

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
11/6/2023	4:30 PM	19610	2896	E Ventura Rd	Loud music, three blocks away. Illegal rental. Currently observing potential violation for the past 40 minutes. Complainant requested to remain anonymous.	N/A	CODE	7:49 PM	Property is currently under investigation. Complaint came in as "noise". Knocked and talked to the guest to gain compliance. Guest stated that they were renting the property short term. Further enforcement action to be reviewed by the city as this property has been cited numerous times for operating as an unregistered rental. Compliance gained by the guest. RP remained anonymous.		
11/6/2023	11:10 AM	19608	2895	Verona Rd	Loud on going music. It's been going on all day. Wanted to remain anonymous.	N/A	CODE	1:12 PM	Rec'd call back and was told the call was for 2895 E Verona, which is not a registered vacation rental, cannot return call to reporting party as there is no name or address for them. Arrived at property, 6 cars, 3 in driveway and 3 on street. Music extremely loud. Guests admitted to renting and were apologetic and turned music off. Advised that it was not a registered vacation rental and went over rules regarding music. They would not provide detailed trip info, other than saying it was on airbnb. Not cooperative.		
11/10/2023	4:50 PM	19652	2152	N Sandra Rd	Loud music being played on the backyard, it's been going on all day.	Vanessa Placencio / Arshak Tonapetyan	CODE	5:03 PM	Arrived at the property at approximately 5:03pm in reference to loud music. Upon arrival, I didn't witness any music coming from the residence. I called the reporting party, advised of my observations, notified the RP the property is owner occupied and not a short-term rental. I advised them to contact the non-emergency Police line if the music nuisance continues throughout the night. No further action was taken.	YES	
11/10/2023	4:18 PM	19650	1340	E Adobe Way	People talking, he has doors and windows open and he can hear them talking.	Poolside Vacation Rentals	CODE	4:32 PM	At approximately 4:32 pm, I arrived at the location and took my observations from the street in front of the location. I took decibel readings of mild talking coming from the property, and the levels were well under the allowed residential limits for noise. To ensure the property doesn't receive further complaints, I contacted the responsible renter and briefly went over the VR rules. I called the local contact and advised the agent from Poolside Vacation Rentals of the hotline call and my observations. The reporting party left call back info, but the number wasn't active. No further action was taken.		

11/11/2023	3:42 PM	19670	1340	E Adobe Way	Can hear strangers talking and partying in the backyard. Currently observing the potential violation, can hear them over his TV. This is an ongoing issue with the guests at this rental.	Poolside Vacation Rentals	CODE	4:32 PM	At approximately 4:32 pm, I arrived at the location and took my observations from the street in front of the location. I took decibel readings of mild talking coming from the property, and the levels were well under the allowed residential limits for noise. To ensure the property doesn't receive further complaints, I contacted the responsible renter and briefly went over the VR rules. I called the local contact and advised the agent from Poolside Vacation Rentals of the hotline call and my observations. The reporting party left call back info, but the number wasn't active. No further action was taken.		
11/11/2023	2:11 PM	19666	1091	E Paseo El Mirador	calling to report loud music that STR has been playing for about an hour. Provided call back info and is requesting code compliance officer give him a call back.	Alexandra Flowers	CODE	2:24 PM	Upon arrival, I walked the entire property line, however, was not able to hear music. I called and spoke to the rp who granted me access to his property. Once I arrived at the rp's location, he advised that the music had been turned off. We stood in the rp's backyard for approximately 5 minutes to observe whether the music would start again, in which it did not. After departing the rp's location, I called and spoke to the listed local contact who advised the property was being used by a friend. It was determined that the particular name of the friend staying at the property is not on the friends and family list for this property. While speaking to the local contact, later determined to be the wife of the owner, the owner took over the conversation and was dismissive and evasive in answering my questions. After multiple attempts to explain the ordinance, the reasoning for my call, and my asking questions as to why no contract summary submission was on file for this particular stay, I advised the owner that I would be issuing a citation to failure to submit a contract summary, and discontinued the conversation. The rp was re-contacted and advised that the property is being rented and not owner occupied in case any further disturbances arise with this property.		
11/12/2023	4:34 PM	19696	1411	E Racquet Club Rd	The guest are outside making noise, laughing, screaming and talking loudly.	Jim Liu / Kevin Bills	CODE	4:33 PM	Arrived at 4:33pm and began an investigation from the street in front of the home. Some noise was noted from the property line, but the noise was not in violation of the city ordinance. Homeowner was on site, and advised guest to keep noise low. No Citations issued to guest. RP notified of findings.		
11/12/2023	4:21 PM	19692	1411	E Racquet Club Rd	"screaming out at the pool"-ongoing - "have been loud all weekend "	Jim Liu / Kevin Bills	CODE	4:33 PM	Arrived at 4:33pm and began an investigation from the street in front of the home. Some noise was noted from the property line, but the noise was not in violation of the city ordinance. Homeowner was on site, and advised guest to keep noise low. No Citations issued to guest. RP notified of findings.		