

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
5/21/2024	12:13 PM	23382	1157	Enamor Ct Palm	Reporting party stating metal gate door is off the hinges and is making annoying sound. Reporting party stated last night with the wind it kept opening and closing causing slamming sounds all through the night. Reporting party stating owner probably does not know metal door is broken because they haven't had guests in a while. Reporting party would like a follow up call from Code Compliance Officer.	Relax Palm Springs	CODE	1:19 PM	Currently there is a maintenance man on the property he has fixed the gate temporarily.		
5/22/2024	6:16 PM	23396	2121	E Calle Felicia	Complainant initially called because of noise that he believed to be related to a powerline the last 2 days. He spoke to power company and a technician came out and checked the powerlines, he went in to a neighbors house (not a STR) and confirmed that power line wasn't the issue. He thinks it might be an issue with the pool pump/equipment that might be malfunctioning causing the ongoing noise. Potential safety hazard.	Michael Shreeve	CODE	6:26 PM	Upon arrival at the location, I positioned myself on the street in front of the property and detected a mild squeak coming from the backyard of the property. The noise level at this point did not seem to be a nuisance. To further investigate, I contacted the reporting party and requested access to their property to obtain more information and conduct a decibel reading of the noise reported. From the RP's property, I used my decibel sound level reader and recorded sound levels that exceeded the permissible limits for a low-density residential area. I called the local contact to report my findings and requested their presence to accompany me to the property to address the issue. We investigated the source of the noise and confirmed the noise was coming from the pool pump. The local contact turned the breaker off to the pump to mitigate the issue. The property was not rented out at the time of the complaint.		
5/24/2024	8:08 PM	23434	506	N Sunset Way	Both are blaring music, and have been for a long time. They also have a dog that barks from time to time.	Vacasa	CODE	8:19 PM	Arrived to the property at 8:19 pm and began an investigation from the street in front of the property. No music was heard coming from the property line. As there were multiple complaints coming from the area for music, contact was made with the guest. Advised the guest of the rules and regulations of amplified noise in the city of palm springs. No violations witnessed, and no citations given. Local contact advised of complaint. RP was called and advised of the update.		
5/24/2024	8:09 PM	23436	515	N Burton Way	Both are blaring music, and have been for a long time. There's a party. There 6 cars parked there.	Rather Be Properties	CODE	8:12 PM	Arrived to the property at 8:12 PM and began an investigation from the street in front of the property. No music was heard coming from the property line. The guest of the property were leaving at the time of arrival, so we spoke to them about the complaint. Advised the guest of the rules and regulations for music in the city of palm springs. The guest asked about other rules they should know about, so we advised them on occupancy as well as the noise ordinance and quiet hours. No citations issued. Local contact called and left a message. RP called and advised of the situation.		
5/24/2024	9:56 PM	23438	515	N Burton Way	Really loud music, speakers are about 2 feet tall, its out on the patio 50 ft from his bedroom. One of the women came over the fence and told him they would turn the music down. She turned it down a little bit but the speaker was still going. With sound proof windows it was still going through the walls. Another neighbor made a complaint.	Rather Be Properties	CODE	10:00 PM	Upon arrival, I witnessed no music coming from the property. Officer Gonzales reported the occupants leaving the property and I observed no activity at the property. There were no cars in the driveway or signs of occupants in the backyard. I called the reporting party and left a message identifying myself, my reason for calling, and my call-back information.		

5/25/2024	12:14 PM	23476	2008	E Joyce Dr	Loud music playing next door. Usually its not a problem but its very loud bass coming from the back of property. It's only their first day and just wants to make sure it stops now .	Worry Free BNB	CODE	12:28 PM	Upon arrival, I stood at the property line in the street, facing the residence to make my observations. As we stood at the property line, the music was audible. We then contacted the responsible renter at the front door. I issued an administrative citation and then explained to her how she could either pay the fine or request an appeal. After departing the location, I called and spoke to Nathan with Worry-Free BnB, and advised him of the complaint, witnessed violation, and citation that was issued to the guest. Nathan indicated that he would make contact with the guests. The reporting party did not leave their contact information for follow up.	A8267 - Music Audible at Property Line
5/25/2024	12:53 PM	23480	785	W Cabrillo Rd	Very loud music, ongoing for the last 30 mins since they've been home.	N/A	CODE	1:22 PM	Upon my arrival at the property at approximately 1:22 pm, I began my investigation in the street at the property line directly in front of the residence where I was able to hear music playing, however, I was not able to confirm that it was coming from this property, as it was very windy, and the sound appeared to be coming from a different location. I walked from Girasol Ct. to Girasol Ave., where the music appeared to be more prominent. I continued walking toward in a northwest direction where I was able to positively identify the music coming from 785 W Cabrillo Rd., where there were also a vast amount of cars parked up and down the street. I checked our vacation rental master list and was unable to locate this property on it. Once I returned to my city-assigned vehicle, I tried to make contact with the reporting party and left a voicemail in which I identified the property address and indicated that the RP would need to call the non-emergency PSPD dispatch number which I also provided, to report the nuisance.	
5/25/2024	1:49 PM	23482	1597	E Racquet Club	Music is very loud being played outdoors and the complainant can hear the bass from inside their home- ongoing	Claudia Lunow	CODE	1:58 PM	arrived at approximately 1:58 pm. Upon my arrival, I was not able to hear any music as the property is situated on a very busy street with constant traffic, along with very windy weather conditions. As the reporting party gave access to property, I reported to that location, and once I arrived at the reporting party's residence, they advised me that the music was no longer playing. I asked for access to the backyard to confirm whether the music could still be heard, and after making my observations for 10 minutes, I was not able to hear any music or other type of noise. After departing the property, I called and left a voicemail for the local contact, advising them of the complaint received, and asked that she reach out to the occupants to remind them of the rules.	
5/25/2024	2:33 PM	23484	720	N Rose Ave	Complainant is reporting loud noise. They state there is screaming and loud music that can be heard from inside (unsure if it is outdoors) - ongoing	Vacasa	CODE	2:25 PM	Arrived at the property at 14:45. A violation for music heard beyond the property line was observed from the reporting party's property. Contacted the occupants at the front door, discussed the reported disturbance, and observed violation with the responsible renter. Citation issued. Followed up with the reporting party to notify them of the enforcement action. Followed up with the local contact to advise them of the observed violation.	A6736 - Music Audible at property line

5/25/2024	4:16 PM	23486	1220	S San Mateo	Loud party with loud music possibly playing outdoors. - ongoing	Regenia Money	CODE	4:26 PM	I arrived at the property at approximately 4:26 PM. From my position on the street in front of the property, I conducted my observations and did not witness any violations. The backyard of the property was positioned far from my observation point due to the front driveway and yard utilizing most of the property's square footage. The reporting party did not grant access to their property, preventing me from conducting a complete investigation for music. However, I did observe occupants going in and out of the side gate. To mitigate any further complaints and take the opportunity to educate the occupants, I contacted the responsible renter at the front door. I notified her of the music complaint and explained that I did not witness any violations. I reviewed the rules and regulations regarding the music ordinance and informed her that I would be contacting the local contact. I called the local contact and advised of my communication with the occupants. No further action was taken	
5/25/2024	5:45 PM	23500	1250	E Caleta Way	There's large party, they have 2 porta potties out there. Going on for a few house. There's at least 30 cars on the street.	Mac Meehan	CODE	5:20 PM	Upon arrival at the property, I observed a large party with an uncountable number of individuals from the street in front of the property. I approached the property and identified myself as a Palm Springs compliance officer to the occupants. I asked if the property owner was present, to which one of the occupants responded "Yes he's in the backyard". I then requested to speak with the owner. The owner came out and provided identification, confirming his identity as the owner of the property. I informed the reporting party that the property was owner-occupied and not operating as a short-term vacation rental. I advised the RP to contact the non-emergency police line if the disturbance continues throughout the night.	Yes
5/25/2024	6:57 PM	23506	1250	E Caleta Way	Complainant states there is a residential home that has about 30 - 40 vehicles lined up on each side of the street all the way across hermosa - ongoing -porta potties out in the front yard	Mac Meehan	CODE	5:20 PM	The owner currently occupies the property and is hosting a party for his birthday.	Yes
5/25/2024	10:58 PM	23520	502	HIGHLAND DR PALM	Big party in the pool, the parking lot is full of cars without of state license plates. Caller has been having issues with this building since it was sold 2 years ago, every holiday there's big parties going on.	N/A	CODE	11:13 PM	Arrived to the property at 11:13pm and began an investigation from the street in front of the property. The property is a multi-family dwelling that is gated and did appear to be occupied. No music was noted from the property. Took photos to document property, will continue investigating from the office. Called Rp and advised of the findings, and that the property will continue to be investigated. Advised RP to call PD non-emergency line should there be any further issues with noise or music coming from the property.	
5/26/2024	10:22 AM	23532	1120	E Louise Dr	there are 4 cars parked at the rental and they are only allowed 3. There are also screaming kids in the back yard. The complainant requested that the code compliance office calls him back	Letty Ramirez / Marie Navarro	CODE	10:48 PM	Arrived at 10:48 am, and observed 2 vehicles on the street directly in front of the residence and 2 vehicles in the driveway. Made contact at the front door with the responsible renter who confirmed that all 4 vehicles were tied to the property. Issued a citation to the guest, then called both the local contact, as well as the reporting party. The local contact stated she would call the guests to go over the rules again.	A8269 - Vehicles over permitted limit

5/26/2024	1:05 PM	23536	3187	VENTURA RD PALM	a vacation rental across the street - four bedroom with five vehicles parked out front and may also be over the occupancy limit - ongoing	Rolando Linares	CODE	1:15 PM	Upon my arrival to the location at approximately 1:15 pm, I observed 3 vehicles parked in the driveway, and 2 additional vehicles parked in the street directly in front of the residence. I contacted the occupants at the front door, advised them of the witnessed violation, and issued a citation to the responsible renter. After departing the location, I called and left a voicemail for the listed local contact on file. I received a return call from the listed local contact at 2:55 pm, in which they stated that they were the pool service for the property, and were unaware of what a local contact was. Once I cleared from the two additional vacation rental complaints that I received, I attempted to reach the homeowner of this property and left a voicemail at 3:50 pm, asking them to call me as soon as possible. The reporting party was anonymous.		A8270 - Vehicles over permitted limit
5/26/2024	2:45 PM	23540	1420	Via Escuela	Loud music playing outdoors currently ongoing - they were also playing loud music yesterday	Beatriz Lopez	CODE	3:00 PM	I arrived at the property at approximately 3:00 pm and began my investigation by standing on the street at the property line. I walked from the west to the east side and was unable to detect any music playing. As I was making my observations, a guest from the property came to the front courtyard area and I advised him of the complaint that was received. The guest said they were not playing music and only barbecuing in the backyard. I briefly went over the rules with the guest concerning music and reiterated the quiet hours for non-amplified sound as well. The guest was appreciative of my explanation, and I departed the property. I then called the reporting party to give them an update as to my findings and he also advised that he was no longer able to hear music. I attempted to call the listed local contact and was told that she is no longer working for the owner. I then attempted to call the owner, however, the phone number did not work.		
5/26/2024	2:46 PM	23542	480	E Bogert Trail	Next door rental is playing loud music indoors very loudly that can be hear from the complainant backyard - ongoing	Joel Hillman/Jordan Smith	CODE	3:08 PM	Arrived to the property at 3:08PM and began an investigation from the street in front of the property. No music was heard from the street in front of the property. The RP gave access to the property where music was heard. Contact made with local contact, who advised the property was owner occupied. Made contact with the tenant of the property, who was the homeowner. Verified identity via California ID card. No violations or citations issued. RP notified of owner-occupied home.	YES	
5/26/2024	3:01 PM	23544	2191	E Park Dr	Property playing loud music and singing along today - issue also occurred yesterday - ongoing	Pooside Vacation Rental	CODE	3:28 PM	arrived at approximately 3:28 pm. Upon my arrival, I stood in the street at the property line and began my investigation. I walked the perimeter of the property and was not able to detect any music or other noise. I attempted to call the reporting party, as they indicated to the hotline that I could call them for access to their property. The reporting party did not answer my call, so I left a voicemail advising them to call the hotline if the music started again. I then departed the location and called and spoke to Arias from Poolside Vacation Rentals. Ari stated she would contact the guests to advise them of the complaint and reeducate them on the rules and regulations.		
5/26/2024	6:00 PM	23554	1985	Marguerite St Palm	Loud music coming from the property and the complainant can hear it in their home.	Javier Islas / Yolanda Ceballo	CODE	6:25 PM	Arrived to the property at 6:25PM and began an investigation from the street in front of the property. There were 2 vehicles parked in the driveway. No music or noise was observed coming from the property. Called the property manager and advised of the complaint. Property manager stated that he would call the tenants and readvise of the rules. Call was anonymous. No citations issued.		

5/26/2024	7:09 PM	23556	191	Morongo Rd	Caller called to complaint about loud noise and persons jumping from off the roof into the pool	Marshall Watson	CODE	7:27 PM	Arrived to the property at 7:27pm and began an investigation from the street in front of the property. Some noise was noted from the property line, but no amplified sound was observed. All decibel readings read below 45db. No violations were witnessed at this time. I called the property manager and advised of the complaint submitted. Called the rp and advised of the conclusion of the investigation.		
5/26/2024	7:25 PM	23558	1322	S Farrell Dr	Excessive vehicles on the property and the complainant is currently observation the potential violation.	APEK Rentals	CODE	8:00 PM	The property is registered with the city as a 4 bedroom vacation rental. I arrived to the property at 8:00 PM and began an investigation from the street in front of the property. I was only able to observe 4 vehicles at the property and unable to witness a violation. No contact made with the guest. RP was called and advised of the finding		
5/26/2024	7:25 PM	23560	1220	S San Mateo	Excessive vehicles on the property and the complainant is currently observation the potential violation.	Regenia Money	CODE	7:45 PM	Arrived to the property at 7:45pm and began an investigation from the street in front of the property. I noticed that there were 5 vehicles at the property. This property is registered as a 4 bedroom rental with the city. There was a violation at the property. I made contact with the guests, and advised of the violation. Citation A7910 was issued. Local contact was advised of the situation. RP was called and notified of my findings.		A7910 - Vehicles over permitted limit
5/26/2024	10:02 PM	23568	2775	E Verona	Loud music Complaint	Andy	CODE	10:25 PM	Arrived at the property at 10:25pm and began an investigation from the street in front of the property. Upon initial observation i heard some noise coming from the property but was unable to verify the exact location of the noise because of the wind in the area. Because the property is suspended, and i heard some noise, i made contact with the tenants of the property, and verified that the owners were occupying the property. No citations issued out at this time. RP called and message left detailing the conclusion of my investigation.	YES	