

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
6/21/2023	4:06 PM	15836	2825	E Verona Rd	loud music playing outdoors	Ana	CODE	16:20	Observed from the street in front of the home. I could hear music coming from the property over the wind. The property is fenced off and locked, so I could not approach the front door to contact the guests. I called the property owner, and he stated that the property was not being rented and that his friends were occupying it, and he'd call them to turn down the music. Shortly after that call, I did observe the music being turned off. This property is a registered vacation rental, but its registration certificate is currently suspended, and the reported activity is being investigated for operating in violation of its suspension. If confirmed, enforcement action will be taken against the owner to gain compliance.		
6/22/2023	10:31 AM	15854	4355	E Camino San Simeon	Loud music has been on since last night	Barbara	CODE	10:45	Upon our arrival, I could hear music coming from the residence's backyard as I stood in the street at the property line. I made contact with the guests in the driveway of the property, who stated that they were in the process of packing up to leave. I went over the complaint received and the rules for outdoor music with the responsible renter. Citation issued. I followed up with the local contact to notify them of the observed violation. The reporting party did not request any follow-up.		
6/22/2023	11:33 AM	15856	2354	Nicola Rd W	Loud music at the property since last night.	Damin / Beatrice	CODE	11:46	From the street in front of the property, no violation for music was observed. No music or other noise was heard coming from the reported address. I followed up with the local contact, who stated that the owner occupied the property and it was not rented it out. Followed up with the reporting party to discuss my findings.	Yes	
6/23/2023	12:32 PM	15910	1570	E Sunny Dunes Rd	There is loud noise, and children screaming at this vacation rental. Noise was going on for many hours last night as well and this morning it started around 8AM again.	ACME House Co	CODE	12:50	No violation for loud occupants was observed from the street in front of the property. Some loud outbursts were heard, but the noise measured was within the permitted limits for the time of day. We contacted the occupants at the front door, briefly discussed the complaint received our observations, and reminded them of the noise-related rules. Followed up with the local contact to notify them of the complaint received and our observations. Followed up with the reporting party and left them a message with our findings.		
6/23/2023	1:00 PM	15914	1570	E Sunny Dunes Rd	Children screaming loudly in the pool, he can still hear it, all morning yesterday and today.	ACME House Co	CODE	12:50	2nd complaint for this property was received while we were already at the property in response to the previous complaint. See the previous call for the event disposition.		
6/23/2023	4:26 PM	15916	1920	N San Gorgonio Rd	The renters are yelling - being loud and also music - unsure if its from inside or outside but they are able to hear from inside their home. It's currently ongoing.	Jose / Vanessa	CODE	16:37	No violations for music or loud occupants were observed from the street in front of the property. The reported noise was not heard. I followed up with the local contact to notify them of the complaint received. The reporting party did not provide their contact information or request any follow-up.		

6/23/2023	8:32 PM	15926	2320	S Calle Palo Fierro	The rental property is playing amplified music outdoors and everyone can hear it.	ACME House Co	CODE	20:56	No violation for music was observed from the street in front of the property. Some noise was heard from the backyard, but it did not measure above the permitted limits for the time of day. The property was ultimately found to be owner-occupied and not rented. The reporting party did not provide their contact information or request any follow-up.		
6/23/2023	10:14 PM	15930	3285	Cambridge Ct	loud music that has been going on all day since around 12-1pm till now past the curfew hour.	ACME House Co	CODE	22:25	From the street in front of the property, music was heard coming from the backyard area. I contacted the occupants at the front door and found that the property was owner-occupied and not rented. Briefly discussed the complaint received with the property owner and reminded them of the city's noise level limits after 10p. No violation, no citation issued. Followed up with the reporting party to inform them of my findings.	Yes	
6/24/2023	11:13 AM	15936	2258	N San Antonio Rd	A small rat dog keeps barking and barking since yesterday. It's causing my bigger dog to also start barking. Right now the guests are by the pool with the small dog outside, dog keeps barking and it's annoying with all the barking.	Vacasa	CODE	11:24	Upon arrival, I walked the property line from north to south and heard no reported barkings. After completing my observation, I called and spoke with the local contact to advise them of the complaint. I relayed the information the reporting party had stated in their complaint that they could also hear barking the previous day. The local contact said they would forward the complaint to the assigned property manager to contact the guest(s). I then called the reporting party, Diane, and left her a detailed voicemail of my findings		
6/24/2023	5:13 PM	15944	1961	Avery Dr	there is lots of loud noise (music, people talking) at the house all hours of the day and night for the past week. Lots of cars coming and going and there is broken furniture that has been sitting outside for about three weeks.	N/A	CODE	17:30	The reported address is not a registered vacation rental, and the reporting party did not provide their contact information to be able to discuss the details related to their complaint. From the street in front of the property, no music or noise was heard, and no evidence was found to suggest that the property may be operating as an unregistered vacation rental. The property maintenance issues were referred to the appropriate Code Officer.		
6/24/2023	5:59 PM	15948	286	Camino Alturas	There is loud music, deep bass that is rattling his house. This is currently happening right now.	Steve / Fred	CODE	18:14	From the street in front of the property, a violation for music was heard coming from the reported address. I contacted the occupants at the front door and briefly discussed the complaint received and the observed violation with the renters. Citation issued. We followed up with the local contact to inform them of the observed violation, and we left a message for the reporting party notifying them of the enforcement action taken.		A7667
6/24/2023	6:20 PM	15950	1021	Driftwood Dr	there is loud music it's very disruptive. There is also a lot of cars in the front of the house.	N/A	CODE	18:45	The reported address is not a registered vacation rental, and the reporting party did not provide their contact information to be able to discuss the details related to their complaint. No music or noise was heard, and the reported excessive vehicles at the property were not observed. No evidence was found to suggest that the property may be operating as an unregistered vacation rental.		

6/24/2023	6:30 PM	15952	1440	Amelia Way	loud music, people are screaming. They are outside in the pool. A dozen or more people. Started yesterday and is currently happening right now.	Edward / Marina	CODE	19:02	No music was heard from the street in front of the property. Voices and some noise of pool splashing and kids were heard, but the noise measured was within the permitted limits for the time of day. Made contact with the occupants and reminded them of the rules related to noise and music. Followed up with the local contact to notify them of the complaint received. Followed up with the reporting party to inform them of my findings.		
6/25/2023	9:29 AM	15962	506	Paragon Loop	loud noise outside	N/A	CODE	9:42	The reported address is not a registered vacation rental, and the reporting party did not provide their contact information to be able to discuss the details related to their complaint. The property was found to be owner-occupied and not operating as an unregistered vacation rental.	Yes	