

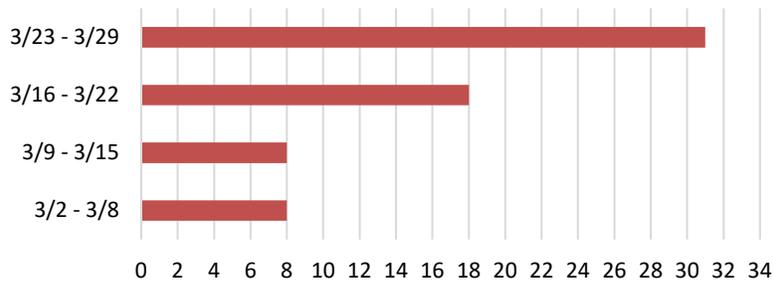


SHORT TERM VACATION RENTAL SUMMARY MARCH 2, 2020 TO MARCH 29, 2020

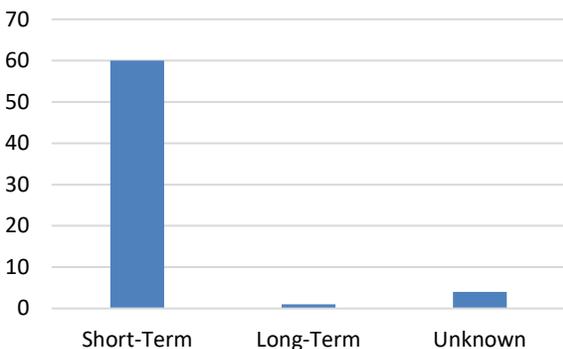
This Short-Term Vacation Rental Call Summary (Summary) covers the reporting period for March 2020 and includes STVR calls/complaints to the STVR Hotline, Cathedral City Police Department, Cathedral City Fire Department and those received via GoRequest and/or email. The full Report is attached.

STVR calls in March were unusually high (65), which are attributed to the COVID-19 Pandemic. The graph below shows the number of calls for each week of the reporting period. The Governor's Stay at Home Orders were issued on March 19, 2020 and the following week, on March 27, 2020, the Riverside County Health Officer suspended the operation of short-term lodging facilities. These two weeks accounted for 75% of March calls.

Number of Calls by Week - March 2020



Number of Calls by Rental Type

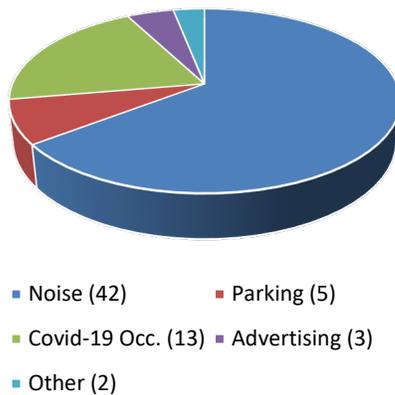


During the reporting period a total of 65 calls were received. 60 cases were on licensed STVR properties, one was related to a Long-Term rental, and four calls fall into neither category and are classified as Unknown (UNK).

Number of Complaints by Week and Complaint Type

Complaint Type	3/2 – 3/8	3/9 – 3/15	3/16 – 3/22	3/23 – 32/29	Total
Noise	5	5	17	15	42
Parking	1	3	0	1	5
Covid-19 Occupancy Complaint	0	0	1	12	13
Advertising violation	1	0	0	2	3
Other	1	0	0	1	2
Total	8	8	18	31	65

Calls by Complaint 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 an unusually 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 two complaints classified as “Other” are related to a status check to the HL on a previous call and a general complaint on the best way to report noise complaints.

For the month, 5 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. Three citations were issued to STVR permit holders for not resolving the initial noise complaint and resulting in subsequent complaints.

STVR Calls
March 2020

Date	Time	Rental Type	Address	Complaint Category	Complaint	Resolution	Total Complaints	Source
Week 1 (Mar. 2 - 8, 2020)							8	
Mar. 2 (Mon)	4:27 PM	STVR	68180 Marina Rd	Parking	I Am Calling Because That Vacation Property Has Way Too Many Vehicles. I Have Not Received Mail For Over A Week Now Because Of This Issue. They Have More Than Enough Drive Way Space. We Need Rules.	Emergency Contact did not respond within 45 minute timeline. \$500 citation issued. Call forwarded to PD.		HL
Mar. 4 (Wed)	6:15 PM	UNK	68730 Panorama Rd	Noise	There Is Loud Music Going On Across From Our House.	This is not a STVR or LT property. Call was routed to PD. Hotline called Reporting Party back to advise that PD would be dispatched and Reporting Party stated that it was quiet now. Cancelled PD call. No Violation.		HL
Mar. 4 (Wed)	7:09 PM	UNK	Address Not Provided	Advertising Violation	STVR operator is posting a STVR ad on Nextdoor without listing the required permit # in their ad... More information will be furnished once the GORequest Issue # is assigned.	Request made for address. Unable to confirm violation without address and unable to create case number. Request closed.		GoR
Mar. 4 (Wed)	7:58 PM	UNK	68730 Panorama Rd	Noise	I Called About An Hour Ago Regarding A Noise Complaint. I Believe Code Compliance Was Out Already, They Turned It Down But They Are Back At It Again	This is not a STVR or LT property. Call relayed to PD. PD responded to the location and did not hear any noise. No violation.		HL
Mar. 6 (Fri)	10:06 PM	STVR	28170 Horizon Road	Noise	Numerous voices party out patio area loud distraction/drinking disrupting peace and quietness.	Reporting party also called the Hotline. See Resolution below.		GoR
Mar. 6 (Fri)	10:14 PM	STVR	28170 Horizon Rd	Noise	They Are Having A Get Together Next Door. They Are Being Very Loud.	Emergency contact responded within the 45 minute timeline. Allied Security responded to property at 10:35 PM. No noise was heard. No violation.		HL
Mar. 7 (Sat)	6:17 PM	STVR	68571 J St	Noise	I'm Calling To Report They Are Being Very Loud, Please Advise Them The Rules On Noise.	Emergency contact responded within the 45 minute timeline that they were on their way to the property to advise occupants of rules, which they are also given at check in. Allied Security responded to the property and did not hear any noise. Security officer made contact with an occupant, who stated there were in the backyard but were inside now. No violation.		HL

STVR Calls
March 2020

Date	Time	Rental Type	Address	Complaint Category	Complaint	Resolution	Total Complaints	Source
Mar. 8 (Sun)	9:38 AM	STVR	68905 Lozano	Other	<p>For second time this month the short term rental has been a noise nuisance. I called the hotline the other night because of yelling and screaming going on well after the 10PM city quiet regulation.</p> <p>Thank you for the quick response. Last night and the night before I heard some talking but not yelling and screaming. I did not have my windows open! My wife woke up at 1:30AM to loud music coming from the property. I had put earplugs in so I did not hear it. She informed me this morning.</p> <p>I attended the city meeting the other day on short term rental issues in Cathedral City. I heard multiple owners/managers state that they had a person in the house or close by that could monitor what is going in these homes. Why is this home not being monitored? Why do us the neighbors have to monitor a business that should not be here anyway, and loose sleep, just because a bunch of people that don't even live in this neighborhood come here to party?</p> <p>Something needs to change. Would it be more beneficial for us to call the police instead of this hotline?</p>	This was not an active complaint. Reporting Party advised to contact the HL with future complaints as the HL will contact the emergency contact for the STVR so that they can resolve the issue within 45 minutes. Reporting Party also informed that they can contact the PD if the issue is not resolved.		GoR
Week 2 (Mar. 9 - 15, 2020)							8	
Mar. 9 (Mon)	1:42 AM	STVR	31385 Avenida El Mundo	Noise	They Are Making Too Much Noise. Can You Please Send Someone Out.	PD responded to the call and advised occupants of noise complaint. Occupants went inside. Hotline did not contact emergency contact, as they coded call as LT. No violation.		HL
Mar. 9 (Mon)	10:24 PM	STVR	68865 Hermosillo Rd	Noise	Noise. The Neighbors Are Making A lot Of Noise.	Emergency Contact responded within 45 minute timeline stating that the renters were contacted and noise regulations explained. Renter stated they had music playing but turned it off. No violation.		HL
Mar. 10 (Tue)	1:58 PM	STVR	31385 Avenida El Mundo	Parking	The Neighbor Says It Isn't His Car, Parked In Front Of My Mail Box They Want Move, Can You All Do Something Or Do I Need To Call The Police.	Emergency contact responded that the occupants would be contacted to move the vehicle. Note: It is not a violation to be parked in the street. No violation.		HL

STVR Calls
March 2020

Date	Time	Rental Type	Address	Complaint Category	Complaint	Resolution	Total Complaints	Source
Mar. 12 (Thu)	11:27 AM	STVR	31495 Avenida del Yermo	Parking	The Rental Is Always Blocking My Mail Box. I Go To The Door And They Will Not Answer.	Emergency Contact could not be contacted because number was not in service. PD was contacted. City records were not up to date on emergency contact person and number. No violation.		HL
Mar. 12 (Thu)	6:58 PM	STVR	68237 Terrace Rd	Noise	There Is A Guy That Is Causing Issues At This Address.	Hotline Operator contacted Allied Security; however PD responded before Allied could respond. Requested PD Report		HL
Mar. 13 (Fri)	2:43 PM	STVR	30275 Avenida Alvera	Noise	30275 Avenida Alvera - 2nd weekend in a row with outdoor music blaring loudly and the tenants shouting and laughing to one another - I'm guessing because their music is too loud for them to talk at a normal level. We play outdoor music but are respectful of the neighbors. This cannot continue. This party house has destroyed our peaceful new yard and neighborhood that we just moved to. I hope the landlords are made aware of these parties and are talked with and fined.	Code Compliance contacted the property owner to resolve the issue and to respond back within 45 minutes. The owner called back stating that he told the occupants to turn down the music. Reporting party was informed. Reporting party called Code Compliance back that occupants were playing music again and shouting. Code Compliance responded to the property. PD was on scene, due to HL complaint and advised occupants to turn off music. Code Compliance contacted owner and issued a \$500 citation due to continued noise disturbance.		GoR
Mar. 13 (Fri)	3:31 PM	STVR	30275 Avenida Alvera	Noise	Making A Lot Of Noise. ...They Are Screaming And Yelling.. Till 2 Am Please Call Me	Reporting party had submitted GoRequest as well. See resolution above.		HL
Mar. 15 (Sun)	7:04 PM	STVR	68425 Concepcion Rd	Parking	Cars Are Lined Up The Street The Sidewalk Is Completely Blocked, 1 Car Parked Longways On The Sidewalk, And Then 2 Backed Up Over The Sidewalk With Nose Sticking Out Into The Street	Allied Security responded to property. Observed vehicles and contacted occupants to have vehicles moved. No STVR violation.		HL
Week 3 (Mar. 16 - 22, 2020)							18	
Mar. 16 (Mon)	11:58 AM	STVR	68595 Panorama Rd	Occupancy during Governor's Stay at Home Order	Every Weekend There Are A Lot Of People Coming From Different States. I'm Concerned With The Corona Virus & Hope It Doesn't Affect Us. They're Coming From Different States. We're Senior Citizens.	Emergency Contact responded within 45 minute timeline stating that no one is at the property. Also, this was not an active complaint. No violation.		HL
Mar. 16 (Mon)	6:40 PM	STVR	31385 Avenida El Mundo	Noise	There Has Been Trash Thrown From This Address On Our Property. Loud Music & Fighting Are Going On As Well.	Hotline left message with emergency contact, but did not receive resolution within the timeline. A second call at 11:15 PM resulted in a \$500 citation .		HL
Mar. 16 (Mon)	10:04 PM	STVR	28170 Horizon Road	Noise	Pool party since 8pm music with speakers outside. Calling hotline after 10pm. Violation of rules will wait for response. Recorded music outside pool area.	The Reporting Party also made a Hotline complaint a few minutes later at 10:08 PM. See Resolution below.		GoR

STVR Calls
March 2020

Date	Time	Rental Type	Address	Complaint Category	Complaint	Resolution	Total Complaints	Source
Mar. 16 (Mon)	10:08 PM	STVR	28170 Horizon Road	Noise	They Are Outside At The Pool Since 8pm. They Are Playing Loud Music. Should Ne Be Out There After 10pm Playing The Loud Music. Was Too Loud To Start With Wants Call Back with Resolution	Emergency contact responded within 45 minute timeline stating that he contacted the occupants and had them turn off the music. No violation.		HL
Mar. 16 (Mon)	10:55 PM	STVR	28170 Horizon Road	Noise	Screaming And Loud Laughing In The Pool Area And Outside	Emergency contact responded within 45 minutes and stated he would reach out to the occupants again. Property owner advised to remind occupants of noise regulations. No violation.		HL
Mar. 16 (Mon)	11:15 PM	STVR	31385 Avenida El Mundo	Noise	Need The Occupants To Turn Down The Music, It Is Thumping And I Need To Go To Sleep.	Emergency contact responded within the 45 minute timeline and stated that he called and texted the occupant to put music down. Also stated he doubts there is music because earlier call on trash was not the case and he had personally took trash out. Reporting party called PD directly, and PD responded at 12:07 AM. Music was turned off upon PD arrival, but occupants would not answer the door. Citation issued to property owner for not resolving the issue. \$500 citation issued.		HL
Mar. 17 (Tue)	11:20 AM	STVR	28170 Horizon Road	Noise	28170 horizon road rental occupants patio pool area using amplified music outside. Loud disruptive foul language and noisy	Hotline was not called to be able to contact emergency contact for resolution. Unable to verify violation. No violation.		GoR
Mar. 17 (Tue)	9:26 PM	STVR	30216 Avenida Ximino	Noise	Every Time The House Is Rented There Are Noise Problems. Guests Are Being Loud In The Backyard Now, I Usually Wouldn't Care But They Are Waking Up My Children.	Emergency contact was contacted and provided 45 minutes to call back in the resolution, and no resolution is shown in HL records. Property owner stated he responded to the Hotline and received several calls from HL and he made several calls back. Property owner provided call records showing the call activity. Follow up with Hotline shows two calls, this one and a second call at 9:51 PM. It was not made clear to emergency contact that they were two separate calls. However, HL notes do show the property owner called in with resolution. No violation.		HL
Mar. 17 (Tue)	9:51 PM	STVR	30216 Avenida Ximino	Noise	Loud Vulgar Cursing And Yelling Coming From The Back Yard.	See Resolution above. No violation.		HL
Mar. 19 (Thu)	12:52 AM	STVR	28170 Horizon Rd	Noise	6 Guys Are In The Backyard Talking Loud And Playing Music.	Emergency contact provided resolution within 45 minutes stating contact with occupants made and they will go inside.		HL
Mar. 19 (Thu)	5:55 PM	STVR	29700 Santa Rosa St	Noise	This Set Of Renters Are Extremely Loud Throughout The Evening And All Night. Can Someone Please Tell Them To Keep It Down.	Emergency contact responded within 45 minute timeline and told them to be quiet after 10 PM. No violation.		HL

STVR Calls
March 2020

Date	Time	Rental Type	Address	Complaint Category	Complaint	Resolution	Total Complaints	Source
Mar. 21 (Sat)	7:14 AM	STVR	29645 Calle Colina	Noise	They Are Playing Music At The Pool At 7 Am And Disturbing Everyone.	Emergency contact responded within 45 minute timeline and stated occupants were told to turn the music down. No violation.		HL
Mar. 21 (Sat)	6:47 PM	STVR	68905 Lozano Ct	Noise	California Gov. Gavin Newsom (D) issued a statewide stay-at-home order starting Thursday evening. So why is Cathedral City allowing short term home owners to rent their properties during this emergency? 68905 Lozano Ct. Cathedral City. Large group and on top of everything else loud music. Will be calling if it continues after 10:00pm.	The Reporting Party was not reporting an active complaint to address. Reporting Party contacted on 4/6/2020 and advised of the Emergency Order.		GoR
Mar. 21 (Sat)	10:53 PM	STVR	68905 Lozano Ct	Noise	There Are People That Are Playing Loud Music And Being Loud. They Are In The Backyard Pool.	Emergency contact responded within 45 minute timeline and stated that occupants stated that they had a few people in the hot tub. They were reminded of the 10 pm quiet time and they were going inside. Allied Security responded to the property, as well, and heard people speaking loudly. Security officer made contact with occupants and advised them of the complaint. Occupants went inside. No violation.		HL
Mar. 22 (Sun)	12:48 PM	STVR	68418 Descanso Cir	Noise	The Music Being Played Is Loud And The Language Is Obscene	Allied Security responded to the property but did not hear any noise or music. Security officer contacted reporting party who said that the loud and vulgar music had stopped. Code Compliance followed up with the property owner who stated he was at the property and not renters. Owner further stated he had not answered the Hotline call because he gets a lot of SPAM calls. No violation.		HL
Mar. 22 (Sun)	5:21 PM	STVR	68905 Lozano Ct	Noise	There Is A Party Going On For 3 Days At 68905 Lozano. I Live A Block And A Half Away. They Are Playing Loud Rap Music With Profanity. It Is Not Appropriate Especially With What Is Going On Right Now	Emergency contact responded within 45 minute timeline and stated she contacted the tenant and also will have a helper respond to the property. Allied Security responded to the property and could hear music but was unable to make contact with occupants. Contacted PD and advised of the situation.		HL
Mar. 22 (Sun)	5:48 PM	STVR	68905 Lozano Ct	Noise	The Music Is So Loud That It Feels Like It Is At My House.	This call was handled with the previous call and handled as one call. No violation.		HL
Mar. 22 (Sun)	6:30 PM	LT	69385 McCallum Way	Noise	There Is A Lot Of Noise They Are Having A Party.	PD responded to property. Heard music and had it turned down. LT Rental, no STVR violation.		HL

STVR Calls
March 2020

Date	Time	Rental Type	Address	Complaint Category	Complaint	Resolution	Total Complaints	Source
Week 4 (Mar. 23 - 29, 2020)							31	
Mar. 24 (Tue)	1:32 PM	STVR	68590 Risueno Rd	Noise	There's A Lot Of Yelling. It Sounds Like A Group Of People. It Reminds You Of Spring Break. Please Contact Me About This.	Emergency contact did not respond within 45 minute timeline. \$500 citation issued. PD responded to the call and did not hear any noise.		HL
Mar. 24 (Tue)	6:26 PM	STVR	67790 Quijo Rd	Occupancy during Governor's Stay at Home Orders	Even With The Ban On The Unit Is Still Occupied.	Emergency contact responded within 45 minute timeline The owner of the home is the one who is there. There are no renters. No violation.		HL
Mar. 26 (Thu)	10:53 AM	STVR	68210 Marina Rd	Occupancy during Governor's Stay at Home Orders	I Am Calling Because I Thought Short Term Rentals Was Non Essential. I Want Them Closed.	Not an active complaint and HL did not route this call to emergency contact. There were no local Orders in place regarding STVRs at the time of this complaint. No violation.		HL
Mar. 26 (Thu)	12:25 PM	STVR	68290 Hermosillo Rd	Occupancy during Governor's Stay at Home Orders	Do You Have Any Bans In Place For Renting This Property. If They Receive Voice Mail Please Left Message	Not an active complaint and HL did not route this call to the emergency contact. There were no local Orders in place regarding STVRs at the time of this complaint. No violation.		HL
Mar. 26 (Thu)	4:11 PM	STVR	68590 Risueno Rd	Occupancy during Governor's Stay at Home Orders	This Property Is Still Running As A Rental	Not an active complaint. There were no local Orders in place regarding STVRs at the time of this complaint. No violation.		HL
Mar. 26 (Thu)	7:38 PM	STVR	68590 Risueno Rd	Advertising Violation	Reporting a STVR ad violation. Ignore the address tagged by the app. More details will be furnished when the issue # is assigned.	The advertising does state that children under three do not count towards occupancy, which is incorrect. Property owner to be contacted for correction.		GoR
ADOPTED MARCH 27, 2020 - ORDER OF THE HEALTH OFICER FOR THE COUNTY OF RIVERSIDE - CLARIFICATION OF GOVERNOR'S "STAY AT HOME ORDER" AS RELATED TO SHORT TERM LODGING FACILITIES								
Mar. 27 (Fri)	2:25 PM	STVR	68155 Tachevah Dr	Noise	Loud And Screaming, Lots Of Cars In The Driveway, I Would Like This Reported They Were Very Loud Last Night	Emergency contact responded within 45 minute timeline stating the house is empty. No violation.		HL
Mar. 27 (Fri)	2:30 PM	STVR	38811 Charlesworth	Occupancy during County ST Lodging Order	Property is occupied during and violating County Order.	Property owner contacted and advised of the County Order that just went into effect.		Email
Mar. 27 (Fri)	2:30 PM	STVR	38025 Paradise Way	Occupancy during County ST Lodging Order	Property is occupied during and violating County Order.	Property owner contacted and advised of the County Order that just went into effect.		Email
Mar. 27 (Fri)	2:57 PM	UNK	Address Not Provided	Advertising Violation Occupancy during County ST Lodging Order	Per Ordinance # 825 The Short Term Rental For 12 People, Only Has 5 Bedrooms. Can Only Sleep 10. Advertised On The Vrbo Website. Owner Is Not Complying With The Shelter In Place.	Address not provided, nor was there an active complaint. No violation.		HL

STVR Calls
March 2020

Date	Time	Rental Type	Address	Complaint Category	Complaint	Resolution	Total Complaints	Source
Mar. 27 (Fri)	3:01 PM	STVR	68355 Tachevah Dr	Noise	Loud And Screaming. Lots Of Cars In The Driveway. I Would Like It Reported They Were Also Very Loud Last Night.	Emergency contact responded within 45 minute timeline and stated that the occupants were playing a spirited game of volleyball and that they would tone it down and be more mindful of the neighbors. No violation.		HL
Mar. 27 (Fri)	3:15 PM	STVR	68590 Risueno Rd	Noise	The Tenants At This Location Are Still Having A Pool Party.	Emergency contact called within 45 minute timeline and stated tenants were contacted to keep the noise down and that the kids were in the back swimming. No violation.		HL
Mar. 27 (Fri)	3:38 PM	STVR	38843 Vista Dr	Occupancy during County ST Lodging Order	I Am Seeing People Coming In And Going Of The Rental. 10 People Just Checked In. I Know That Was Supposed To Stop Because Of Covid-19.	Resolution provided after the 45 minutes stating the occupants are not short term. It is a family of four staying over 30 days. Violation; however, a citation was not issued.		HL
Mar. 27 (Fri)	6:15 PM	STVR	68355 Tachevah Dr	Other	I Was Told That The Person I Complained Was Warned By The C.E. Supervisor On A Different Property As Of Yesterday. I Am Calling To Follow Up On My Other Call. I Would Like To Remain Anonymous	Reporting party was calling to follow up on previous calls. There is no active complaint. No violation.		HL
Mar. 27 (Fri)	7:06 PM	STVR	68355 Tachevah Dr	Noise	Do Not Give My Information. There Are People That Are Being Loud And They Are Not Supposed To Be There In The First Place	Emergency contact stated that the property manager was on site and impossible for there to be a noise violation. Emergency contact followed up and stated there were no issues on the property. Allied Security responded to the property and did not hear any noise. Security officer made contact with renter and made them aware of the complaint. The renter stated there they were just out in the backyard but just came inside. No violation.		HL
Mar. 27 (Fri)	10:27 PM	STVR	39083 Paradise Way	Occupancy during County ST Lodging Order	There Are People Who Are In That Rental And After The Regulations Of No People In Hotels And Short Term Rentals Is This Compliant?	Allied Security had misinformation and told the HL operator that the restrictions did not apply to STVRs. Allied Security was informed of the Order and regulations. Unable to verify compliance. No violation.		HL
Mar. 28 (Sat)	4:37 PM	STVR	68905 Lozano Ct	Noise	Why Are You Allow Other People To Come Into Our Neighborhood. There Is Have A Bunch Of College Student Making Noise.	Emergency contact responded within 45 minute timeline stating that the next door neighbor was throwing a party. Occupants at STVR are self quarantining. Code Compliance followed up with emergency contact who stated that occupants are quarantining consistent with County Order. No violation.		HL

STVR Calls
March 2020

Date	Time	Rental Type	Address	Complaint Category	Complaint	Resolution	Total Complaints	Source
Mar. 28 (Sat)	5:53 PM	STVR	69799 Northampton	Noise	The People That Stay Behind Me Are Very Loud. Can You Come Out And Do Something.	PD also received a complaint and contacted Allied Security to respond to the property. Security officer could hear loud music and people in the back yard. Occupants were advised of the complaint and that they turned music off and went inside. Emergency contact did not respond. Further investigation revealed that contact numbers were not updated by City. No violation.		HL
Mar. 28 (Sat)	7:02 PM	STVR	68320 Concepcion Rd	Occupancy during County ST Lodging Order	Vacation Rental Is Occupied And It Should Be Vacant	Emergency contact responded within 45 minute timeline that occupants are self-quarantining for two weeks as they have elderly family members. Allied Security responded and did not see any vehicles in the driveway. Code Compliance advised property owner of County Order. No violation.		HL
Mar. 28 (Sat)	7:02 PM	STVR	68325 Concepcion Rd	Occupancy during County ST Lodging Order	Vacation Rental Is Occupied And It Should Be Vacant	Owner responded during 45 minute timeline stating it is owner occupied. Code Compliance contacted property owner and owner stated reservations had been cancelled and owner is at the property. No violation. Allied Security responded to property and observed one vehicle in the driveway.		HL
Mar. 28 (Sat)	10:55 PM	STVR	No Address	Noise	They're Playing Music Very Loud For The Past Few Hours And It's Getting Late.	Hotline Operator attempted to call reporting party back to get an address for the call and left voice message for reporting party, who did not respond back.		HL
Mar. 28 (Sat)	11:05 PM	STVR	28170 Horizon Rd	Noise	Noisy, loud disturbing, group outside. Owner should not have renters anyway. Per city's new issues regarding Coronavirus. 2nd group since last week. Will call and wait for response. What has city done to notify STVR owners of new band	A call was also made to the Hotline. See Resolution below.		GoR
Mar. 28 (Sat)	11:10 PM	STVR	28170 Horizon Rd	Noise	There Are People Outside In The Patio Area Being Loud And Disruptive.	Emergency contact responded within 45 minute timeline and stated he had contacted the occupants and had them go inside. Around the same time as emergency contact called in, Allied Security responded to the property and heard loud yelling in the backyard. Allied made contact with one of the occupants and that occupant had everyone go inside. No violation.		HL

STVR Calls
March 2020

Date	Time	Rental Type	Address	Complaint Category	Complaint	Resolution	Total Complaints	Source
Mar. 28 (Sat)	11:26 PM	STVR	69729 Rochester	Noise	There Is Loud Music Going On, And It Has Been Over A Long Period Of Time.	Property owner responded within 45 minutes and stated he was at the house and that they were inside watching TV, not playing any music. Allied Security responded and did not hear any noise or music from the property. Security did hear music from the house across from the STVR. No violation.		HL
Mar. 29 (Sun)	3:44 PM	STVR	68745 Tachevah	Parking	My Neighbors At This Address Are Having A Gathering. They Are Blocking My Driveway.	Emergency contact responded that they would contact the occupants. Code Compliance responded to the call and observed the vehicle was being moved and informed HL to close the call. Allied Security also responded and confirmed vehicle was moved and also stated that no noise was heard from the property. No violation.		HL
Mar. 29 (Sun)	4:09 PM	STVR	68820 Concepcion Rd	Noise	County Health Officer Ordered Stop To Operation Of Short Term Vacation Rentals Unless They Sit Within Certain Acceptions. Loud Music In The Backyard And Kids Playing Outside.	Emergency contact responded within 45 minute timeline and stated that another employee was at the property at the time of the call and that the neighbors of the STVR property were barbecuing and playing loud music. Guest were unloading from vehicle. No noise activity at the STVR. Allied Security and Code Compliance also arrived at the property and did not hear any music. Allied reported that house next door was playing music. Renters were advised of the noise ordinance. No violation.		HL
Mar. 29 (Sun)	4:37 PM	STVR	68820 Concepcion Rd	Noise	I Received A Call Back With A Resolution But We Live Right Behind This Address. Music And People Are In The Backyard As We Speak. I Have It Recorded And See The Guests In The Backyard.	The Emergency contact responded within the 45 minute timeline and stated there is no violation, and that the renters are allowed to use the pool and the neighbors are allowed to listen to music. Also stated that the neighbor will continue to call. Allied Security responded to the second call and heard no noise or music coming from the house, and that the neighbors next door still had their music on. Allied Security states that both homeowners next to the STVR came out and said they haven't heard any noise coming from the rental house. The neighbors next door playing the music, agreed to shut their music down in case it was them that the RP heard. Code Compliance also reported to the Property at 5:20 Pm and heard no music. No violation.		HL

STVR Calls
March 2020

Date	Time	Rental Type	Address	Complaint Category	Complaint	Resolution	Total Complaints	Source
Mar. 29 (Sun)	5:00 PM	STVR	68820 Concepcion Rd	Occupancy during ST Lodging Order	According To Riverside County Officer Only Certain Rentals Are Still Allowed. Reporting The Home Behind Me Is Still Occupied. Wants Security To Be Contacted	County Order was enacted on March 27, 2020. No local City Order in place. No violation.		HL
Mar. 29 (Sun)	6:47 PM	STVR	37925 Mountain Shadow Ln	Still Renting	I understand, via newspaper, that Riverside Co has closed all short term rentals. In my area, two have been and still are operating. 37925 Mtn Shadow Ln and the unit on the south side of Terrace directly across from the entrance to Mtn Shadow lane.	Code Compliance spoke to property owner who stated that the occupants were sheltering in place for two weeks. Property owner advised of County Order. No violation.		GoR
Mar. 29 (Sun)	9:41 PM	STVR	30276 Avenida Ximino	Noise	People Are Out Back Screaming In The Yard And Waking My Kids Up. I Really Thought They Couldn't Rent The Place Out After The Governor Put In The Order.	Emergency contact responded after 45 minutes stating that they no longer manage the property. HL forwarded call to PD. PD responded but was unable to locate the noise. No citation issued.		HL
Mar. 29 (Sun)	10:42 PM	STVR	30216 Avenida Ximino	Noise	There Is A Huge Party Going On I Called Earlier Gave The Wrong Address Of 30276. They Are Bouncing In And Outside The House And Being Really Loud And I Have To Work In The Morning.	Property owner responded within the 45 minute timeline stating that he and his family are at the property. No violation.		HL