

## ORDINANCE NO.1918 - IN EFFECT AS OF 4/16/2017 - CITY OF PALM SPRINGS FIRST RESPONDER TO VACATION RENTAL HOTLINE COMPLAINTS. LOCAL CONTACT CONTACTED POST COMPLAINT INVESTIGATION AS NECESSARY.

DATE	MT	CALL IN TIME	CALL #	PROPERTY ADDRESS NUMBER	ADDRESS	DESCRIPTION OF CALL	CITY RESPONDING PARTY	TIME OF RESPONSE	ACTION/FINDINGS	OWNER OCCUPIED	CITATION ISSUED* <small>(see below)</small>
4/24/2017	2:11	2:11 AM	3150	841	E Sunny Dunes	Music, screaming, microphone, and fire works	POLICE	2:19	Guests advised; will comply	NO	
4/24/2017	2:17	2:17 AM	3151	841	E Sunny Dunes	Loud Party	POLICE	2:19	Guests advised; will comply	NO	
4/24/2017	3:14	3:14 AM	3152	2359	S Bisnaga Ave	Music and out bursts of laughter	POLICE	16:09	Heard voices from the pool area. Advised guests on outside talking ordinance.	NO	
4/24/2017	3:40	3:40 AM	3153	980	E Garden	Having very loud conversation in the hot tub	POLICE	3:55	Low volume talking coming from the spa and firepit. Guests advised and will comply with noise requirements.	NO	
4/24/2017	7:28	7:28 AM	3154	2233	E Smoketree	Over occupied, empty bottles on street, can hear music	CODE/VRCD	8:00	Upon arrival heard music at the door. Spoke with guests. Advised there is no music. They turned it off. Asked about vehicles, they advised there is 5 vehicles that they own. Home is a 4 bedroom. Management Company was advised of the issues and advised they will be asking the guests to leave the property.	NO	
4/24/2017	13:40	1:40 PM	3155	1825	S. Aquanetta Dr.	Every Tuesday someone comes and takes out the trash can to the street	CODE/VRCD	14:30	Found 2 trash cans. VRCD will be speaking with the management. Management agreed to comply within 2 hours, or a citation will be issued.	NO	
4/26/2017	19:37	7:37 PM	3156	2696	North Star Rd	Filming, they have amplified music and 40-50 extras making noise	USS	20:21	Not a vacation rental	N/A	
4/27/2017	11:05	11:05 AM	3157	2283	S. Yosemite Drive	Owner called wants to know more information about complaints against their property	N/A	N/A	Caller was advised to call the VRCD	N/A	
4/28/2017	13:04	1:04 PM	3158	1132	Marion	Cannonballs into the pool	CODE	13:30	No noise upon arrival, spoke with a lady, she advised she was the owner of the home.	YES	
4/28/2017	13:15	1:15 PM	3159	1980	S Navajo Dr	Screaming and yelling from the backyard	CODE/VRCD	16:00	No such address. Address corrected to 1890 S. Navajo. Rang bell and knocked on the door no answer. Heard music at the property line. Men and women in the pool area. Spoke with the guests, they advised they did not know about the no music rule. Issued a citation.	NO	Citation Issued to Guest - amplified music
4/28/2017	14:08	2:08 PM	3160	1132	Marion	Making loud noises and acting like they are out of their mind	CODE	14:40	Owner in the VR home, same complaint as call # 3158	YES	
4/28/2017	16:06	4:06 PM	3161	1819	Navajo Dr	A lot of loud yelling	CODE/VRCD	4:25 PM	Incorrect address, caller error. Assumed it was 1890 Navajo. All clear upon departure.	N/A	
4/28/2017	19:13	7:13 PM	3162	1677	Hillview Cove	Nothing right now, music and too many people and a lot of noise from last night and this morning.	N/A	N/A	No action taken, called advised that they must call at the time when the violation is occurring	N/A	
4/28/2017	21:25	9:25 PM	3163	1821	Navajo Circle	Loud screaming and yelling	USS	21:46	Arrived, noise level at 36.6. Made contact and gave verbal warning and advised of the noise laws	NO	
4/28/2017	22:46	10:46 PM	3164	1436	E Luna Way	Talking loud and playing in the pool	USS	23:09	Upon arrival noise level at 39.1. Made contact with renter advised about noise laws, issued verbal warning	NO	
4/29/2017	12:40	12:40 PM	3165	2190	E Roberto Drive	Loud party - no music only loud voices	USS	1:07	Upon arrival noise level at 35.8. Made contact and issued verbal warning	NO	

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4/29/2017	2:18	2:18 AM	3166	987	Grand via Monte	Music voice in the hot tub and pool	USS	2:40	Upon arrival noise below limit. Made contact issued a verbal warning	NO	
4/29/2017	5:58	5:58 AM	3167	1042	Tachevah	9 cars in driveway, it is a 3 bedroom house	CODE	9:05	Upon arrival found 6 cars. No answer at the door, was not able to make contact with the guests.	NO	
4/29/2017	10:47	10:47 AM	3168	3330	Andreas Hills Drive	Loud outdoor music, verbal noise	CODE/PSPD	11:15	5 cars in driveway, music barely audible, guests advised they were there with the owner of the property. Owner at Starbucks; Code left a card and asked for a call. Courtesy citation issued by PSPD for loud noise outside	YES	PSPD courtesy notice citation issued for loud noise
4/29/2017	11:47	11:47 AM	3169	3330	Andreas Hills Drive	Loud music	CODE	12:00pm	Owner occupied see above	YES	
4/29/2017	11:56	11:56 AM	3170	1132	Marion Way	Loud music and talking by the pool	CODE	12:45pm	Still owner occupied, no noise or music upon arrival.	YES	
4/29/2017	13:11	1:11 PM	3171	3330	Andreas Hills Drive	Outdoor music	CODE	N/A	SEE CALL # 3168	YES	
4/29/2017	14:09	2:09 PM	3172	1127	E Mesquite	Amplified music	CODE	14:30	Upon arrival no music or noise. Knocked on the door, and got no answer. Called manager and advised of what occurred. He said he spoke with the guests	NO	
4/29/2017	14:20	2:20 PM	3173	1890	S. Navajo Dr	Loud party going in, lots of yelling	CODE/PSPD	14:45	No noise or music upon arrival. Reminded the guests of the music code, they looked puzzled, advised there was no music being played by them. PSPD arrived on scene as well. They did not witness.	NO	
4/29/2017	16:04	4:04 PM	3174	1112	San Joaquin	Pool party, loud music, screaming	CODE	16:20	Upon arrival did not hear noise or music at the property line. Did hear music at the front door. Spoke with the renters advised of the music laws. Guests turned off the music. Citation was not issued; would have been helpful if caller allowed entry into their yard to verify complaint	NO	
4/29/2017	16:15	4:15 PM	3175	3320	Cambridge St	Loud music, party	CODE	16:35	Upon arrival heard people talking. Knocked on the door. No answer as the guests were in the pool. Contacted the owner of the home, and advised of the call.	NO	
4/29/2017	16:22	4:22 PM	3176	3330	Andreas Hills Drive	Outside music on the patio	POLICE	18:06	Owner onsite, not renting, no noise at this time	YES	
4/29/2017	20:05	8:05 PM	3177	815	N. Calle Quetzal	Amplified music and being loud	USS	20:20	Noise level at 38.2. Made contact with the guests issued a warning and advised of the noise laws	NO	
4/29/2017	20:23	8:23 PM	3178	2255	S Araby Drive	7 vehicles in the driveway, and it is a 4 bedroom home	USS	21:00	Upon arrival made contact with renter, there was 9 people in the 5 bedroom home. Found 5 cars. Advised of noise laws as well.	NO	
4/29/2017	21:36	9:36 PM	3179	1042	E Tachevah	Loud music outside and loud voices	USS	21:51	Arrived noise was 38.5. Made contact issued verbal warning, gave a good neighbor brochure and advised of the noise laws.	NO	
4/29/2017	22:26	10:26 PM	3180	2291	E Terry Lane	15-20 people all around the house	USS	22:39	Made contact. Found 8 people in the home, and 4 cards. Advised of the noise ordinance.	NO	
4/29/2017	23:25	11:25 PM	3181	10	Warm Sands	A bunch of guys in the backyard making noise at the pool	USS	23:38	Noise level at 37.7. Made contact with renters, gave verbal warnings and advised of the noise laws	NO	

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4/30/2017	3:15	3:15 AM	3182	1011	Marshall Way	Loud talking so loud it woke up the neighbors	POLICE	16:27	All lights off, no sound coming the area, no answer at the door	NO	
4/30/2017	11:58	11:58 AM	3183	3330	Andreas Hills Drive	Loud outdoor music	POLICE	12:45	No music or loud noises heard from residence	YES	
4/30/2017	20:11	8:11 PM	3184	1890	S Navajo Dr	Loud pool party, screaming and yelling	N/A	21:15	Call center error. Contacted local person, who advised they spoke with the guests and are going inside	NO	
4/30/2017	20:22	8:22 PM	3185	1890	S Navajo Dr	Drunk brawl going on	USS	21:30	When arrived found no one drinking or fighting. The group was celebrating 10 year of sobriety. After speaking with renters, all guests were packing up and leaving to go back home.	NO	
4/30/2017	22:52	10:52 PM	3186	470	E Sonora	Low volume music and loud voices	USS	23:04	Upon arrival noise level at 33.1. Unable to make contact with the renter. Gate locked. All is quiet.	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