVR	30216 Avenida Ximino	Noise	There Is Loud Noise Coming From The Apartment Across From Me, I Think That They're Having A Party.	Local contact responded within 45 minute timeline and addressed the noise. No violation.		HL
May 23 (Sat)	2:37 PM	STVR	68250 Tachevah Dr	Possible Unpermitted STVR	This House Is Not Licensed As A Vacation Rental And There Are Different People There Every Weekend.	Reporting party called back that the wrong address was provided. No violation.		HL
May 23 (Sat)	3:21 PM	STVR	38025 Paradise Way	Occupancy during ST Lodging Order	Why are there three vehicles parked at this STVR?	Reporting Party contacted and informed that an Affidavit is on file for occupancy of the STVR. No violation.		GoR
May 23 (Sat)	3:30 PM	UNK	68615 Tachevah	Possible Unpermitted STVR	This House Is Not Licensed As A Vacation Rental And There Are Different People There Every Weekend.	CCPD contacted. Advised that Code Compliance would respond. Code Compliance made contact with property owner at the property on 5/24/2020. No violation.		HL

STVR Calls
May 2020

Date	Time	Rental Type	Address	Complaint Category	Complaint	Resolution	Total Complaints	Source
May 23 (Sat)	3:59 PM	STVR	68895 Hermosillo Rd	Noise	There Is A Loud Noise Coming From 45 Feet Form The Property Front Yard, This Has Been An Ongoing Issue, I Will Call The Mayor If It's Not Resolved. Wants Call Back with Resolution	Code Compliance responded to the property and made contact with Property Owner, who was also to provide ID via email. No violation.		HL
May 23 (Sat)	5:04 PM	STVR	38755 Vista Dr	Other	Last Night _____, Called To Make A Complaint. I Wanted To Know How It Was Resolved. I Just Want To Make Sure Everything Is Okay.	Not an active complaint. No violation.		HL
May 23 (Sat)	5:15 PM	STVR	68520 Risueno Rd	Occupancy during ST Lodging Order	STVR OCCUPIED 5/23/20, 5:00PM This STVR appears for rent on AIR B&B). This is the second weekend of illegal rental. 3 Vehicles Black Toyota Van, White Cadillac SUV, White Toyota Van	Code Compliance responded to Reporting Party that property owners have been staying at the property. No violation.		GoR
May 23 (Sat)	5:21 PM	STVR	68665 Risueno Rd	Occupancy during ST Lodging Order	STVR OCCUPIED 5/23/20, 5:00PM. 68665 Risueno Rd, CC, CA 92234 2 Vehicles: Black BMW SEDAN, SILVER LEXUS SUV	Code Compliance responded to the Reporting Party that an inspection of this property was conducted on 5/24/2020 and there was no answer at the door. No vehicles parked in front of location at the time of inspection. No violation.		GoR
May 23 (Sat)	5:27 PM	LT	68863 Risueno Rd	Occupancy during ST Lodging Order	STVR OCCUPIED 5/23/20, 5:00PM This is the second weekend of illegal rental. 3 Vehicles: Black DODGE RAM PICKUP, GRAY BMW SUV, BLACK BMW ROADSTER	Code Compliance responded to reporting party that the property is being by owners. No violation.		GoR
May 23 (Sat)	5:40 PM	STVR	68520 Risueno Rd	Occupancy during ST Lodging Order	I Have 3 Cars: Black Toyota Van, Ca Plates: White Cadillac Suv Ca Plate: White Toyota Van, Ca Plates	Local contact responded that property owner is at the property. A GoR was also submitted for this property, which had been resolved. See above.		HL
May 23 (Sat)	5:45 PM	LT	68863 Risueno Rd	Noise	This Is The Party House In The Neighborhood: We Have Recordings Of Trouble There. Black Dodge Ran P/U Ca Plate;gray Bmw Suv Ca Plate; Black Bmw Roadster Ca	Code Compliance responded to the property and determined the house was not being rented and was being occupied by owners. No violation.		HL
May 23 (Sat)	5:45 PM	STVR	68665 Risueno Rd	Occupancy during ST Lodging Order	I Have 2 Vehicle License: Black Bmw Sedan License Frame Says Glendale, Ca. Silver Lexus Suv, No Plates Front Or Back.	Local contact did not respond to the Hotline. Code Compliance responded to the property on 5/24/2020 and there was no answer at the door. No vehicles parked in front of location at the time of inspection. No citation issued.		HL

STVR Calls
May 2020

Date	Time	Rental Type	Address	Complaint Category	Complaint	Resolution	Total Complaints	Source
May 24 (Sun)	1:44 PM	LT	68863 Risueno Rd	Parking	Parking issue.	The Reporting Party did not identify what the parking issue was. Contact had already been made with the property owner. No follow up inspection required. No violation.		HL
May 24 (Sun)	10:18 PM	STVR	30216 Avenida Ximino	Noise	Every Weekend He Is Partying Again.	Local contact responded within timeline and stated there is no party. No violation.		HL
Week 4 (May 25 - May 31, 2020)							11	
May 25 (Mon)	10:37 AM	UNK	68615 Tachevah Dr	Possible Unpermitted STVR	I Have Witnessed About 4 Different Families Come In An Out In Last Couple Of Days. Want To Report Illegal Rental. They Load Up Suit Cases And A Cleaning Crew Is Waiting To Clean For The Next Group	Owner of property at location. Not a licensed STVR or LT. No violation		HL
May 26 (Tue)	8:16 AM	STVR	30246 Avenida Ximino	Trash	This is just some of what we have to live next door - every Sunday when they leave - my husband and I have to always put the trash in bins after trash day so it can be picked up the next week - funny how this guys gets around the rules when the rest of us shut down our Airbnb during Covid	This item was not followed up on. Notice will be sent to property owner regarding trash regulations. No citation.		GoR
May 27 (Wed)	1:36 PM	STVR	67170 Ontina Rd	Other	There Is A Lot Of Drug Activity And Partying Going On. Please Call.	Local contact responded within timeline stating the house is empty and has not been rented in 4 months. Code Compliance responded to the property. Construction activity was occurring on the property. The workers were advised that they are not permitted to stay at the STVR. No violation.		HL
May 28 (Thu)	9:48 AM	STVR	68520 Risueno Rd	Occupancy during ST Lodging Order	68520 RISUENO RD, CC, CA 92234 ILLEGAL RENTING & OCCUPATION OF STVR. Renters arrived Tuesday morning 5/26, still occupied 5/28 2 Vehicles: White Lexus SUV White Mercedes SUV	The complaint was investigated on 5/31/20 by Officer Nitao who confirmed the property owner is at the property. No violation.		GoR

STVR Calls
May 2020

Date	Time	Rental Type	Address	Complaint Category	Complaint	Resolution	Total Complaints	Source
May 28 (Thu)	12:13 PM	UNK	29189 E Portales Dr	Possible Unpermitted STVR	There's been Two Different Groups Of People Here Over the Past 5 days, Is The Restriction Still In Place. They're In The Desert Princess Country Club, The Phone Number is 760-322-0441 If You Wanted to Call The Main Gate. They Can Tell You Who's There.	Code Compliance responded to the property and made contact with an occupant. Property owner was not at the property. Property is advertised on Airbnb. Operation of an ulicensed STVR. A \$5,000 citation was issued.		HL
May 30 (Sat)	6:38 AM	STVR	67905 Carroll Dr	Other	Tenants Are Renting The Driveway Out, There Is A Motor Home In The Driveway	Local contact responded within the timeline and advised that the property owners are at the property and it's the owner's motorhome in the driveway. No violation.		HL
May 30 (Sat)	10:18 AM	STVR	67790 Quijo Rd	Trash	As usual ... put out Wednesday and now Saturday and in the street ...	Code Compliance conducted an inspection on 5/31/2020 and did not observe any trash containers on the street. No violation.		GoR
May 30 (Sat)	9:37 PM	STVR	68520 Durango Rd	Occupancy during ST Lodging Order	ILLEGAL OCCUPATION OF STVR 68520 DURANGO RD CATHEDRAL CITY, Ca 92234 Owner: NILISH (NICK) KUMAR 2 VEHICLES IN DRIVEWAY WHITE HONDA SEDAN BLACK HONDA SEDAN	Code Compliance conducted an inspection on 5/31/2020. No cars were in the driveway and no answer at the door. No violation.		GoR
May 30 (Sat)	9:46 PM	STVR	68520 Risueno Rd	Occupancy during ST Lodging Order	Illegal Occupation of STVR, since Tuesday, May 26th. Housekeeper showed up today, May 30. 68520 RISUENO RD, CATHEDRAL CITY, CA 92234 2 VEHICLES: WHITE LEXUS SUV WHITE JEEP	Code Compliance responded to the property. Determined that the vehicle belongs to the property owner's. No violation No violation.		GoR
May 31 (Sun)	11:20 AM	STVR	30246 Avenida Ximino	Trash	Really. Why can't this party house keep their trash behind their gate - we have to pick it up when it blows all over - how would you like to look at this - perhaps you could ask this owner if he keeps his trash in his LA house like this	This item was not followed up on. Notice will be sent to property owner regarding trash regulations. No citation.		GoR
May 31 (Sun)	10:25 PM	STVR	68386 Treasure Trail	Noise	They Need To Turn Off The Music And Just Take It Inside. If The Owner Says That No One Is There, She's Lying.	CCPD responded to the property and did not hear music from inside or back yard. Local contact did not provide a resolution. A citation was not issued.		HL