

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
6/28/2024	9:55 PM	24484	1569	Racquet Club Rd	Complainant states there is a loud party at the short term rental and they can hear a loud TV and music from the property. On-going. Complainant states it cannot be heard from the street and can only be heard from their property - complainant will allow access to backyard but will need a call first	Juan Velasco / Ruth Diaz	Code	10:06 PM	At approximately 10:06 PM, I arrived at the property. Upon arrival, I immediately contacted the reporting party (RP), who advised me to come to their house so I could witness the music. I made contact with the RP. There, I was able to hear music being played. After confirming the violation, I called the local contact on file, who was the property owner. I asked the property owner to have the responsible renter come out so I could address the music violation. The property owner contacted the responsible renter, and I made contact with the occupants at the front door. I informed the responsible renter of the music complaint and explained that I was able to hear music from the reporting party's property. I asked the responsible renter for their ID and notified him I would be issuing a citation for music amplified beyond the property line. The responsible renter presented their ID, and I issued citation A7861. No further action was taken.	No	A7861-Music audible at property line
6/29/2024	9:30 PM	24522	1133	Pasatiempo	Music being played outside and the caller says it has been going for 2 hours and still on-going.	NA	Code	9:44 PM	I received a vacation rental hotline complaint regarding a loud party at 1133 Pasatiempo Rd. After reviewing the VR master list, I learned this address had been canceled. I responded to the address to confirm if the property was owner-occupied or possibly being rented as an unregistered vacation rental. After contacting the occupants, I verified that the property was not operating as a short-term rental and was indeed owner-occupied. There was no callback information left by the reporting party. No further action was taken.	Yes	
6/29/2024	2:53 PM	24508	2825	E Verona Rd	Reporting party (RP) stating there is loud music being played. RP stated there was also yelling, but yelling not as bad as the music. RP also stated that a neighbor had mentioned they no longer have a license to operate as STR, but is not sure about this.	NA	Code	2:58 PM	This property is not a registered short-term vacation rental. I was unable to follow up with the reporting party as they wanted to remain anonymous when they called the vacation rental hotline to report the nuisance.		
6/29/2024	9:45 AM	24500	456	Avenida Hokona	On-going issue and currently being observed. RP states she called last night about the same property, it's located behind hers. RP is unaware if someone responded and resolution for last night's complaint. Guests are currently screaming, yelling, and playing loud music outside by the pool area. RP stated it may have started about an hour ago. Code officer can access property if needed. -RP will like a callback from Code compliance officer.	Donovan Whitten	Code	9:57 AM	Upon receipt of this complaint from the vacation rental hotline, I confirmed the property is a registered short-term rental, and also recognized the address as one that Officer Ingram responded to late yesterday evening for a noise and music complaint. It was confirmed by Officer Ingram while speaking to the occupants that the property was NOT being rented, as the property owner(s) were present. I called and spoke with the RP, advised the RP that the property is not being rented, and provided the RP with the PSPD non-emergency dispatch number should there be any further nuisances to report. No further action was taken.	Yes	
6/28/2024	11:28 PM	24494	456	Avenida Hokona	Outside yelling and screaming loud music, caller can still hear the noise even with all doors closed. It has been going on for quite some time. Currently on-going.	Donovan Whitten	Code	11:51 PM	I received a vacation rental hotline call regarding loud noise at the property located at 456 Avenida Hokona. Upon arrival, I could hear occupants in the backyard talking in the pool. I identified myself from the front gate location and made contact with the occupants. I verified that the property was owner-occupied. I also called the local contact on file for the property, who confirmed the property was also owner-occupied. Since the property was not rented short-term, no further actions were taken.	Yes	

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6/29/2024	11:07 PM	24492	2773	E Venetia Rd	currently violating the noise restriction that is in effect. The caller is seeing the violation happening and it is on-going. RP would like code compliance to call back and does give permission to enter their property if needed.	Stefan Costa/Ali Rad	Code	11:20 PM	I received a call from the vacation rental hotline regarding loud noise at the property located at 2773 E. Venetia. Before responding, I checked the city's vacation rental master list and discovered that the property was on suspended status. Upon arriving at the location, I observed three vehicles parked outside the residence. However, I did not hear any music or witness any violations at the property. I attempted to identify if the property was rented, or if the owners were occupying the property by knocking on the front door, but there was no response. I was unable to obtain any booking itineraries or confirm that the property was rented. I called the local contact on file to notify them of the complaint. The local contact stated no one should be renting the property short term and suggested that if anyone was there, it was likely the property owners. Since no violations were witnessed, no further attempts to contact the occupants were made.	Unknown	
6/29/2024	11:18 PM	24490	1570	E Sunny Dunes Rd	Renters woke the caller by loud noise. Currently on-going, no music; people are just being extremely loud in the backyard enough so that it did wake the complainant.	ACME House Company	Code	11:42 PM	I received a vacation rental hotline call reporting loud noise at the property located at 1570 E. Sunny Dune Rd. Upon arrival, I could hear children in the backyard making mild noise while still in the pool. From the front of the property, I identified myself as Palm Springs Code Compliance to the responsible renters who greeted me at the front door. I made contact with the occupants and reviewed the rules and regulations regarding vacation rentals noise ordinance. I advised them that it was past 10 o'clock and they needed to bring the children inside. No further actions were taken.	No	
6/30/2024	12:20 PM	24530	2775	N Girasol Ave Palm	Complainant states there is loud music playing from the backyard of the rental; on-going. Would like a call back with an update - gives access to their backyard to confirm the complaint if needed.	Isaac/Poolside Vacation Rentals	Code	12:40 PM	I arrived at the property at approximately 12:40 pm, and stood in the street at the property line toward the front of the residence. As I conducted my investigation, I was able to hear talking and music coming from the backyard. After finishing my investigation, I called and spoke to Isaac from Poolside Vacation Rentals as the occupants couldn't hear me. Poolside sent an area manager to the property who made contact with the guests, and I subsequently issued a citation. The manager also informed the guests that they would be evicted due to the violation. After departing the location, I called and spoke with the reporting party, and advised them of the outcome.	No	A8291-Music audible at property line
6/30/2024	12:20 AM	24526	1566	Lorena Way	Caller saying that they are out by the pool making a lot of noise; sounds like a party and has been on-going for some time now. No call from code compliance office back if the issue gets resolved.	Judy Eastman	Code	12:39 AM	I received a vacation rental hotline call regarding loud noise at the property located at 1566 Lorena Way. I searched the master list and confirmed that the property was a registered vacation rental. I also noted that the property is suspended from 6/10/24 to 12/10/24. I arrived at the property at 12:39 AM and observed three vehicles parked in front. I was able to hear loud noise coming from the backyard. To verify whether the property was owner-occupied or operating as a vacation rental during suspension, I made contact with the occupants. One of the occupants stated she had rented the property through Airbnb. Upon confirming that the property was not owner-occupied, I requested their booking itinerary from Airbnb to verify their stay. The occupants presented their booking itinerary, and I took pictures to document their stay. I then reviewed the rules and regulations for noise and music with them and asked them to move the party indoors for the remainder of the night. The reporting party indicated that no callback was required if the noise issue was resolved. No further actions were taken.	No	