



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

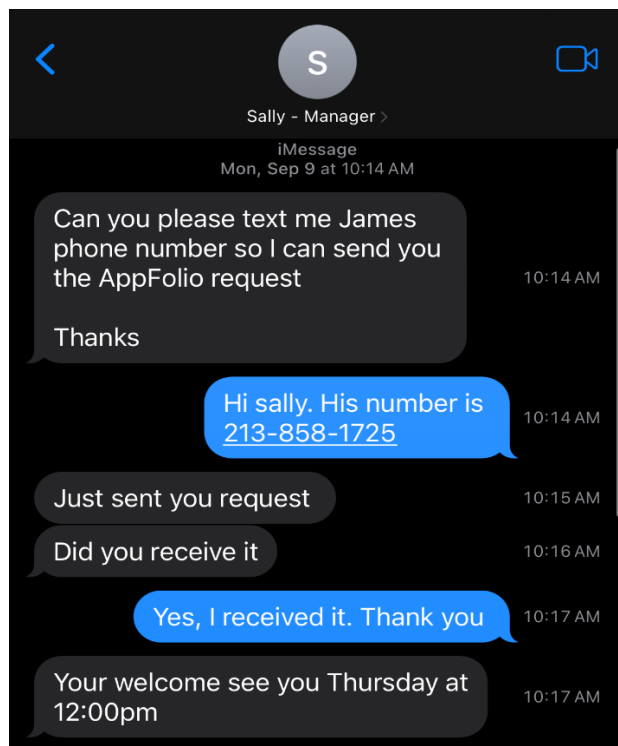
Jennifer Burbank
Signature

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

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



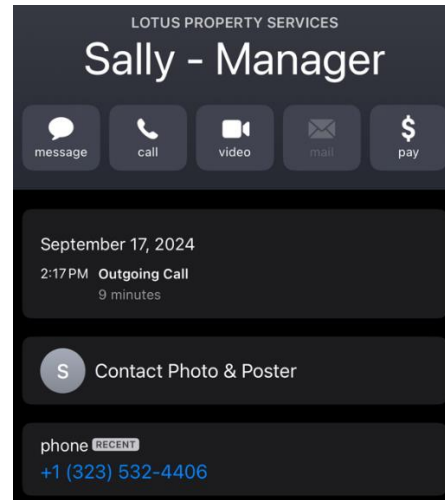
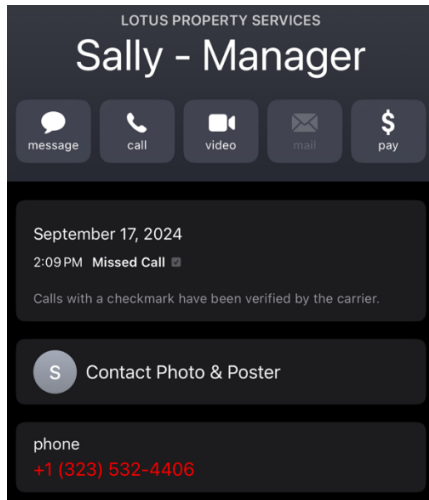
Sally messages my cell phone to ask me for James’s phone number so she can send him the AppFolio (online portal) request for the online portal. See Messages below between Sally and myself.



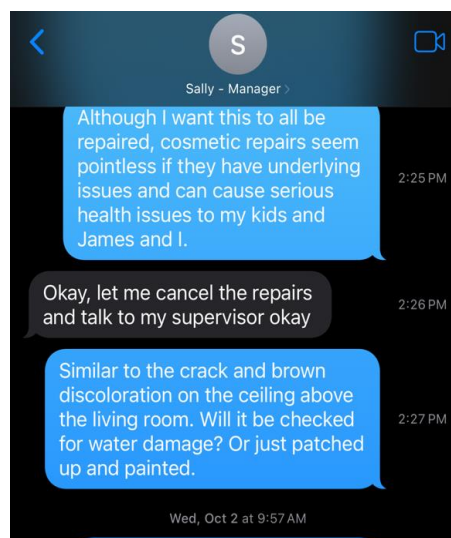
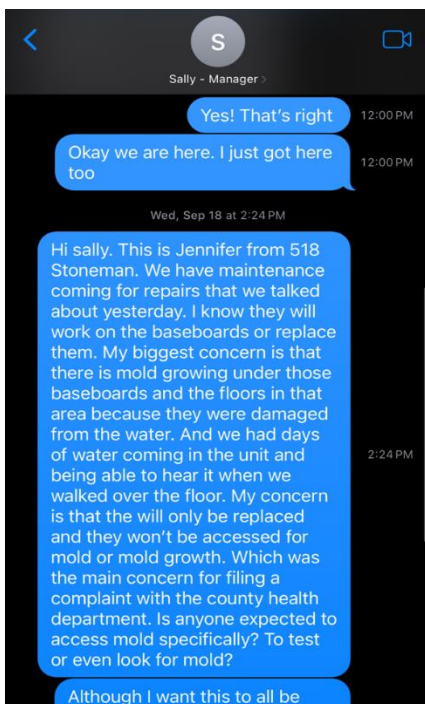
September 12, 2024 – Sally and the inspector came around noon to inspect the unit. The walked through the entire unit, inside and out, the inspector took multiple pictures and I discussed my concerns with Sally. Sally stated she can see the water damage on the floor and baseboards by the front entry 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.

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

September 17, 2024 – Sally called and left a voicemail. I called her back and she mentioned repairs that would be made based on the inspection from 9/12/24. She mentioned fixing the crack on the ceiling of the living room, the weather stripping of the front door, the cracks outside which she said might be an issue with the HOA, not the landlords. She mentioned that the HOA is difficult to work with, according to the landlords. She said that she and the landlords would be having a meeting with the HOA to address those issues. She wanted to schedule the repairs she mentioned for 9/18/24 at 12pm and I agreed to the repairs. James was going to be home this date and time.



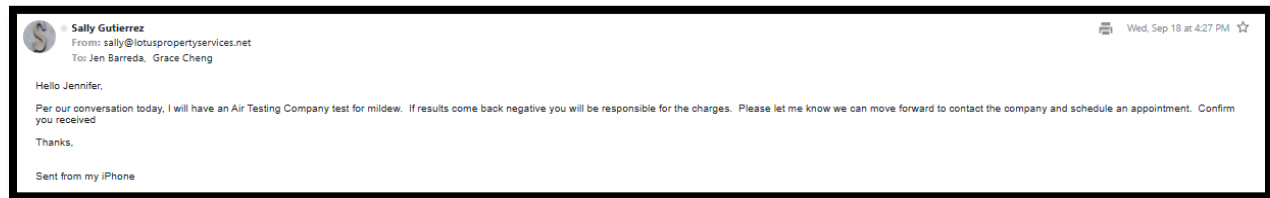
September 18, 2024 – I message Sally to ask if they will only be making cosmetic repairs or if they will also be checking for mold and actually fixing the issue, which would be to figure out where the water is entering the unit, and then seal it, so it does not happen again. I told Sally that mold being present was my biggest concern and I wanted it to be addressed, not just patching up some things to cosmetically have it be appealing. I never canceled maintenance. Sally replied to say she would cancel the maintenance and repairs that were set for that day. I called James to inform him. A few minutes later the technician arrived and James told him what I had told him, that the manager, Sally, canceled the repairs. Therefore no repairs were made that day. See messages below.



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

Sally called and I missed her call. I called her back in which she stated that they would conduct an Air test for mildew and that we, as the tenants would be paying for it. I told her I didn't agree with that because the water damage was not caused by us as tenants. She seemed slightly annoyed and I said, a technician can come to perform the test but I will not be paying for it, regardless of the results and my preference was for a comprehensive mold test, not simply an air test. Sally mentioned that she came to my unit and she has been doing this (working as a manager) for 10 plus years and my unit looked clean and did not smell, so she did not believe there was any mold and no need for any test.

Sally followed up with this email below about the air test for mildew.



September 20, 2024 – I request maintenance through the online portal to request mail keys that work so that I can get my mail without struggling to open the mailbox. (Request # 72585-1)

I also request maintenance through the online portal to repair the weather stripping at the front door because it is hard to open and close the front door. (Request # 72586-1)

I request for the wax seal and bolts in the master bedroom toilet be replaced as previously told (back in May by Brad Martinez) because the toilet leaks randomly from the bottom and spills onto floor and any of our personal items in the restroom. (Request # 72588-1)

I notice a small slow leak coming from a pipe in the garage that sits above the third parking spot, and under the outdoor patio. I report it through the online portal as well. I also include the ceiling that is also leaking in the garage. (Request # 72593-1)

I also request maintenance through the online portal with concerns regarding water leaks, water damage, cracks in walls, peeling paint and mold in stair well leading to garage. (Request # 72589-1)

I also request for a comprehensive mold inspection in the unit where there has been obvious water damage and where it continues to leak throughout the year (the garage ceiling). (Request # 72590-1)

September 24 & 25, 2024 – We receive a text message from someone at Wynd Plumbing (818-600-2191) who states that they were contacted by our management company about a leak and asked for our availability for a plumber to be sent over. We discuss which leak they are referring to and schedule for a plumber to come on Saturday, September 28, 2024 between 12-2pm.

September 25, 2024 – Sally emails me to confirm that Mold Technical Services, Inc can come to the unit for a mold test on 10/01/24 at 11am. She said she will be there that day too.

I respond to let her know that unfortunately Tuesday does not work and request if it can be done on a Wednesday or Thursday. I also note that I am not responsible for any fees or payment of this test, regardless of the results.

She responds to ask if Wednesday, 10/02/24 at 10am works and I confirm that it does.

September 26, 2024 – We receive the official housing discrimination complaint filed by HUD and CRD in the mail via certified mail and so do the landlords.

September 28, 2024 – Plumber named Angel arrives to inspect everything in the unit related to plumbing. I show him the toilet in the master bedroom, where he saw the seal at the edge of the toilet bowl had water damage and said the toilet is an old toilet and more than likely it required new wax seals and new bolts or a replacement of the toilet. The plumber saw the slow active leak which sat in the garage, below the patio and above the third parking spot. He observed the garage, outside of the garage and the above outdoor patio and stated it appears the water is coming from the patio and more than likely has poor weather proofing and would need to be replaced. He noted a pipe that was poorly done and asked who fixed it. I had no idea and he said that it needed to be fixed right away. He stated he would mention all this in his report and send it to our management company. The plumber only inspected issues but did not actually make any repairs or fix anything.

October 2, 2024 – A technician and the manager, Sally, arrive to the unit to conduct an air test for mold. The technician stated this was a preliminary test. James asked Sally if the landlords would be open or okay to us conducting a more comprehensive mold test that we would pay out of our pocket to ensure there is no mold under the floor and baseboards and any mold growing behind the walls. Sally said she would ask the landlords.

October 9, 2024 – I request maintenance through the online portal because we saw water under the floor again where we had previous water damage, in between the front door and the downstairs restroom/entry way. (Request # 73279-1)

I email Sally to follow up on the results of the mold air test that was conducted on 10/02/24 and to follow up on the report or status of the plumber who came to inspect the unit and saw the active leak in the garage, on 9/28/24.

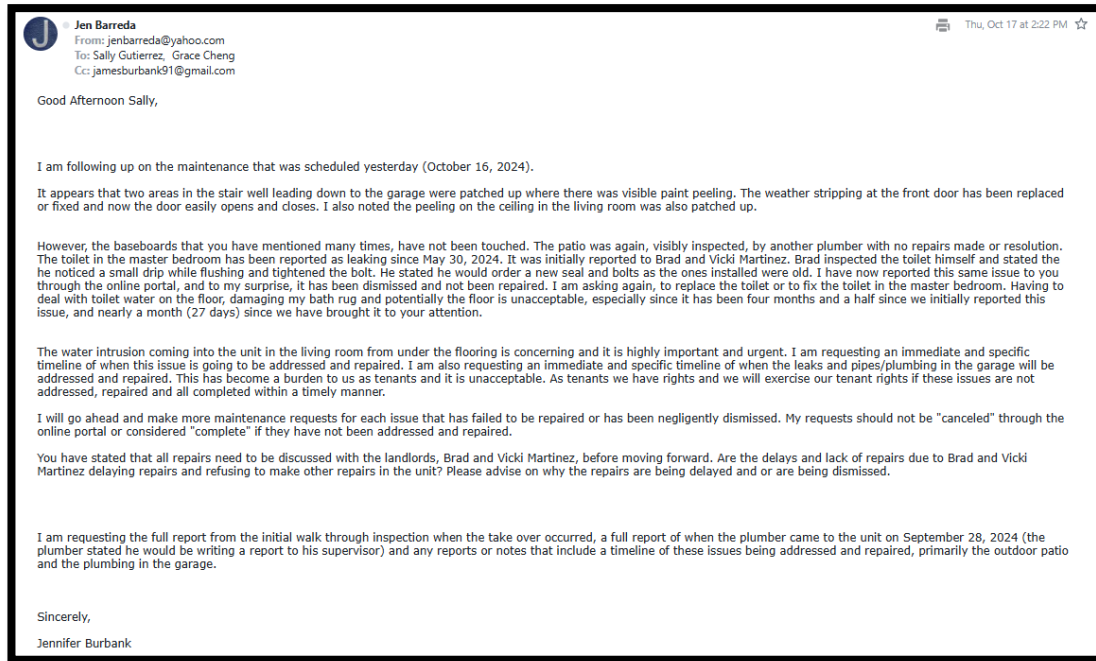
October 15, 2024 – Sally emails us the results of the mold air test and the report. She states that the results did not detect elevated levels of moisture. She said the request for mold will now be closed and this report should suffice. She states that another plumber has been trying to contact us regarding “the parking area” which is the garage.

She emails again to say that repairs are scheduled for 10/16/24 between 12-5pm. She stated another plumber has been trying to contact us with no response to inspect the flooring water that we noticed again. I don’t recall a plumber or two plumbers trying to reach me.

October 16, 2024 – Sally and a plumber come to the unit. They both walked through the unit to look at the garage, specifically at the pipes and the ceiling that leaks randomly. This plumber noticed the same pipe that the previous plumber noticed, that was poorly done. He stated to James that it needed to be replaced. He also pointed out that the pipe was cracked and needed to be replaced. They also inspected the patio and turned on the water hose for about 5-7 minutes to see if any water was leaking below and said they did not notice any leaks. The plumber left and a technician arrived to the unit to patch up peeled paint from the staircase that leads down to the garage. The technician also patched up one baseboard by the entry way and patched up a crack on the ceiling in the living room, as well as fix the weather stripping at the front door. After this the technician and Sally left.

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

October 17, 2024 – I email Sally about the maintenance and request for a timeline of when the repairs will take place because at this point, since 9/5/24 since they took over the unit as the management company, they have not done much to address our concerns. We have seen a lot of inspecting and visual note taking but no real repairs happening. We are beginning to grow frustrated with the management company as they appear to be dismissive of our concerns and/or purposely delaying the repairs.



October 22, 2024 – I request maintenance again through the online portal for water entering the unit from under the floor by the front door/entry way. I state floor has had water damage since February 2024 and the floor is only getting worse. The baseboards are also in need of repair/replacement. I ask for them to address the underlying issue of WHY the water is entering the unit and to address that so that it can be addressed before it starts to rain again as the rainy season is approaching soon. (Request #73730-1)

October 22, 2024 – I follow-up with Sally on the maintenance email from 10/17/24 since I have yet to receive a response.

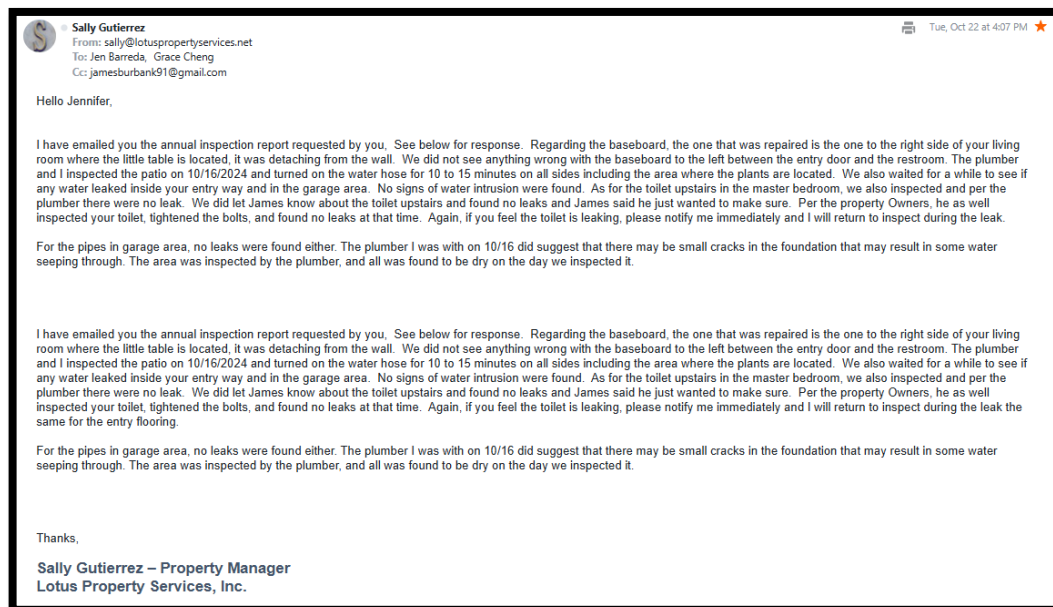


She responds to my email with the response below:



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

And then responds again:

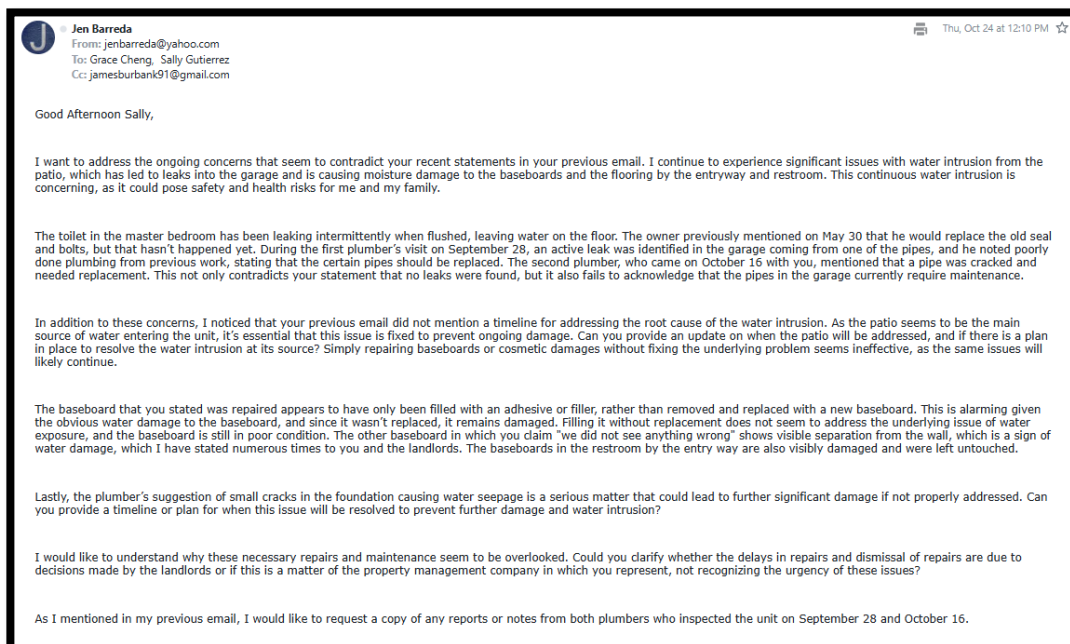


October 22, 2024 – Sally finally shares with us the inspection that initially took place on 9/12/24 through the online portal.

October 22, 2024 – I notice an email thread in my junk mailbox from Sally, the manager. In the email thread she is talking to the landlords of the unit, Vicki, Brad and Gail Calhoun. In this email thread, Sally makes false allegations in which she states to them that I denied maintenance in person and that she spoke to me afterwards where I claimed I wanted a mold test before anything was done. She states she contacted the inspector and notified them of the issue they had with me being noncompliant and the inspector was aware and instructed Sally to keep a log of the communication with me, dates and time, which she states she has. So now, she is not only lying about the facts of the situation but she is falsely documenting “noncompliance” to paint me as a bad tenant, when that is not true.

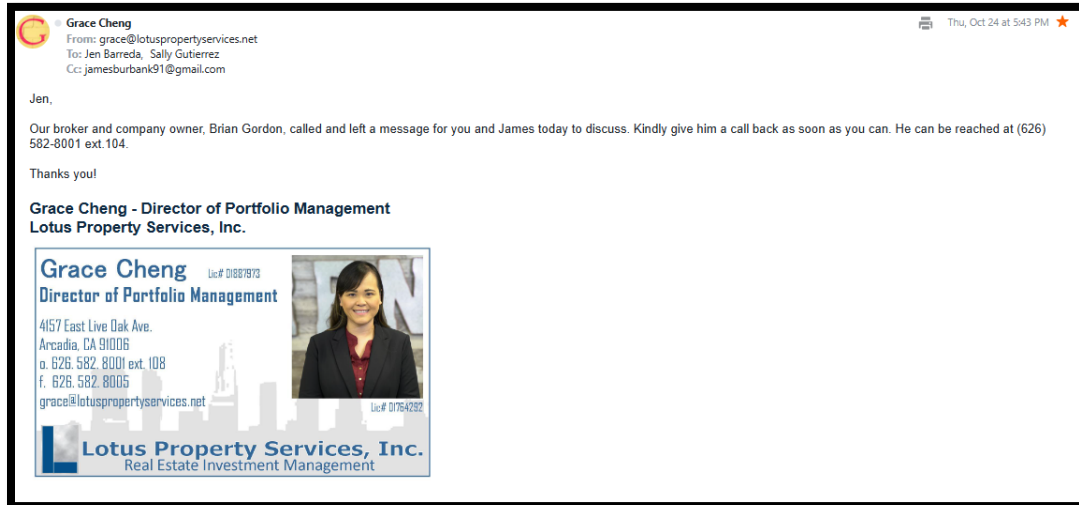
October 24, 2024 – We hire a home inspector to come to the unit and complete a full inspection. The inspector provides us with a full and complete report of the unit, inside and out.

October 24, 2024 – I respond to Sally’s email regarding the maintenance follow up.

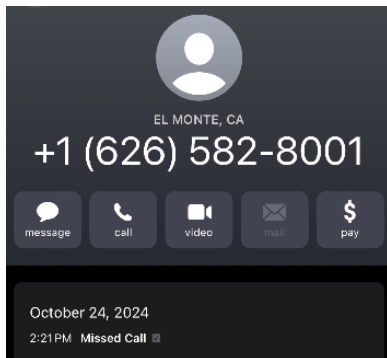


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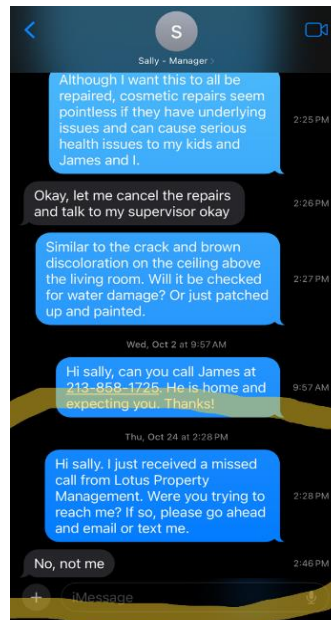
Grace Cheng responds to my email and states that the owner (Brian Gordon) of Lotus Property Services, Inc. called me and left a message for me and James to discuss. I received a missed call from Lotus while I was work. When I called back, no one answered, it was the main line. I sent Sally a text message asking if she had been trying to reach me since I had a missed call from Lotus, she said no.



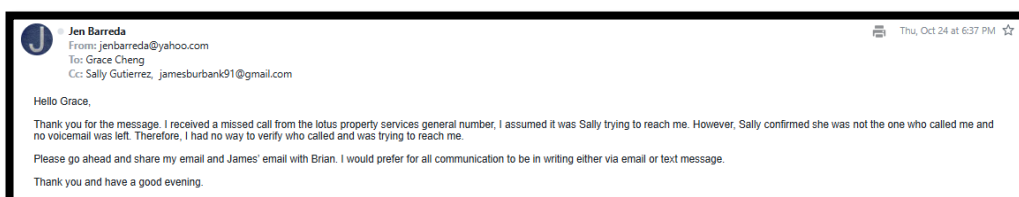
Missed call from Brian Gordon Below:



Text Message to Sally Below:



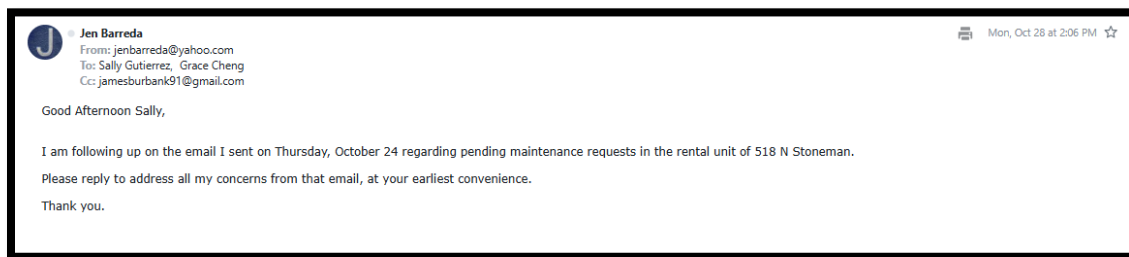
I respond to Grace's email:



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

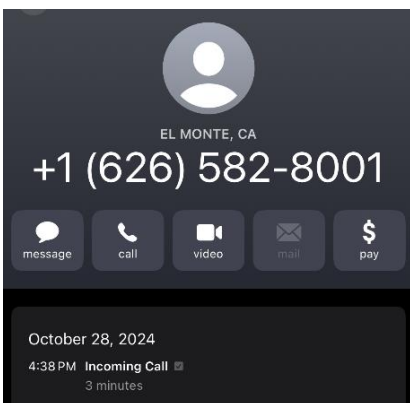
October 24, 2024 – This same day I receive a call from an inspector of the LA County Health Department at 1:48pm asking if she can come to inspect the unit same day. I tell her yes and she arrives later in the afternoon around 4pm. She states she cannot take photos of anything, she cannot take swab samples to test for mold or mildew and recommended that we have a third party mold company test for mold if we had concerns about mold under the floors. James showed her some black mold in the closet by the entry way from a 3 inch piece of a baseboard that was loose and we removed. Although she saw the black mold, she said she cannot assess and state that it is mold and that she cannot swab it to test to ensure that it is in fact mold. She did notice a violation for peeled paint by the windowsill in the living room. Essentially, this visit from the inspector was disappointing and pointless. She stated she would make a report and send it to the landlords.

October 28, 2024 – I email to follow up again on the pending maintenance. I had previously followed up on 10/24/24 and have not heard a response.



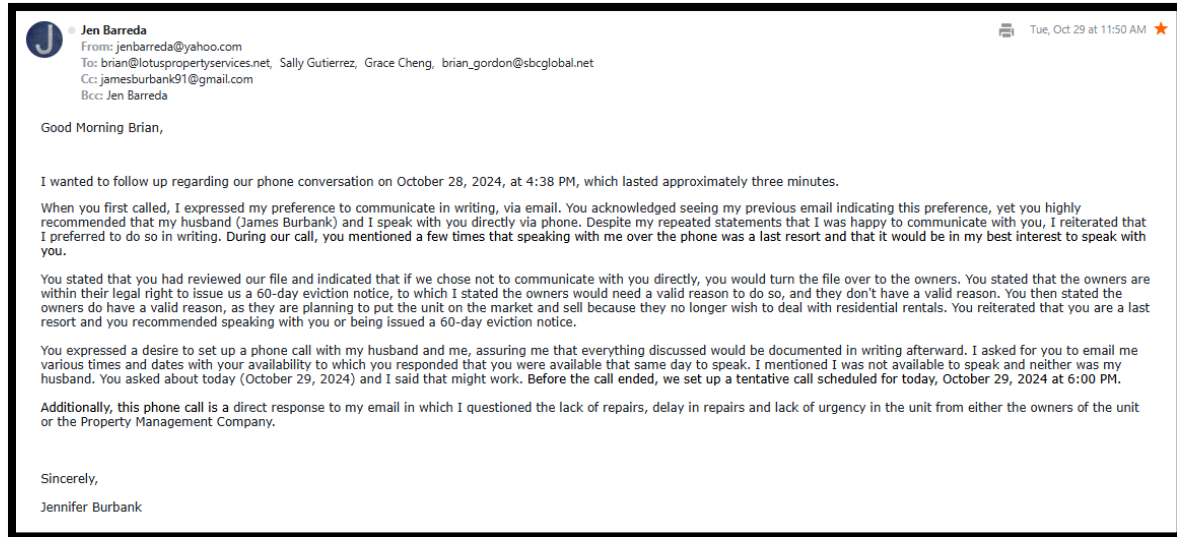
October 28, 2024 – I received a phone call from Brian Gordon, the co-owner of the management property company, where he threatened me to speak with him and take his call as it was a “last resort” and that the landlords are ready and within their right to give us a 60 day eviction notice. He stated he went over my tenant file and this was the last resort, speaking with him. I keep reiterating that I preferred to speak with him in writing, either through email or text message and he kept saying no, and presuming I didn’t want to speak with him. We set up a tentative phone call for 10/29 at 6pm to include my husband on the call.

I do some research and per the Lotus website, I notice Brian Gordon is a Realtor. DRE Lic# 01302670 who apparently believes in threatening and intimidating tenants.



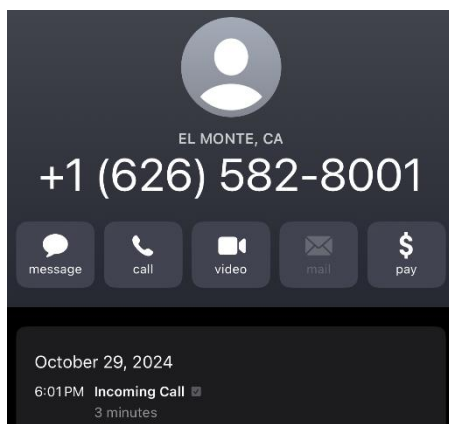
Jennifer Burbank – 518 North Stoneman Ave, Alhambra, CA 91801

October 29, 2024 – I followed up via email to Brian Gordon, Sally (the manager) and Grace Cheng (personnel from management company) to summarize my phone call with Brian the evening before. Below is the email I sent to all.



October 29, 2024 – Brian Gordon called at 6:01pm and briefly spoke with us for 3 minutes. We had this call on speaker phone and James asked if we can record the call to which he stated he did not consent the recording of the call. Brian stated that he has reviewed our tenant file, is ready to hand it over to the landlords and they are within their legal right to give us a 60 day notice and stated we are we have made over 10 reports (maintenance requests) to which we stated were valid repairs and necessary repairs. He stated he has reviewed all the reports and there is nothing. He again stated this was the “last resort” but offered no resolution or reason why our situation and lack of repairs in the unit has escalated to speaking with him and is not considered the “last resort”. This call was very threatening and a clear intimidation tactic from Brian Gordon and the management company to silence us from reporting any repairs or concerns.

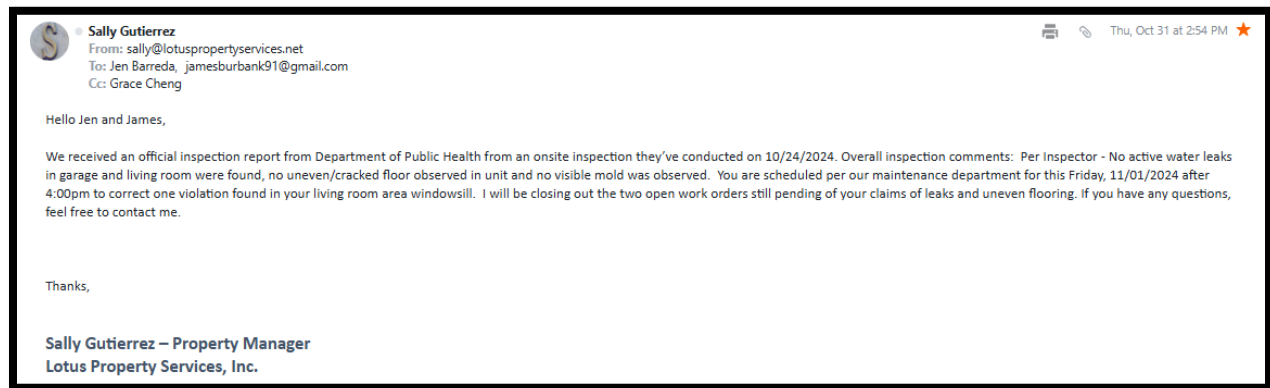
Although Brian did not consent to recording the call, we do have home cameras that were recording and the phone call was on speaker phone, therefore we do have a home recording in which you can hear the conversation.





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

October 30, 2024 – I receive a call from First Reliable Maintenance regarding making a repair for the violation based on the LA County Health Department. CJ asked if they can have a technician arrive that same day within an hour. I said no. I was at work and it was too last minute notice. This call was at 3:15pm. CJ asked about 10/31 in the afternoon and I said no because it is Halloween and we already have plans to Trick or Treat with our kids. We agreed for a technician to come on Friday, 11/01/24 from 4pm to 6pm.

October 31, 2024 – I receive an email from Sally about the report from the LA County Health Department.



Report from LA County Health Department:

		OFFICIAL INSPECTION REPORT COUNTY OF LOS ANGELES ♦ DEPARTMENT OF PUBLIC HEALTH OFFICE: SAN GABRIEL VALLEY ♦ CHIEF: RICHARD LAVIN 1435 WEST COVINA PKWY ROOM 5, WEST COVINA, CA 91790 ♦ Phone: (626) 813-3346 WWW.PUBLICHEALTH.LACOUNTY.GOV/EH			
Facility Name:			Inspection Date: 10/24/2024		
Owner/Permittee: [REDACTED]			Re-inspection Date: 11/7/2024		
Facility Address: 518 N STONEMAN AVE			City/State/Zip: ALHAMBRA CA 91801		
Program Identifier: N/A		Time In: 04:46 PM		Service: COMPLAINT INVESTIGATION	
FA: N/A	Record ID: CO0439533	PE: 2400	Time Out: 05:27 PM	Result: CORRECTIVE ACTION / FOLLOW UP REQUIRED	
Action: REINSPECTION REQUIRED					

Wall / Ceiling / Floor - General	<p>Violation: Wall/Ceiling/Floor - General - Unit</p> <p>Violation Text: Walls / Ceilings / Floors shall be maintained in good repair or condition. 11 Los Angeles County Code §§ 11.20.140, 11.20.160, 11.20.170</p> <p>Corrective Action: Repair/replace all damaged, broken, buckled, missing, or deteriorated walls/ceilings.</p> <p>Observed approximately 6 inches cracks on the wall near the window sill in the living room.</p>
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OVERALL INSPECTION COMMENTS
<p>The purpose of this visit is to conduct a complaint investigation in allegation of "Garage ceiling leaks, living room has water damages that were not fixed, brown spotting/stains on ceiling, cracks in patio, uneven floor & creaking, highly suspect mold in unit" at 518 Stoneman Ave, Alhambra, CA 91801.</p> <p>At the time of inspection, observed the following:</p> <ul style="list-style-type: none"> - Approximately 6 inches cracks on the wall near the window sill in the living room. - No active water leaks in the garage and living room. - No uneven/cracked floor observed in the unit. - No visible mold observed in the unit. <p>A re-inspection will be conducted on or after 11/07/2024.</p> <p>The re-inspection date listed above is the first possible date that an inspector will return to determine if you are in compliance with the violations listed on the report. If your representative wants to be present during the re-inspection, please contact the office via phone number listed on the front page to schedule an appointment.</p> <p>All violations shall be corrected before the re-inspection date, as compliance will be assessed. For continued non-compliance, a billable re-inspection will be charged per occurrence. Failure to meet compliance for outstanding violations may result in a compliance review, Franchise Tax Board referral, or further legal action if required.</p> <p>Report sent via US Mail to the address on file on 10/28/2024.</p> <p>For questions or concerns pertaining to this report, please call the office at the phone number listed on the front of this report.</p>

US Mail

PIC/Owner Signature

MENG XU

EHS Signature

1.1

Help us serve you better by completing a short survey. Visit our website at <http://publichealth.lacounty.gov/eh/about/customer-service.htm>

Page 1 of 2



OFFICIAL INSPECTION REPORT
COUNTY OF LOS ANGELES ♦ DEPARTMENT OF PUBLIC HEALTH
OFFICE: SAN GABRIEL VALLEY ♦ CHIEF: RICHARD LAVIN
1435 WEST COVINA PKWY ROOM 5, WEST COVINA, CA 91790 - Phone: (626) 813-3346
WWW.PUBLICHEALTH.LACOUNTY.GOV/EH



Facility Name:		Inspection Date: 10/24/2024	
Facility Address: 518 N STONEMAN AVE	City/State/Zip: ALHAMBRA CA 91801	Phone #:	
FA: N/A	PR: N/A	SR: N/A	CO: C09439533 PE: 2490

It is improper and illegal for any County officer, employee or inspector to solicit bribes, gifts or gratuities in connection with performing their official duties. Improper solicitations include requests for anything of value such as cash, free services, paid travel or entertainment, or tangible items such as food or beverages. Any attempt by a County employee to solicit bribes, gifts or gratuities for any reason should be reported immediately to either the County manager responsible for supervising the employee or the Fraud Hotline at (800) 544-6861 or www.lacountyfraud.org. **YOU MAY REMAIN ANONYMOUS.**

Failure to correct the violations by the compliance date may result in additional fees.

Your signature on this form does not constitute agreement with its contents. You may discuss this content of this report by contacting the supervisor at the phone number of the Environmental Health office indicated on front page of this report. Until such time as a decision is rendered by this department, the content of this report shall remain in effect.

By signing below the Person in Charge/Owner understands the above noted violations and statements.

ADVISORIES / WARNINGS

CALIFORNIA STATE FRANCHISE TAX BOARD WARNING

Section 17274 and 24436.5 of the State Revenue and Taxation code provide, in part, that a taxpayer, who derives rental income from housing determined by the local regulatory agency to be substandard by reason of violation of State or local codes dealing with health, safety, or building, cannot deduct from State personal income tax and bank and corporation income tax, deductions for interest, depreciation or taxes attributable to such substandard structure where the substandard conditions are not corrected within six (6) months after notice of violation by the regulatory agency. THE DATE OF THIS NOTICE MARKS THE BEGINNING OF THAT SIX-MONTH PERIOD. The Department is required by law to notify the Franchise Tax Board of failure to comply with these code sections.

Please be advised that the above WARNING is for purpose of compliance with the State Revenue and Taxation Code only. Compliance with Health Laws as noted on the attached Inspection Report or Notice of Violation must be made within the time specified on the report or notice.

LEAD CORRECTION ADVISORY

WARNING: You are hereby advised that corrections ordered by this report/official notice may disturb surfaces that may contain lead-based paint. Lead-based paint can be commonly found in housing built prior to 1978.

Prior to making any corrections ordered and in conjunction with repairs or rehabilitation, you must determine if lead is present in the dwelling unit/apartment/room. All corrective actions must be conducted in a manner that will protect occupants, workers, and other from exposure to contamination

For further information on lead hazards call 1(800) LA-4-LEAD.

OTHER INDOOR ENVIRONMENTAL HAZARDS

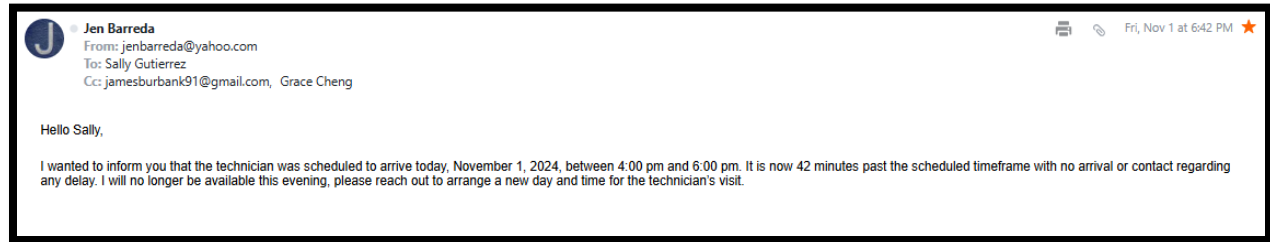
Exposure to internal environmental elements, such as asbestos, molds, and mildew, dust mites, droppings from cockroaches and rodents, carbon monoxide, formaldehyde, pesticides, and radon also contribute to unhealthy housing environments. All corrective actions must be conducted in a manner that will protect occupants, workers, and others from exposure to these elements.

U.S. Mail
PIC/Owner Signature

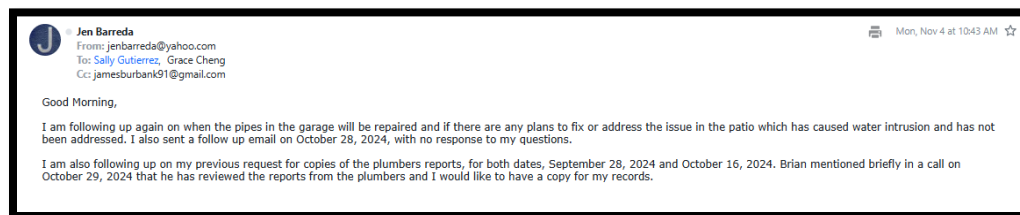
MENG XU
EHS Signature

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

November 1, 2024 – The technician from First Reliable Maintenance (owned by Brian Gordon) never arrived as scheduled between 4pm-6pm. I sent an email to Sally and Grace to inform them.

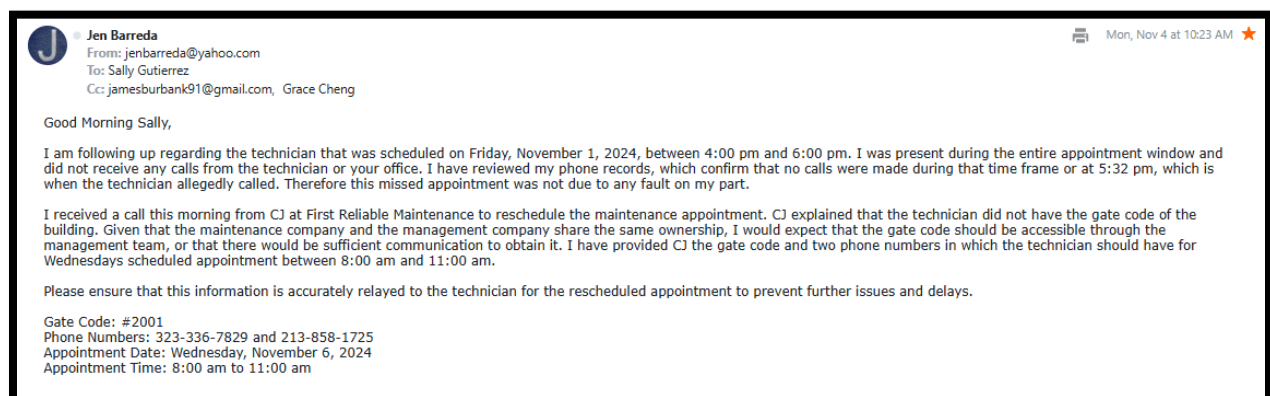


November 4, 2024 – I email again to follow up on the pending maintenance which I previously emailed about on 10/24/24 and 10/28/24 and still no response.



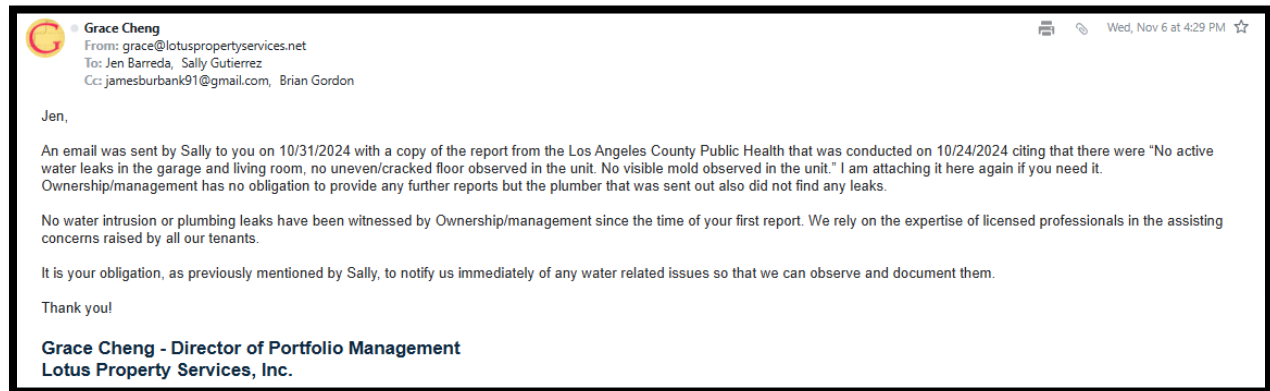
I receive a call from First Reliable Maintenance, from CJ, who wants to set up an appointment to have a technician come and make the repair for the violation that the LA County Health Department was citing them for. The technician was originally scheduled to come on 11/1/24 between 4pm-6pm and never arrived. CJ made it seem as if the technician arrived or attempted to make the repair and that it was my fault as the tenant, for the reason the scheduled maintenance didn't occur. I quickly informed CJ that no technician arrived at all. I let her know that no one contacted me either by phone, text or email and that there is no record of a technician arriving to my front door per my front door camera. Once I informed her of this, she quickly stated that the technician actually did not have the gate code and that is why he did not show up for the repairs. She alleges that the technician took a picture of the outside of the complex and that allegedly I was called at 5:32pm. I asked what number the technician called and she could not provide any information. I have no records of any phone call, both on my phone log and my phone statements from my phone carrier. We ended up rescheduling for 11/6/24 between 8am-11am and the technician is from First Reliable Maintenance (this is owned by Brian Gordon). I provided CJ again with my cell phone number, James's cell number and the gate code. I specifically asked that she relay that message to the technician to avoid another missed maintenance.

I followed up with Sally and Grace in an email of this phone conversation.



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November 6, 2024 – I receive an email from Grace Cheng in the email thread where I am following up on the pending maintenance of the cracked pipes, pipes that leak randomly, the toilet that leaks, the patio that appears to have some crack or issues, which causes water to enter the unit, and the concern for mold growth under the floors and baseboards and replacement of the floors and baseboards. This was the response she provided.



The technician from First Reliable Maintenance (owned by Brian Gordon) arrives to fix the citation for peeled paint on the window sill of the living room window.

November 11, 2024 – I receive a call from CJ, from First Reliable Maintenance (owned by Brian Gordon) who is asking if I'm available the same day to make some repairs. I ask what repairs and she states the repairs are: fixing screens in the second bedroom, replacing blinds in second bedroom, replace the toilet in the master bedroom, and change hinges in laundry cabinets. I asked CJ who requested these repairs because 3 of the 4 repairs were not requested or made by us as tenants. She said that it was Lotus Property Services, Inc. who was requesting the repairs which was surprising. I let CJ know I was out running errands but would be home within an hour and that a technician can come then. She said she would schedule a technician to come later which was scheduled for 11/11 3pm-7:30pm.

The technician, George, called me shortly afterwards to state he might arrive a little earlier around 2:30pm.

The technician arrived and replaced the screen which had a hole in it. He inspected the toilet and observed the water damage, as well as the videos and photos I had, which I showed him. He stated that the toilet was indeed old but that it was not necessary to replace the whole toilet, but instead to replace the wax seals and the bolts to avoid any more water leaks. He inspected the blinds and said that it doesn't appear that there is anything wrong with them but that his request is to replace them so he will go ahead and measure them and go purchase them at Home Depot. The technician left and then called me to inform me that he found the blinds with the correct measurement but needed them to be cut and the machine apparently was not working. He said that to replace the wax seals he would need an hour and a half to complete it and he had another scheduled maintenance repair so he would not have enough to come back and make the repairs. I told him that was okay because I had dinner plans later and I would not want him to start a repair if he could not finish it the same day. The technician, George, also informed me that the lady at the front from First Reliable Maintenance was upset with him for not being able to complete all the repairs same day, he said that Brian Gordon had requested for those repairs to be done same day and that they even offered the technician to work overtime and come back

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after the next repair to fix it. He stated he was not available for overtime (after 5pm) and that I also was not available later.

I received a call from First Reliable Maintenance to repeat what the technician had just stated about not being able to complete the repairs and wanting to schedule to come in the following day at 8am. I told her that I would not be available but that I would be on Wednesday or Thursday and she said that currently the technicians were booked those days. She asked about Friday, I let her know that I wasn't sure yet so I would call her back to confirm if Friday, 11/15 worked.

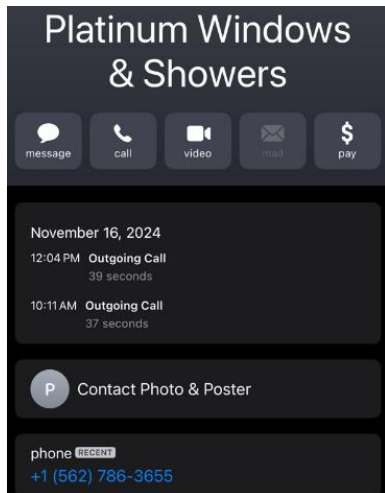
November 12, 2024 – I receive a call from Stephanie at Platinum Windows and Showers to schedule a maintenance appointment to fix a crack in a window in the second bedroom restroom. I asked who made the request because I had not requested that repair. She said she was not sure and the request just came through from Lotus Property Services, Inc. so she believes it was the manager. We agreed for a technician to arrive on Saturday, 11/16/24 at 9am. I made sure to provide her with both my cell phone, James's cell phone and the gate code. I asked that she relay that information to the technician who would be arriving on 11/16/24.

November 14, 2024 – We receive an email from Brian Gordon, the co-owner of the property management company, to notify us that Lotus Property Services, Inc. will no longer be our management company as of 11/30/24. Below is the email and the pdf letter we received.

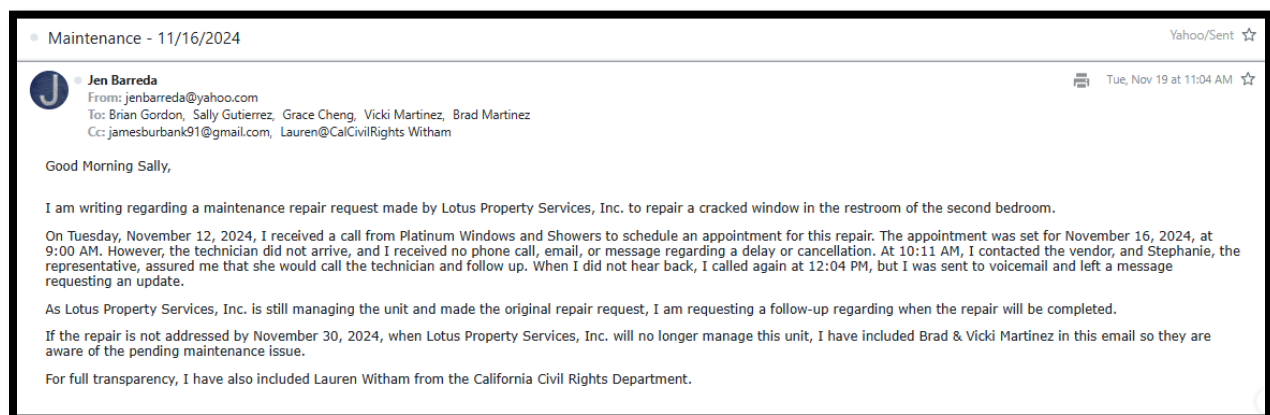


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November 16, 2024 – A technician was scheduled to arrive at 9am to fix a crack on the window of the second bedroom restroom. No technician arrived, called, emailed, or messaged. I called the vendor to ask about the status of the technician and the maintenance. I spoke to Stephanie briefly who said she would contact the technician and then reach out to me. She never followed up. I called another time and no one answered. I left a voicemail for someone to return my call to provide an update on the scheduled maintenance and also to reschedule if necessary. No one followed up.

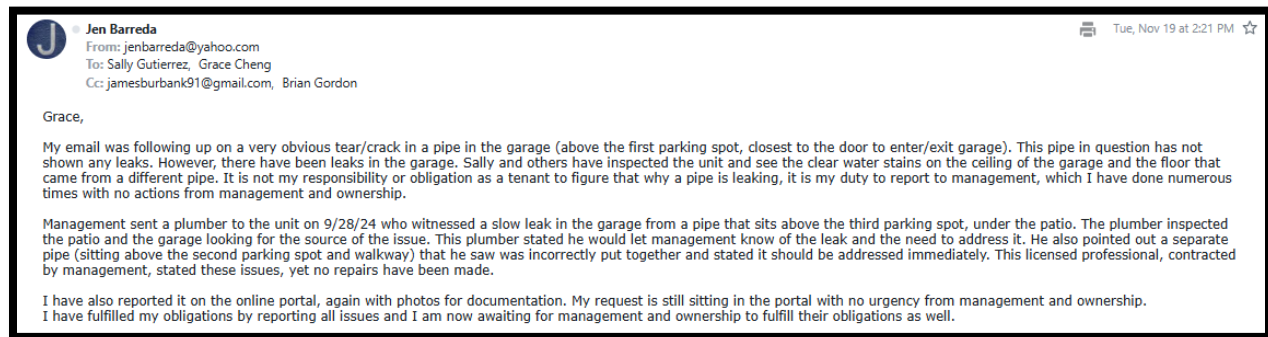


November 19, 2024 – I email Brian, Sally, Grace, Vicki, Brad and cc James and Lauren who is our mediator with the landlords for our housing discrimination complaint for our esa. I have not had any contact with Vicki and Brad since we agreed to a month to month tenancy, back in August. We are currently working with Lauren to agree on a settlement for the housing discrimination complaint. Which is why she is included for transparency. She is aware that the management company has been delaying or lacking in making repairs in the unit and advised that I file a retaliation complaint with CRD. This email is to inform all parties that the repair that Lotus requested did not occur and asking for a follow up on when it will be rescheduled and repaired.



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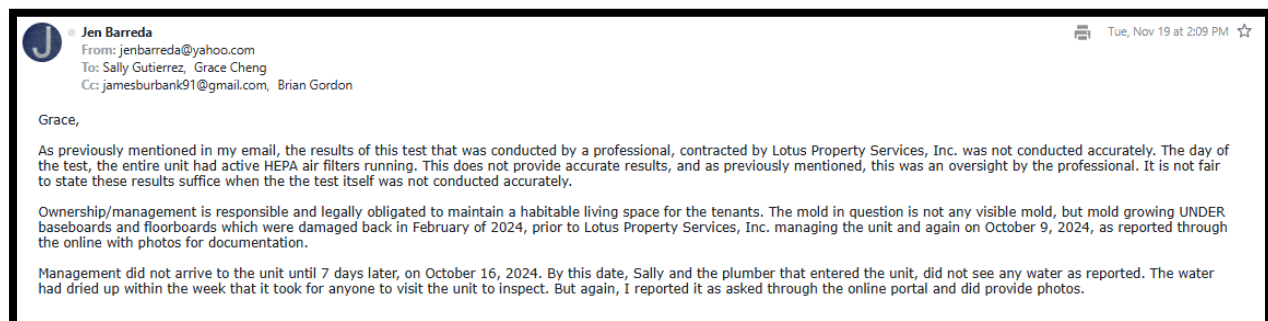
November 19, 2024 – I respond to the email thread regarding the pending maintenance for the outdoor patio and the cracked pipe in the garage.



Below is the cracked pipe I am referring to.



I also respond to another email thread regarding the mold test which was not conducted properly. It was an air test in which our HEPA air filters were on throughout the home. We have them on 24/7 due to my allergies and because we have a dog.



We currently have a maintenance scheduled for 11/21/24, between 1:30pm-5:30pm for the repairs that were scheduled on 11/11/24 that were not completed: replace wax seal of toilet in master bedroom, replace blinds in second bedroom, and hinges of laundry unit.