

May 5, 2020

Dear Neighbors,

I feel terribly for all of us for having to endure the recent weekend's disruption of our lives caused by the activities at "Ultimate Serenity Vacation Rental" at 2808 Lakemont Drive.

We are in the 4th year of this Airbnb/VRBO's existence, and throughout this time have had to weather previous large groups exhibiting obnoxious and discourteous behavior. My husband, daughter and I live somewhat opposite of the main nucleus of the noise – the pool, but know that all of you are impacted as well, to varying degrees.

This most recent party group, which checked in on Friday, May 1 and left on Sunday, May 3, was perhaps the most heinous incidence of unwanted and lawless actions against us, as residents, who chose to live here for the tranquil atmosphere, and to get away from things which would normally occur in more congested areas. Beyond the massive group of people that congregated there on Saturday, in addition to the Friday main group of renters, the fact that the owner allowed his property to be rented out to unrelated people in those numbers, was socially irresponsible in light of the Covid-19 pandemic. Clearly, this shows us what type of people we are dealing with. The owner and property manager do not live on the property, and therefore do not care about doing what it takes to be a good neighbor.

If you are like us, you are angry and frustrated that the owner and property manager are robbing our families of the ability to enjoy our homes and have a peaceful existence, without any repercussions.

After trying a lot of avenues in the past to rectify the situation, including meeting with the Fallbrook Sheriff's Supervising Sergeant in 2018, to filing form complaints with Airbnb, dealing with San Diego County Code Enforcement, contacting the property manager and personally conducting numerous calls with the owner of the vacation rental, no progress has been made to eliminate or even mitigate the disturbances caused by this behemoth of a vacation rental.

I believe some of you contacted the Sheriff's Department to place noise disturbance calls over the weekend. Thank you for doing your part in bringing attention to the fact that this is a nuisance property, and continues to be so.

I think we might get to a favorable resolution on this matter if we were all on the same page and followed the same complaint procedures for future disturbances.

Yesterday and today I took the following actions to try to bring immediate attention to our problem with this property and its owner and manager:

- Filed a complaint with the County of San Diego Health Department regarding violation of the Health Order to wear face masks and maintain social distancing. "All public or private "gatherings," as defined in section 19b below, are prohibited."
- Contacted the San Diego County Sheriff Department and received a return call from a very compassionate and informative Deputy, who outlined what we should do in the event of another disturbance.

- Contacted the Supervising Sergeant at the Fallbrook Sheriff Station and spent a great deal of time with him on the phone discussing our experiences with this vacation rental over the course of several years and listened to his next steps and recommendations.
- Called Airbnb Neighborhood Support and spoke with their representative who immediately filed a complaint form that is going to one of their Case Agents for follow-up. Airbnb also has a 24 hour hot line that we can call as a party is brewing or ensuing, and they will assign a task force to investigate and contact host. This is new, following the San Francisco Airbnb shooting incident.

I would be happy to speak with you further regarding detailed information on the above interactions if you would like to call or email me. My contact information is below.

In summary, I am providing you with the following recommendations on how to best get results when confronted by any disturbance from the vacation rental property.

Firstly, though:

I would strongly urge you to submit your complaint form to Airbnb within the next day so they can see how many households have been impacted by the numerous parties and noisy large gatherings at this property. As they say, there is strength in numbers. I wish I had found their hotline number before today, but now we have it, and we should use it when the party is occurring.

- ❖ Please go to www.airbnb.com/neighbors

Complete the form under Noise or Party and submit.

Thank you for your help. Hopefully, working together, we can succeed.

Gail Smith Gutierrez
760-451-6333
gail.smitty@gmail.com

Recommended Procedures for Reporting Noise Disturbances and Large Parties:

1. Phone Sheriff Dispatch: 760-728-1113

- a. Request "I would like the deputy to contact me prior to them responding to the call". This way you let them know this has been a continual problem and is not a routine noise call.
- b. Say you are willing to sign a citizen's complaint and that you want a follow-up call by a supervisor to learn of the disposition.

2. Call Airbnb Neighborhood Support: 855-635-7754

- a. Available 24 hours
- b. Call to report a party when it is occurring
- c. Designated team will follow-up on call