

WEEK #11 3-13-2017 TO 3-19-2017

DATE	MT	CALL IN TIME	CALL #	PROPERTY ADDRESS NUMBER	ADDRESS	DESCRIPTION OF CALL	LOCAL RESPONSE CONTACT	TIME RESPONSIBLE PARTY RESOLVED	MANAGING AGENT/RESPONSIBLE PARTY ACTION	CITY RESPONDING PARTY	TIME OF RESPONSE	ACTION/FINDINGS	OWNER OCCUPIED	CITATION ISSUED
3/13/2017	11:36	11:36 AM	2826	815	N Calle Quetzal	Loud outdoor music	Matt McConnell/Gunnar Bredek	11:39 AM	Spoke to tenants; will turn music off	Code	12:00	Upon arrival,no music heard. Contacted tenant and informed of complaint. Said there was music earlier and apologized.	NO	
3/13/2017	16:45	4:45 PM	2827	554	La Mirada	Screaming, yelling, out of control	N/A	N/A	Owner occupied	Police	17:00	No music heard; kids in the pool	YES	
3/13/2017	16:47	4:47 PM	2828	554	La Mirada	Screaming, yelling, some music	Marshall Watson	4:47 PM	Owner occupied	Police	17:00	No music heard; kids in the pool	YES	
3/14/2017	7:59	7:59 AM	2829	809	Alexander Way	Window is open and screen off	Angela Inda / Giovanne Baraone	N/A	N/A	N/A	N/A	N/A	Unclear	
3/14/2017	16:40	4:40 PM	2830	770	Plaza Amigo	Screaming kids at the pool	Ron Sinacola	4:47 PM	Grandparents playing with grandkids in the pool; will watch the noise level	Code	16:50	Did not hear any kids or screaming	NO	
3/15/2017	0:24	12:24 AM	2831	901	Deepwell	Screaming, yelling, laughing	N/A	N/A	Not a vacation rental	Police	0:41	Talking loudly in rear yard and was advised	N/A	
3/15/2017	0:27	12:27 AM	2832	901	Deepwell	Screaming, yelling, laughing	N/A	N/A	Not a vacation rental	Police	0:41	Talking loudly in rear yard and was advised	N/A	
3/15/2017	20:08	8:08 PM	2833	1599	Via Estrella	Loud music, loud people, sounds like party	VACASA	8:44 PM	RP called and spoke to guests; were talking outside and moving inside	Police/VRDO	20:49	No music heard. (also VRCD Official Stark arrived at property and reported no noise)	NO	
3/16/2017	21:12	9:12 PM	2834	Unknown	Unknown	Very loud party - call said they will call back with an address	N/A	N/A	N/A	N/A	N/A	N/A	N/A	
3/16/2017	21:19	9:19 PM	2835	700	Tamarisk	Loud voice, hollering, shouting	N/A	N/A	Not a vacation rental	Police	N/A	N/A	N/A	
3/16/2017	23:18	11:18 PM	2836	1980	Jacques	Sounds like bachelorette party	VPS	11:31 PM	Sabi went to location and no noise	USS	23:43	No noise; all quiet and calm	NO	
3/17/2017	0:06	12:06 AM	2837	1889	N. Las Alamos	Loud audible music	Daniel Garcia	12:16 AM	Went to location and no outside music; people talking and re going inside	USS	0:17	Spoke with the renters, advised of the complaint. They went inside and went to bed	NO	
3/17/2017	14:27	2:27 PM	2838	1932	Navajo	Outside amplified music	N/A	N/A	Pending application	Police	14:49	Music very low in the backyard. Advised occupants, will comply	NO	
3/17/2017	16:10	4:10 PM	2839	1932	Navajo	Outside music	N/A	N/A	Pending application	Police	4:24	No music upon arrival	NO	
3/17/2017	16:42	4:42 PM	2840	1951	S. Araby	On suspension and occupied	N/A	N/A	Direct call to police	Police	19:29	Guest cooperative; low music when Police arrived. Advised of suspension.	NO	
3/17/2017	17:21	5:21 PM	2841	1273	E Sierra Way	Loud Music	Victor Bourque / Bill Smith	5:56 PM	Spoke with tenants, they turned music off	USS	19:53	No noise coming from dwelling	NO	
3/17/2017	17:47	5:47 PM	2842	2918	N Davis Way	Loud amplified music	Athalie aguerre / Adnan Pamuku	6:30 PM	No party, now in compliance, turned down music	Police	18:09	Advised on outdoor music and turned it off. Very compliant renter.	NO	
3/17/2017	17:54	5:54 PM	2843	1273	N Davis Way	Loud music; second call in less than 30 min	See above-awaiting Victor's response	see above	see above	see above	see above	see above	NO	
3/17/2017	18:39	6:39 PM	2844	1932	Navajo	Screaming their heads off, no music	N/A	N/A	Pending application	Police	N/A	No report from the Police	NO	
3/17/2017	9:58	9:58 AM	2845	246	Vereda Norte	Loud outdoor music and females yelling; when called back said noise had stopped - call canceled 10:04 PM	N/A	N/A	N/A	N/A	N/A	N/A		
3/18/2017	0:25	12:25 AM	2846	1821	Navajo	Very loud partying, screaming; no music	VPS	12:39 AM	At location; no noise, no partying, informed guests of complaint	USS	12:44	No noise of any kind	NO	
3/18/2017	1:13	1:13 AM	2847	665	Camino Norte	No music but partying loud, sounds like they are drunk	Scott Fields	1:34 AM	Found all 4 guests in hot tub, 2 had been drinking; all going inside	USS	1:38	Property manager on site already; talking from the renters. We spoke to them and they went inside.	NO	
3/18/2017	10:26	10:26 AM	2848	3220	Cambridge Ct N	Over occupied; 3 cars in drive and 3 in street	Ripsime Arutyunyan/Zamara	N/A	N/A	Code	11:03	Contacted tenants who said they had 12 people overnight; 16 people at the time Code arrived; thought that was ok.	NO	Citation in process - Failure to Respond. Citation in process - Over Occupancy.
3/18/2017	11:55	11:55 AM	2849	1951	S Araby	On suspension and occupied	N/A	N/A	On suspension - direct call to Police	Police/VRDO	11:00	VRCD contacted Owner; reviewing next steps with City Attorney. (also VRCD Official Severin arrived at property and confirmed short term rental occupants)	NO	

3/18/2017	12:13	12:13 PM	2850	557	N Calle Marcus	Pool party with outside music	Turnkey	12:57 AM	Greg spoke to tenants and they agreed to turn it down	Code	12:29	Heard music while in the street; advised Turnkey tenant would be receiving a citation.	NO	Citation in process - Noise Disturbance
3/18/2017	13:08	1:08 PM	2851	3220	Cambridge Ct N	Over occupied; 3 cars in drive and 3 in street	Ripsime Arutyunyan/Zamara	N/A	Call center error. Corrected	N/A	N/A	Call center error. Corrected	NO	
3/18/2017	13:44	1:44 PM	2852	1890	S Navajo	Loud outside music and screaming	N/A	N/A	Not a vacation rental	Police/VRDO	14:45	Under VRCD review; VRCD contacted Owner who intends to register as a STR. (also VRCD Official Severin arrived at property and confirmed short term rental occupants)	NO	Citation in process - Failure to Register
3/18/2017	14:22	2:22 PM	2853	470	E Sonora	Yelling and screaming in back pool area	Mark R. Judson	2:37 PM	Said tenants are not making noise; found tenants in compliance. Noted caller was upset he was reported earlier to Police for vulgar music.	Code	14:39	Did not hear or see anything. Noted thick ficus trees; would be helpful to have access to adjacent property/caller's property.	NO	
3/18/2017	15:42	3:42 PM	2854	2396	Yosemite	Playing music	VPS	4:07 PM	Juan went by the house and they are in compliance	Code	16:45	Heard no noise or music; no one answered door when Code knocked. Code left brocure on the door.	NO	
3/18/2017	15:58	3:58 PM	2855	1951	S Araby	Music at the property line; when called back said music had stopped, canceled the call at 4:11pm	N/A	N/A	N/A	Police	15:59	Police issued guests citation for noise	NO	Police issued administrative citation
3/18/2017	16:03	4:03 PM	2856	1932	Navajo	Amplified music outside	N/A	N/A	Correcting	Police	17:48	Music was shut off	NO	
3/18/2017	16:16	4:16 PM	2857	246	Vereda Norte	Loud screaming	Jessica Lamb / Darcy Deetz	4:35 PM	Went to residence and found tenants to be compliant	Code	17:15	Heard no noise or music at property line; contacted guests and gave brochure; guests apologized.	NO	
3/18/2017	16:34	4:34 PM	2858	1485	N Avenida Caballeros	Screaming and yelling at the pool; low volume music	VPS	4:54 PM	Contacted tenants who said they were excited after checking in; now found in compliance	Code	17:30	Heard talking, laughing, no music. Renter apologized and said they reached out to neighbor. Code gave a brochure.	NO	
3/18/2017	17:16	5:16 PM	2859	1932	Navajo	Audible music heard from the vacant lot behind; Caller cancelled complaint since it stopped	N/A	N/A	Call canceled	N/A	N/A	Call canceled	NO	
3/18/2017	21:35	9:35 PM	2860	207	E Palo Verde	Loud voices and loud children, no music	Acme	9:45 PM	James spoke to guests and they are taking kids inside	USS	21:57	No noise, no movement; made contact with renters who said they were going to bed	NO	
3/18/2017	23:20	11:20 PM	2861	1475	S Calle Marcus	Loud music and kids screaming at pool	VPS	11:45 PM	Tony reported no music, kids in the pool but going inside; guests apologized	USS	23:45	Spoke with renters regarding complaint. They were going inside; all clear.	NO	
3/18/2017	23:37	11:37 PM	2862	666	Warm Sands	A lot of yelling	VPS	11:58 PM	Tony reported ladies outside playing music on cell phones , now off	USS	23:58	No noise; management company was on site	NO	
3/18/2017	23:40	11:40 PM	2863	666	Warm Sands	Frolicing and yelling	VPS	11:58 PM	Tony reported ladies outside playing music on cell phones , now off	USS	23:58	No noise; management company was on site	NO	

Please note the column *Owner Occupied* . This situation has been a source of confusion in the past. To clarify, when a home is being Owner Occupied and having a gathering that creates a nuisance, it is not handled as a Vacation Rental complaint since it is not considered a guest stay. The PSPD is responsible for owner occupied matters.