

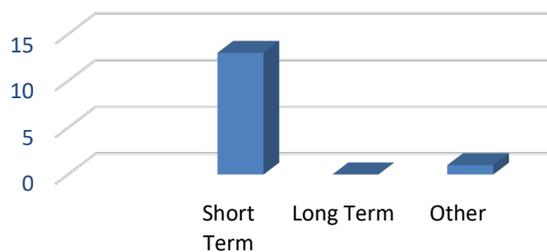


**SHORT TERM VACATION RENTAL SUMMARY
JANUARY 1, 2020 TO FEBRUARY 2, 2020**

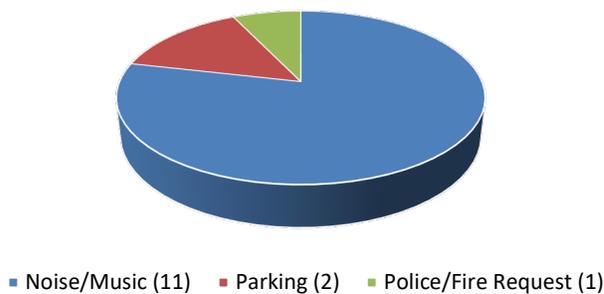
This Short-Term Vacation Rental Call Summary (Summary) covers the reporting period for January 2020 and includes STVR calls/complaints to the STVR Hotline, Cathedral City Police Department, Cathedral City Fire Department and those received via GoRequest. No complaints were received during Week 2 of the reporting period; the full Report is attached.

During the reporting period there were a total of 14 STVR Calls. Thirteen of the calls were on STVRs. The remaining call is classified as Other. See Chart 1.

**Chart 1
Number of Calls by Rental Type**



**Chart 2
Number of Calls By Complaint Type**



Eleven of the Calls were related to noise complaints.

For the month, 2 citations were issued. The citations were a result of calls to the STVR Hotline and were issued for failing to respond to the STVR Hotline during the required timeframe. The fine amount for each citation is \$500.

The next two charts show Hotline calls by date, time and type.

Chart 3 “Hotline Calls by Date and Time” shows that the calls received were fairly evenly split between complaints in the late evening (10:00 p.m.) to early morning (2:00 a.m.) hours and all other hours of the day.

Chart 4 “Hotline Calls by Date, Time and Type” plots the dates, time and types of calls received, and breaks out the types of calls to show which were Noise complaints, which make up the bulk of complaints. Chart 4 also shows that about 1/3 of the calls were received prior to 10:00 pm.

CHART 3 - STVR CALLS BY DATE AND TIME

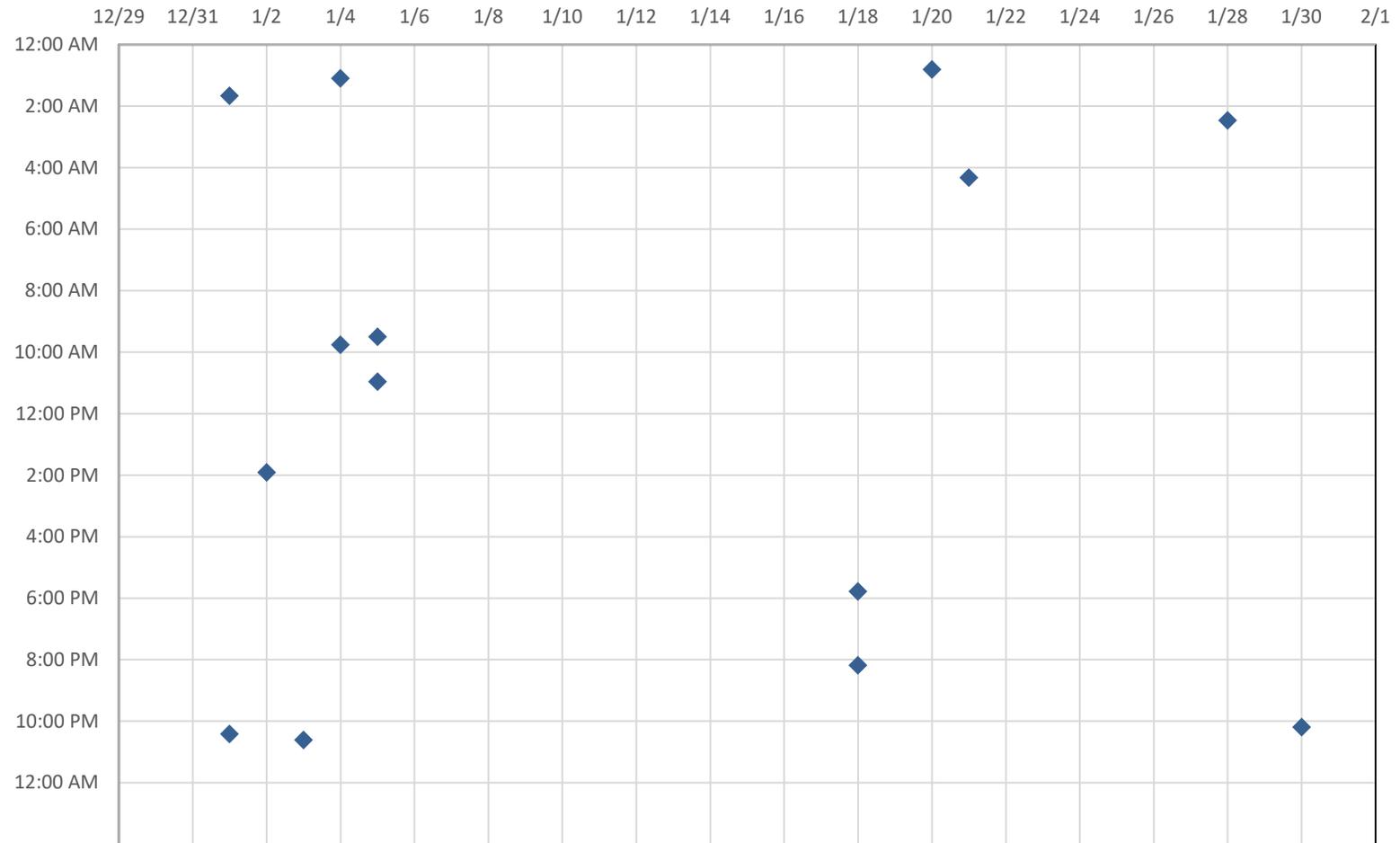
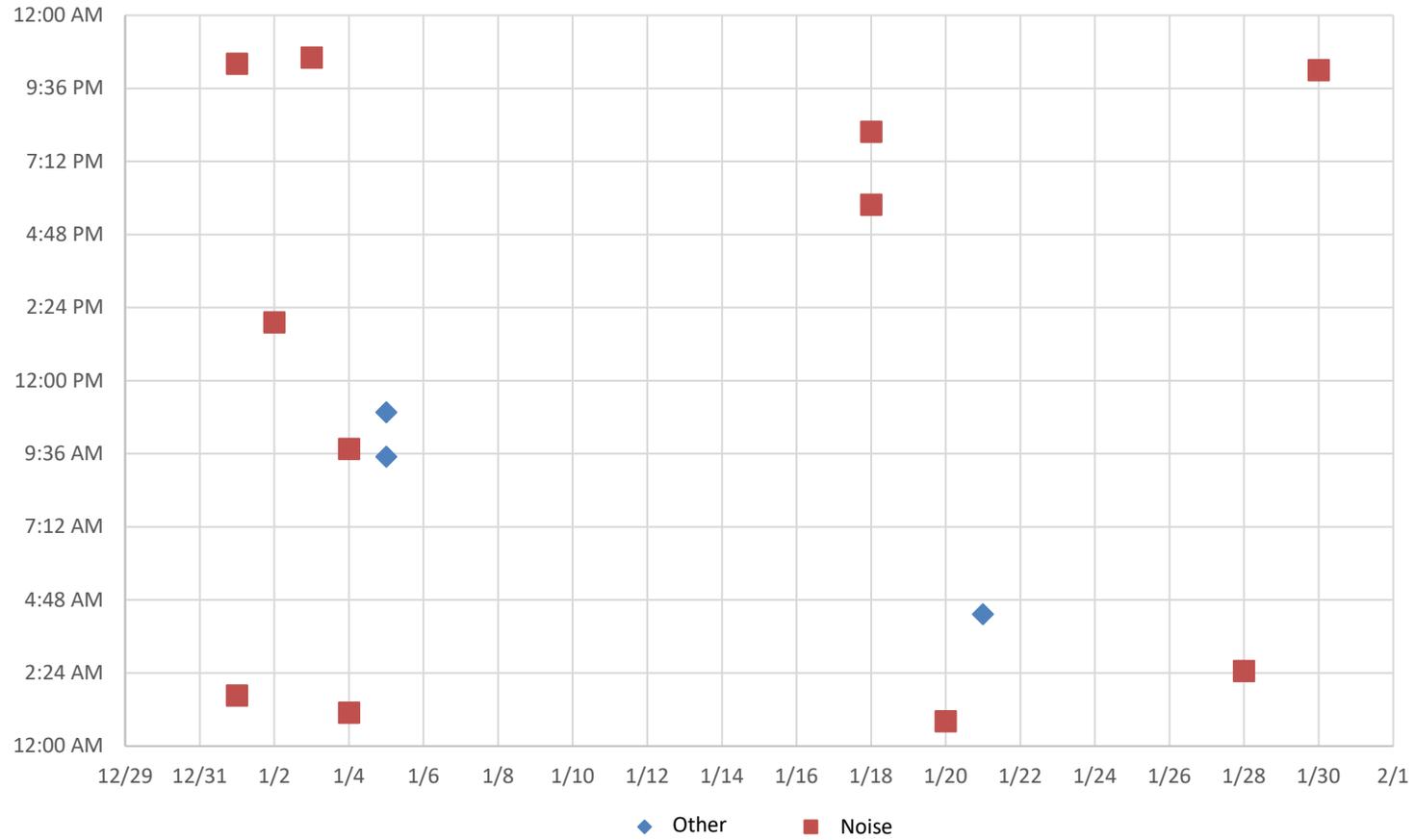


CHART 4 - STVR CALLS BY DATE, TIME AND TYPE



STVR Calls
January 2020

Date	Time	Rental Type	Address	Complaint Category	Complaint	Resolution	Total Complaints	Source
Week 1 (Jan. 1 - 5, 2020)							7	
Jan. 1 (Wed)	10:25 PM	STVR	68965 Hermosillo Rd	Noise	Loud Music From The Backyard And Has Been Going Since 6 pm. I Need to Get Up At 4am To Go To Dialysis and Need Some Rest	Primary contact stated that there are no renters at the Property. House cameras were checked and there is no activity in the front or back yards. Hotline called back reporter who indicated it may not be that property.		HL
Jan. 1 (Wed)	1:40 AM	STVR	68626 Durango Rd.	Noise	Loud Music at 1:40 AM	Reporting Party advised to contact Hotline so that City can respond at the time the activity is occurring. Unable to verify.		GoR
Jan. 2 (Thurs)	1:55 PM	STVR	30216 Avenida Ximino	Noise	Hotline Complaint and Resident Complaint - Kids Playing in Pool and Jumping From Boundary Walls	Hotline called Primary Contact who stated he did not manage the property. Code contacted the owner who stated he changed the contact in September and provided documentation. City records updated. Code responded to the call and did not confirm noise violation.		HL
Jan. 3 (Fri)	10:37 PM	STVR	30362 Kenwood Dr	Noise	I'm A Neighbor and the People In The Vacation Home Are Being Extremely Loud	Primary contact stated that the noise sensors did not go off but will have manager go to house to resolve. Manager reported that 5 people were sitting in living room watching a movie, there was no loud music. Allied was not contacted by Hotline due to a training issue.		HL
Jan. 4 (Sat)	1:06 AM	STVR	68270 Concepcion Rd	Noise	Noise Complaint	Primary contact stated that he is at the property and they are sleeping. Awaiting report from Allied Security.		HL
Jan. 4 (Sat)	9:46 AM	STVR	27715 Hombria Dr	Noise	I Would Like To Make A Noise Complaint. I Got Woken Up @ 3:15 This Morning From The Noise. Would It Be Possible To Put Something Up To Stop It If This Happens Again?	Primary Contact contacted and would contact the renters to advise. Code followed up with occupants advising of complaint. They stated there were advised by Primary Contact that morning, and appeared confused at the noise complaints. Attempted to call back the reporting party, voice message left.		HL
Jan. 5 (Sun)	10:58 AM	STVR	68110 Marina Road	Parking	The Weekend Renters Are Not Parking In Their Designated Areas. They Are Parking In Front of Residential Spots.	Primary contacted stated no one was renting the house. Note: Parking on the street is permissible.		HL
Week 2 (Jan. 6 - 12, 2020)							0	

STVR Calls
January 2020

Date	Time	Rental Type	Address	Complaint Category	Complaint	Resolution	Total Complaints	Source
Week 3 (Jan 13 - 19, 2020)							3	
Jan. 18 (Sat)	9:30 AM	STVR	69437 Muirfield Way	Parking	He Has 7 Cars Blocking the Sidewalk, I Can't Even Get To My Mail. Doesn't Want Call Back With Resolution.	Primary was contacted twice. Parking issue was resolved by the primary contact on the second call. Code Officer responded and did not see any parking violations. All vehicles observed were legally parked. Citation (\$500) was issued to property owner for not responding to first Hotline Call.		HL
Jan. 18 (Sat)	5:47 PM	STVR	28105 Val Yermo Trail	Noise	The Neighbors Are Too Loud. Did Not Want To Leave His Information. Doesn't Want Call Back Wit Resolution.	Primary was contacted twice. Did not respond to the first message. Allied Security responded and did not hear music. Allied contacted the renters and advised them of the complaint. Citation (\$500) was issued to property owner for not responding to first Hotline Call.		HL
Jan. 18 (Sat)	8:11 PM	UNK	Proximity of 31056 Avenida Ximino	Noise	There is Loud Music I Can Hear It Coming From The Direction Of My Front Yard.	Caller did not have an address for the complaint, but was in vicinity of 31056 Avenida Ximino. CCPD was contacted by Hotline. CCPD responded and was Unable to Locate any music. Hotline was not contacted because the call wasn't coded as a STVR. This has been resolved.		HL
Week 4 (Jan. 20 - 26, 2020)							2	
Jan. 20 (Mon)	12:49 AM	STVR	67735 Elizabeth Road	Noise	Playing Loud Music. Please Send Someone Out As Soon As Possible	Primary contact was reached and advised that the issue would be taken care of. No further complaints received.		HL
Jan. 21 (Tues)	4:20 AM	STVR	68355 Tachevah	EMS	Advised by CCFD of a Call for Medical Services One STVR Occupant Assaulted Another Occupant	Code Staff reviewed the incident, including follow up with the property owner, Police and Fire Department. The incident was unprovoked, while the other occupants were sleeping. The incident did not involve an earlier dispute or alcohol. No citation issued.		FD
Week 5 (Jan. 27 - Feb. 2, 2020)							2	
Jan. 28 (Tues)	2:28 AM	STVR	28170 Horizon	Noise	They're yelling In The Back Yard. There Are About 4-5 Voices Screaming	Primary contact reached and stated they would resolve and call back with resolution. Hotline number was not provided final resolution. CCPD was dispatched. PD Officer 531 responded with "negative" on anything in backyard.		HL, GoR
Jan. 30 (Thurs)	10:12 PM	STVR	30216 Avenida Ximino	Noise	Children In The Pool Screaming For Hours. They Aren't Calming Down At All. I Have Children And Have To Go To Work Tomorrow	Primary contact reached and provided resolution that the kids are out of the pool and will be going inside.		HL