

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	PROPERTY ADDRESS STREET NAME	DESCRIPTION OF CALL	CITY RESPONDING PARTY	TIME OF RESPONSE	ACTION/FINDINGS	OWNER OCCUPIED	CITATION ISSUED* <small>(see below)</small>
5/22/2017	10:29	10:29 AM	128	N/A	N/A	Test call by VRCD	N/A	N/A	N/A	N/A	
5/22/2017	16:14	4:14 PM	129	N/A	N/A	Hang Up	N/A	N/A	N/A	N/A	
5/22/2017	16:18	4:18 PM	130	N/A	N/A	Wrong Number	N/A	N/A	N/A	N/A	
5/23/2017	0:27	12:27 AM	131	682	S Bedford	The rental directly behind me is making a lot of noise. There are a lot of young adults yelling and whooping it up	US Security	N/A	Not a registered vacation rental, VRCD to investigate	N/A	
5/23/2017	12:00	12:00 PM	132	N/A	N/A	Test call by VRCD	N/A	N/A	N/A	N/A	
5/23/2017	19:44	7:44 PM	133	587	W Santa Catalina Road	There are four trashcans out front. I picked up the trash already but it is blowing out all over the street again.	US Security	19:59	Arrived on scene, no trash. Caller said he will find the person to let him know.	NO	
5/24/2017	10:18	10:18 AM	134	1825	S Aquanetta	The neighbor keeps putting there trash out on the street when the trash does not come until Friday 05/26.	Code Enforcement	11:20	I went by and the trash can was outside, I will send a violation to the prop manager.	NO	Citation Issued - Trash visible from public view
5/24/2017	12:12	12:12 PM	135	N/A	N/A	Test call by VRCD	N/A	N/A	N/A	N/A	
5/24/2017	12:49	12:49 PM	136	N/A	N/A	Test call by VRCD	N/A	N/A	N/A	NO	
5/24/2017	23:17	11:17 PM	137	2191	Papagayo	The people at the pool are being loud	US Security	23:46	US Security responded. They were not loud and they went inside. Advised of the Rules and Regulations	NO	
5/25/2017	15:52	3:52 PM	138	1133	Pasatiempo	Loud music playing and a guy yelling. I have had issues with this property before.	Code Enforcement	16:25	He went by the address there was no music playing and they weren't being loud.	NO	
5/26/2017	10:25	10:25 AM	139	2685	Livmor	Someone was with a leaf blower at 6:30AM. My understanding is they are not supposed to start until 8AM.	Code Enforcement	VRCD	VRCD to investigate.	NO	
5/26/2017	16:31	4:31 PM	140	504	E Laurel Circle	Amplified music outside. I can hear it from inside of my home.	Code Enforcement	17:40	Parked in front of the house and I could hear the music as I was getting out of my car. I knocked on the front door and a young man answered. I explained that no outdoor music was allowed and said I was going to have to write a citation. Advised the tenant no music is to be heard at the property line and to turn it off.	NO	Citation Issued to Guest-outdoor music
5/26/2017	18:24	6:24 PM	141	1350	Feugo Circle	The vacation rental next door is playing outdoor music and it's loud.	US Security	18:34	Noise meter read 38.9 which is legal limit. Went to make contact, no apparent violation	NO	
5/26/2017	18:33	6:33 PM	142	237	N Orchid Tree Lane	Parking in the street	US Security	19:10	Arrived at home, no parking violation. Asked about other vehicles. All clear	NO	
5/26/2017	18:36	6:36 PM	143	205	N Orchid Tree Lane	The are parking in the street	US Security	19:31	Made contact, only one vehicle in driveway, no violation. advised of rules.	NO	
5/26/2017	18:37	6:37 PM	144	264	N Orchid Tree Lane	Parking in the street.	US Security	19:04	Two vehicles, one in street & one in drive. Moved vehicle into driveway, no violation, Adv rules	NO	
5/26/2017	19:49	7:49 PM	145	2413	E El Alameda	They are having a party with loud music and screaming.	US Security	N/A	Not a registered vacation rental, VRCD to investigate	NO	
5/26/2017	19:56	7:56 PM	146	1551	N/A	Caller Hung up	N/A	N/A	N/A	N/A	
5/26/2017	19:57	7:57 PM	147	2413	El Alameda	They have music blaring for the last two hours.	US Security	N/A	Not a registered vacation rental, VRCD to investigate	NO	
5/26/2017	20:49	8:49 PM	148	N.A	N/A	Caller hung up	N.A	N/A	Caller hung up	NO	
5/26/2017	22:23	10:23 PM	149	1515	S Camino Real	Several people playing games out back, being very loud but music has been turned off.	US Security	22:38	Knocked on gate and no one answered. Unable to make contact. Noise level was 35.7. No music present	NO	
5/27/2017	0:07	12:07 AM	150	1433	Vaquero	Party since 5p, they are being loud and jumping up and down.	US Security	N/A	Not a valid address	N/A	

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5/27/2017	0:13	12:13 AM	151	N/A	Paseo de Mercia	Cross Street is Ocotillo. There are people outside laughing and talking loudly.	N/A	N/A	Caller did not provide enough information about the complaint. The address of the property was not provided.	N/A	
5/27/2017	9:02	9:02 AM	152	805	Calle Tomas	There is a lot of noise at the aforementioned address from a party.	Code Enforcement	9:35	Spoke with the renters. Pool noise was within normal level. Explained noise ordinance and music at the property line.	NO	
5/27/2017	13:31	1:31 PM	153	2289	Milben St	Loud music, outside speaker. I can't have my doors open.	Code Enforcement	N/A	Not a registered vacation rental, VRCD to investigate	N/A	
5/27/2017	13:13	1:13 PM	154	N/A	N/A	Caller hung up	N/A	N/A	N/A	N/A	
5/27/2017	14:11	2:11 PM	155	611	N Drive Falls	There is a party going on, over 100 people and I'm concerned no one is aware.	Code Enforcement	14:34	Not a registered vacation rental, VRCD to investigate	N/A	
5/27/2017	15:05	3:05 PM	156	2102	N Berne	outdoor amplified music	Code Enforcement	16:35	Arrived the property, no activity, no noise, no music. Corner home, walked the property, no answer at the door.	NO	
5/27/2017	15:16	3:16 PM	157	345	W El Portal	Loud music is playing from both of my neighbors, please call.	Code Enforcement	15:50	Large property, no answer at the door. Outdoor music was heard and yelling. Contacted management company, citation is being issued from the office.	NO	Citation Pending - Outdoor music
5/27/2017	15:23	3:23 PM	158	2180	E Paseo Gracia	The neighbor is playing loud music	Code Enforcement	16:15	Tenant answered door and I did not hear any noise or music.	NO	
5/27/2017	15:48	3:48 PM	159	1028	E El Alameda	Please call. There is loud music playing at all times. They are currently playing it now.	Code Enforcement	17:10	A man and woman answered the door and I heard no music. Explained the noise ordinance.	NO	
5/27/2017	15:40	3:40 PM	160	815	N Calle Quetzal	They are being very loud and have music going. I manage a rental as well and this is not okay. Please assist.	Code Enforcement	17:05	Three women answered the door. Did not hear any music and noise. All quite. Noise measured at 37.1. Made contact with the renters and advised them of the rules	NO	
5/27/2017	16:01	4:01 PM	161	237	N Orchid Tree Lane	I reported yesterday that the neighbor is parking on the street. Please call to discuss the new ordinance.	Code Enforcement	16:10	Property no longer a vacation rental. Confirmed information with Vacation Palm Springs. No violation found.	N/A	
5/27/2017	16:08	4:08 PM	162	727	N Paseo De Anza	There is a lot of loud music coming from the property.	Code Enforcement	16:45	I could hear music and I walked to the side gate that goes into the pool area. I knocked on the gate and a man answered. There were several people in the pool area, and music was playing. The man who answered the gate said he was the tenant and I gave him the citation.	NO	Citation Issued to Guest-outdoor music
5/27/2017	16:35	4:35 PM	163	1430	Amelia	They are being loud and have loud music. Please assist.	Code Enforcement	N/A	Not a registered vacation rental, VRCD to investigate	NO	
5/27/2017	16:31	4:31 PM	164	405	Burton Way	They are playing music too loud. Please call.	Code Enforcement	16:38	Arrived at the property, heard music at the property line. Spoke with a renter and advised of the violation and the citation was issued.	NO	Citation Issued to Guest-outdoor music
5/27/2017	13:16	1:16 PM	165	1443	N Vaquero Road	They rented the property yesterday 05/26, they had a loud party until this morning 12:30AM They are back at it today 05/27	VRCO	14:31	I arrived at 2:15p. Everything was quiet. I gave warning and reminded of noise code	NO	
5/27/2017	17:52	5:52 PM	166	1350	Feugo Circle	They are playing loud music.	US Security	18:08	When I arrived no music, nose level was at 40.8. gave verbal warning and advised of the noise laws.	NO	
5/27/2017	18:45	6:45 PM	167	820	Nueva Vista Drive	Constant party, loud music.	US Security	19:20	I arrived, No noise reading due to water district work on the street. Made contact with the renters and advised of the rules and regulations.	NO	

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5/27/2017	19:13	7:13 PM	168	821	E Sunair Road	They are loud, it's been like this all morning. I am upset, please call.	US Security	19:37	There were a few kids in the pool. Reading was 40.4, advised the guests about Rules & Regulations.	NO	
5/27/2017	20:39	8:39 PM	169	1327	E San Lucas Road	I hear children screaming and people having fun in the pool all day.	US Security	21:34	When arrived heard no outside music or noise. Level was measured at 43.7. Made contact with the renters and gave verbal warning	NO	
5/27/2017	21:46	9:46 PM	170	1821	Navajo Circle	There is loud music and lots of screaming.	US Security	22:40	Resident was ticketed #7409 and advised of rules and regulations. Noise level was above limit at 44.7. Advised the guests of the laws and gave them a copy of the citation.	NO	Citation Issued to Guest-outdoor music
5/27/2017	22:07	10:07 PM	171	1476	E San Lorenzo Road	There's loud outdoor music and yelling and screaming coming from pool.	US Security	23:00	the meter reading was 36.9 gave a verbal warning on noise laws.	NO	
5/27/2017	22:11	10:11 PM	172	1821	Navajo Circle	There's loud music and screaming people after 10 pm.	US Security	22:37	duplicate message. Ticket was already cited in call # 170	NO	
5/27/2017	23:05	11:05 PM	173	2055	San Clemente	There are 12 vehicles parked out front and they have loud music playing.	US Security	N/A	Not a registered vacation rental, VRCD to investigate	N/A	
5/27/2017	22:49	10:49 PM	174	1222	Tamarisk Road	There's loud music and voices and it sounds like a lot of people, so they are probably over their occupancy limit.	US Security	23:31	Noise meter at 38.2. Below allowed limit. No music, Made contact with renters and advised of the laws.	NO	
5/27/2017	20:34	8:34 PM	175	496	W Dominguez	It sounds like they're having a RAVE.	US Security	N/A	Not a registered vacation rental, VRCD to investigate	N/A	
5/28/2017	0:10	12:10 AM	176	1889	Los Alamos	The people at this house are yelling and screaming. They seem to have this issue every weekend. Please call.	US Security	0:45	Reading: 39.8, reviewed rules and regs. verbal warning, guests said will keep it down	NO	
5/28/2017	2:00	2:00 AM	177	1965	McManus Dr	Reoccurring issue: Once the bars close and the neighbors come home and are talking/laughing loudly outside.	US Security	2:20	Noise level meter shows 36.3 decibels. No music. Spoke with the renters and advised them of the rules Notified renter of rules and they were compliant	NO	
5/28/2017	8:10	8:10 AM	178	646	S Bedford Drive	There are kids screaming extremely loud, I haven't been able to sleep.	Police Department	N/A	N/A - Call canceled by PSPD	N/A	
5/28/2017	10:27	10:27 AM	179	2180	E Paseo Garcia	The vacation rental is playing music outside, come to my home first and listen.	US Security	11:46	not loud enough for meter reading. He asked them to close back door and they did.	NO	
5/28/2017	14:13	2:13 PM	180	547	N Called Rolph	The music is very loud, it has been going on for a hour. Please call, please keep it confidential.	US Security	14:53	There was no music when I got there. They were leaving the house as I got there.	NO	
5/28/2017	14:24	2:24 PM	181	N/A	N/A	Noise complaint. its been going on all weekend.	N/A	N/A	N/A	N/A	
5/28/2017	14:33	2:33 PM	182	2696	S Camino Real	Loud music is being played. Please go out there to talk to them	US Security	15:16	Upon arrival no music found, spoke with the renters and advised of the rules.	NO	
5/28/2017	14:43	2:43 PM	183	237	N Orchid Tree Lane	I just called yesterday but they are still parking on my street. Did anything happen? Please call	US Security	15:42	Security advised there are no cars parked in the street, all in driveways.	NO	
5/28/2017	18:12	6:12 PM	184	2180	E Paseo Gracia	The vacation rental is playing music outside again, come to my home first and listen.	US Security	19:06	The meter reading is not in violation, I still spoke with them to keep noise down.	NO	
5/28/2017	18:33	6:33 PM	185	595	N Farrell Drive	There are multiple cars at this address one of with is completely blocking the sidewalk. There are 4 cars there	US Security	19:18	3 cars within the guidelines, and one car had stopped by just to drop something off and left. No violation found, made contact with guests and advised them of the rules	NO	
5/28/2017	19:06	7:06 PM	186	N/A	N/A	Caller will call back with the address	N/A	N/A	N/A	N/A	
5/28/2017	19:30	7:30 PM	187	1569	S La Brea Road	There is loud music and shouting.	US Security	N/A	Not a registered vacation rental, VRCD to investigate	N/A	
5/28/2017	20:07	8:07 PM	188	1375	Calle Rolph	There's been intermittent loud music with yelling and screaming for the past two days.	US Security	21:13	There is music or noise outside. Decibel level was at 36.1. No answer and no movement on the property	NO	

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5/28/2017	21:36	9:36 PM	189	2293	Joyce Dr	Kids have been screaming non stop for 2 days.	US Security	21:54	Arrived found no music, and noise level was under allowed limit. 39.4, issued verbal warning and advised of the noise laws.	NO	
5/28/2017	22:01	10:01 PM	190	1701	E Joyce Drive	The people at this location have been playing loud music since 2:35pm they are screaming and yelling very loudly. PCB.	US Security	22:22	See call # 190 for resolution	NO	
5/28/2017	22:07	10:07 PM	191	1701	E Joyce Drive	The music is up high and thumping. I can hear it thumping from 2 lots over.	US Security	22:22	Upon arrival no music found, noise level at 35.4. Made contact issued verbal warning.	NO	
5/28/2017	22:12	10:12 PM	192	539	S Vista Oro	The people at this address are playing very loud music. Please tell them to stop.	US Security	22:38	The noise meter was at 36.7 below advised of rules and regulations.	NO	
5/28/2017	22:53	10:53 PM	193	1976	N Berne Drive	They are playing loud music and screaming.	US Security	23:32	The noise level was 43.6 gave citation for excess noise #7410, advised of rules and regulations	NO	
5/28/2017	23:04	11:04 PM	194	1020	E Apache Road	The people at the location above are playing loud music and are being very loud. Please send someone out.	US Security	N/A	Not a registered vacation rental, VRCD to investigate	N/A	