

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
3/13/2023	9:35 AM	13234	502	E Molino Rd	Property has a hut and when it rains all the water comes into the reporting parties new wall.	Ryson Management	CODE	9:37	Followed up with the RP to discuss the details related to their complaint. The reported issues were not associated with active nuisances from VR renters, just general property maintenance issues. The report was referred to the appropriate Code Compliance Officer.		
3/13/2023	3:00 PM	13254	1194	E El Mirador	Homeowner might be giving the over write clicker to guest so the main gates to driveway opens and that's not supposed to happened due to security reasons. caller has to have the gate code changed multiple times and have to pay for it. They want this to stop because they don't want to keep paying for it to be changed. It's on going has happened like around 20 times already and it's a security concern.	N/A	CODE	15:02	Attempted to follow up with the Reporting Party to discuss their concern, but were unable to contact. The address given is to the front gate of The Colony of El Mirador HOA and is unrelated to VR Enforcement.		
3/16/2023	2:32 PM	13340	2393	E El Chorro Way	Loud party noise in the pool started half an hour ago. People shouting.	James	CODE	14:50	Upon my arrival, I stood at the southeast corner of the property where I was not able to observe any noise. After taking decibel readings and photos, I returned to the station where I called the local contact and left a voicemail. The reporting party did not provide their information to follow up with.		
3/17/2023	2:13 PM	13388	502	E Molino Rd	Ongoing issue with guest constantly barbecuing , several times a day they leave it on for hours. The barbecue is sitting right against their property line causing the smoke to get into their bedroom area, pool, yard etc.	Ryson Management	CODE	14:15	No violation for excessive BBQ'ing. Followed up with the local contact to advise of the complaint received. They stated that they would follow up with their guests to ensure that they were using the bbq grill correctly and to be mindful of excessive use and the impact that it may be having on the neighboring properties. Followed up with the RP and referred them to the Fire Department if they suspected the smoke was posing a danger		
3/17/2023	4:36 PM	13394	1552	S Cerritos Dr	Alarm has been going off since 8 or 9 AM	N/A	CODE	16:39	The reported address is not a registered vacation rental and no evidence was provided to suggest that it may be operating as one. RP was referred to the Police Non-Emergency line.		
3/17/2023	7:51 PM	13396	707	Regal Dr	playing music since they arrived and caller can hear from outside - ongoing at the moment	N/A	CODE	20:05	No violation for music heard at the property line was observed from the street in front of the property. The reported address is not a registered vacation rental, and no evidence was found to suggest that it may be operating as one. The reporting party did not provide any contact info to be able to conduct any further follow-up.		

3/17/2023	9:51 PM	13405	1570	E Sunny Dunes Rd	Reporting party stating guest are being loud, but most importantly there is a white car blocking the sidewalk.	ACME House Co	CODE	21:55	Observed the location from the street in front of the property. No violation for noise or music was observed coming from the property. The occupants saw me making my observations, and I identified myself as a code enforcement officer. I advised them of the complaint, reviewed the rules, and left a good neighbor brochure. I called the local contact for the property and left a message informing them of the complaint and my observation. The reporting party requested a callback, but there was no answer, so a voicemail was left.		
3/17/2023	11:30 PM	13410	570	N Burton Way	there is loud outdoor talking coming from this property	ACME House Co	CODE	23:38	Observed the location from the street in front of the property. No violation for loud occupants was observed, but low talking was heard from the property's backyard. I contacted the occupants, advised them of the complaint, reviewed the rules, and left a good neighbor brochure. A call was made to the local contact, and notified of the VR hotline call and my contact with the occupants. The reporting party did not request follow-up.		
3/18/2023	3:06 PM	13414	1162	E San Jacinto Way	Two hours ago, the renters next door started playing loud music outside. They have their speaker close to the complainant's home.	Palm Springs Holiday Rentals	CODE	15:15	Made my observations from the street in front of the property, and no music was being played upon arrival. I called the RP, and they stated the music was no longer being played. No violation. I followed up with the local contact to advise of the complaint received.		