

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
05/10/2021	23:24	11:24 PM	210510232332	N/A	N/A	Caller Hung Up	N/A	N/A	N/A	Caller Hung Up	N/A	
05/11/2021	16:26	4:26 PM	210511162528	1101	E El Escuerdo	There Are A Lot Of Adults And Kids In The Pool Making A Lot Of Noise. They Are Screaming And I Can Hear Them Inside My House With The Windows Closed. Please Call Me Asap.	Palm Springs Rental Agency/OranjPalm	CODE	4:44 PM	Arrived at 4:44 pm to property location. Prior to arrival I contacted the RP, they stated that I was able to observe the supposed violation from the alleyway that is adjacent to the home. Upon arriving I stood in the alleyway and proceeded to take DB readings. All readings were below the allowed limit. Music was not observed during the inspection. Guest were not contacted, local contacts were phoned to advise of complaint. No citation, no violation.	N/A	
05/11/2021	16:29	4:29 PM	210511162653	1101	E El Escuerdo	They Are Now Playing Loud Music As Well As Screaming And Being Very Loud.	Palm Springs Rental Agency/OranjPalm	CODE	4:44 PM	Repeat call, check ticket#2528 for call notes.	N/A	
05/12/2021	10:43	10:43 AM	210512104215	1101	E El Escuerdo	I Want To Speak To The Management Company Who Handles This Property. They Keep Renting To People With Dogs And Kids. We Have Had Enough.	Palm Springs Rental Agency/OranjPalm	CODE	10:45 AM	Contacted RP and provided customer service number	N/A	
05/12/2021	12:12	12:12 PM	210512121140	N/A	N/A	Dialed Wrong Number	N/A	N/A	N/A	Dialed Wrong Number	N/A	
05/12/2021	20:04	8:04 PM	210512200306	1825	Aquanetta Drive	Really Loud Pounding Music.	Turnkey Vacation Rentals	CODE	8:19 PM	Arrived at the property at 20:19. From the street in front of the property, no violation for music amplified beyond the property line was observed. Music was heard, but the property was found to be owner occupied and not rented. Briefly discussed the complaint received and my observation. Property owner was apologetic and stated that they would keep the music turned down. No citation issued. The reporting party did not request follow up.	YES	
05/12/2021	21:28	9:28 PM	210512212426	2800	S Palm Canyon Drive	For The Last Month Or So They Have Been Noisy And Tonight Is The Worst It Has Been. They Are Having A Party.	N/A	CODE	9:35 PM	The reported address is a hotel, not a vacation rental property. The reporting party did not leave any call back information to verify or discuss the details related to the complaint.	N/A	
05/13/2021	0:26	12:26 AM	210513002342	1307	Fuego Circle	Guests Are Being Very Loud In The Pool. We Asked Them To Quiet Down And They Shouted Back Profanities At Us.	Jason Watters/Ryan Newcomb	CODE	12:38 AM	Arrived at the property at 00:38. From the street in front of the property nearest the backyard pool area, no violation for loud occupants was observed. All was quiet in the backyard, the reported noise was not observed. Did not contact the occupants, no citation issued. Followed up with the local contact. The reporting party did not request follow up.	N/A	
05/13/2021	19:30	7:30 PM	210513192517	402	East Desert Willow Circle	There Is Loud Musing Playing And Someone Yelling In The Back Yard	N/A	CODE	8:08 PM	Arrived at 2008 hrs. Observed music from the street, home was owner occupied, not a vacation rental property.	YES	
05/13/2021	23:06	11:06 PM	210513230506	2180	E Belding Drive	People Talking Loudly, I Only Grant Permission To Front Yard Of My Property.	ACME House Company	CODE	11:13 PM	Arrived at the property at 23:13. From the street in front of the property, no violation for loud occupants was observed. All was quiet at the property, the reported noise was not observed. No citation issued. Followed up with the local contact. The reporting party did not request follow up.	N/A	
05/14/2021	8:43	8:43 AM	210514084044	1101	E El Escuerdo	Adults And Children Are Yelling By The Pool	Palm Springs Rental Agency/OranjPalm	CODE	8:50 AM	Arrived at RP house at 8:50am. From the rear of the property, people were heard talking. Took decibel readings and all were within the allowable levels for that time of day.	N/A	
05/14/2021	11:02	11:02 AM	210514110208	N/A	N/A	Caller Hung Up	N/A	N/A	N/A	Caller Hung Up	N/A	

05/14/2021	11:13	11:13 AM	210514111204	1101	E El Escuerdo	I Hear Children Screaming And Parents Yelling At Them. It Has Been Going On A Lot. Can You Please Tell Them To Quiet Down?	Palm Springs Rental Agency/OranjPalm	CODE	11:28 AM	Arrived at 11:28 am to property location. Upon arriving I went to the alleyway next to the property. Voices were not heard in the backyard. No violation. RP did not request a call back	N/A	
05/14/2021	14:51	2:51 PM	210514145100	780	N. Rose Ave	Reporting Loud Music. Please Call Me.	Vacation Palm Springs	CODE	3:13 PM	Arrived at location at 1513 and observed the property from a RP property Could hear a violation for music amplified beyond the property line. Issued citation to the responsible renter. Advised RP and made contact with LC advising of the citation.	NO	A6624 - Music
05/14/2021	22:55	10:55 PM	210514225415	N/A	N/A	Information Given To Caller	N/A	N/A	N/A	Information Given To Caller	N/A	
05/14/2021	22:51	10:51 PM	210514224941	815	Panorama Rd	The Music Is Very Loud.	Gina Leslie / Abelardo Cervantes	CODE	10:53 PM	Called the reporting party back at 22:53 to confirm the address and details related to the complaint. The RP stated that the issue related to the music was resolved and he he wished to withdraw his complaint. He stated that we could cancel our response and there was no need to come out.	N/A	
05/15/2021	7:16	7:16 AM	210515071430	3048	N Bahada Road	Calling To Let You Know That There Are 8-12 Cars In The Driveway This Morning And On The Street.	Albert Khachikyan	CODE	7:40 AM	Arrived at the property at 7:40am. Observed 3 cars in the driveway Other cars were in the street, contacted the occupants and they said only 1 car was theirs in the street. Went over the rules to make sure no other cars were coming. Called LC at 7:50 am. RP did not wish a callback.	NO	
05/15/2021	8:22	8:22 AM	210515082202	N/A	N/A	Caller Will Call Back	N/A	N/A	N/A	Caller Will Call Back	N/A	
05/15/2021	11:58	11:58 AM	210515115624	3450	E Circulo San Sorrento Rd	There's A Lot Of Noise Coming From The Property. It Has Been Ongoing Since Yesterday.	Nazario Ramirez	CODE	12:08 PM	Arrived at the rear of the property at 12:08hrs. From the rear of the property, music was heard beyond property lines. Was able to identify "Wagon Wheel by Darius Rucker" Contacted the occupants and advised them of the violation and the rules. Gave them a good neighbor brochure. Issued a citation. Called back the RP at 12:22pm. Called LC at 12:53pm and LM.	NO	A6501 - Music
05/15/2021	12:12	12:12 PM	210515121235	N/A	N/A	Caller Will Call Back	N/A	N/A	N/A	Caller Will Call Back	N/A	
05/15/2021	16:11	4:11 PM	210515160049	N/A	N/A	I Am A Vacation Rental Owner And My Guests Has More Guests Than What They Had Reported And More Cars As Well. Would Like To Know What I Need To Do. Please Call Me	N/A	CODE	4:18 PM	Contacted RP at 1618 and he wanted to know what he could do if tenants had violated the rental contract. I advised him that he could evict them with the help of the police and made sure he had the non-emergency dispatch number to do so.	N/A	
05/15/2021	16:18	4:18 PM	210515161602	1441	S Manzanita Ave	The Rental House Is Very Loud, I Have Everything Closed & I Can Still Hear Them. This Is An Every Weekend Issue	Jacklin Ajemian/Raffi Kassarian	CODE	4:29 PM	Arrived at property at 1629 and observed the property from both sides that are on the street. I could hear people in the backyard but no violations for music were observed. I made contact with the occupants and advised them of the complaint and they said they would quiet down. Contacted the LC for the property and advised of the complaint and my contact with the occupants. Contacted the RP and advised of my findings.	NO	
05/15/2021	16:29	4:29 PM	210515162750	N/A	N/A	I Need To Talk About The Owner Of The Rental Unit She Is Harnassing Me	N/A	CODE	4:31 PM	Called the reporting party back at 16:31. The reporting party was calling regarding civil issues between them and the vacation rental owner. Provided information related to questions they had.	N/A	
05/15/2021	16:48	4:48 PM	210515164535	1999	East Sandalwood Drive	The Party Is At The Pool Right Now. H.O.A. Ban On Short Term Rentals & This Person Is There For The Weekend And Is Not A Family Member	N/A	CODE	5:02 PM	Arrived at location at 1702. Property is not a registered VR and the RP stated he thought it was an illegal VR. Knocked on door at the location and no one came to the door. Will be investigating the property as a possible illegal VR.	N/A	
05/15/2021	17:43	5:43 PM	210515174217	N/A	N/A	Information Given To Caller	N/A	N/A	N/A	Information Given To Caller	N/A	

05/15/2021	17:40	5:40 PM	210515173301	2007	E Andreas Road	Loud Music	ACME House Company	CODE	5:47 PM	Arrived at property at 1747 and observed the home from the street to the west of the property. Could hear a violation for music amplified beyond the property line. Decibel readings were found to be within the permitted limits. Made contact with the occupant and found the home to be rented for 6 months therefore not bound to the STVR regulations. Verified this information with the agency that used to represent the property. Left message with the RP advising of our findings. No violation, no citation.	NO	
05/15/2021	18:06	6:06 PM	210515180232	160	W San Carlos Rd	There Is A Vacation Rental House And There Is A Loud Party Going On There; I Would Like A Call Back	Marvin Melgar / Arnold Galvan	CODE	6:25 PM	Arrived at 1825 hrs. Observed music at the property, home was owner occupied. No violation was observed, followed up with reporting party.	YES	
05/15/2021	22:51	10:51 PM	210515224855	1146	E El Alameda	There Is Very Loud Music And It Is After 10 Pm.	Turnkey Vacation Rentals	CODE	11:02 PM	Arrived at 2302 hrs. From the street in front of the property music was observed extending beyond property line. Made contact with the occupants explained complaint received and observations made. Followed up with local management company; citation to be mailed out to responsible renter.	NO	Citation Pending
05/15/2021	23:09	11:09 PM	210515230523	831	N Via Monte Vista	Loud Screaming Going On After Hours.	Josh Atchley / Palm Springs Vacation Homes	CODE	11:21 PM	Arrived at 2321 hrs. Complaint received for loud occupants; upon arrival no violation for noise was observed.	N/A	
05/16/2021	13:53	1:53 PM	210516135039	1083	S Calle Rolph	My Renters Are Calling With The Complaint. There's Been Loud Music & Noise Coming From 1083 S. Calle Rolph Since 4 Am & Continues Now	David Membrez / Frank Meadows	CODE	2:07 PM	Arrived at the property at 1407 and observed the property from the street in front of the home. Did not observe any violations for noise or music. Wind was high in the area. Made contact with the occupants and advised them of the complaint. They stated they would be more mindful of their neighbors and keep it down. Contacted RP and left VM with outcome. Left VM with LC for the property to contact me back. No violation, no citation.	NO	
05/16/2021	23:37	11:37 PM	210516233650	820	W Regal Drive	People Are Out At The Pool Screaming.	Vacation Palm Springs	CODE	11:52 PM	Arrived at 2352 hrs. From the street in front of the property observed people talking out in the pool area. Made contact with occupants. Followed up with local property contact.	NO	