

WEEK #8 - 2/20/2017-2/26/2017

| 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 |
|-----------|-----------|--------------|--------|-------------------------|-----------|--|-------------------------|---------------------------------|---|-----------------------|------------------|---|----------------|--|
| 2/20/2017 | 15:51 | 3:51 PM | 2760 | 401 | Baristo | Loud hollering, screaming by children and adults | PS Vacation Dream Homes | see below | see below | USS | 17:05 | Took decibel read at 51.2 | No | see below |
| 2/21/2017 | see above | see above | 2761 | see above | see above | see above | PS Vacation Dream Homes | 6:26 AM | Responded to Hotline next day after receiving Hotline call | see above | see above | See above 2760 and 2761 are related | see above | Citation pending - Failure to Respond |
| 2/21/2017 | 10:02 | 10:02 AM | 2762 | 1293 | Rose | Playing loud outdoor music | Nobile Ventures | 10:10 | Agent asked couple to turn off music | CODE | 10:10 | No music heard; unable to make contact with guests as doors in front locked. Called management company; said already had speakers turned off that connected to outside. | No | |
| 2/22/2017 | 10:59 | 10:59 AM | 2763 | 1443 | Vaquero | Pool motor makes noise all day and night | Acme | 11:06 | Sent someone to property; suggesting to owner a different type pump | CODE | 11:30 | Reviewed situation with caller. Also responded to outdoor lighting concern. Gave info to VRCD who passed this onto Acme for action with owner. | No | |
| 2/24/2017 | 10:53 | 10:53 AM | 2764 | 634 | Bedford | 2 dozen cars blocking mailbox and drive | Acme | 10:57 | Stated was a Modernism event | CODE | 11:17 | Not logged as a Vacation Rental issue. Verified this property was part of the Modernism Tour event, and Owner was on site. | Yes | |
| 2/24/2017 | 13:47 | 1:47 PM | 2765 | 634 | Bedford | Blocking access to home; called stated he was threaten | Acme | 2:15 PM | Stated no one was in front of house; are asking that no one park there | VRCD advised | 14:15 | Not logged as a Vacation Rental issue. Hotline called VRCD who said Caller should contact PSPD for threats. | Yes | |
| 2/24/2017 | 17:06 | 5:06 PM | 2766 | 342 | Patencio | Loud music and loud voices | VPS | 6:02PM | Talked with guests, claims no noise or music there. Guests said music is coming from house behind them. | NA | NA | Call from Hotline to USS; miscommunication and no response. Being corrected. | No | Citation to be issued - Failure to Respond |
| 2/24/2017 | 17:34 | 5:34 PM | 2767 | 635 | Bedford | Loud noise, music outside | VPS | 5:54PM | Went to home; stated no music outside and quiet music in the house. | PSPD | 17:31 | No music; turned off. | No | |
| 2/24/2017 | 20:22 | 8:22 PM | 2768 | 622 | Monterey | Noise | Eduardo | 8:47PM | Stated now in compliance | NA | NA | Call from Hotline to USS; miscommunication and no response. Being corrected. | No | |
| 2/24/2017 | 23:30 | 11:30 PM | 2769 | 2120 | Junipero | Loud music, tv, voices, many people | Jamie | 11:45PM | Contacted the guests who agreed to be quiet | NA | NA | Hotline error and no response. Being corrected. | No | |
| 2/25/2017 | 11:06 | 11:06 AM | 2770 | 2305 | Bellamy | Loud, blasting music; having open house | Ed | 11:29AM | Went to property, music on low in house. Woman in jacuzzi, no noise. Asked them to play music lower. | CODE | 11:45 | Heard no noise or music upon arrival. Talked to guest who said music had been on and slider was open when Owner called; she turned it off. Gave Good Neighbor Brochure. | No | |
| 2/26/2017 | 10:53 | 10:53 AM | 2771 | 1602 | Olga | Having big party, loud music | None listed | NA | Not a vacation Rental | PSPD | NA | Not a vacation rental | NA | |

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.