

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
05/11/2020	0:22	12:22 AM	200511001951	221	E Calle Papagayo	They're In The Back Yard Playing Music And Being Very Loud. People Come And Go All The Time, This Is Happening Every Night.	Esther Munoz / Robert Carlson	CODE	0:32	From the street in front of the property there was no music observed. Made contact with the occupants who stated they were renting the property out on a long term lease for three months. No violation observed no citation was issued.	NO	
05/11/2020	9:57	9:57 AM	200511095621	N/A	N/A	Wanted to know if rental ban was lifted	N/A	N/A	N/A	Referred Caller to Office Hours	N/A	
05/11/2020	10:33	10:33 AM	200511102939	N/A	N/A	I Am A Vacation Rental Owner. Calling To Get Some Information Regarding The 60 Days Rule Due To The Covid 19 Pandemic.	N/A	N/A	N/A	Referred Caller to Office Hours	N/A	
05/11/2020	12:20	12:20 PM	200511115949	1310	E Rosarito Way	Complaint: I Live Next Door To A Home Which Is Suppose To Be For Sale. There Has Been A For Sale Sign Up For 2 Years. I Check The Listing And The Home Off The Market. People Are Still Checking In On A Regular. There Was A Family With Six Cars. I Submitted A Report With Photos On Your Website. The Reference Number Is 1004007. I Communicated With The Listed Agent Cory Alan Friday Regarding The Loud Music. His Telephone Number Is 310-544-3200. I Have Copies Of The Text Messages If You Need Them. The Agent Said The People Were Families Of The Owners.	Kelly Long	CODE	12:38	No one is currently at the property and no vehicles present Contacted local contact who said he was not aware of anyone being at the property but is going to confirm that with the property owner.	N/A	
05/11/2020	12:23	12:23 PM	200511120401	1310	E Rosarito Way	Please See Call ID 200511115949	Contact Name: Kelly Long	CODE	13:49	Please See Call ID 200511115949	N/A	
05/11/2020	12:23	12:23 PM	200511121105	1310	E Rosarito Way	Please See Call ID 200511115949	Contact Name: Kelly Long	CODE	13:49	Please See Call ID 200511115949	N/A	
05/11/2020	12:57	12:57 PM	200511125603	N/A	N/A	Requesting Riverside County Board Updates	N/A	N/A	N/A	Referred Caller to Office Hours	N/A	
05/11/2020	13:46	1:46 PM	200511134454	N/A	N/A	Calling To See If Ordinance Has Changed	N/A	N/A	N/A	Referred Caller to Office Hours	N/A	
05/11/2020	16:37	4:37 PM	200511163435	5951	Montecito Ave #1	Please Call Re; Residents That Moved Into Unit 1, There Is A Family There And They Have More People Staying With Them, Second Request, Please Assist Asap.	N/A	CODE	17:20	Arrived at location and spoke with the occupant. He said he is the property owners brother and staying at the property with his brother, but his brother had to go to his house in Anza to check on things. Gave him my contact info and requested he have his brother contact me and I will go back to verify he is there.	YES	
05/12/2020	9:37	9:37 AM	200512093543	N/A	N/A	Wanted To Report Renting During Covid	N/A	N/A	N/A	Referred Caller to Office Hours	N/A	
05/12/2020	10:26	10:26 AM	200512102036	1365	E Tachevah Drive	Follow Up: I Was Told To Call To Update In Any Changes. There Is Another Vehicle In The Garage, But It Is The Owner's Vehicle. I Don't Know If That Matters. I Will Leave My Back Door And Garage Open.	Claudia Lunow / Jeff Zeitlin	CODE	10:39	Spoke with local contact and assured me it is not the owners vehicle as the 61 day rental is still in there. No violation or citation.	NO	
05/12/2020	11:13	11:13 AM	200512111311	N/A	N/A	Referred Caller To Website	N/A	N/A	N/A	Referred Caller To Website	N/A	
05/12/2020	15:40	3:40 PM	200512154022	N/A	N/A	Referred Caller To Website	N/A	N/A	N/A	Referred Caller To Website	N/A	
05/13/2020	10:52	10:52 AM	200513104925	N/A	N/A	Referred Caller To Website	N/A	N/A	N/A	Referred Caller To Website	N/A	
05/13/2020	14:51	2:51 PM	200513145039	2003	E Joyce Drive	There Is A Different Tenant Every Week At This Property. They Should Not Be Having Tenants During This Time.	Dee Duran / Danny Clappetz	CODE	15:16	I arrived at the property at 3:16 asked her if guest rented the property for vacation purposes or covid mitigation. Guest responded that it was a vacation rental through AIRBNB. I explained the shelter in place order and that vacation rentals could only be booked for covid mitigation purposes. Moratorium Citation issued to the property owner.	NO	Moratorium Citation
05/13/2020	14:55	2:55 PM	200513144456	2003	E Joyce Drive	I Would Like To Speak With A Compliance Office In Re To How The Property Is Being Handled.	Dee Duran / Danny Clappetz	CODE	15:16	See Call 200513145039	NO	

05/13/2020	16:44	4:44 PM	200513163636	1365	E Tachevah Drive	I Called Last Week About A Lot Of People At A Rental And I Am Trying To Figure Out What Is Going On, I Can Leave The Garage Open. Who I Talked To Last Night Said They Would Get Taken Care Of.	Claudia Lunow / Jeff Zeitlin	CODE	17:04	Spoke with reporting party. I advised him that they have a signed rental agreement. No violation.	NO	
05/13/2020	16:58	4:58 PM	200513165302	2291	E Calle Papagayo	I Just Noticed An Uber, And Then 4 Other Cars At This House. Wondering If There Is Still A Short Term Rental Ban At This Time?	Ruth Brant	CODE	18:41	Call was cancelled while en route	N/A	
05/13/2020	17:10	5:10 PM	200513170612	2291	E Calle Papagayo	Calling To Cancel The Complaint That I Put In Already. Ticket # 200513165302	Contact Name: Ruth Brant	CODE	18:41	Call cancelled while en route	N/A	
05/13/2020	18:49	6:49 PM	200513184714	947	N Cibola Circle	Loud Occupants	Palm Luxury Properties	CODE	19:10	Arrived at 7:10 pm to property location. Upon arriving, I was unable to observe loud noises coming from the property. Made contact with occupant which is the Property Owner. No violation.	YES	
05/13/2020	19:16	7:16 PM	200513191318	947	N Cibola Circle	2nd Call* Regarding Noise Complaint. I Would Like A Call Back.	Palm Luxury Properties	CODE	19:10	Refer to ticket #200513184714 for call notes.	YES	
05/13/2020	19:24	7:24 PM	200513191706	630	Tachevah Drive	Property Is Not A Licensed Vacation Rental And It Is Sale Pending.4 Different Groups Of People Over The Last 3 Weeks Have Been There. The Address Is 630 East Tachevah.	N/A	CODE	19:45	Upon arriving, I was unable to make contact with occupants. Beyond the front gate there is a separate gate that does not allow access. Will follow up.	N/A	
05/13/2020	19:28	7:28 PM	200513191959	1335	S San Joaquin	There Is Loud Music Playing At 1335 South San Joaquin And The Owners Are In Houston, There Is A Shelter In Place Order And Vacation Rentals Are Closed	N/A	CODE	20:10	Upon arriving, from the front of the property I was unable to observe music. Made contact with occupant which is the property owner. No violation.	YES	
05/14/2020	12:31	12:31 PM	200514123001	N/A	N/A	When Can Palms Spring Rent Again.	N/A	N/A	N/A	Referred Caller to Office Hours	N/A	
05/14/2020	17:34	5:34 PM	200514173429	N/A	N/A	Referred Caller To Website	N/A	N/A	N/A	Referred Caller to Office Hours	N/A	
05/14/2020	18:19	6:19 PM	200514181649	1186	E Racquet Club Rd	The Neighbors Are Playing Loud Music In The Backyard.	Bret Allison / Paula Good	CODE	19:53	Per Roberto: We went out to the property. Did not observe any music coming from the property, so no violation. Made contact w/the occupants. We are trying to reach out to owner	NO	
05/14/2020	20:23	8:23 PM	200514202119	908	Arroyo Vista Dr	There Is A Rental In Progress And Need We Need It To Be Stopped.	Anthony Mauceri / Veronica Rodriguez	CODE	20:41	I was unable to make contact with occupants since no one answered the door. Attempted to call local contact call was not answered. No Violation was observed.	NO	
05/14/2020	21:34	9:34 PM	200514213025	908	Arroyo Vista Dr	2nd Call. It's Been 2 Hours And No One Has Come. Left The Side Gate Open For You To Witness The Violation. Please Do Not Disturb Us. We Are In A Quarantine And This Reservation Should Not Exist.	Anthony Mauceri / Veronica Rodriguez	CODE	22:03	Made contact with the occupant who stated that he was in town for an essential reason that had to do with property he owns; further verification to be provided. No violation noted as of this time.	NO	
05/15/2020	10:29	10:29 AM	200515102727	N/A	N/A	Are You Renting Long Term For The 30 Days At This Time?	N/A	N/A	N/A	Referred Caller to Office Hours	N/A	
05/15/2020	12:39	12:39 PM	200515123922	N/A	N/A	Caller Will Call Back	N/A	N/A	N/A	Caller Will Call Back	N/A	
05/15/2020	13:03	1:03 PM	200515125826	56	Portola	I Just Have Some Questions About How Much It Would Cost To Rent Out The Address: 56 Portola Drive, For A Short Period Time. I Just Have Some Questions. Please Call Me Back.	N/A	N/A	N/A	Caller Will Call Back	N/A	
05/15/2020	13:11	1:11 PM	200515131108	N/A	N/A	Referred Caller To Website	N/A	N/A	N/A	Referred Caller To Website	N/A	
05/15/2020	15:32	3:32 PM	200515152849	2616	N Kitty Hawk Drive	This Is The Second Weekend They Have Rented The Unit Out During The Time That Is Banned From Renting.	Chris Ponce	CODE	19:11	Upon inspection we found the property in violation and have issued a citation.	NO	Moratorium Citation
05/15/2020	15:33	3:33 PM	200515153321	N/A	N/A	Information Given To Caller	N/A	N/A	N/A	Information Given To Caller	NO	
05/15/2020	18:37	6:37 PM	200515182908	645	S Canon Dr	Loud Music Continuously.	Randi Sheehy	CODE	19:42	From the street in front of the property no music could be heard. Made contact with the occupants who we verified were the owners. Occupants stated they have been at their home for some weeks now. No violation was observed, no citation was issued.	YES	
05/15/2020	19:40	7:40 PM	200515193630	100	N Cerritos #2	Reporting Suspected Short Term Rentals.	Betty McNess	CODE	19:55	We made contact with the occupants and verified that home was owner occupied. No violation observed, no citation issued.	YES	

05/15/2020	21:44	9:44 PM	200515214026	589	Sycamore Circle	The Vacationers Have Been So Loud For 3 Hours.	Palm Springs Vacation Homes	CODE	20:22	Made contact with the occupant who identified himself as the owner and showed government issued ID for verification. Informed owner of complaint received per owner he agreed they would keep noise down. Local contact was called and informed of complaint. Called back reporting party.	YES	
05/15/2020	22:08	10:08 PM	200515220433	2055	Desert Palms	2055 Desert Palms. There's Loud Music Coming From Their Yard. They're A Rental, I Think They're Unregistered.	N/A	CODE	20:55	Was unable to make contact with occupants as gate to entrance of home was locked.	N/A	
05/15/2020	23:04	11:04 PM	200515230031	589	Sycamore Circle	The Address Where The Issue Is Is On The Corner Loft. They Are Very Loud. I Called Before And I Haven't Heard Back Yet.	Palm Springs Vacation Homes	CODE	20:22	See Call ID 200515214026	YES	
05/16/2020	7:51	7:51 AM	200516074526	1011	Marshall Way	There Are Two Other Properties 1062 Marshal Way And 1068 Olive Way. There Are Out Of Area Cars Parked. Is It Legal Yet To Rent. I Know They Are Vacation Homes	Darryl Curty / Paul Kleinschmidt	CODE	8:31	Arrived at 1068 Olive at 8:31 AM. Made contact with the owner, He showed me his ID along with his insurance papers. No violation found, Arrived at 1011 Marshall Way at 8:38 AM. Occupant stated that this was the 2nd time we had been out and that he provided a lease agreement the last time VR was out. No citation was given. Arrived at 1052 Marshall at 8:45 AM. RP gave wrong address. Made contact with the owner. He showed be his ID. No violation found.	YES	
05/16/2020	10:18	10:18 AM	200516101504	1224	E Deepwell Road	Please Call Me About A Possible Rental Violation.	Claudia Lunow	CODE	10:35	Arrived at the property 1224 Deepwell at 10:35 AM. Talked to RP and he gave me the right address. Went to the door and there was no answer. Drove by again at 1:15PM and there was no one at the property. No violation found.	N/A	
05/16/2020	10:28	10:28 AM	200516102039	2505	Toledo	Owner Has Rented Property Out During Mandated Lockdown. Loud Party Last Night. Home Was Previously Sited For Renting During Shelter In Place On 04 20 20.	N/A	CODE	10:47	Arrived at the property at 10:47 AM. Knocked on the door and occupant answered. I asked for the owner and she said that she needed to text him. She closed the door. I waited a few minutes and knocked again. no one answered. I kept knocking and ringing the bell several times. a gentleman answered the door and I asked him who he was. Someone from behind the door slammed the door shut. I ran the plates of the cars in the driveway and they did not come back to the owner of the home. I had PD come and try and make contact. Still, no one opened the door. This is the 2nd time that this property has not been in compliance with the shelter in place. \$10,000.	NO	
05/16/2020	12:52	12:52 PM	200516125257	N/A	N/A	Referred Caller To Website	N/A	N/A	N/A	Referred Caller To Website	N/A	
05/16/2020	17:56	5:56 PM	200516175106	2291	E Calle Papagayo	Is The Owner Of The Rental Allowed To Open Up? I Think There's People In There And There Are Other Rentals That Are Not Allowed To Operate Right Now, So This Isn't Fair.	Ruth Brant	CODE	18:34	Made contact with the occupants who stated they were not renting but were using the home that belonged to their friend. Made contact with the owner of the property to discuss findings and inform her of what she needed to do to be in compliance. No citation was issued.	NO	
05/16/2020	19:05	7:05 PM	200516190229	1224	E Deepwell Road	Want To Report There Is A Vacation Rental They Have Colorado Plates At This Address, Frequent Violator	Claudia Lunow	CODE	19:47	Made contact with occupant who identified herself as being in the area as an essential worker. Will follow up with the owner. No violation was observed.	NO	
05/16/2020	20:00	8:00 PM	200516195403	1990	E Sandalwood	1990 E Sandalwood Drive. Their Electric Panel Blew Out And That's A Problem For Me. I Need This Dealt With	N/A	N/A	N/A	Caller did not leave information to call	N/A	
05/16/2020	20:15	8:15 PM	200516201011	663	E Chia Rd	663 Chia Is Having A Huge Party. Very Loud Music, Talking, Too Many Cars. Violating Rental Rules.	N/A	CODE	20:47	From the street in front of the house could hear loud laughing and loud talking coming from the property. Made contact with occupants and found home to be owner occupied. Informed owner of complaint received and owner stated they would quiet down. No violation, no citation issued.	YES	

05/16/2020	20:18	8:18 PM	200516201330	N/A	N/A	I Called Earlier About Someone Just Showing Up. They Have Left Now. I Just Want This As Public Record Because They Are Known Violators And Have Been Fined In The Past.	N/A	N/A	N/A	No Callback information provided	N/A	
05/17/2020	12:04	12:04 PM	200517120340	N/A	N/A	Caller Disconnected	N/A	N/A	N/A	Caller Disconnected	N/A	
05/17/2020	16:00	4:00 PM	200517155654	1365	Tachevah Drive	I Was Supposed To Call Back. Has The Place Next Door Been Vacant For More Than 2 Days In A Row? I Wish To Verify. Vehicle Hasn't Been Moved From The Front.	Claudia Lunow / Jeff Zeitlin	CODE	17:29	Per Nikolas, the correct address for this is 1365 E Tacheva. This is a COVID related concern. He made contact with the people staying there. They said they're displaced and will be there for 45 days total.	NO	