

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
5/23/2023	12:28 PM	14910	2333	N San Clemente	The property has overgrown plants around the front yard; the reporting party had to fix the wood fence because the plants next door damaged it. There are also tree branches currently growing into the reporting party's driveway.	ACME House Co	CODE	12:30	The issues reported are general code complaints/property maintenance issues unrelated to the property's operation as a vacation rental. The information was forwarded to the Code Compliance Officer, whose area of assignment is to inspect.		
5/24/2023	2:03 PM	14936	2773	E Venetia Rd	Reporting party believes his neighbor is renting his home as a Vacation Rental. The reporting party states they do not have a license or permit to do so.	Stefan / Ali	CODE	14:05	The reported address is a registered rental with a valid permit. Followed up with the reporting party to confirm that there was no active nuisance and informed them that the property could facilitate short-term stays.		
5/27/2023	9:59 AM	15024	256	Via Lola	Really loud music blasting from the property.	ACME House Co	CODE	10:06	Upon arrival, standing at the property line, I could not hear any music playing. After completing my investigation, I called and spoke to the local contact to advise them of the complaint and my findings. I then called and spoke to the reporting party and relayed my findings to them. No violation		
5/27/2023	4:09 PM	15028	511	E Sierra Way	They are having a party. They have about 60 cars that are parked on drive way and along the street as well as neighboring street. There has been music playing all day.	Vacasa Seasonals	CODE	16:30	From the street in front of the property, we saw many vehicles parked outside, and music was heard beyond the property line. Upon further investigation, it was found that the property was not rented; we verified that the owner was occupying the home. The noise observed was within the permitted limits, and the property was not subject to any vehicle or occupancy restrictions while owner-occupied. No violation.	Yes	
5/27/2023	9:09 PM	15036	1874	N Los Alamos Rd	Ongoing Loud party - they don't believe they have music playing outdoors but they may have playing music indoors loud enough to hear from outside	N/A	CODE	21:35	The reported address is not a registered vacation rental but has been cited recently for operating as an unregistered vacation rental. No violations for music or loud occupants were observed from the street in front of the property. I contacted the occupants and found that the owner was not staying at the home and that it was operating as a vacation rental without a registration certificate. I briefly discussed the rules related to the city's noise ordinance with the occupants. No citation was issued to the guests, but the property owner will be given a citation for the unregistered rental activity found.		AB0521
5/27/2023	10:05 PM	15042	1100	E Sierra Way	Loud outside party with outdoor music. Started at 7 and still ongoing.	Natural Retreats	CODE	22:18	Began the investigation from the street in front of the property. I was unable to witness any violations or noises coming from the property. The property looked vacant as there were no cars in the driveway or lights on in the home. No citation was issued. The reporting party did not provide their contact information to follow up with.		
5/27/2023	11:11 PM	15044	207	E Ocotillo Ave	The occupants are sitting outside talking up a storm right beside the reporting partys bedroom window. This is currently happening right now. Caller states they are not being super loud but they are not supposed to be outside at this hour.	Dan	CODE	23:19	From the front property line, I did not hear any loud talking or noise violating the permitted limits. I contacted the local contact and advised them of the complaint. They stated they would also reach out to the guests and advise them. The reporting party did not request a follow-up.		

5/27/2023	11:26 PM	15046	1250	E Caleta Way	There is a party that started at 1pm and it is still going on. Happening right now. Loud music.	Mac	CODE	23:30	We received a report about music and noise coming from this property earlier in the day. The property was investigated and confirmed to be occupied by the homeowner at that time, not rented. I called the reporting party back and referred them to the police non-emergency line to report any further noise-related disturbances.	Yes	
5/28/2023	1:18 PM	15060	956	S Paseo Caroleta	Noise complaint it's very loud you can hear the noise all the way to my home. Not sure if they are outside or inside. very loud music. It's happening now.	Nilesh	CODE	13:23	I stood at the property line directly in front of the house and heard music coming from the backyard. After completing my investigation, I contacted the occupants at the front door. I explained the rules regarding music and issued a citation to the responsible renter. After departing the location, I called and spoke to the reporting party and advised them of the outcome. I then called and notified the local contact of the complaint received and the observed violation.		A7511
5/28/2023	2:46 PM	15064	480	Monterey Rd	excessive noise - they have a pool party - ongoing	N/A	CODE	14:50	Followed up with the reporting party to discuss the details related to their complaint. The reported address is not a registered vacation rental, and the reporting party did not believe it was operating as an unregistered vacation rental; they just wanted the noise to stop. The reporting party was referred to the police non-emergency line.		
5/28/2023	3:09 PM	15066	3375	Avenida Fey Norte	Playing loud music probably outdoors. Can hear from their backyard.	David	CODE	15:23	We walked the perimeter of the property line from north to south and were unable to hear any music or other type of noise. No violation. We followed up with the local contact to advise of the complaint received, and they stated residence was owner-occupied and not rented this weekend. The reporting party did not provide any contact information, so we could not follow up with them to discuss our findings.	Yes	
5/28/2023	4:54 PM	15074	1257	Granvia Valmonte	The owners are Playing loud music poolside and I can hear it in my house with my windows and Doors closed. They are having a birthday party with loud screaming and music	N/A	CODE	16:57	Followed up with the reporting party to discuss the details related to their complaint. The reported address is not a registered vacation rental; the property was ultimately found to be owner-occupied and not operating as an unregistered vacation rental. The reporting party was referred to the police non-emergency line for any further noise-related disturbances.		
5/28/2023	5:35 PM	15076	3375	Avenida Fey Norte	Very loud music is playing but it's on and off also there's also of screaming because they're keeping a party also smoke from grill getting in house.	David	CODE	17:56	2nd response to this property, the local contact had previously stated that the property was owner-occupied and not rented. From the street in front of the property, no violations were found. Followed up with the reporting party to notify them of our findings.	Yes	
5/28/2023	7:31 PM	15082	2390	E Santa Ynez	There's loud noise coming from the property including music and excess parking.	Charely	CODE	19:40	Music was heard from the street in front of the property coming from the reported address. We contacted the occupants and found that the owners were home and it was not rented. We briefly discussed the complaint received with the property owner. There was no violation, as the noise observed was within the permitted limits for the time of day. The reporting party did not provide any contact information for us to provide a follow-up.	Yes	