

DATE	CALL IN TIME	Call ID #	PROPERTY ADDRESS NUMBER	PROPERTY ADDRESS STREET NAME	DESCRIPTION OF CALL	RESPONSIBLE MANAGING PARTY	CITY RESPONDING PARTY	TIME OF RESPONSE	ACTION/FINDINGS	OWNER OCCUPIED	CITATION ISSUED
3/21/2024	3:59 PM	22096	920	E Paseo El Mirador	Very loud bass music booming, they are outside by the pool. Been on going since Sunday, thought it would stop but they are still at it again today. Would like a callback	N/A	CODE	5:15 PM	The reported property is not a registered vacation rental. I called the reporting party and asked why he thought the property was a VR. The RP stated he didn't know who to call so he contacted the VR hotline. The RP also stated the property doesn't have heavy traffic and believes the property owners are at the residence.		
3/22/2024	4:18 PM	22130	1207	Granvia Valmonte	Complainant states they were woken up this morning at 6:45 am with high pitch screaming from children by the pool - has been ongoing and has been worse now for about an hour - house across the street 8-10 adults. She would like someone to notify the guests of the rental that they are being too loud. *no call back *no access to property - noise should be heard from in front of the rental	N/A	CODE	4:32 PM	A quick investigation from the office found that this was not a registered vacation rental. Arrived at the property at 4:32 PM and started an investigation from the street in front of the property. No noise was noted from the property, and there were no cars in the driveway to indicate anyone occupying the property. No violations witnessed at this time, will continue to investigate possible illegal rental activity from the office.		
3/22/2024	5:54 PM	22136	1207	Granvia Valmonte	screaming children and yelling grown ups out at the pool - can be heard from inside the renters property and - currently ongoing - second complaint on the same rental for the same issue*text from code compliance officer *no access to rp's property is needed to confirm the complaint	N/A	CODE	4:32 PM	Duplicate complaint, RP stating that there is noise at the property. Property is not a registered vacation rental and currently being investigated for possible illegal short term rental use. Tried to call the RP to give an update, but the number provided is currently not in service.		
3/22/2024	8:29 PM	22144	3114	E Cajon Cir	House has been rented and the renters have left their very large dog outside in the backyard who's been constantly barking for about an hour - ongoing *no call back but provides access to property if need - they may need to knock on the front door	Vacation Palm Springs	CODE	11:57 PM	Upon arrival, I didn't observe any barking dogs at the reported property. I called the local contact to advise them of the complaint and the reporting party's concern. The local contact stated he would call the occupants and continue to monitor the situation to ensure it doesn't disrupt any neighbors. RP didn't request a callback.		
3/22/2024	9:47 PM	22146	678	S Thornhill	A party ongoing with loud music playing outdoors and people yelling and screaming. - ongoing informed complainant: "I'm not able to locate the address in our City of Palm Springs database. I will submit the complaint with the address you've given me. You can also call the non-emergency line at 760-327-1441 to report your issue if you'd like." * no call back required	N/A	CODE	11:57 PM	Upon investigation, it was determined the reported property 666 S Thornhill Rd was not the source of the disturbance. The disturbance took place at 678 S Thornhill Rd, which is a canceled registered vacation rental and currently possesses an active license for events, filming, photography, and property rental with an expiration date of 1/31/2025.		
3/23/2024	12:23 PM	22154	1207	Granvia Valmonte	The complainant has stated that there are screaming children and adults. The complainant states that this is the 4th complaint she has made. The complainant states that this is ongoing. The complainant was asked if she wants a call back from the code compliance officer and she declined.	N/A	CODE	12:31 PM	Arrived at the property at 12:31. From the street in front of the property nearest the front yard pool area, no violation was observed. Voices were heard coming from the pool, but there were no loud outbursts or anything louder than normal conversational levels. The reported property is not a registered vacation rental, and there were no obvious signs suggesting it may be operating as one.		
3/23/2024	5:51 PM	22162	2775	E Verona Rd	Loud music playing outdoors, screaming, and hollering can be heard from one street south. - still ongoing *no call back required *no access to property needed	Andy	CODE	6:16 PM	I arrived at the address at approximately 6:16 pm and from the street in front of the property I witnessed music and talking coming from the backyard of the residence. I made brief contact with the occupants and asked how they were associated with the property. From that conversation, I was able to verify by California ID that the owner's daughter was occupying the residence. I explained any loud music complaints would be addressed by the local police. The reporting party was called and notified considering the rights of owners occupying the property any further complaints should go through the non-emergency police line.	YES	

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3/23/2024	5:53 PM	22164	2775	E Verona Rd	Loud music playing outdoors and hollering - ongoing *would like a call back with update and gives access to step onto property if needed	Andy	CODE	6:16 PM	I arrived at the address at approximately 6:16 pm and from the street in front of the property I witnessed music and talking coming from the backyard of the residence. I made brief contact with the occupants and asked how they were associated with the property. From that conversation, I was able to verify by California ID that the owner's daughter was occupying the residence. I explained any loud music complaints would be addressed by the local police. The reporting party was called and notified considering the rights of owners occupying the property any further complaints should go through the non-emergency police line.	YES	
3/23/2024	5:54 PM	22166	2825	E Verona Rd	Loud music playing outdoors hollering - ongoing *would like a call back with an update and gives access to step onto property if needed	N/A	CODE	6:07 PM	I received a vacation rental hotline call for loud music at the property of 2825 E Verona Rd. The property is currently terminated and under investigation for illegally continuing to rent short-term. From the street in front of the property, I did not witness any music coming from the property, but I heard voices spiking up in the backyard. I knocked on the front door and talked to the guest at the property to gain compliance. The occupants confirmed they rented the property on Airbnb for three nights. I was able to receive the booking itinerary from the occupants as evidence for further enforcement action by the city as the property has been cited well over 3 times for operating without a vacation rental certificate.	NO	
3/23/2024	5:57 PM	22168	2825	E Verona Rd	Loud music playing outdoors - currently ongoing I've informed complainant that other neighbors have already called in about the same issue on the same address.	N/A	CODE	6:07 PM	I received a vacation rental hotline call for loud music at the property of 2825 E Verona Rd. The property is currently terminated and under investigation for illegally continuing to rent short-term. From the street in front of the property, I did not witness any music coming from the property, but I heard voices spiking up in the backyard. I knocked on the front door and talked to the guest at the property to gain compliance. The occupants confirmed they rented the property on Airbnb for three nights. I was able to receive the booking itinerary from the occupants as evidence for further enforcement action by the city as the property has been cited well over 3 times for operating without a vacation rental certificate.	NO	
3/23/2024	9:22 PM	22170	1401	E Racquet Club Rd	Complainant neighbor is having a party, there's music playing very loudly. It woke up complainant up, it sounds like a band. It can be heard during the call. This has been going on since 820pm.	Mirna Duran / Josh Redner	CODE	9:40 PM	Received call for music coming from property located at 1401 E Racquet club at 9:20pm. Arrived at the property at 9:40pm and began an investigation from the street in front of the home. Music was heard coming from the property. We attempted to make contact with the guest, but we were unable to. As the local contact numbers were "disconnected", A call was made to the homeowner and a citation was mailed out to the tenants of the short-term rental. RP was called and left a message.		A7904- Music Audible at Property Line