

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
12/9/2023	12:05 AM	20054	2380	San Antonio	there's a pool party going on, a lot of screaming and yelling. It's been going on for about an hour or so.	David Rios	CODE	4:11 PM	The time and date of the noise complaint was dispatched the morning before renters are scheduled to checking in to the reported property. The property has a contract summary for 10 nights with occupants checking in on 12/9/23 and checking out on 12/18/23. To avoid any further complaints, I called the local contact on file and advised of the noise complaint. The local contact stated the owners were at the property to prepare the house for renters coming in. I went over the noise ordinance and asked the contact to please go over the statement of rules and regulations with occupants to avoid any call outs to the property.	YES	
12/10/2023	10:45 AM	20076	2045	Jacques Drive	Complainant states that the Pool filter motor is too loud - runs 12 hrs a day -currently ongoing They have already spoken to someone at the rental property - nick , and nothing has been done. Complainant is claiming rpm is too high. complainant states it should only run 1500 - 2000 rpm Would like a call back and gives access property if needed	Altamira Vacation Rentals LLC	CODE	10:41 AM	Arrived at 10:41 am to the property. Property was not occupied, or being rented for the weekend. No noise heard from front of the residence as I stood at the north and south end of the property block wall. Reporting party gave access to their property. Pump was running at a lower speed and noise was not unreasonably loud. Property management company contacted and they stated they would make adjustments to alleviate any further complaints from the reporting party, who had also previously called the property management company to complain the previous day.		