

| 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 |
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| 4/24/2023 | 8:50 AM | 14250 | 1011 | Marshall Way | loud conversations and laughing till late hours at night, not able to get rest. | David / Tim | CODE | 8:53 | Complaint details indicated that the call referenced the previous night and was not a current active nuisance. I attempted to follow up with the reporting party to discuss the details, but they did not answer. I followed up with the local contact to advise of the complaint received. | | |
| 4/24/2023 | 1:39 PM | 14258 | 1155 | E Cactus Rd | young boy around age 13 is jumping off the roof into the swimming pool. | Vacasa | CODE | 1:42 | I called the reporting party back to discuss the details related to their complaint. I advised them that jumping off the roof is not a vacation rental violation, but I will contact the property manager to notify them of the reported potentially dangerous activity. I followed up with the local contact, who said they would contact their guests. | | |
| 4/26/2023 | 3:35 PM | 14292 | 2393 | N San Clemente | Guests of this vacation rental are parking in front of his home. There is a vehicle parked in front of his home presently. | Reyna / Michelle | CODE | 15:46 | I observed the location from the northeast side of the property, where the driveway is located. No violation for vehicles exceeding the permitted limit was observed at the property. The vehicle in question was occupied by a local real estate agent taking pictures of the property for advertisement purposes. The property was not rented/occupied. I followed up with the reporting party and left a message about my observations | | |
| 4/26/2023 | 4:21 PM | 14294 | 360 | W Pico Rd | Loud Music for about an hour. | Jorge | CODE | 16:38 | A violation for music heard beyond the property line was observed from the street in front of the property. I contacted the occupants and briefly discussed the complaint received and the observed violation. The responsible renter was issued a citation. I followed up with the local contact to advise of the complaint received and the observed violation. I followed up with the reporting party to notify them of the enforcement action. | | A7119 |
| 4/26/2023 | 8:54 PM | 14296 | 480 | E Bogert Tr | Loud noise. It sounds like a public pool and the noise level is way beyond what should be allowed. | Lisa | CODE | 21:08 | I observed the location from the south property line. I performed a decibel reading at the property, and no violation for loud occupants was observed coming from the property. I called the local contact for the property and advised them of the complaint and my observation. I called the RP back and discussed my finding. | | |
| 4/28/2023 | 11:30 AM | 14318 | 1127 | E Mesquite Ave | Loud music playing and there is yelling. Music has been playing for a couple of hours, started around a quarter to 10:00 AM | Bret / Michael | CODE | 11:46 | No violation for music heard beyond the property line was observed from the street in front of the property. While conducting our observation, one of the occupants came out to get something from their vehicle, so we were able to discuss the complaint received and the rules related to music and noise with them and the responsible renter. Followed up with the local contact to advise of the complaint received. Followed up with the reporting party to discuss our findings. | | |

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| 4/28/2023 | 12:44 PM | 14322 | 1874 | Los Alamos Rd | Outdoor loud amplified music. Music started around 11:30 AM | N/A | CODE | 12:52 | From the street in front of the property, music was heard beyond the property line coming from the backyard pool area. The reported address is not a registered vacation rental but has recently been cited for operating as an unregistered rental. We contacted the occupants and briefly discussed the complaint received with the responsible renter. We reviewed the details of their stay, which confirmed that the property continued to operate as an unregistered rental via Airbnb. We provided them with a good neighbor brochure and briefly discussed the rules related to music and noise. A citation was issued to the property owner for operating without a registration certificate. | | AB0514 |
| 4/28/2023 | 2:02 PM | 14326 | 1629 | Sunny Dunes | Neighbors are playing very loud music, asked them to turn the music down and they responded aggressively. Ongoing issue since 9 am | N/A | CODE | 14:04 | The reported address is not a registered vacation rental; no information was provided to suggest that it may be operating as an unregistered rental. The reporting party did not provide their contact info for us to be able to follow up with them regarding the details of their complaint. | | |
| 4/28/2023 | 2:53 PM | 14330 | 480 | E Bogert Tr | There is a group of young people at the rental; it is a bit loud. It's loud talking, high voices, no music. The issue has been going on for at least the last 30 min | Lisa | CODE | 15:06 | No violation for loud occupants was observed from the reporting party's property. Talking and other noises were heard, but the sound was measured within the permitted limits for the time of day. We followed up with the local contact to advise of the complaint received and followed up with the reporting party to share our findings. | | |
| 4/28/2023 | 10:22 PM | 14334 | 947 | Cibola Cir | Loud music and loud screaming past 10 pm, stated has been going on for more than an hour. There are also about 8 cars parked at this property. | Palm Luxury Properties | CODE | 22:34 | Upon arrival, I witnessed music and talking from the street in front of the property. The reported address is a registered vacation rental but is a suspended property. I contacted occupants and confirmed that the property is owner-occupied, verified by ID. I briefly discussed the complaint received and informed them of the permitted noise level limits. No violation. I called the reporting party and left a message telling them of my findings. | Yes | |
| 4/29/2023 | 1:51 PM | 14354 | 2820 | E Ventura Rd | Music really loud and my understanding is that no loud music outside permitted. they are around the pool loud music. It's been on going all morning outside. | Tim / Martin | CODE | 14:07 | No violation for music heard beyond the property line was observed from the street in front of the property. Followed up with the local contact to advise of the complaint received. The reporting party did not provide their contact info for us to be able to follow up with them. | | |
| 4/29/2023 | 4:00 PM | 14358 | 3445 | E Paseo Barbara | There is loud music coming from this STR | Javier | CODE | 16:09 | From the north property line, I was able to hear music beyond the property line. I contacted the responsible renter, advised them of the complaint, informed them of the rules, and gave the renters a good neighbor brochure. I issued a citation for a violation of music heard beyond property lines. I followed up with the local contact to inform them of the complaint received and the observed violation. The reporting party did not request any follow-up. | | A7120 |

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| 4/29/2023 | 4:05 PM | 14360 | 859 | Grace Cir | Calling in to report noise complaint. Loud music has been playing from a few house down for over 2 hours now. | N/A | CODE | 16:38 | I witnessed no music from the street in front of the property, and the reported address appeared to be vacant. The reported address is not a registered vacation rental, and no evidence was found to suggest that it may be operating as an unregistered rental. I patrolled the surrounding area, and the reported music was not heard. The reporting party did not request any follow-up. | | |
| 4/29/2023 | 4:56 PM | 14364 | 859 | Grace Cir | There is loud music coming from the property | N/A | CODE | 16:38 | 2nd call. I was still in the area in response to the first call when this second call was received. No music or other noise was observed coming from the reported address or surrounding area. | | |
| 4/29/2023 | 5:35 PM | 14370 | 1055 | E Paseo El Mirador | There is loud music coming from this property | N/A | CODE | 17:40 | 2nd call. I was still in the area in response to the first call when this second call was received. No music or other noise was observed coming from the reported address or surrounding area. | Yes | |
| 4/30/2023 | 12:55 PM | 14386 | 859 | Grace Cir | There is very loud noise, with bass being felt at their home. The noise is ongoing. I had called to report a noise issue at the same property, yesterday. | N/A | CODE | 13:00 | The reported address is not a registered vacation rental; no information was provided to suggest that it may be operating as one. I called the reporting party to discuss the details of their complaint and advise of the response by our enforcement officers and their findings from the previous day. I referred him to the police non-emergency dispatch number to report any further disturbances from this property. | | |