

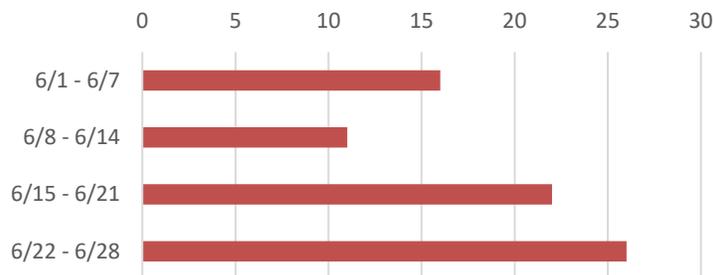


SHORT TERM VACATION RENTAL SUMMARY JUNE 1, 2020 TO JUNE 28, 2020

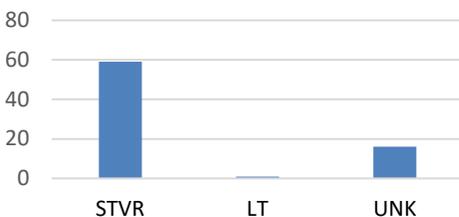
This Short-Term Vacation Rental Call Summary (Summary) covers the reporting period for June 2020 and includes STVR calls/complaints to the STVR Hotline, Cathedral City Police Department, Cathedral City Fire Department and those received via GoRequest, email and/or direct call. The full Report is attached.

Seventy-six (76) STVR complaints were received in June, a 50% **increase** from the previous month. 52 calls were received via the Hotline and 24 were received via GoRequest. The graph below shows the number of calls received for each week of the reporting period. In June, the City's Emergency Order temporarily suspending the operation of short-term lodging facilities was rescinded, effective June 12, 2020.

Number of Calls by Week for June
2020



Number of Calls by
Rental Type

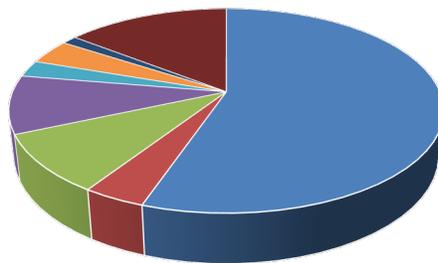


Of the 76 calls received, 59 were on licensed STVR properties, 1 was on a Long-Term rental property, and 16 calls fell into neither category and are classified as Unknown (UNK).

Number of Complaints by Week and Complaint Type

Complaint Type	6/1 - 6/7	6/8 - 6/14	6/15 - 6/21	6/22 - 6/28	Total
Noise/Music	4	4	15	19	42
Possible Unpermitted STVR	2	1	1	3	7
Occupancy During Emergency Order	7	4	0	0	11
Possible Over Occupancy	0	1	1	0	2
Advertising Violation	0	0	0	1	1
Trash	2	0	0	1	3
Parking	0	0	3	0	3
Other	1	2	2	2	7
Total	16	12	22	26	76

Calls by Complaints Type



- Noise/Music (42)
- Possible Unpermitted STVR (7)
- Possible Over Occupancy (2)
- Advertising Violation (1)
- Trash (3)
- Other (7)
- Parking (3)
- Occupancy during Emergency Order (11)

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

Within the month there was a number of multiple or duplicate complaints on the same property.

The seven complaints classified as “Other” include calls to Hotline relating to fireworks, STVR permit noticing requirements, STVR permit status, inquiry on a previous GoR and questions on the Emergency Order.

For the month, 5 citations were issued as a result of the complaints received. Two were issued for violation of the Emergency Order, two were issued for failure of the local contact to respond to the Hotline, and one was issued for an advertising violation.

STVR Calls
Draft June 2020

Date	Time	Rental Type	Address	Complaint Category	Complaint	Resolution	Total Complaints	Source
Week 1 (Jun 1 - 7, 2020)							16	
Jun. 1 (Mon)	8:19 AM	STVR	68386 Treasure Trail	Noise/Music	<p>The two houses appear to be occupied by her and groups of friends that come and go. When there are not many people it's quiet. Other nights it's not.</p> <p>We can sleep when we use the AC but are unable to open the windows on cooler nights anymore. The noise continues after 10:00 pm and sometimes goes until 3:00 or 4:00 am.</p> <p>I'm not sure anything can be done since she is the owner. However, they way she treats neighbors about noise issues, I don't feel she should be able to run a STR in our neighborhood.</p> <p>I was really torn putting in this complaint as I work in the STR industry and manage several houses in our neighborhood. Since I do, neighbors come to me about this particular house. I understand the current controversy about STR's. I'm not for elimination but if the rules can't be enforced, they should be eliminated.</p>	This is not an active complaint. Reporting Party was contacted and advised to call the STVR Hotline during an active complaint.		GoR
Jun. 1 (Mon)	2:50 PM	STVR	31216 Avenida Ximino	Trash	Every Weekend They Have Parties And They Leave All The Trash In The Front And Is Not In Bags - It Smells And Is Still There Even After The Cleaning Crew. I Live At 20246. Please Take Care Of This Situation Immediately	Emergency contact responded within 45 minute timeline, stating that there were also contacted by the City, and will have an employee out there in 30-40 minutes to clean up. No violation.		HL
Jun. 2 (Tue)	4:50 PM	STVR	37925 Mountain Shadow Ln	Occupancy during ST Lodging Order	There Is An Out Of State License Plate And Being Rented In Violation Of The Ordinance. The New Party Has Been Occupying The Space For 2-3 Days And Are Not Suppose To. Wants Call Back with Resolution	Emergency contact responded within 45 minute timeline stating that the renter was long-term and had been there for several months. No violation.		HL
Jun. 3 (Wed)	8:49 AM	STVR	68511 Obregon Ct	Trash	I'm Calling That The Last People At This Location Left Several Bags Of Trash. No One Has Been There For At Least 2 Weeks	Code Compliance responded to the property and did not find any bags of trash. No violation.		HL

STVR Calls
Draft June 2020

Date	Time	Rental Type	Address	Complaint Category	Complaint	Resolution	Total Complaints	Source
Jun. 5 (Fri)	6:44 PM	STVR	68270 Concepcion	Occupancy during ST Lodging Order	3 out of town vehicles arrived at STVR 68270 concepcion 92234. Property has been quiet for weeks until a gathering in the back yard tonight and 3 vehicles with LA plate frames. Is the property in compliance with the covid regulation's?	Code Compliance responded to the property. No answer at the door. No violation.		GoR
Jun. 5 (Fri)	11:39 PM	STVR	68520 Durango Rd	Occupancy during ST Lodging Order	Illegal Occupied STVR 68520 DURANGO RD, CC, CA 92234 3 VEHICLES PARKED IN DRIVEWAY SILVER TOYOTA PICKUP CA# _____ MAROON INFINITY SEDAN, CA _____ GRAY NISSAN SEDAN, CA _____	Code Compliance responded to the property and determined that the property was being occupied in violation of Emergency Order 2D. A \$1,000 citation was issued and the license was suspended.		GoR
Jun. 6 (Sat)	8:49 AM	STVR	68430 Risueno Rd	Occupancy during ST Lodging Order	This House Is Being Rented	Property owner responded within 45 minute timeline that her daughter is staying at the property and it is not being rented.		HL
Jun. 6 (Sat)	9:17 AM	UNK	68745 Durango Rd	Possible Unpermitted STVR	68745 DURANGO RD CATHEDRAL CITY, Ca 92234 Illegal occupation of STVR 2 VEHICLES IN DRIVEWAY WHITE KIA SEDAN, AZ# _____, YUMA WHITE SUV, NO PLATE	Code Compliance responded to the property and confirmed that the property owner was at the property.		GoR
Jun. 6 (Sat)	2:55 PM	STVR	67790 Quijo Rd	Occupancy during ST Lodging Order	Occupied ... car parked on landscaping	The Reporting Party also called in to the Hotline. See notes below. Reporting Party was not satisfied with the answer and contends property owner was not occupying the property.		GoR
Jun. 6 (Sat)	3:45 PM	STVR	67790 Quijo Rd	Occupancy during ST Lodging Order	The Property Is Supposed To Be Empty. There Are People Parked On The Landscaping	The local contact responded twice. The owner responded within 45 minute timeline stating that the property is occupied by the owner. Further stated that the neighbor keeps calling because neighbor thinks it's being rented. The owner is occupying the house and there are no renters. The local contact responded that it was owner occupied.		HL
Jun. 6 (Sat)	4:04 PM	UNK	68615 Tachevah	Possible Unpermitted STVR	Illegal Short Term Rental	Unable to verify that the property is being rented as an STVR.		HL

STVR Calls
Draft June 2020

Date	Time	Rental Type	Address	Complaint Category	Complaint	Resolution	Total Complaints	Source
Jun. 6 (Sat)	8:34 PM	UNK	67323 N. Chimayo Dr	Occupancy during ST Lodging Order	As the neighbor of this address ,we see many different occupants staying at this property. They are always different cars as well. They are renting during the COVID19 ordinance	This is not an active complaint. However, a citation was issued in May to the property owner for operation of an unlicensed STVR property.		GoR
Jun. 6 (Sat)	10:30 PM	UNK	30th Avenue	Other	There Are Fireworks Going Off With Explosions	This call was forwarded to the CCPD, who responded to the area. A STVR property was not identified.		HL
Jun. 6 (Sat)	11:22 PM	STVR	68386 Treasure Trail	Noise/Music	The Group Is Being Really Loud. I Would Like A Call Back From Code Enforcement When They Are On Duty. The Noise Is Coming From The Back And You Can Hear It From A Block Over.	Allied Security responded to the property and did not hear any music or other noise coming from the property. Security Officer made contact with property owner who is staying at the property.		HL
Jun. 6 (Sat)	11:25 PM	STVR	68386 Treasure Trail	Noise/Music	Called the hotline at 11:15. Logging call here as we are constantly told there are no complaints for this house even though we have call several time over 3 years.	Reporting Party called the Hotline. See notes above.		GoR
Jun. 7 (Sun)	6:13 AM	STVR	68386 Treasure Trail	Noise/Music	I call the vacation rental hotline to report a loud party at 68386 treasure trail last night at 10:45 pm. No one answer the hotline I got a recording leave a voicemail, however there were no way to leave a voicemail This is totally unacceptable and this house is keeping us up at night quite often lately. Please contact me with resolutions on both problems.	The Hotline was contacted the previous evening by a different Reporting Party and the noise issue was addressed. The Hotline representative was contacted and they stated there were no issues with the Hotline.		GoR
Week 2 (Jun 8 - 14, 2020)							12	
Jun. 8 (Mon)	8:46 AM	STVR	37925 Mountain Shadow Ln	Occupancy during ST Lodging Order	Vacation Rental That Prior Occupants Stayed Over 2 Months, They Moved Out Nd New Party Moved In. They Have An Out Of State License Plate, They Are Not The Owners	Emergency contact responded within the 45 minute timeline and stated occupant is allowed to be there. Contact is upset that gets calls day after day and feels he is being harrassed.		HL
Jun. 8 (Mon)	9:33 AM	STVR	29615 Avenida Maravilla	Occupancy during ST Lodging Order	I Want To Report Suspected Illegal Vacation Rental, People Are Frantically Loading Suitcases In The Car, Trying To Hide Them In The Garage. This Is In Violation Of The Emergency Order. Please Report It To The City.	Code Compliance responded to the property and observed a violation of Emergency Order 2D. A \$1,000 citation issued and the license was suspended.		HL

STVR Calls
Draft June 2020

Date	Time	Rental Type	Address	Complaint Category	Complaint	Resolution	Total Complaints	Source
Jun. 8 (Mon)	12:07 PM	STVR	69799 Northhampton Ave	Noise/Music	There Are People That Are Living On The Patio Partying Day And Night.They Make A Lot Of Noise And Do Not Stop, 24-7 Yelling. I Have Hip Pain, And Need To Swim. I'm Retired And Moved Here For Peace And Quiet, Not To Hear Scream And Yelling All Night.This Is The Only House That I've Had A Problem With For 20 Years.This Has Been 2017.I Have A Beach Ball In My Backyard From Them Carrying On. I've Called Sean For The Status. I Have Double Paned Windows And Can Still Hear. If I Don't Answer Please A Voicemail With The Resolution.The Owner Doesn't Care. I've Tried Directly-Past,now The Hotline & Sean	Code Compliance responded to the call and made contact with the occupants. The occupancy was in compliance with the Emergency Order 2D.		HL
Jun. 8 (Mon)	12:46 PM	UNK	67323 N. Chimayo Dr	Possible Unpermitted STVR	Hello , I spoke to the Code Compliance man, Shawn on Sunday 06/07/2020 in regard to property 67323 North Chimayo, Cathedral City,CA. Later a car with 3 occupants stayed overnight. Never seen this car before. thank you	A citation was previously issued to the property owner for operation of a unpermitted STVR. An inspection was conducted on 6/7/2020; a subsequent inspection was not conducted.		GoR
Jun. 8 (Mon)	6:55 PM	STVR	68520 Risueno Rd	Occupancy during ST Lodging Order	68520 RISUENO RD, CC, CA 92234 Again, more ILLEGAL rental activity at this STVR during CC covid19 shutdown. Never have seen these cars at this residence. NOT FAMILY! 2 VEHICLES JUST ARRIVED IN DRIVEWAY. Lift gate still opened on White Chevy SUV. WHITE CHEVY SUV, NO FRONT PLATE? BLACK MERCEDES SUV, CA #8NZC181	A complaint was received on 6/5/2020 which resulted in a citation and suspension of the license for violation of the Emergency Order. Property owner is occupying the property.		GoR
Jun. 10 (Wed)	5:00 PM	STVR	30275 Avenida Alvera	Noise/Music	They Are Playing Their Music Way Too Loud. Music Is Coming Through The Back Yard	Local contact did not respond. CCPD made contact with occupants regarding the complaint and forwarded information to Code Compliance. Case notes do not show that a citation was issued.		HL
Jun. 10 (Wed)	6:01 PM	STVR	67775 Elizabeth Rd	Other	67775 Elizabeth road is a rental Never got renewal post card for license . On vrbo advertising as short term rental.	Property is a licensed STVR, and was recently renewed. Renewal of a STVR license does not require notice.		GoR
Jun. 11 (Thu)	8:51 PM	STVR	67735 & 67775 Elizabeth Rd	Other	Both 67775 and 67735 HAVE renewed license I never received a post card with notice of renewal. They're renting.	67775 Elizabeth Rd. is a licensed STVR that was recently renewed. 67735 Elizabeth Rd. is licensed and up for renewal in July. Renewal of a STVR license does not require notice.		GoR

STVR Calls
Draft June 2020

Date	Time	Rental Type	Address	Complaint Category	Complaint	Resolution	Total Complaints	Source
EMERGENCY ORDER 2D TEMPORARILY SUSPENDING THE OPERATION OF SHORT TERM LODGING FACILITIES WAS RESCINDED, EFFECTIVE JUNE 12, 2020								
Jun. 12 (Fri)	6:56 PM	STVR	68261 Durango Rd	Occupancy during ST Lodging Order	I thought there was no short term rentals or vacation rentals during this pandemic? When the positive cases on the rise here. This house has many people there starting yesterday. With loud music, people screaming and yelling all night. There's so many issues with this house. Police aren't doing anything about it. The city doesn't seem to do anything and if they are these people don't care about the code compliance a noise ordinance in cathedral city. We all obey them why is it ok for them?? Please do something about this. I didn't buy a house here to hear this all the damn time!	The Emergency Order was rescinded and effective on June 12, 2020.		GoR
Jun. 12 (Fri)	7:51 PM	STVR	28105 Val Yermo Trl	Noise/Music	Excessive Noise Since This Afternoon Still Going On At This Time	Emergency contact responded within the 45 minute timeline that she visited the property and did not hear noise. Allied Security responded and did not hear noise.		HL
Jun. 13 (Sat)	11:44 AM	STVR	27715 Hombria Dr	Over Occupancy	There Were About 5 Cars Parked In The Parking Lot Until Past Midnight Last Night And The Week Before That, The Same Thing Happened With About 3 Loaded Cars. Last Night, The Cars Were Loaded With About 8 People And There Isn't Supposed To Be More Than 2 People To A Bedroom. There's Constant Noise And It Disturbs Neighbors Who Live There Long Term, We Never Get A Break. There Shouldn't Be Short Term Homes Mixed With Long Term Homes. It Disturbs The Peace, Please Have This Resolved.	Emergency contact responded within 45 minute timeline and would be responding to the property to resolve the matter.		HL
Jun. 13 (Sat)	7:37 PM	STVR	68400 Hermosillo Rd	Noise/Music	Loud Noise And Music And We Have Called The Police, Out Of Control And Unacceptable	Owner contact responded within 45 minute timeline and stated he is at the property and there is no noise. They are by the pool watching TV and would turn TV down. No violation.		HL
Week 3 (Jun 15 - 21, 2020)							22	
Jun. 15 (Mon)	9:17 PM	STVR	27645 Hombria Dr	Noise/Music	There Is A Rental House Directly Behind Me That Are Yelling And Screaming And Have Really Loud Music.	Emergency contact responded within the 45 minute timeline and said he is telling the guest to go inside.		HL

STVR Calls
Draft June 2020

Date	Time	Rental Type	Address	Complaint Category	Complaint	Resolution	Total Complaints	Source
Jun. 15 (Mon)	10:11 PM	STVR	30275 Avenida Alvera	Noise/Music	It's Monday Night And Music Is Blaring. We Are Adjacent To Their Yard. They're Screaming And Yelling.	Updated local contact information had not been sent to the HL. No ability for local contact to respond.		HL
Jun. 15 (Mon)	11:36 PM	STVR	30275 Avenida Alvera	Noise/Music	The Air Bnb Has Not Turned The Music Off	Updated local contact information had not been sent to the HL. No ability for local contact to respond.		HL
Jun. 16 (Tue)	9:31 AM	STVR	68320 Concepcion Rd	Parking	There Is A Silver Camry Parked In Front Of My Mailbox Blocking Mail Delivery, If Someone Would Move The Car We Would Appreciate It	Emergency contact responded within the 45 minute timeline and stated the car does not belong to the occupants.		HL
Jun. 17 (Wed)	6:12 PM	STVR	67535 Medano Rd	Noise/Music	They Have Been Being Very Loud.	Local contact called Hotline stating she had been trying to get through. States that the tenants were not loud. Code Compliance also responded and did not hear any noise.		HL
Jun. 18 (Thu)	9:45 AM	STVR	67735 Elizabeth Rd.	Parking	67735 Elizabeth road Parking on sidewalk again Renters again Thought the license was suspended Do something about it	Code Compliance responded and did not observe any vehicles blocking the driveway. The STVR license was suspended for the duration of the Emergency Order. Suspension terminated on June 12, 2020.		GoR
Jun. 18 (Thu)	1:46 PM	STVR	68155 Tachevah Dr	Parking	Someone Has Rented The House Right Next Door To Me All Week; They Have Been Parked All The Way Up To My Flower Beds; I'd Like To Do Some Yard Work And They Also Were Parked There On Trash Day; They've Been Parked On The Sidewalk, The Whole Sidewalk	The local contact told renter to move the car. Follow up inspection by Code Compliance did not find any violations.		HL
Jun. 19 (Fri)	1:09 PM	UNK	68810 30th Street	Other	Im The Agent And My Client Wants To Know Can He Buy A Property And Use It Has A Rental Property.	Code Compliance responded to caller and advised of the current moratorium.		HL
Jun. 19 (Fri)	1:56 PM	UNK	37426 Melrose	Possible Unpermitted STVR	There Have Been Parties Going On Since 6/5, However The Resident Passed Away Last Year. It Seems Like It Has Been Rented Out Illegally.	Code Compliance responded to the call and made contact with occupant, who was the property owner and is living there. T Owner advised of City's noise regulations. he property is advertised for long term rental. Advertisement has been removed.		HL
Jun. 19 (Fri)	3:12 PM	STVR	68400 Hermosilo Rd	Noise/Music	Residents Are Making A Lot Of Noise. I Just Need A Resolution Please	Local contact was contacted and grew upset with phone call and hung up. No follow up on the complaint.		HL

STVR Calls
Draft June 2020

Date	Time	Rental Type	Address	Complaint Category	Complaint	Resolution	Total Complaints	Source
Jun. 19 (Fri)	10:25 PM	STVR	38180 Dorn Rd	Noise/Music	They're Out In Their Back Yard Having A Loud Party	Local contact did not respond. Property owner to update local contact. Allied Security responded and heard no noise. A \$500 citation was issued.		HL
Jun. 19 (Fri)	10:42 PM	STVR	68895 Hermosillo Rd	Noise/Music	There Is A Lot Of Loud Music Outdoors. There Is Not Supposed To Be Outdoor Music Outside After 10pm According To City Ordinance.	Local contact responded to the call and resolved issue. Allied Security responded to the property and heard no noise or music. Security officer made contact and renter stated they had a birthday party.		HL
Jun. 19 (Fri)	11:06 PM	STVR	68820 Concepcion	Noise/Music	A Lot Of Shouting, Yelling, Partying	Local contact responded within the 45 minute timeline and stated that noise sensors did not pick up noise but would respond to the property. Allied Security responded and did not hear any noise.		HL
Jun. 19 (Fri)	11:21 PM	STVR	68445 30th Ave	Noise/Music	I Need To Make A Noise And Occupancy Complaint. There Is More Than 10 People In The Pool Right Now.	Emergency contact responded within 45 minute timeline and stated they would contact occupants and have it handled within the 45 minute timeline.		HL
Jun. 19 (Fri)	11:27 PM	STVR	30216 Avenida Ximino	Noise/Music	Making Lots Of Noise - Please Verify If Actually Owners	Emergency contact responded within 45 minute timeline and stated he contacted guest and guest stated they are not making noise, but the neighbors are lighting fireworks.		HL
Jun. 20 (Sat)	5:40 PM	STVR	68520 San Filipe Rd	Other	I Am Calling With Some Questions In Regards To Covid-19. The License # Is 016522.	Reporting party contacted and advised that STVR Order was lifted and also provided copy of State Covid-19 Industry Guidance: Hotels, Lodging and Short Term Rentals.		HL
Jun. 20 (Sat)	10:31 PM	STVR	68135 Tachevah	Noise/Music	Very Loud, Fireworks	Local contact did not respond. No follow up on call occurred, and a citation was not issued. Allied Security responded to the property and did not hear any noise.		HL
Jun. 20 (Sat)	10:43 PM	UNK	68346 Verano	Noise/Music	Very Loud Music	Property is not an STVR or LT. Call referred to CC Police Department.		HL
Jun. 20 (Sat)	10:50 PM	STVR	68386 Treasure Trail	Noise/Music	The Tenants Just Now Turned The Music Down While I Was Calling You. They Were Drinking, Loud & Partying Until Now. They Just Now Took It Inside. I Have A Lot Of Problems With This Rental All The Time. It Is Going Up & Down & I Want Them To Take It Inside.	Emergency contact responded within the 45 minute timeline and stated the guests would be contacted and advised to remain inside.		HL

STVR Calls
Draft June 2020

Date	Time	Rental Type	Address	Complaint Category	Complaint	Resolution	Total Complaints	Source
Jun. 20 (Sat)	11:02 PM	STVR	68400 Hermosilo Rd	Noise/Music	I Called Sean Least Week About This Too. There Is Blasting Rap Music At Back Property With Pool In Back. We Really Want To Get To Sleep, I Dont Know If I Should Call The Police. You Can Call Tomorrow Though.	Emergency contact responded within 45 minute timeline and stated the noise is coming from a neighboring property; and keeps getting calls all weekend and it's not the property playing music. Allied Security responded to the property and did not hear any loud music from the property, but made contact and advised of the complaint.		HL
Jun. 21 (Sun)	10:23 PM	UNK	68346 Verano Rd	Noise/Music	I Called Yesterday Around 11pm To Report The Complaint. They Are Still Blasting Music. I Have To Wake Up At 3:30am For Work.	Per PD not a valid address. PD call logs do not show any music disturbance calls to a Verano Rd address.		HL
Jun. 21 (Sun)	11:09 AM	UNK	28170 Horizon Rd	Over Occupancy	Over occupied unit; 12noon previous renters check out , by 1:30 , 3 car. Arrived and parked in garage 8 people's, later that afternoon 3 more cars arrived , cars still in driveway after 10 pm indicating not just visiting , but also staying, minimum 11 persons in unit, please check over occupancy issues.	In reviewing this complaint, it was determined that the business License has expired, and there is no longer a valid STVR license. The property owner was informed on 6/25/2020 of the expired license. Property contends he did not receive renewal notices; however, City records show notices were mailed to address on file. Property owner issued correctable citation to remove online advertisement. Code Compliance confirmed that the online advertisement was removed. Reporting party was also informed of the expired license.		GoR
Week 4 (Jun 22 - 28, 2020)							26	
Jun. 22 (Mon)	1:22 AM	STVR	28170 Horizon Rd	Noise/Music	28170 HORIZON RD They Are Having A Very Loud Conversion, Being Loud.	This complaint is related to GoR from 6/21/2020. The STVR license expired and cannot be renewed.		HL
Jun. 22 (Mon)	6:00 AM	STVR	28170 Horizon Rd	Noise/Music	Called hotline at 1:21am outdoor activity music talking, voice disruptions to nite sleep. Asked for resolution No call back	This complaint is related to GoR from 6/21/2020. The STVR license expired and cannot be renewed.		GoR
Jun. 22 (Mon)	6:05 AM	STVR	28170 Horizon Rd	Noise/Music	Submitted over occupancy 6/20 for this property might be duplicated. Don't see in system. 8 people checked in 1:30 noon, 3Cars, followed by 3more cars later that evening over 11 people after 10:pm	This complaint is related to GoR from 6/21/2020. The STVR license expired and cannot be renewed. See resolution above.		GoR

STVR Calls
Draft June 2020

Date	Time	Rental Type	Address	Complaint Category	Complaint	Resolution	Total Complaints	Source
Jun. 22 (Mon)	11:26 AM	STVR	68565 Senora Rd	Trash	The Tenants At That Location Left The Trash On The Driveway. Now Birds Are Getting All Into. Also, They Left A Trash Can Out And The Birds Have Gotten Into It To. The Trash Is All Over The Street Everywhere Now.	Local contact responded within the 45 minute timeline stating that the gardners are on their way to clean up the trash on the streets.		HL
Jun. 22 (Mon)	8:00 PM	STVR	69175 Garner Ave	Noise/Music	The House Behind Us Has People Renting The Property. The Tenants Are Always Switching, They Are Out At The Pool And Being Loud All The Time. You Can Leave A Message With A Call Back Number If I Dont Answer, Or You Can Just Leave Me A Message With A Resolution And To Let Me Know That You Got Ahold Of The Owner.	Local contact responded within the 45 minute timeline stating that the kids were playing in the pool and would be more mindful of the noise.		HL
Jun. 22 (Mon)	8:41 PM	STVR	38758 Bel Air Dr	Advertising violation	STVR Ad violation. More info will be sent once issue # is assigned.	Advertising violation confirmed. A \$250 citation was issued. Advertising has been corrected.		GoR
Jun. 23 (Tue)	10:17 AM	STVR	29645 Calle Colina	Noise/Music	Noise Complaint, Very Loud Music	Local contact responded that they would call the renters and ask them to turn down the music. A subsequent response was provided that the issue had been resolved.		HL
Jun. 23 (Tue)	12:41 PM	UNK	67703 S Natoma Way	Possible Unpermitted STVR	The Home Keeps Being Rented For Several Weeks By Several Parties.	This address is not a licensed STVR or LT. Call was referred to CC Police Department.		HL
Jun. 23 (Tue)	2:17 PM	STVR	67385 Zuni Ct	Possible Unpermitted STVR	I Don't Think Property Is Registered With The City.	The Hotline operator determined that the call was not an active complaint and that the property is a regisetered STVR. No further action was taken.		HL
Jun. 24 (Wed)	10:01 PM	UNK	28071 Horizon Rd	Noise/Music	Party atmosphere back patio loud voices music outside after 10:pm . Screaming yelling minimal 15 people. 4 cars in drive 3 cars in street , 3 in garage?	This complaint is related to GoR from 6/21/2020. The STVR license expired and cannot be renewed. See resolution above.		GoR
Jun. 24 (Wed)	10:35 PM	UNK	28071 Horizon Rd	Noise/Music	Called hotline 3 x times between 10:15 to 10:34 no answer on hold.	Hotline was contacted and reported the phones were working that evening. They reported two calls during that time frame and the caller hung up on one call after being on hold for 86 seconds.		GoR

STVR Calls
Draft June 2020

Date	Time	Rental Type	Address	Complaint Category	Complaint	Resolution	Total Complaints	Source
Jun. 25 (Thu)	7:32 AM	UNK	28170 Horizon Rd	Noise/Music	Last Night After 10pm They Were Still Playing Loud Music, Yelling, Screaming, And There Were A Group Of 15 People Out On The Patio. I Tried Calling Last Night But Could Not Get Through.	See resolution above.		HL
Jun. 26 (Fri)	4:04 PM	STVR	68400 Hermosillo Rd	Noise/Music	Music Is Real Loud. I Can Feel The Bass Coming In My Home. You Need For You To Come To My Home So You Can Hear The Music My Address Is 68405 Tortuga. This Is The Fourth Week End On Noise Complaints	This HL complaint and the next were received close together and treated as one. The owner responded upset that they get complaints every weekend and when security responds there is no music. Owner stated legal action may be taken and inquired on noise rrules. Owner was contacted by Code Compliance and advise of ordinance.		HL
Jun. 26 (Fri)	4:09 PM	STVR	68400 Hermosillo Rd	Noise/Music	I Wanted To Make Another Complaint About The Noise From The Next Door Neighbors. Its Gotten To The Point Where We Can't It Anymore. I Want To Know What The Policy About Music/Noise On Patio Areas?	See response above.		HL
Jun. 26 (Fri)	4:24 PM	STVR	68400 Hermosillo Rd	Noise/Music	Vacation Rental at 68400 Hermosillo Rd continually plays loud music.The noise level is unacceptable. No thought whatsoever about the people around them. This has become a major issue for the residents the live here full time.	The Reporting Party also called in to the STVR HL. See responses to the HL calls. Reporting Party advised to continue calling the STVR Hotline and/or CC Police Department.		GoR
Jun. 26 (Fri)	4:58 PM	STVR	68400 Hermosillo Rd	Noise/Music	I Can Feel The Bass Coming In My Home. This Is The 4th Call This Week Regarding The Noise Complaint.	Owner contacted and threatened legal action for continued complaints, which he claims are false.		HL
Jun. 26 (Fri)	8:45 PM	STVR	38830 Bel Air Dr	Noise/Music	Noise Complaint, People, Loud Talking And Lots Of Screaming Kids	Local contact responded within the 45 minute timeline stating there was no noise and neighbor also stated there was no noise. Allied Security resonded to the property and heard no noise coming from the property.		HL

STVR Calls
Draft June 2020

Date	Time	Rental Type	Address	Complaint Category	Complaint	Resolution	Total Complaints	Source
Jun. 27 (Sat)	1:10 AM	STVR	68135 Tachevah Dr	Noise/Music	There Is A Loud Party Going On In The Back Yard And It Needs To Stop.	The local contact responded within the 45 minute timeline stating the occupants were in bed and that a loud party is taking place behind the property. Allied Security responded to the property and did not hear any noise.		HL
Jun. 27 (Sat)	2:46 AM	UNK	69897 Northhampton Ave	Noise/Music	Noise Compliant Load Music People Yelling And Screaming. Please Call Me Back In Morning Its 3a I Am Trying To Get Rest.	The correct address was not recorded and the call was not processed.		HL
Jun. 27 (Sat)	8:24 AM	UNK	68260 Concepcion Rd	Possible Unpermitted STVR	68260 concepcion road is under escrow and realtor lists it as "an award winning vacation rental," property has been vacant for over a year and a single family residence before that. Three vehicles appeared last night and people appear to be only bringing suitcases. Is it possibly being rented out for the weekend?	The Deckard Technologies list was reviewed and the property is not on the list. A violation could not be confirmed at this time.		GoR
Jun. 27 (Sat)	7:37 PM	LT	30175 Avenida Alvera	Noise/Music	Excessive Noise From A Party	This is a LT rental and the call was forwarded to the CC Police Department.		HL
Jun. 27 (Sat)	8:44 PM	STVR	38843 Vista Dr	Noise/Music	There Is Loud Rap Music Coming From The Pool Area. This Has Been Going On For Several Hours Now. There Is Another One Going On, On Skyway. They Have Been Partying All Night And Day	Local contact responded during the 45 minute timeline stating that the renters were contacted to turn down the music. Allied Security resonded to the property and did not hear music but did hear people in the backyard. Officer made contact and the occupant stated they would go inside.		HL
Jun. 28 (Sun)	6:05 AM	STVR	67775 Elizabeth Rd	Other	Issue13510 was never answered for me. Stuffed somewhere else to hide issue? Please answer the question	Reporting party informed that the STVR license is active and notice is not required on license renewals.		GoR
Jun. 28 (Sun)	6:09 AM	STVR	67775 Elizabeth Rd	Other	67775 and 67775 Elizabeth road are renting on expired license.	67775 Elizabeth Rd. is a licensed STVR that was recently renewed. 67735 Elizabeth Rd. is licensed and up for renewal in July. Renewal of a STVR license does not require notice.		GoR
Jun. 28 (Sun)	10:35 AM	STVR	30425 Avenida Alvera	Noise/Music	They Were Very Loud At 2am. There Was Screaming, Yelling And Very Loud. No Respect For The Neighborhood At All.	Local contact resonded within the 45 minute timeline that the owner is at the property but will be advised of the commplaint. Allied Security responded to the property and did not hear any noise or music.		HL

STVR Calls
Draft June 2020

Date	Time	Rental Type	Address	Complaint Category	Complaint	Resolution	Total Complaints	Source
Jun. 28 (Sun)	5:23 PM	STVR	68125 Modalo Rd	Noise/Music	There Is Loud Music Being Played At The Property For The Last Three Hours.	<p>The local contact did not respond to the HL complaint.</p> <p>Allied Security responded to the property and confirmed loud music coming from the backyard. Security Officer made contact with the occupant and advised of hte noise complaint. Renter said she would bring the speakers inside the house.</p> <p>A \$500 citation was issued.</p>		HL