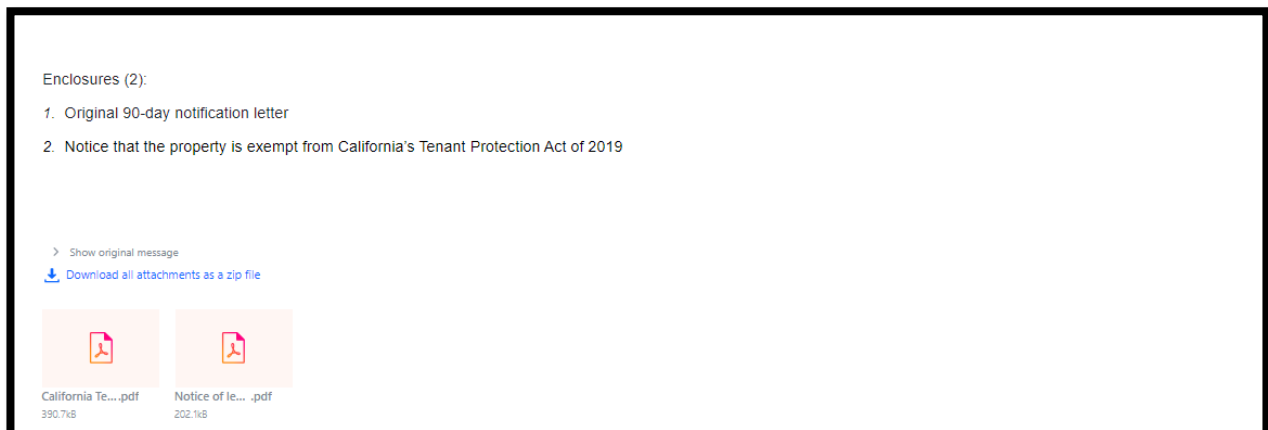
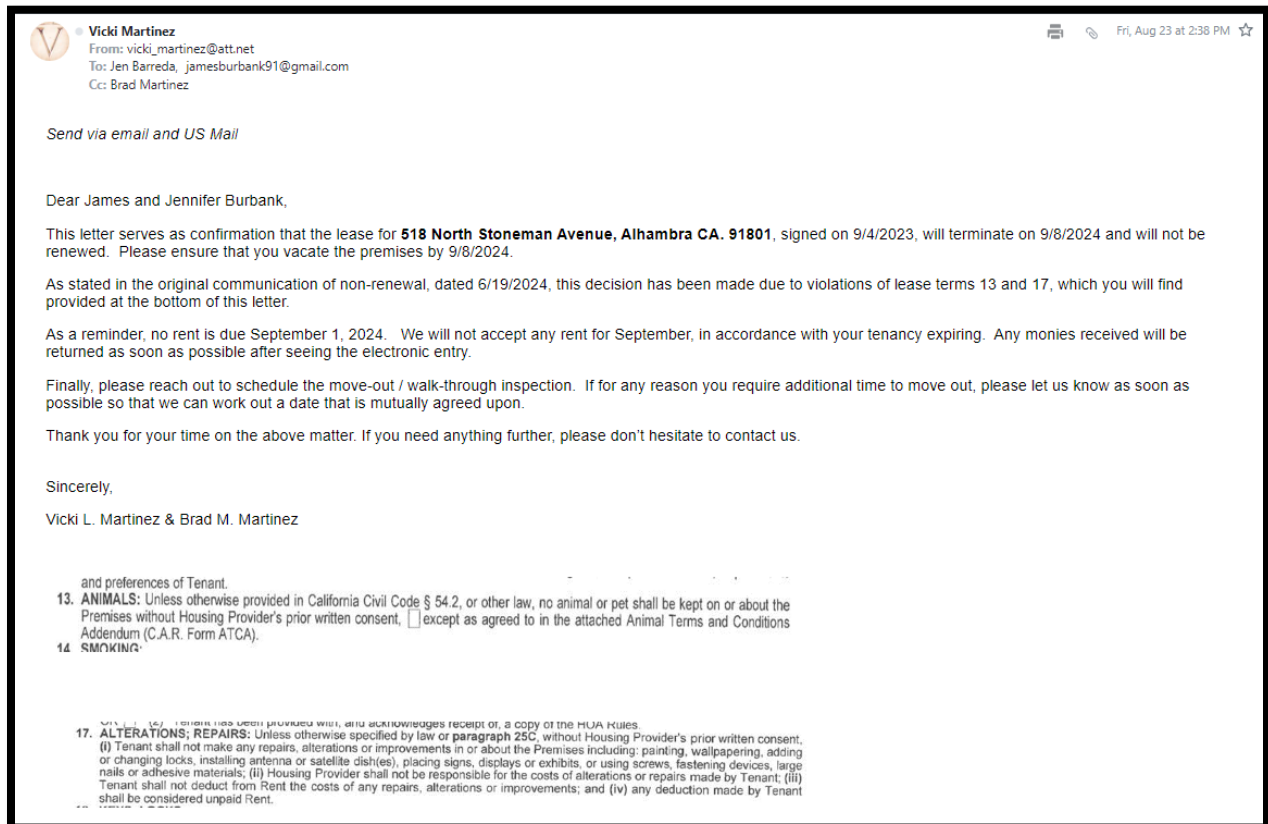


Jennifer Burbank – 518 North Stoneman Ave, Alhambra, CA 91801

**August 23, 2024** – Vicki responds via email to the animal addendum being submitted and signed by stating that the lease is ending and we are still required to move out but this time she states that we now need to move out one week sooner than she initially stated in her first email/letter from June 19, 2024 (Original vacate date was 9/15/24 and now new vacate date is 9/8/24). She now also states that no rent is due for the month of September and any rent sent will be returned as soon as possible. In this email Vicki conveniently added an attachment to claim the unit was exempt from AB 1482 which she did not indicate or state in the lease when we initially signed and reviewed the lease back in end of August of 2023. She has now informed us that we don't have tenant protections as we thought, nearly 1 year later which is not what the law on AB 1482 reads. AB 1482 states this needs to be disclosed at the beginning and signing of the lease and this did not occur. The reasons for non-renewal were for having a dog, in which I informed landlords was an Emotional support animal. The other reason was due to an alteration made (removing shower doors in one of the restrooms). There was never any cure to notice for any of these lease violations, only an email to end tenancy.



Jennifer Burbank – 518 North Stoneman Ave, Alhambra, CA 91801

**Attachment in Email: 1. Copy of Original Vacate Notice from June 19, 2024.**

**Notice of lease termination.pdf**

Page 1 of 1



June 19, 2024

From: vicki\_martinez@att.net  
To: jamesburbank91@gmail.com, jenbarreda@yahoo.com  
Cc: brad\_martinez@att.net

Dear James and Jennifer Burbank,

*This letter serves to inform you that the lease for 518 North Stoneman Avenue, Alhambra CA. 91801, signed on 9/8/2023, will terminate on 9/15/2024 and will not be renewed.*

*This decision has been made due to violations of lease terms 13 and 17, which you will find provided below. For your reference, a copy of the signed lease agreement has also been attached.*

*Please ensure that you vacate the premises by 9/15/2024. The notice period is stipulated in our lease agreement.*

*I would like to schedule a move-out walk-through at the end of the lease. Kindly email me to schedule the final inspection.*

*Finally, please provide your new mailing address for future reference and in the case of returning your security deposit.*

*Thank you for your time on the above matter. If you need anything further, please don't hesitate to reach out via email or text (626) 375-5297.*

Sincerely,

Vicki L. Martinez

and preferences of Tenant.

13. **ANIMALS:** Unless otherwise provided in California Civil Code § 54.2, or other law, no animal or pet shall be kept on or about the Premises without Housing Provider's prior written consent, ☐ except as agreed to in the attached Animal Terms and Conditions Addendum (C.A.R. Form ATCA).

14. **SMOKING:**

17. **ALTERATIONS; REPAIRS:** Tenant has been provided with, and acknowledges receipt of, a copy of the HUA Rules.

- (i) Tenant shall not make any repairs, alterations or improvements in or about the Premises including: painting, wallpapering, adding or changing locks, installing antenna or satellite dish(es), placing signs, displays or exhibits, or using screws, fastening devices, large nails or adhesive materials; (ii) Housing Provider shall not be responsible for the costs of alterations or repairs made by Tenant; (iii) Tenant shall not deduct from Rent the costs of any repairs, alterations or improvements; and (iv) any deduction made by Tenant shall be considered unpaid Rent.



Jennifer Burbank – 518 North Stoneman Ave, Alhambra, CA 91801

**Attachment in Email: 2. AB 1482 Exemption Disclosure**

California Tenant Protection Act of 2019.pdf Page 1 of 1

**Notice to Tenants**  
**California Tenant Protection Act of 2019**  
**Property is Exempt**

To: James and Jennifer Burbank and to all others in  
possession of the premises known as 518 N. Stoneman Ave  
*(Apt #)* *(Street Address)*

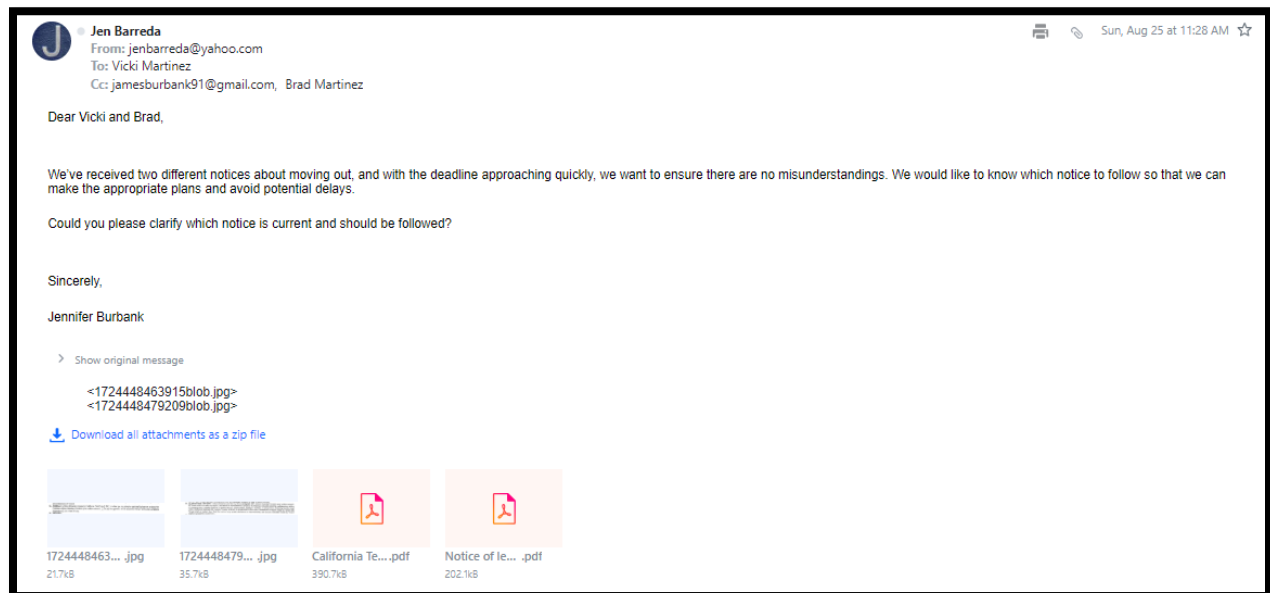
Alhambra CA 91801  
*(City)* *(State)* *(Zip)*

This property is not subject to the rent limits imposed by Section 1947.12 of the Civil Code and is not subject to the just cause requirements of Section 1946.2 of the Civil Code. This property meets the requirements of Sections 1947.12 (d)(5) and 1946.2 (e)(8) of the Civil Code and the owner is not any of the following: (1) a real estate investment trust, as defined by Section 856 of the Internal Revenue Code; (2) a corporation; or (3) a limited liability company in which at least one member is a corporation.

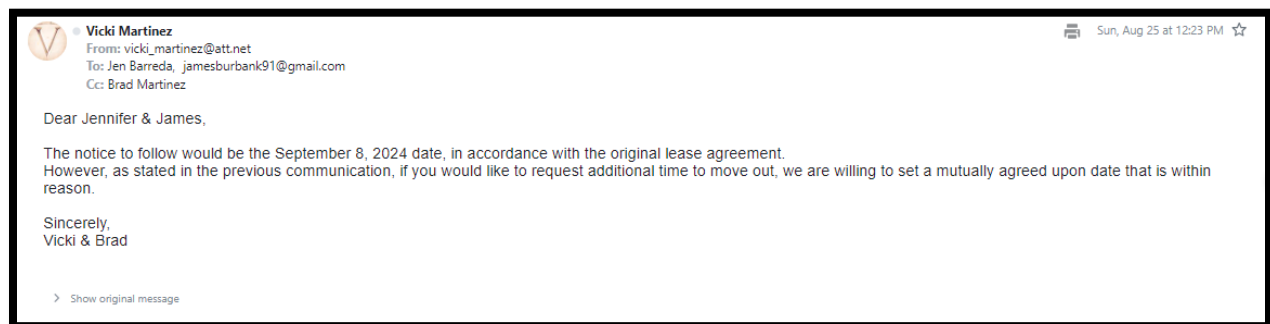
Date: 8/16/2024 Owner/Agent *U. Martinez*  
Owner/Agent *B. Burbank*

Jennifer Burbank – 518 North Stoneman Ave, Alhambra, CA 91801

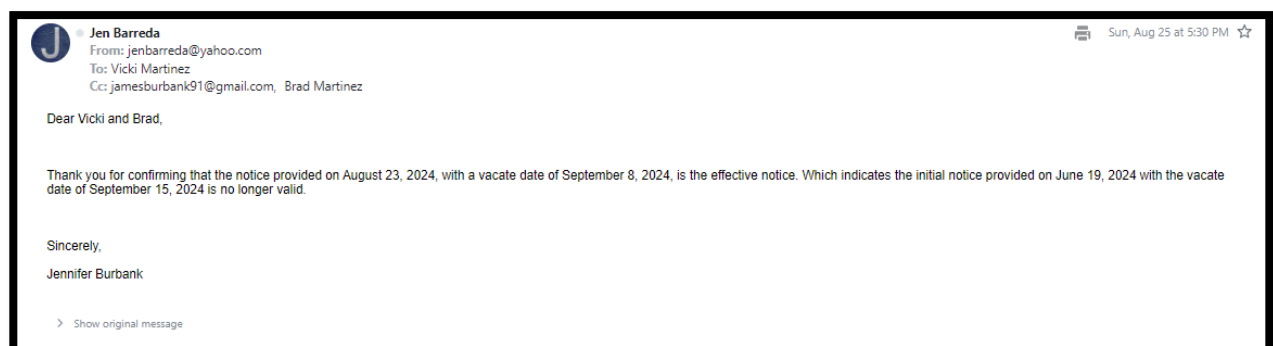
**August 25, 2024** – I respond to Vicki's email to state the differences in her notice from August 23 and June 19. Which indicate different terms and a different move out date. I follow-up to inquire which the correct notice is because these are not the same.



**August 25, 2024** – Vicki responds to indicate the new notice she has just provided on August 23 is the correct notice to follow, which has a move out date of one week sooner. But offers us the option of more time if needed, as if she is trying to act in good faith.

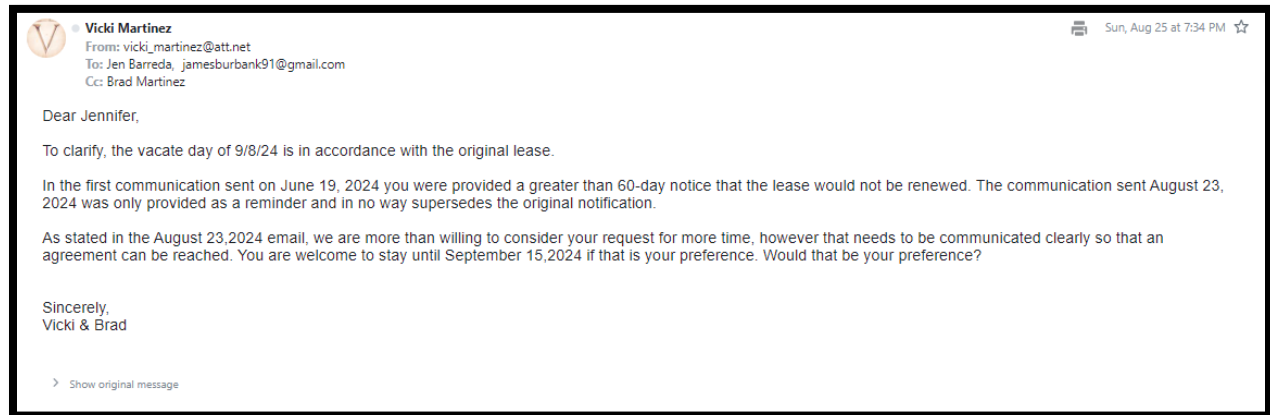


**August 25, 2024** – I follow up to state that we will now be following this new notice which means the original notice is no longer valid. This new notice would not allow a proper 30 day notice which would also make this notice invalid.

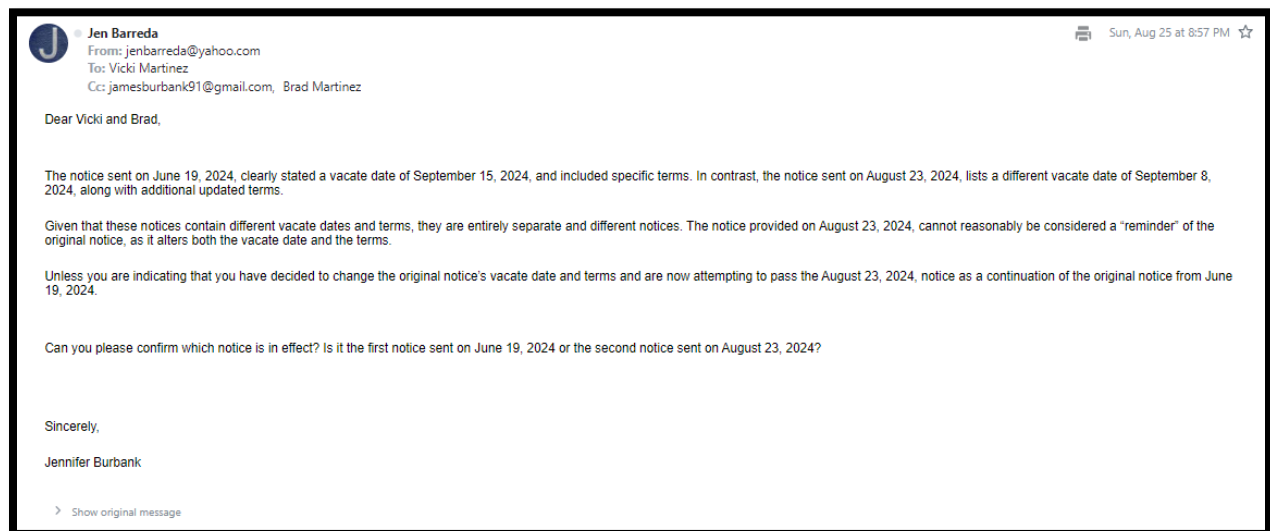


Jennifer Burbank – 518 North Stoneman Ave, Alhambra, CA 91801

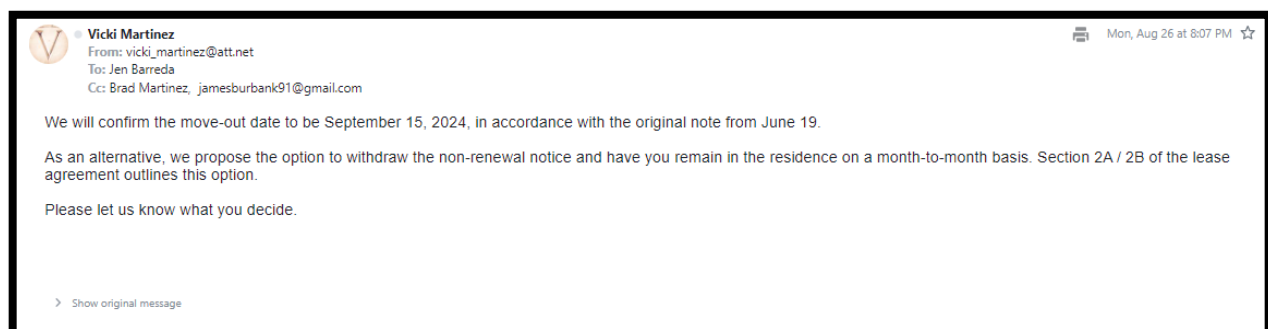
**August 25, 2024** – Vicki responds that the new notice from August 23 is actually a “reminder” to the original notice from June 19 and not a new, separate notice, even though the move out date and terms are different. She points out we had a lot of time, “greater than 60-day notice”. She again references that she is willing to give us more time if we would like.



**August 25, 2024** – I respond to Vicki to state that the two notices provided to us, were completely different and in no way a “reminder” to one another. Again, I am seeking clarification on her confusing notices and terms and vacate dates.

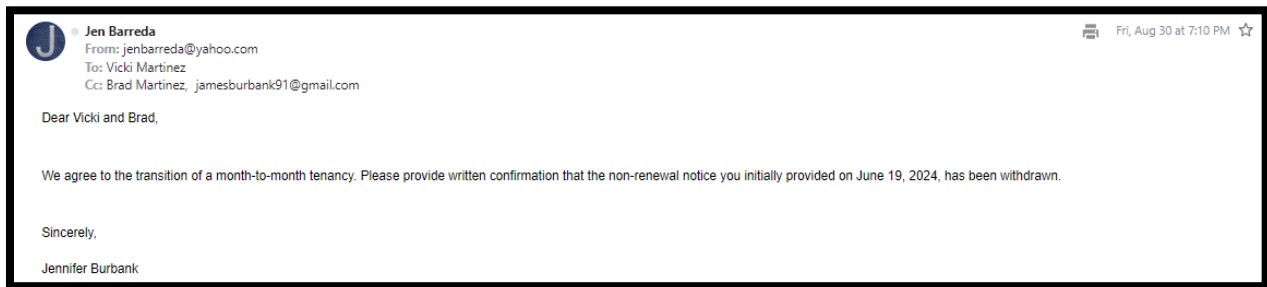


**August 26, 2024** – Vicki responds to confirm the move out date is in fact 9/15/24 as originally stated and offers the option to withdraw the non-renewal notice and continue the tenancy on a month to month basis.

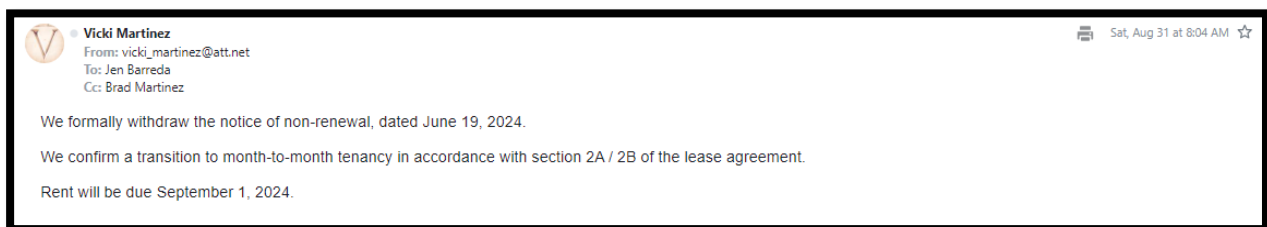


Jennifer Burbank – 518 North Stoneman Ave, Alhambra, CA 91801

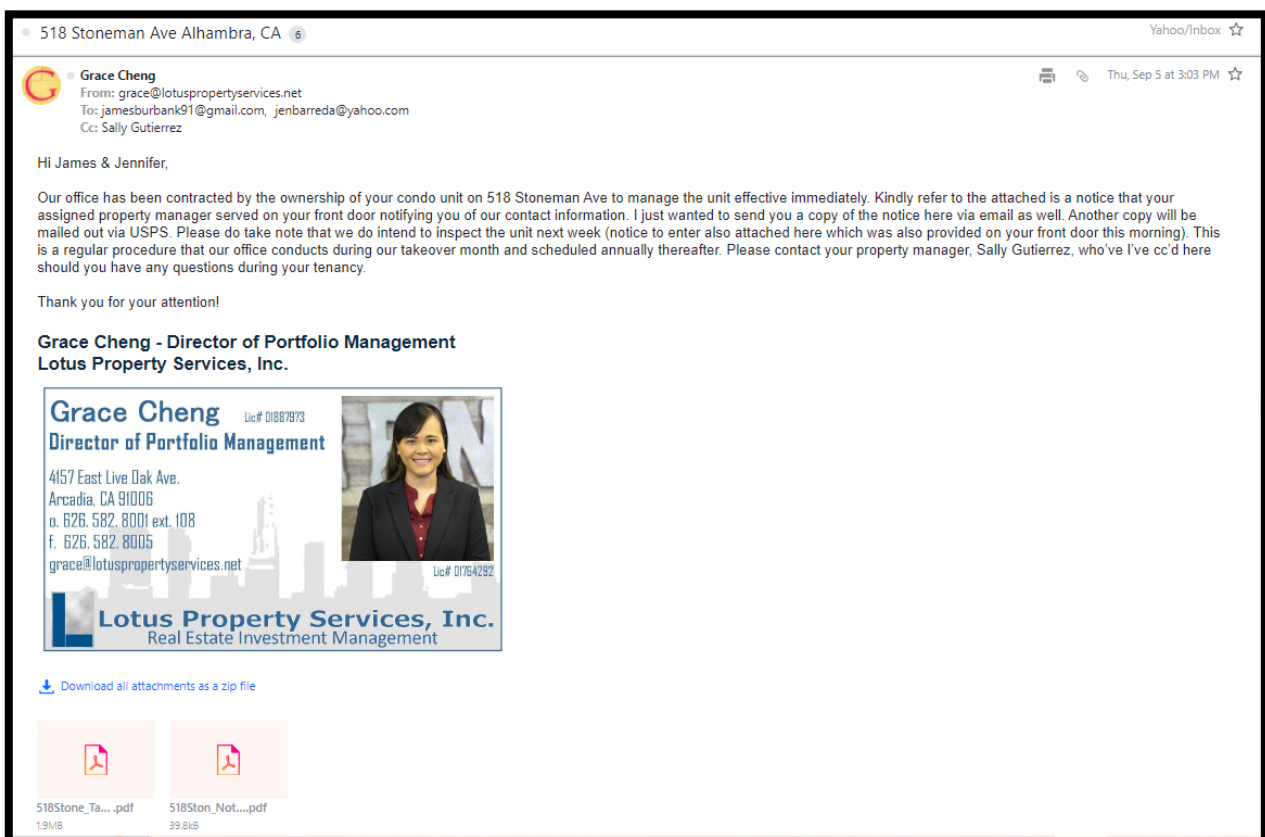
**August 30, 2024** – James and I agree to a month to month tenancy and we reply to let Vicki and Brad aware of our decision. We also ask that they provide written confirmation of their withdrawal of the non-renewal notice.



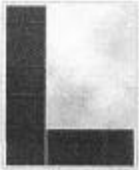
**August 31, 2024** – Vicki withdraws the non-renewal notice and states rent is due on 9/1/24.



**September 5, 2024** – We receive an email from Grace Cheng, from Lotus Property Services. The email indicates that Lotus Property Services, Inc. is now assigned to be our property management company. She states that there will be an inspection of the unit which is scheduled for 9/10/24 between 11am-1pm. This email came with 2 attachments which are provided below.







**Lotus Property Services, Inc.**  
4157 E. Live Oak Avenue  
Arcadia, CA 91006  
T 626.582.8001  
F 626.582.8005

**To: All Tenants at**  
**518 N. Stoneman Ave**  
**Alhambra, CA 91801**

**From: Lotus Property Services, Inc.**  
**Re: New Property Management Company for Tenants of 518Ston**

**Property Contacts:**  
**Service may be effected on:**

**Portfolio Manager**  
Sally Gutierrez (626) 582-8001 ext. 111  
4157 E. Live Oak Avenue Arcadia CA 91006  
**Account Manager**  
Arlen Keller (626) 582-8001 ext. 116  
4157 E. Live Oak Avenue Arcadia CA 91006  
**Operations Supervisor**  
Belsy Monzon (626) 582-8001 ext. 103  
4157 E. Live Oak Avenue Arcadia CA 91006

Dear Tenants:

**VIA POSTING & MAILING**

This letter is of intent to give written notification to all Residents of the new change in Property Management for the property located at **518 N. Stoneman Ave Alhambra, CA 91801** which shall take effect **Immediately** upon the service of this letter. Lotus Property Services, Inc. will be your new contact for **ALL** concerns and maintenance issues regarding the property. For your convenience our office is open from 9:00 am – 5:30 pm, Monday thru Friday and you can reach us by phone at (626) 582-8001. **For 24-hour (EMERGENCY ONLY) maintenance service you may call (626) 582-8001.**

**Please make payment payable to:**  
**Lotus Property Services, Inc. / 518Ston**

**We accept electronic payment via debit/credit card, e-checks, personal checks, money orders, ECP coupon and cashiers checks.**

**You are to deliver, mail, or electronically process the rent to the following address:**  
**Lotus Property Services, Inc. 4157 East Live Oak Ave. Arcadia, CA 91006**  
**Between 9:00AM – 5:00PM, Monday through Friday.**  
**Person to deliver rent to: Vincent Medina, Sandie Perry, or Brian Gordon**

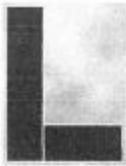
**Please note that we have an integrated property management system that allows you to make your rent payments online. Please be sure to provide your email address on the attached questionnaire form. You will be emailed an invitation link via AppFolio to sign up for your tenant portal.**

**Sally Gutierrez** will be your direct contact for all issues and/or any other matter that may require management's assistance. I am confident that you will find Sally to be competent and helpful as well as attentive to your needs.

We thank you for your continued tenancy and assistance during this time of transition. We look forward to this opportunity to provide you with quality service. Please assist management by filling out the enclosed questionnaire and returning it to our office promptly. Thank you in advance for your cooperation and we look forward to working with you.

Sincerely,   
**Lotus Property Services, Inc.**  
Please See Attachments





**Lotus Property Services, Inc.**  
4157 E. Live Oak Ave  
Arcadia, CA 91006  
t 626.582.8001  
f 626.582.8005

This form is a **MANDATORY FORM** that all tenants must fill out and return to our office within 10 days upon receipt with all updated tenant information on all persons living within your apartment unit. The information on this document must be true and correct, any incorrect and/or falsified information can be cause for legal proceedings and or eviction. We thank you for your cooperation and immediate response.

Este formulario es un **FORMULARIO OBLIGATORIO** que todos los inquilinos deben completar y devolver a nuestra oficina dentro de los 10 días posteriores a la recepción con toda la información actualizada del inquilino sobre todas las personas que viven dentro de su unidad de apartamento. La información en este documento debe ser verdadera y correcta, cualquier información incorrecta y / o falsificada puede ser motivo de un proceso judicial y / o desalojo. Le agradecemos su cooperación y respuesta inmediatamente.

Property Name: 518 N. Stoneman Ave Alhambra, CA 91801

Resident 1 Name: \_\_\_\_\_ Resident 2 Name: \_\_\_\_\_

Apt. #: \_\_\_\_\_ Unit Size: \_\_\_\_\_ # of Parking Spaces: \_\_\_\_\_

Vehicle # 1- Make: \_\_\_\_\_ Model: \_\_\_\_\_ License # \_\_\_\_\_ Parking # \_\_\_\_\_

Vehicle # 2- Make: \_\_\_\_\_ Model: \_\_\_\_\_ License # \_\_\_\_\_ Parking # \_\_\_\_\_

Vehicle # 3- Make: \_\_\_\_\_ Model: \_\_\_\_\_ License # \_\_\_\_\_ Parking # \_\_\_\_\_

Resident 1 Mobile #: \_\_\_\_\_ Resident 2 Mobile #: \_\_\_\_\_

Resident 1 Work #: \_\_\_\_\_ Resident 2 Work #: \_\_\_\_\_

Home Phone #: \_\_\_\_\_ Emergency #: \_\_\_\_\_ Name: \_\_\_\_\_ Relationship: \_\_\_\_\_

Resident 1 Email: \_\_\_\_\_ Resident 2 Email: \_\_\_\_\_

Total Number of occupants \_\_\_\_\_

Pets? \_\_\_\_\_ Name: \_\_\_\_\_ Type/Breed: \_\_\_\_\_ Weight: \_\_\_\_\_ Age: \_\_\_\_\_

**PLEASE PRINT FULL NAME OF EACH RESIDENT**

First Name	Last Name	First Name	Last Name
_____	_____	_____	_____
_____	_____	_____	_____
_____	_____	_____	_____

*By signing below, I acknowledge that the above information is true and correct.*

\_\_\_\_\_  
Date                      Print Name                      Signature



Jennifer Burbank – 518 North Stoneman Ave, Alhambra, CA 91801

Attachment 2:



Lotus Property Services, Inc.  
4157 E. Live Oak Ave  
Arcadia, CA 91006  
T 626.582.8001  
F 626.582.8005

## **Notice of Intent to Enter Premises**

FROM: LOTUS PROPERTY SERVICES, INC Date: 09/04//2024  
4157 E LIVE OAK AVE  
ARCADIA CA 91006

TO: ALL RESIDENTS AT:  
518 N Stoneman Ave  
Alhambra, CA 91801

Dear Tenants,

Please be advised that the management of 518 N Stoneman Ave would like to enter your unit on Tuesday, September 10, 2024 between the hours of 11:00 AM to 1:00 PM for the following reason(s):

☐ To make or arrange for the following repair(s) and/or improvement(s):

☐ To exhibit the premises to: ☐ a prospective tenant, ☐ workers and or contractors regarding the above repair or improvement.

☐ Other: MANAGEMENT TAKEOVER - MAINTENANCE INSPECTION

Please note you are not required to be present. If you wish to be present, or have a friend or associate be present, you may of course make the appropriate arrangements to do so. We will not enter the unit if any minor(s) are left unaccompanied. Any minor(s) present must be accompanied by an adult age 18 years or older. If you have any questions, please call me at 626-582-8001x2133.

**If the lock has been changed without proper notice and you have not given the landlord a duplicate key, a locksmith may be called upon to open the door and re-key the locks. Your account will be charged for the service and you will be provided with a new key.**

This notice is given in accordance with the provisions of Section 1954 of the California Civil Code.

Sincerely,

DIEGO HIDALGO  
Lotus Property Services, Inc.



Jennifer Burbank – 518 North Stoneman Ave, Alhambra, CA 91801

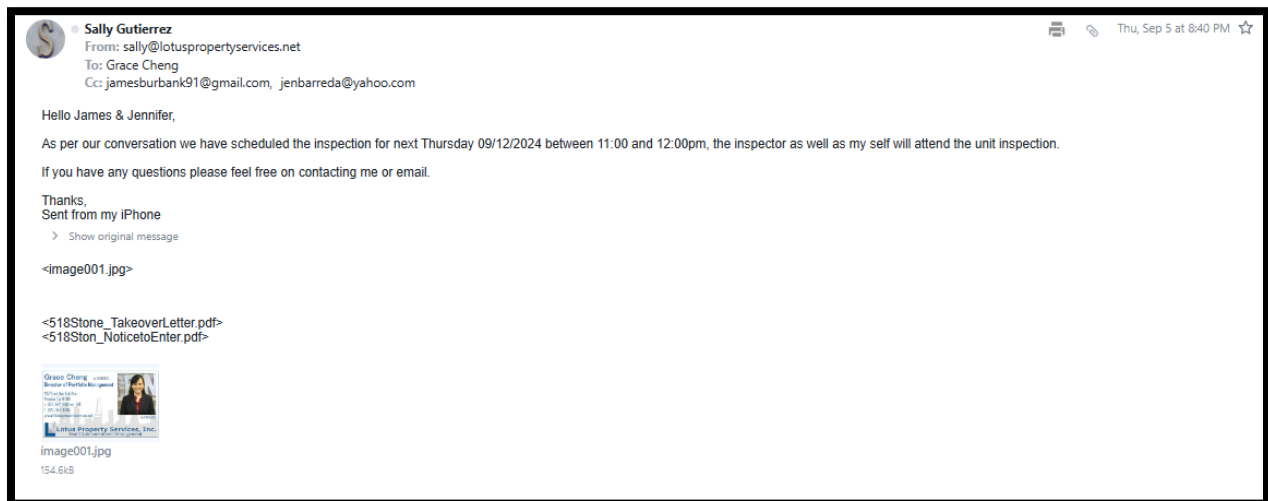
**September 5, 2024** – I call the manager, Sally, after reading the email from Grace Cheng, regarding the inspection date and time, to reschedule the inspection for another date so that James and I can both be home to meet the manager and also address our ongoing concerns with the unit, in person. In the call, Sally stated she would ask if another date and time is available. I suggested Wednesday or Thursday as two days that work best for us both. I also briefly discuss some of my concerns with the unit that I would like to show her in person, during the inspection.



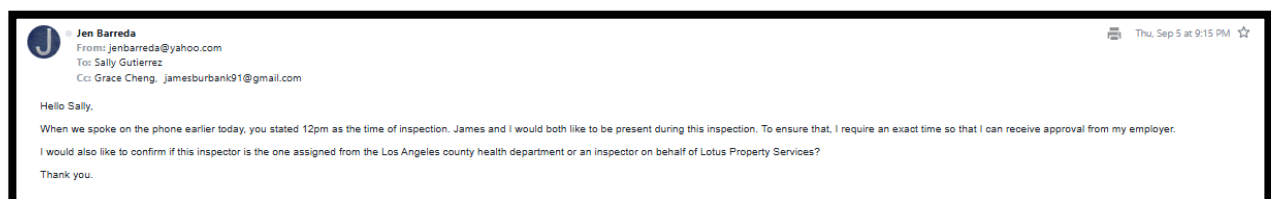
Sally calls back to state that it will be rescheduled for 9/12/24 at 12pm so that we can both be there for the inspection.



Sally follows up with the email below.



I respond to Sally's email to confirm that the inspection will actually take place at 12pm, as mentioned in our phone call from earlier since I will be leaving work during my lunch break to be there for the inspection. I also asked if this inspector is from the County Health Department or Lotus' inspector.



Jennifer Burbank – 518 North Stoneman Ave, Alhambra, CA 91801

**September 6, 2024** – Sally responds to confirm that the inspection is not from the County Health Department but from their own company (Lotus). She also confirms the inspection time is 12pm.



I email Sally the completed forms that were sent to us by Grace Cheng, on 9/5/24 "Takeover Form". Below are the completed forms.





**Lotus Property Services, Inc.**  
4157 E. Live Oak Avenue  
Arcadia, CA 91006  
T 626.582.8001  
F 626.582.8005

**To: All Tenants at**  
**518 N. Stoneman Ave**  
**Alhambra, CA 91801**

**From: Lotus Property Services, Inc.**

**Re: New Property Management Company for Tenants of 518Ston**

**Property Contacts:**

**Service may be effected on:**

**Portfolio Manager**

Sally Gutierrez (626) 582-8001 ext. 111  
4157 E. Live Oak Avenue Arcadia CA 91006

**Account Manager**

Arlen Keller (626) 582-8001 ext. 116  
4157 E. Live Oak Avenue Arcadia CA 91006

**Operations Supervisor**

Belsy Monzon (626) 582-8001 ext. 103  
4157 E. Live Oak Avenue Arcadia CA 91006

Dear Tenants:

**VIA POSTING & MAILING**

This letter is of intent to give written notification to all Residents of the new change in Property Management for the property located at **518 N. Stoneman Ave Alhambra, CA 91801** which shall take effect **Immediately** upon the service of this letter. Lotus Property Services, Inc. will be your new contact for **ALL** concerns and maintenance issues regarding the property. For your convenience our office is open from 9:00 am – 5:30 pm, Monday thru Friday and you can reach us by phone at (626) 582-8001. **For 24-hour (EMERGENCY ONLY) maintenance service you may call (626) 582-8001.**

**Please make payment payable to:**

**Lotus Property Services, Inc. / 518Ston**

**We accept electronic payment via debit/credit card, e-checks,  
personal checks, money orders, ECP coupon and cashiers checks.**

**You are to deliver, mail, or electronically process the rent to the following address:**

**Lotus Property Services, Inc. 4157 East Live Oak Ave. Arcadia, CA 91006**

**Between 9:00AM – 5:00PM, Monday through Friday.**

**Person to deliver rent to: Vincent Medina, Sandie Perry, or Brian Gordon**

**Please note that we have an integrated property management system that allows you to make your rent payments online. Please be sure to provide your email address on the attached questionnaire form. You will be emailed an invitation link via AppFolio to sign up for your tenant portal.**

**Sally Gutierrez** will be your direct contact for all issues and/or any other matter that may require management's assistance. I am confident that you will find Sally to be competent and helpful as well as attentive to your needs.

We thank you for your continued tenancy and assistance during this time of transition. We look forward to this opportunity to provide you with quality service. Please assist management by filling out the enclosed questionnaire and returning it to our office promptly. Thank you in advance for your cooperation and we look forward to working with you.

Sincerely,

  
**Lotus Property Services, Inc.**  
Please See Attachments





**Lotus Property Services, Inc.**  
4157 E. Live Oak Ave  
Arcadia, CA 91006  
t 626.582.8001  
f 626.582.8005

This form is a **MANDATORY FORM** that all tenants must fill out and return to our office within 10 days upon receipt with all updated tenant information on all persons living within your apartment unit. The information on this document must be true and correct, any incorrect and/or falsified information can be cause for legal proceedings and or eviction. We thank you for your cooperation and immediate response.

Este formulario es un **FORMULARIO OBLIGATORIO** que todos los inquilinos deben completar y devolver a nuestra oficina dentro de los 10 días posteriores a la recepción con toda la información actualizada del inquilino sobre todas las personas que viven dentro de su unidad de apartamento. La información en este documento debe ser verdadera y correcta, cualquier información incorrecta y / o falsificada puede ser motivo de un proceso judicial y / o desalojo. Le agradecemos su cooperación y respuesta inmediatamente.

Property Name: 518 N. Stoneman Ave Alhambra, CA 91801

Resident 1 Name: Jennifer Burbank Resident 2 Name: James Burbank

Apt. #: N/A Unit Size: unknown # of Parking Spaces: N/A

Vehicle # 1- Make: \_\_\_\_\_ Model: \_\_\_\_\_ License # \_\_\_\_\_ Parking # \_\_\_\_\_

Vehicle # 2- Make: \_\_\_\_\_ Model: \_\_\_\_\_ License # \_\_\_\_\_ Parking # \_\_\_\_\_

Vehicle # 3- Make: \_\_\_\_\_ Model: \_\_\_\_\_ License # \_\_\_\_\_ Parking # \_\_\_\_\_

Resident 1 Mobile #: 323-336-7829 Resident 2 Mobile #: 213-858-1725

Resident 1 Work #: N/A Resident 2 Work #: N/A

Home Phone #: N/A Emergency #: 323-336-3871 Name: Maria Relationship: \_\_\_\_\_

Resident 1 Email: Jenbarreda@yahoo.com Resident 2 Email: Jamesburbank91@gmail.com

Total Number of occupants 4

Pets? No ESA Name: \_\_\_\_\_ Type/Breed: \_\_\_\_\_ Weight: \_\_\_\_\_ Age: \_\_\_\_\_

**PLEASE PRINT FULL NAME OF EACH RESIDENT**

First Name	Last Name	First Name	Last Name
Jennifer	Burbank		
James	Burbank		
Jayden	Burbank		
Jameson	Burbank		

*By signing below, I acknowledge that the above information is true and correct.*

09/05/2024  
Date

Jennifer Burbank  
Print Name

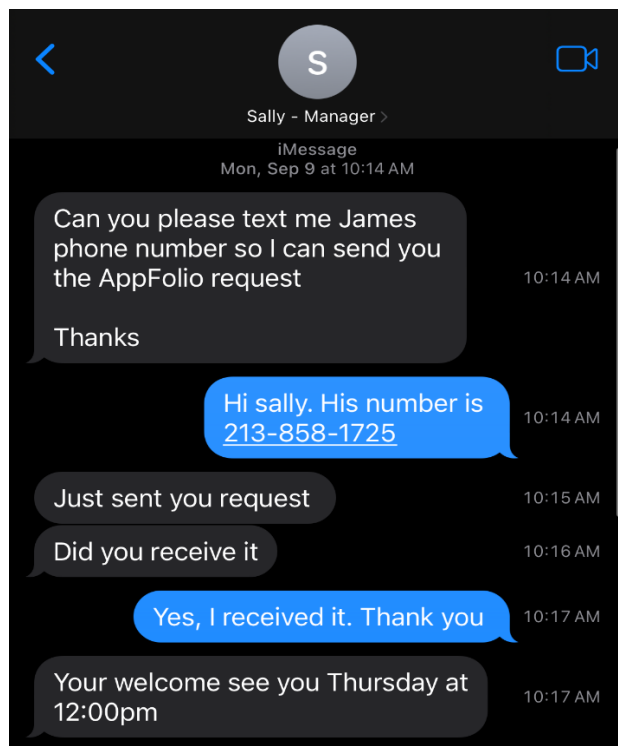
Jennifer Burbank  
Signature

Jennifer Burbank – 518 North Stoneman Ave, Alhambra, CA 91801

**September 9, 2024** – Sally responds to say “thanks” for submitting the “Takeover form”



Sally messages my cell phone to ask me for James’s phone number so she can send him the AppFolio (online portal) request for the online portal. See Messages below between Sally and myself.



**September 12, 2024** – Sally and the inspector came around noon to inspect the unit. The walked through the entire unit, inside and out, the inspector took multiple pictures and I discussed my concerns with Sally. Sally stated she can see the water damage on the floor and baseboards by the front entry way. She also looked at the balcony and noticed the drain was going directly below to the patio where the suspected water was entering the unit. She stated she would bring it up and it would be indicated in the report by the inspector. She also stated that she is unsure if this would be an issue for the landlords to fix or the HOA. I asked if all the necessary repairs and concerns would be addressed and this is when Sally stated that it is up to the landlords. She stated that they can bring issues to their attention but that ultimately it is up to the landlords to fix and pay for repairs, but that the management company can encourage them to make repairs. Sally and the inspector made copies of the home keys for their office to have for emergencies.