

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* <small>(see below)</small>
3/27/2017	0:00	1:59 PM	2906	589	Sycamore Circle	Very loud outdoor music	Josh Atchley / Irini Geraniot	2:17 PM	Music playing inside but door was open. Told them to turn it down, they turned it off.	CODE	14:20	Guests playing music indoors; when contacted by agency, turned it down	NO	
3/27/2017	14:57	2:57 PM	2907	3389	E Camino Rojas	Loud outdoor music	Sandra/Eric	3:19 PM	Eric went to property; Sandra called and spoke to guests, they have shut off music	CODE	15:10	Loud music heard on arrival; talked with RP; Code issued citation	NO	Citation Pending - Music at property line
3/27/2017	15:30	3:30 PM	2908	3389	E Camino Rojas	Loud outdoor music	Sandra/Eric	3:19 PM	Eric will go to property; Sandra spoke to guests and they have shut off music	CODE	See above	See above	NO	See above
3/27/2017	18:48	6:48 PM	2909	Unsure	Unsure	Teens on the roof taking pictures and yelling	N/A	N/A	N/A	N/A	N/A	N/A	N/A	
3/27/2017	18:52	6:52 PM	2910	1155	Anza	Teens on the roof taking pictures and yelling	Suzanne Moat	7:04 PM	Suzanne said guests had palm branch fall on roof so they went to get it; while there, they took pictures	USS	19:16	Noise level below 40 decibels on arrival; gave renter verbal warning and advised of noise laws	NO	
3/27/2017	21:17	9:17 PM	2911	1889	N. Los Alamos	Loud music, yelling and partying	Daniel Garcia	9:33 PM	Daniel is there; no one is outside and no music. No noise in the neighborhood.	USS	21:47	Met Daniel on arrival. Made contact with renter and gave verbal warning, advised of noise laws; noise level below 40 decibels	NO	
3/28/2017	0:53	12:53 AM	2912	980	Tachevah	Inside music but very loud; going on for hours	Marshall Watson	1:02 AM	Marshall called guests and told them they have to leave now or by 10am, and he will be there at 10am to make sure they are gone	POLICE	1:06	Contacted tenant for loud talking; issued pre citation courtesy notice	NO	Police issued pre-citation courtesy notice to tenant
3/28/2017	8:12	8:12 AM	2913	264	N. Orchid Tree Lane	5 cars at residence, 1 parked wrong way	VPS	9:02 AM	This was a meeting point for a group of people who went golfing. Unable to reach residents but will continue to try; should return in the afternoon.	CODE	N/A	# cars not a vacation rental violation	N/A	Citation Pending - Failure to Respond
3/28/2017	16:55	4:55 PM	2914	264	N. Orchid Tree Lane	5 cars total, 1 on landscaping, 2 parked wrong way	VPS	5:36 PM	Guest will be moving cars and now in compliance	USS	17:46	Made contact with renter and gave verbal warning; told to park correctly	N/A	
3/28/2017	17:58	5:58 PM	2915	264	N. Orchid Tree Lane	same as above - Hotline error	N/A	N/A	N/A	N/A	N/A	See above	N/A	
3/29/2017	16:28	4:28 PM	2916	2320	E. Powell	Caller stated neighbor harassing children playing in pool	N/A	N/A	N/A	N/A	N/A	N/A	N/A	
3/30/2017	10:58	10:58 AM	2917	401	W. Baristo	Kids screaming and parents screaming back at them pool/patio	Ron Sinacola / Bryan Schoop	11:03 AM	Ron found renters to be in compliance; they are just enjoying pool	CODE	11:45	On arrival, no noises heard; contacted guests and gave brochure	NO	
3/30/2017	15:12	3:12 PM	2918	574	N Calle Rolph	Screaming at the pool, adults and children	Turnkey	3:52 PM	Greg went to residence and told them they need to keep it down	CODE	17:15	On arrival, no noise heard; left brochure on locked gate	NO	
3/31/2017	14:12	2:12 PM	2919	1924	S Navajo	Loud outside amplified music	VPS	3:41 PM	They were playing indoor music, it was too loud, they turned it off and now in compliance	CODE	16:00	On arrival; no music heard; contacted guests who had already turned off indoor music	NO	
3/31/2017	16:24	4:24 PM	2920	589	Sycamore Circle	Loud outdoor music by pool	Josh Atchley / Irini Geraniot	4:38 PM	Josh went to residence and no one home. In compliance	CODE	17:15	Incorrect address given to Code who could not locate the home; talked with neighbor who said had heard no music that day	NO	
3/31/2017	22:33	8:03 PM	2921	Unknown	Unknown	Live band somewhere in neighborhood	N/A	N/A	N/A	N/A	N/A	N/A	N/A	
3/31/2017	20:55	8:55 PM	2922	524	Calle Santa Rosa	Constant screaming and yelling	Frank Andriolo	No response	No response	USS	21:13	Owner occupied and 2 year old was playing outside	YES	
3/31/2017	21:47	9:47 PM	2923	299	E Morongo	Loud classic rock	Acme	10:05 PM	Wrong address reported	USS	22:07	On arrival, no noise coming from dwelling; no one home	NO	
4/1/2017	1:55	1:55 AM	2924	299	Ocotillo	Loud outside talking	McLean Company	2:02 PM	Natalia said guests going in	USS	2:11	Low volume of talking coming from side yard; talked to renters and they advised that they were going inside	NO	
4/1/2017	4:08	4:08 AM	2925	Unknown	Unknown	No specific complaint; said its in the 200 block of Ocotillo	N/A	N/A	N/A	N/A	N/A	N/A	N/A	
4/1/2017	5:46	5:46 AM	2926	1932	Navajo	3 bedroom home and there are 5 vehicles there, 2 over the limit	N/A	N/A	N/A	VRDC	17:56	Official advised Hotline parking restrictions not in effect until 4/16	NO	
4/1/2017	17:06	5:06 PM	2927	237	N Orchid Tree Lane	Loud outdoor music	VPS	5:37 PM	James contacted guests about noise ordinance and said fine was mentioned if it happens again	USS	17:33	No noise or music coming from property on arrival	NO	

4/1/2017	17:20	5:20 PM	2928	679	Palo Verde	Loud outdoor music, screaming	VPS	5:35 PM	Andy said noise not excessive, just talking. Reminded of good neighbor policy	USS	17:49	No loud screaming on arrival; advised renter about noise complaint	NO	
4/1/2017	19:19	7:19 PM	2929	2292	Bellamy	Extremely loud outdoor music	Rita Warwick / Thomas Lesny	7:22 PM	Stated guests uncontrollable. Called USS Security directly	USS/VRDC	19:33	USS heard music but immediately shut off; unable to take decibel reading. Advised renters about the noise complaint. Official advised calling PSPD if USS could not address	NO	
4/1/2017	19:34	7:34 PM	2930	2292	Bellamy	See above	Rita Warwick / Thomas Lesny	See above	See above	USS	See above	See above	N/A	
4/1/2017	21:00	9:00 PM	2931	2292	Bellamy	Loud outdoor music; uncooperative guests	Rita Warwick / Thomas Lesny	9:30 PM	Music can be heard from house next door even with speaker inside	POLICE/USS	21:22	No music playing but a lot of people and talking; advised guests of disturbance and citation procedures	NO	
4/1/2017	21:56	9:56 PM	2932	2292	Bellamy	USS called in	See above	See above	See above	USS	See above	USS acknowledged Police were there and warned of fine if anyone had to come out again. Guests agreed to comply.	YES	
4/1/2017	0:31	12:31 AM	2933	668	S Bedford	Non-stop music (quiet now); party still going on	Not a vacation rental	N/A	N/A	POLICE	N/A	N/A	NO	
4/2/2017	1:28	1:28 AM	2934	2180	E Paseo Gracia	Loud talking and splashing in the pool (caller called back at 1:58am to say everything is calm now)	VPS	No response	No response	N/A	N/A	N/A	NO	
4/2/2017	19:20	7:20 PM	2935	775	Plaza Amigo	Cleaning Crew had baby screaming and man yelling profanities	N/A	N/A	Property not a vacation Rental	POLICE	N/A	N/A	NO	
4/2/2017	19:48	7:48 PM	2936	2292	Bellamy	Loud music being played outside	Rita Warwick / Thomas Lesny	7:52 PM	Contact person is complainant. She told them to lower it down and they said no.	USS	20:21	No noise coming from dwelling	NO	
4/2/2017	23:06	11:06 PM	2937	1485	N. Ave. Caballeros	Audible music	VPS	11:22 PM	Mike was there, contacted guests and music only inside	USS	23:26	No noise upon arrival, verbal warning was issued by manager who was already onsite	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.

*Citation Issued Column - "Citation Pending" means violation occurred, a citation will be issued, but may not have been issued at the time of this report