

DATE	MT	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
03/23/2020	16:53	4:53 PM	200323165007	387	Valmonte sur	People Are Yelling And Screaming, Noisy And Obnoxious.	McLean Company	CODE	17:17	Upon arriving, I was unable to hear noise coming from the backyard. No violation.	NO	
03/23/2020	18:05	6:05 PM	200323180207	1266	S Farrell Drive	Turn Onto San Mateo And You Will Hear The Noise From The Backyard.	McLean Company	CODE	18:27	Arrived at 6:27 pm to property location. Observed music while standing on the sidewalk in front of home. Made contact with Occupant which stated was the PO, verified through ID. DB levels were below limits for time of day. No violation.	YES	
03/23/2020	19:38	7:38 PM	200323193248	1266	S Farrell Drive	I Had Someone Come To My House Tonight Regarding A Complaint. I Want To Know He Went To The House And Actually Talked To The Complained Or Just Got A Phone Call. Please Call	McLean Company	CODE	19:27	Contacted the RP, regarding the contact I had with them. They suspect it was a prank caller calling on their property. Property is owner occupied and not being rented.	YES	
03/23/2020	20:25	8:25 PM	200323202145	N/A	N/A	Why Are We Still Allowing People To Rent	N/A	N/A	N/A	Referred Caller to Office	N/A	
03/23/2020	21:12	9:12 PM	200323211103	467	E Molino Rd	They Are Playing Loud Music.	Megan Guerra	AUS	22:00	No Loud Noise Upon Arrival. There Are Vehicles Parked On The Property. No One Answered The Door. Property Manager Contacted Advised Two Noise Complaints No Citation Issued	NO	
03/23/2020	21:15	9:15 PM	200323211339	467	E Molino Rd	I Would Like To Report Very Loud Music. I've Been Trying To Sleep For Over An Hour Now.	Megan Guerra	AUS	22:00	No Loud Noise Upon Arrival. There Are Vehicles Parked On The Property. No One Answered The Door. Property Manager Contacted Advised Two Noise Complaints No Citation Issued	NO	
03/24/2020	14:23	2:23 PM	200324142016	287	N Burton Way	There Is Loud Noise From A Boom Box In Yard Being Played	Curtis Redding	CODE	14:37	Upon arriving, music was not observed. Made contact with occupant which stated they were staying until the end of May. Went over noise ordinance. No violation	NO	
03/24/2020	15:39	3:39 PM	200324153440	6164	Montecito Drive Uit 3	Please Call The Neighbor Is Quarantine For The Corona Virus, Short Term Renter(Which Is Not Allowed) Please Assist Asap	N/A	CODE	16:58	Will be looking into a possible illegal rental.	NO	
03/24/2020	16:38	4:38 PM	200324163419	1266	S Farrell Drive	The Compliance Officer Received A Complaint About Noise At My House Last Night. I'm Still Waiting For A Call Back.	McLean Company	CODE	18:38	Following up with PO.	N/A	
03/24/2020	17:13	5:13 PM	200324171041	N/A	N/A	Please Call Back Regarding The New Order To Vacate Rental Homes.	N/A	CODE	18:39	Answered questions regarding new Moratorium orders.	N/A	
03/24/2020	17:43	5:43 PM	200324173952	2719	E Ventura Road	Please Call Me To Access My Property. People Just Pulled Up And Started Going Into This House And There Is A Moratorium On Vacation Rentals As Of This Morning.	Robert Mrazek / Claudia Lunow	CODE	18:41	Clarified concerns regarding moratorium orders	N/A	
03/24/2020	19:02	7:02 PM	200324185901	554	N Plaza Amigo	The House Has Had The Pool Motor Going From 7am Everyday Until Now. It Is So Loud I Can't Sleep. Don't Know Address	Norma	CODE	19:25	RP stated that pool noise had stopped. Will follow up with RP.	NO	
03/25/2020	6:40	6:40 AM	200325063940	N/A	N/A	Information Given To Caller	N/A	N/A	N/A	N/A	N/A	
03/25/2020	10:27	10:27 AM	200325102645	N/A	N/A	Information Given To Caller	N/A	N/A	N/A	N/A	N/A	
03/25/2020	11:24	11:24 AM	200325111944	N/A	N/A	My Employee Lives Out There And He Is Out Of Town And I Was Going To Come And Stay At His House. His Home Is Not A Vacation Rental, Looking For Rules And Ordnances And If Okay For Me To Stay There At His House While He Is Out.	N/A	N/A	N/A	Referred Caller to Office	N/A	

03/25/2020	11:40	11:40 AM	200325113343	1566	Lorena Way	We Are Suppose To Ge In Isolation. Last Night They Were Really Noisy. I Says That Everyone Is Suppose To Leave And Go Home, I Have A Copy Of The Notice That Was Sent Out And They Are Still Here.	Marc Brooks / Judy Eastman	CODE	11:50	The guest were at the property before the orders took place. RP also had questions regarding the orders in place which I was able to answer.	NO	
03/25/2020	12:56	12:56 PM	200325124755	N/A	N/A	Dr. David Sillippi Is Coming To Palm Springs On The March 29 - April 6 To Work At Desert Regional. My Question Is, Will The City Grant An Exception For Medical Reasons To Stay At Temporary Housing.	N/A	CODE	13:05	Called RP back to answer questions regarding moratorium.	N/A	
03/25/2020	13:09	1:09 PM	200325130515	1266	S Farrell Drive	This Is My 3rd Time Calling And I Cannot Get A Call Back. Someone Keeps Falsely Reporting My Property For A Nuisance Complaint. I Am Also Having Vandalism Done To My Home. I Am Very Upset. Please Call	McLean Company	CODE	13:45	Followed up with RP. Explained they need to contact PD for vandalism calls.	NO	
03/25/2020	15:33	3:33 PM	200325153314	N/A	N/A	Caller Hung Up	N/A	N/A	N/A	N/A	N/A	
03/25/2020	16:24	4:24 PM	200325162246	N/A	N/A	A Hotel Is Still Open	N/A	N/A	N/A	Referred Caller to Office	N/A	
03/25/2020	16:41	4:41 PM	200325163830	1220	San Mateo	There Is A Party Going On With Loud Music. Please Assist.	Regenia Money	CODE	17:21	From the street in front of the property, no violation for loud occupants or music was observed. Did not make contact with the occupants. Followed up with the reporting party and the local contact.	NO	
03/25/2020	16:53	4:53 PM	200325165025	1220	San Mateo	Calling Back To Advise, It Is Okay To Access My Property To Witness The Violation, Which Is A Loud Party.	Regenia Money	CODE	17:21	From the street in front of the property, no violation for loud occupants or music was observed. Did not make contact with the occupants. Followed up with the reporting party and the local contact.	NO	
03/25/2020	17:59	5:59 PM	200325175518	2719	E Ventura Road	Today The City Manager Made A Statement That Vacation Rental Occupants Need To Leave The Rentals And Shelter In Place In Their Own Residence. There Are Still Cars In Front Of This House.	Robert Mrazek / Claudia Lunow	CODE	19:53	Called the R/P back and discussed the details regarding the updated declaration for the moratorium on Vacation Rental Properties. Advised the R/P that occupants arrived at the rental prior to the declaration and they would be permitted to remain until the end of the rental term.	NO	
03/25/2020	19:07	7:07 PM	200325190350	2100	E Hildy Lane	City Manager Made Statement That Vacation Rentals Were To Be Shut Down And Vacationers Were To Go Home. There Are 3 Cars Outside. At Least One Had Huntington Beach License Plate.	Fernando Osuna / Billy Dortch	CODE	19:54	Called RP back and discussed the details regarding the updated declaration for the moratorium on Vacation Rental Properties. Advised RP that the occupants arrived at the rental prior to the declaration and they would be permitted to remain until the end of their rental term.	NO	
03/26/2020	10:42	10:42 AM	200326104241	N/A	N/A	Referred Caller To Website	N/A	N/A	N/A	N/A	N/A	
03/26/2020	15:27	3:27 PM	200326152449	272	N Via Las Palmas	Kids Yelling And Squealing In Pool. They Have Landscapers With Gas Leaf Blowers Right Now. Been Going On For A Week	Altamira	CODE	15:45	From the street in front of the property, no violation for noise coming from the property or landscapers using gas powered leaf blowers was observed. Did not make contact with the occupants. Followed up with the local contact.	NO	
03/26/2020	17:40	5:40 PM	200326173547	471	Tamarisk Road	Renters Are Playing Game Of Smash Ball, And Being Very Loud, Sounds Like They Are Hitting Things With Hammer. Please Ask Them To Quiet Down.	McLean	CODE	17:57	From the street in front of the property we could hear that there was people playing in the backyard of the property, however there was no observable violation with regards to noise level. No contact was made with the occupants. No citation was issued. Local contact was called and informed.	NO	
03/26/2020	18:23	6:23 PM	200326181941	471	Tamarisk Road	They've Been Really Loud For A Long Period Of Time, Please Go Over There And Check It Out	McLean	CODE	17:57	See Call ID 200326173547	NO	

03/26/2020	23:19	11:19 PM	200326231704	1630	E Sunny Dunes	The Casita At This House Just Had New Guests Arrive This Morning, And They Are Still There Tonight. The Grey Audi In Driveway Belongs To Guest. I Thought Rentals Were Suspended At This Time?	Matthew Stocker	CODE	0:36	No active nuisance reported, R/P seemed to have a question regarding the moratorium on vacation rental properties but did not leave any info to be able to follow up with. Will follow up with the local contact to inquire about the occupants 3/27 during regular business hours.	NO	
03/27/2020	10:07	10:07 AM	200327100035	524	Calle Santa Rosa	The Property Has New People Coming In And Should Not According To The Rules.	Walt Hawkins	CODE	10:15	Made contact with the occupants and found that it was the house cleaners inside the property, not renters. No violation. Followed up with the reporting party and the local contact.	N/A	
03/27/2020	11:28	11:28 AM	200327112436	1980	Jacques Drive	People Checked In To The Rental Last Night, They Are Outside Swimming And Being Loud. I'm Afraid They Are Spreading The Disease. They Shouldn't Have Come.	Vacation Palm Springs	CODE	11:40	From the street in front of the property, noise was observed coming from the property but it was within the permitted limits. Made contact with the occupants and they advised they were not renting, they were friends of the owner. Followed up with the local contact who confirmed that they did not have any rental agreements, but were notified by the owner that he was having friends stay at the property. No violation. Followed up with the reporting party and the owner regarding shelter in place declaration.	NO	
03/27/2020	13:00	1:00 PM	200327125943	N/A	N/A	Wanted To Know If It Would Be Okay For A Nurse Who Works At A Local Hospital To Rent Her Long Term Rental.	N/A	N/A	N/A	Referred Caller to Office	N/A	
03/27/2020	14:49	2:49 PM	200327144555	503	E Laurel Circle	There Are People Unloading Their Car For A Vacation Rental. They Are Just Arriving.	Oasis Rentals	CODE	15:14	Made contact with the occupants of the home and found out that they were the owners of the home. No violation was observed, no citation was issued. Local contact was not called.	YES	
03/27/2020	15:39	3:39 PM	200327153834	N/A	N/A	Customer Inquiry	N/A	N/A	N/A	Referred Caller to Office	N/A	
03/27/2020	16:02	4:02 PM	200327160207	N/A	N/A	Customer Inquiry	N/A	N/A	N/A	Referred Caller to Office	N/A	
03/27/2020	23:45	11:45 PM	200327234244	1672	S Calle Rolph	The Music Is Banging	Ron Caprole / Russell Treacy	CODE	0:02	From the street in front of the property no violation for music was observed. Called back reporting party who stated that the music had been turned down a few minutes ago but stated that the property was also being used as a vacation rental. Made contact with the occupants who verified that they were renting the home out for the weekend, informed occupants about the complaint received the rules regarding music and noise at vacation rentals and the emergency moratorium set in place at the moment for the county. Reached out to local contact and informed him of our findings. No citation was issued.	NO	
03/28/2020	9:23	9:23 AM	200328092136	N/A	N/A	Customer Inquiry	N/A	N/A	N/A	Referred Caller to Office	N/A	
03/28/2020	13:15	1:15 PM	200328130905	2885	E Venetia Road	There Is A Party Held At 2885 E Venetia Rd. They Should Not Be Having Any Kind Of Gathering Due To The Global Health Issue.	N/A	CODE	13:42	From the street in front of the property, no violation for loud occupants or noise. Owner approached us as we were outside observing. Property is not a registered vacation rental nor was it operating as one.	YES	
03/28/2020	14:47	2:47 PM	200328144713	N/A	N/A	Customer Inquiry	N/A	N/A	N/A	Information Given To Caller	N/A	

03/28/2020	17:49	5:49 PM	200328174640	1350	E Luna Way	Renters Checked In Last Night & Now They Have Guests Coming Over And They Are Out At The Pool. I Thought We Are Under A Ban With The Covid 19 Quarantining	Kelly Long	CODE	18:10	Made contact with the occupants who stated they were not renting the house but were friends of the owner. Informed occupants about the need to shelter in place for the duration of their stay, occupants understood. Contacted local property contact and informed him of our observations. No citation was issued.	NO	
03/28/2020	19:29	7:29 PM	200328192638	N/A	N/A	Customer Inquiry	N/A	N/A	N/A	Referred Caller to Office	N/A	
03/28/2020	19:09	7:09 PM	200328190641	2475	Cahuilla Hills Drive	New People Have Just Checked Into This Property Today 03/28/20, They Are A Loud Family, But That Is Not The Issue, It Is That I Thought Vacation Rentals Were Suspended At This Time.	Mike Mueller/Nick Bode	CODE	19:15	Made contact with the occupants who informed us they were not renting the place but were friends of the owner. Explained complaint received and the necessity to shelter in place for the duration of their stay, occupants understood. Local contact/owner was informed of the complaint received. No citation was issued.	NO	
03/28/2020	19:51	7:51 PM	200328194430	1980	Jacques Drive	I Reported New People, And Was Told That They Were The Owners Friends. Today There Is Another Set Of People At The House, Having Party Speaking Spanish, With Spanish Music, Other People Spoke English	Vacation Palm Springs	CODE	20:06	From the street in front of the property we observed music coming from the property that was extending beyond property lines. Made contact with the occupants informed them of the rules regarding music and vacation rentals. Citation was issued for music extending beyond property lines. Management company was contacted and voicemail was left for a call back.	NO	A6021-MUSIC
03/29/2020	10:38	10:38 AM	200329103624	N/A	N/A	Customer Inquiry	N/A	N/A	N/A	Referred Caller to Office	N/A	
03/29/2020	12:35	12:35 PM	200329123455	N/A	N/A	Caller Hung Up	N/A	N/A	N/A	N/A	N/A	
03/29/2020	12:03	12:03 PM	200329115909	926	Calle Santa Cruz	There Are Strangers Moving In To The Vacation Rental Breaking The Law In Place By Governor.	Fernando Osuna / James Dortch	CODE	12:35	Tenants posted a note that they were using the property for self quarantine and would not answer the door. I contacted the property manager. He stated the property is being used by the owner's family members and self quarantining. Property manager is aware of hotel and vacation rental restriction.	NO	
03/29/2020	12:55	12:55 PM	200329124755	926	Calle Santa Cruz	My Housekeeper Received A Call From The City And Im Returning The Call. Please Call Me Back Right Away	Fernando Osuna / James Dortch	CODE	13:00	Already spoke to contact regarding the property but left him a voicemail.	NO	
03/29/2020	13:10	1:10 PM	200329130915	N/A	N/A	Caller will call back	N/A	N/A	N/A	N/A	N/A	
03/29/2020	15:13	3:13 PM	200329151242	N/A	N/A	Customer Inquiry	N/A	N/A	N/A	Information Given To Caller	N/A	
03/29/2020	16:34	4:34 PM	200329162947	589	Sycamore Circle	These People Showed Up On Friday. They Are Being Loud And I Need Security Out There. There Are Several Cars Parked Out In Front	Palm Springs Vacation Homes	CODE	16:52	From the street in front of the property not violation for noise was observed. Made contact with the occupants who stated they were not renting but rather had been allowed to use the home by the owners who are their friends. Occupants mentioned they were sheltering in place and would be here until April 5, 2020. Informed occupants about the complaint received as well as the rules regarding music/noise and how they apply to vacation rental properties, occupants understood. No citation was issued. Local contact was informed of complaint received.	NO	
03/29/2020	16:53	4:53 PM	200329165324	N/A	N/A	Caller will call back	N/A	N/A	N/A	N/A	N/A	
03/29/2020	20:34	8:34 PM	200329203359	N/A	N/A	Caller will call back	N/A	N/A	N/A	N/A	N/A	