

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
4/8/2024	10:43 AM	22554	2258	N San Antonio Rd	Last 2 days she can hear her kids . Shes sick and trying to get some rest. Her dogs are barking, kids shouldn't be screaming. Shes been outside with her dog and the entire time the child was screaming.	Vacasa	CODE	11:21 AM	I arrived at property there were no cars in the driveway, the curtains were open. I didn't hear any noise, there were no visible signs that anyone was on the property.		
4/11/2024	10:13 PM	22614	1569	Racquet Club Rd	RP left voicemail to report some loud rowdy people. Left no further details.	Juan Velasco / Ruth Diaz	CODE	10:44 PM	I arrived at the property at approximately 10:44 pm. From the street in front of the property line, I witnessed no noise or talking coming from the reported address. I called the local contact to notify them of the complaint and to advise there were no violations observed at the property. The local contact stated he would call the responsible renter and make sure there would be no further issues at the property.		
4/11/2024	11:40 PM	22616	1545	Calle Rolph	calling to report very loud STR. Stating they are in their backyard past 11pm being very loud with their talking, laughing, etc. Has been on and off all day, but very loud now and would not like for it to continue. RP would like to remind anonymous.	ACME House Company	CODE	11:50 PM	I arrived at the property of 1545 S Calle Rolph at approximately 11:50 pm and observed the location from the street in front of the home. The property had all lights off and there were no observed violations for noise or music coming from the property. No contact was made with the occupants as there were no observed violations. I called the local contact on file for the property and left a voicemail discussing the complaint and my observations at the property. No contact was requested from the reporting party.		
4/11/2024	11:43 PM	22618	2605	Verona RD	calling to put in complaint on the STR. RP did not have exact address. Stating STR has been super loud in their pool. Noise has been on and off, but it is now past 11pm, and they still are speaking very loudly, laughing/giggling loudly, and they seem to be intoxicated.	Hayden Kinsey / Thomas Chan	CODE	12:10 AM	I arrived at the property at approximately 12:10 am. The reporting party submitted a complaint of loud noise and talking coming from the pool area of the property. From the street in front of the property, I witnessed mild talking coming from the backyard and garage area of the house. After observing the property, I continued to hear the occupants in the backyard so I knocked on the front door to contact the guests. I discussed the noise complaint and advised the occupants to bring their activities inside for the night. I explained there were no violations witnessed but quiet time is at 10:00 pm. The occupants complied with my request and I informed them the local contact would be made aware of the complaint and would possibly contact them. I left a voicemail with the local contact advising on my contact with the occupants staying at the property. No further action was taken.		

4/12/2024	11:59 AM	22628	695	W Racquet Club Rd	The complainant has stated that there is a massive camper parked in the street and it is hooked up (utilities) to the rental property. Complainant did not want to provide contact information.	AvantStay	CODE	12:16 PM	Upon my arrival at the property at 12:16 pm, I observed the RV, which was a 5th wheel style RV, detached from the truck that was parked directly in front of it. I also observed a power cord running from the RV to the property. I attempted to make contact at the front gate of the property, however, it was locked. As there was no doorbell, I could not make contact, and as a result, I called the property management company, Avant Stay and spoke to Ken. Ken spoke to the guests and advised them to move the RV as quickly as possible. Ken called me approximately 45 minutes later to let me know that the RV was moved. The reporting party did not leave their information, so no contact was made with them.	
4/12/2024	12:41 PM	22634	1390	S San Joaquin	The complainant has reported that there are excessive vehicles parked on the street. 4 vehicles Currently ongoing. Complainant requests a call back from the Code Compliance Officer. Note: We received a voice message from the complainant requesting a call to report the complaint. 1:32pm MST Called the complainant to document his complaint.	Teri Grady	CODE	1:20 PM	I arrived at the property at approximately 1:20 pm. I confirmed that the property is a registered 3-bedroom before arriving at the property. Upon my arrival, I observed two vehicles parked in the driveway and another two in the street. I then made contact at the front door with the responsible renter, who confirmed that all 4 vehicles belonged to him and his fellow guests. I issued the citation, I called the reporting party and advised him of the outcome, then called and spoke to the local contact, Teri, advising her of the complaint and the citation that was issued.	A7994 - Vehicles over permitted limit
4/12/2024	12:41 PM	22632	1233	S San Joaquin	The complainant has reported that there are excessive vehicles parked on the street. 4 vehicles Currently ongoing. Complainant requests a call back from the Code Compliance Officer. Note: We received a voice message from the complainant requesting a call to report the complaint. 1:32pm MST Called the complainant to document his complaint.	ACME House Company	CODE	12:53 PM	Upon my arrival, I observed 4 vehicles at the property; two in the driveway and two in the street directly in front of the property. I confirmed that the property is registered as a 3-bedroom, then made contact at the front door with the responsible renter, Tina. Tina was immediately apologetic and stated that the extra vehicle was solely there to unload items and that it was not there for an extended amount of time. I explained that the ordinance states that the number of vehicles shall be equal to the number of bedrooms at all times, to which she understood. After issuing the citation to the guest, I spoke to Acme House. I also called and spoke to the reporting party at his request, and advised him that a citation was issued.	A7992 - Vehicles over permitted limit
4/12/2024	1:48 PM	22636	1390	S San Joaquin	Officer just went by the property to ask them to remove the vehicles. They have 4 cars, 1 was moved to the garage and the other in front of his house.	Teri Grady	CODE	1:48 PM	After receiving this complaint, I called and spoke to the local contact Teri again to let her know about the additional complaint. As the guest was previously cited less than 30 minutes before this call, I advised her that they needed to get the additional vehicle removed from the vicinity of the property to be in compliance and to avoid any future complaints. I also called the reporting party back and advised him that they were still within a reasonable time limit for moving the vehicles. No further violation at this time.	

4/12/2024	8:49 PM	22644	699	W Regal Dr	Loud noisy party going on and its getting louder and louder. Drunk people in the yard. Its been ongoing since 7 o'clock. Requested to remain anonymous.	Poolside Vacation Rentals	CODE	9:03 PM	Officer Gonzalez and I arrived at the property of 699 W Regal Dr at approximately 9:03 pm in response to an anonymous Vacation Rental hotline complaint regarding a loud party. Upon arrival, there were no signs of a party at the address. After observing the property we noticed guests in the backyard of the property but no violations were witnessed.I called the listed agency Poolside Vacation Rentals to notify them of the complaint and to see if the property was rented for the weekend. Poolside verified the property is occupied by the owner for the next two weekends. No further action was taken.	YES	
4/13/2024	9:44 AM	22652	2010	Lawrence Crossley unit 7	Per Rp says that they are not aware if this is a short term rental property- right now there is guest staying at the property. rp says they want to see if there is a permit for this property.	Archer Management Group	CODE	9:44 PM	Upon checking the vacation rental master list, this property is a registered short-term vacation rental and issued city ID #5483. I verified with the vacation rental hotline that the reporting party was not calling to report a nuisance such as music or noise and was told that they were only wanting to know if the property was registered. I was unable to contact the reporting party and relay this information to them, as they wanted to stay anonymous.		
4/13/2024	12:13 PM	22654	852	E San Lorenzo Rd	music playing outdoors can be heard from across the street and three vehicles behind the gateway - at least six in total - ongoing	Travis Ginett	CODE	12:21 PM	I arrived at the property at approximately 12:21 pm reference a possible music and vehicle occupancy complaint, along with Code Supervisor Nabhan, who met me at the location. Upon arrival, I was able to visually see 3 vehicles parked behind the gate in the driveway of the property. In addition to the vehicles in the driveway, there were 4 other vehicles parked in the street directly in front of the residence. While conducting my investigation, I was also able to hear music coming from the property as I was standing across the street facing the residence. We then moved to the property line in the street directly in front of the residence to take decibel readings. Contact was then made with the guests at the front gate of the property, and after going over the witnessed violations, I issued Administrative Citation #A7995 to the responsible renter, Steven Garcia, for PSMC 5.25.070(c) as well as PSMC 5.25.070(g). After departing the residence, I called and left a detailed voicemail for the property owner/local contact, Travis, advising him of the complaint, witnessed violations, and associated citation that was issued. The reporting party did not request a callback.		A7995 - Music Audible at proerty Line; Vehicles over the permitted Limit
4/13/2024	3:36 PM	22662	707	W Regal Dr	Loud outdoor music -currently ongoing *informed complainant that the address is not found in the database. Provided the non-emergency line phone number.	N/A	CODE	3:36 PM	The reported address is not a registered short-term rental property. Forwarded to the local police department by an officer from the code department.		
4/13/2024	5:24 PM	22664	707	W Regal Dr	Music and loud noise blasting in the yard. Party music blasting , ongoing since 3pm. 707 W Regal Dr Palm Springs CA 92262 Address not in database, per script provided number to non-emergency line (760-327-1441)	N/A	CODE	5:24 PM	The reported address is not a registered short-term rental property. This property was reported earlier today, and the location was forwarded to the local police department by an officer from the code department.		

4/14/2024	8:09 AM	22668	226	N Burton Way	Caller said noise started last at about 1:30 am light night. Caller said there was a lot of shouting and screaming and jumping into the pool. Caller says they might have been intoxicated . Caller mentioned that they may have been coming back from Coachella.	Vacasa	PSPD	8:21 AM	Upon my arrival to work at 9am, I researched this property and confirmed it was a registered rental, and that a contract summary was submitted for this weekend. I then called and spoke to PSPD dispatcher Kim to determine if they had already sent an officer to the location, and was told that a police officer did respond at 8:21 am, and they were unable to hear any noise. I then called and spoke to Ari with Vacasa, advising him of the complaint that was received, and no violation was witnessed, likely due to the activity occurring earlier this morning and being reported after the fact. Ari documented the information and stated he will still ensure that someone makes contact with the guests to avoid any further issues.		
4/14/2024	11:58 AM	22672	956	S Paseo Caroleta	Loud music playing outdoors *no call back	Nilesh Kumar / Steve Sun	CODE	12:05 PM	I received this complaint via the VR hotline at 11:58 am and arrived at the property at 12:05 pm. Upon my arrival, I stood at the property line and began my investigation. I was unable to hear music or any other type of noise. I called and spoke to the local contact to advise him of the complaint received, and no witnessed violation. The local contact indicated that he would still contact the guests to make sure they follow the rules. The reporting party did not request a callback.		