

Email Summary Report

Report generated on: Mar 14, 2025 at 02:24:20

Total emails: 203

ID	Date	Sender	Subject
<174316329	Aug 05, 2024 16:09:52	Jen Barreda	Re: Lease of 518 N. Stoneman Ave.
<198722493	Jun 20, 2024 03:31:46	Vicki Martinez	Lease of 518 N. Stoneman Ave.
<837a04fab	Oct 31, 2024 21:54:09	Sally Gutierrez	FW: Open Work Orders
<202410230	Oct 23, 2024 01:55:45	Gregory Molloy	Home Inspection Agreement (address) 518 N Stoneman Ave, Alhambra, CA 91801 - Signature requested by Gregory Molloy
<64B579B9-	Feb 14, 2025 18:56:53	Jen Barreda	Re: Maintenance Repairs
<CAF82qv4P	Feb 14, 2025 18:55:26	Stoneman <518stoneman@gmail.com>	Re: Maintenance Repairs
<3B9586B9-	Feb 14, 2025 18:49:17	Jen Barreda	Re: Maintenance Repairs
<6E624593-	Feb 14, 2025 18:33:03	Jen Barreda	Re: Maintenance Repairs
<CAF82qv7H	Feb 14, 2025 18:16:53	Stoneman <518stoneman@gmail.com>	Re: Maintenance Repairs
<94A6A932-	Feb 13, 2025 02:52:26	Jen Barreda	Re: Maintenance Repairs
<CAF82qv7V	Feb 12, 2025 23:08:14	Stoneman <518stoneman@gmail.com>	Re: Maintenance Repairs
<CAF82qv58	Feb 12, 2025 01:56:17	Stoneman <518stoneman@gmail.com>	Re: Maintenance Repairs
<33BB7A4A-	Feb 12, 2025 00:43:03	Jen Barreda	Maintenance Repairs
<DAC3C354-	Mar 02, 2025 17:57:54	Jen Barreda	Re: Notice to Enter Dwelling Unit
<CAF82qv4t	Mar 02, 2025 17:00:21	Stoneman <518stoneman@gmail.com>	Re: Notice to Enter Dwelling Unit
<AD441AAF-	Mar 02, 2025 07:11:09	Jen Barreda	Re: Notice to Enter Dwelling Unit
<CANmPURBr	Mar 02, 2025 01:40:25	"d.h."	Re: Notice to Enter Dwelling Unit
<ED884ED4-	Mar 01, 2025 23:55:44	Jen Barreda	Re: Notice to Enter Dwelling Unit
<083C660C-	Feb 27, 2025 15:26:08	Jen Barreda	Re: Notice to Enter Dwelling Unit
<CAF82qv6m	Nov 24, 2024 17:47:36	Stoneman <518stoneman@gmail.com>	New Contract Information
<0A546AE5-	Feb 27, 2025 18:55:44	Jen Barreda	Re: Confirmation of Rent Waived - March 1, 2025

ID	Date	Sender	Subject
<5d151a4d8	Nov 15, 2024 02:12:48	Brian Gordon	RE: Notice to 518 N. Stoneman residents
<2996BC0F-	Feb 08, 2025 00:53:27	Jen Barreda	Re: Gutter work scheduled Feb 4 at 2pm
<1A14B9A8-	Feb 07, 2025 23:31:46	Jen Barreda	Re: Gutter work scheduled Feb 4 at 2pm
<64588F1A-	Feb 07, 2025 21:58:16	Jen Barreda	Re: Gutter work scheduled Feb 4 at 2pm
<CAF82qv40	Feb 05, 2025 19:44:12	Stoneman <518stoneman@gmail.com>	Re: Gutter work scheduled Feb 4 at 2pm
<24D9FB5B-	Feb 05, 2025 04:11:14	Jen Barreda	Re: Gutter work scheduled Feb 4 at 2pm
<CAF82qv7E	Feb 05, 2025 02:19:27	Stoneman <518stoneman@gmail.com>	Re: Gutter work scheduled Feb 4 at 2pm
<C64BFE20-	Feb 05, 2025 01:46:03	Jen Barreda	Re: Gutter work scheduled Feb 4 at 2pm
<CAF82qv4W	Feb 04, 2025 18:05:43	Stoneman <518stoneman@gmail.com>	Re: Gutter work scheduled Feb 4 at 2pm
<27CBC611-	Feb 04, 2025 00:39:49	"Jamesburbank91@gmail"	Re: Gutter work scheduled Feb 4 at 2pm
<CAF82qv5P	Feb 04, 2025 00:25:47	Stoneman <518stoneman@gmail.com>	Gutter work scheduled Feb 4 at 2pm
<278666467	Nov 19, 2024 22:09:02	Jen Barreda	Re: 518 N. Stoneman Ave., Alhambra
<39a479265	Nov 07, 2024 00:31:59	Grace Cheng	RE: 518 N. Stoneman Ave., Alhambra
<538301402	Nov 05, 2024 00:31:31	Jen Barreda	Re: 518 N. Stoneman Ave., Alhambra
<162662723	Oct 24, 2024 19:18:28	Jen Barreda	Re: 518 N. Stoneman Ave., Alhambra
<8F64B65D-	Oct 15, 2024 22:23:01	jamesburbank91@gmail.com	Re: 518 N. Stoneman Ave., Alhambra
<9e63ab611	Oct 15, 2024 18:57:58	Sally Gutierrez	RE: 518 N. Stoneman Ave., Alhambra
<8ced4e7b4	Oct 15, 2024 15:44:23	Sally Gutierrez	FW: 518 N. Stoneman Ave., Alhambra
<CF2913C4-	Oct 10, 2024 07:10:50	jamesburbank91@gmail.com	Fwd: 518 N. Stoneman Ave., Alhambra
<8e69aae55	Oct 10, 2024 02:10:56	Sally Gutierrez	RE: 518 N. Stoneman Ave., Alhambra
<BD4165CF-	Oct 09, 2024 22:18:22	Jen Barreda	Re: 518 N. Stoneman Ave., Alhambra
<88246556-	Sep 26, 2024 01:34:14	Jen Barreda	Re: 518 N. Stoneman Ave., Alhambra
<5983A50D-	Sep 26, 2024 00:11:02	Sally Gutierrez	Re: 518 N. Stoneman Ave., Alhambra
<CAF82qv54	Feb 14, 2025 17:23:41	Stoneman <518stoneman@gmail.com>	Re: Maintenance Repairs

ID	Date	Sender	Subject
<53379CF1-	Feb 14, 2025 16:28:21	Jen Barreda	Re: Maintenance Repairs
<SN4PR03MB	Sep 12, 2023 03:11:48	"Aragon, Johnny A"	Re: 518 N Stoneman Ave Move In Form
<37264D89-	Sep 12, 2023 03:08:03	Jen Barreda	Re: 518 N Stoneman Ave Move In Form
<SN4PR03MB	Sep 12, 2023 03:05:20	"Aragon, Johnny A"	Re: 518 N Stoneman Ave Move In Form
<SN4PR03MB	Sep 11, 2023 18:56:17	"Aragon, Johnny A"	518 N Stoneman Ave Move In Form
<6AACFB10-	Dec 22, 2024 23:31:21	Jen Barreda	Re: Rent Check - minor change
<CAF82qv50	Dec 16, 2024 17:28:16	Stoneman <518stoneman@gmail.com>	Rent Check - minor change
<SN4PR03MB	Sep 12, 2023 04:00:45	"Aragon, Johnny A"	Re: 518 N Stoneman Ave Move In Form
<CC11AD44-	Sep 12, 2023 03:44:12	Jen Barreda	Re: 518 N Stoneman Ave Move In Form
<117528220	Sep 08, 2023 15:18:26	Brad Martinez	Stoneman Court CC&Rs;
<196169233	Sep 24, 2024 02:01:46	California Civil Rights Department via Adobe Acrobat Sign	Completed: "2024.9.18AmendedComplaint"
<CAF82qv7f	Feb 15, 2025 00:21:09	Stoneman <518stoneman@gmail.com>	Water Intrusion
<1f243893f	Sep 05, 2023 21:26:14	"Johnny Aragon via DocuSign"	518 N Stoneman Ave - CB Lease Disposition Acknowledgement
<C2EF699D-	Nov 15, 2024 03:22:43	Jen Barreda	Inspection by Lotus
<2DCBD49D-	Aug 31, 2024 16:24:38	Jen Barreda	Fwd: Lease Termination of 518 N. Stoneman Ave. Alhambra CA 91801
<SN4PR03MB	Sep 12, 2023 16:37:12	"Aragon, Johnny A"	Fwd: 518 Stoneman CB Lease Disposition
<2581D51F-	Mar 03, 2025 21:43:47	Jen Barreda	Fwd: Appointment Confirmation from MI&T;
<ACF337E0-	Oct 25, 2024 09:29:47	jamesburbank91@gmail.com	Fwd: Home Inspection: 518 N Stoneman Ave from Blue Ribbon Property Inspections
<106124834	Oct 25, 2024 06:24:38	"Blue Ribbon Property Inspections (via HG Notifier)"	Home Inspection: 518 N Stoneman Ave from Blue Ribbon Property Inspections
<SJ0PR03MB	Sep 05, 2023 20:07:16	"Aragon, Johnny A"	518 N Stoneman Ave Fully Signed Lease Agreement and Disclosures
<DM8PR09MB	Mar 07, 2025 20:17:44	"Witham, Lauren@CalCivilRights"	RE: CRD Case 202409-26239516
<26432732-	Feb 27, 2025 21:49:42	Jen Barreda	Re: CRD Case 202409-26239516
<DM8PR09MB	Feb 27, 2025 19:16:30	"Witham, Lauren@CalCivilRights"	CRD Case 202409-26239516
<C3B4F012-	Mar 04, 2025 21:31:58	Jen Barreda	Re: Case # 24NNCV06082 - BURBANK, JENNIFER

ID	Date	Sender	Subject
<38AE7670-	Jan 28, 2025 17:57:38	Jen Barreda	Re: Plumbing Updates
<CAF82qv6T	Jan 21, 2025 22:29:37	Stoneman <518stoneman@gmail.com>	Plumbing Updates
<125224988	Aug 09, 2024 17:46:41	Vicki Martinez	Lease Termination of 518 N. Stoneman Ave. Alhambra CA 91801
<CAF82qv4G	Jan 30, 2025 18:11:29	Stoneman <518stoneman@gmail.com>	Re: Plumbing Updates
<CAF82qv7C	Jan 29, 2025 23:09:58	Stoneman <518stoneman@gmail.com>	Re: Plumbing Updates
<9AEFAF2F-	Jan 29, 2025 22:18:55	Jen Barreda	Re: Plumbing Updates
<CAF82qv4t	Jan 29, 2025 19:28:19	Stoneman <518stoneman@gmail.com>	Re: Plumbing Updates
<78FF4204-	Jan 29, 2025 07:05:51	Jen Barreda	Re: Plumbing Updates
<CAF82qv6+	Mar 04, 2025 21:45:05	Stoneman <518stoneman@gmail.com>	Re: Confirmation of Rent Waived - March 1, 2025
<C30E081E-	Mar 04, 2025 18:09:53	Jen Barreda	Re: Confirmation of Rent Waived - March 1, 2025
<E228C557-	Mar 02, 2025 02:03:14	Jen Barreda	Re: Confirmation of Rent Waived - March 1, 2025
<7A3EC431-	Mar 02, 2025 02:21:49	Jen Barreda	Re: Water Intrusion
<548C4BCF-	Feb 15, 2025 05:24:19	Jen Barreda	Re: Water Intrusion
<F3F966CF-	Mar 07, 2025 00:39:46	Jen Barreda	Re: Status of Repairs
<CAF82qv7s	Mar 06, 2025 23:39:54	Stoneman <518stoneman@gmail.com>	Status of Repairs
<503904A9-	Mar 07, 2025 05:33:38	Jen Barreda	March 6, 2025 - Contractor Information
<155836128	Nov 19, 2024 22:21:19	Jen Barreda	Re: Maintenance Request Follow-Up
<ea181d84e	Nov 07, 2024 00:29:08	Grace Cheng	RE: Maintenance Request Follow-Up
<153369108	Nov 04, 2024 18:43:36	Jen Barreda	Re: Maintenance Request Follow-Up
<477039889	Oct 28, 2024 21:06:46	Jen Barreda	Re: Maintenance Request Follow-Up
<AC01E12F-	Oct 25, 2024 01:37:37	Jen Barreda	Re: Maintenance Request Follow-Up
<2366ebc97	Oct 25, 2024 00:42:59	Grace Cheng	RE: Maintenance Request Follow-Up
<195509818	Oct 24, 2024 19:10:45	Jen Barreda	Re: Maintenance Request Follow-Up
<89028666-	Sep 25, 2024 22:11:46	Jen Barreda	Re: 518 N. Stoneman Ave., Alhambra

ID	Date	Sender	Subject
<21e3281b6	Sep 02, 2023 01:19:47	"Johnny Aragon via DocuSign"	Completed: 518 N Stoneman Avenue
<AAEC735B-	Sep 06, 2023 22:58:33	hoodlumtyrant@gmail.com	Lease agreement pdf 518 Stoneman
<41705C5C-	Mar 03, 2025 21:50:20	Jen Barreda	Re: Case # 24NNCV06082 - BURBANK, JENNIFER
<CAF82qv7m	Feb 25, 2025 16:54:07	Stoneman <518stoneman@gmail.com>	Re: Notice to Enter Dwelling Unit
<218549C9-	Feb 24, 2025 22:40:03	Jen Barreda	Re: Notice to Enter Dwelling Unit
<CAF82qv72	Feb 24, 2025 17:27:45	Stoneman <518stoneman@gmail.com>	Notice to Enter Dwelling Unit
<202410250	Oct 25, 2024 02:41:35	Dropbox Sign	You just signed Home Inspection Agreement (address) 518 N Stoneman Ave, Alhambra, CA 91801
<188626030	Sep 06, 2024 21:46:57	Jen Barreda	Re: 518 Stoneman Ave Alhambra, CA
<86D9BD16-	Sep 06, 2024 19:48:08	Sally Gutierrez	Re: 518 Stoneman Ave Alhambra, CA
<E4A02190-	Sep 06, 2024 04:15:40	Jen Barreda	Re: 518 Stoneman Ave Alhambra, CA
<56CD124B-	Sep 06, 2024 03:41:25	Sally Gutierrez	Re: 518 Stoneman Ave Alhambra, CA
<e7acaaa9d	Sep 05, 2024 22:04:10	Grace Cheng	518 Stoneman Ave Alhambra, CA
<CAF82qv6W	Jan 08, 2025 01:04:08	Stoneman <518stoneman@gmail.com>	Re: Leaking pipe(s)
<75D297C1-	Jan 03, 2025 20:01:50	Jen Barreda	Re: Leaking pipe(s)
<0587B397-	Feb 01, 2025 17:28:05	Jen Barreda	Re: Plumbing Updates
<76e8ac3c4	Sep 06, 2023 18:22:07	"Johnny Aragon via DocuSign"	Completed: 518 N Stoneman Ave - CB Lease Disposition Acknowledgement
<E381D017-	Nov 04, 2024 23:41:22	"Jamesburbank91@gmail"	Re: Open Work Orders
<879277481	Nov 04, 2024 18:23:43	Jen Barreda	Re: Open Work Orders
<6FCCFE84-	Nov 02, 2024 01:42:44	Jen Barreda	Re: Open Work Orders
<0DA2F153-	Feb 17, 2025 22:33:30	Jen Barreda	Re: Sand Bags and Acknowledgment of Request for Timeline
<CAF82qv74	Feb 17, 2025 22:10:36	Stoneman <518stoneman@gmail.com>	Re: Sand Bags and Acknowledgment of Request for Timeline
<BC17DC76-	Feb 17, 2025 19:42:47	Jen Barreda	Re: Sand Bags and Acknowledgment of Request for Timeline
<CAF82qv7Q	Feb 17, 2025 17:23:07	Stoneman <518stoneman@gmail.com>	Re: Sand Bags and Acknowledgment of Request for Timeline
<09A1EB8F-	Feb 17, 2025 06:26:10	Jen Barreda	Re: Sand Bags and Acknowledgment of Request for Timeline

ID	Date	Sender	Subject
<CAF82qv46	Feb 16, 2025 23:23:32	Stoneman <518stoneman@gmail.com>	Sand Bags and Acknowledgment of Request for Timeline
<52F6F856-	Aug 31, 2024 02:10:37	Jen Barreda	Re: Lease Termination of 518 N. Stoneman Ave. Alhambra CA 91801
<170790190	Aug 27, 2024 03:06:48	Vicki Martinez	Re: Lease Termination of 518 N. Stoneman Ave. Alhambra CA 91801
<E9E217D0-	Aug 26, 2024 03:57:36	Jen Barreda	Re: Lease Termination of 518 N. Stoneman Ave. Alhambra CA 91801
<684682747	Aug 26, 2024 02:34:35	Vicki Martinez	Re: Lease Termination of 518 N. Stoneman Ave. Alhambra CA 91801
<C97B050F-	Aug 26, 2024 00:30:44	Jen Barreda	Re: Lease Termination of 518 N. Stoneman Ave. Alhambra CA 91801
<208320059	Aug 25, 2024 19:23:52	Vicki Martinez	Re: Lease Termination of 518 N. Stoneman Ave. Alhambra CA 91801
<750C060F-	Aug 25, 2024 18:28:32	Jen Barreda	Re: Lease Termination of 518 N. Stoneman Ave. Alhambra CA 91801
<718586879	Aug 23, 2024 21:38:51	Vicki Martinez	Re: Lease Termination of 518 N. Stoneman Ave. Alhambra CA 91801
<A1622E7C-	Aug 21, 2024 21:37:48	Jen Barreda	Re: Lease Termination of 518 N. Stoneman Ave. Alhambra CA 91801
<199083886	Aug 17, 2024 00:10:12	Vicki Martinez	Re: Lease Termination of 518 N. Stoneman Ave. Alhambra CA 91801
<985191002	Aug 16, 2024 18:20:13	Jen Barreda	Re: Lease Termination of 518 N. Stoneman Ave. Alhambra CA 91801
<959701716	Aug 14, 2024 00:29:29	Vicki Martinez	Re: Lease Termination of 518 N. Stoneman Ave. Alhambra CA 91801
<191565015	Aug 12, 2024 18:19:09	Jen Barreda	Re: Lease Termination of 518 N. Stoneman Ave. Alhambra CA 91801
<179404146	Aug 10, 2024 15:59:50	Vicki Martinez	Re: Lease Termination of 518 N. Stoneman Ave. Alhambra CA 91801
<69D8C804-	Aug 10, 2024 02:41:18	Jen Barreda	Re: Lease Termination of 518 N. Stoneman Ave. Alhambra CA 91801
<9A828540-	Jan 03, 2025 02:00:30	Jen Barreda	Re: Leaking pipe(s)
<CAF82qv4j	Jan 02, 2025 20:43:24	Stoneman <518stoneman@gmail.com>	Re: Leaking pipe(s)
<CAF82qv4-	Dec 29, 2024 23:32:16	Stoneman <518stoneman@gmail.com>	Re: Leaking pipe(s)
<88BA01B3-	Dec 29, 2024 20:17:59	Jen Barreda	Leaking pipe(s)
<c67321be8	Oct 22, 2024 23:07:48	Sally Gutierrez	RE: Maintenance Request Follow-Up
<2E965AF4-	Oct 22, 2024 21:00:13	jamesburbank91@gmail.com	Maintenance Request Follow-Up
<3d5ab6fab	Oct 22, 2024 16:56:36	Sally Gutierrez	RE: Maintenance Request Follow-Up
<498798569	Oct 22, 2024 16:46:32	Jen Barreda	Re: Maintenance Request Follow-Up

ID	Date	Sender	Subject
<93572226.	Oct 17, 2024 21:22:30	Jen Barreda	Maintenance Request Follow-Up
<588725345	Oct 22, 2024 16:49:37	Jen Barreda	Fw: 518 N. Stoneman
<149F6576-	Feb 11, 2025 06:49:50	Jen Barreda	Re: Concrete Restoration Appointment / Sand bags/ Tarps and Tubs
<025893c2b	Sep 01, 2023 23:52:06	"Johnny Aragon via DocuSign"	518 N Stoneman Avenue
<CAF82qv5Q	Mar 03, 2025 21:03:31	Stoneman <518stoneman@gmail.com>	Re: ServPro Inspection Letter
<85BCC714-	Mar 03, 2025 20:01:37	Jen Barreda	Re: ServPro Inspection Letter
<CAF82qv4F	Mar 03, 2025 18:25:10	Stoneman <518stoneman@gmail.com>	ServPro Inspection Letter
<D1E75B3B-	Oct 23, 2024 22:27:16	jamesburbank91@gmail.com	Fwd: Maintenance Request Follow-Up
<13FAD1C2-	Oct 23, 2024 19:04:56	jamesburbank91@gmail.com	Maintenance Request Follow-Up
<DM8PR09MB	Feb 12, 2025 17:07:50	"Witham, Lauren@CalCivilRights"	RE: CRD Case 202409-26239516
<CAE023FB-	Feb 10, 2025 18:14:52	Jen Barreda	Re: CRD Case 202409-26239516
<BAE1C0C9-	Feb 05, 2025 22:16:36	Jen Barreda	Re: CRD Case 202409-26239516
<DM8PR09MB	Feb 04, 2025 19:47:50	"Witham, Lauren@CalCivilRights"	RE: CRD Case 202409-26239516
<C08F8F11-	Feb 01, 2025 06:01:10	Jen Barreda	Re: CRD Case 202409-26239516
<DM8PR09MB	Jan 22, 2025 18:08:56	"Witham, Lauren@CalCivilRights"	RE: CRD Case 202409-26239516
<118671433	Jan 22, 2025 04:50:45	Jen Barreda	Re: CRD Case 202409-26239516
<101119886	Jan 22, 2025 03:21:13	Jen Barreda	Re: CRD Case 202409-26239516
<6C36E965-	Jan 03, 2025 20:05:08	Jen Barreda	Re: CRD Case 202409-26239516
<DM8PR09MB	Dec 17, 2024 19:21:35	"Witham, Lauren@CalCivilRights"	RE: CRD Case 202409-26239516
<5E9674F6-	Dec 17, 2024 19:15:06	Jen Barreda	Re: CRD Case 202409-26239516
<DM8PR09MB	Dec 17, 2024 18:35:43	"Witham, Lauren@CalCivilRights"	RE: CRD Case 202409-26239516
<6E6C24B0-	Dec 16, 2024 16:28:47	Jen Barreda	Re: CRD Case 202409-26239516
<DM8PR09MB	Dec 13, 2024 23:21:49	"Witham, Lauren@CalCivilRights"	RE: CRD Case 202409-26239516
<82744B58-	Dec 13, 2024 11:20:17	Jen Barreda	Re: CRD Case 202409-26239516

ID	Date	Sender	Subject
<D47B0C24-	Dec 09, 2024 19:11:55	Jen Barreda	Re: CRD Case 202409-26239516
<59B3C90E-	Dec 04, 2024 18:40:37	Jen Barreda	Re: CRD Case 202409-26239516
<DM8PR09MB	Dec 04, 2024 17:58:21	"Witham, Lauren@CalCivilRights"	RE: CRD Case 202409-26239516
<C7EC90BB-	Dec 04, 2024 02:48:34	Jen Barreda	Re: CRD Case 202409-26239516
<DM8PR09MB	Nov 20, 2024 21:14:37	"Witham, Lauren@CalCivilRights"	RE: CRD Case 202409-26239516
<142990810	Nov 15, 2024 23:22:49	Jen Barreda	Re: CRD Case 202409-26239516
<DM8PR09MB	Nov 13, 2024 17:58:51	"Witham, Lauren@CalCivilRights"	RE: CRD Case 202409-26239516
<DM8PR09MB	Nov 06, 2024 23:28:11	"Witham, Lauren@CalCivilRights"	RE: CRD Case 202409-26239516
<654312013	Nov 04, 2024 18:46:18	Jen Barreda	Re: CRD Case 202409-26239516
<183818702	Oct 28, 2024 22:16:08	Jen Barreda	Re: CRD Case 202409-26239516
<DM8PR09MB	Oct 24, 2024 00:04:02	"Witham, Lauren@CalCivilRights"	RE: CRD Case 202409-26239516
<118639627	Oct 23, 2024 20:29:25	Jen Barreda	Re: CRD Case 202409-26239516
<DM8PR09MB	Oct 23, 2024 19:39:58	"Witham, Lauren@CalCivilRights"	RE: CRD Case 202409-26239516
<153773921	Oct 17, 2024 16:52:51	Jen Barreda	Re: CRD Case 202409-26239516
<DM8PR09MB	Oct 10, 2024 15:55:23	"Witham, Lauren@CalCivilRights"	RE: CRD Case 202409-26239516
<A0F5FF9A-	Oct 09, 2024 22:09:39	Jen Barreda	Re: CRD Case 202409-26239516
<DM8PR09MB	Oct 09, 2024 21:53:38	"Witham, Lauren@CalCivilRights"	RE: CRD Case 202409-26239516
<E113F8DB-	Oct 09, 2024 21:43:50	Jen Barreda	Re: CRD Case 202409-26239516
<D0212915-	Oct 03, 2024 23:48:49	Jen Barreda	Re: CRD Case 202409-26239516
<DM8PR09MB	Oct 01, 2024 22:14:43	"Witham, Lauren@CalCivilRights"	CRD Case 202409-26239516
<4849B839-	Feb 12, 2025 08:15:37	James Burbank	Re: Case # 24NNCV06082 - BURBANK, JENNIFER
<619BC353-	Feb 12, 2025 07:30:25	Jen Barreda	Re: Case # 24NNCV06082 - BURBANK, JENNIFER
<6A776F60-	Feb 12, 2025 07:27:26	Jen Barreda	Re: Case # 24NNCV06082 - BURBANK, JENNIFER
<B92EEC0B-	Oct 23, 2024 01:55:48	jamesburbank91@gmail.com	Fwd: Blue Ribbon - Your Home Inspection has been Scheduled

ID	Date	Sender	Subject
<134129794	Oct 23, 2024 01:53:36	"Blue Ribbon Property Inspections (via HG Notifier)"	Blue Ribbon - Your Home Inspection has been Scheduled
<SJ0PR03MB	Sep 05, 2023 21:20:45	"Aragon, Johnny A"	518 N Stoneman Ave Copy of Cashier's Checks
<9118EB6C-	Feb 07, 2025 21:05:03	Jen Barreda	Re: Gutter work scheduled Feb 4 at 2pm
<4ADAF2E6-	Mar 03, 2025 15:59:10	Jen Barreda	Re: Notice to Enter Dwelling Unit
<CAF82qv4k	Mar 02, 2025 19:39:51	Stoneman <518stoneman@gmail.com>	Notice to Enter Dwelling Unit
<CACModr2P	Sep 05, 2023 03:37:25	Marisol Grier	Re: 518 N Stoneman Ave Breakdown of Cashier's Checks
<SN4PR03MB	Sep 04, 2023 21:34:01	"Aragon, Johnny A"	518 N Stoneman Ave Breakdown of Cashier's Checks
<202410250	Oct 25, 2024 01:27:30	Gregory Molloy	Reminder: Home Inspection Agreement (address) 518 N Stoneman Ave, Alhambra, CA 91801 is awaiting your signature
<CAF82qv5h	Nov 30, 2024 04:03:19	Stoneman <518stoneman@gmail.com>	Re: New Contract Information
<1950F06C-	Nov 30, 2024 03:55:25	Jen Barreda	Re: New Contract Information
<CAF82qv4x	Mar 04, 2025 21:28:30	Stoneman <518stoneman@gmail.com>	Re: Notice to Enter Dwelling Unit
<CAF82qv6e	Mar 04, 2025 18:00:09	Stoneman <518stoneman@gmail.com>	Notice to Enter Dwelling Unit
<8D3331F0-	Feb 27, 2025 15:26:26	Jen Barreda	Confirmation of Rent Waived - March 1, 2025
<CAF82qv4Z	Feb 10, 2025 22:47:20	Stoneman <518stoneman@gmail.com>	Concrete Restoration Appointment / Sand bags/ Tarps and Tubs

Email Contents

Email #1: Re: Lease of 518 N. Stoneman Ave.

From: Jen Barreda

Date: Aug 05, 2024 at 16:09:52

ID: <1743163290.4004470.1722874192847@mail.yahoo.com>

Jennifer Burbank 518 North Stoneman Ave, Alhambra, CA 91801 Jenbarreda@yahoo.com 323-336-7829 08/05/2024 Dear Vicki L. Martinez and Bradford Martinez, I am writing to formally request a reasonable accommodation for my emotional support animal at 518 North Stoneman Ave, Alhambra, CA 91801. My emotional support animal provides me with essential support and significantly contributes to my well-being. I can provide appropriate documentation from a healthcare professional verifying my need for my emotional support animal upon your request. I wish to emphasize the importance of maintaining my privacy and confidentiality regarding my medical condition. Any medical information provided will remain confidential and should not be disclosed without my explicit consent. Thank you for your attention to this matter. Sincerely, Jennifer Burbank On Wednesday, June 19, 2024 at 08:32:13 PM PDT, Vicki Martinez wrote: Dear James and Jennifer Burbank, This email 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

Email #2: Lease of 518 N. Stoneman Ave.

From: Vicki Martinez

Date: Jun 20, 2024 at 03:31:46

ID: <1987224931.6614267.1718854307517@mail.yahoo.com>

Dear James and Jennifer Burbank, This email 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

Email #3: FW: Open Work Orders

From: Sally Gutierrez

Date: Oct 31, 2024 at 21:54:09

ID: <837a04fab4ba415e92581fb3dbb1f411@lotuspropertyservices.net>

Hello Jen and James, We received an official inspection report from Department of Public Health from an onsite inspection they've conducted on 10/24/2024. Overall inspection comments: Per Inspector - No active water leaks in garage and living room were found, no uneven/cracked floor observed in unit and no visible mold was observed. You are scheduled per our maintenance department for this Friday, 11/01/2024 after 4:00pm to correct one violation found in your living room area windowsill. I will be closing out the two open work orders still pending of your claims of leaks and uneven flooring. If you have any questions, feel free to contact me. Thanks, Sally Gutierrez - Property Manager Lotus Property Services, Inc. [cid:image001.jpg@01DB2AE1.04D15F00]

Email #4: Home Inspection Agreement (address) 518 N Stoneman Ave, Alhambra, CA 91801 - Signature requested by Gregory Molloy

From: Gregory Molloy

Date: Oct 23, 2024 at 01:55:45

ID: <20241023015545.87e270211a9fa240@mail.hellosign.com>

Gregory Molloy (tyler@blueribboninspects.com) has requested a signature Review and Sign: https://app.hellosign.com/t/c063c0baa53b93ae454c01a2661599717c7d3534?utm_campaign=multisigner_complete&utm_source=default&utm_channel=product_promo&utm_medium=email&utm_content=original Document Home Inspection Agreement (address) 518 N Stoneman Ave, Alhambra, CA 91801 Message From Sender Gregory Molloy (tyler@blueribboninspects.com): Hello, Thank you once again for using Blue Ribbon Property Inspections. This document is the inspection agreement for our inspection. Please read through the document carefully and initial and sign in the designated locations. This must be signed prior to the release of the written report. If you have any questions about the agreement form feel free to contact me with your questions. Best Regards! Tyler Molloy Principle Inspector Phone: (626)223-5571 Email: Tyler@blueribboninspects.com Warning: To prevent others from accessing your account, please do not forward this email -- Thanks for going paperless! The Dropbox Sign Team

Email #5: Re: Maintenance Repairs

From: Jen Barreda

Date: Feb 14, 2025 at 18:56:53

ID: <64B579B9-5E8E-45E8-8C58-ADEE87C6AE52@yahoo.com>

Thank you for the update. James will be waiting. On Feb 14, 2025, at 10:55 AM, Stoneman <518stoneman@gmail.com> wrote: ■ Service provider will be there in 10 minutes. On Fri, Feb 14, 2025 at 10:49 AM Jen Barreda <jenbarreda@yahoo.com> wrote: Gail, Please confirm if someone will be able to come today soon, otherwise we will go about our day as planned. As noted below, you may text or call to state you are waiting outside if you do not wish to knock loud enough for us to hear or to ring the door bell. Jennifer Burbank On Feb 14, 2025, at 10:33 AM, Jen Barreda <jenbarreda@yahoo.com> wrote: ■ Gail, My camera sees someone at the front door at 10:01 and there is no sound or audio of any door bell or knock. Our dog would've alerted us if the door bell allegedly rang or someone was at the door. But someone is home and was home at that time. Please note that you and everyone has our cell phone numbers and a call or text would also work to indicate you or anyone else is standing outside the unit. My cell: 323-336-7829 James's cell: 213-858-1725 Jennifer Burbank On Feb 14, 2025, at 10:17 AM, Stoneman <518stoneman@gmail.com> wrote: ■ M/M Burbank, As was confirmed by you on Feb 12, 2025, the service provider for the toilet handle repair came to 518 Stoneman. He knocked on the door and rang the doorbell at 518 Stoneman for 5 minutes. No one answered the door. Gail Houser On Wed, Feb 12, 2025 at 6:53 PM Jen Barreda <jenbarreda@yahoo.com> wrote: Gail, Confirming for Friday at 10am On Feb 12, 2025, at 3:08 PM, Stoneman <518stoneman@gmail.com> wrote: ■ M/M Burbank, In response to : 1. Toilet handle in master bedroom requires attention. Repair can be scheduled on: a. 2/13/2025 at 1:30pm or b. 2/14/2025 at 10:00 am Please let me know which to confirm. Gail Houser On Tue, Feb 11, 2025 at 5:56 PM Stoneman <518stoneman@gmail.com> wrote: List of repair requests is noted. Gail Houser On Tue, Feb 11, 2025 at 4:43 PM Jen Barreda <jenbarreda@yahoo.com> wrote: ■ The following are repairs that are needed in the unit. Please let me know when all of them will be fixed. 1. Toilet handle in master bedroom requires attention. 2. Wall located in the stairwell to the garage has continued to peel and it requires attention. 3. Potential structural issue with a soft spot at the top of the staircase of the stairwell that leads to the garage. I'll add a picture for reference. Dean confirmed he felt the soft spot when I pointed it out on January 7, 2025.

Email #6: Re: Maintenance Repairs

From: Stoneman <518stoneman@gmail.com>

Date: Feb 14, 2025 at 18:55:26

ID:

Service provider will be there in 10 minutes. On Fri, Feb 14, 2025 at 10:49 AM Jen Barreda wrote: > Gail, > > Please confirm if someone will be able to come today soon, otherwise we > will go about our day as planned. > > As noted

below, you may text or call to state you are waiting outside if > you do not wish to knock loud enough for us to hear or to ring the door > bell. > > > Jennifer Burbank > > On Feb 14, 2025, at 10:33 AM, Jen Barreda wrote: > > ■ > Gail, > > My camera sees someone at the front door at 10:01 and there is no sound or > audio of any door bell or knock. Our dog would've alerted us if the door > bell allegedly rang or someone was at the door. But someone is home and was > home at that time. > > Please note that you and everyone has our cell phone numbers and a call or > text would also work to indicate you or anyone else is standing outside the > unit. > > My cell: 323-336-7829 > James's cell: 213-858-1725 > > > Jennifer Burbank > > On Feb 14, 2025, at 10:17 AM, Stoneman <518stoneman@gmail.com> wrote: > > ■ > M/M Burbank, > > As was confirmed by you on Feb 12, 2025, the service provider for > the toilet handle repair came to 518 Stoneman. He knocked on the door and > rang the doorbell at 518 Stoneman for 5 minutes. No one answered the door. > > Gail Houser > > On Wed, Feb 12, 2025 at 6:53 PM Jen Barreda wrote: > >> Gail, >> >> Confirming for Friday at 10am >> >> >> >> On Feb 12, 2025, at 3:08 PM, Stoneman <518stoneman@gmail.com> wrote: >> >> ■ >> M/M Burbank, >> >> In response to : >> *1. Toilet handle in master bedroom requires attention.* >> >> Repair can be scheduled on: >> a. 2/13/2025 at 1:30pm or >> b. 2/14/2025 at 10:00 am >> >> Please let me know which to confirm. >> >> Gail Houser >> >> On Tue, Feb 11, 2025 at 5:56 PM Stoneman <518stoneman@gmail.com> wrote: >> >>> List of repair requests is noted. >>> >>> Gail Houser >>> >>> >>> On Tue, Feb 11, 2025 at 4:43 PM Jen Barreda >>> wrote: >>> >>>> >>>> ■ The following are repairs that are needed in the unit. Please let me >>>> know when all of them will be fixed. >>>> >>>> 1. Toilet handle in master bedroom requires attention. >>>> >>>> >>>> >>>> >>>> 2. Wall located in the stairwell to the garage has continued to peel >>>> and it requires attention. >>>> >>>> >>>> >>>> >>>> 3. Potential structural issue with a soft spot at the top of the >>>> staircase of the stairwell that leads to the garage. I'll add a picture for >>>> reference. Dean confirmed he felt the soft spot when I pointed it out on >>>> January 7, 2025. >>>> >>>> >>>> >>>>

Email #7: Re: Maintenance Repairs

From: Jen Barreda

Date: Feb 14, 2025 at 18:49:17

ID: <3B9586B9-1ABC-431C-A26D-818636E199CC@yahoo.com>

Gail, Please confirm if someone will be able to come today soon, otherwise we will go about our day as planned. As noted below, you may text or call to state you are waiting outside if you do not wish to knock loud enough for us to hear or to ring the door bell. Jennifer Burbank On Feb 14, 2025, at 10:33 AM, Jen Barreda <jenbarreda@yahoo.com> wrote: ■ Gail, My camera sees someone at the front door at 10:01 and there is no sound or audio of any door bell or knock. Our dog would've alerted us if the door bell allegedly rang or someone was at the door. But someone is home and was home at that time. Please note that you and everyone has our cell phone numbers and a call or text would also work to indicate you or anyone else is standing outside the unit. My cell: 323-336-7829 James's cell: 213-858-1725 Jennifer Burbank On Feb 14, 2025, at 10:17 AM, Stoneman <518stoneman@gmail.com> wrote: ■ M/M Burbank, As was confirmed by you on Feb 12, 2025, the service provider for the toilet handle repair came to 518 Stoneman. He knocked on the door and rang the doorbell at 518 Stoneman for 5 minutes. No one answered the door. Gail Houser On Wed, Feb 12, 2025 at 6:53 PM Jen Barreda <jenbarreda@yahoo.com> wrote: Gail, Confirming for Friday at 10am On Feb 12, 2025, at 3:08 PM, Stoneman <518stoneman@gmail.com> wrote: ■ M/M Burbank, In response to : 1. Toilet handle in master bedroom requires attention. Repair can be scheduled on: a. 2/13/2025 at 1:30pm or b. 2/14/2025 at 10:00 am Please let me know which to confirm. Gail Houser On Tue, Feb 11, 2025 at 5:56 PM Stoneman <518stoneman@gmail.com> wrote: List of repair requests is noted. Gail Houser On Tue, Feb 11, 2025 at 4:43 PM Jen Barreda <jenbarreda@yahoo.com> wrote: ■The following are repairs that are needed in the unit. Please let me know when all of them will be fixed. 1. Toilet handle in master bedroom requires attention. 2. Wall located in the stairwell to the garage has continued to peel and it requires attention. 3. Potential structural issue with a soft spot at the top of the staircase of the stairwell that leads to the garage. I'll add a picture for reference. Dean confirmed he felt the soft spot when I pointed it out on January 7, 2025.

Email #8: Re: Maintenance Repairs

From: Jen Barreda

Date: Feb 14, 2025 at 18:33:03

ID: <6E624593-2D5E-49C5-92C4-980B6C32BB75@yahoo.com>

Gail, My camera sees someone at the front door at 10:01 and there is no sound or audio of any door bell or knock. Our dog would've alerted us if the door bell allegedly rang or someone was at the door. But someone is home and was home at that time. Please note that you and everyone has our cell phone numbers and a call or text would also work to indicate you or anyone else is standing outside the unit. My cell: 323-336-7829 James's cell: 213-858-1725 Jennifer Burbank On Feb 14, 2025, at 10:17 AM, Stoneman <518stoneman@gmail.com> wrote: ■ M/M Burbank, As was confirmed by you on Feb 12, 2025, the service provider for the toilet handle repair came to 518 Stoneman. He knocked on the door and rang the doorbell at 518 Stoneman for 5 minutes. No one answered the door. Gail Houser On Wed, Feb 12, 2025 at 6:53 PM Jen Barreda <jenbarreda@yahoo.com> wrote: Gail, Confirming for Friday at 10am On Feb 12, 2025, at 3:08 PM, Stoneman <518stoneman@gmail.com> wrote: ■ M/M Burbank, In response to : 1. Toilet handle in master bedroom requires attention. Repair can be scheduled on: a. 2/13/2025 at 1:30pm or b. 2/14/2025 at 10:00 am Please let me know which to confirm. Gail Houser On Tue, Feb 11, 2025 at 5:56 PM Stoneman <518stoneman@gmail.com> wrote: List of repair requests is noted. Gail Houser On Tue, Feb 11, 2025 at 4:43 PM Jen Barreda <jenbarreda@yahoo.com> wrote: ■The following are repairs that are needed in the unit. Please let me know when all of them will be fixed. 1. Toilet handle in master bedroom requires attention. 2. Wall located in the stairwell to the garage has continued to peel and it requires attention. 3. Potential structural issue with a soft spot at the top of the staircase of the stairwell that leads to the garage. I'll add a picture for reference. Dean confirmed he felt the soft spot when I pointed it out on January 7, 2025.

Email #9: Re: Maintenance Repairs

From: Stoneman <518stoneman@gmail.com>

Date: Feb 14, 2025 at 18:16:53

ID:

M/M Burbank, As was confirmed by you on Feb 12, 2025, the service provider for the toilet handle repair came to 518 Stoneman. He knocked on the door and rang the doorbell at 518 Stoneman for 5 minutes. No one answered the door. Gail Houser On Wed, Feb 12, 2025 at 6:53 PM Jen Barreda wrote: > Gail, > > Confirming for Friday at 10am > > > On Feb 12, 2025, at 3:08 PM, Stoneman <518stoneman@gmail.com> wrote: > > ■ > M/M Burbank, > > In response to : > *1. Toilet handle in master bedroom requires attention.* > > Repair can be scheduled on: > a. 2/13/2025 at 1:30pm or > b. 2/14/2025 at 10:00 am > > Please let me know which to confirm. > > Gail Houser > > On Tue, Feb 11, 2025 at 5:56 PM Stoneman <518stoneman@gmail.com> wrote: > >> List of repair requests is noted. >> >> Gail Houser >> >> >> On Tue, Feb 11, 2025 at 4:43 PM Jen Barreda wrote: >> >>> >>> ■The following are repairs that are needed in the unit. Please let me >>> know when all of them will be fixed. >>> >>> 1. Toilet handle in master bedroom requires attention. >>> >>> >>> >>> >>> 2. Wall located in the stairwell to the garage has continued to peel and >>> it requires attention. >>> >>> >>> >>> >>> 3. Potential structural issue with a soft spot at the top of the >>> staircase of the stairwell that leads to the garage. I'll add a picture for >>> reference. Dean confirmed he felt the soft spot when I pointed it out on >>> January 7, 2025. >>> >>> >>> >>>

Email #10: Re: Maintenance Repairs

From: Jen Barreda
Date: Feb 13, 2025 at 02:52:26
ID: <94A6A932-5D06-4361-B2A3-234EEC73C648@yahoo.com>

Gail, Confirming for Friday at 10am On Feb 12, 2025, at 3:08 PM, Stoneman <518stoneman@gmail.com> wrote: ■ M/M Burbank, In response to : 1. Toilet handle in master bedroom requires attention. Repair can be scheduled on: a. 2/13/2025 at 1:30pm or b. 2/14/2025 at 10:00 am Please let me know which to confirm. Gail Houser On Tue, Feb 11, 2025 at 5:56 PM Stoneman < 518stoneman@gmail.com > wrote: List of repair requests is noted. Gail Houser On Tue, Feb 11, 2025 at 4:43 PM Jen Barreda < jenbarreda@yahoo.com > wrote: ■The following are repairs that are needed in the unit. Please let me know when all of them will be fixed. 1. Toilet handle in master bedroom requires attention. 2. Wall located in the stairwell to the garage has continued to peel and it requires attention. 3. Potential structural issue with a soft spot at the top of the staircase of the stairwell that leads to the garage. I'll add a picture for reference. Dean confirmed he felt the soft spot when I pointed it out on January 7, 2025.

Email #11: Re: Maintenance Repairs

From: Stoneman <518stoneman@gmail.com>
Date: Feb 12, 2025 at 23:08:14
ID:

M/M Burbank, In response to : *1. Toilet handle in master bedroom requires attention.* Repair can be scheduled on: a. 2/13/2025 at 1:30pm or b. 2/14/2025 at 10:00 am Please let me know which to confirm. Gail Houser On Tue, Feb 11, 2025 at 5:56 PM Stoneman <518stoneman@gmail.com> wrote: > List of repair requests is noted. > > Gail Houser > > > On Tue, Feb 11, 2025 at 4:43 PM Jen Barreda wrote: > > > ■The following are repairs that are needed in the unit. Please let me > > know when all of them will be fixed. > > > 1. Toilet handle in master bedroom requires attention. > > > > > 2. Wall located in the stairwell to the garage has continued to peel and > > it requires attention. > > > > > 3. Potential structural issue with a soft spot at the top of the > > staircase of the stairwell that leads to the garage. I'll add a picture for > > reference. Dean confirmed he felt the soft spot when I pointed it out on > > January 7, 2025. > > > > >

Email #12: Re: Maintenance Repairs

From: Stoneman <518stoneman@gmail.com>
Date: Feb 12, 2025 at 01:56:17
ID:

List of repair requests is noted. Gail Houser On Tue, Feb 11, 2025 at 4:43 PM Jen Barreda wrote: > > ■The following are repairs that are needed in the unit. Please let me know > when all of them will be fixed. > > 1. Toilet handle in master bedroom requires attention. > > > > > 2. Wall located in the stairwell to the garage has continued to peel and > it requires attention. > > > > > 3. Potential structural issue with a soft spot at the top of the staircase > of the stairwell that leads to the garage. I'll add a picture for > reference. Dean confirmed he felt the soft spot when I pointed it out on > January 7, 2025. > > >

Email #13: Maintenance Repairs

From: Jen Barreda

Date: Feb 12, 2025 at 00:43:03

ID: <33BB7A4A-4A3C-47B0-8DD6-0746F910D5B6@yahoo.com>

■ ■ The following are repairs that are needed in the unit. Please let me know when all of them will be fixed. 1. Toilet handle in master bedroom requires attention. 2. Wall located in the stairwell to the garage has continued to peel and it requires attention. 3. Potential structural issue with a soft spot at the top of the staircase of the stairwell that leads to the garage. I'll add a picture for reference. Dean confirmed he felt the soft spot when I pointed it out on January 7, 2025.

Email #14: Re: Notice to Enter Dwelling Unit

From: Jen Barreda

Date: Mar 02, 2025 at 17:57:54

ID:

Gail, Thank you for confirming. Please note that I am still awaiting a response from you, to the email I sent on March 1, 2025, at 3:56 p.m., regarding the entry on February 27, 2025. I would like clarification on whether you recorded inside the unit and if so, why. As you were leaving, you appeared to be holding your phone in a recording position while walking up the stairs from the garage and through the unit until you exited. My minor children were home at the time, and I take this matter seriously. Recording inside a private residence without consent is a violation of state law. If I do not receive a response with clarification, I will have to report this to law enforcement or the appropriate authorities. Jennifer Burbank On Mar 2, 2025, at 9:00 AM, Stoneman <518stoneman@gmail.com> wrote: ■ M/M Burbank, We are not able to accommodate the schedule requested in your email from March 1, 2025- " March 2, 2025, between 10:00 a.m. and 11:30 a.m. " for placement of tarps and sandbags in the patio area of 518 Stoneman . Gail Houser On Sat, Mar 1, 2025 at 11:11 PM Jen Barreda <jenbarreda@yahoo.com > wrote: Dean, If you believe that covering the planters and cracked tiles with sandbags is necessary to prevent water intrusion, you are welcome to do so on March 2, 2025, between 10:00 a.m. and 11:30 a.m. This does seem to indicate that you believe the patio is contributing to the issue, which we have raised multiple times. However, we have yet to receive any updates or timelines for permanent repairs—only temporary measures such as sandbags and tarps. The sandbags and tarps may only be placed if they are fully removed on March 3, 2025, between 11:00 a.m. and 12:30 p.m., as their prolonged presence interferes with our right to quiet enjoyment of the property under California Civil Code § 1927. If removal within this timeframe is not possible, then we do not consent to them being placed. Please confirm whether you will be able to arrive within the stated timeframes to both place and remove the sandbags and tarps. Jennifer Burbank On Mar 1, 2025, at 5:40 PM, d.h. <portus2010@gmail.com > wrote: ■ The forecast indicates a 40% chance of rain tomorrow. Would you like us to place tarps over the planter boxes and sandbags in the back patio as a preventative measure? On Sat, Mar 1, 2025 at 3:56 PM Jen Barreda <jenbarreda@yahoo.com > wrote: Gail, I am following up regarding the entry for scheduled repairs on February 27, 2025, which was authorized between 10:00 a.m. and 12:00 p.m. You provided notice of this entry via email and left a physical notice at the door, yet you did not adhere to the timeframe stated in your own notice. It was observed that entry was made into the patio, which was not explicitly stated in any notice or my written authorization. This is in violation of California Civil Code § 1954. Additionally, the plumbers were left unsupervised inside the unit, raising serious security and safety concerns, which is also a violation of California Civil Code § 1954. The plumbers and Brad Martinez remained on the property past the authorized time frame of 10:00 a.m. to 12:00 p.m., another violation of California Civil Code § 1954. Despite the scheduled repairs, the pipe in the garage that has been leaking since September 20, 2024, remains unfixed. This issue has been reported multiple times, yet as of today, March 1, 2025, it has still not been repaired, in violation of California Civil Code § 1941.1. Later in the day, you arrived and requested entry into the unit. As a courtesy, this was allowed, but moving forward, this will not be permitted unless proper notice is given. There is no obligation to allow entry beyond the legally required notice, and given that Brad Martinez was already present earlier, any follow-up of repairs should have been coordinated with him instead of an unannounced visit. It was also observed that you were holding your phone in a manner that appeared to be recording while inside the unit. My minor children were present at the time, and we did not consent to any recording in the unit. I am requesting clarification regarding the content and purpose of any recording that may have taken place on February 27, 2025. Jennifer Burbank On Feb 27, 2025, at 7:26 AM, Jen Barreda <jenbarreda@yahoo.com > wrote: ■ ■ Gail, Please feel free to let yourself in today, February 27, 2025, between 10:00 a.m. and 12:00 p.m. for the necessary repairs located in the garage. You have our permission to enter the unit if needed to access the garage during that time for the purpose of repairing the leaking pipe. Jennifer Burbank On Feb 25, 2025, at 8:54 AM, Stoneman <518stoneman@gmail.com > wrote: ■ M/M Burbank- I will update you with available information about repair timing following the Thursday service appointment. Gail Houser On Mon, Feb 24, 2025 at 2:40 PM Jen Barreda <jenbarreda@yahoo.com > wrote: Gail, Thank you for the notice. We will be available at that date and time. Are there any updates on the patio or a timeline on when that

is expected to be fixed? Jennifer Burbank On Feb 24, 2025, at 9:28 AM, Stoneman <518stoneman@gmail.com> wrote:
■ M/M Burbank, A physical copy of this communication has been posted on the front door of your rental unit at 518 N. Stoneman Ave . This email serves as a 24-hour notice that the property owner, owner's agent, or contractors, will be entering the rental unit at 518 N. Stoneman Ave . on February 27th, 2025 between 10:00 am and 12:00 pm to perform necessary repairs of the leaking pipe in the garage. Please contact me via email if you have any questions. Gail Houser

Email #15: Re: Notice to Enter Dwelling Unit

From: Stoneman <518stoneman@gmail.com>

Date: Mar 02, 2025 at 17:00:21

ID:

M/M Burbank, We are not able to accommodate the schedule requested in your email from March 1, 2025- ***March 2, 2025, between 10:00 a.m. and 11:30 a.m.* ** for placement of tarps and sandbags in the patio area of 518 Stoneman*. * Gail Houser On Sat, Mar 1, 2025 at 11:11 PM Jen Barreda wrote: > Dean, > > If you believe that covering the planters and cracked tiles with sandbags > is necessary to prevent water intrusion, you are welcome to do so on March > 2, 2025, between 10:00 a.m. and 11:30 a.m. This does seem to indicate that > you believe the patio is contributing to the issue, which we have raised > multiple times. However, we have yet to receive any updates or timelines > for permanent repairs—only temporary measures such as sandbags and tarps. > > The sandbags and tarps may only be placed if they are fully removed on > March 3, 2025, between 11:00 a.m. and 12:30 p.m., as their prolonged > presence interferes with our right to quiet enjoyment of the property under > California Civil Code § 1927. If removal within this timeframe is not > possible, then we do not consent to them being placed. > > Please confirm whether you will be able to arrive within the stated > timeframes to both place and remove the sandbags and tarps. > > Jennifer Burbank > > On Mar 1, 2025, at 5:40 PM, d.h. wrote: > > ■ > The forecast indicates a 40% chance of rain tomorrow. Would you like us to > place tarps over the planter boxes and sandbags in the back patio as a > preventative measure? > > > On Sat, Mar 1, 2025 at 3:56 PM Jen Barreda wrote: > > Gail, > > > I am following up regarding the entry for scheduled repairs on February > 27, 2025, which was authorized between 10:00 a.m. and 12:00 p.m. You > provided notice of this entry via email and left a physical notice at the > door, yet you did not adhere to the timeframe stated in your own notice. > > > It was observed that entry was made into the patio, which was not > explicitly stated in any notice or my written authorization. This is in > violation of California Civil Code § 1954. Additionally, the plumbers were > left unsupervised inside the unit, raising serious security and safety > concerns, which is also a violation of California Civil Code § 1954. > > > The plumbers and Brad Martinez remained on the property past the > authorized time frame of 10:00 a.m. to 12:00 p.m., another violation of > California Civil Code § 1954. > > > Despite the scheduled repairs, the pipe in the garage that has been > leaking since September 20, 2024, remains unfixed. This issue has been > reported multiple times, yet as of today, March 1, 2025, it has still not > been repaired, in violation of California Civil Code § 1941.1. > > > Later in the day, you arrived and requested entry into the unit. As a > courtesy, this was allowed, but moving forward, this will not be permitted > unless proper notice is given. There is no obligation to allow entry beyond > the legally required notice, and given that Brad Martinez was already > present earlier, any follow-up of repairs should have been coordinated with > him instead of an unannounced visit. > > > It was also observed that you were holding your phone in a manner that > appeared to be recording while inside the unit. My minor children were > present at the time, and we did not consent to any recording in the unit. I > am requesting clarification regarding the content and purpose of any > recording that may have taken place on February 27, 2025. > > > Jennifer Burbank > > On Feb 27, 2025, at 7:26 AM, Jen Barreda wrote: > > ■ > > Gail, > > > Please feel free to let yourself in today, February 27, 2025, between > 10:00 a.m. and 12:00 p.m. for the necessary repairs located in the garage. > You have our permission to enter the unit if needed to access the garage > during that time for the purpose of repairing the leaking pipe. > > > Jennifer Burbank > > On Feb 25, 2025, at 8:54 AM, Stoneman <518stoneman@gmail.com> wrote: > > ■ > > M/M Burbank- > > I will update you with available information about repair timing > following the Thursday service appointment. > > Gail Houser > > On Mon, Feb 24, 2025 at 2:40 PM Jen Barreda wrote: > > > Gail, > > > Thank you for the notice. We will be available at that date and time. > > > Are there any updates on the patio or a timeline on when that is > > > expected to be fixed? > > > Jennifer Burbank > > > On Feb 24, 2025, at 9:28 AM, Stoneman <518stoneman@gmail.com> wrote: > > > ■ > > > M/M Burbank, > > > *A physical copy of this communication has been posted on the front door > > > of your rental unit at 518 N. Stoneman Ave > > > . * > > > This email serves as a 24-hour notice that the property owner, owner's > > > agent, or contractors, will be entering the rental unit at 518 N. > > > Stoneman Ave > > > . > > > on February 27th, 2025 between 10:00 am and 12:00 pm to perform necessary > > > repairs of the leaking pipe in the garage. > > > Please contact me via email if you have any questions. > > > Gail Houser > > >

Email #16: Re: Notice to Enter Dwelling Unit

From: Jen Barreda

Date: Mar 02, 2025 at 07:11:09

ID:

Dean, If you believe that covering the planters and cracked tiles with sandbags is necessary to prevent water intrusion, you are welcome to do so on March 2, 2025, between 10:00 a.m. and 11:30 a.m. This does seem to indicate that you believe the patio is contributing to the issue, which we have raised multiple times. However, we have yet to receive any updates or timelines for permanent repairs—only temporary measures such as sandbags and tarps. The sandbags and tarps may only be placed if they are fully removed on March 3, 2025, between 11:00 a.m. and 12:30 p.m., as their prolonged presence interferes with our right to quiet enjoyment of the property under California Civil Code § 1927. If removal within this timeframe is not possible, then we do not consent to them being placed. Please confirm whether you will be able to arrive within the stated timeframes to both place and remove the sandbags and tarps. Jennifer Burbank On Mar 1, 2025, at 5:40 PM, d.h. <portus2010@gmail.com> wrote: ■ The forecast indicates a 40% chance of rain tomorrow. Would you like us to place tarps over the planter boxes and sandbags in the back patio as a preventative measure? On Sat, Mar 1, 2025 at 3:56 PM Jen Barreda <jenbarreda@yahoo.com> wrote: Gail, I am following up regarding the entry for scheduled repairs on February 27, 2025, which was authorized between 10:00 a.m. and 12:00 p.m. You provided notice of this entry via email and left a physical notice at the door, yet you did not adhere to the timeframe stated in your own notice. It was observed that entry was made into the patio, which was not explicitly stated in any notice or my written authorization. This is in violation of California Civil Code § 1954. Additionally, the plumbers were left unsupervised inside the unit, raising serious security and safety concerns, which is also a violation of California Civil Code § 1954. The plumbers and Brad Martinez remained on the property past the authorized time frame of 10:00 a.m. to 12:00 p.m., another violation of California Civil Code § 1954. Despite the scheduled repairs, the pipe in the garage that has been leaking since September 20, 2024, remains unfixed. This issue has been reported multiple times, yet as of today, March 1, 2025, it has still not been repaired, in violation of California Civil Code § 1941.1. Later in the day, you arrived and requested entry into the unit. As a courtesy, this was allowed, but moving forward, this will not be permitted unless proper notice is given. There is no obligation to allow entry beyond the legally required notice, and given that Brad Martinez was already present earlier, any follow-up of repairs should have been coordinated with him instead of an unannounced visit. It was also observed that you were holding your phone in a manner that appeared to be recording while inside the unit. My minor children were present at the time, and we did not consent to any recording in the unit. I am requesting clarification regarding the content and purpose of any recording that may have taken place on February 27, 2025. Jennifer Burbank On Feb 27, 2025, at 7:26 AM, Jen Barreda <jenbarreda@yahoo.com> wrote: ■ ■ Gail, Please feel free to let yourself in today, February 27, 2025, between 10:00 a.m. and 12:00 p.m. for the necessary repairs located in the garage. You have our permission to enter the unit if needed to access the garage during that time for the purpose of repairing the leaking pipe. Jennifer Burbank On Feb 25, 2025, at 8:54 AM, Stoneman <518stoneman@gmail.com> wrote: ■ M/M Burbank- I will update you with available information about repair timing following the Thursday service appointment. Gail Houser On Mon, Feb 24, 2025 at 2:40 PM Jen Barreda <jenbarreda@yahoo.com> wrote: Gail, Thank you for the notice. We will be available at that date and time. Are there any updates on the patio or a timeline on when that is expected to be fixed? Jennifer Burbank On Feb 24, 2025, at 9:28 AM, Stoneman <518stoneman@gmail.com> wrote: ■ M/M Burbank, A physical copy of this communication has been posted on the front door of your rental unit at 518 N. Stoneman Ave. This email serves as a 24-hour notice that the property owner, owner's agent, or contractors, will be entering the rental unit at 518 N. Stoneman Ave. on February 27th, 2025 between 10:00 am and 12:00 pm to perform necessary repairs of the leaking pipe in the garage. Please contact me via email if you have any questions. Gail Houser

Email #17: Re: Notice to Enter Dwelling Unit

From: "d.h."

Date: Mar 02, 2025 at 01:40:25

ID:

The forecast indicates a 40% chance of rain tomorrow. Would you like us to place tarps over the planter boxes and sandbags in the back patio as a preventative measure? On Sat, Mar 1, 2025 at 3:56 PM Jen Barreda wrote: > Gail, > > I am following up regarding the entry for scheduled repairs on February > 27, 2025, which was authorized between 10:00 a.m. and 12:00 p.m. You > provided notice of this entry via email and left a physical notice at the > door, yet you did not adhere to the timeframe stated in your own notice. > > It was observed that entry was made into the patio, which was not > explicitly stated in any notice or my written authorization. This is in > violation of California Civil Code § 1954. Additionally, the plumbers were > left unsupervised inside the unit, raising serious security and safety > concerns, which is also a violation of California Civil Code § 1954. > > The plumbers and Brad Martinez remained on the property past the >

authorized time frame of 10:00 a.m. to 12:00 p.m., another violation of > California Civil Code § 1954. > > > Despite the scheduled repairs, the pipe in the garage that has been > leaking since September 20, 2024, remains unfixed. This issue has been > reported multiple times, yet as of today, March 1, 2025, it has still not > been repaired, in violation of California Civil Code § 1941.1. > > > Later in the day, you arrived and requested entry into the unit. As a > courtesy, this was allowed, but moving forward, this will not be permitted > unless proper notice is given. There is no obligation to allow entry beyond > the legally required notice, and given that Brad Martinez was already > present earlier, any follow-up of repairs should have been coordinated with > him instead of an unannounced visit. > > > It was also observed that you were holding your phone in a manner that > appeared to be recording while inside the unit. My minor children were > present at the time, and we did not consent to any recording in the unit. I > am requesting clarification regarding the content and purpose of any > recording that may have taken place on February 27, 2025. > > > Jennifer Burbank > > On Feb 27, 2025, at 7:26 AM, Jen Barreda wrote: > > ■ > ■ > Gail, > > > Please feel free to let yourself in today, February 27, 2025, between > 10:00 a.m. and 12:00 p.m. for the necessary repairs located in the garage. > You have our permission to enter the unit if needed to access the garage > during that time for the purpose of repairing the leaking pipe. > > > Jennifer Burbank > > On Feb 25, 2025, at 8:54 AM, Stoneman <518stoneman@gmail.com> wrote: > > ■ > M/M Burbank- > > I will update you with available information about repair timing > following the Thursday service appointment. > > Gail Houser > > On Mon, Feb 24, 2025 at 2:40 PM Jen Barreda wrote: > > Gail, > > > Thank you for the notice. We will be available at that date and time. > > > Are there any updates on the patio or a timeline on when that is expected > > to be fixed? > > > Jennifer Burbank > > > On Feb 24, 2025, at 9:28 AM, Stoneman <518stoneman@gmail.com> wrote: > > > ■ > > M/M Burbank, > > > *A physical copy of this communication has been posted on the front door > > of your rental unit at 518 N. Stoneman Ave > > . * > > This email serves as a 24-hour notice that the property owner, owner's > > agent, or contractors, will be entering the rental unit at 518 N. > > Stoneman Ave > > . > > on February 27th, 2025 between 10:00 am and 12:00 pm to perform necessary > > repairs of the leaking pipe in the garage. > > Please contact me via email if you have any questions. > > Gail Houser > > >

Email #18: Re: Notice to Enter Dwelling Unit

From: Jen Barreda

Date: Mar 01, 2025 at 23:55:44

ID:

Gail, I am following up regarding the entry for scheduled repairs on February 27, 2025, which was authorized between 10:00 a.m. and 12:00 p.m. You provided notice of this entry via email and left a physical notice at the door, yet you did not adhere to the timeframe stated in your own notice. It was observed that entry was made into the patio, which was not explicitly stated in any notice or my written authorization. This is in violation of California Civil Code § 1954. Additionally, the plumbers were left unsupervised inside the unit, raising serious security and safety concerns, which is also a violation of California Civil Code § 1954. The plumbers and Brad Martinez remained on the property past the authorized time frame of 10:00 a.m. to 12:00 p.m., another violation of California Civil Code § 1954. Despite the scheduled repairs, the pipe in the garage that has been leaking since September 20, 2024, remains unfixed. This issue has been reported multiple times, yet as of today, March 1, 2025, it has still not been repaired, in violation of California Civil Code § 1941.1. Later in the day, you arrived and requested entry into the unit. As a courtesy, this was allowed, but moving forward, this will not be permitted unless proper notice is given. There is no obligation to allow entry beyond the legally required notice, and given that Brad Martinez was already present earlier, any follow-up of repairs should have been coordinated with him instead of an unannounced visit. It was also observed that you were holding your phone in a manner that appeared to be recording while inside the unit. My minor children were present at the time, and we did not consent to any recording in the unit. I am requesting clarification regarding the content and purpose of any recording that may have taken place on February 27, 2025. Jennifer Burbank On Feb 27, 2025, at 7:26 AM, Jen Barreda <jenbarreda@yahoo.com> wrote: ■ ■ Gail, Please feel free to let yourself in today, February 27, 2025, between 10:00 a.m. and 12:00 p.m. for the necessary repairs located in the garage. You have our permission to enter the unit if needed to access the garage during that time for the purpose of repairing the leaking pipe. Jennifer Burbank On Feb 25, 2025, at 8:54 AM, Stoneman <518stoneman@gmail.com> wrote: ■ M/M Burbank- I will update you with available information about repair timing following the Thursday service appointment. Gail Houser On Mon, Feb 24, 2025 at 2:40 PM Jen Barreda <jenbarreda@yahoo.com> wrote: Gail, Thank you for the notice. We will be available at that date and time. Are there any updates on the patio or a timeline on when that is expected to be fixed? Jennifer Burbank On Feb 24, 2025, at 9:28 AM, Stoneman <518stoneman@gmail.com> wrote: ■ M/M Burbank, A physical copy of this communication has been posted on the front door of your rental unit at 518 N. Stoneman Ave. This email serves as a 24-hour notice that the property owner, owner's agent, or contractors, will be entering the rental unit at 518 N. Stoneman Ave. on February 27th, 2025 between 10:00 am and 12:00 pm to perform necessary repairs of the leaking pipe in the garage. Please contact me via email if you have any questions. Gail Houser

Email #19: Re: Notice to Enter Dwelling Unit

From: Jen Barreda

Date: Feb 27, 2025 at 15:26:08

ID: <083C660C-E681-4BC9-830C-B23CC03218A5@yahoo.com>

■ Gail, Please feel free to let yourself in today, February 27, 2025, between 10:00 a.m. and 12:00 p.m. for the necessary repairs located in the garage. You have our permission to enter the unit if needed to access the garage during that time for the purpose of repairing the leaking pipe. Jennifer Burbank On Feb 25, 2025, at 8:54 AM, Stoneman <518stoneman@gmail.com> wrote: ■ M/M Burbank- I will update you with available information about repair timing following the Thursday service appointment. Gail Houser On Mon, Feb 24, 2025 at 2:40 PM Jen Barreda <jenbarreda@yahoo.com > wrote: Gail, Thank you for the notice. We will be available at that date and time. Are there any updates on the patio or a timeline on when that is expected to be fixed? Jennifer Burbank On Feb 24, 2025, at 9:28 AM, Stoneman <518stoneman@gmail.com > wrote: ■ M/M Burbank, A physical copy of this communication has been posted on the front door of your rental unit at 518 N. Stoneman Ave. This email serves as a 24-hour notice that the property owner, owner's agent, or contractors, will be entering the rental unit at 518 N. Stoneman Ave. on February 27th, 2025 between 10:00 am and 12:00 pm to perform necessary repairs of the leaking pipe in the garage. Please contact me via email if you have any questions. Gail Houser

Email #20: New Contract Information

From: Stoneman <518stoneman@gmail.com>

Date: Nov 24, 2024 at 17:47:36

ID:

Dear Mr. and Mrs. Burbank, We hope this letter finds you well. On November 11, 2024, Lotus Property Services, Inc. sent a change in management notice indicating that new contact information would be provided. We, Dean and Gail Houser, are pleased to introduce ourselves as your new primary contacts. We are happy to assist with any needs. For any concerns or requests, please contact us at 518stoneman@gmail.com or text (323) 813-4266. Rent payments of \$3250 per month may be made through Zelle using the 518stoneman@gmail.com email address listed above. Alternatively, a check, money order, or cashiers check can be mailed to PO Box 50405, Pasadena, California 91115. We value our relationship and look forward to serving you better. Warm regards, Dean & Gail Houser

Email #21: Re: Confirmation of Rent Waived - March 1, 2025

From: Jen Barreda

Date: Feb 27, 2025 at 18:55:44

ID: <0A546AE5-6E17-45EB-9BFE-5B67A92C0F09@yahoo.com>

Gail, Since you didn't include James in your email response below, I am including him so that we both note that you are indeed waiving rent for the month of March 1, 2025 and no rent is expected from us on that date. Jennifer Burbank On Feb 27, 2025, at 9:16 AM, Stoneman <518stoneman@gmail.com> wrote: ■ M/M Burbank- Per the 60-day notice to quit, it is confirmed that you are entitled to relocation assistance in accordance with Civil Code Section 1946.2(d)(3). The landlord agrees to waive the last month's rent. Please refer to the attached notice for further details. Gail Houser On Thu, Feb 27, 2025 at 7:27 AM Jen Barreda <jenbarreda@yahoo.com > wrote: Gail, Could you please confirm that the rent due on March 1, 2025, has been waived? Jennifer Burbank

Email #22: RE: Notice to 518 N. Stoneman residents

From: Brian Gordon

Date: Nov 15, 2024 at 02:12:48

ID: <5d151a4d80e645f19e34502c2b8180a3@lotuspropertyservices.net>

James/Jennifer, Attached please find the correspondence regarding Lotus no longer managing the condo where you live. Brian Gordon From: Jen Barreda > Sent: Monday, November 04, 2024 10:44 AM To: Sally Gutierrez >; Grace Cheng > Cc: jamesburbank91@gmail.com Subject: Re: Maintenance Request Follow-Up Good Morning, I am following up again on when the pipes in the garage will be repaired and if there are any plans to fix or address the issue in the patio which has caused water intrusion and has not been addressed. I also sent a follow up email on October 28, 2024, with no response to my questions. I am also following up on my previous request for copies of the plumbers reports, for both dates, September 28, 2024 and October 16, 2024. Brian mentioned briefly in a call on October 29, 2024 that he has reviewed the reports from the plumbers and I would like to have a copy for my records. On Monday, October 28, 2024 at 02:06:47 PM PDT, Jen Barreda > wrote: Good Afternoon Sally, I am following up on the email I sent on Thursday, October 24 regarding pending maintenance requests in the rental unit of 518 N Stoneman. Please reply to address all my concerns from that email, at your earliest convenience. Thank you. On Thursday, October 24, 2024 at 06:37:37 PM PDT, Jen Barreda > wrote: Hello Grace, Thank you for the message. I received a missed call from the lotus property services general number, I assumed it was Sally trying to reach me. However, Sally confirmed she was not the one who called me and no voicemail was left. Therefore, I had no way to verify who called and was trying to reach me. Please go ahead and share my email and James' email with Brian. I would prefer for all communication to be in writing either via email or text message. Thank you and have a good evening. On Oct 24, 2024, at 5:43 PM, Grace Cheng > wrote: ■ Jen, Our broker and company owner, Brian Gordon, called and left a message for you and James today to discuss. Kindly give him a call back as soon as you can. He can be reached at (626) 582-8001 ext.104. Thanks you! Grace Cheng - Director of Portfolio Management Lotus Property Services, Inc. [cid:image001.jpg@01DB36BB.C96930A0] From: Jen Barreda > Sent: Thursday, October 24, 2024 12:11 PM To: Grace Cheng >; Sally Gutierrez > Cc: jamesburbank91@gmail.com Subject: Re: Maintenance Request Follow-Up Good Afternoon Sally, I want to address the ongoing concerns that seem to contradict your recent statements in your previous email. I continue to experience significant issues with water intrusion from the patio, which has led to leaks into the garage and is causing moisture damage to the baseboards and the flooring by the entryway and restroom. This continuous water intrusion is concerning, as it could pose safety and health risks for me and my family. The toilet in the master bedroom has been leaking intermittently when flushed, leaving water on the floor. The owner previously mentioned on May 30 that he would replace the old seal and bolts, but that hasn't happened yet. During the first plumber's visit on September 28, an active leak was identified in the garage coming from one of the pipes, and he noted poorly done plumbing from previous work, stating that the certain pipes should be replaced. The second plumber, who came on October 16 with you, mentioned that a pipe was cracked and needed replacement. This not only contradicts your statement that no leaks were found, but it also fails to acknowledge that the pipes in the garage currently require maintenance. In addition to these concerns, I noticed that your previous email did not mention a timeline for addressing the root cause of the water intrusion. As the patio seems to be the main source of water entering the unit, it's essential that this issue is fixed to prevent ongoing damage. Can you provide an update on when the patio will be addressed, and if there is a plan in place to resolve the water intrusion at its source? Simply repairing baseboards or cosmetic damages without fixing the underlying problem seems ineffective, as the same issues will likely continue. The baseboard that you stated was repaired appears to have only been filled with an adhesive or filler, rather than removed and replaced with a new baseboard. This is alarming given the obvious water damage to the baseboard, and since it wasn't replaced, it remains damaged. Filling it without replacement does not seem to address the underlying issue of water exposure, and the baseboard is still in poor condition. The other baseboard in which you claim "we did not see anything wrong" shows visible separation from the wall, which is a sign of water damage, which I have stated numerous times to you and the landlords. The baseboards in the restroom by the entry way are also visibly damaged and were left untouched. Lastly, the plumber's suggestion of small cracks in the foundation causing water seepage is a serious matter that could lead to further significant damage if not properly addressed. Can you provide a timeline or plan for when this issue will be resolved to prevent further damage and water intrusion? I would like to understand why these necessary repairs and maintenance seem to be overlooked. Could you clarify whether the delays in repairs and dismissal of repairs are due to decisions made by the landlords or if this is a matter of the property management company in which you represent, not recognizing the urgency of these issues? As I mentioned in my previous email, I would like to request a copy of any reports or notes from both plumbers who inspected the unit on September 28 and October 16. On Tuesday, October 22, 2024 at 04:07:12 PM PDT, Sally Gutierrez > wrote: Hello Jennifer, I have emailed you the annual inspection report requested by you, See below for response. Regarding the baseboard, the one that was repaired is the one to the right side of your living room where the little table is located, it was detaching from the wall. We did not see anything wrong with the baseboard to the left between the entry door and the restroom. The plumber and I inspected the patio on 10/16/2024 and turned on the water hose for 10 to 15 minutes on all sides including the area where the plants are located. We also waited for a while to see if any water leaked inside your entry way and in the garage area. No signs of water intrusion were found. As for the toilet upstairs in the master bedroom, we also inspected and per the plumber there were no leak. We did let James know about the toilet upstairs and found no leaks and James said he just wanted to make sure. Per the property Owners, he as well inspected your toilet, tightened the bolts, and found no leaks at that time. Again, if you feel the toilet is leaking, please notify me

immediately and I will return to inspect during the leak. For the pipes in garage area, no leaks were found either. The plumber I was with on 10/16 did suggest that there may be small cracks in the foundation that may result in some water seeping through. The area was inspected by the plumber, and all was found to be dry on the day we inspected it. I have emailed you the annual inspection report requested by you, See below for response. Regarding the baseboard, the one that was repaired is the one to the right side of your living room where the little table is located, it was detaching from the wall. We did not see anything wrong with the baseboard to the left between the entry door and the restroom. The plumber and I inspected the patio on 10/16/2024 and turned on the water hose for 10 to 15 minutes on all sides including the area where the plants are located. We also waited for a while to see if any water leaked inside your entry way and in the garage area. No signs of water intrusion were found. As for the toilet upstairs in the master bedroom, we also inspected and per the plumber there were no leak. We did let James know about the toilet upstairs and found no leaks and James said he just wanted to make sure. Per the property Owners, he as well inspected your toilet, tightened the bolts, and found no leaks at that time. Again, if you feel the toilet is leaking, please notify me immediately and I will return to inspect during the leak the same for the entry flooring. For the pipes in garage area, no leaks were found either. The plumber I was with on 10/16 did suggest that there may be small cracks in the foundation that may result in some water seeping through. The area was inspected by the plumber, and all was found to be dry on the day we inspected it. Thanks, Sally Gutierrez – Property Manager Lotus Property Services, Inc. [cid:image002.jpg@01DB36BB.C96930A0] From: Jen Barreda > Sent: Tuesday, October 22, 2024 9:47 AM To: Sally Gutierrez >; Grace Cheng > Cc: jamesburbank91@gmail.com Subject: Re: Maintenance Request Follow-Up Good Morning Sally, I am following up on my email from Thursday, October 17th. Please see email below. On Thursday, October 17, 2024 at 02:22:30 PM PDT, Jen Barreda > wrote: Good Afternoon Sally, I am following up on the maintenance that was scheduled yesterday (October 16, 2024). It appears that two areas in the stair well leading down to the garage were patched up where there was visible paint peeling. The weather stripping at the front door has been replaced or fixed and now the door easily opens and closes. I also noted the peeling on the ceiling in the living room was also patched up. However, the baseboards that you have mentioned many times, have not been touched. The patio was again, visibly inspected, by another plumber with no repairs made or resolution. The toilet in the master bedroom has been reported as leaking since May 30, 2024. It was initially reported to Brad and Vicki Martinez. Brad inspected the toilet himself and stated the he noticed a small drip while flushing and tightened the bolt. He stated he would order a new seal and bolts as the ones installed were old. I have now reported this same issue to you through the online portal, and to my surprise, it has been dismissed and not been repaired. I am asking again, to replace the toilet or to fix the toilet in the master bedroom. Having to deal with toilet water on the floor, damaging my bath rug and potentially the floor is unacceptable, especially since it has been four months and a half since we initially reported this issue, and nearly a month (27 days) since we have brought it to your attention. The water intrusion coming into the unit in the living room from under the flooring is concerning and it is highly important and urgent. I am requesting an immediate and specific timeline of when this issue is going to be addressed and repaired. I am also requesting an immediate and specific timeline of when the leaks and pipes/plumbing in the garage will be addressed and repaired. This has become a burden to us as tenants and it is unacceptable. As tenants we have rights and we will exercise our tenant rights if these issues are not addressed, repaired and all completed within a timely manner. I will go ahead and make more maintenance requests for each issue that has failed to be repaired or has been negligently dismissed. My requests should not be "canceled" through the online portal or considered "complete" if they have not been addressed and repaired. You have stated that all repairs need to be discussed with the landlords, Brad and Vicki Martinez, before moving forward. Are the delays and lack of repairs due to Brad and Vicki Martinez delaying repairs and refusing to make other repairs in the unit? Please advise on why the repairs are being delayed and or are being dismissed. I am requesting the full report from the initial walk through inspection when the take over occurred, a full report of when the plumber came to the unit on September 28, 2024 (the plumber stated he would be writing a report to his supervisor) and any reports or notes that include a timeline of these issues being addressed and repaired, primarily the outdoor patio and the plumbing in the garage. Sincerely, Jennifer Burbank

Email #23: Re: Gutter work scheduled Feb 4 at 2pm

From: Jen Barreda

Date: Feb 08, 2025 at 00:53:27

ID: <2996BC0F-4C57-4199-97CA-8757D0CDAB08@yahoo.com>

On Feb 7, 2025, at 3:31 PM, Jen Barreda <jenbarreda@yahoo.com> wrote: ■ More videos of water intrusion. On Feb 5, 2025, at 11:44 AM, Stoneman <518stoneman@gmail.com> wrote: ■ ServePro called to say their technicians are running late and will now come at 1pm. The gutter crew also notified us that they are running behind. I do not know what time they may arrive today to continue work. Gail Houser On Tue, Feb 4, 2025 at 8:11 PM Jen Barreda <jenbarreda@yahoo.com> wrote: Gail, We saw technicians here today so I'm confused as to what that visit was for if you're stating gutter work was delayed until tomorrow, indicating no work was done today. To clarify, gutter work will occur tomorrow morning around 9am and an indoor assessment will occur around 11am to 12pm, correct? This brings up the same question in my previous email: When will repairs take place after continuous assessments? I also requested a mold

inspection and that was ignored in my previous email. May you please address that request? Jennifer Burbank On Feb 4, 2025, at 6:19 PM, Stoneman < 518stoneman@gmail.com > wrote: ■ The gutter work was delayed until tomorrow morning as the contractor needed additional parts. It is anticipated that he will return February 5 around 9:00am to complete the work. On Tue, Feb 4, 2025 at 5:46 PM Jen Barreda < jenbarreda@yahoo.com > wrote: Gail, We confirm indoor access for tomorrow between 11am to 12pm. How long after this assessment, will the repairs take place? Please keep us informed. Jennifer Burbank On Feb 4, 2025, at 10:05 AM, Stoneman < 518stoneman@gmail.com > wrote: ■ M/M Burbank, ServePro confirmed availability to assess water intrusion on February 5. Appointment window is between 11am and 12pm. Can you confirm interior access on Feb 5? Gail Houser On Mon, Feb 3, 2025 at 4:40 PM Jamesburbank91@Gmail < jamesburbank91@gmail.com > wrote: To Stoneman management Copy. Feb 4th outside work. Affirmative. Interior access possible. - James S Burbank On Feb 3, 2025, at 4:25 PM, Stoneman < 518stoneman@gmail.com > wrote: ■ M/M Burbank, Redwood Gutter Service will be a 518 Stoneman tomorrow, February 4 at 2pm to complete water redirection/gutter work on the outside of the unit. We do not anticipate a need to access the interior for gutter work. Please be advised that work will take place outside. We are waiting for an appointment confirmation from ServePro to evaluate moisture in the interior of the home. Can ServePro access the interior of the unit on February 4 if a technician is available? Gail Houser

Email #24: Re: Gutter work scheduled Feb 4 at 2pm

From: Jen Barreda

Date: Feb 07, 2025 at 23:31:46

ID: <1A14B9A8-4DD8-452F-8284-E87141D46662@yahoo.com>

More videos of water intrusion. On Feb 5, 2025, at 11:44 AM, Stoneman <518stoneman@gmail.com> wrote: ■ ServePro called to say their technicians are running late and will now come at 1pm. The gutter crew also notified us that they are running behind. I do not know what time they may arrive today to continue work. Gail Houser On Tue, Feb 4, 2025 at 8:11 PM Jen Barreda < jenbarreda@yahoo.com > wrote: Gail, We saw technicians here today so I'm confused as to what that visit was for if you're stating gutter work was delayed until tomorrow, indicating no work was done today. To clarify, gutter work will occur tomorrow morning around 9am and an indoor assessment will occur around 11am to 12pm, correct? This brings up the same question in my previous email: When will repairs take place after continuous assessments? I also requested a mold inspection and that was ignored in my previous email. May you please address that request? Jennifer Burbank On Feb 4, 2025, at 6:19 PM, Stoneman < 518stoneman@gmail.com > wrote: ■ The gutter work was delayed until tomorrow morning as the contractor needed additional parts. It is anticipated that he will return February 5 around 9:00am to complete the work. On Tue, Feb 4, 2025 at 5:46 PM Jen Barreda < jenbarreda@yahoo.com > wrote: Gail, We confirm indoor access for tomorrow between 11am to 12pm. How long after this assessment, will the repairs take place? Please keep us informed. Jennifer Burbank On Feb 4, 2025, at 10:05 AM, Stoneman < 518stoneman@gmail.com > wrote: ■ M/M Burbank, ServePro confirmed availability to assess water intrusion on February 5. Appointment window is between 11am and 12pm. Can you confirm interior access on Feb 5? Gail Houser On Mon, Feb 3, 2025 at 4:40 PM Jamesburbank91@Gmail < jamesburbank91@gmail.com > wrote: To Stoneman management Copy. Feb 4th outside work. Affirmative. Interior access possible. - James S Burbank On Feb 3, 2025, at 4:25 PM, Stoneman < 518stoneman@gmail.com > wrote: ■ M/M Burbank, Redwood Gutter Service will be a 518 Stoneman tomorrow, February 4 at 2pm to complete water redirection/gutter work on the outside of the unit. We do not anticipate a need to access the interior for gutter work. Please be advised that work will take place outside. We are waiting for an appointment confirmation from ServePro to evaluate moisture in the interior of the home. Can ServePro access the interior of the unit on February 4 if a technician is available? Gail Houser

Email #25: Re: Gutter work scheduled Feb 4 at 2pm

From: Jen Barreda

Date: Feb 07, 2025 at 21:58:16

ID: <64588F1A-2A77-4128-A646-20E83CDF60D4@yahoo.com>

Gail, Please see videos from last night and this morning of our unit with MORE water intrusion in our entry way and restroom. You will also notice the garage is still leaking from the ceiling itself and from the pipe that I have previously and repeatedly reported since September 20, 2024, 20 weeks ago. The water intrusion has been an issue that has also been repeatedly reported and has yet to be fixed. Please provide a timeline of when the root issue of the water intrusion will be repaired. The gutters may have redirected water from the balcony but as you can see, the water intrusion still occurred, which concludes that the root issue is still not being addressed. We have been dealing with the initial water intrusion since last year, February 2024. Further delays in repairs is highly unacceptable. Jennifer Burbank On Feb 5, 2025, at 11:44 AM, Stoneman <518stoneman@gmail.com> wrote: ■ ServePro called to say their technicians are running late and will now come at 1pm. The gutter crew also notified us that they are running behind. I do not know what time they may arrive today to continue work. Gail Houser On Tue, Feb 4, 2025 at 8:11 PM Jen Barreda <jenbarreda@yahoo.com> wrote: Gail, We saw technicians here today so I'm confused as to what that visit was for if you're stating gutter work was delayed until tomorrow, indicating no work was done today. To clarify, gutter work will occur tomorrow morning around 9am and an indoor assessment will occur around 11am to 12pm, correct? This brings up the same question in my previous email: When will repairs take place after continuous assessments? I also requested a mold inspection and that was ignored in my previous email. May you please address that request? Jennifer Burbank On Feb 4, 2025, at 6:19 PM, Stoneman <518stoneman@gmail.com> wrote: ■ The gutter work was delayed until tomorrow morning as the contractor needed additional parts. It is anticipated that he will return February 5 around 9:00am to complete the work. On Tue, Feb 4, 2025 at 5:46 PM Jen Barreda <jenbarreda@yahoo.com> wrote: Gail, We confirm indoor access for tomorrow between 11am to 12pm. How long after this assessment, will the repairs take place? Please keep us informed. Jennifer Burbank On Feb 4, 2025, at 10:05 AM, Stoneman <518stoneman@gmail.com> wrote: ■ M/M Burbank, ServePro confirmed availability to assess water intrusion on February 5. Appointment window is between 11am and 12pm. Can you confirm interior access on Feb 5? Gail Houser On Mon, Feb 3, 2025 at 4:40 PM Jamesburbank91@Gmail <jamesburbank91@gmail.com> wrote: To Stoneman management Copy. Feb 4th outside work. Affirmative. Interior access possible. - James S Burbank On Feb 3, 2025, at 4:25 PM, Stoneman <518stoneman@gmail.com> wrote: ■ M/M Burbank, Redwood Gutter Service will be a 518 Stoneman tomorrow, February 4 at 2pm to complete water redirection/gutter work on the outside of the unit. We do not anticipate a need to access the interior for gutter work. Please be advised that work will take place outside. We are waiting for an appointment confirmation from ServePro to evaluate moisture in the interior of the home. Can ServePro access the interior of the unit on February 4 if a technician is available? Gail Houser

Email #26: Re: Gutter work scheduled Feb 4 at 2pm

From: Stoneman <518stoneman@gmail.com>

Date: Feb 05, 2025 at 19:44:12

ID:

ServePro called to say their technicians are running late and will now come at 1pm. The gutter crew also notified us that they are running behind. I do not know what time they may arrive today to continue work. Gail Houser On Tue, Feb 4, 2025 at 8:11 PM Jen Barreda wrote: > Gail, > > We saw technicians here today so I'm confused as to what that visit was > for if you're stating gutter work was delayed until tomorrow, indicating no > work was done today. > > To clarify, gutter work will occur tomorrow morning around 9am and an > indoor assessment will occur around 11am to 12pm, correct? > > This brings up the same question in my previous email: When will repairs > take place after continuous assessments? > > I also requested a mold inspection and that was ignored in my previous > email. May you please address that request? > > > Jennifer Burbank > > > On Feb 4, 2025, at 6:19 PM, Stoneman <518stoneman@gmail.com> wrote: > > ■ > The gutter work was delayed until tomorrow morning as the contractor > needed additional parts. It is anticipated that he will return February 5 > around 9:00am to complete the work. > > > On Tue, Feb 4, 2025 at 5:46 PM Jen Barreda wrote: > > > Gail, > > > We confirm indoor access for tomorrow between 11am to 12pm. > > > How long after this assessment, will the repairs take place? Please keep > > us informed. > > > Jennifer Burbank > > > > On Feb 4, 2025, at 10:05 AM, Stoneman <518stoneman@gmail.com> wrote: > > > ■ > > M/M Burbank, > > > ServePro confirmed availability to assess water intrusion on February 5. > > Appointment window is between 11am and 12pm. > > > Can you confirm interior access on Feb 5? > > > Gail Houser > > > On Mon, Feb 3, 2025 at 4:40 PM Jamesburbank91@Gmail < > jamesburbank91@gmail.com> wrote: > > > > To Stoneman management > > > > > Copy. Feb 4th outside work. > > > > Affirmative. Interior access possible. > > > > > - James S Burbank > > > > > > On Feb 3, 2025, at 4:25 PM, Stoneman <518stoneman@gmail.com> wrote: > > > > > ■ > > > M/M Burbank, > > > > > *Redwood Gutter Service* will be a 518

Stoneman tomorrow, *February 4 >>> at 2pm* to complete water redirection/gutter work on the outside of >>> the unit. >>> We do not anticipate a need to access the interior for gutter work. >>> Please be advised that work will take place outside. >>> >>> We are waiting for an appointment confirmation from ServePro to evaluate >>> moisture in the interior of the home. >>> >>> Can ServePro access the interior of the unit on February 4 if a >>> technician is available? >>> >>> Gail Houser >>> >>>

Email #27: Re: Gutter work scheduled Feb 4 at 2pm

From: Jen Barreda

Date: Feb 05, 2025 at 04:11:14

ID: <24D9FB5B-10D8-4A52-A923-2878B3A92515@yahoo.com>

Gail, We saw technicians here today so I'm confused as to what that visit was for if you're stating gutter work was delayed until tomorrow, indicating no work was done today. To clarify, gutter work will occur tomorrow morning around 9am and an indoor assessment will occur around 11am to 12pm, correct? This brings up the same question in my previous email: When will repairs take place after continuous assessments? I also requested a mold inspection and that was ignored in my previous email. May you please address that request? Jennifer Burbank On Feb 4, 2025, at 6:19 PM, Stoneman <518stoneman@gmail.com> wrote: ■ The gutter work was delayed until tomorrow morning as the contractor needed additional parts. It is anticipated that he will return February 5 around 9:00am to complete the work. On Tue, Feb 4, 2025 at 5:46 PM Jen Barreda <jenbarreda@yahoo.com> wrote: Gail, We confirm indoor access for tomorrow between 11am to 12pm. How long after this assessment, will the repairs take place? Please keep us informed. Jennifer Burbank On Feb 4, 2025, at 10:05 AM, Stoneman <518stoneman@gmail.com> wrote: ■ M/M Burbank, ServePro confirmed availability to assess water intrusion on February 5. Appointment window is between 11am and 12pm. Can you confirm interior access on Feb 5? Gail Houser On Mon, Feb 3, 2025 at 4:40 PM Jamesburbank91@Gmail <jamesburbank91@gmail.com> wrote: To Stoneman management Copy. Feb 4th outside work. Affirmative. Interior access possible. - James S Burbank On Feb 3, 2025, at 4:25 PM, Stoneman <518stoneman@gmail.com> wrote: ■ M/M Burbank, Redwood Gutter Service will be a 518 Stoneman tomorrow, February 4 at 2pm to complete water redirection/gutter work on the outside of the unit. We do not anticipate a need to access the interior for gutter work. Please be advised that work will take place outside. We are waiting for an appointment confirmation from ServePro to evaluate moisture in the interior of the home. Can ServePro access the interior of the unit on February 4 if a technician is available? Gail Houser

Email #28: Re: Gutter work scheduled Feb 4 at 2pm

From: Stoneman <518stoneman@gmail.com>

Date: Feb 05, 2025 at 02:19:27

ID:

The gutter work was delayed until tomorrow morning as the contractor needed additional parts. It is anticipated that he will return February 5 around 9:00am to complete the work. On Tue, Feb 4, 2025 at 5:46 PM Jen Barreda wrote: > Gail, > > We confirm indoor access for tomorrow between 11am to 12pm. > > How long after this assessment, will the repairs take place? Please keep > us informed. > > Jennifer Burbank > > > On Feb 4, 2025, at 10:05 AM, Stoneman <518stoneman@gmail.com> wrote: > > ■ > M/M Burbank, > > ServePro confirmed availability to assess water intrusion on February 5. > Appointment window is between 11am and 12pm. > > Can you confirm interior access on Feb 5? > > Gail Houser > > On Mon, Feb 3, 2025 at 4:40 PM Jamesburbank91@Gmail < jamesburbank91@gmail.com> wrote: > > To Stoneman management > > Copy. Feb 4th outside work. > > Affirmative. Interior access possible. > > - James S Burbank > > > On Feb 3, 2025, at 4:25 PM, Stoneman <518stoneman@gmail.com> wrote: > > > ■ > M/M Burbank, > > > *Redwood Gutter Service* will be a 518 Stoneman tomorrow, *February 4 at > 2pm* to complete water redirection/gutter work on the outside of > the unit. > > We do not anticipate a need to access the interior for gutter work. > > Please be advised that work will take place outside. > > > We are waiting for an appointment confirmation from ServePro to evaluate > moisture in the interior of the home. > > > Can ServePro access the interior of the unit on February 4 if a > technician is available? > > > Gail Houser > > >

Email #29: Re: Gutter work scheduled Feb 4 at 2pm

From: Jen Barreda

Date: Feb 05, 2025 at 01:46:03

ID:

Gail, We confirm indoor access for tomorrow between 11am to 12pm. How long after this assessment, will the repairs take place? Please keep us informed. Jennifer Burbank On Feb 4, 2025, at 10:05 AM, Stoneman <518stoneman@gmail.com> wrote: ■ M/M Burbank, ServePro confirmed availability to assess water intrusion on February 5. Appointment window is between 11am and 12pm. Can you confirm interior access on Feb 5? Gail Houser On Mon, Feb 3, 2025 at 4:40 PM Jamesburbank91@Gmail < jamesburbank91@gmail.com > wrote: To Stoneman management Copy. Feb 4th outside work. Affirmative. Interior access possible. - James S Burbank On Feb 3, 2025, at 4:25 PM, Stoneman < 518stoneman@gmail.com > wrote: ■ M/M Burbank, Redwood Gutter Service will be a 518 Stoneman tomorrow, February 4 at 2pm to complete water redirection/gutter work on the outside of the unit. We do not anticipate a need to access the interior for gutter work. Please be advised that work will take place outside. We are waiting for an appointment confirmation from ServePro to evaluate moisture in the interior of the home. Can ServePro access the interior of the unit on February 4 if a technician is available? Gail Houser

Email #30: Re: Gutter work scheduled Feb 4 at 2pm

From: Stoneman <518stoneman@gmail.com>

Date: Feb 04, 2025 at 18:05:43

ID:

M/M Burbank, ServePro confirmed availability to assess water intrusion on February 5. Appointment window is between 11am and 12pm. Can you confirm interior access on Feb 5? Gail Houser On Mon, Feb 3, 2025 at 4:40 PM Jamesburbank91@Gmail < jamesburbank91@gmail.com> wrote: > To Stoneman management > > Copy. Feb 4th outside work. > Affirmative. Interior access possible. > > - James S Burbank > > > On Feb 3, 2025, at 4:25 PM, Stoneman <518stoneman@gmail.com> wrote: > > ■ > M/M Burbank, > > *Redwood Gutter Service* will be a 518 Stoneman tomorrow, *February 4 at > 2pm* to complete water redirection/gutter work on the outside of > the unit. > > We do not anticipate a need to access the interior for gutter work. Please > be advised that work will take place outside. > > > We are waiting for an appointment confirmation from ServePro to evaluate > moisture in the interior of the home. > > > Can ServePro access the interior of the unit on February 4 if a technician > is available? > > > Gail Houser > > >

Email #31: Re: Gutter work scheduled Feb 4 at 2pm

From: "Jamesburbank91@Gmail"

Date: Feb 04, 2025 at 00:39:49

ID: <27CBC611-C950-4B75-BCB5-0478EEFFE887@gmail.com>

To Stoneman management Copy. Feb 4th outside work. Affirmative. Interior access possible. - James S Burbank > > On Feb 3, 2025, at 4:25 PM, Stoneman <518stoneman@gmail.com> wrote: > > ■ > M/M Burbank, > > Redwood Gutter Service will be a 518 Stoneman tomorrow, February 4 at 2pm to complete water redirection/gutter work on the outside of the unit. > We do not anticipate a need to access the interior for gutter work. Please be advised that work will take place outside. > > We are waiting for an appointment confirmation from ServePro to evaluate moisture in the interior of the home. > > Can ServePro access the interior of the unit on February 4 if a technician is available? > > Gail Houser >

Email #32: Gutter work scheduled Feb 4 at 2pm

From: Stoneman <518stoneman@gmail.com>

Date: Feb 04, 2025 at 00:25:47

ID:

M/M Burbank, *Redwood Gutter Service* will be a 518 Stoneman tomorrow, *February 4 at 2pm* to complete water redirection/gutter work on the outside of the unit. We do not anticipate a need to access the interior for gutter work. Please be advised that work will take place outside. We are waiting for an appointment confirmation from ServePro to evaluate moisture in the interior of the home. Can ServePro access the interior of the unit on February 4 if a technician is available? Gail Houser

Email #33: Re: 518 N. Stoneman Ave., Alhambra

From: Jen Barreda

Date: Nov 19, 2024 at 22:09:02

ID: <278666467.377829.1732054142896@mail.yahoo.com>

Grace, As previously mentioned in my email, the results of this test that was conducted by a professional, contracted by Lotus Property Services, Inc. was not conducted accurately. The day of the test, the entire unit had active HEPA air filters running. This does not provide accurate results, and as previously mentioned, this was an oversight by the professional. It is not fair to state these results suffice when the the test itself was not conducted accurately. Ownership/management is responsible and legally obligated to maintain a habitable living space for the tenants. The mold in question is not any visible mold, but mold growing UNDER baseboards and floorboards which were damaged back in February of 2024, prior to Lotus Property Services, Inc. managing the unit and again on October 9, 2024, as reported through the online with photos for documentation. Management did not arrive to the unit until 7 days later, on October 16, 2024. By this date, Sally and the plumber that entered the unit, did not see any water as reported. The water had dried up within the week that it took for anyone to visit the unit to inspect. But again, I reported it as asked through the online portal and did provide photos. On Wednesday, November 6, 2024 at 04:32:04 PM PST, Grace Cheng wrote: Jen, A mold air test was conducted on 10/2/24 and the report was emailed to you on 10/15/2024. The Los Angeles County Public Health conducted an inspection on 10/24/2024 also cited that there were "No active water leaks in the garage and living room...No visible mold observed in the unit." Ownership/management is not obligated to conduct any further testing. We rely on the expertise of licensed professionals in the assisting concerns raised by all our tenants. Should you notice any new water related issues, it is your obligation, as previously mentioned by Sally, to notify us immediately so that we can observe and document them. Thank you! Grace Cheng - Director of Portfolio Management Lotus Property Services, Inc. From: Jen Barreda Sent: Monday, November 04, 2024 4:32 PM To: Sally Gutierrez ; Grace Cheng Cc: jamesburbank91@gmail.com Subject: Re: 518 N. Stoneman Ave., Alhambra Good Afternoon, I am following up on this email regarding the results of the Mold Air Test. To add to my email from October 24, 2024, I believe the results of this test may be inaccurate due to the technicians oversight in the air purifiers running 24/7 in several rooms of the unit. Air purifiers can significantly reduce the amount of airborne mold spores and cause false negatives. The report from the technician did not state that air purifiers were present and on during the time the air test was conducted. Due to this oversight and water intrusion occurring after the air test was conducted, I am requesting another air test or a more comprehensive mold test. Again, this is a highly

urgent and important concern that could significantly impact the health and safety of me and my family, primarily my young children, both under the age of 5. On Thursday, October 24, 2024 at 12:18:28 PM PDT, Jen Barreda wrote: Good Afternoon Sally, To clarify, we never received an email on October 9, 2024 as you claim, regarding the results of the Mold Air Test. I am writing to follow up on our request for a more comprehensive mold test, particularly in light of the recent water intrusion reported through the tenant portal on October 9, 2024, which occurred after the initial mold testing. Given the ongoing concerns related to water intrusion, moisture and potential mold growth, we believe that further testing is warranted to ensure the safety and habitability of the unit. Please let us know if you have spoken to the landlords regarding their response to a more comprehensive mold test as this is an urgent concern for me and my family. On Tuesday, October 15, 2024 at 08:44:19 AM PDT, Sally Gutierrez wrote: Good Morning James, Please see below email sent to you and Jen on 10/09/2024, confirm you received this email. Thanks, Hello Jen, Please see attached results for the Mold Air Test completed on 10/02/2024 requested by you, the results did not detect elevated level of moisture. At this time, we will close out your mold testing request as this report will suffice. As for the plumber, I had another plumber that has been trying to contact you regarding the parking area. Please let me know what day works for you so he can go and inspect the area. Thanks, Sally Gutierrez – Property Manager Lotus Property Services, Inc. From: Sally Gutierrez Sent: Wednesday, October 9, 2024 7:11 PM To: 'Jen Barreda' Cc: Grace Cheng ;jamesburbank91@gmail.com Subject: RE: 518 N. Stoneman Ave., Alhambra Hello Jen, Please see attached results for the Mold Air Test completed on 10/02/2024 requested by you, the results did not detect elevated level of moisture. At this time, we will close out your mold testing request as this report will suffice. As for the plumber, he will call me tomorrow with an update. Thanks, Sally Gutierrez – Property Manager Lotus Property Services, Inc. From: Jen Barreda Sent: Wednesday, October 9, 2024 3:18 PM To: Sally Gutierrez Cc: Grace Cheng ;jamesburbank91@gmail.com Subject: Re: 518 N. Stoneman Ave., Alhambra Good afternoon sally, I wanted to follow up with the results of the mold air test that took place last week on 10/2/24. I also wanted to follow up on any report or status update from when the plumber came to inspect the unit on 9/28/24. Thank you. On Sep 25, 2024, at 6:34 PM, Jen Barreda wrote: ■ Hello sally, Yes next Wednesday on October 2 at 10am sounds good to us. Thanks. On Sep 25, 2024, at 5:10 PM, Sally Gutierrez wrote: ■ Wednesday at 10:00AM please confirm?? Thanks, Sent from my iPhone On Sep 25, 2024, at 3:24 PM, Jen Barreda wrote: ■ Hello Sally, Unfortunately, that day does not work for us. Can this be scheduled on a Wednesday or Thursday? Again, I want to reiterate what I mentioned on the phone yesterday, regardless of the results, we are not accepting the responsibility to pay for any mold testing to the unit since the water damage was not caused by us. Thank you. On Sep 25, 2024, at 1:52 PM, Sally Gutierrez wrote: ■ Hello Jennifer, The Mold Technical Services, Inc can be at your property on Tuesday, 10/01/2024 at 11:00am. Please confirm appointment, I will also be there with him. Thanks, Sally Gutierrez – Property Manager Lotus Property Services, Inc.

Email #34: RE: 518 N. Stoneman Ave., Alhambra

From: Grace Cheng

Date: Nov 07, 2024 at 00:31:59

ID: <39a47926561143c19417b4a8e11df7ad@lotuspropertyservices.net>

Jen, A mold air test was conducted on 10/2/24 and the report was emailed to you on 10/15/2024. The Los Angeles County Public Health conducted an inspection on 10/24/2024 also cited that there were "No active water leaks in the garage and living room...No visible mold observed in the unit." Ownership/management is not obligated to conduct any further testing. We rely on the expertise of licensed professionals in the assisting concerns raised by all our tenants. Should you notice any new water related issues, it is your obligation, as previously mentioned by Sally, to notify us immediately so that we can observe and document them. Thank you! Grace Cheng - Director of Portfolio Management Lotus Property Services, Inc. [cid:image001.jpg@01DB3053.66968180] From: Jen Barreda Sent: Monday, November 04, 2024 4:32 PM To: Sally Gutierrez ; Grace Cheng Cc: jamesburbank91@gmail.com Subject: Re: 518 N. Stoneman Ave., Alhambra Good Afternoon, I am following up on this email regarding the results of the Mold Air Test. To add to my email from October 24, 2024, I believe the results of this test may be inaccurate due to the technicians oversight in the air purifiers running 24/7 in several rooms of the unit. Air purifiers can significantly reduce the amount of airborne mold spores and cause false negatives. The report from the technician did not state that air purifiers were present and on during the time the air test was conducted. Due to this oversight and water intrusion occurring after the air test was conducted, I am requesting another air test or a more comprehensive mold test. Again, this is a highly urgent and important concern that could significantly impact the health and safety of me and my family, primarily my young children, both under the age of 5. 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As for the plumber, he will call me tomorrow with an update. Thanks, Sally Gutierrez – Property Manager Lotus Property Services, Inc. [cid:image002.jpg@01DB3053.66968180] From: Jen Barreda > Sent: Wednesday, October 9, 2024 3:18 PM To: Sally Gutierrez > Cc: Grace Cheng >; jamesburbank91@gmail.com Subject: Re: 518 N. Stoneman Ave., Alhambra Good afternoon sally, I wanted to follow up with the results of the mold air test that took place last week on 10/2/24. I also wanted to follow up on any report or status update from when the plumber came to inspect the unit on 9/28/24. Thank you. On Sep 25, 2024, at 6:34 PM, Jen Barreda > wrote: ■ Hello sally, Yes next Wednesday on October 2 at 10am sounds good to us. Thanks. On Sep 25, 2024, at 5:10 PM, Sally Gutierrez > wrote: ■ Wednesday at 10:00AM please confirm?? Thanks, Sent from my iPhone On Sep 25, 2024, at 3:24 PM, Jen Barreda > wrote: ■ Hello Sally, Unfortunately, that day does not work for us. 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Email #35: Re: 518 N. Stoneman Ave., Alhambra

From: Jen Barreda

Date: Nov 05, 2024 at 00:31:31

ID: <538301402.10014080.1730766691795@mail.yahoo.com>

Good Afternoon, I am following up on this email regarding the results of the Mold Air Test. To add to my email from October 24, 2024, I believe the results of this test may be inaccurate due to the technicians oversight in the air purifiers running 24/7 in several rooms of the unit. Air purifiers can significantly reduce the amount of airborne mold spores and cause false negatives. The report from the technician did not state that air purifiers were present and on during the time the air test was conducted. Due to this oversight and water intrusion occurring after the air test was conducted, I am requesting another air test or a more comprehensive mold test. Again, this is a highly urgent and important concern that could significantly impact the health and safety of me and my family, primarily my young children, both under the age of 5. On Thursday, October 24, 2024 at 12:18:28 PM PDT, Jen Barreda wrote: Good Afternoon Sally, To clarify, we never received an email on October 9, 2024 as you claim, regarding the results of the Mold Air Test. I am writing to follow up on our request for a more comprehensive mold test, particularly in light of the recent water intrusion reported through the tenant portal on October 9, 2024, which occurred after the initial mold testing. Given the ongoing concerns related to water intrusion, moisture and potential mold growth, we believe that further testing is warranted to ensure the safety and habitability of the unit. Please let us know if you have spoken to the landlords regarding their response to a more comprehensive mold test as this is an urgent concern for me and my family. On Tuesday, October 15, 2024 at 08:44:19 AM PDT, Sally Gutierrez wrote: Good Morning James, Please see below email sent to you and Jen on 10/09/2024, confirm you received this email. Thanks, Hello Jen, Please see attached results for the Mold Air Test completed on 10/02/2024 requested by you, the results did not detect elevated level of moisture. At this time, we will close out your mold testing request as this report will suffice. As for the plumber, I had another plumber that has been trying to contact you regarding the parking area. Please let me know what day works for you so he can go and inspect the area. Thanks, Sally Gutierrez – Property Manager Lotus Property Services, Inc. From: Sally Gutierrez Sent: Wednesday, October 9, 2024 7:11 PM To: 'Jen Barreda' Cc: Grace Cheng ; jamesburbank91@gmail.com Subject: RE: 518 N. Stoneman Ave., Alhambra Hello Jen, Please see attached results for the Mold Air Test completed on 10/02/2024 requested by you, the results did not detect elevated level of moisture. At this time, we will close out your mold testing request as this report will suffice. As for the plumber, he will call me tomorrow with an update. Thanks, Sally Gutierrez – Property Manager Lotus Property Services, Inc. From: Jen Barreda Sent: Wednesday, October 9, 2024 3:18 PM To: Sally Gutierrez Cc: Grace Cheng ;jamesburbank91@gmail.com Subject: Re: 518 N. Stoneman Ave., Alhambra Good afternoon sally, I wanted to follow up with the results of the mold air test that took place last week on 10/2/24. I also wanted to follow up on any report or status update from when the plumber came to inspect the unit on 9/28/24. Thank you. On Sep 25, 2024, at 6:34 PM, Jen Barreda wrote: ■ Hello sally, Yes next Wednesday on October 2 at 10am sounds good to us. Thanks. On Sep 25, 2024, at 5:10 PM, Sally Gutierrez wrote: ■ Wednesday at 10:00AM please confirm?? Thanks, Sent from my iPhone On Sep 25, 2024, at 3:24 PM, Jen Barreda wrote: ■ Hello Sally, Unfortunately, that day does not work for us. Can this be scheduled on a Wednesday or Thursday? Again, I want to reiterate what I mentioned on the phone yesterday, regardless of the results, we are not accepting the responsibility to pay for any mold testing to the unit since the water damage was not caused by us. Thank you. On Sep 25, 2024, at 1:52 PM, Sally Gutierrez wrote: ■ Hello Jennifer, The Mold Technical Services, Inc can be at your property on Tuesday, 10/01/2024 at 11:00am. Please confirm appointment, I will also be there with him. Thanks, Sally Gutierrez – Property Manager Lotus Property Services, Inc.

Email #36: Re: 518 N. Stoneman Ave., Alhambra

From: Jen Barreda

Date: Oct 24, 2024 at 19:18:28

ID: <1626627238.5864312.1729797508364@mail.yahoo.com>

Good Afternoon Sally, To clarify, we never received an email on October 9, 2024 as you claim, regarding the results of the Mold Air Test. I am writing to follow up on our request for a more comprehensive mold test, particularly in light of the recent water intrusion reported through the tenant portal on October 9, 2024, which occurred after the initial mold testing. Given the ongoing concerns related to water intrusion, moisture and potential mold growth, we believe that further testing is warranted to ensure the safety and habitability of the unit. Please let us know if you have spoken to the landlords regarding their response to a more comprehensive mold test as this is an urgent concern for me and my family. On Tuesday, October 15, 2024 at 08:44:19 AM PDT, Sally Gutierrez wrote: Good Morning James, Please see below email sent to you and Jen on 10/09/2024, confirm you received this email. Thanks, Hello Jen, Please see attached results for the Mold Air Test completed on 10/02/2024 requested by you, the results did not detect elevated level of moisture. At this time, we will close out your mold testing request as this report will suffice. As for the plumber, I had another plumber that has been trying to contact you regarding the parking area. Please let me know what day works for you so he can go and inspect the area. Thanks, Sally Gutierrez – Property Manager Lotus Property Services, Inc. From: Sally Gutierrez Sent: Wednesday, October 9, 2024 7:11 PM To: 'Jen Barreda' Cc: Grace Cheng ; jamesburbank91@gmail.com Subject: RE: 518 N. Stoneman Ave., Alhambra Hello Jen, Please see attached results for the Mold Air Test completed on 10/02/2024 requested by you, the results did not detect elevated level of moisture. At this time, we will close out your

mold testing request as this report will suffice. As for the plumber, he will call me tomorrow with an update. Thanks,
Sally Gutierrez – Property Manager Lotus Property Services, Inc. From: Jen Barreda Sent: Wednesday, October 9, 2024
3:18 PM To: Sally Gutierrez Cc: Grace Cheng ;jamesburbank91@gmail.com Subject: Re: 518 N. Stoneman Ave.,
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10/2/24. I also wanted to follow up on any report or status update from when the plumber came to inspect the unit on
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want to reiterate what I mentioned on the phone yesterday, regardless of the results, we are not accepting the
responsibility to pay for any mold testing to the unit since the water damage was not caused by us. Thank you. On Sep
25, 2024, at 1:52 PM, Sally Gutierrez wrote: ■ Hello Jennifer, The Mold Technical Services, Inc can be at your property
on Tuesday, 10/01/2024 at 11:00am. Please confirm appointment, I will also be there with him. Thanks, Sally
Gutierrez – Property Manager Lotus Property Services, Inc.

Email #37: Re: 518 N. Stoneman Ave., Alhambra

From: jamesburbank91@gmail.com

Date: Oct 15, 2024 at 22:23:01

ID: <8F64B65D-C070-45C8-8570-485313A3394C@gmail.com>

Hello Sally. I'll be home tomorrow. Regarding an additional plumber, i didn't receive any calls, text etc. they can always send me a text, email, or leave a voicemail. Do we or can we figure out a general time line for repairs, scope and in what stages? It is important to figure out how this will impact our schedules. I have very little time off and someone needs to be home because of the K9. Thank you. - James Burbank On Oct 15, 2024, at 11:57 AM, Sally Gutierrez <sally@lotuspropertyservices.net> wrote: ■ v\:* {behavior:url(#default#VML);} o\:* {behavior:url(#default#VML);} w\:* {behavior:url(#default#VML);} .shape {behavior:url(#default#VML);} @font-face { font-family: "Cambria Math"; } @font-face { font-family: Calibri; } @font-face { font-family: Aptos; } p.MsoNormal, li.MsoNormal, div.MsoNormal { margin: 0in; font-size: 11pt; font-family: Calibri, sans-serif; } a:link, span.MsoHyperlink { color: blue; text-decoration: underline; } span.EmailStyle20 { font-family: Calibri, sans-serif; color: windowtext; } .MsoChpDefault { font-size: 10pt; } @page WordSection1 { size: 8.5in 11in; margin: 1in; } div.WordSection1 { page: WordSection1; } Hello Jen and James,

Repairs are scheduled for tomorrow 10/16/2024 between 12:00pm – 5:00pm. Also, I had another plumber trying to contact you guys and no response when can he go to inspect the flooring water that you noticed again? Thanks, Sally Gutierrez – Property Manager Lotus Property Services, Inc. <image001.jpg> From: Sally Gutierrez Sent: Wednesday, October 9, 2024 7:11 PM To: 'Jen Barreda' <jenbarreda@yahoo.com> Cc: Grace Cheng <grace@lotuspropertyservices.net>; jamesburbank91@gmail.com Subject: RE: 518 N. Stoneman Ave., Alhambra Hello Jen, Please see attached results for the Mold Air Test completed on 10/02/2024 requested by you, the results did not detect elevated level of moisture. At this time, we will close out your mold testing request as this report will suffice. As for the plumber, he will call me tomorrow with an update. Thanks, Sally Gutierrez – Property Manager Lotus Property Services, Inc. <image001.jpg> From: Jen Barreda <jenbarreda@yahoo.com> Sent: Wednesday, October 9, 2024 3:18 PM To: Sally Gutierrez <sally@lotuspropertyservices.net> Cc: Grace Cheng <grace@lotuspropertyservices.net>; jamesburbank91@gmail.com Subject: Re: 518 N. Stoneman Ave., Alhambra Good afternoon sally, I wanted to follow up with the results of the mold air test that took place last week on 10/2/24. I also wanted to follow up on any report or status update from when the plumber came to inspect the unit on 9/28/24. Thank you. On Sep 25, 2024, at 6:34 PM, Jen Barreda <jenbarreda@yahoo.com> wrote: ■ Hello sally, Yes next Wednesday on October 2 at 10am sounds good to us.

Thanks. On Sep 25, 2024, at 5:10 PM, Sally Gutierrez <sally@lotuspropertyservices.net> wrote: ■ Wednesday at 10:00AM please confirm?? Thanks, Sent from my iPhone On Sep 25, 2024, at 3:24 PM, Jen Barreda <jenbarreda@yahoo.com> wrote: ■ Hello Sally, Unfortunately, that day does not work for us. Can this be scheduled on a Wednesday or Thursday? Again, I want to reiterate what I mentioned on the phone yesterday, regardless of the results, we are not accepting the responsibility to pay for any mold testing to the unit since the water damage was not caused by us. Thank you. On Sep 25, 2024, at 1:52 PM, Sally Gutierrez <sally@lotuspropertyservices.net> wrote: ■ Hello Jennifer, The Mold Technical Services, Inc can be at your property on Tuesday, 10/01/2024 at 11:00am. Please confirm appointment, I will also be there with him. Thanks, Sally Gutierrez – Property Manager Lotus Property Services, Inc. <image001.jpg>

Email #38: RE: 518 N. Stoneman Ave., Alhambra

From: Sally Gutierrez

Date: Oct 15, 2024 at 18:57:58

ID: <9e63ab611aa544a5aebb71032f8fec3@lotuspropertyservices.net>

Hello Jen and James, Repairs are scheduled for tomorrow 10/16/2024 between 12:00pm – 5:00pm. Also, I had another plumber trying to contact you guys and no response when can he go to inspect the flooring water that you noticed again? Thanks, Sally Gutierrez – Property Manager Lotus Property Services, Inc. [cid:image001.jpg@01DB1EF9.4D435570] From: Sally Gutierrez Sent: Wednesday, October 9, 2024 7:11 PM To: 'Jen Barreda' Cc: Grace Cheng ; jamesburbank91@gmail.com Subject: RE: 518 N. Stoneman Ave., Alhambra Hello Jen, Please see attached results for the Mold Air Test completed on 10/02/2024 requested by you, the results did not detect elevated level of moisture. At this time, we will close out your mold testing request as this report will suffice. As for the plumber, he will call me tomorrow with an update. Thanks, Sally Gutierrez – Property Manager Lotus Property Services, Inc. [cid:image001.jpg@01DB1EF9.4D435570] From: Jen Barreda > Sent: Wednesday, October 9, 2024 3:18 PM To: Sally Gutierrez > Cc: Grace Cheng >; jamesburbank91@gmail.com Subject: Re: 518 N. Stoneman Ave., Alhambra Good afternoon sally, I wanted to follow up with the results of the mold air test that took place last week on 10/2/24. I also wanted to follow up on any report or status update from when the plumber came to inspect the unit on 9/28/24. Thank you. On Sep 25, 2024, at 6:34 PM, Jen Barreda > wrote: ■ Hello sally, Yes next Wednesday on October 2 at 10am sounds good to us.

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Email #39: FW: 518 N. Stoneman Ave., Alhambra

From: Sally Gutierrez

Date: Oct 15, 2024 at 15:44:23

ID: <8ced4e7b40054eef95d35b8a8c037124@lotuspropertyservices.net>

Good Morning James, Please see below email sent to you and Jen on 10/09/2024, confirm you received this email. Thanks, Hello Jen, Please see attached results for the Mold Air Test completed on 10/02/2024 requested by you, the results did not detect elevated level of moisture. At this time, we will close out your mold testing request as this report will suffice. As for the plumber, I had another plumber that has been trying to contact you regarding the parking area. Please let me know what day works for you so he can go and inspect the area. Thanks, Sally Gutierrez – Property Manager Lotus Property Services, Inc. [cid:image001.jpg@01DB1A7B.FE3F6A30] From: Sally Gutierrez Sent: Wednesday, October 9, 2024 7:11 PM To: 'Jen Barreda' Cc: Grace Cheng ; jamesburbank91@gmail.com Subject: RE: 518 N. Stoneman Ave., Alhambra Hello Jen, Please see attached results for the Mold Air Test completed on 10/02/2024 requested by you, the results did not detect elevated level of moisture. At this time, we will close out your mold testing request as this report will suffice. As for the plumber, he will call me tomorrow with an update. Thanks, Sally Gutierrez – Property Manager Lotus Property Services, Inc. [cid:image001.jpg@01DB1A7B.FE3F6A30] From: Jen Barreda > Sent: Wednesday, October 9, 2024 3:18 PM To: Sally Gutierrez > Cc: Grace Cheng >; jamesburbank91@gmail.com Subject: Re: 518 N. Stoneman Ave., Alhambra Good afternoon sally, I wanted to follow up with the results of the mold air test that took place last week on 10/2/24. I also wanted to follow up on any report or status update from when the plumber came to inspect the unit on 9/28/24. Thank you. On Sep 25, 2024, at 6:34 PM, Jen Barreda > wrote: ■ Hello sally, Yes next Wednesday on October 2 at 10am sounds good to us. Thanks. On Sep 25, 2024, at 5:10 PM, Sally Gutierrez > wrote: ■ Wednesday at 10:00AM please confirm?? Thanks, Sent from my iPhone On Sep 25, 2024, at 3:24 PM, Jen Barreda > wrote: ■ Hello Sally, Unfortunately, that day does not work for us. Can this be scheduled on a Wednesday or Thursday? Again, I want to reiterate what I mentioned on the phone yesterday, regardless of the results, we are not accepting the responsibility to pay for any mold testing to the unit since the water damage was not caused by us. Thank you. On Sep 25, 2024, at 1:52 PM, Sally Gutierrez > wrote: ■ Hello Jennifer, The Mold Technical Services, Inc can be at your property on Tuesday, 10/01/2024 at 11:00am. Please confirm appointment, I will also be there with him. Thanks, Sally Gutierrez – Property Manager Lotus Property Services, Inc.

Email #40: Fwd: 518 N. Stoneman Ave., Alhambra

From: jamesburbank91@gmail.com

Date: Oct 10, 2024 at 07:10:50

ID:

Sent from my iPhone Begin forwarded message: From: Sally Gutierrez <sally@lotuspropertyservices.net> Date: October 9, 2024 at 7:11:10 PM PDT To: Jen Barreda <jenbarreda@yahoo.com> Cc: Grace Cheng <grace@lotuspropertyservices.net>, jamesburbank91@gmail.com Subject: RE: 518 N. Stoneman Ave., Alhambra ■ v\:* {behavior:url(#default#VML);} o\:* {behavior:url(#default#VML);} w\:* {behavior:url(#default#VML);} .shape {behavior:url(#default#VML);} @font-face { font-family: "Cambria Math"; } @font-face { font-family: Aptos; } p.MsoNormal, li.MsoNormal, div.MsoNormal { margin: 0in; font-size: 11pt; font-family: Calibri, sans-serif; } a:link, span.MsoHyperlink { color: blue; text-decoration: underline; } span.EmailStyle20 { font-family: Calibri, sans-serif; color: windowtext; } .MsoChpDefault { font-size: 10pt; } @page WordSection1 { size: 8.5in 11in; margin: 1in; } div.WordSection1 { page: WordSection1; } Hello Jen, Please see attached results for the Mold Air Test completed on 10/02/2024 requested by you, the results did not detect elevated level of moisture. At this time, we will close out your mold testing request as this report will suffice. As for the plumber, he will call me tomorrow with an update. Thanks, Sally Gutierrez – Property Manager Lotus Property Services, Inc. From: Jen Barreda <jenbarreda@yahoo.com> Sent: Wednesday, October 9, 2024 3:18 PM To: Sally Gutierrez <sally@lotuspropertyservices.net> Cc: Grace Cheng <grace@lotuspropertyservices.net>; jamesburbank91@gmail.com Subject: Re: 518 N. Stoneman Ave., Alhambra Good afternoon sally, I wanted to follow up with the results of the mold air test that took place last week on 10/2/24. I also wanted to follow up on any report or status update from when the plumber came to inspect the unit on 9/28/24. Thank you. On Sep 25, 2024, at 6:34 PM, Jen Barreda <jenbarreda@yahoo.com> wrote: ■ Hello sally, Yes next Wednesday on October 2 at 10am sounds good to us. Thanks. On Sep 25, 2024, at 5:10 PM, Sally Gutierrez <sally@lotuspropertyservices.net> wrote: ■ Wednesday at 10:00AM please confirm?? Thanks, Sent from my iPhone On Sep 25, 2024, at 3:24 PM, Jen Barreda <jenbarreda@yahoo.com> wrote: ■ Hello Sally, Unfortunately, that day does not work for us. Can this be scheduled on a Wednesday or Thursday? Again, I want to reiterate what I mentioned on the phone yesterday, regardless of the results, we are not accepting the responsibility to pay for any mold testing to the unit since the water damage was not caused by us. Thank you. On Sep 25, 2024, at 1:52 PM, Sally Gutierrez <sally@lotuspropertyservices.net> wrote: ■ Hello Jennifer, The Mold Technical Services, Inc can be at your property on Tuesday, 10/01/2024 at 11:00am. Please confirm appointment, I will also be there with him. Thanks, Sally Gutierrez – Property Manager Lotus Property Services, Inc. <image001.jpg>

Email #41: RE: 518 N. Stoneman Ave., Alhambra

From: Sally Gutierrez

Date: Oct 10, 2024 at 02:10:56

ID: <8e69aae55ec543ed8cc7ab023a7f56e8@lotuspropertyservices.net>

Hello Jen, Please see attached results for the Mold Air Test completed on 10/02/2024 requested by you, the results did not detect elevated level of moisture. At this time, we will close out your mold testing request as this report will suffice. As for the plumber, he will call me tomorrow with an update. Thanks, Sally Gutierrez – Property Manager Lotus Property Services, Inc. [cid:image001.jpg@01DB1A7B.FE3F6A30] From: Jen Barreda Sent: Wednesday, October 9, 2024 3:18 PM To: Sally Gutierrez Cc: Grace Cheng ; jamesburbank91@gmail.com Subject: Re: 518 N. Stoneman Ave., Alhambra Good afternoon sally, I wanted to follow up with the results of the mold air test that took place last week on 10/2/24. I also wanted to follow up on any report or status update from when the plumber came to inspect the unit on 9/28/24. Thank you. On Sep 25, 2024, at 6:34 PM, Jen Barreda > wrote: ■ Hello sally, Yes next Wednesday on October 2 at 10am sounds good to us. Thanks. On Sep 25, 2024, at 5:10 PM, Sally Gutierrez > wrote: ■ Wednesday at 10:00AM please confirm?? Thanks, Sent from my iPhone On Sep 25, 2024, at 3:24 PM, Jen Barreda > wrote: ■ Hello Sally, Unfortunately, that day does not work for us. Can this be scheduled on a Wednesday or Thursday? Again, I want to reiterate what I mentioned on the phone yesterday, regardless of the results, we are not accepting the responsibility to pay for any mold testing to the unit since the water damage was not caused by us. Thank you. On Sep 25, 2024, at 1:52 PM, Sally Gutierrez > wrote: ■ Hello Jennifer, The Mold Technical Services, Inc can be at your property on Tuesday, 10/01/2024 at 11:00am. Please confirm appointment, I will also be there with him. Thanks, Sally Gutierrez – Property Manager Lotus Property Services, Inc.

Email #42: Re: 518 N. Stoneman Ave., Alhambra

From: Jen Barreda

Date: Oct 09, 2024 at 22:18:22

ID:

Good afternoon sally, I wanted to follow up with the results of the mold air test that took place last week on 10/2/24. I also wanted to follow up on any report or status update from when the plumber came to inspect the unit on 9/28/24. Thank you.

> On Sep 25, 2024, at 6:34 PM, Jen Barreda wrote: > > ■ > Hello sally, > > Yes next Wednesday on October 2 at 10am sounds good to us. > > Thanks. > >> On Sep 25, 2024, at 5:10 PM, Sally Gutierrez wrote: >>> >> ■ Wednesday at 10:00AM please confirm?? >> >> Thanks, >> >> >> Sent from my iPhone >> >> On Sep 25, 2024, at 3:24 PM, Jen Barreda wrote: >>> >>> ■ >>> Hello Sally, >>> >>> Unfortunately, that day does not work for us. >>> >>> Can this be scheduled on a Wednesday or Thursday? >>> >>> Again, I want to reiterate what I mentioned on the phone yesterday, regardless of the results, we are not accepting the responsibility to pay for any mold testing to the unit since the water damage was not caused by us. >>> >>> Thank you. >>> >>>> On Sep 25, 2024, at 1:52 PM, Sally Gutierrez wrote: >>>> >>>> ■ >>>> Hello Jennifer, >>>> >>>> >>>> The Mold Technical Services, Inc can be at your property on Tuesday, 10/01/2024 at 11:00am. Please confirm appointment, I will also be there with him. >>>> >>>> >>>> >>>> Thanks, >>>> >>>> >>>> >>>> Sally Gutierrez – Property Manager >>>> Lotus Property Services, Inc. >>>> >>>> >>>>

Email #43: Re: 518 N. Stoneman Ave., Alhambra

From: Jen Barreda

Date: Sep 26, 2024 at 01:34:14

ID: <88246556-D99A-4305-B77B-E27CF3D71CA6@yahoo.com>

Hello sally, Yes next Wednesday on October 2 at 10am sounds good to us. Thanks. > On Sep 25, 2024, at 5:10 PM, Sally Gutierrez wrote: > > ■ Wednesday at 10:00AM please confirm?? > > Thanks, > > > Sent from my iPhone > >>> On Sep 25, 2024, at 3:24 PM, Jen Barreda wrote: >>> >> ■ >> Hello Sally, >> >> Unfortunately, that day does not work for us. >> >> Can this be scheduled on a Wednesday or Thursday? >> >> Again, I want to reiterate what I mentioned on the phone yesterday, regardless of the results, we are not accepting the responsibility to pay for any mold testing to the unit since the water damage was not caused by us. >> >> Thank you. >> >>> On Sep 25, 2024, at 1:52 PM, Sally Gutierrez wrote: >>> >>> ■ >>> Hello Jennifer, >>> >>> >>> The Mold Technical Services, Inc can be at your property on Tuesday, 10/01/2024 at 11:00am. Please confirm appointment, I will also be there with him. >>> >>> >>> >>> Thanks, >>> >>> >>> >>> Sally Gutierrez – Property Manager >>> Lotus Property Services, Inc. >>> >>> >>>

Email #44: Re: 518 N. Stoneman Ave., Alhambra

From: Sally Gutierrez

Date: Sep 26, 2024 at 00:11:02

ID: <5983A50D-D366-41EB-BA68-441A30497581@lotuspropertyservices.net>

Wednesday at 10:00AM please confirm?? Thanks, Sent from my iPhone On Sep 25, 2024, at 3:24 PM, Jen Barreda wrote: ■ Hello Sally, Unfortunately, that day does not work for us. Can this be scheduled on a Wednesday or Thursday? Again, I want to reiterate what I mentioned on the phone yesterday, regardless of the results, we are not accepting the responsibility to pay for any mold testing to the unit since the water damage was not caused by us. Thank you. On Sep 25, 2024, at 1:52 PM, Sally Gutierrez wrote: ■ Hello Jennifer, The Mold Technical Services, Inc can be at your property on Tuesday, 10/01/2024 at 11:00am. Please confirm appointment, I will also be there with him. Thanks, Sally Gutierrez – Property Manager Lotus Property Services, Inc.

Email #45: Re: Maintenance Repairs

From: Stoneman <518stoneman@gmail.com>

Date: Feb 14, 2025 at 17:23:41

ID:

Received. I appreciate the information. Gail Houser On Fri, Feb 14, 2025 at 8:29 AM Jen Barreda wrote: > ■ > Gail, > > Please see video of stairwell in between main floor and garage. The > ceiling there was leaking and it appears water may have entered through the > front door as well. > > > > > Jennifer Burbank > > On Feb 12, 2025, at 6:52 PM, Jen Barreda wrote: > > ■ > Gail, > > Confirming for Friday at 10am > > > > On Feb 12, 2025, at 3:08 PM, Stoneman <518stoneman@gmail.com> wrote: > > ■ > M/M Burbank, > > In response to : > *1. Toilet handle in master bedroom requires attention.* > > Repair can be scheduled on: > a. 2/13/2025 at 1:30pm or > b. 2/14/2025 at 10:00 am > > Please let me know which to confirm. > > Gail Houser > > On Tue, Feb 11, 2025 at 5:56 PM Stoneman <518stoneman@gmail.com> wrote: > >> List of repair requests is noted. >> >> Gail Houser >> >> >> On Tue, Feb 11, 2025 at 4:43 PM Jen Barreda wrote: >> >>> ■ The following are repairs that are needed in the unit. Please let me >>> know when all of them will be fixed. >>> >>> 1. Toilet handle in master bedroom requires attention. >>> >>> >>> >>> >>> 2. Wall located in the stairwell to the garage has continued to peel and >>> it requires attention. >>> >>> >>> >>> >>> 3. Potential structural issue with a soft spot at the top of the >>> staircase of the stairwell that leads to the garage. I'll add a picture for >>> reference. Dean confirmed he felt the soft spot when I pointed it out on >>> January 7, 2025. >>> >>> >>> >>>

Email #46: Re: Maintenance Repairs

From: Jen Barreda

Date: Feb 14, 2025 at 16:28:21

ID: <53379CF1-8794-4E4B-BAA4-84F6654D660E@yahoo.com>

■ Gail, Please see video of stairwell in between main floor and garage. The ceiling there was leaking and it appears water may have entered through the front door as well. Jennifer Burbank On Feb 12, 2025, at 6:52 PM, Jen Barreda <jenbarreda@yahoo.com> wrote: ■ Gail, Confirming for Friday at 10am On Feb 12, 2025, at 3:08 PM, Stoneman <518stoneman@gmail.com> wrote: ■ M/M Burbank, In response to : 1. Toilet handle in master bedroom requires attention. Repair can be scheduled on: a. 2/13/2025 at 1:30pm or b. 2/14/2025 at 10:00 am Please let me know which to confirm. Gail Houser On Tue, Feb 11, 2025 at 5:56 PM Stoneman < 518stoneman@gmail.com > wrote: List of repair requests is noted. Gail Houser On Tue, Feb 11, 2025 at 4:43 PM Jen Barreda < jenbarreda@yahoo.com > wrote: ■The following are repairs that are needed in the unit. Please let me know when all of them will be fixed. 1. Toilet handle in master bedroom requires attention. 2. Wall located in the stairwell to the garage has continued to peel and it requires attention. 3. Potential structural issue with a soft spot at the top of the staircase of the stairwell that leads to the garage. I'll add a picture for reference. Dean confirmed he felt the soft spot when I pointed it out on January 7, 2025.

Email #47: Re: 518 N Stoneman Ave Move In Form

From: "Aragon, Johnny A"

Date: Sep 12, 2023 at 03:11:48

ID:

Hi Jen, Yes it is! Can you please include the Bathroom and Bedroom #'s in their respective section? Also, looks like one of the bathrooms wasn't inspected. I only see 2 checked off and not 3. I can't send this to Marisol without identifying which rooms and bathrooms they are. Please revise and re-send. Thank you! Sincerely, [cid:5db8d00a-4086-44f8-9965-170a41e91990] _____ From: Jen Barreda Sent: Monday, September 11, 2023 8:08 PM To: Aragon, Johnny A Cc: jamesburbank91@gmail.com Subject: Re: 518 N Stoneman Ave Move In Form Hi Johnny, Here is our move in form. Please confirm if it is viewable. Thank you. On Sep 11, 2023, at 8:05 PM, Aragon, Johnny A wrote: ■ Good evening, Try downloading this one or print directly from the e-mail. Let me know if it's still giving you trouble. Sincerely, [cid:41427224-3a7f-46f3-a6e4-1e2d32e12974@namprd03.prod.outlook.com] _____ From: Aragon, Johnny A Sent: Monday, September 11, 2023 11:56 AM To: jamesburbank91@gmail.com ; Jen Barreda Subject: 518 N Stoneman Ave Move In Form Good morning James & Jen, Hope your first weekend at your new place went great! Have you been able to complete the move-in form yet? If so, please forward at your earliest convenience. Thank you! Sincerely, [cid:bb2ec998-5dfe-47f1-a893-39e77293c704@namprd03.prod.outlook.com] *Wire Fraud is Real*. Before wiring any money, call the intended recipient at a number you know is valid to confirm the instructions. Additionally, please note that the sender does not have authority to bind a party to a real estate contract via written or verbal communication.

Email #48: Re: 518 N Stoneman Ave Move In Form

From: Jen Barreda

Date: Sep 12, 2023 at 03:08:03

ID: <37264D89-441B-48E6-BA8B-752D38A619CC@yahoo.com>

Hi Johnny, Here is our move in form. Please confirm if it is viewable. Thank you. On Sep 11, 2023, at 8:05 PM, Aragon, Johnny A <johnny.aragon@cbrealty.com> wrote: ■ Good evening, Try downloading this one or print directly from the e-mail. Let me know if it's still giving you trouble. Sincerely, From: Aragon, Johnny A Sent: Monday, September 11, 2023 11:56 AM To: jamesburbank91@gmail.com <jamesburbank91@gmail.com>; Jen Barreda <jenbarreda@yahoo.com> Subject: 518 N Stoneman Ave Move In Form Good morning James & Jen, Hope your first weekend at your new place went great! Have you been able to complete the move-in form yet? If so, please forward at your earliest convenience. Thank you! Sincerely, *Wire Fraud is Real*. Before wiring any money, call the intended recipient at a number you know is valid to confirm the instructions. Additionally, please note that the sender does not have authority to bind a party to a real estate contract via written or verbal communication.

Email #49: Re: 518 N Stoneman Ave Move In Form

From: "Aragon, Johnny A"
Date: Sep 12, 2023 at 03:05:20
ID:

Good evening, Try downloading this one or print directly from the e-mail. Let me know if it's still giving you trouble. Sincerely, [cid:2c85acc4-61eb-4dd9-baed-bd13ad9f5c70] _____ From: Aragon, Johnny A Sent: Monday, September 11, 2023 11:56 AM To: jamesburbank91@gmail.com ; Jen Barreda Subject: 518 N Stoneman Ave Move In Form Good morning James & Jen, Hope your first weekend at your new place went great! Have you been able to complete the move-in form yet? If so, please forward at your earliest convenience. Thank you! Sincerely, [signatureImage] *Wire Fraud is Real*. Before wiring any money, call the intended recipient at a number you know is valid to confirm the instructions. Additionally, please note that the sender does not have authority to bind a party to a real estate contract via written or verbal communication.

Email #50: 518 N Stoneman Ave Move In Form

From: "Aragon, Johnny A"
Date: Sep 11, 2023 at 18:56:17
ID:

Good morning James & Jen, Hope your first weekend at your new place went great! Have you been able to complete the move-in form yet? If so, please forward at your earliest convenience. Thank you! Sincerely, [signatureImage] *Wire Fraud is Real*. Before wiring any money, call the intended recipient at a number you know is valid to confirm the instructions. Additionally, please note that the sender does not have authority to bind a party to a real estate contract via written or verbal communication.

Email #51: Re: Rent Check - minor change

From: Jen Barreda
Date: Dec 22, 2024 at 23:31:21
ID: <6AACFB10-7C5A-4337-B1E2-4C81DB036986@yahoo.com>

Good afternoon, Thank you for letting us know of the change. Sincerely, Jennifer Burbank > On Dec 16, 2024, at 9:28 AM, Stoneman <518stoneman@gmail.com> wrote: > > ■ > Good Morning, Mr. and Mrs. Burbank, > > Could you please make all subsequent rent checks to, Gail Houser, only? > The mailing address will remain the same. > > Wishing you well, > > Gail Houser >

Email #52: Rent Check - minor change

From: Stoneman <518stoneman@gmail.com>

Date: Dec 16, 2024 at 17:28:16

ID:

Good Morning, Mr. and Mrs. Burbank, Could you please make all subsequent rent checks to, *Gail Houser, *only? The mailing address will remain the same. Wishing you well, Gail Houser

Email #53: Re: 518 N Stoneman Ave Move In Form

From: "Aragon, Johnny A"

Date: Sep 12, 2023 at 04:00:45

ID:

Great, thank you! I'll forward to Marisol. Sincerely, [cid:26be80ee-81cc-438f-b8b5-d34da2fa3800]

From: Jen Barreda Sent: Monday, September 11, 2023 8:44 PM To: Aragon, Johnny A Cc: jamesburbank91@gmail.com Subject: Re: 518 N Stoneman Ave Move In Form On Sep 11, 2023, at 8:11 PM, Aragon, Johnny A wrote: ■ Hi Jen, Yes it is! Can you please include the Bathroom and Bedroom #'s in their respective section? Also, looks like one of the bathrooms wasn't inspected. I only see 2 checked off and not 3. I can't send this to Marisol without identifying which rooms and bathrooms they are. Please revise and re-send. Thank you! Sincerely, [cid:b7ae0ab0-1ad2-4eea-b86a-394303807125@namprd03.prod.outlook.com]

From: Jen Barreda Sent: Monday, September 11, 2023 8:08 PM To: Aragon, Johnny A Cc: jamesburbank91@gmail.com Subject: Re: 518 N Stoneman Ave Move In Form Hi Johnny, Here is our move in form. Please confirm if it is viewable. Thank you. On Sep 11, 2023, at 8:05 PM, Aragon, Johnny A wrote: ■ Good evening, Try downloading this one or print directly from the e-mail. Let me know if it's still giving you trouble. Sincerely, [cid:94e9b21a-f4f9-4486-a902-33560be033ea@namprd03.prod.outlook.com]

From: Aragon, Johnny A Sent: Monday, September 11, 2023 11:56 AM To: jamesburbank91@gmail.com ; Jen Barreda Subject: 518 N Stoneman Ave Move In Form Good morning James & Jen, Hope your first weekend at your new place went great! Have you been able to complete the move-in form yet? If so, please forward at your earliest convenience. Thank you! Sincerely, [cid:a5886667-1352-44e5-ae23-25c68e87e324@namprd03.prod.outlook.com] *Wire Fraud is Real*. Before wiring any money, call the intended recipient at a number you know is valid to confirm the instructions. Additionally, please note that the sender does not have authority to bind a party to a real estate contract via written or verbal communication.

Email #54: Re: 518 N Stoneman Ave Move In Form

From: Jen Barreda

Date: Sep 12, 2023 at 03:44:12

ID:

On Sep 11, 2023, at 8:11 PM, Aragon, Johnny A <johnny.aragon@cbrealty.com> wrote: ■ Hi Jen, Yes it is! Can you please include the Bathroom and Bedroom #'s in their respective section? Also, looks like one of the bathrooms wasn't inspected. I only see 2 checked off and not 3. I can't send this to Marisol without identifying which rooms and bathrooms they are. Please revise and re-send. Thank you! Sincerely, From: Jen Barreda <jenbarreda@yahoo.com> Sent: Monday, September 11, 2023 8:08 PM To: Aragon, Johnny A <johnny.aragon@cbrealty.com> Cc: jamesburbank91@gmail.com <jamesburbank91@gmail.com> Subject: Re: 518 N Stoneman Ave Move In Form Hi Johnny, Here is our move in form. Please confirm if it is viewable. Thank you. On Sep 11, 2023, at 8:05 PM, Aragon, Johnny A <johnny.aragon@cbrealty.com> wrote: ■ Good evening, Try downloading this one or print directly from the e-mail. Let me know if it's still giving you trouble. Sincerely, From: Aragon, Johnny A Sent: Monday, September 11, 2023 11:56 AM To: jamesburbank91@gmail.com <jamesburbank91@gmail.com>; Jen Barreda <jenbarreda@yahoo.com> Subject: 518 N Stoneman Ave Move In Form Good morning James & Jen, Hope your first weekend at your new place went great! Have you been able to complete the move-in form yet? If so, please forward at your earliest convenience. Thank you! Sincerely, *Wire Fraud is Real*. Before wiring any money, call the intended recipient at a number you know is valid to confirm the instructions. Additionally, please note that the sender does not have authority to bind a party to a real estate contract via

written or verbal communication.

Email #55: Stoneman Court CC&Rs;

From: Brad Martinez
Date: Sep 08, 2023 at 15:18:26
ID: <1175282205.5463942.1694186307334@mail.yahoo.com>

Hi James/Jennifer, Attached you will find the CC&Rs; that govern the Stoneman Court community. Please feel free to contact us anytime if you have any questions related to it. Regards, Brad & Vicki Martinez

Email #56: Completed: "2024.9.18AmendedComplaint"

From: California Civil Rights Department via Adobe Acrobat Sign
Date: Sep 24, 2024 at 02:01:46
ID: <1961692336.701466.1727143306670@event-consumer-prod-a-66cf78bc7d-b4gzv>

body, table, div, td, p { font-family: adobe, adobe-clean, "Source Sans Pro", -apple-system, BlinkMacSystemFont, "Segoe UI", Roboto, sans-serif; color: #2C2C2C; font-weight: 300; } p { margin: 0; padding: 0; } a { border: none; } a, a:link, a:visited, a:hover, a:active { color: #1473e6; text-decoration: none; font-weight: bold; } .separator { margin: 0; border: 1px solid #CACACA; } img { border:0; } span.e_heading { font-size: 12px; font-weight: bold; } h1 { font-size: 28px; font-weight: 300; color: #6E6E6E; padding-bottom: 5px; } .bodyHeading { margin: 0; font-size: 22px; color: #454545; text-align: center; } .footerContainer { margin-top: 16px; font-size: 12px; color: #4b4b4b } ul { font-size: 17px; } .footerContainer p { margin-bottom: 1em; } Attached is the final agreement for your reference. All parties finished 2024.9.18AmendedComplaint Open agreement Open agreement Attached is the final agreement between: California Civil Rights Department Jennifer Burbank James Burbank Read it with Acrobat Reader . You can also open it online to review its activity history. Need your own documents signed? Adobe Acrobat Sign can help save you time. Learn more . To ensure that you continue receiving our emails, please add echosign@echosign.com to your address book or safe list. © 2024 Adobe. All rights reserved.

Email #57: Water Intrusion

From: Stoneman <518stoneman@gmail.com>
Date: Feb 15, 2025 at 00:21:09
ID:

M/M Burbank, Please call the phone number to report water intrusion or any other safety issues. *323-813-4266* As I mentioned in person on 2/7/25 and 2/12/25, the phone call will help us more quickly and accurately determine/correct the underlying causes of the water intrusion. Thank you, Gail Houser

Email #58: 518 N Stoneman Ave - CB Lease Disposition Acknowledgement

From: "Johnny Aragon via DocuSign"

Date: Sep 05, 2023 at 21:26:14

ID: <1f243893f2064e41a3928ce9bb047313@docusign.net>

Hello James Burbank, Johnny Aragon has sent you a new DocuSign document to view and sign. Please click on the link below to begin signing. REVIEW DOCUMENT <https://www.docusign.net/Signing/EmailStart.aspx?a=99d0facd-8836-4fe5-b64b-75c511c0ca88&acct=c69687c1-5eaf-4365-8050-67ea634162bb&er=436ebf98-9e0f-4ea0-8c39-ee0212c422e8> If clicking the link does not work, you can highlight and copy the entire line above and paste it into your browser to get started. This message was sent to you by Johnny Aragon who is using the DocuSign Electronic Signature Service. If you would rather not receive email from this sender you may contact the sender with your request. Do Not Share This Email This email contains a secure link to DocuSign. Please do not share this email, link, or access code with others. Questions about the Document? If you need to modify the document or have questions about the details in the document, please reach out to the sender by emailing them directly. Stop receiving this email Report this email https://protect.docusign.net/report-abuse?e=AUtomjpFak9GlbPL0zFFi10eTiPbVFP6JBKbFzRLf_U5aOUEI7nphS67IP9Nx_d5kd-ond8daxxGZNF5FksXfKiWiKcW4nX299hMwnv785tcwgcKZERgTdk8U0C7M3G9dBmkqzf6SHIYGgd4tneV-Nuqj_ndyZiKB0dIXkaWOJs5ZtHCH_8-PxkK5cRdhQrLMvPfn3a5BhoEgoCYThZSrnuIYAal3ZOPuJakcC4Pyl5KGgYLjC_JkD2_sAPsIOyWLLJEHdzlamU0h_mVFvEXV01ePidPAq9VwbwiNytBy2gGY2BsFr11ELUC8ZcZbMzC3nEPcvGh6u2jzhFE6yjQ8LMA3Xk1THuRnLGdgF1ESyF7YYIAGAFck7Rq9EB-q7C_yrYBoH0BU5uRvDzx8fvraj2ZUbYHrvznaWwu_gdSmbZI7r-9FU763EzdSgVMGOC_YOAIHleVjbUrZu9dWlxZ04=en Declining to sign Managing notifications If you are having trouble signing the document, please visit the Help with Signing page on our Support Center. https://support.docusign.com/s/articles/How-do-I-sign-a-DocuSign-document-Basic-Signing?language=en_US&utm_campaign=GBL_XX_DBU_UPS_2211_SignNotificationEmailFooter&utm_medium=product&utm_source=postsend

Email #59: Inspection by Lotus

From: Jen Barreda

Date: Nov 15, 2024 at 03:22:43

ID:

<https://lotuspropertyservices.appfolio.com/connect/inspections/23887>

Email #60: Fwd: Lease Termination of 518 N. Stoneman Ave. Alhambra CA 91801

From: Jen Barreda

Date: Aug 31, 2024 at 16:24:38

ID: <2DCBD49D-ABA3-4320-834D-ADBA0F1BA7A1@yahoo.com>

Apparently you weren't included in the last email reply from Vicki. Begin forwarded message: > From: Vicki Martinez > Date: August 31, 2024 at 8:04:41 AM PDT > To: Jen Barreda > Cc: Brad Martinez > Subject: Re: Lease Termination of 518 N. Stoneman Ave. Alhambra CA 91801 > > ■ > We formally withdraw the notice of non-renewal, dated June 19, 2024. > > We confirm a transition to month-to-month tenancy in accordance with section 2A / 2B of the lease agreement. > > Rent will be due September 1, 2024. > > > > > On Friday, August 30, 2024 at 07:11:17 PM PDT, Jen Barreda wrote: > > > > Dear Vicki and Brad, > > > > We agree to the transition of a month-to-month tenancy. Please provide written confirmation that the non-renewal notice you initially provided on June 19, 2024, has been withdrawn. > > > > Sincerely, > > Jennifer Burbank > > > > On Aug 26, 2024, at 8:07 PM, Vicki Martinez wrote: > > > > ■ > > We will confirm the move-out date to be September 15, 2024, in accordance with the original note from June 19. > > > > As an alternative, we propose the option to withdraw the non-renewal notice and have you remain in the residence on a month-to-month basis. Section 2A / 2B of the lease agreement outlines this option. > > > > Please let us know what you decide. > > > > > On Sunday, August 25, 2024 at 08:58:15 PM PDT, Jen Barreda wrote: > > > > Dear Vicki and Brad, > > > > The notice sent on June 19, 2024, clearly stated a vacate date of September 15, 2024, and included specific terms. In contrast, the notice sent on August 23, 2024, lists a different vacate date of September 8, 2024, along with additional updated terms. > > > > Given that these notices contain different vacate dates and terms, they are entirely separate and different notices. The

notice provided on August 23, 2024, cannot reasonably be considered a "reminder" of the original notice, as it alters both the vacate date and the terms. >> >> Unless you are indicating that you have decided to change the original notice's vacate date and terms and are now attempting to pass the August 23, 2024, notice as a continuation of the original notice from June 19, 2024. >> >> >> Can you please confirm which notice is in effect? Is it the first notice sent on June 19, 2024 or the second notice sent on August 23, 2024? >> >> >> >> Sincerely, >> >> Jennifer Burbank >> >> >> >>>> On Aug 25, 2024, at 7:34 PM, Vicki Martinez wrote: >>>> >>> ■ >>> Dear Jennifer, >>> >>> To clarify, the vacate day of 9/8/24 is in accordance with the original lease. >>> >>> In the first communication sent on June 19, 2024 you were provided a greater than 60-day notice that the lease would not be renewed. The communication sent August 23, 2024 was only provided as a reminder and in no way supersedes the original notification. >>> >>> As stated in the August 23,2024 email, we are more than willing to consider your request for more time, however that needs to be communicated clearly so that an agreement can be reached. You are welcome to stay until September 15,2024 if that is your preference. Would that be your preference? >>> >>> >>> Sincerely, >>> Vicki & Brad >>> >>> >>> On Sunday, August 25, 2024 at 05:31:21 PM PDT, Jen Barreda wrote: >>> >>> >>> Dear Vicki and Brad, >>> >>> >>> >>> Thank you for confirming that the notice provided on August 23, 2024, with a vacate date of September 8, 2024, is the effective notice. Which indicates the initial notice provided on June 19, 2024 with the vacate date of September 15, 2024 is no longer valid. >>> >>> >>> >>> Sincerely, >>> >>> Jennifer Burbank >>> >>> >>> >>>>>> On Aug 25, 2024, at 12:23 PM, Vicki Martinez wrote: >>>>> >>>> ■ >>>> Dear Jennifer & James, >>>> >>>> The notice to follow would be the September 8, 2024 date, in accordance with the original lease agreement. >>>> However, as stated in the previous communication, if you would like to request additional time to move out, we are willing to set a mutually agreed upon date that is within reason. >>>> >>>> Sincerely, >>>> Vicki & Brad >>>> >>>> >>>> On Sunday, August 25, 2024 at 11:29:12 AM PDT, Jen Barreda wrote: >>>> >>>> >>>> Dear Vicki and Brad, >>>> >>>> >>>> We've received two different notices about moving out, and with the deadline approaching quickly, we want to ensure there are no misunderstandings. We would like to know which notice to follow so that we can make the appropriate plans and avoid potential delays. >>>> >>>> Could you please clarify which notice is current and should be followed? >>>> >>>> >>>> Sincerely, >>>> >>>> Jennifer Burbank >>>> >>>>>>>> On Aug 23, 2024, at 2:38 PM, Vicki Martinez wrote: >>>>> >>>>> ■ >>>>> Send via email and US Mail >>>>> >>>>> >>>>> >>>>> Dear James and Jennifer Burbank, >>>>> >>>>> This letter serves as confirmation that the lease for 518 North Stoneman Avenue, Alhambra CA. 91801, signed on 9/4/2023, will terminate on 9/8/2024 and will not be renewed. Please ensure that you vacate the premises by 9/8/2024. >>>>> >>>>> As stated in the original communication of non-renewal, dated 6/19/2024, this decision has been made due to violations of lease terms 13 and 17, which you will find provided at the bottom of this letter. >>>>> As a reminder, no rent is due September 1, 2024. We will not accept any rent for September, in accordance with your tenancy expiring. Any monies received will be returned as soon as possible after seeing the electronic entry. >>>>> >>>>> Finally, please reach out to schedule the move-out / walk-through inspection. If for any reason you require additional time to move out, please let us know as soon as possible so that we can work out a date that is mutually agreed upon. >>>>> >>>>> Thank you for your time on the above matter. If you need anything further, please don't hesitate to contact us. >>>>> >>>>> Sincerely, >>>>> Vicki L. Martinez & Brad M. Martinez >>>>> >>>> >>>>> >>>>> >>>>> >>>>> Enclosures (2): >>>>> >>>>> 1. Original 90-day notification letter >>>>> 2. Notice that the property is exempt from California's Tenant Protection Act of 2019 >>>>> >>>>> >>>>> >>>>> >>>>> On Wednesday, August 21, 2024 at 02:38:38 PM PDT, Jen Barreda wrote: >>>>> >>>>> >>>>> Dear Vicki and Brad, >>>>> >>>>> I want to clarify the Fair Housing Act protects my right to reasonable accommodations without additional requirements. The approval of my emotional support animal is not dependent on this document. >>>>> >>>>> That said, I am willing to sign the addendum in good faith, as a gesture of cooperation, not out of legal obligation. Please note that signing this addendum does not change or modify the terms of the initial lease agreement in any way. I trust this will formalize the accommodation and ensure clarity for both parties moving forward. >>>>> >>>>> Additionally, I would like to follow up on the status of the non-renewal notification. Please confirm whether it is still in effect, and if so, on what grounds. >>>>> >>>>> >>>>> >>>>> Sincerely, >>>>> >>>>> Jennifer Burbank >>>>> >>>>> >>>>> >>>>> >>>>>>>>> On Aug 16, 2024, at 11:20 AM, Jen Barreda wrote: >>>>>>>>> ■ >>>>>>>>> Dear Vicki and Brad, >>>>>>>>> >>>>>>>>> I want to clarify that, under the Fair Housing Act (FHA), I'm not required to sign additional documents for my emotional support animal to be approved. Approval should be based on the documentation I've already provided. >>>>>>>>> >>>>>>>>> I'd also appreciate an update on the status of the non-renewal notice from June 19, 2024. Since my emotional support animal has been disclosed and a formal request made, the no-animal policy no longer applies as a reason for non-renewal. Additionally, the alteration was acknowledged on May 22, 2024, with no further action requested. Given these points, I'm hoping you can confirm whether the non-renewal is still in effect and, if so, on what grounds. >>>>>>>>> >>>>>>>>> >>>>>>>>> Sincerely, >>>>>>>>> Jennifer Burbank >>>>>>>>> >>>>>>>>> >>>>>>>>> On Tuesday, August 13, 2024 at 05:29:35 PM PDT, Vicki Martinez wrote: >>>>>>>>> >>>>>>>>> Dear Jennifer, >>>>>>>>> >>>>>>>>> We confirm your request for a reasonable accommodation. >>>>>>>>> >>>>>>>>> Attached you will find the required Lease Addendum agreement. Please sign and return at your earliest convenience. >>>>>>>>> >>>>>>>>> Once we receive the signed and dated document, the request will become formally approved. >>>>>>>>> >>>>>>>>> Regards, >>>>>>>>> >>>>>>>>> Vicki & Brad >>>>>>>>> >>>>>>>>> >>>>>>>>> On Monday, August 12, 2024 at 11:19:17 AM PDT, Jen Barreda wrote: >>>>>>>>> >>>>>>>>> >>>>>>>>> Dear Vicki and Brad, >>>>>>>>> >>>>>>>>> >>>>>>>>> I want to reiterate, I am formally requesting a reasonable accommodation for my emotional support animal. Attached to this email is the medical documentation that supports the need for my emotional support animal. Please confirm whether my request for a reasonable accommodation is being approved or denied. >>>>>>>>> >>>>>>>>> It is important to note that the request for a reasonable accommodation should be addressed accordingly and in a timely manner. I am open to discussing this matter further. >>>>>>>>> >>>>>>>>> >>>>>>>>> I noticed that a new email thread was started on August 9, 2024.

However, this new thread does not include the previous communication in which I formally requested a reasonable accommodation for my emotional support animal. For clarity and to ensure that all relevant information is easily accessible, I am attaching a copy of my initial email, dated August 5, 2024, which contains my request for a reasonable accommodation. To avoid any confusion, I ask that we keep all related communications about this matter within this same email thread moving forward. >>>>> >>>>> >>>>> >>>>> Sincerely, >>>>> >>>>> Jennifer Burbank >>>>> >>>>> >>>>> >>>>> >>>>> On Saturday, August 10, 2024 at 09:00:09 AM PDT, Vicki Martinez wrote: >>>>> >>>>> >>>>> >>>>> Dear Jennifer, >>>>> >>>>> Thank you for acknowledging receipt of the lease termination, as specified in Section 2B of the lease agreement, and the inspection/walk-through request. >>>>> >>>>> Due to the lease ending on September 8, 2024, we are not requiring you to comply with the process for requesting reasonable accommodation of an emotional support animal. >>>>> >>>>> If you would like to formalize this request, you will need to provide a letter from a licensed healthcare professional explaining the need. >>>>> >>>>> This letter does not need to provide a diagnosis or describe the condition in extensive detail >>>>> This letter should be signed and dated on letterhead which provides the contact and license information of the healthcare professional >>>>> The original, signed letter should be made available, if requested >>>>> >>>>> Again, to clarify, if you would like to formalize the accommodation, that is your right. >>>>> >>>>> >>>>> Regards, >>>>> >>>>> Vicki & Brad >>>>> >>>>> >>>>> On Friday, August 9, 2024 at 07:42:02 PM PDT, Jen Barreda wrote: >>>>> >>>>> >>>>> Dear Vicki and Brad, >>>>> >>>>> I received your email regarding the lease termination and scheduling the walk-through. However, addressing my request for accommodation of my emotional support animal is important. >>>>> >>>>> Therefore, I would like to follow up on my previous email (sent August 5, 2024) in which I requested an accommodation for my emotional support animal. I have not yet received a response to that request and would appreciate confirmation of receipt and a response. >>>>> >>>>> To clarify, I am requesting that my emotional support animal be accommodated under the terms of the lease. Please let me know if my request has been accepted and if you need any additional information. >>>>> >>>>> I look forward to your prompt response to ensure this matter is addressed. >>>>> >>>>> >>>>> Sincerely, >>>>> >>>>> Jennifer Burbank >>>>> >>>>> >>>>> >>>>> >>>>> >>>>> On Aug 9, 2024, at 10:46 AM, Vicki Martinez wrote: >>>>>>> >>>>>>> ■ >>>>>>> Dear James & Jennifer, >>>>>>> >>>>>>> This note is a follow up to the email below and the US-mailed letter sent to you on June 19, 2024, outlining the termination of your lease at 518 N. Stoneman Ave. Alhambra CA 91801. >>>>>>> >>>>>>> As stated, the lease will terminate on September 15, 2024 (90 days from original notice). We will need to schedule the walk-through and determine the final rent payment, based upon your last day of occupancy. >>>>>>> >>>>>>> Please contact us by September 1st to set a date for the final inspection/walk-through. The inspection should take place on or before September 15, 2024. >>>>>>> >>>>>>> If you have any questions, please reach out. >>>>>>> >>>>>>> >>>>>>> Sincerely, >>>>>>> >>>>>>> Vicki & Brad >>>>>>> >>>>>>> >>>>>>> >>>>>>> >>>>>>> On Wednesday, June 19, 2024 at 08:31:49 PM PDT, Vicki Martinez wrote: >>>>>>> >>>>>>> Dear James and Jennifer Burbank, >>>>>>> >>>>>>> This email 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 >>>>>>> >>>>>>> >>>>>>> >>>>>>> >>>>>>> >>>>>>> >>>>>>> <1718733192380blob.jpg> >>>>>>> <1718733136361blob.jpg> >>>> >>>> >>>> <1724448463915blob.jpg> >>>>> <1724448479209blob.jpg>

Email #61: Fwd: 518 Stoneman CB Lease Disposition

From: "Aragon, Johnny A"
Date: Sep 12, 2023 at 16:37:12
ID:

Good morning everyone! Signed Lease Disposition form for your records. Sincerely, [signatureImage]
From: Marisol Grier Sent: Tuesday, September 12, 2023 9:30:48 AM To: Aragon, Johnny A Subject: 518 Stoneman CB Lease Disposition Good Morning Johnny, Attached you will find a signed CB lease disposition from the landlords. Best, Marisol Grier DRE#01950362 *Wire Fraud is Real*. Before wiring any money, call the intended recipient at a number you know is valid to confirm the instructions. Additionally, please note that the sender does not have authority to bind a party to a real estate contract via written or verbal communication.

Email #62: Fwd: Appointment Confirmation from MI&T;

From: Jen Barreda
Date: Mar 03, 2025 at 21:43:47
ID: <2581D51F-08FD-42F7-BE5A-D24D6EF63CB9@yahoo.com>

Begin forwarded message: From: MitMold <office@mitmold.com> Date: March 3, 2025 at 12:41:17 PM PST To: jenbarreda@yahoo.com Subject: Appointment Confirmation from MI&T ■ Jennifer Burbanks , Thanks for choosing MI&T! We have you all setup for the date/time listed below. You will receive a confirmation call from the inspector prior to arrival, if anything changes on your end prior to speaking with them please let us know. Other than entering / exiting the property, keep doors and windows closed until our arrival to ensure an accurate reading. Also, if you can visibly see something that is potentially mold do not attempt to clean it. After the inspection is complete, samples are sent the an AIHA accredited laboratory for analysis. Standard turn around to receive your lab results is 3-4 business days. We do offer expedited results (1-2 business days) and report at \$25 per sample as well, just let your inspector know that you would like to expedite the process. If you do not receive your results/report within aforementioned time frame, please notify us by responding to this email. Sincerely, Mold Inspection & Testing | MI&T <http://moldinspectionandtest.com/> Office@mitmold.com 855-600-6653 Date: 03/07/2025 Time: 10:00 AM Price Quote: \$375 Includes 2 Samples: Inside vs. Outside Air Comparison OR 2 Surface Samples Cost per Additional Sample (Optional): \$85 Each Street Address: 518 N Stoneman Ave Property Location: 91801

Email #63: Fwd: Home Inspection: 518 N Stoneman Ave from Blue Ribbon Property Inspections

From: jamesburbank91@gmail.com
Date: Oct 25, 2024 at 09:29:47
ID:

Sent from my iPhone Begin forwarded message: From: "Blue Ribbon Property Inspections (via HG Notifier)" <noreply@homegauge.com> Date: October 24, 2024 at 11:24:38 PM PDT To: James Burbank <jamesburbank91@gmail.com> Subject: Home Inspection: 518 N Stoneman Ave from Blue Ribbon Property Inspections Reply-To: Blue Ribbon Property Inspections <tyler@blueribboninspects.com> ■ Hello James, Your inspection report for 518 N Stoneman Ave has been uploaded to HomeGauge. Use the account information below to view your report: Report Access for: 518 N Stoneman Ave Username: JamesBurbank836 Password: reality6333 Sign in at: Login (blueribboninspects.com) DO NOT FORWARD THIS EMAIL because it contains your username and password that will allow viewing of all your reports. Once signed in, you can forward a specific report to others. Enter the username and password EXACTLY as above, paying attention to the capitalization of the words. No spaces are in the username. Another username and password is not what most of us want to remember. So, once you sign in, you can change your username and password to something more easy to remember by clicking the "Update My Info" link in the menu. For any questions, please contact: Tyler Molloy Blue Ribbon Property Inspections tyler@blueribboninspects.com 6262235571 <http://www.homegauge.com/shgi/tylermolloy/> Privacy Policy | Terms of Use

Email #64: Home Inspection: 518 N Stoneman Ave from Blue Ribbon Property Inspections

From: "Blue Ribbon Property Inspections (via HG Notifier)"

Date: Oct 25, 2024 at 06:24:38

ID: <1061248341.23401729837478111.JavaMail.appuser@classic-web-584c8b8566-46spv>

The body of this email must be viewed with an HTML capable email reader.

Email #65: 518 N Stoneman Ave Fully Signed Lease Agreement and Disclosures

From: "Aragon, Johnny A"

Date: Sep 05, 2023 at 20:07:16

ID:

Hi Jen & James, The landlord and Marisol signed their portion, so now the contract is complete! Attached is a copy for your records! If you have any questions, please let me know. Thank you! Sincerely, [cid:9385d04e-8fe8-4f19-a008-f28f8fa8d8ff]
Wire Fraud is Real. Before wiring any money, call the intended recipient at a number you know is valid to confirm the instructions. Additionally, please note that the sender does not have authority to bind a party to a real estate contract via written or verbal communication.

Email #66: RE: CRD Case 202409-26239516

From: "Witham, Lauren@CalCivilRights"

Date: Mar 07, 2025 at 20:17:44

ID:

Hello, Thank you for letting me know. I am reaching out to the respondents to discuss this and will let you know what their response is as soon as I have one. Have a great day, Lauren Witham Associate Governmental Program Analyst| Housing Unit California Civil Rights Department Phone: 916.964-1988 Email: Lauren.Witham@Calcivilrights.ca.gov
CONFIDENTIALITY NOTICE: This communication with its contents may contain confidential and/or legally privileged information. It is solely for the use of the intended recipient(s). Unauthorized interception, review, use or disclosure is prohibited and may violate applicable laws including the Electronic Communications Privacy Act. If you are not the intended recipient, please contact the sender and destroy all copies of the communication. From: Jen Barreda Sent: Thursday, February 27, 2025 1:50 PM To: Witham, Lauren@CalCivilRights Cc: jamesburbank91@gmail.com Subject: Re: CRD Case 202409-26239516 [EXTERNAL] This email originated from outside CRD. Do not click links or open attachments unless you recognize the sender and know the content is safe. Hi Lauren, I am open to mediation or conciliation. At this time my initial offer stands, however, just as last time, I am more than willing to negotiate if they would like to counter offer or discuss. Thank you. On Feb 27, 2025, at 11:16 AM, Witham, Lauren@CalCivilRights > wrote: ■
Good morning, As part of the normal case processing, we offer mediation or conciliation during the investigation even if prior attempts were unsuccessful. I know that your prior conciliation offer was denied, and no counteroffer was presented by the respondents. However, I was wondering if you would like to attempt again and if have a different current offer you would like to present? Thank you, Lauren Witham Associate Governmental Program Analyst| Housing Unit California Civil Rights Department Phone: 916.964-1988 Email: Lauren.Witham@Calcivilrights.ca.gov
CONFIDENTIALITY NOTICE: This communication with its contents may contain confidential and/or legally privileged information. It is solely for the use of the intended recipient(s). Unauthorized interception, review, use or disclosure is prohibited and may violate applicable laws including the Electronic Communications Privacy Act. If you are not the intended recipient, please contact the sender and destroy all copies of the communication.

Email #67: Re: CRD Case 202409-26239516

From: Jen Barreda

Date: Feb 27, 2025 at 21:49:42

ID: <26432732-7438-40AE-8DC2-67FD08946D9F@yahoo.com>

Hi Lauren, I am open to mediation or conciliation. At this time my initial offer stands, however, just as last time, I am more than willing to negotiate if they would like to counter offer or discuss. Thank you. On Feb 27, 2025, at 11:16 AM, Witham, Lauren@CalCivilRights <Lauren.Witham@calcivilrights.ca.gov> wrote: ■ @font-face { font-family: "Cambria Math"; } @font-face { font-family: Aptos; } p.MsoNormal, li.MsoNormal, div.MsoNormal { margin: 0in; font-size: 12pt; font-family: Aptos, sans-serif; } span.EmailStyle17 { font-family: Aptos, sans-serif; color: windowtext; } .MsoChpDefault { } @page WordSection1 { size: 8.5in 11in; margin: 1in; } div.WordSection1 { page: WordSection1; } Good morning, As part of the normal case processing, we offer mediation or conciliation during the investigation even if prior attempts were unsuccessful. I know that your prior conciliation offer was denied, and no counteroffer was presented by the respondents. However, I was wondering if you would like to attempt again and if have a different current offer you would like to present?

Thank you, Lauren Witham Associate Governmental Program Analyst| Housing Unit California Civil Rights Department Phone: 916.964-1988 Email: Lauren.Witham@Calcivilrights.ca.gov CONFIDENTIALITY NOTICE: This communication with its contents may contain confidential and/or legally privileged information. It is solely for the use of the intended recipient(s). Unauthorized interception, review, use or disclosure is prohibited and may violate applicable laws including the Electronic Communications Privacy Act. If you are not the intended recipient, please contact the sender and destroy all copies of the communication.

Email #68: CRD Case 202409-26239516

From: "Witham, Lauren@CalCivilRights"

Date: Feb 27, 2025 at 19:16:30

ID:

Good morning, As part of the normal case processing, we offer mediation or conciliation during the investigation even if prior attempts were unsuccessful. I know that your prior conciliation offer was denied, and no counteroffer was presented by the respondents. However, I was wondering if you would like to attempt again and if have a different current offer you would like to present? Thank you, Lauren Witham Associate Governmental Program Analyst| Housing Unit California Civil Rights Department Phone: 916.964-1988 Email: Lauren.Witham@Calcivilrights.ca.gov CONFIDENTIALITY NOTICE: This communication with its contents may contain confidential and/or legally privileged information. It is solely for the use of the intended recipient(s). Unauthorized interception, review, use or disclosure is prohibited and may violate applicable laws including the Electronic Communications Privacy Act. If you are not the intended recipient, please contact the sender and destroy all copies of the communication.

Email #69: Re: Case # 24NNCV06082 - BURBANK, JENNIFER

From: Jen Barreda

Date: Mar 04, 2025 at 21:31:58

ID:

Keith, Thank you, I saw the emails you sent me but it lists only Brad and Vicki Martinez and those were already filed through the court. I didn't see anything for the other people, Brian Grace Sally and the management company lotus property. On Mar 4, 2025, at 1:17 PM, keith williams <keifmoagain@yahoo.com> wrote: ■ 96 I sent you proof of services through ServeManager app Sent from Yahoo Mail for iPhone On Tuesday, March 4, 2025, 12:09 PM, keith williams <keifmoagain@yahoo.com> wrote: 96 Your office has to file the proof of service/e-file Sent from Yahoo Mail for iPhone On Tuesday, March 4, 2025, 12:02 PM, Jen Barreda <jenbarreda@yahoo.com> wrote: No. I never received anything. I checked the docket and I only see that proof of service was filed for 3 people but not the people I listed below. There are a total of 6 individuals: Brad Martinez Vicki Martinez Gail Calhoun as trustee Brian Gordon Sally Gutierrez Grace Cheng And the management company: lotus property services, Inc. On Mar 4, 2025, at 11:35 AM, keith williams <keifmoagain@yahoo.com> wrote: ■ Did you get the proof of services I sent to you? Sent from my iPhone On Mar 4, 2025, at 10:28 AM, Jen Barreda <jenbarreda@yahoo.com> wrote: ■ Thank you. Do you know what date they were served

to have for my records? On Mar 4, 2025, at 9:24 AM, keith williams <keifmoagain@yahoo.com> wrote: ■ Yes all parties are served. I resent POS On Monday, March 3, 2025 at 03:30:08 PM PST, Jen Barreda <jenbarreda@yahoo.com> wrote: Thank you so much! I know we have a hearing soon so want ti make sure everyone is served. On Mar 3, 2025, at 1:52 PM, keith williams <keifmoagain@yahoo.com> wrote: ■ I'm not sure. I'll look for it tomorrow morning. I'll let you know. Sent from Yahoo Mail for iPhone On Monday, March 3, 2025, 1:50 PM, Jen Barreda <jenbarreda@yahoo.com> wrote: ■ Hello, Do we know if the other parties have been served? Lotus property services, Inc Brian Gordon Sally Gutierrez Grace cheng Co-owners of Lotus Property Services, Inc are Brian Gordon and Vincent Medina. <image0.jpeg> All of the above should be located at their work office which is: 4157 East Live Oak Ave, Arcadia, CA 91006 Home address for Brian Gordon: 915 Ridgeside Drive Monrovia, CA 91016 On Feb 11, 2025, at 11:30 PM, Jen Barreda <jenbarreda@yahoo.com> wrote: ■ There is a chance that Brad Martinez may also show up. The last time he showed up unannounced with Gail as well. Gail now goes by the name of Gail Houser. On Feb 11, 2025, at 11:27 PM, Jen Barreda <jenbarreda@yahoo.com> wrote: ■ Thank you. My husband James will be home tomorrow. His number is 213-858-1725. On Feb 11, 2025, at 9:47 PM, Joseph W. Kellener, Esq. <JK@dignitylawgroup.com> wrote: ■ Keith will be there at 930 am. He is registered a process server. His phone number is +1 (323) 251-9556. @Jen Please text him before you call him. @Keith The address is 518 N Stoneman Ave, Alhambra, CA 91801. Dictated into iPhone. Excuse errors ——— DIGNITY LAW GROUP, APC 14401 Sylvan Street, Suite 102 Van Nuys California 91401 ——— Disclaimer: Any communication through email does not constitute legal advice or create an attorney-client relationship, unless you have signed a retention agreement to receive legal advice. Nothing in this message should be interpreted as a digital or electronic signature that can be used to authenticate a contract or other legal document. On Tue, Feb 11, 2025 at 5:36 PM Jen Barreda <jenbarreda@yahoo.com> wrote: Perfect! Thank you. ■■ On Feb 11, 2025, at 5:22 PM, DIGNITY LAW GROUP <info@dignitylawgroup.com> wrote: ■ Ill let process servers know just in case Dictated into iPhone. Excuse errors ——— DIGNITY LAW GROUP, APC 14401 Sylvan Street, Suite 102 Van Nuys California 91401 ——— Disclaimer: Any communication through email does not constitute legal advice or create an attorney-client relationship, unless you have signed a retention agreement to receive legal advice. Nothing in this message should be interpreted as a digital or electronic signature that can be used to authenticate a contract or other legal document. On Tue, Feb 11, 2025 at 5:21 PM Jen Barreda <jenbarreda@yahoo.com> wrote: If Gail hasn't been served yet, she will be at my unit tomorrow morning at 9:30am! 518 N Stoneman Ave Alhambra, CA 91801 On Feb 10, 2025, at 6:32 PM, Jen Barreda <jenbarreda@yahoo.com> wrote: ■ 323-336-7829 On Feb 10, 2025, at 6:04 PM, DIGNITY LAW GROUP <info@dignitylawgroup.com> wrote: ■ Best number ? Dictated into iPhone. Excuse errors ——— DIGNITY LAW GROUP, APC 14401 Sylvan Street, Suite 102 Van Nuys California 91401 ——— Disclaimer: Any communication through email does not constitute legal advice or create an attorney-client relationship, unless you have signed a retention agreement to receive legal advice. Nothing in this message should be interpreted as a digital or electronic signature that can be used to authenticate a contract or other legal document. On Mon, Feb 10, 2025 at 6:04 PM Jen Barreda <jenbarreda@yahoo.com> wrote: Sounds good, waiting on your call. On Feb 10, 2025, at 2:45 PM, DIGNITY LAW GROUP <info@dignitylawgroup.com> wrote: ■ I will call you this evening. Dictated into iPhone. Excuse errors ——— DIGNITY LAW GROUP, APC 14401 Sylvan Street, Suite 102 Van Nuys California 91401 ——— Disclaimer: Any communication through email does not constitute legal advice or create an attorney-client relationship, unless you have signed a retention agreement to receive legal advice. Nothing in this message should be interpreted as a digital or electronic signature that can be used to authenticate a contract or other legal document. On Mon, Feb 10, 2025 at 12:15 PM Jen Barreda <jenbarreda@yahoo.com> wrote: Hello, It appears there is no proof of service filed with the court and there is a hearing in early April to explain why there was no proof of service within the 60 days that the paperwork was filed. I would like to have confirmation on the status of the proof of service for all parties involved. I also have additional addresses as well: Gail Calhoun PO Box 50405, Pasadena, California 91115 1250 S Orange Grove Blvd. #2, Pasadena, CA 91105 Brad and Vicki Martinez 1113 N Hidalgo Ave, Alhambra, CA 91801 <image0.jpeg> <image0.jpeg> <image0.jpeg>

Email #70: Re: Plumbing Updates

From: Jen Barreda

Date: Jan 28, 2025 at 17:57:38

ID: <38AE7670-3D7F-4698-B3F7-E1993A62A074@yahoo.com>

Hello Gail, I'm checking in to see if there is any update? As you may have known, it rained over the weekend and our garage was leaking again and smelling absolutely foul, the way it smells when there is too much moisture sitting around, or mold. Which raises concerns again about mold in the unit, if it is not properly weather proofed. We've mentioned it many times to multiple people throughout our tenancy. We have waited and are still waiting for necessary changes to be made to finally address and fix this year long issue. We also noticed some water again in our front entry area. An area that was affected and damaged last year in February due to rain. Again, raises significant concerns regarding mold if water enters the unit and sits there. Sincerely, Jennifer Burbank > On Jan 21, 2025, at 2:29 PM, Stoneman <518stoneman@gmail.com> wrote: > > ■ > M/M Burbank, > > We are still working to get the complete set of estimates for plumbing and tile repair at 518 Stoneman Ave. > > As promised before, I will be in touch with next steps when further information is available. > > Thank you for your understanding, > > Gail Houser

Email #71: Plumbing Updates

From: Stoneman <518stoneman@gmail.com>

Date: Jan 21, 2025 at 22:29:37

ID:

M/M Burbank, We are still working to get the complete set of estimates for plumbing and tile repair at 518 Stoneman Ave. As promised before, I will be in touch with next steps when further information is available. Thank you for your understanding, Gail Houser

Email #72: Lease Termination of 518 N. Stoneman Ave. Alhambra CA 91801

From: Vicki Martinez

Date: Aug 09, 2024 at 17:46:41

ID: <1252249887.5947684.1723225601496@mail.yahoo.com>

Dear James & Jennifer, This note is a follow up to the email below and the US-mailed letter sent to you on June 19, 2024, outlining the termination of your lease at 518 N. Stoneman Ave. Alhambra CA 91801. As stated, the lease will terminate on September 15, 2024 (90 days from original notice). We will need to schedule the walk-through and determine the final rent payment, based upon your last day of occupancy. Please contact us by September 1st to set a date for the final inspection/walk-through. The inspection should take place on or before September 15, 2024. If you have any questions, please reach out. Sincerely, Vicki & Brad On Wednesday, June 19, 2024 at 08:31:49 PM PDT, Vicki Martinez wrote: Dear James and Jennifer Burbank, This email 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

From: Stoneman <518stoneman@gmail.com>
Date: Jan 30, 2025 at 18:11:29
ID:

From: Stoneman <518stoneman@gmail.com>
Date: Jan 30, 2025 at 18:11:29
ID:

Email #74: Re: Plumbing Updates

From: Stoneman <518stoneman@gmail.com>
Date: Jan 29, 2025 at 23:09:58
ID:

I will let Servpro know that Friday works. Gail Houser On Wed, Jan 29, 2025 at 2:21 PM Jen Barreda wrote: > Gail, > > Friday would be appropriate as we will not be home all day tomorrow > (Thursday). Thanks. > > On Jan 29, 2025, at 11:28 AM, Stoneman <518stoneman@gmail.com> wrote: > > ■ > M/M Burbank- > > Thank you for the videos and photos. > I have requested remediation of the current water intrusion you are > reporting. > Servpro will be out to evaluate the situation on Thursday or Friday this > week. > I will forward an appointment window to you as it is known to me. > > > Gail Houser > > Gail Houser > > On Tue, Jan 28, 2025 at 11:06 PM Jen Barreda wrote: > >> Gail, >> >> >> I understand that unexpected situations occur but at this point it has >> been 3 weeks since you and the contractor came to assess the issue and >> several months since I first reported this issue (September 2024). I >> hear that you're working on it but without any actual repairs or timeline, >> that doesn't provide much reassurance. >> >> >> If the original contractor is not available, it should not stop or delay >> repairs in the unit. I would expect that another contractor would be >> available since this isn't a minor issue. These repairs are long overdue, >> and the water intrusion is only getting worse. >> >> >> I'm attaching more pictures and a video showing the continuous leaking >> issue. At this point, the leak is more than well-documented and I would >> hope the focus is on making necessary repairs rather than further >> assessment. >> >> >> >> Sincerely,

Email #75: Re: Plumbing Updates

Gail, Friday would be appropriate as we will not be home all day tomorrow (Thursday). Thanks. On Jan 29, 2025, at 11:28 AM, Stoneman <518stoneman@gmail.com> wrote: ■ M/M Burbank- Thank you for the videos and photos. I have requested remediation of the current water intrusion you are reporting. Servpro will be out to evaluate the situation on Thursday or Friday this week. I will forward an appointment window to you as it is known to me. Gail Houser Gail Houser On Tue, Jan 28, 2025 at 11:06 PM Jen Barreda <jenbarreda@yahoo.com> wrote: Gail, I understand that unexpected situations occur but at this point it has been 3 weeks since you and the contractor came to assess the issue and several months since I first reported this issue (September 2024). I hear that you're working on it but without any actual repairs or timeline, that doesn't provide much reassurance. If the original contractor is not available, it should not stop or delay repairs in the unit. I would expect that another contractor would be available since this isn't a minor issue. These repairs are long overdue, and the water intrusion is only getting worse. I'm attaching more pictures and a video showing the continuous leaking issue. At this point, the leak is more than well-documented and I would hope the focus is on making necessary repairs rather than further assessment. Sincerely, Jennifer Burbank On Jan 28, 2025, at 5:28 PM, Stoneman <518stoneman@gmail.com> wrote: ■ M/M Burbank, I do not have any updates on the previous plumbing issue because the contractor has had a family emergency. I want to confirm that I have continued to work on that matter. Do you have photos or videos of the recent water problems? The videos you sent from the garage were helpful. Gail Houser On Tue, Jan 28, 2025 at 10:00 AM Jen Barreda <jenbarreda@yahoo.com> wrote: Hello Gail, I'm checking in to see if there is any update? As you may have known, it rained over the weekend and our garage was leaking again and smelling absolutely foul, the way it smells when there is too much moisture sitting around, or mold. Which raises concerns again about mold in the unit, if it is not properly weather proofed. We've mentioned it many times to multiple people throughout our tenancy. We have waited and are still waiting for necessary changes to be made to finally address and fix this year long issue. We also noticed some water again in our front entry area. An area that was affected and damaged last year in February due to rain. Again, raises significant concerns regarding mold if water enters the unit and sits there. Sincerely, Jennifer Burbank > On Jan 21, 2025, at 2:29 PM, Stoneman <518stoneman@gmail.com> wrote: > > ■ > M/M Burbank, > > We are still working to get the complete set of estimates for plumbing and tile repair at 518 Stoneman Ave. > > As promised before, I will be in touch with next steps when further information is available. > > Thank you for your understanding, > > Gail Houser

Email #76: Re: Plumbing Updates

From: Stoneman <518stoneman@gmail.com>

Date: Jan 29, 2025 at 19:28:19

ID:

M/M Burbank- Thank you for the videos and photos. I have requested remediation of the current water intrusion you are reporting. Servpro will be out to evaluate the situation on Thursday or Friday this week. I will forward an appointment window to you as it is known to me. Gail Houser Gail Houser On Tue, Jan 28, 2025 at 11:06 PM Jen Barreda wrote: > Gail, > > I understand that unexpected situations occur but at this point it has > been 3 weeks since you and the contractor came to assess the issue and > several months since I first reported this issue (September 2024). I hear > that you're working on it but without any actual repairs or timeline, that > doesn't provide much reassurance. > > If the original contractor is not available, it should not stop or delay > repairs in the unit. I would expect that another contractor would be > available since this isn't a minor issue. These repairs are long overdue, > and the water intrusion is only getting worse. > > I'm attaching more pictures and a video showing the continuous leaking > issue. At this point, the leak is more than well-documented and I would > hope the focus is on making necessary repairs rather than further > assessment. > > > Sincerely, > > Jennifer Burbank > > > On Jan 28, 2025, at 5:28 PM, Stoneman <518stoneman@gmail.com> wrote: > > ■ > M/M Burbank, > > I do not have any updates on the previous plumbing issue because the > contractor has had a family emergency. I want to confirm that I have > continued to work on that matter. > > Do you have photos or videos of the recent water problems? > > The videos you sent from the garage were helpful. > > Gail Houser > > > On Tue, Jan 28, 2025 at 10:00 AM Jen Barreda wrote: > > Hello Gail, > > I'm checking in to see if there is any update? > > As you may have known, it rained over the weekend and our garage was > > leaking again and smelling absolutely foul, the way it smells when there is > > too much moisture sitting around, or mold. Which raises concerns again > > about mold in the unit, if it is not properly weather proofed. > > We've mentioned it many times to multiple people throughout our tenancy. > > We have waited and are still waiting for necessary changes to be made to > > finally address and fix this year long issue. > > We also noticed some water again in our front entry area. An area that > > was affected and damaged last year in February due to rain. Again, raises > > significant concerns regarding mold if water enters the unit and sits > > there. > > > Sincerely, > > Jennifer Burbank > > > > > > On Jan 21, 2025, at 2:29 PM, Stoneman <518stoneman@gmail.com> wrote: > > > > ■ > > M/M Burbank, > > > > We are still working to get the complete set of estimates for plumbing > > and tile repair at 518 Stoneman Ave. > > > > As promised before, I will be in touch with next steps when further > > information is available. > > > > Thank you for your understanding, > > > > Gail Houser > >

Email #77: Re: Plumbing Updates

From: Jen Barreda

Date: Jan 29, 2025 at 07:05:51

ID: <78FF4204-269E-4E89-A79B-55CFCD5283E7@yahoo.com>

Gail, I understand that unexpected situations occur but at this point it has been 3 weeks since you and the contractor came to assess the issue and several months since I first reported this issue (September 2024). I hear that you're working on it but without any actual repairs or timeline, that doesn't provide much reassurance. If the original contractor is not available, it should not stop or delay repairs in the unit. I would expect that another contractor would be available since this isn't a minor issue. These repairs are long overdue, and the water intrusion is only getting worse. I'm attaching more pictures and a video showing the continuous leaking issue. At this point, the leak is more than well-documented and I would hope the focus is on making necessary repairs rather than further assessment. Sincerely, Jennifer Burbank On Jan 28, 2025, at 5:28 PM, Stoneman <518stoneman@gmail.com> wrote: ■ M/M Burbank, I do not have any updates on the previous plumbing issue because the contractor has had a family emergency. I want to confirm that I have continued to work on that matter. Do you have photos or videos of the recent water problems? The videos you sent from the garage were helpful. Gail Houser On Tue, Jan 28, 2025 at 10:00 AM Jen Barreda <jenbarreda@yahoo.com> wrote: Hello Gail, I'm checking in to see if there is any update? As you may have known, it rained over the weekend and our garage was leaking again and smelling absolutely foul, the way it smells when there is too much moisture sitting around, or mold. Which raises concerns again about mold in the unit, if it is not properly weather proofed. We've mentioned it many times to multiple people throughout our tenancy. We have waited and are still waiting for necessary changes to be made to finally address and fix this year long issue. We also noticed some water again in our front entry area. An area that was affected and damaged last year in February due to rain. Again, raises significant concerns regarding mold if water enters the unit and sits there. Sincerely, Jennifer Burbank > On Jan 21, 2025, at 2:29 PM, Stoneman <518stoneman@gmail.com> wrote: > > ■ > M/M Burbank, > > We are still working to get the complete set of estimates for plumbing and tile repair at 518 Stoneman Ave. > > As promised before, I will be in touch with next steps when further information is available. > > Thank

you for your understanding, > > Gail Houser

Email #78: Re: Confirmation of Rent Waived - March 1, 2025

From: Stoneman <518stoneman@gmail.com>

Date: Mar 04, 2025 at 21:45:05

ID:

M/M Burbank, In response to your request, we have attached a letter of intent signed by Robert Fernandez indicating plans to occupy the dwelling space at 518 N. Stoneman Avenue for a minimum of twelve months. Included in the file attached are documents verifying Robert Fernandez as the father of property owner Vicki Martinez and father-in-law of property owner Brad Martinez. If you have further questions, please feel free to reach out. On Sat, Mar 1, 2025 at 6:03 PM Jen Barreda wrote: > ■ Gail, > > I am requesting proof that Robert Fernandez is related to Brad Martinez, > who appears to be the person who wrote this letter. Additionally, I am > requesting verification that Robert Fernandez intends to move into the unit > and reside there for at least 12 months. > > Please provide this information at your earliest convenience. > > Jennifer Burbank > > On Feb 27, 2025, at 10:55 AM, Jen Barreda wrote: > > ■ > Gail, > > Since you didn't include James in your email response below, I am > including him so that we both note that you are indeed waiving rent for the > month of March 1, 2025 and no rent is expected from us on that date. > > Jennifer Burbank > > On Feb 27, 2025, at 9:16 AM, Stoneman <518stoneman@gmail.com> wrote: > > ■ > M/M Burbank- > > Per the 60-day notice to quit, it is confirmed that you are entitled to > relocation assistance in accordance with Civil Code Section 1946.2(d)(3). > The landlord agrees to waive the last month's rent. > > Please refer to the attached notice for further details. > Gail Houser > > > On Thu, Feb 27, 2025 at 7:27 AM Jen Barreda wrote: > > Gail, > > > Could you please confirm that the rent due on March 1, 2025, has been > > waived? > > > Jennifer Burbank > > >

Email #79: Re: Confirmation of Rent Waived - March 1, 2025

From: Jen Barreda
Date: Mar 04, 2025 at 18:09:53
ID:

Gail, Following up on this email with the requested information. Please refer to the email below. Jennifer Burbank On Mar 1, 2025, at 6:03 PM, Jen Barreda <jenbarreda@yahoo.com> wrote: ■ ■ Gail, I am requesting proof that Robert Fernandez is related to Brad Martinez, who appears to be the person who wrote this letter. Additionally, I am requesting verification that Robert Fernandez intends to move into the unit and reside there for at least 12 months. Please provide this information at your earliest convenience. Jennifer Burbank On Feb 27, 2025, at 10:55 AM, Jen Barreda <jenbarreda@yahoo.com> wrote: ■ Gail, Since you didn't include James in your email response below, I am including him so that we both note that you are indeed waiving rent for the month of March 1, 2025 and no rent is expected from us on that date. Jennifer Burbank On Feb 27, 2025, at 9:16 AM, Stoneman <518stoneman@gmail.com> wrote: ■ M/M Burbank- Per the 60-day notice to quit, it is confirmed that you are entitled to relocation assistance in accordance with Civil Code Section 1946.2(d)(3). The landlord agrees to waive the last month's rent. Please refer to the attached notice for further details. Gail Houser On Thu, Feb 27, 2025 at 7:27 AM Jen Barreda <jenbarreda@yahoo.com> wrote: Gail, Could you please confirm that the rent due on March 1, 2025, has been waived? Jennifer Burbank

Email #80: Re: Confirmation of Rent Waived - March 1, 2025

From: Jen Barreda
Date: Mar 02, 2025 at 02:03:14
ID:

■ Gail, I am requesting proof that Robert Fernandez is related to Brad Martinez, who appears to be the person who wrote this letter. Additionally, I am requesting verification that Robert Fernandez intends to move into the unit and reside there for at least 12 months. Please provide this information at your earliest convenience. Jennifer Burbank On Feb 27, 2025, at 10:55 AM, Jen Barreda <jenbarreda@yahoo.com> wrote: ■ Gail, Since you didn't include James in your email response below, I am including him so that we both note that you are indeed waiving rent for the month of March 1, 2025 and no rent is expected from us on that date. Jennifer Burbank On Feb 27, 2025, at 9:16 AM, Stoneman <518stoneman@gmail.com> wrote: ■ M/M Burbank- Per the 60-day notice to quit, it is confirmed that you are entitled to relocation assistance in accordance with Civil Code Section 1946.2(d)(3). The landlord agrees to waive the last month's rent. Please refer to the attached notice for further details. Gail Houser On Thu, Feb 27, 2025 at 7:27 AM Jen Barreda <jenbarreda@yahoo.com> wrote: Gail, Could you please confirm that the rent due on March 1, 2025, has been waived? Jennifer Burbank

Email #81: Re: Water Intrusion

From: Jen Barreda
Date: Mar 02, 2025 at 02:21:49
ID: <7A3EC431-D434-4508-92AD-2763172DE0B3@yahoo.com>

Gail, You stated you would provide an update after Thursday's repairs and we have not received any updates. Therefore I am requesting for an update. I am still waiting to hear any update on the pipe in the garage that has been leaking since September 20, 2024 and was reported multiple times. Additionally we are awaiting any updates on the patio and if you plan to address and fix the patio to prevent more water intrusion. I am also requesting an update on any reports or findings from ServPro regarding the water moisture in the unit. I am also awaiting repairs on the floor that is bouncy/has a soft spot and the wall in the stairwell near the garage that has been peeling over time. Please respond with a timeline or schedule for all these repairs. Jennifer Burbank > On Feb 14, 2025, at 9:24 PM, Jen Barreda wrote: > > ■ > Gail, > > I am going to continue to document and report all instances of water intrusion in the unit as they occur. I will notify you via email with as many videos and photos, as I have been doing for months. > > I understand that you would like to see the water in person, but given that water intrusion does not occur on a set schedule, and I have other obligations such as work and family responsibilities, it is not practical or reasonable for me to call you at any hour of the day or night to allow for an in-person visit. Seeing the water firsthand does not change the fact that the issue needs permanent repairs, not just continued assessment. > > However, I am more than willing to coordinate access to the unit for licensed professionals who can

actually assess and address the issues, as well as begin actual repairs. > > I would like to continue to point out that the garage is STILL leaking from the ceiling and those pipes that you've seen first hand have been leaking. I have not heard any updates from you on when those pipes will be addressed. I reported this to you directly on 12/29/24. I'm not sure what the delay may be now but I'm requesting for a response and for it to be fixed immediately. > > Jennifer Burbank > > >>> On Feb 14, 2025, at 4:21 PM, Stoneman <518stoneman@gmail.com> wrote: >>> >> ■ >> M/M Burbank, >> >> Please call the phone number to report water intrusion or any other safety issues. >> >> 323-813-4266 >> >> As I mentioned in person on 2/7/25 and 2/12/25, the phone call will help us more quickly and accurately determine/correct the underlying causes of the water intrusion. >> >> Thank you, >> Gail Houser >>

Email #82: Re: Water Intrusion

From: Jen Barreda
Date: Feb 15, 2025 at 05:24:19
ID: <548C4BCF-A7CC-4F09-BF81-B95883454B62@yahoo.com>

Gail, I am going to continue to document and report all instances of water intrusion in the unit as they occur. I will notify you via email with as many videos and photos, as I have been doing for months. I understand that you would like to see the water in person, but given that water intrusion does not occur on a set schedule, and I have other obligations such as work and family responsibilities, it is not practical or reasonable for me to call you at any hour of the day or night to allow for an in-person visit. Seeing the water firsthand does not change the fact that the issue needs permanent repairs, not just continued assessment. However, I am more than willing to coordinate access to the unit for licensed professionals who can actually assess and address the issues, as well as begin actual repairs. I would like to continue to point out that the garage is STILL leaking from the ceiling and those pipes that you've seen first hand have been leaking. I have not heard any updates from you on when those pipes will be addressed. I reported this to you directly on 12/29/24. I'm not sure what the delay may be now but I'm requesting for a response and for it to be fixed immediately. Jennifer Burbank > On Feb 14, 2025, at 4:21 PM, Stoneman <518stoneman@gmail.com> wrote: > ■ > M/M Burbank, > > Please call the phone number to report water intrusion or any other safety issues. > > 323-813-4266 > > As I mentioned in person on 2/7/25 and 2/12/25, the phone call will help us more quickly and accurately determine/correct the underlying causes of the water intrusion. > > Thank you, > Gail Houser

Email #83: Re: Status of Repairs

From: Jen Barreda
Date: Mar 07, 2025 at 00:39:46
ID:

Hello, When emailing can you indicate your name so we know who is addressing these updates. Thanks, Jennifer Burbank > On Mar 6, 2025, at 3:40 PM, Stoneman <518stoneman@gmail.com> wrote: > > ■ > M/M Burbank, > > In response to your reported issues, we are providing the following updates: > > Garage Leak (Northeast corner) > Broken sprinkler line discovered March 4 and repaired March 6. > Plumbers diagnosed garage leak to be related to clogged planter box drain located on the above patio. > Plumber attempted to clear drain with conventional plumbing methods (snaking and pressure) but was unsuccessful on March 6. > Plumber to document suggested steps for remediation. > Additional plumbing estimates to be gathered and a repair schedule to be announced. > Wall Repair in Garage Stairwell > Contractor scraped the peeling paint and applied a skim coat on March 6. > Contractor will return to apply a texture coat and paint on a date to be announced. > Front Entryway Flooring & Tenant-Provided "Flagged" Sections of Flooring > Contractor assessed entryway flooring on February 27 and identified areas to be improved. > Contractor will replace specific sections of front entryway flooring and sections of the coat closet on a date to be announced. > Contractor assessed the landing area of the stairwell leading to the garage (in all areas flagged by tenants) on March 6 and found no evidence of structural impairment. > Upstairs areas flagged by tenants on carpeted flooring of the landing and children's bedroom were inspected by landlord Brad Martinez on March 6. No structural issue was discovered. > > Please reply with any questions.

Email #84: Status of Repairs

From: Stoneman <518stoneman@gmail.com>
Date: Mar 06, 2025 at 23:39:54
ID:

M/M Burbank, In response to your reported issues, we are providing the following updates: *Garage Leak (Northeast corner)* - Broken sprinkler line discovered March 4 and repaired March 6. - Plumbers diagnosed garage leak to be related to clogged planter box drain located on the above patio. - Plumber attempted to clear drain with conventional plumbing methods (snaking and pressure) but was unsuccessful on March 6. - Plumber to document suggested steps for remediation. - Additional plumbing estimates to be gathered and a repair schedule to be announced. *Wall Repair in Garage Stairwell* - Contractor scraped the peeling paint and applied a skim coat on March 6. - Contractor will return to apply a texture coat and paint on a date to be announced. *Front Entryway Flooring & Tenant-Provided "Flagged" Sections

of Flooring* - Contractor assessed entryway flooring on February 27 and identified areas to be improved. - Contractor will replace specific sections of front entryway flooring and sections of the coat closet on a date to be announced. - Contractor assessed the landing area of the stairwell leading to the garage (in all areas flagged by tenants) on March 6 and found no evidence of structural impairment. - Upstairs areas flagged by tenants on carpeted flooring of the landing and children's bedroom were inspected by landlord Brad Martinez on March 6. No structural issue was discovered. Please reply with any questions.

Email #85: March 6, 2025 - Contractor Information

From: Jen Barreda
Date: Mar 07, 2025 at 05:33:38
ID: <503904A9-C5EF-4D78-9956-8F656D0ECA79@yahoo.com>

Stoneman Staff, Please provide the full name and license number of the contractor who assessed the "landing area of the stairwell leading to the garage" on, March 6, 2025, and "found no evidence of structural impairment". Additionally, please provide any official report, notes, or documentation from the contractor regarding their findings. Since Brad Martinez personally inspected the upstairs flooring in my children's bedroom and determined that "no structural issue was discovered", I would also appreciate receiving his license number along with any official report or notes documenting his findings from this inspection. Jennifer Burbank

Email #86: Re: Maintenance Request Follow-Up

From: Jen Barreda
Date: Nov 19, 2024 at 22:21:19
ID: <1558361283.542007.1732054879978@mail.yahoo.com>

Grace, My email was following up on a very obvious tear/crack in a pipe in the garage (above the first parking spot, closest to the door to enter/exit garage). This pipe in question has not shown any leaks. However, there have been leaks in the garage. Sally and others have inspected the unit and see the clear water stains on the ceiling of the garage and the floor that came from a different pipe. It is not my responsibility or obligation as a tenant to figure that why a pipe is leaking, it is my duty to report to management, which I have done numerous times with no actions from management and ownership. Management sent a plumber to the unit on 9/28/24 who witnessed a slow leak in the garage from a pipe that sits above the third parking spot, under the patio. The plumber inspected the patio and the garage looking for the source of the issue. This plumber stated he would let management know of the leak and the need to address it. He also pointed out a separate pipe (sitting above the second parking spot and walkway) that he saw was incorrectly put together and stated it should be addressed immediately. This licensed professional, contracted by management, stated these issues, yet no repairs have been made. I have also reported it on the online portal, again with photos for documentation. My request is still sitting in the portal with no urgency from management and ownership. I have fulfilled my obligations by reporting all issues and I am now awaiting for management and ownership to fulfill their obligations as well. On Wednesday, November 6, 2024 at 04:29:14 PM PST, Grace Cheng wrote: Jen, An email was sent by Sally to you on 10/31/2024 with a copy of the report from the Los Angeles County Public Health that was conducted on 10/24/2024 citing that there were "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." I am attaching it here again if you need it. Ownership/management has no obligation to provide any further reports but the plumber that was sent out also did not find any leaks. No water intrusion or plumbing leaks have been witnessed by Ownership/management since the time of your first report. We rely on the expertise of licensed professionals in the assisting concerns raised by all our tenants. It is your obligation, as previously mentioned by Sally, to notify us immediately of any water related issues so that we can observe and document them. Thank you! Grace Cheng - Director of Portfolio Management Lotus Property Services, Inc. From: Jen Barreda Sent: Monday, November 04, 2024 10:44 AM To: Sally Gutierrez ; Grace Cheng Cc: jamesburbank91@gmail.com Subject: Re: Maintenance Request Follow-Up Good Morning, I am following up again on when the pipes in the garage will be repaired and if there are any plans to fix or address the issue in the patio which has caused water intrusion and has not been addressed. I also sent a follow up email on October 28, 2024, with no response to my questions. I am also following up on my previous request for copies of the plumbers reports, for both dates, September 28, 2024 and October 16, 2024. Brian mentioned briefly in a call on October 29, 2024 that he has reviewed the reports from the plumbers and I would like to have a copy for my records. On Monday, October 28, 2024 at 02:06:47 PM PDT, Jen Barreda wrote: Good Afternoon Sally, I am following up on the email I sent on Thursday, October 24 regarding pending maintenance requests in the rental unit of 518 N Stoneman. Please reply to address all my concerns from that email, at your earliest convenience. Thank you. On Thursday, October 24, 2024 at 06:37:37 PM PDT, Jen Barreda wrote: Hello Grace, Thank you for the message. I received a missed call from the lotus property services general number, I assumed it was Sally trying to reach me. However, Sally confirmed she was not the one who called me and no voicemail was left. Therefore, I had no way to verify who called and was trying to reach me. Please go ahead and share my email and James' email with Brian. I would prefer for all communication to be in writing either via email or text message. Thank you and have a good evening. On Oct 24, 2024, at 5:43 PM, Grace Cheng wrote: ■ Jen, Our broker and company owner, Brian Gordon, called and left a message for you and James today to discuss. Kindly give him a call back as soon as you can. He can be reached at (626) 582-8001 ext.104. Thanks you! Grace Cheng - Director of Portfolio Management Lotus Property Services, Inc. From: Jen Barreda Sent: Thursday, October 24, 2024 12:11 PM To: Grace Cheng ; Sally Gutierrez Cc: jamesburbank91@gmail.com

Subject: Re: Maintenance Request Follow-Up Good Afternoon Sally, I want to address the ongoing concerns that seem to contradict your recent statements in your previous email. I continue to experience significant issues with water intrusion from the patio, which has led to leaks into the garage and is causing moisture damage to the baseboards and the flooring by the entryway and restroom. This continuous water intrusion is concerning, as it could pose safety and health risks for me and my family. The toilet in the master bedroom has been leaking intermittently when flushed, leaving water on the floor. The owner previously mentioned on May 30 that he would replace the old seal and bolts, but that hasn't happened yet. During the first plumber's visit on September 28, an active leak was identified in the garage coming from one of the pipes, and he noted poorly done plumbing from previous work, stating that the certain pipes should be replaced. The second plumber, who came on October 16 with you, mentioned that a pipe was cracked and needed replacement. This not only contradicts your statement that no leaks were found, but it also fails to acknowledge that the pipes in the garage currently require maintenance. In addition to these concerns, I noticed that your previous email did not mention a timeline for addressing the root cause of the water intrusion. As the patio seems to be the main source of water entering the unit, it's essential that this issue is fixed to prevent ongoing damage. Can you provide an update on when the patio will be addressed, and if there is a plan in place to resolve the water intrusion at its source? Simply repairing baseboards or cosmetic damages without fixing the underlying problem seems ineffective, as the same issues will likely continue. The baseboard that you stated was repaired appears to have only been filled with an adhesive or filler, rather than removed and replaced with a new baseboard. This is alarming given the obvious water damage to the baseboard, and since it wasn't replaced, it remains damaged. Filling it without replacement does not seem to address the underlying issue of water exposure, and the baseboard is still in poor condition. The other baseboard in which you claim "we did not see anything wrong" shows visible separation from the wall, which is a sign of water damage, which I have stated numerous times to you and the landlords. The baseboards in the restroom by the entry way are also visibly damaged and were left untouched. Lastly, the plumber's suggestion of small cracks in the foundation causing water seepage is a serious matter that could lead to further significant damage if not properly addressed. Can you provide a timeline or plan for when this issue will be resolved to prevent further damage and water intrusion? I would like to understand why these necessary repairs and maintenance seem to be overlooked. Could you clarify whether the delays in repairs and dismissal of repairs are due to decisions made by the landlords or if this is a matter of the property management company in which you represent, not recognizing the urgency of these issues? As I mentioned in my previous email, I would like to request a copy of any reports or notes from both plumbers who inspected the unit on September 28 and October 16. On Tuesday, October 22, 2024 at 04:07:12 PM PDT, Sally Gutierrez wrote: Hello Jennifer, I have emailed you the annual inspection report requested by you, See below for response. Regarding the baseboard, the one that was repaired is the one to the right side of your living room where the little table is located, it was detaching from the wall. We did not see anything wrong with the baseboard to the left between the entry door and the restroom. The plumber and I inspected the patio on 10/16/2024 and turned on the water hose for 10 to 15 minutes on all sides including the area where the plants are located. We also waited for a while to see if any water leaked inside your entry way and in the garage area. No signs of water intrusion were found. As for the toilet upstairs in the master bedroom, we also inspected and per the plumber there were no leak. We did let James know about the toilet upstairs and found no leaks and James said he just wanted to make sure. Per the property Owners, he as well inspected your toilet, tightened the bolts, and found no leaks at that time. Again, if you feel the toilet is leaking, please notify me immediately and I will return to inspect during the leak. For the pipes in garage area, no leaks were found either. The plumber I was with on 10/16 did suggest that there may be small cracks in the foundation that may result in some water seeping through. The area was inspected by the plumber, and all was found to be dry on the day we inspected it. I have emailed you the annual inspection report requested by you, See below for response. Regarding the baseboard, the one that was repaired is the one to the right side of your living room where the little table is located, it was detaching from the wall. We did not see anything wrong with the baseboard to the left between the entry door and the restroom. The plumber and I inspected the patio on 10/16/2024 and turned on the water hose for 10 to 15 minutes on all sides including the area where the plants are located. We also waited for a while to see if any water leaked inside your entry way and in the garage area. No signs of water intrusion were found. As for the toilet upstairs in the master bedroom, we also inspected and per the plumber there were no leak. We did let James know about the toilet upstairs and found no leaks and James said he just wanted to make sure. Per the property Owners, he as well inspected your toilet, tightened the bolts, and found no leaks at that time. Again, if you feel the toilet is leaking, please notify me immediately and I will return to inspect during the leak the same for the entry flooring. For the pipes in garage area, no leaks were found either. The plumber I was with on 10/16 did suggest that there may be small cracks in the foundation that may result in some water seeping through. The area was inspected by the plumber, and all was found to be dry on the day we inspected it.

Thanks, Sally Gutierrez – Property Manager Lotus Property Services, Inc. From: Jen Barreda Sent: Tuesday, October 22, 2024 9:47 AM To: Sally Gutierrez ; Grace Cheng Cc: jamesburbank91@gmail.com Subject: Re: Maintenance Request Follow-Up Good Morning Sally, I am following up on my email from Thursday, October 17th. Please see email below.

On Thursday, October 17, 2024 at 02:22:30 PM PDT, Jen Barreda wrote: Good Afternoon Sally, I am following up on the maintenance that was scheduled yesterday (October 16, 2024). It appears that two areas in the stair well leading down to the garage were patched up where there was visible paint peeling. The weather stripping at the front door has been replaced or fixed and now the door easily opens and closes. I also noted the peeling on the ceiling in the living room was also patched up. However, the baseboards that you have mentioned many times, have not been touched. The patio was again, visibly inspected, by another plumber with no repairs made or resolution. The toilet in the master bedroom has been reported as leaking since May 30, 2024. It was initially reported to Brad and Vicki Martinez. Brad inspected the toilet himself and stated the he noticed a small drip while flushing and tightened the bolt. He stated he would order a new

seal and bolts as the ones installed were old. I have now reported this same issue to you through the online portal, and to my surprise, it has been dismissed and not been repaired. I am asking again, to replace the toilet or to fix the toilet in the master bedroom. Having to deal with toilet water on the floor, damaging my bath rug and potentially the floor is unacceptable, especially since it has been four months and a half since we initially reported this issue, and nearly a month (27 days) since we have brought it to your attention. The water intrusion coming into the unit in the living room from under the flooring is concerning and it is highly important and urgent. I am requesting an immediate and specific timeline of when this issue is going to be addressed and repaired. I am also requesting an immediate and specific timeline of when the leaks and pipes/plumbing in the garage will be addressed and repaired. This has become a burden to us as tenants and it is unacceptable. As tenants we have rights and we will exercise our tenant rights if these issues are not addressed, repaired and all completed within a timely manner. I will go ahead and make more maintenance requests for each issue that has failed to be repaired or has been negligently dismissed. My requests should not be "canceled" through the online portal or considered "complete" if they have not been addressed and repaired. You have stated that all repairs need to be discussed with the landlords, Brad and Vicki Martinez, before moving forward. Are the delays and lack of repairs due to Brad and Vicki Martinez delaying repairs and refusing to make other repairs in the unit? Please advise on why the repairs are being delayed and or are being dismissed. I am requesting the full report from the initial walk through inspection when the take over occurred, a full report of when the plumber came to the unit on September 28, 2024 (the plumber stated he would be writing a report to his supervisor) and any reports or notes that include a timeline of these issues being addressed and repaired, primarily the outdoor patio and the plumbing in the garage. Sincerely, Jennifer Burbank

Email #87: RE: Maintenance Request Follow-Up

From: Grace Cheng

Date: Nov 07, 2024 at 00:29:08

ID:

Jen, An email was sent by Sally to you on 10/31/2024 with a copy of the report from the Los Angeles County Public Health that was conducted on 10/24/2024 citing that there were "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." I am attaching it here again if you need it. Ownership/management has no obligation to provide any further reports but the plumber that was sent out also did not find any leaks. No water intrusion or plumbing leaks have been witnessed by Ownership/management since the time of your first report. We rely on the expertise of licensed professionals in the assisting concerns raised by all our tenants. It is your obligation, as previously mentioned by Sally, to notify us immediately of any water related issues so that we can observe and document them. Thank you! Grace Cheng - Director of Portfolio Management Lotus Property Services, Inc. [cid:image001.jpg@01DB304C.696D7370] From: Jen Barreda Sent: Monday, November 04, 2024 10:44 AM To: Sally Gutierrez ; Grace Cheng Cc: jamesburbank91@gmail.com Subject: Re: Maintenance Request Follow-Up Good Morning, I am following up again on when the pipes in the garage will be repaired and if there are any plans to fix or address the issue in the patio which has caused water intrusion and has not been addressed. I also sent a follow up email on October 28, 2024, with no response to my questions. I am also following up on my previous request for copies of the plumbers reports, for both dates, September 28, 2024 and October 16, 2024. Brian mentioned briefly in a call on October 29, 2024 that he has reviewed the reports from the plumbers and I would like to have a copy for my records. On Monday, October 28, 2024 at 02:06:47 PM PDT, Jen Barreda > wrote: Good Afternoon Sally, I am following up on the email I sent on Thursday, October 24 regarding pending maintenance requests in the rental unit of 518 N Stoneman. Please reply to address all my concerns from that email, at your earliest convenience. Thank you. On Thursday, October 24, 2024 at 06:37:37 PM PDT, Jen Barreda > wrote: Hello Grace, Thank you for the message. I received a missed call from the lotus property services general number, I assumed it was Sally trying to reach me. However, Sally confirmed she was not the one who called me and no voicemail was left. Therefore, I had no way to verify who called and was trying to reach me. Please go ahead and share my email and James' email with Brian. I would prefer for all communication to be in writing either via email or text message. Thank you and have a good evening. On Oct 24, 2024, at 5:43 PM, Grace Cheng > wrote: ■ Jen, Our broker and company owner, Brian Gordon, called and left a message for you and James today to discuss. Kindly give him a call back as soon as you can. He can be reached at (626) 582-8001 ext.104. Thanks you! Grace Cheng - Director of Portfolio Management Lotus Property Services, Inc. [cid:image001.jpg@01DB304C.696D7370] From: Jen Barreda > Sent: Thursday, October 24, 2024 12:11 PM To: Grace Cheng >; Sally Gutierrez > Cc: jamesburbank91@gmail.com Subject: Re: Maintenance Request Follow-Up Good Afternoon Sally, I want to address the ongoing concerns that seem to contradict your recent statements in your previous email. I continue to experience significant issues with water intrusion from the patio, which has led to leaks into the garage and is causing moisture damage to the baseboards and the flooring by the entryway and restroom. This continuous water intrusion is concerning, as it could pose safety and health risks for me and my family. The toilet in the master bedroom has been leaking intermittently when flushed, leaving water on the floor. The owner previously mentioned on May 30 that he would replace the old seal and bolts, but that hasn't happened yet. During the first plumber's visit on September 28, an active leak was identified in the garage coming from one of the

pipes, and he noted poorly done plumbing from previous work, stating that the certain pipes should be replaced. The second plumber, who came on October 16 with you, mentioned that a pipe was cracked and needed replacement. This not only contradicts your statement that no leaks were found, but it also fails to acknowledge that the pipes in the garage currently require maintenance. In addition to these concerns, I noticed that your previous email did not mention a timeline for addressing the root cause of the water intrusion. As the patio seems to be the main source of water entering the unit, it's essential that this issue is fixed to prevent ongoing damage. Can you provide an update on when the patio will be addressed, and if there is a plan in place to resolve the water intrusion at its source? Simply repairing baseboards or cosmetic damages without fixing the underlying problem seems ineffective, as the same issues will likely continue. The baseboard that you stated was repaired appears to have only been filled with an adhesive or filler, rather than removed and replaced with a new baseboard. This is alarming given the obvious water damage to the baseboard, and since it wasn't replaced, it remains damaged. Filling it without replacement does not seem to address the underlying issue of water exposure, and the baseboard is still in poor condition. The other baseboard in which you claim "we did not see anything wrong" shows visible separation from the wall, which is a sign of water damage, which I have stated numerous times to you and the landlords. The baseboards in the restroom by the entry way are also visibly damaged and were left untouched. Lastly, the plumber's suggestion of small cracks in the foundation causing water seepage is a serious matter that could lead to further significant damage if not properly addressed. Can you provide a timeline or plan for when this issue will be resolved to prevent further damage and water intrusion? I would like to understand why these necessary repairs and maintenance seem to be overlooked. Could you clarify whether the delays in repairs and dismissal of repairs are due to decisions made by the landlords or if this is a matter of the property management company in which you represent, not recognizing the urgency of these issues? As I mentioned in my previous email, I would like to request a copy of any reports or notes from both plumbers who inspected the unit on September 28 and October 16. On Tuesday, October 22, 2024 at 04:07:12 PM PDT, Sally Gutierrez > wrote: Hello Jennifer, I have emailed you the annual inspection report requested by you, See below for response. Regarding the baseboard, the one that was repaired is the one to the right side of your living room where the little table is located, it was detaching from the wall. We did not see anything wrong with the baseboard to the left between the entry door and the restroom. The plumber and I inspected the patio on 10/16/2024 and turned on the water hose for 10 to 15 minutes on all sides including the area where the plants are located. We also waited for a while to see if any water leaked inside your entry way and in the garage area. No signs of water intrusion were found. As for the toilet upstairs in the master bedroom, we also inspected and per the plumber there were no leak. We did let James know about the toilet upstairs and found no leaks and James said he just wanted to make sure. Per the property Owners, he as well inspected your toilet, tightened the bolts, and found no leaks at that time. Again, if you feel the toilet is leaking, please notify me immediately and I will return to inspect during the leak. For the pipes in garage area, no leaks were found either. 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[cid:image002.jpg@01DB304C.696D7370] From: Jen Barreda > Sent: Tuesday, October 22, 2024 9:47 AM To: Sally Gutierrez >; Grace Cheng > Cc: jamesburbank91@gmail.com Subject: Re: Maintenance Request Follow-Up Good Morning Sally, I am following up on my email from Thursday, October 17th. Please see email below. On Thursday, October 17, 2024 at 02:22:30 PM PDT, Jen Barreda > wrote: Good Afternoon Sally, I am following up on the maintenance that was scheduled yesterday (October 16, 2024). It appears that two areas in the stair well leading down to the garage were patched up where there was visible paint peeling. The weather stripping at the front door has been replaced or fixed and now the door easily opens and closes. I also noted the peeling on the ceiling in the living room was also patched up. However, the baseboards that you have mentioned many times, have not been touched. The patio was again, visibly inspected, by another plumber with no repairs made or resolution. The toilet in the master bedroom has been reported as leaking since May 30, 2024. It was initially reported to Brad and Vicki Martinez. Brad inspected the toilet himself and stated the he noticed a small drip while flushing and tightened the bolt. He stated he would order a new seal and bolts as the ones installed were old. I have now reported this same issue to you through the online portal, and to my surprise, it has been dismissed and not been repaired. I am asking again, to replace the toilet or to fix the toilet in the master bedroom. Having to deal with toilet water on the floor, damaging my bath rug and potentially the floor is unacceptable, especially since it has been four months and a half since we initially reported this issue, and nearly a month (27 days) since we have brought it to your attention. The water intrusion coming into the unit in the living room from under the flooring is concerning and it is highly important and urgent. I am requesting an immediate and specific timeline of when this issue is going to be addressed and repaired. I am also requesting an immediate and specific timeline of when the leaks

and pipes/plumbing in the garage will be addressed and repaired. This has become a burden to us as tenants and it is unacceptable. As tenants we have rights and we will exercise our tenant rights if these issues are not addressed, repaired and all completed within a timely manner. I will go ahead and make more maintenance requests for each issue that has failed to be repaired or has been negligently dismissed. My requests should not be "canceled" through the online portal or considered "complete" if they have not been addressed and repaired. You have stated that all repairs need to be discussed with the landlords, Brad and Vicki Martinez, before moving forward. Are the delays and lack of repairs due to Brad and Vicki Martinez delaying repairs and refusing to make other repairs in the unit? Please advise on why the repairs are being delayed and or are being dismissed. I am requesting the full report from the initial walk through inspection when the take over occurred, a full report of when the plumber came to the unit on September 28, 2024 (the plumber stated he would be writing a report to his supervisor) and any reports or notes that include a timeline of these issues being addressed and repaired, primarily the outdoor patio and the plumbing in the garage. Sincerely, Jennifer Burbank

From: Jen Barreda
Date: Nov 04, 2024 at 18:43:36
ID: <1533691087.9836745.1730745816241@mail.yahoo.com>

From: Jen Barreda
Date: Nov 04, 2024 at 18:43:36
ID: <1533691087.9836745.1730745816241@mail.yahoo.com>

Good Morning, I am following up again on when the pipes in the garage will be repaired and if there are any plans to fix or address the issue in the patio which has caused water intrusion and has not been addressed. I also sent a follow up email on October 28, 2024, with no response to my questions. I am also following up on my previous request for copies of the plumbers reports, for both dates, September 28, 2024 and October 16, 2024. Brian mentioned briefly in a call on October 29, 2024 that he has reviewed the reports from the plumbers and I would like to have a copy for my records.

On Monday, October 28, 2024 at 02:06:47 PM PDT, Jen Barreda wrote: Good Afternoon Sally, I am following up on the email I sent on Thursday, October 24 regarding pending maintenance requests in the rental unit of 518 N Stoneman. Please reply to address all my concerns from that email, at your earliest convenience. Thank you.

On Thursday, October 24, 2024 at 06:37:37 PM PDT, Jen Barreda wrote: Hello Grace, Thank you for the message. I received a missed call from the lotus property services general number, I assumed it was Sally trying to reach me. However, Sally confirmed she was not the one who called me and no voicemail was left. Therefore, I had no way to verify who called and was trying to reach me. Please go ahead and share my email and James' email with Brian. I would prefer for all communication to be in writing either via email or text message. Thank you and have a good evening.

On Oct 24, 2024, at 5:43 PM, Grace Cheng wrote:

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p.yiv7448750718MsoNormal, #yiv7448750718 li.yiv7448750718MsoNormal, #yiv7448750718
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#yiv7448750718 span.yiv7448750718MsoHyperlink {color:blue;text-decoration:underline;}#yiv7448750718
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p.yiv7448750718msonormal1, #yiv7448750718 li.yiv7448750718msonormal1, #yiv7448750718
div.yiv7448750718msonormal1 {margin:0in;font-size:12pt;font-family:Aptos, sans-serif;}#yiv7448750718
span.yiv7448750718EmailStyle29 {font-family:Aptos, sans-serif;color>windowtext;}#yiv7448750718
.yiv7448750718MsoChpDefault {font-size:10pt;}#yiv7448750718 filtered {}#yiv7448750718
div.yiv7448750718WordSection1 {}

Jen, Our broker and company owner, Brian Gordon, called and left a message for you and James today to discuss. Kindly give him a call back as soon as you can. He can be reached at (626) 582-8001 ext.104. Thanks you!

Grace Cheng - Director of Portfolio Management Lotus Property Services, Inc.
From: Jen Barreda Sent: Thursday, October 24, 2024 12:11 PM
To: Grace Cheng ; Sally Gutierrez Cc: jamesburbank91@gmail.com
Subject: Re: Maintenance Request Follow-Up

Good Afternoon Sally, I want to address the ongoing concerns that seem to contradict your recent statements in your previous email. I continue to experience significant issues with water intrusion from the patio, which has led to leaks into the garage and is causing moisture damage to the baseboards and the flooring by the entryway and restroom. This continuous water intrusion is concerning, as it could pose safety and health risks for me and my family. The toilet in the master bedroom has been leaking intermittently when flushed, leaving water on the floor. The owner previously mentioned on May 30 that he would replace the old seal and bolts, but that hasn't happened yet. During the first plumber's visit on September 28, an active leak was identified in the garage coming from one of the pipes, and he noted poorly done plumbing from previous work, stating that the certain pipes should be replaced. The second plumber, who came on October 16 with you, mentioned that a pipe was cracked and needed replacement. This not only contradicts your statement that no leaks were found, but it also fails to acknowledge that the pipes in the garage currently require maintenance. In addition to these concerns, I noticed that your previous email did not mention a timeline for addressing the root cause of the water intrusion. As the patio seems to be the main source of water entering the unit, it's essential that this issue is fixed to prevent ongoing damage. Can you provide an update on when the patio will be addressed, and if there is a plan in place to resolve the water intrusion at its source? Simply repairing baseboards or cosmetic damages without fixing the underlying problem seems ineffective, as the same issues will likely continue. The baseboard that you stated was repaired appears to have only been filled with an adhesive or filler, rather than removed and replaced with a new baseboard. This is alarming given the obvious water damage to the baseboard, and since it wasn't replaced, it remains damaged. Filling it without replacement does not seem to address the underlying issue of water exposure, and the baseboard is still in poor condition. The other baseboard in which you claim "we did not see anything wrong" shows visible separation from the wall, which is a sign of water damage, which I have stated numerous times to you and the landlords. The baseboards in the restroom by the entry way are also visibly damaged and were left untouched. Lastly, the plumber's suggestion of small cracks in the foundation causing water seepage is a serious matter that could lead to further significant damage if not properly addressed. Can you provide a timeline or plan for when this issue will be resolved to prevent further damage and water intrusion?

I would like to understand why these necessary repairs and maintenance seem to be overlooked. Could you clarify whether the delays in repairs and dismissal of repairs are due to decisions made by the landlords or if this is a matter of the property management company in which you represent, not

recognizing the urgency of these issues? As I mentioned in my previous email, I would like to request a copy of any reports or notes from both plumbers who inspected the unit on September 28 and October 16. On Tuesday, October 22, 2024 at 04:07:12 PM PDT, Sally Gutierrez wrote: Hello Jennifer, I have emailed you the annual inspection report requested by you, See below for response. Regarding the baseboard, the one that was repaired is the one to the right side of your living room where the little table is located, it was detaching from the wall. We did not see anything wrong with the baseboard to the left between the entry door and the restroom. The plumber and I inspected the patio on 10/16/2024 and turned on the water hose for 10 to 15 minutes on all sides including the area where the plants are located. We also waited for a while to see if any water leaked inside your entry way and in the garage area. No signs of water intrusion were found. As for the toilet upstairs in the master bedroom, we also inspected and per the plumber there were no leak. We did let James know about the toilet upstairs and found no leaks and James said he just wanted to make sure. Per the property Owners, he as well inspected your toilet, tightened the bolts, and found no leaks at that time. Again, if you feel the toilet is leaking, please notify me immediately and I will return to inspect during the leak. For the pipes in garage area, no leaks were found either. The plumber I was with on 10/16 did suggest that there may be small cracks in the foundation that may result in some water seeping through. The area was inspected by the plumber, and all was found to be dry on the day we inspected it.

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Thanks, Sally Gutierrez – Property Manager Lotus Property Services, Inc. From: Jen Barreda Sent: Tuesday, October 22, 2024 9:47 AM To: Sally Gutierrez ; Grace Cheng Cc: jamesburbank91@gmail.com Subject: Re: Maintenance Request Follow-Up Good Morning Sally, I am following up on my email from Thursday, October 17th. Please see email below.

On Thursday, October 17, 2024 at 02:22:30 PM PDT, Jen Barreda wrote: Good Afternoon Sally, I am following up on the maintenance that was scheduled yesterday (October 16, 2024). It appears that two areas in the stair well leading down to the garage were patched up where there was visible paint peeling. The weather stripping at the front door has been replaced or fixed and now the door easily opens and closes. I also noted the peeling on the ceiling in the living room was also patched up. However, the baseboards that you have mentioned many times, have not been touched. The patio was again, visibly inspected, by another plumber with no repairs made or resolution. The toilet in the master bedroom has been reported as leaking since May 30, 2024. It was initially reported to Brad and Vicki Martinez. Brad inspected the toilet himself and stated the he noticed a small drip while flushing and tightened the bolt. He stated he would order a new seal and bolts as the ones installed were old. I have now reported this same issue to you through the online portal, and to my surprise, it has been dismissed and not been repaired. I am asking again, to replace the toilet or to fix the toilet in the master bedroom. Having to deal with toilet water on the floor, damaging my bath rug and potentially the floor is unacceptable, especially since it has been four months and a half since we initially reported this issue, and nearly a month (27 days) since we have brought it to your attention. The water intrusion coming into the unit in the living room from under the flooring is concerning and it is highly important and urgent. I am requesting an immediate and specific timeline of when this issue is going to be addressed and repaired. I am also requesting an immediate and specific timeline of when the leaks and pipes/plumbing in the garage will be addressed and repaired. This has become a burden to us as tenants and it is unacceptable. As tenants we have rights and we will exercise our tenant rights if these issues are not addressed, repaired and all completed within a timely manner. I will go ahead and make more maintenance requests for each issue that has failed to be repaired or has been negligently dismissed. My requests should not be "canceled" through the online portal or considered "complete" if they have not been addressed and repaired. You have stated that all repairs need to be discussed with the landlords, Brad and Vicki Martinez, before moving forward. Are the delays and lack of repairs due to Brad and Vicki Martinez delaying repairs and refusing to make other repairs in the unit? Please advise on why the repairs are being delayed and or are being dismissed. I am requesting the full report from the initial walk through inspection when the take over occurred, a full report of when the plumber came to the unit on September 28, 2024 (the plumber stated he would be writing a report to his supervisor) and any reports or notes that include a timeline of these issues being addressed and repaired, primarily the outdoor patio and the plumbing in the garage. Sincerely, Jennifer Burbank

Email #89: Re: Maintenance Request Follow-Up

From: Jen Barreda

Date: Oct 28, 2024 at 21:06:46

ID: <477039889.7254437.1730149606952@mail.yahoo.com>

Good Afternoon Sally, I am following up on the email I sent on Thursday, October 24 regarding pending maintenance requests in the rental unit of 518 N Stoneman. Please reply to address all my concerns from that email, at your earliest convenience. Thank you. On Thursday, October 24, 2024 at 06:37:37 PM PDT, Jen Barreda wrote: Hello Grace, Thank you for the message. I received a missed call from the lotus property services general number, I assumed it was Sally trying to reach me. However, Sally confirmed she was not the one who called me and no voicemail was left. Therefore, I had no way to verify who called and was trying to reach me. Please go ahead and share my email and James' email with Brian. I would prefer for all communication to be in writing either via email or text message. Thank you and have a good evening. On Oct 24, 2024, at 5:43 PM, Grace Cheng wrote: ■ #yiv9585630310 filtered {}#yiv9585630310 filtered {}#yiv9585630310 filtered {}#yiv9585630310 filtered {}#yiv9585630310 filtered {}#yiv9585630310 p.yiv9585630310MsoNormal, #yiv9585630310 li.yiv9585630310MsoNormal, #yiv9585630310 div.yiv9585630310MsoNormal {margin:0in;font-size:12pt;font-family:Aptos, sans-serif;}#yiv9585630310 a:link, #yiv9585630310 span.yiv9585630310MsoHyperlink {color:blue;text-decoration:underline;}#yiv9585630310 p.yiv9585630310ydp4ea0255dmsoplaintext, #yiv9585630310 li.yiv9585630310ydp4ea0255dmsoplaintext, #yiv9585630310 div.yiv9585630310ydp4ea0255dmsoplaintext {margin-right:0in;margin-left:0in;font-size:12pt;font-family:Aptos, sans-serif;}#yiv9585630310 p.yiv9585630310msonormal, #yiv9585630310 li.yiv9585630310msonormal, #yiv9585630310 div.yiv9585630310msonormal {margin-right:0in;margin-left:0in;font-size:12pt;font-family:Aptos, sans-serif;}#yiv9585630310 p.yiv9585630310msonormal1, #yiv9585630310 li.yiv9585630310msonormal1, #yiv9585630310 div.yiv9585630310msonormal1 {margin:0in;font-size:12pt;font-family:Aptos, sans-serif;}#yiv9585630310 span.yiv9585630310EmailStyle29 {font-family:Aptos, sans-serif;color:windowtext;}#yiv9585630310 .yiv9585630310MsoChpDefault {font-size:10pt;}#yiv9585630310 filtered {}#yiv9585630310 div.yiv9585630310WordSection1 {} Jen, Our broker and company owner, Brian Gordon, called and left a message for you and James today to discuss. Kindly give him a call back as soon as you can. He can be reached at (626) 582-8001 ext.104. Thanks you! Grace Cheng - Director of Portfolio Management Lotus Property Services, Inc. From: Jen Barreda Sent: Thursday, October 24, 2024 12:11 PM To: Grace Cheng ; Sally Gutierrez Cc: jamesburbank91@gmail.com Subject: Re: Maintenance Request Follow-Up Good Afternoon Sally, I want to address the ongoing concerns that seem to contradict your recent statements in your previous email. I continue to experience significant issues with water intrusion from the patio, which has led to leaks into the garage and is causing moisture damage to the baseboards and the flooring by the entryway and restroom. This continuous water intrusion is concerning, as it could pose safety and health risks for me and my family. The toilet in the master bedroom has been leaking intermittently when flushed, leaving water on the floor. The owner previously mentioned on May 30 that he would replace the old seal and bolts, but that hasn't happened yet. During the first plumber's visit on September 28, an active leak was identified in the garage coming from one of the pipes, and he noted poorly done plumbing from previous work, stating that the certain pipes should be replaced. The second plumber, who came on October 16 with you, mentioned that a pipe was cracked and needed replacement. This not only contradicts your statement that no leaks were found, but it also fails to acknowledge that the pipes in the garage currently require maintenance. In addition to these concerns, I noticed that your previous email did not mention a timeline for addressing the root cause of the water intrusion. As the patio seems to be the main source of water entering the unit, it's essential that this issue is fixed to prevent ongoing damage. 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Thanks, Sally Gutierrez – Property Manager Lotus Property Services, Inc. From: Jen Barreda Sent: Tuesday, October 22, 2024 9:47 AM To: Sally Gutierrez ; Grace Cheng Cc: jamesburbank91@gmail.com Subject: Re: Maintenance Request Follow-Up Good Morning Sally, I am following up on my email from Thursday, October 17th. Please see email below.

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Email #90: Re: Maintenance Request Follow-Up

From: Jen Barreda

Date: Oct 25, 2024 at 01:37:37

ID:

Hello Grace, Thank you for the message. I received a missed call from the lotus property services general number, I assumed it was Sally trying to reach me. However, Sally confirmed she was not the one who called me and no voicemail was left. Therefore, I had no way to verify who called and was trying to reach me. Please go ahead and share my email and James' email with Brian. I would prefer for all communication to be in writing either via email or text message. Thank you and have a good evening. On Oct 24, 2024, at 5:43 PM, Grace Cheng <grace@lotuspropertyservices.net> wrote: ■
v\:* {behavior:url(#default#VML);} o\:* {behavior:url(#default#VML);} w\:* {behavior:url(#default#VML);} .shape

{behavior:url(#default#VML);} @font-face { font-family: PMingLiU; } @font-face { font-family: "Cambria Math"; } @font-face { font-family: Calibri; } @font-face { font-family: Verdana; } @font-face { font-family: Aptos; } @font-face { font-family: "@PMingLiU"; } @font-face { font-family: "helvetica neue"; } p.MsoNormal, li.MsoNormal, div.MsoNormal { margin: 0in; font-size: 12pt; font-family: Aptos, sans-serif; } a:link, span.MsoHyperlink { color: blue; text-decoration: underline; } p.ydp4ea0255dmsoplaintext, li.ydp4ea0255dmsoplaintext, div.ydp4ea0255dmsoplaintext { margin-right: 0in; margin-left: 0in; font-size: 12pt; font-family: Aptos, sans-serif; } p.yiv1815315613msonormal, li.yiv1815315613msonormal, div.yiv1815315613msonormal { margin-right: 0in; margin-left: 0in; font-size: 12pt; font-family: Aptos, sans-serif; } p.yiv1815315613msonormal1, li.yiv1815315613msonormal1, div.yiv1815315613msonormal1 { margin: 0in; font-size: 12pt; font-family: Aptos, sans-serif; } span.EmailStyle29 { font-family: Aptos, sans-serif; color: windowtext; } .MsoChpDefault { font-size: 10pt; } @page WordSection1 { size: 8.5in 11in; margin: 1in; } div.WordSection1 { page: WordSection1; } Jen, Our broker and company owner, Brian Gordon, called and left a message for you and James today to discuss. Kindly give him a call back as soon as you can. He can be reached at (626) 582-8001 ext.104. Thanks you! Grace Cheng - Director of Portfolio Management Lotus Property Services, Inc. From: Jen Barreda <jenbarreda@yahoo.com> Sent: Thursday, October 24, 2024 12:11 PM To: Grace Cheng <grace@lotuspropertyservices.net>; Sally Gutierrez <sally@lotuspropertyservices.net> Cc: jamesburbank91@gmail.com Subject: Re: Maintenance Request Follow-Up Good Afternoon Sally, I want to address the ongoing concerns that seem to contradict your recent statements in your previous email. I continue to experience significant issues with water intrusion from the patio, which has led to leaks into the garage and is causing moisture damage to the baseboards and the flooring by the entryway and restroom. This continuous water intrusion is concerning, as it could pose safety and health risks for me and my family. 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Thanks, Sally Gutierrez – Property Manager Lotus Property Services, Inc. From: Jen Barreda <jenbarreda@yahoo.com> Sent: Tuesday, October 22, 2024 9:47 AM To: Sally Gutierrez <sally@lotuspropertyservices.net>; Grace Cheng <grace@lotuspropertyservices.net> Cc: jamesburbank91@gmail.com Subject: Re: Maintenance Request Follow-Up Good Morning Sally, I am following up on my email from Thursday, October 17th. Please see email below. On Thursday, October 17, 2024 at 02:22:30 PM PDT, Jen Barreda <jenbarreda@yahoo.com> wrote: Good Afternoon Sally, I am following up on the maintenance that was scheduled yesterday (October 16, 2024). It appears that two areas in the stair well leading down to the garage were patched up where there was visible paint peeling. The weather stripping at the front door has been replaced or fixed and now the door easily opens and closes. I also noted the peeling on the ceiling in the living room was also patched up. However, the baseboards that you have mentioned many times, have not been touched. The patio was again, visibly inspected, by another plumber with no repairs made or resolution. The toilet in the master bedroom has been reported as leaking since May 30, 2024. It was initially reported to Brad and Vicki Martinez. Brad inspected the toilet himself and stated the he noticed a small drip while flushing and tightened the bolt. He stated he would order a new seal and bolts as the ones installed were old. I have now reported this same issue to you through the online portal, and to my surprise, it has been dismissed and not been repaired. I am asking again, to replace the toilet or to fix the toilet in the master bedroom. Having to deal with toilet water on the floor, damaging my bath rug and potentially the floor is unacceptable, especially since it has been four months and a half since we initially reported this issue, and nearly a month (27 days) since we have brought it to your attention. The water intrusion coming into the unit in the living room from under the flooring is concerning and it is highly important and urgent. I am requesting an immediate and specific timeline of when this issue is going to be addressed and repaired. I am also requesting an immediate and specific timeline of when the leaks and pipes/plumbing in the garage will be addressed and repaired. This has become a burden to us as tenants and it is unacceptable. As tenants we have rights and we will exercise our tenant rights if these issues are not addressed, repaired and all completed within a timely manner. I will go ahead and make more maintenance requests for each issue that has failed to be repaired or has been negligently dismissed. My requests should not be "canceled" through the online portal or considered "complete" if they have not been addressed and repaired. You have stated that all repairs need to be discussed with the landlords, Brad and Vicki Martinez, before moving forward. Are the delays and lack of repairs due to Brad and Vicki Martinez delaying repairs and refusing to make other repairs in the unit? Please advise on why the repairs are being delayed and or are being dismissed. I am requesting the full report from the initial walk through inspection when the take over occurred, a full report of when the plumber came to the unit on September 28, 2024 (the plumber stated he would be writing a report to his supervisor) and any reports or notes that include a timeline of these issues being addressed and repaired, primarily the outdoor patio and the plumbing in the garage. Sincerely, Jennifer Burbank

Email #91: RE: Maintenance Request Follow-Up

From: Grace Cheng

Date: Oct 25, 2024 at 00:42:59

ID: <2366ebc976a447d4bc8cd64665e918df@lotuspropertyservices.net>

Jen, Our broker and company owner, Brian Gordon, called and left a message for you and James today to discuss. Kindly give him a call back as soon as you can. He can be reached at (626) 582-8001 ext.104. Thanks you! Grace Cheng - Director of Portfolio Management Lotus Property Services, Inc. [cid:image001.jpg@01DB263C.2922A070] From: Jen Barreda Sent: Thursday, October 24, 2024 12:11 PM To: Grace Cheng ; Sally Gutierrez Cc: jamesburbank91@gmail.com Subject: Re: Maintenance Request Follow-Up Good Afternoon Sally, I want to address the ongoing concerns that seem to contradict your recent statements in your previous email. I continue to experience significant issues with water intrusion from the patio, which has led to leaks into the garage and is causing moisture damage to the baseboards and the flooring by the entryway and restroom. This continuous water intrusion is concerning, as it could pose safety and health risks for me and my family. 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The plumber I was with on 10/16 did suggest that there may be small cracks in the foundation that may result in some water seeping through. The area was inspected by the plumber, and all was found to be dry on the day we inspected it. Thanks, Sally Gutierrez – Property Manager Lotus Property Services, Inc. [cid:image002.jpg@01DB263C.2922A070] From: Jen Barreda > Sent:

Tuesday, October 22, 2024 9:47 AM To: Sally Gutierrez >; Grace Cheng > Cc: jamesburbank91@gmail.com Subject: Re: Maintenance Request Follow-Up Good Morning Sally, I am following up on my email from Thursday, October 17th. Please see email below. On Thursday, October 17, 2024 at 02:22:30 PM PDT, Jen Barreda > wrote: Good Afternoon Sally, I am following up on the maintenance that was scheduled yesterday (October 16, 2024). It appears that two areas in the stair well leading down to the garage were patched up where there was visible paint peeling. The weather stripping at the front door has been replaced or fixed and now the door easily opens and closes. I also noted the peeling on the ceiling in the living room was also patched up. However, the baseboards that you have mentioned many times, have not been touched. The patio was again, visibly inspected, by another plumber with no repairs made or resolution. The toilet in the master bedroom has been reported as leaking since May 30, 2024. It was initially reported to Brad and Vicki Martinez. Brad inspected the toilet himself and stated the he noticed a small drip while flushing and tightened the bolt. He stated he would order a new seal and bolts as the ones installed were old. I have now reported this same issue to you through the online portal, and to my surprise, it has been dismissed and not been repaired. I am asking again, to replace the toilet or to fix the toilet in the master bedroom. Having to deal with toilet water on the floor, damaging my bath rug and potentially the floor is unacceptable, especially since it has been four months and a half since we initially reported this issue, and nearly a month (27 days) since we have brought it to your attention. The water intrusion coming into the unit in the living room from under the flooring is concerning and it is highly important and urgent. I am requesting an immediate and specific timeline of when this issue is going to be addressed and repaired. I am also requesting an immediate and specific timeline of when the leaks and pipes/plumbing in the garage will be addressed and repaired. This has become a burden to us as tenants and it is unacceptable. As tenants we have rights and we will exercise our tenant rights if these issues are not addressed, repaired and all completed within a timely manner. I will go ahead and make more maintenance requests for each issue that has failed to be repaired or has been negligently dismissed. My requests should not be "canceled" through the online portal or considered "complete" if they have not been addressed and repaired. You have stated that all repairs need to be discussed with the landlords, Brad and Vicki Martinez, before moving forward. Are the delays and lack of repairs due to Brad and Vicki Martinez delaying repairs and refusing to make other repairs in the unit? Please advise on why the repairs are being delayed and or are being dismissed. I am requesting the full report from the initial walk through inspection when the take over occurred, a full report of when the plumber came to the unit on September 28, 2024 (the plumber stated he would be writing a report to his supervisor) and any reports or notes that include a timeline of these issues being addressed and repaired, primarily the outdoor patio and the plumbing in the garage. Sincerely, Jennifer Burbank

Email #92: Re: Maintenance Request Follow-Up

From: Jen Barreda

Date: Oct 24, 2024 at 19:10:45

ID: <1955098188.5853989.1729797045129@mail.yahoo.com>

Good Afternoon Sally, I want to address the ongoing concerns that seem to contradict your recent statements in your previous email. I continue to experience significant issues with water intrusion from the patio, which has led to leaks into the garage and is causing moisture damage to the baseboards and the flooring by the entryway and restroom. This continuous water intrusion is concerning, as it could pose safety and health risks for me and my family. The toilet in the master bedroom has been leaking intermittently when flushed, leaving water on the floor. The owner previously mentioned on May 30 that he would replace the old seal and bolts, but that hasn't happened yet. During the first plumber's visit on September 28, an active leak was identified in the garage coming from one of the pipes, and he noted poorly done plumbing from previous work, stating that the certain pipes should be replaced. The second plumber, who came on October 16 with you, mentioned that a pipe was cracked and needed replacement. This not only contradicts your statement that no leaks were found, but it also fails to acknowledge that the pipes in the garage currently require maintenance. In addition to these concerns, I noticed that your previous email did not mention a timeline for addressing the root cause of the water intrusion. As the patio seems to be the main source of water entering the unit, it's essential that this issue is fixed to prevent ongoing damage. Can you provide an update on when the patio will be addressed, and if there is a plan in place to resolve the water intrusion at its source? Simply repairing baseboards or cosmetic damages without fixing the underlying problem seems ineffective, as the same issues will likely continue. The baseboard that you stated was repaired appears to have only been filled with an adhesive or filler, rather than removed and replaced with a new baseboard. This is alarming given the obvious water damage to the baseboard, and since it wasn't replaced, it remains damaged. Filling it without replacement does not seem to address the underlying issue of water exposure, and the baseboard is still in poor condition. The other baseboard in which you claim "we did not see anything wrong" shows visible separation from the wall, which is a sign of water damage, which I have stated numerous times to you and the landlords. The baseboards in the restroom by the entry way are also visibly damaged and were left untouched. Lastly, the plumber's suggestion of small cracks in the foundation causing water seepage is a serious matter that could lead to further significant damage if not properly addressed. Can you provide a timeline or plan for when this issue will be resolved to prevent further damage and water intrusion? I would like to understand why these necessary repairs and maintenance seem to be overlooked. Could

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Thanks, Sally Gutierrez – Property Manager Lotus Property Services, Inc. From: Jen Barreda Sent: Tuesday, October 22, 2024 9:47 AM To: Sally Gutierrez ; Grace Cheng Cc: jamesburbank91@gmail.com Subject: Re: Maintenance Request Follow-Up Good Morning Sally, I am following up on my email from Thursday, October 17th. Please see email below.

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Email #93: Re: 518 N. Stoneman Ave., Alhambra

From: Jen Barreda

Date: Sep 25, 2024 at 22:11:46

ID: <89028666-FDDB-4453-881D-1ADC6842A2CC@yahoo.com>

Hello Sally, Unfortunately, that day does not work for us. Can this be scheduled on a Wednesday or Thursday? Again, I want to reiterate what I mentioned on the phone yesterday, regardless of the results, we are not accepting the responsibility to pay for any mold testing to the unit since the water damage was not caused by us. Thank you. > On Sep 25, 2024, at 1:52 PM, Sally Gutierrez wrote: > > ■ > Hello Jennifer, > > > The Mold Technical Services, Inc can be at your property on Tuesday, 10/01/2024 at 11:00am. Please confirm appointment, I will also be there with him. > > > Thanks, > > > > Sally Gutierrez – Property Manager > Lotus Property Services, Inc. > > >

Email #94: Completed: 518 N Stoneman Avenue

From: "Johnny Aragon via DocuSign"

Date: Sep 02, 2023 at 01:19:47

ID: <21e3281b6ffb4ea2841cb31a3639a64b@docusign.net>

Hello James Burbank, All parties have completed 518 N Stoneman Avenue. <https://www.docusign.net/Member/EmailStart.aspx?a=6899a1f1-3a6d-4625-8562-548db556df24&r;=e8389942-3f4b-4d99-97dc-327e5ad12c82> If clicking the link does not work, you can highlight and copy the entire line above and paste it into your browser to get started. This message was sent to you by Johnny Aragon who is using the DocuSign Electronic Signature Service. If you would rather not receive email from this sender you may contact the sender with your request. Do Not Share This Email This email contains a secure link to DocuSign. Please do not share this email, link, or access code with others. Questions about the Document? If you need to modify the document or have questions about the details in the document, please reach out to the sender by emailing them directly. Stop receiving this email Report this email [https://support.docusign.com/s/articles/How-do-I-sign-a-DocuSign-document-Basic-Signing?language=en_US&utm_campaign=GBL_XX_DBU_UPS_2211_SignNotificationEmailFooter&utm_medium=product&utm_source=postsend](https://protect.docusign.net/report-abuse?e=AUtomjpFaK9GlbPL0zFFi12mcnRX-khRlwRA0w_2liCPqqlqjjKsO6bZAP5qH2zs4cnWNVh0da3dJsvHKzXl5jbFPWHRhKCCGub_XUyElyp2U4ym3En0Pmu5dITJEQSI-qb1Lvy8741wpmyRyGCTqt8kaADAGT6l1X1X9sD-ENk4z92PbXJ5vlfHxEme3iQazGIWf3pnpwcKld0qHoUHUGdu2zr89hn0zMW4GgtgDQB4YJ9CNtY0ctVpposgdZrlkx9sivptsmJny4ALbdCFQ_kNtcPVzFdtXJrUjxmSEx-42jk5dXmV7vBmxW-bJEBHNU7bLzyrFnnv5XeBo5FHPmWIG79KvgVzBe2wo14fM3JLTS809-LsLXXHSHOEKGe5x-h46hSykky_yXDbaAQXyeD5vXw9nHbEyHsiqV7pjCJcQMRYKZRAR6e3ZBHGNvCIMvG6QFQNOjXZaE5VpaUG7l(=en Declining to sign Managing notifications If you are having trouble signing the document, please visit the Help with Signing page on our Support Center. <a href=)

Email #95: Lease agreement pdf 518 Stoneman

From: hoodlumtyrant@gmail.com

Date: Sep 06, 2023 at 22:58:33

ID:

<https://www.docusign.net/Signing/EnvelopePDF.aspx?s=2&showdoc;=true&ws;=1&download;=1&ti;=c555576fe7da4306ac531f9a47880f3c> Sent from my iPhone

Email #96: Re: Case # 24NNCV06082 - BURBANK, JENNIFER

From: Jen Barreda

Date: Mar 03, 2025 at 21:50:20

ID: <41705C5C-3D6B-4D3D-ABAB-7384202F231E@yahoo.com>

■ Hello, Do we know if the other parties have been served? Lotus property services, Inc Brian Gordon Sally Gutierrez Grace cheng Co-owners of Lotus Property Services, Inc are Brian Gordon and Vincent Medina. All of the above should be located at their work office which is: 4157 East Live Oak Ave, Arcadia, CA 91006 Home address for Brian Gordon: 915 Ridgeside Drive Monrovia, CA 91016 On Feb 11, 2025, at 11:30 PM, Jen Barreda <jenbarreda@yahoo.com> wrote: ■ There is a chance that Brad Martinez may also show up. The last time he showed up unannounced with Gail as well. Gail now goes by the name of Gail Houser. On Feb 11, 2025, at 11:27 PM, Jen Barreda <jenbarreda@yahoo.com> wrote: ■ Thank you. My husband James will be home tomorrow. His number is 213-858-1725. On Feb 11, 2025, at 9:47 PM, Joseph W. Kellener, Esq. <JK@dignitylawgroup.com> wrote: ■ Keith will be there at 930 am. He is registered a process server. His phone number is +1 (323) 251-9556. @Jen Please text him before you call him. @Keith The address is 518 N Stoneman Ave, Alhambra, CA 91801. Dictated into iPhone. Excuse errors ——— DIGNITY LAW GROUP, APC 14401 Sylvan Street, Suite 102 Van Nuys California 91401 ——— Disclaimer: Any communication through email does not constitute legal advice or create an attorney-client relationship, unless you have signed a retention agreement to receive legal advice. Nothing in this message should be interpreted as a digital or electronic signature that can be used to authenticate a contract or other legal document. On Tue, Feb 11, 2025 at 5:36 PM Jen Barreda <jenbarreda@yahoo.com> wrote: Perfect! Thank you. ■■ On Feb 11, 2025, at 5:22 PM, DIGNITY LAW GROUP <info@dignitylawgroup.com> wrote: ■ Ill let process servers know just in case Dictated into iPhone. Excuse errors ——— DIGNITY LAW GROUP,

APC 14401 Sylvan Street, Suite 102 Van Nuys California 91401 ——— Disclaimer: Any communication through email does not constitute legal advice or create an attorney-client relationship, unless you have signed a retention agreement to receive legal advice. Nothing in this message should be interpreted as a digital or electronic signature that can be used to authenticate a contract or other legal document. On Tue, Feb 11, 2025 at 5:21 PM Jen Barreda <jenbarreda@yahoo.com> wrote: If Gail hasn't been served yet, she will be at my unit tomorrow morning at 9:30am! 518 N Stoneman Ave Alhambra, CA 91801 On Feb 10, 2025, at 6:32 PM, Jen Barreda <jenbarreda@yahoo.com> wrote: ■ 323-336-7829 On Feb 10, 2025, at 6:04 PM, DIGNITY LAW GROUP <info@dignitylawgroup.com> wrote: ■ Best number ? Dictated into iPhone. Excuse errors ——— DIGNITY LAW GROUP, APC 14401 Sylvan Street, Suite 102 Van Nuys California 91401 ——— Disclaimer: Any communication through email does not constitute legal advice or create an attorney-client relationship, unless you have signed a retention agreement to receive legal advice. Nothing in this message should be interpreted as a digital or electronic signature that can be used to authenticate a contract or other legal document. On Mon, Feb 10, 2025 at 6:04 PM Jen Barreda <jenbarreda@yahoo.com> wrote: Sounds good, waiting on your call. On Feb 10, 2025, at 2:45 PM, DIGNITY LAW GROUP <info@dignitylawgroup.com> wrote: ■ I will call you this evening. Dictated into iPhone. Excuse errors ——— DIGNITY LAW GROUP, APC 14401 Sylvan Street, Suite 102 Van Nuys California 91401 ——— Disclaimer: Any communication through email does not constitute legal advice or create an attorney-client relationship, unless you have signed a retention agreement to receive legal advice. Nothing in this message should be interpreted as a digital or electronic signature that can be used to authenticate a contract or other legal document. On Mon, Feb 10, 2025 at 12:15 PM Jen Barreda <jenbarreda@yahoo.com> wrote: Hello, It appears there is no proof of service filed with the court and there is a hearing in early April to explain why there was no proof of service within the 60 days that the paperwork was filed. I would like to have confirmation on the status of the proof of service for all parties involved. I also have additional addresses as well: Gail Calhoun PO Box 50405, Pasadena, California 91115 1250 S Orange Grove Blvd. #2, Pasadena, CA 91105 Brad and Vicki Martinez 1113 N Hidalgo Ave, Alhambra, CA 91801

Email #97: Re: Notice to Enter Dwelling Unit

From: Stoneman <518stoneman@gmail.com>

Date: Feb 25, 2025 at 16:54:07

ID:

M/M Burbank- I will update you with available information about repair timing following the Thursday service appointment. Gail Houser On Mon, Feb 24, 2025 at 2:40 PM Jen Barreda wrote: > Gail, > > Thank you for the notice. We will be available at that date and time. > > Are there any updates on the patio or a timeline on when that is expected > to be fixed? > > Jennifer Burbank > > On Feb 24, 2025, at 9:28 AM, Stoneman <518stoneman@gmail.com> wrote: > > ■ > M/M Burbank, > > *A physical copy of this communication has been posted on the front door > of your rental unit at 518 N. Stoneman Ave.* > This email serves as a 24-hour notice that the property owner, owner's > agent, or contractors, will be entering the rental unit at 518 N. Stoneman > Ave. on February 27th, 2025 between 10:00 am and 12:00 pm to perform > necessary repairs of the leaking pipe in the garage. > Please contact me via email if you have any questions. > Gail Houser > >

Email #98: Re: Notice to Enter Dwelling Unit

From: Jen Barreda

Date: Feb 24, 2025 at 22:40:03

ID: <218549C9-81E0-4D86-9CAF-D1555EDBDBBE@yahoo.com>

Gail, Thank you for the notice. We will be available at that date and time. Are there any updates on the patio or a timeline on when that is expected to be fixed? Jennifer Burbank > On Feb 24, 2025, at 9:28 AM, Stoneman <518stoneman@gmail.com> wrote: > > ■ > M/M Burbank, > > A physical copy of this communication has been posted on the front door of your rental unit at 518 N. Stoneman Ave. > This email serves as a 24-hour notice that the property owner, owner's agent, or contractors, will be entering the rental unit at 518 N. Stoneman Ave. on February 27th, 2025 between 10:00 am and 12:00 pm to perform necessary repairs of the leaking pipe in the garage. > Please contact me via email if you have any questions. > Gail Houser >

Email #99: Notice to Enter Dwelling Unit

From: Stoneman <518stoneman@gmail.com>

Date: Feb 24, 2025 at 17:27:45

ID:

M/M Burbank, *A physical copy of this communication has been posted on the front door of your rental unit at 518 N. Stoneman Ave.* This email serves as a 24-hour notice that the property owner, owner's agent, or contractors, will be entering the rental unit at 518 N. Stoneman Ave. on February 27th, 2025 between 10:00 am and 12:00 pm to perform necessary repairs of the leaking pipe in the garage. Please contact me via email if you have any questions. Gail Houser

Email #100: You just signed Home Inspection Agreement (address) 518 N Stoneman Ave, Alhambra, CA 91801

From: Dropbox Sign

Date: Oct 25, 2024 at 02:41:35

ID: <20241025024135.991eb26216847df4@mail.hellosign.com>

You have successfully signed your document Document: Home Inspection Agreement (address) 518 N Stoneman Ave, Alhambra, CA 91801 You can view the document as an attachment below (if it's under 25 MB). This document and others may also be accessed on Dropbox Sign by creating your account: <https://app.hellosign.com/t/c3642a859e3e795cc2b5d06e014beea8465165f6> -- Thanks for going paperless! The Dropbox Sign Team

Email #101: Re: 518 Stoneman Ave Alhambra, CA

From: Jen Barreda

Date: Sep 06, 2024 at 21:46:57

ID: <1886260309.4838332.1725659217421@mail.yahoo.com>

Hello Sally, Attached you will find the Takeover Form. May you please email us the link to the online portal? Thank you. On Friday, September 6, 2024 at 12:47:15 PM PDT, Sally Gutierrez wrote: Hi Jen, Yes we are scheduled for 12pm that is our time frame. The inspector is from our Company at Lotus not the City. We do a property take over inspection and Annuals every year around the same month. Hope this explains, you can call me if you have any other questions Thanks Sent from my iPhone On Sep 5, 2024, at 9:17 PM, Jen Barreda wrote: ■Hello Sally, When we spoke on the phone earlier today, you stated 12pm as the time of inspection. James and I would both like to be present during this inspection. To ensure that, I require an exact time so that I can receive approval from my employer. I would also like to confirm if this inspector is the one assigned from the Los Angeles county health department or an inspector on behalf of Lotus Property Services? Thank you. On Sep 5, 2024, at 8:40 PM, Sally Gutierrez wrote: ■ Hello James & Jennifer, As per our conversation we have scheduled the inspection for next Thursday 09/12/2024 between 11:00 and 12:00pm, the inspector as well as my self will attend the unit inspection. If you have any questions please feel free on contacting me or email. Thanks, Sent from my iPhone On Sep 5, 2024, at 3:04 PM, Grace Cheng wrote: ■ #yiv9617432430 filtered {}#yiv9617432430 filtered {}#yiv9617432430 filtered {}#yiv9617432430 filtered {}#yiv9617432430 p.yiv9617432430MsoNormal, #yiv9617432430 li.yiv9617432430MsoNormal, #yiv9617432430 div.yiv9617432430MsoNormal {margin:0in;font-size:12pt;font-family:Aptos,sans-serif;}#yiv9617432430 span.yiv9617432430EmailStyle17 {font-family:Aptos,sans-serif;color:windowtext;}#yiv9617432430 .yiv9617432430MsoChpDefault {}#yiv9617432430 filtered {}#yiv9617432430 div.yiv9617432430WordSection1 {} Hi James & Jennifer, Our office has been contracted by the ownership of your condo unit on 518 Stoneman Ave to manage the unit effective immediately. Kindly refer to the attached is a notice that your assigned property manager served on your front door notifying you of our contact information. I just wanted to send you a copy of the notice here via email as well. Another copy will be mailed out via USPS. Please do take note that we do intend to inspect the unit next week (notice to enter also attached here which was also provided on your front door this morning). This is a regular procedure that our office conducts during our takeover month and scheduled annually thereafter. Please contact your property manager, Sally Gutierrez, who've I've cc'd here should you have any questions during your tenancy.

Thank you for your attention! Grace Cheng - Director of Portfolio Management Lotus Property Services, Inc.
<518Stone_TakeoverLetter.pdf><518Ston_NoticetoEnter.pdf>

Email #102: Re: 518 Stoneman Ave Alhambra, CA

From: Sally Gutierrez

Date: Sep 06, 2024 at 19:48:08

ID: <86D9BD16-4E92-4D6A-910D-7D6536844C8A@lotuspropertyservices.net>

Hi Jen, Yes we are scheduled for 12pm that is our time frame. The inspector is from our Company at Lotus not the City. We do a property take over inspection and Annuals every year around the same month. Hope this explains, you can call me if you have any other questions Thanks Sent from my iPhone On Sep 5, 2024, at 9:17 PM, Jen Barreda wrote: ■ Hello Sally, When we spoke on the phone earlier today, you stated 12pm as the time of inspection. James and I would both like

to be present during this inspection. To ensure that, I require an exact time so that I can receive approval from my employer. I would also like to confirm if this inspector is the one assigned from the Los Angeles county health department or an inspector on behalf of Lotus Property Services? Thank you. On Sep 5, 2024, at 8:40 PM, Sally Gutierrez wrote: ■ Hello James & Jennifer, As per our conversation we have scheduled the inspection for next Thursday 09/12/2024 between 11:00 and 12:00pm, the inspector as well as my self will attend the unit inspection. If you have any questions please feel free on contacting me or email. Thanks, Sent from my iPhone On Sep 5, 2024, at 3:04 PM, Grace Cheng wrote: ■ Hi James & Jennifer, Our office has been contracted by the ownership of your condo unit on 518 Stoneman Ave to manage the unit effective immediately. Kindly refer to the attached is a notice that your assigned property manager served on your front door notifying you of our contact information. I just wanted to send you a copy of the notice here via email as well. Another copy will be mailed out via USPS. Please do take note that we do intend to inspect the unit next week (notice to enter also attached here which was also provided on your front door this morning). This is a regular procedure that our office conducts during our takeover month and scheduled annually thereafter. Please contact your property manager, Sally Gutierrez, who've I've cc'd here should you have any questions during your tenancy. Thank you for your attention! Grace Cheng - Director of Portfolio Management Lotus Property Services, Inc. <518Stone_TakeoverLetter.pdf> <518Ston_NoticetoEnter.pdf>

Email #103: Re: 518 Stoneman Ave Alhambra, CA

From: Jen Barreda
Date: Sep 06, 2024 at 04:15:40
ID:

Hello Sally, When we spoke on the phone earlier today, you stated 12pm as the time of inspection. James and I would both like to be present during this inspection. To ensure that, I require an exact time so that I can receive approval from my employer. I would also like to confirm if this inspector is the one assigned from the Los Angeles county health department or an inspector on behalf of Lotus Property Services? Thank you. > On Sep 5, 2024, at 8:40 PM, Sally Gutierrez wrote: > > ■ Hello James & Jennifer, > > As per our conversation we have scheduled the inspection for next Thursday 09/12/2024 between 11:00 and 12:00pm, the inspector as well as my self will attend the unit inspection. > > If you have any questions please feel free on contacting me or email. > > Thanks, > Sent from my iPhone > >> On Sep 5, 2024, at 3:04 PM, Grace Cheng wrote: >>> >> ■ >> Hi James & Jennifer, >> >> Our office has been contracted by the ownership of your condo unit on 518 Stoneman Ave to manage the unit effective immediately. Kindly refer to the attached is a notice that your assigned property manager served on your front door notifying you of our contact information. I just wanted to send you a copy of the notice here via email as well. Another copy will be mailed out via USPS. Please do take note that we do intend to inspect the unit next week (notice to enter also attached here which was also provided on your front door this morning). This is a regular procedure that our office conducts during our takeover month and scheduled annually thereafter. Please contact your property manager, Sally Gutierrez, who've I've cc'd here should you have any questions during your tenancy. >> >> Thank you for your attention! >> >> Grace Cheng - Director of Portfolio Management >> Lotus Property Services, Inc. >> >> >> <518Stone_TakeoverLetter.pdf> >> <518Ston_NoticetoEnter.pdf> > >

Email #104: Re: 518 Stoneman Ave Alhambra, CA

From: Sally Gutierrez
Date: Sep 06, 2024 at 03:41:25
ID: <56CD124B-477C-4551-9195-323E5FEAC126@lotuspropertyservices.net>

Hello James & Jennifer, As per our conversation we have scheduled the inspection for next Thursday 09/12/2024 between 11:00 and 12:00pm, the inspector as well as my self will attend the unit inspection. If you have any questions please feel free on contacting me or email. Thanks, Sent from my iPhone On Sep 5, 2024, at 3:04 PM, Grace Cheng wrote: ■ Hi James & Jennifer, Our office has been contracted by the ownership of your condo unit on 518 Stoneman Ave to manage the unit effective immediately. Kindly refer to the attached is a notice that your assigned property manager served on your front door notifying you of our contact information. I just wanted to send you a copy of the notice here via email as well. Another copy will be mailed out via USPS. Please do take note that we do intend to inspect the unit next week (notice to enter also attached here which was also provided on your front door this morning). This is a regular procedure that our office conducts during our takeover month and scheduled annually thereafter. Please contact your property manager, Sally Gutierrez, who've I've cc'd here should you have any questions during your tenancy. Thank you for your attention! Grace Cheng - Director of Portfolio Management Lotus Property Services, Inc. <518Stone_TakeoverLetter.pdf> <518Ston_NoticetoEnter.pdf>

Email #105: 518 Stoneman Ave Alhambra, CA

From: Grace Cheng
Date: Sep 05, 2024 at 22:04:10
ID:

Hi James & Jennifer, Our office has been contracted by the ownership of your condo unit on 518 Stoneman Ave to manage the unit effective immediately. Kindly refer to the attached is a notice that your assigned property manager served on your front door notifying you of our contact information. I just wanted to send you a copy of the notice here via email as well. Another copy will be mailed out via USPS. Please do take note that we do intend to inspect the unit next week (notice to enter also attached here which was also provided on your front door this morning). This is a regular procedure that our office conducts during our takeover month and scheduled annually thereafter. Please contact your property manager, Sally Gutierrez, who've I've cc'd here should you have any questions during your tenancy. Thank you for your attention! Grace

Cheng - Director of Portfolio Management Lotus Property Services, Inc. [cid:image001.jpg@01DAFFA4.4F86E190]

Email #106: Re: Leaking pipe(s)

From: Stoneman <518stoneman@gmail.com>

Date: Jan 08, 2025 at 01:04:08

ID:

The plumber is running early. He is 10 minutes away. Gail Houser On Fri, Jan 3, 2025 at 12:02 PM Jen Barreda wrote: > Hello, > > > Thank you for the confirmation. > > > On Jan 3, 2025, at 11:06 AM, Stoneman <518stoneman@gmail.com> wrote: > > ■ > > The plumbing inspection has been arranged for Tuesday, Jan 7, 2025 between > the hours of 5:30 and 8:30pm. > Gail or Dean Houser will accompany the plumber. > We will let you know if we are able to narrow down the window of time. > > > On Thu, Jan 2, 2025 at 6:01 PM Jen Barreda wrote: > > Hello, > > The following dates and time work best: > > Saturday 1/4 8am to 2pm > Sunday 1/5 10am to 2pm > Monday 1/6 5:30pm to 8:30pm > Tuesday 1/7 5:30pm to 8:30pm > Wednesday 1/8 4pm to 8:30pm > > Please confirm when the contractor will be able to come. > > Thank you. > > > On Jan 2, 2025, at 12:43 PM, Stoneman <518stoneman@gmail.com> wrote: > > ■ > > Hi, Jennifer. I spoke to a contractor and he would like to come out and > inspect to see if he can determine the source. Could you provide me with > two or three days and times that would work for you? > > > > On Sun, Dec 29, 2024 at 3:32 PM Stoneman <518stoneman@gmail.com> wrote: > > > We received your message, Jennifer. We will be in touch as soon as > > > possible. > > > On Sun, Dec 29, 2024 at 12:18 PM Jen Barreda > > > wrote: > > > > Hello, > > > > We've had this recurring issue with pipes in the garage leaking or > > > > dripping water on our belongings and on the floor. It has caused damage to > > > > our personal belongings and creates an unpleasant earthy, musty, mold-like > > > > smell in our garage. > > > > > These leaks had been previously reported to the property management > > > > company, Lotus, which clearly didn't do anything to address or fix the > > > > issue. It was initially reported to them back in September. > > > > > The same pipes are now leaking and have been leaking throughout the > > > > week. > > > > I am attaching videos and photos for reference. > > > > Please respond to acknowledge receipt of this email and this request > > > > for maintenance on an important plumbing issue. We look forward to hearing > > > > from you promptly on when and how these issues will be addressed. > > > > Thank you. > > > > > >

Email #107: Re: Leaking pipe(s)

From: Jen Barreda

Date: Jan 03, 2025 at 20:01:50

ID: <75D297C1-8CAE-498C-9C78-F267FBADB3C9@yahoo.com>

Hello, Thank you for the confirmation. On Jan 3, 2025, at 11:06 AM, Stoneman <518stoneman@gmail.com> wrote: ■ The plumbing inspection has been arranged for Tuesday, Jan 7, 2025 between the hours of 5:30 and 8:30pm. Gail or Dean Houser will accompany the plumber. We will let you know if we are able to narrow down the window of time. On Thu, Jan 2, 2025 at 6:01 PM Jen Barreda <jenbarreda@yahoo.com> wrote: Hello, The following dates and time work best: Saturday 1/4 8am to 2pm Sunday 1/5 10am to 2pm Monday 1/6 5:30pm to 8:30pm Tuesday 1/7 5:30pm to 8:30pm Wednesday 1/8 4pm to 8:30pm Please confirm when the contractor will be able to come. Thank you. On Jan 2, 2025, at 12:43 PM, Stoneman <518stoneman@gmail.com> wrote: ■ Hi, Jennifer. I spoke to a contractor and he would like to come out and inspect to see if he can determine the source. Could you provide me with two or three days and times that would work for you? On Sun, Dec 29, 2024 at 3:32 PM Stoneman <518stoneman@gmail.com> wrote: We received your message, Jennifer. We will be in touch as soon as possible. On Sun, Dec 29, 2024 at 12:18 PM Jen Barreda <jenbarreda@yahoo.com> wrote: Hello, We've had this recurring issue with pipes in the garage leaking or dripping water on our belongings and on the floor. It has caused damage to our personal belongings and creates an unpleasant earthy, musty, mold-like smell in our garage. These leaks had been previously reported to the property management company, Lotus, which clearly didn't do anything to address or fix the issue. It was initially reported to them back in September. The same pipes are now leaking and have been leaking throughout the week. I am attaching videos and photos for reference. Please respond to acknowledge receipt of this email and this request for maintenance on an important plumbing issue. We look forward to hearing from you promptly on when and how these issues will be addressed. Thank you.

Email #108: Re: Plumbing Updates

From: Jen Barreda

Date: Feb 01, 2025 at 17:28:05

ID: <0587B397-22AD-403D-9EE1-6F331000D7F8@yahoo.com>

Gail, I want to clarify that our requests for repairs are not recent, as you stated. We initially reported water intrusion in the entryway/living room nearly one year ago on February 4, 2024. The patio has been an ongoing concern, and the garage pipes were reported on September 20, 2024. We have repeatedly provided videos and pictures to show the damage. We have also had technicians, contractors and plumbers come to make assessments, yet no repairs have been scheduled, no timeline has been given, and no resolution has been provided. Water intrusion and lack of proper weatherproofing are habitability violations under California state law. With worsening weather conditions and increasing damage, I am formally requesting an immediate and comprehensive mold inspection at your expense. Please provide a clear timeline for these necessary and long overdue repairs, not just a list of companies you have contacted. Jennifer Burbank > On Jan 31, 2025, at 9:33 AM, Stoneman <518stoneman@gmail.com> wrote: > > ■ > M/M Burbank, > > Following up on our efforts to provide a response to your recent request for service. > > LG Construction has not responded to our request for a bid following the in person consultation. > > Power Plumbing contacted and did not respond. > > Servpro- contacted 4 times and has pushed in person response date to Feb 5, 2025 > > Plumbing Way was contacted on 1/31. No availability. > > Redwood Gutter Service contacted on 1/31. Gutter work tentatively scheduled for 2/8/25. > > > Gail Houser

Email #109: Completed: 518 N Stoneman Ave - CB Lease Disposition Acknowledgement

From: "Johnny Aragon via DocuSign"

Date: Sep 06, 2023 at 18:22:07

ID: <76e8ac3c497945f8b425209fe016105f@docusign.net>

Hello James Burbank, All parties have completed 518 N Stoneman Ave - CB Lease Disposition Acknowledgement. <https://www.docusign.net/Member/EmailStart.aspx?a=8ad679ce-e7b0-4ef0-866e-c6ee257d558e&r;=436ebf98-9e0f-4ea0-8c39-ee0212c422e8> If clicking the link does not work, you can highlight and copy the entire line above and paste it into your browser to get started. This message was sent to you by Johnny Aragon who is using the DocuSign Electronic Signature Service. If you would rather not receive email from this sender you may contact the sender with your request. Do Not Share This Email This email contains a secure link to DocuSign. Please do not share this email, link, or access code with others. Questions about the Document? If you need to modify the document or have questions about the details in the document, please reach out to the sender by emailing them directly. Stop receiving this email Report this email [https://support.docusign.com/s/articles/How-do-I-sign-a-DocuSign-document-Basic-Signing?language=en_US&utm_campaign=GBL_XX_DBU_UPS_2211_SignNotificationEmailFooter&utm_medium=product&utm_source=postsend](https://protect.docusign.net/report-abuse?e=AUTomjpFak9GlbPL0zFFi10wfTwzceeEqCgHJinDXby-qmu_4r4JIX2H7VAZ43UtUbhlFN_Gy5OGryTtoFeNOqD96kmb9Kv8Za2EUprGGHsHw8r9t0p26xtUMpoBAeJJzdvaIEb_0-17e15eU5Knk8cMv1sdsDJxdB_7GxMHCgahD09u81d7J6R14OkzZbvudSLwgNqXQR-E0Zk5G0KPJ7sp46czCU8SmJaexGv7uCBgLS0E3pJ3dLO-UgkOA_dWGX0748quu9zY1Sjfdpz4u_PrXzsSfZj8l4l0T7yd66Viq3r43o4DTT3PuslqjtqeuBH6oAUkAF00zlsmk5DCRE1GjslqDHmMlIt0Zfc1AYB2x8f-od_9l2Wur8MLoicfTyvGeRmJGfAjbj7inUOmFYKctw5Su5n29qKc4YS66JxkeGOoXLemp0eqCISvTbMJP7G-ZMMNqMQl8ncZdRibUhs(=en Declining to sign Managing notifications If you are having trouble signing the document, please visit the Help with Signing page on our Support Center. <a href=)

Email #110: Re: Open Work Orders

From: "Jamesburbank91@Gmail"

Date: Nov 04, 2024 at 23:41:22

ID:

Nice! You are making me proud Sent from my iPhone > On Nov 4, 2024, at 10:23 AM, Jen Barreda wrote: > > ■ > Good Morning Sally, > > I am following up regarding the technician that was scheduled on Friday, November 1, 2024, between 4:00 pm and 6:00 pm. I was present during the entire appointment window and did not receive any calls from the technician or your office. I have reviewed my phone records, which confirm that no calls were made during that time frame or at 5:32 pm, which is when the technician allegedly called. Therefore this missed appointment was not due to any fault on my part. > > I received a call this morning from CJ at First Reliable Maintenance to reschedule the maintenance appointment. CJ explained that the technician did not have the gate code of the building. Given that the maintenance company and the management company share the same ownership, I would expect that the gate code should be accessible through the management team, or that there would be sufficient communication to obtain it. I have provided CJ the gate code and two phone numbers in which the technician should have for Wednesdays scheduled appointment between 8:00 am and 11:00 am. > > Please ensure that this information is accurately relayed to the technician for the rescheduled appointment to prevent further issues and delays. > > Gate Code: #2001 > Phone Numbers: 323-336-7829 and 213-858-1725 > Appointment Date: Wednesday, November 6, 2024 > Appointment Time: 8:00 am to 11:00 am > > On Friday, November 1, 2024 at 06:42:44 PM PDT, Jen Barreda wrote: > > > ■ > > Hello Sally, > > I wanted to inform you that the technician was scheduled to arrive today, November 1, 2024, between 4:00 pm and 6:00 pm. It is now 42 minutes past the scheduled timeframe with no arrival or contact regarding any delay. I will no longer be available this evening, please reach out to arrange a new day and time for the technician's visit. > > > > On Oct 31, 2024, at 2:54 PM, Sally Gutierrez wrote: > > > ■ > > Hello Jen and James, > > We received an official inspection report from Department of Public Health from an onsite inspection they've conducted on 10/24/2024. Overall inspection comments: Per Inspector - No active water leaks in garage and living room were found, no uneven/cracked floor observed in unit and no visible mold was observed. You are scheduled per our maintenance department for this Friday, 11/01/2024 after 4:00pm to correct one violation found in your living room area windowsill. I will be closing out the two open work orders still pending of your claims of leaks and uneven flooring. If you have any questions, feel free to contact me. > > > > Thanks, > > > Sally Gutierrez – Property Manager > > Lotus Property Services, Inc. > > > >

Email #111: Re: Open Work Orders

From: Jen Barreda

Date: Nov 04, 2024 at 18:23:43

ID: <879277481.9823348.1730744623258@mail.yahoo.com>

Good Morning Sally, I am following up regarding the technician that was scheduled on Friday, November 1, 2024, between 4:00 pm and 6:00 pm. I was present during the entire appointment window and did not receive any calls from the technician or your office. I have reviewed my phone records, which confirm that no calls were made during that time frame or at 5:32 pm, which is when the technician allegedly called. Therefore this missed appointment was not due to any fault on my part. I received a call this morning from CJ at First Reliable Maintenance to reschedule the maintenance appointment. CJ explained that the technician did not have the gate code of the building. Given that the maintenance company and the management company share the same ownership, I would expect that the gate code should be accessible through the management team, or that there would be sufficient communication to obtain it. I have provided CJ the gate code and two phone numbers in which the technician should have for Wednesdays scheduled appointment between 8:00 am and 11:00 am. Please ensure that this information is accurately relayed to the technician for the rescheduled appointment to prevent further issues and delays. Gate Code: #2001Phone Numbers: 323-336-7829 and 213-858-1725Appointment Date: Wednesday, November 6, 2024 Appointment Time: 8:00 am to 11:00 am On Friday, November 1, 2024 at 06:42:44 PM PDT, Jen Barreda wrote: ■ Hello Sally, I wanted to inform you that the technician was scheduled to arrive today, November 1, 2024, between 4:00 pm and 6:00 pm. It is now 42 minutes past the scheduled timeframe with no arrival or contact regarding any delay. I will no longer be available this evening, please reach out to arrange a new day and time for the technician's visit. On Oct 31, 2024, at 2:54 PM, Sally Gutierrez wrote: ■ #yiv6865641601 filtered {}#yiv6865641601 filtered {}#yiv6865641601 filtered {}#yiv6865641601 p.yiv6865641601MsoNormal, #yiv6865641601 li.yiv6865641601MsoNormal, #yiv6865641601 div.yiv6865641601MsoNormal {margin:0in;font-size:11pt;font-family:Calibri,sans-serif;}#yiv6865641601 span.yiv6865641601EmailStyle19 {font-family:Calibri,sans-serif;color:windowtext;}#yiv6865641601 .yiv6865641601MsoChpDefault {font-size:10pt;}#yiv6865641601 filtered {}#yiv6865641601 div.yiv6865641601WordSection1 {} Hello Jen and James, We received an official inspection report from Department of Public Health from an onsite inspection they've conducted on 10/24/2024. Overall inspection comments: Per Inspector - No active water leaks in garage and living room were found, no uneven/cracked floor observed in unit and no visible mold was observed. You are scheduled per our maintenance department for this Friday, 11/01/2024 after 4:00pm to correct one violation found in your living room area windowsill. I will be closing out the two open work orders still pending of your claims of leaks and uneven flooring. If you have any questions, feel free to contact me. Thanks, Sally Gutierrez – Property Manager Lotus Property Services, Inc.

Email #112: Re: Open Work Orders

From: Jen Barreda

Date: Nov 02, 2024 at 01:42:44

ID: <6FCCFE84-3B49-4EE7-85BC-2D7242ED7232@yahoo.com>

■ Hello Sally, I wanted to inform you that the technician was scheduled to arrive today, November 1, 2024, between 4:00 pm and 6:00 pm. It is now 42 minutes past the scheduled timeframe with no arrival or contact regarding any delay. I will no longer be available this evening, please reach out to arrange a new day and time for the technician's visit. > On Oct 31, 2024, at 2:54 PM, Sally Gutierrez wrote: > ■ > Hello Jen and James, > > We received an official inspection report from Department of Public Health from an onsite inspection they've conducted on 10/24/2024. Overall inspection comments: Per Inspector - No active water leaks in garage and living room were found, no uneven/cracked floor observed in unit and no visible mold was observed. You are scheduled per our maintenance department for this Friday, 11/01/2024 after 4:00pm to correct one violation found in your living room area windowsill. I will be closing out the two open work orders still pending of your claims of leaks and uneven flooring. If you have any questions, feel free to contact me. > > > Thanks, > > > Sally Gutierrez – Property Manager > Lotus Property Services, Inc. >

Email #113: Re: Sand Bags and Acknowledgment of Request for Timeline

From: Jen Barreda

Date: Feb 17, 2025 at 22:33:30

ID: <0DA2F153-DC31-431E-B839-9BD1D0620BE6@yahoo.com>

Gail, Since I'll be home and available today, Dean can make multiple trips as needed to ensure all sandbags are removed. I'd prefer to have this fully taken care of today, as I have work and other responsibilities and would rather not be inconvenienced on another day. Jennifer Burbank On Feb 17, 2025, at 2:10 PM, Stoneman <518stoneman@gmail.com> wrote: ■ M/M Burbank, Dean is researching the weight limit his Honda Civic can carry. He will remove as many bags as he can tonight from the property. He will be at 518 Stoneman at 5:30pm, as discussed. Gail Houser On Mon, Feb 17, 2025 at 11:43 AM Jen Barreda <jenbarreda@yahoo.com> wrote: Gail, Since no rain is expected in the next 10 days, I am requesting the complete removal of the sandbags. They were initially placed as a temporary measure but have now remained on the patio for an entire year, limiting the use of the space. Moving them to a corner does not resolve this issue. Their continued presence is a violation of Civil Code 1927, as it interferes with the full use and enjoyment of the property. Please note that you personally stated you would remove the sandbags from the patio when I requested it in person on 1/7/25. I will be available at 5:30pm for Dean to remove all sandbags from both the front door and the patio. I understand you state you are actively working on the water intrusion but I specifically asked if a plumber will come and fix the pipes in the garage that have been actively leaking, with and without rain, for weeks now. I reported this to you on 12/29/24, and there is no valid reason for further delay, particularly for an active plumbing issue. Jennifer Burbank On Feb 17, 2025, at 9:23 AM, Stoneman <518stoneman@gmail.com> wrote: ■ M/M Burbank, We are not able to remove the sandbags entirely this week. Dean can move the sandbags from obstructing your front door today. He can also move the sandbags on the patio into a corner so as not to obstruct your use of the patio. Dean will come to 518 at 5:30pm today unless you indicate otherwise by 5:00pm. He will need access to the patio area. Kindly advise if you no longer wish to have the sandbags moved. I still affirm that I will communicate the next steps for water remediation and that we continue to actively work on fixing all water intrusion issues reported at the property. Respectfully, Gail Houser On Sun, Feb 16, 2025 at 10:26 PM Jen Barreda <jenbarreda@yahoo.com> wrote: Gail, Dean can come on 2/17 between 5:30-6:30pm to remove the sandbags all together. The sandbags have been here for a year now and we would like them to be removed completely. I mentioned this to you and Dean on 1/7/25. If you wish to store them in the closet space you have here in the garage, you can do so. Do you know when a plumber will come and fix the pipes in the garage that have been leaking for weeks now? Is one scheduled to come anytime soon? Jennifer Burbank > On Feb 16, 2025, at 3:23 PM, Stoneman <518stoneman@gmail.com> wrote: > > ■ > M/M Burbank, > > I acknowledge the receipt of your email on 2/14/25. I will notify you of next steps when I have that information available. > > Would you like us to reposition the sandbags so they are not in your way when rain is not in the forecast? > > Dean is available to move sandbags on: > > 1. 2/17/25 between 5:30 and 6:30pm or > > 2. 2/18/25 between 5:30 and 6:30pm. > > If you prefer to keep the sandbags in place, that is fine with us as well. > > Gail Houser > >

Email #114: Re: Sand Bags and Acknowledgment of Request for Timeline

From: Stoneman <518stoneman@gmail.com>

Date: Feb 17, 2025 at 22:10:36

ID:

M/M Burbank, Dean is researching the weight limit his Honda Civic can carry. He will remove as many bags as he can tonight from the property. He will be at 518 Stoneman at 5:30pm, as discussed. Gail Houser On Mon, Feb 17, 2025 at 11:43 AM Jen Barreda wrote: > Gail, > > > Since no rain is expected in the next 10 days, I am requesting the > complete removal of the sandbags. They were initially placed as a temporary > measure but have now remained on the patio for an entire year, limiting the > use of the space. Moving them to a corner does not resolve this issue. > Their continued presence is a violation of Civil Code 1927, as it > interferes with the full use and enjoyment of the property. Please note > that you personally stated you would remove the sandbags from the patio > when I requested it in person on 1/7/25. > > > I will be available at 5:30pm for Dean to remove all sandbags from both > the front door and the patio. > > > I understand you state you are actively working on the water intrusion but > I specifically asked if a plumber will come and fix the pipes in the garage > that have been actively leaking, with and without rain, for weeks now. I > reported this to you on 12/29/24, and there is no valid reason for further > delay, particularly for an active plumbing issue. > > > Jennifer Burbank > > > On Feb 17, 2025, at 9:23 AM, Stoneman <518stoneman@gmail.com> wrote: > > ■ > M/M Burbank, > > We are not able to remove the sandbags entirely this week. > > Dean can move the sandbags from obstructing your front door today. He can > also move the sandbags on the patio into a corner so as not to obstruct > your use of the patio. > > *Dean will come to 518 at 5:30pm today unless you indicate otherwise by > 5:00pm*. > He will need access to the patio area. Kindly advise if you no longer > wish to have the sandbags moved. > > I still affirm that I will communicate the next steps for water > remediation and that we continue to actively work on fixing all water > intrusion issues reported at the property. > > > Respectfully, > > Gail Houser > > On Sun, Feb 16, 2025 at 10:26 PM Jen Barreda wrote: > > > Gail, > > > Dean can come on 2/17 between 5:30-6:30pm to remove the sandbags all > > together. The sandbags have been here for a year now and we would like them > > to be removed completely. I mentioned this to you and Dean on 1/7/25. If > > you wish to store them in the closet space you have here in the garage, you > > can do so. > > > Do you know when a plumber will come and fix the pipes in the garage that > > have been leaking for weeks now? Is one scheduled to come anytime soon? > > > > Jennifer Burbank > > > > On Feb 16, 2025, at 3:23 PM, Stoneman <518stoneman@gmail.com> wrote: > > > > ■ > > > M/M Burbank, > > > > I acknowledge the receipt of your email on 2/14/25. I will notify you > > of next steps when I have that information available. > > > > Would you like us to reposition the sandbags so they are not in your > > way when rain is not in the forecast? > > > > Dean is available to move sandbags on: > > > > 1. 2/17/25 between 5:30 and 6:30pm or > > > 2. 2/18/25 between 5:30 and 6:30pm . > > > > If you prefer to keep the sandbags in place, that is fine with us as > > well. > > > > Gail Houser > > > > > > >

Email #115: Re: Sand Bags and Acknowledgment of Request for Timeline

From: Jen Barreda

Date: Feb 17, 2025 at 19:42:47

ID:

Gail, Since no rain is expected in the next 10 days, I am requesting the complete removal of the sandbags. They were initially placed as a temporary measure but have now remained on the patio for an entire year, limiting the use of the space. Moving them to a corner does not resolve this issue. Their continued presence is a violation of Civil Code 1927, as it interferes with the full use and enjoyment of the property. Please note that you personally stated you would remove the sandbags from the patio when I requested it in person on 1/7/25. I will be available at 5:30pm for Dean to remove all sandbags from both the front door and the patio. I understand you state you are actively working on the water intrusion but I specifically asked if a plumber will come and fix the pipes in the garage that have been actively leaking, with and without rain, for weeks now. I reported this to you on 12/29/24, and there is no valid reason for further delay, particularly for an active plumbing issue. Jennifer Burbank On Feb 17, 2025, at 9:23 AM, Stoneman <518stoneman@gmail.com> wrote: ■ M/M Burbank, We are not able to remove the sandbags entirely this week. Dean can move the sandbags from obstructing your front door today. He can also move the sandbags on the patio into a corner so as not to obstruct your use of the patio. Dean will come to 518 at 5:30pm today unless you indicate otherwise by 5:00pm. He will need access to the patio area. Kindly advise if you no longer wish to have the sandbags moved. I still affirm that I will communicate the next steps for water remediation and that we continue to actively work on fixing all water intrusion issues reported at the property. Respectfully, Gail Houser On Sun, Feb 16, 2025 at 10:26 PM Jen Barreda <jenbarreda@yahoo.com> wrote: Gail, Dean can come on 2/17 between 5:30-6:30pm to remove the sandbags all together. The sandbags have been here for a year now and we would like them to be removed completely. I mentioned this to you and Dean on 1/7/25. If you wish to store them in the closet space you have here in the garage, you can do so. Do you know when a plumber will come and fix the pipes in the garage that have been leaking for weeks now? Is one scheduled to come anytime soon? Jennifer Burbank > On Feb 16, 2025, at 3:23 PM, Stoneman <518stoneman@gmail.com> wrote: > > ■ > M/M Burbank, > > I acknowledge the receipt of your email on 2/14/25. I will notify you of next steps when I have that information available. > > Would you like us to reposition the sandbags so they are not in your way when rain is not in the forecast? > > Dean is available to move sandbags on: > > 1. 2/17/25 between 5:30 and 6:30pm or > 2. 2/18/25 between 5:30 and 6:30pm. > > If you prefer to keep the sandbags in place, that is fine with us as well. > > Gail Houser > >

Email #116: Re: Sand Bags and Acknowledgment of Request for Timeline

From: Stoneman <518stoneman@gmail.com>

Date: Feb 17, 2025 at 17:23:07

ID:

M/M Burbank, We are not able to remove the sandbags entirely this week. Dean can move the sandbags from obstructing your front door today. He can also move the sandbags on the patio into a corner so as not to obstruct your use of the patio. *Dean will come to 518 at 5:30pm today unless you indicate otherwise by 5:00pm*. He will need access to the patio area. Kindly advise if you no longer wish to have the sandbags moved. I still affirm that I will communicate the next steps for water remediation and that we continue to actively work on fixing all water intrusion issues reported at the property. Respectfully, Gail Houser On Sun, Feb 16, 2025 at 10:26 PM Jen Barreda wrote: > Gail, > > Dean can come on 2/17 between 5:30-6:30pm to remove the sandbags all > together. The sandbags have been here for a year now and we would like them > to be removed completely. I mentioned this to you and Dean on 1/7/25. If > you wish to store them in the closet space you have here in the garage, you > can do so. > > Do you know when a plumber will come and fix the pipes in the garage that > have been leaking for weeks now? Is one scheduled to come anytime soon? > > > Jennifer Burbank > > > On Feb 16, 2025, at 3:23 PM, Stoneman <518stoneman@gmail.com> wrote: > > > ■ > > > M/M Burbank, > > > I acknowledge the receipt of your email on 2/14/25. I will notify you of > next steps when I have that information available. > > > Would you like us to reposition the sandbags so they are not in your > way when rain is not in the forecast? > > > Dean is available to move sandbags on: > > > 1. 2/17/25 between 5:30 and 6:30pm or > > > 2. 2/18/25 between 5:30 and 6:30pm. > > > If you prefer to keep the sandbags in place, that is fine with us as > well. > > > Gail Houser > > > > >

Email #117: Re: Sand Bags and Acknowledgment of Request for Timeline

From: Jen Barreda

Date: Feb 17, 2025 at 06:26:10

ID: <09A1EB8F-0A21-46B9-AE1D-E280C5A9B98E@yahoo.com>

Gail, Dean can come on 2/17 between 5:30-6:30pm to remove the sandbags all together. The sandbags have been here for a year now and we would like them to be removed completely. I mentioned this to you and Dean on 1/7/25. If you wish to store them in the closet space you have here in the garage, you can do so. Do you know when a plumber will come and fix the pipes in the garage that have been leaking for weeks now? Is one scheduled to come anytime soon? Jennifer Burbank > On Feb 16, 2025, at 3:23 PM, Stoneman <518stoneman@gmail.com> wrote: > > ■ > M/M Burbank, > > I acknowledge the receipt of your email on 2/14/25. I will notify you of next steps when I have that information available. > > Would you like us to reposition the sandbags so they are not in your way when rain is not in the forecast? > > Dean is available to move sandbags on: > > 1. 2/17/25 between 5:30 and 6:30pm or > 2. 2/18/25 between 5:30 and 6:30pm . > > If you prefer to keep the sandbags in place, that is fine with us as well. > > Gail Houser > >

Email #118: Sand Bags and Acknowledgment of Request for Timeline

From: Stoneman <518stoneman@gmail.com>

Date: Feb 16, 2025 at 23:23:32

ID:

M/M Burbank, I acknowledge the receipt of your email on 2/14/25. I will notify you of next steps when I have that information available. Would you like us to reposition the sandbags so they are not in your way when rain is not in the forecast? Dean is available to move sandbags on: 1. 2/17/25 between 5:30 and 6:30pm or 2. 2/18/25 between 5:30 and 6:30pm . If you prefer to keep the sandbags in place, that is fine with us as well. Gail Houser

Email #119: Re: Lease Termination of 518 N. Stoneman Ave. Alhambra CA 91801

From: Jen Barreda

Date: Aug 31, 2024 at 02:10:37

ID: <52F6F856-CAA5-430B-A169-02FAB8DD7AB1@yahoo.com>

Dear Vicki and Brad, We agree to the transition of a month-to-month tenancy. Please provide written confirmation that the non-renewal notice you initially provided on June 19, 2024, has been withdrawn. Sincerely, Jennifer Burbank > On Aug 26, 2024, at 8:07 PM, Vicki Martinez wrote: > > ■ > We will confirm the move-out date to be September 15, 2024, in accordance with the original note from June 19. > > As an alternative, we propose the option to withdraw the non-renewal notice and have you remain in the residence on a month-to-month basis. Section 2A / 2B of the lease agreement outlines this option. > > Please let us know what you decide. > > > > On Sunday, August 25, 2024 at 08:58:15 PM PDT, Jen Barreda wrote: > > > Dear Vicki and Brad, > > > The notice sent on June 19, 2024, clearly stated a vacate date of September 15, 2024, and included specific terms. In contrast, the notice sent on August 23, 2024, lists a different vacate date of September 8, 2024, along with additional updated terms. > > > Given that these notices contain different vacate dates and terms, they are entirely separate and different notices. The notice provided on August 23, 2024, cannot reasonably be considered a "reminder" of the original notice, as it alters both the vacate date and the terms. > > > Unless you are indicating that you have decided to change the original notice's vacate date and terms and are now attempting to pass the August 23, 2024, notice as a continuation of the original notice from June 19, 2024. > > > Can you please confirm which notice is in effect? Is it the first notice sent on June 19, 2024 or the second notice sent on August 23, 2024? > > > > Sincerely, > > > Jennifer Burbank > > > > On Aug 25, 2024, at 7:34 PM, Vicki Martinez wrote: > > > ■ > > Dear Jennifer, > > > To clarify, the vacate day of 9/8/24 is in accordance with the original lease. > > > In the first communication sent on June 19, 2024 you were provided a greater than 60-day notice that the lease would not be renewed. The communication sent August 23, 2024 was only provided as a reminder and in no way supersedes the original notification. > > > As stated in the August 23,2024 email, we are more than willing to consider your request for more time, however that needs to be communicated clearly so that an agreement can be reached. You are welcome to stay until September 15,2024 if that is your preference. Would that be your preference? > > > Sincerely, > > Vicki & Brad > > > On Sunday, August 25, 2024 at 05:31:21 PM PDT, Jen Barreda wrote: > > > Dear Vicki and Brad, > > > Thank you for confirming that the notice provided on August 23, 2024, with a vacate date of September 8, 2024, is the effective notice. Which indicates the initial notice provided on June 19, 2024 with the vacate date of September 15, 2024 is no longer valid. > > > > Sincerely, > > > Jennifer Burbank > > > > On Aug 25, 2024, at 12:23 PM, Vicki Martinez wrote: > > > > ■ > > > Dear Jennifer & James, > > > > The notice to follow would be the September 8, 2024 date, in accordance with the original lease agreement. > > > > However, as stated in the previous communication, if you would like to request additional time to move out, we are willing to set a mutually agreed upon date that is within reason. > > > > Sincerely, > > > Vicki & Brad > > > > On Sunday, August 25, 2024 at 11:29:12 AM PDT, Jen Barreda wrote: > > > > Dear Vicki and Brad, > > > > We've received two different notices about moving out, and with the deadline approaching quickly, we want to ensure there are no misunderstandings. We would like to know which notice to follow so that we can make the appropriate plans and avoid potential delays. > > > > Could you please clarify which notice is current and should be followed? > > > > Sincerely, > > > > Jennifer Burbank > > > > On Aug 23, 2024, at 2:38 PM, Vicki Martinez wrote: > > > > > ■ > > > > Send via email and US Mail > > > > > > > Dear James and Jennifer Burbank, > > > > > This letter serves as confirmation that the lease for 518 North Stoneman Avenue, Alhambra CA. 91801, signed on 9/4/2023, will terminate on 9/8/2024 and will not be renewed. Please ensure that you vacate the premises by 9/8/2024. > > > > > As stated in the original communication of non-renewal, dated 6/19/2024, this decision has been made due to violations of lease terms 13 and 17, which you will find provided at the bottom of this letter. > > > > As a reminder, no rent is due September 1, 2024. We will not accept any rent for September, in accordance with your tenancy expiring. Any monies received will be returned as soon as possible after seeing the electronic entry.

>>>> >>>> Finally, please reach out to schedule the move-out / walk-through inspection. If for any reason you require additional time to move out, please let us know as soon as possible so that we can work out a date that is mutually agreed upon. >>>> >>>> Thank you for your time on the above matter. If you need anything further, please don't hesitate to contact us. >>>> >>>> Sincerely, >>>> Vicki L. Martinez & Brad M. Martinez >>>> >>>> >>>> >>>> >>>> >>>> Enclosures (2): >>>> >>>> 1. Original 90-day notification letter >>>> 2. Notice that the property is exempt from California's Tenant Protection Act of 2019 >>>> >>>> >>>> >>>> >>>> On Wednesday, August 21, 2024 at 02:38:38 PM PDT, Jen Barreda wrote: >>>> >>>> >>>> Dear Vicki and Brad, >>>> >>>> I want to clarify the Fair Housing Act protects my right to reasonable accommodations without additional requirements. The approval of my emotional support animal is not dependent on this document. >>>> >>>> That said, I am willing to sign the addendum in good faith, as a gesture of cooperation, not out of legal obligation. Please note that signing this addendum does not change or modify the terms of the initial lease agreement in any way. I trust this will formalize the accommodation and ensure clarity for both parties moving forward. >>>> >>>> Additionally, I would like to follow up on the status of the non-renewal notification. Please confirm whether it is still in effect, and if so, on what grounds. >>>> >>>> >>>> >>>> Sincerely, >>>> >>>> Jennifer Burbank >>>> >>>> >>>> >>>>>>>> On Aug 16, 2024, at 11:20 AM, Jen Barreda wrote: >>>>>>>> ■ >>>>>>>> Dear Vicki and Brad, >>>>>>>> >>>>>>>> I want to clarify that, under the Fair Housing Act (FHA), I'm not required to sign additional documents for my emotional support animal to be approved. Approval should be based on the documentation I've already provided. >>>>>>>> >>>>>>>> I'd also appreciate an update on the status of the non-renewal notice from June 19, 2024. Since my emotional support animal has been disclosed and a formal request made, the no-animal policy no longer applies as a reason for non-renewal. Additionally, the alteration was acknowledged on May 22, 2024, with no further action requested. Given these points, I'm hoping you can confirm whether the non-renewal is still in effect and, if so, on what grounds. >>>>>>>> >>>>>>>> Sincerely, >>>>>>>> Jennifer Burbank >>>>>>>> >>>>>>>> On Tuesday, August 13, 2024 at 05:29:35 PM PDT, Vicki Martinez wrote: >>>>>>>> >>>>>>>> Dear Jennifer, >>>>>>>> >>>>>>>> We confirm your request for a reasonable accommodation. >>>>>>>> >>>>>>>> Attached you will find the required Lease Addendum agreement. Please sign and return at your earliest convenience. >>>>>>>> >>>>>>>> Once we receive the signed and dated document, the request will become formally approved. >>>>>>>> >>>>>>>> Regards, >>>>>>>> Vicki & Brad >>>>>>>> >>>>>>>> On Monday, August 12, 2024 at 11:19:17 AM PDT, Jen Barreda wrote: >>>>>>>> >>>>>>>> Dear Vicki and Brad, >>>>>>>> >>>>>>>> I want to reiterate, I am formally requesting a reasonable accommodation for my emotional support animal. Attached to this email is the medical documentation that supports the need for my emotional support animal. Please confirm whether my request for a reasonable accommodation is being approved or denied. >>>>>>>> >>>>>>>> It is important to note that the request for a reasonable accommodation should be addressed accordingly and in a timely manner. I am open to discussing this matter further. >>>>>>>> >>>>>>>> I noticed that a new email thread was started on August 9, 2024. However, this new thread does not include the previous communication in which I formally requested a reasonable accommodation for my emotional support animal. For clarity and to ensure that all relevant information is easily accessible, I am attaching a copy of my initial email, dated August 5, 2024, which contains my request for a reasonable accommodation. To avoid any confusion, I ask that we keep all related communications about this matter within this same email thread moving forward. >>>>>>>> >>>>>>>> Sincerely, >>>>>>>> Jennifer Burbank >>>>>>>> >>>>>>>> >>>>>>>> On Saturday, August 10, 2024 at 09:00:09 AM PDT, Vicki Martinez wrote: >>>>>>>> >>>>>>>> Dear Jennifer, >>>>>>>> >>>>>>>> Thank you for acknowledging receipt of the lease termination, as specified in Section 2B of the lease agreement, and the inspection/walk-through request. >>>>>>>> >>>>>>>> Due to the lease ending on September 8, 2024, we are not requiring you to comply with the process for requesting reasonable accommodation of an emotional support animal. >>>>>>>> >>>>>>>> If you would like to formalize this request, you will need to provide a letter from a licensed healthcare professional explaining the need. >>>>>>>> >>>>>>>> This letter does not need to provide a diagnosis or describe the condition in extensive detail >>>>>>>> This letter should be signed and dated on letterhead which provides the contact and license information of the healthcare professional >>>>>>>> The original, signed letter should be made available, if requested >>>>>>>> Again, to clarify, if you would like to formalize the accommodation, that is your right. >>>>>>>> >>>>>>>> Regards, >>>>>>>> Vicki & Brad >>>>>>>> >>>>>>>> On Friday, August 9, 2024 at 07:42:02 PM PDT, Jen Barreda wrote: >>>>>>>> >>>>>>>> Dear Vicki and Brad, >>>>>>>> >>>>>>>> I received your email regarding the lease termination and scheduling the walk-through. 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Please let me know if my request has been accepted and if you need any additional information. >>>>>>>> >>>>>>>> I look forward to your prompt response to ensure this matter is addressed. >>>>>>>> >>>>>>>> Sincerely, >>>>>>>> Jennifer Burbank >>>>>>>> >>>>>>>> >>>>>>>> On Aug 9, 2024, at 10:46 AM, Vicki Martinez wrote: >>>>>>>> >>>>>>>> ■ >>>>>>>> Dear James & Jennifer, >>>>>>>> >>>>>>>> This note is a follow up to the email below and the US-mailed letter sent to you on June 19, 2024, outlining the termination of your lease at 518 N. Stoneman Ave. Alhambra CA 91801. >>>>>>>> >>>>>>>> As stated, the lease will terminate on September 15, 2024 (90 days from original notice). We will need to schedule the walk-through and determine the final rent payment, based upon your last day of occupancy. >>>>>>>> >>>>>>>> Please contact us by September 1st to set a date for the final inspection/walk-through. 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Email #120: Re: Lease Termination of 518 N. Stoneman Ave. Alhambra CA 91801

From: Vicki Martinez

Date: Aug 27, 2024 at 03:06:48

ID: <1707901907.249780.1724728008478@mail.yahoo.com>

We will confirm the move-out date to be September 15, 2024, in accordance with the original note from June 19. As an alternative, we propose the option to withdraw the non-renewal notice and have you remain in the residence on a month-to-month basis. Section 2A / 2B of the lease agreement outlines this option. Please let us know what you decide. On Sunday, August 25, 2024 at 08:58:15 PM PDT, Jen Barreda wrote: Dear Vicki and Brad, The notice sent on June 19, 2024, clearly stated a vacate date of September 15, 2024, and included specific terms. In contrast, the notice sent on August 23, 2024, lists a different vacate date of September 8, 2024, along with additional updated terms. Given that these notices contain different vacate dates and terms, they are entirely separate and different notices. The notice provided on August 23, 2024, cannot reasonably be considered a "reminder" of the original notice, as it alters both the vacate date and the terms. Unless you are indicating that you have decided to change the original notice's vacate date and terms and are now attempting to pass the August 23, 2024, notice as a continuation of the original notice from June 19, 2024. Can you please confirm which notice is in effect? Is it the first notice sent on June 19, 2024 or the second notice sent on August 23, 2024? Sincerely, Jennifer Burbank On Aug 25, 2024, at 7:34 PM, Vicki Martinez wrote: ■ Dear Jennifer, To clarify, the vacate day of 9/8/24 is in accordance with the original lease. In the first communication sent on June 19, 2024 you were provided a greater than 60-day notice that the lease would not be renewed. The communication sent August 23, 2024 was only provided as a reminder and in no way supersedes the original notification. As stated in the August 23, 2024 email, we are more than willing to consider your request for more time, however that needs to be communicated clearly so that an agreement can be reached. You are welcome to stay until September 15, 2024 if that is your preference. Would that be your preference? Sincerely, Vicki & Brad On Sunday, August 25, 2024 at 05:31:21 PM PDT, Jen Barreda wrote: Dear Vicki and Brad, Thank you for confirming that the notice provided on August 23, 2024, with a vacate date of September 8, 2024, is the effective notice. Which indicates the initial notice provided on June 19, 2024 with the vacate date of September 15, 2024 is no longer valid. Sincerely, Jennifer Burbank On Aug 25, 2024, at 12:23 PM, Vicki Martinez wrote: ■ Dear Jennifer & James, The notice to follow would be the September 8, 2024 date, in accordance with the original lease agreement. However, as stated in the previous communication, if you would like to request additional time to move out, we are willing to set a mutually agreed upon date that is within reason. Sincerely, Vicki & Brad On Sunday, August 25, 2024 at 11:29:12 AM PDT, Jen Barreda wrote: Dear Vicki and Brad, We've received two different notices about moving out, and with the deadline approaching quickly, we want to ensure there are no misunderstandings. We would like to know which notice to follow so that we can make the appropriate plans and avoid potential delays. Could you please clarify which notice is current and should be followed? Sincerely, Jennifer Burbank On Aug 23, 2024, at 2:38 PM, Vicki Martinez wrote: ■ Send via email and US Mail Dear James and Jennifer Burbank, This letter serves as confirmation that the lease for 518 North Stoneman Avenue, Alhambra CA. 91801, signed on 9/4/2023, will terminate on 9/8/2024 and will not be renewed. Please ensure that you vacate the premises by 9/8/2024. As stated in the original communication of non-renewal, dated 6/19/2024, this decision has been made due to violations of lease terms 13 and 17, which you will find provided at the bottom of this letter. As a reminder, no rent is due September 1, 2024. We will not accept any rent for September, in accordance with your tenancy expiring. Any monies received will be returned as soon as possible after seeing the electronic entry. Finally, please reach out to schedule the move-out /walk-through inspection. If for any reason you require additional time to move out, please let us know as soon as possible so that we can work out a date that is mutually agreed upon. Thank you for your time on the above matter. If you need anything further, please don't hesitate to contact us. Sincerely, Vicki L. Martinez & Brad M. Martinez Enclosures (2): 1. Original 90-day notification letter 2. Notice that the property is exempt from California's Tenant Protection Act of 2019 On Wednesday, August 21, 2024 at 02:38:38 PM PDT, Jen Barreda wrote: Dear Vicki and Brad, I want to clarify the Fair Housing Act protects my right to reasonable

accommodations without additional requirements. The approval of my emotional support animal is not dependent on this document. That said, I am willing to sign the addendum in good faith, as a gesture of cooperation, not out of legal obligation. Please note that signing this addendum does not change or modify the terms of the initial lease agreement in any way. I trust this will formalize the accommodation and ensure clarity for both parties moving forward. Additionally, I would like to follow up on the status of the non-renewal notification. Please confirm whether it is still in effect, and if so, on what grounds. Sincerely, Jennifer Burbank On Aug 16, 2024, at 11:20 AM, Jen Barreda wrote: ■ Dear Vicki and Brad, I want to clarify that, under the Fair Housing Act (FHA), I'm not required to sign additional documents for my emotional support animal to be approved. Approval should be based on the documentation I've already provided. I'd also appreciate an update on the status of the non-renewal notice from June 19, 2024. Since my emotional support animal has been disclosed and a formal request made, the no-animal policy no longer applies as a reason for non-renewal. Additionally, the alteration was acknowledged on May 22, 2024, with no further action requested. Given these points, I'm hoping you can confirm whether the non-renewal is still in effect and, if so, on what grounds. Sincerely, Jennifer Burbank On Tuesday, August 13, 2024 at 05:29:35 PM PDT, Vicki Martinez wrote: Dear Jennifer, We confirm your request for a reasonable accommodation. Attached you will find the required Lease Addendum agreement. Please sign and return at your earliest convenience. Once we receive the signed and dated document, the request will become formally approved. 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If you would like to formalize this request, you will need to provide a letter from a licensed healthcare professional explaining the need. - This letter does not need to provide a diagnosis or describe the condition in extensive detail - This letter should be signed and dated on letterhead which provides the contact and license information of the healthcare professional - The original, signed letter should be made available, if requested Again, to clarify, if you would like to formalize the accommodation, that is your right. Regards, Vicki & Brad On Friday, August 9, 2024 at 07:42:02 PM PDT, Jen Barreda wrote: Dear Vicki and Brad, I received your email regarding the lease termination and scheduling the walk-through. However, addressing my request for accommodation of my emotional support animal is important. Therefore, I would like to follow up on my previous email (sent August 5, 2024) in which I requested an accommodation for my emotional support animal. 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Email #121: Re: Lease Termination of 518 N. Stoneman Ave. Alhambra CA 91801

From: Jen Barreda

Date: Aug 26, 2024 at 03:57:36

ID:

Dear Vicki and Brad, The notice sent on June 19, 2024, clearly stated a vacate date of September 15, 2024, and included specific terms. In contrast, the notice sent on August 23, 2024, lists a different vacate date of September 8, 2024, along with additional updated terms. Given that these notices contain different vacate dates and terms, they are entirely separate and different notices. The notice provided on August 23, 2024, cannot reasonably be considered a "reminder" of the original notice, as it alters both the vacate date and the terms. Unless you are indicating that you have decided to change the original notice's vacate date and terms and are now attempting to pass the August 23, 2024, notice as a continuation of the original notice from June 19, 2024. Can you please confirm which notice is in effect? Is it the first notice sent on June 19, 2024 or the second notice sent on August 23, 2024? 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Email #122: Re: Lease Termination of 518 N. Stoneman Ave. Alhambra CA 91801

From: Vicki Martinez

Date: Aug 26, 2024 at 02:34:35

ID: <684682747.1953269.1724639675921@mail.yahoo.com>

Dear Jennifer, To clarify, the vacate day of 9/8/24 is in accordance with the original lease. In the first communication sent on June 19, 2024 you were provided a greater than 60-day notice that the lease would not be renewed. The

communication sent August 23, 2024 was only provided as a reminder and in no way supersedes the original notification. As stated in the August 23, 2024 email, we are more than willing to consider your request for more time, however that needs to be communicated clearly so that an agreement can be reached. You are welcome to stay until September 15, 2024 if that is your preference. Would that be your preference? Sincerely, Vicki & Brad On Sunday, August 25, 2024 at 05:31:21 PM PDT, Jen Barreda wrote: Dear Vicki and Brad, Thank you for confirming that the notice provided on August 23, 2024, with a vacate date of September 8, 2024, is the effective notice. Which indicates the initial notice provided on June 19, 2024 with the vacate date of September 15, 2024 is no longer valid. Sincerely, Jennifer Burbank On Aug 25, 2024, at 12:23 PM, Vicki Martinez wrote: ■ Dear Jennifer & James, The notice to follow would be the September 8, 2024 date, in accordance with the original lease agreement. 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would appreciate confirmation of receipt and a response. To clarify, I am requesting that my emotional support animal be accommodated under the terms of the lease. Please let me know if my request has been accepted and if you need any additional information. I look forward to your prompt response to ensure this matter is addressed. Sincerely, Jennifer Burbank

On Aug 9, 2024, at 10:46 AM, Vicki Martinez wrote: ■ Dear James & Jennifer, This note is a follow up to the email below and the US-mailed letter sent to you on June 19, 2024, outlining the termination of your lease at 518 N. Stoneman Ave. Alhambra CA 91801. As stated, the lease will terminate on September 15, 2024 (90 days from original notice). We will need to schedule the walk-through and determine the final rent payment, based upon your last day of occupancy. Please contact us by September 1st to set a date for the final inspection/walk-through. The inspection should take place on or before September 15, 2024. If you have any questions, please reach out. Sincerely, Vicki & Brad

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Sincerely, Vicki L. Martinez <1718733192380blob.jpg><1718733136361blob.jpg>
<1724448463915blob.jpg><1724448479209blob.jpg>

Email #123: Re: Lease Termination of 518 N. Stoneman Ave. Alhambra CA 91801

From: Jen Barreda
Date: Aug 26, 2024 at 00:30:44
ID:

Dear Vicki and Brad, Thank you for confirming that the notice provided on August 23, 2024, with a vacate date of September 8, 2024, is the effective notice. Which indicates the initial notice provided on June 19, 2024 with the vacate date of September 15, 2024 is no longer valid. Sincerely, Jennifer Burbank

> On Aug 25, 2024, at 12:23 PM, Vicki Martinez wrote: > > ■ > Dear Jennifer & James, > > The notice to follow would be the September 8, 2024 date, in accordance with the original lease agreement. > However, as stated in the previous communication, if you would like to request additional time to move out, we are willing to set a mutually agreed upon date that is within reason. > > Sincerely, > Vicki & Brad > > > > On Sunday, August 25, 2024 at 11:29:12 AM PDT, Jen Barreda wrote: > > > > Dear Vicki and Brad, > > > > We've received two different notices about moving out, and with the deadline approaching quickly, we want to ensure there are no misunderstandings. We would like to know which notice to follow so that we can make the appropriate plans and avoid potential delays. > > > > Could you please clarify which notice is current and should be followed? > > > > Sincerely, > > > > Jennifer Burbank > > > > On Aug 23, 2024, at 2:38 PM, Vicki Martinez wrote: > > > > ■ > > Send via email and US Mail > > > > Dear James and Jennifer Burbank, > > > > This letter serves as confirmation that the lease for 518 North Stoneman Avenue, Alhambra CA. 91801, signed on 9/4/2023, will terminate on 9/8/2024 and will not be renewed. Please ensure that you vacate the premises by 9/8/2024. > > > > As stated in the original communication of non-renewal, dated 6/19/2024, this decision has been made due to violations of lease terms 13 and 17, which you will find provided at the bottom of this letter. > > > > As a reminder, no rent is due September 1, 2024. We will not accept any rent for September, in accordance with your tenancy expiring. Any monies received will be returned as soon as possible after seeing the electronic entry. > > > > Finally, please reach out to schedule the move-out / walk-through inspection. If for any reason you require additional time to move out, please let us know as soon as possible so that we can work out a date that is mutually agreed upon. > > > > Thank you for your time on the above matter. If you need anything further, please don't hesitate to contact us. > > > > Sincerely, > > > > Vicki L. Martinez & Brad M. Martinez > > > > > > > > Enclosures (2): > > > > 1. Original 90-day notification letter > > 2. Notice that the property is exempt from California's Tenant Protection Act of 2019 > > > > > > On Wednesday, August 21, 2024 at 02:38:38 PM PDT, Jen Barreda wrote: > > > > Dear Vicki and Brad, > > > > I want to clarify the Fair Housing Act protects my right to reasonable accommodations without additional requirements. The approval of my emotional support animal is not dependent on this document. > > > > That said, I am willing to sign the addendum in good faith, as a gesture of cooperation, not out of legal obligation. Please note that signing this addendum does not change or modify the terms of the initial lease agreement in any way. I trust this will formalize the accommodation and ensure clarity for both parties moving forward. > > > > Additionally, I would like to follow up on the status of the non-renewal notification. Please confirm whether it is still in effect, and if so, on what grounds. > > > > > > > > Sincerely, > > > > Jennifer Burbank > > > > > > > > On Aug 16, 2024, at 11:20 AM, Jen Barreda wrote: > > > > ■ > > > > Dear Vicki and Brad, > > > > > > > > I want to clarify that, under the Fair Housing Act (FHA), I'm not required to sign

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Email #124: Re: Lease Termination of 518 N. Stoneman Ave. Alhambra CA 91801

From: Vicki Martinez

Date: Aug 25, 2024 at 19:23:52

ID: <2083200594.11955538.1724613832383@mail.yahoo.com>

Dear Jennifer & James, The notice to follow would be the September 8, 2024 date, in accordance with the original lease agreement. However, as stated in the previous communication, if you would like to request additional time to move out, we are willing to set a mutually agreed upon date that is within reason. Sincerely, Vicki & Brad On Sunday, August 25, 2024 at 11:29:12 AM PDT, Jen Barreda wrote: Dear Vicki and Brad, We've received two different notices about moving out, and with the deadline approaching quickly, we want to ensure there are no misunderstandings. We would like to know which notice to follow so that we can make the appropriate plans and avoid potential delays. Could you please clarify which notice is current and should be followed? 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Sincerely, Vicki L. Martinez <1718733192380blob.jpg><1718733136361blob.jpg>
<1724448463915blob.jpg><1724448479209blob.jpg>

Email #125: Re: Lease Termination of 518 N. Stoneman Ave. Alhambra CA 91801

From: Jen Barreda
Date: Aug 25, 2024 at 18:28:32
ID: <750C060F-8E25-4AE7-802E-9939CAE06820@yahoo.com>

Dear Vicki and Brad, We've received two different notices about moving out, and with the deadline approaching quickly, we want to ensure there are no misunderstandings. We would like to know which notice to follow so that we can make the appropriate plans and avoid potential delays. Could you please clarify which notice is current and should be followed? Sincerely, Jennifer Burbank

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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 >>>> >>>> >>>> >>>> >>>> >>>> >>>> <1718733192380blob.jpg> >>>> <1718733136361blob.jpg> >>>> >>>> <1724448463915blob.jpg> >>>> <1724448479209blob.jpg>

Email #126: Re: Lease Termination of 518 N. Stoneman Ave. Alhambra CA 91801

From: Vicki Martinez

Date: Aug 23, 2024 at 21:38:51

ID: <718586879.11571068.1724449131559@mail.yahoo.com>

Send via email and US Mail Dear James and Jennifer Burbank, This letter serves as confirmation that the lease for 518North Stoneman Avenue, Alhambra CA. 91801, signed on 9/4/2023, willterminate on 9/8/2024 and will not be renewed. Please ensure thatyou vacate the premises by 9/8/2024. Asstated in the original communication of non-renewal,

dated 6/19/2024, this decision has been made due to violations of lease terms 13 and 17, which you will find provided at the bottom of this letter. As a reminder, no rent is due September 1, 2024. We will not accept any rent for September, in accordance with your tenancy expiring. Any monies received will be returned as soon as possible after seeing the electronic entry. Finally, please reach out to schedule the move-out /walk-through inspection. If for any reason you require additional time to move out, please let us know as soon as possible so that we can work out a date that is mutually agreed upon. Thank you for your time on the above matter. If you need anything further, please don't hesitate to contact us. Sincerely, Vicki L. Martinez & Brad M. Martinez Enclosures (2): 1. Original 90-day notification letter 2. Notice that the property is exempt from California's Tenant Protection Act of 2019

On Wednesday, August 21, 2024 at 02:38:38 PM PDT, Jen Barreda wrote: Dear Vicki and Brad, I want to clarify the Fair Housing Act protects my right to reasonable accommodations without additional requirements. The approval of my emotional support animal is not dependent on this document. That said, I am willing to sign the addendum in good faith, as a gesture of cooperation, not out of legal obligation. Please note that signing this addendum does not change or modify the terms of the initial lease agreement in any way. I trust this will formalize the accommodation and ensure clarity for both parties moving forward. Additionally, I would like to follow up on the status of the non-renewal notification. Please confirm whether it is still in effect, and if so, on what grounds. Sincerely, Jennifer Burbank

On Aug 16, 2024, at 11:20 AM, Jen Barreda wrote: ■ Dear Vicki and Brad, I want to clarify that, under the Fair Housing Act (FHA), I'm not required to sign additional documents for my emotional support animal to be approved. Approval should be based on the documentation I've already provided. I'd also appreciate an update on the status of the non-renewal notice from June 19, 2024. Since my emotional support animal has been disclosed and a formal request made, the no-animal policy no longer applies as a reason for non-renewal. Additionally, the alteration was acknowledged on May 22, 2024, with no further action requested. Given these points, I'm hoping you can confirm whether the non-renewal is still in effect and, if so, on what grounds. Sincerely, Jennifer Burbank

On Tuesday, August 13, 2024 at 05:29:35 PM PDT, Vicki Martinez wrote: Dear Jennifer, We confirm your request for a reasonable accommodation. Attached you will find the required Lease Addendum agreement. Please sign and return at your earliest convenience. Once we receive the signed and dated document, the request will become formally approved. Regards, Vicki & Brad

On Monday, August 12, 2024 at 11:19:17 AM PDT, Jen Barreda wrote: Dear Vicki and Brad, I want to reiterate, I am formally requesting a reasonable accommodation for my emotional support animal. Attached to this email is the medical documentation that supports the need for my emotional support animal. Please confirm whether my request for a reasonable accommodation is being approved or denied. It is important to note that the request for a reasonable accommodation should be addressed accordingly and in a timely manner. I am open to discussing this matter further. I noticed that a new email thread was started on August 9, 2024. However, this new thread does not include the previous communication in which I formally requested a reasonable accommodation for my emotional support animal. For clarity and to ensure that all relevant information is easily accessible, I am attaching a copy of my initial email, dated August 5, 2024, which contains my request for a reasonable accommodation. To avoid any confusion, I ask that we keep all related communications about this matter within this same email thread moving forward. Sincerely, Jennifer Burbank

On Saturday, August 10, 2024 at 09:00:09 AM PDT, Vicki Martinez wrote: Dear Jennifer, Thank you for acknowledging receipt of the lease termination, as specified in Section 2B of the lease agreement, and the inspection/walk-through request. Due to the lease ending on September 8, 2024, we are not requiring you to comply with the process for requesting reasonable accommodation of an emotional support animal. If you would like to formalize this request, you will need to provide a letter from a licensed healthcare professional explaining the need.

- This letter does not need to provide a diagnosis or describe the condition in extensive detail
- This letter should be signed and dated on letterhead which provides the contact and license information of the healthcare professional
- The original, signed letter should be made available, if requested

Again, to clarify, if you would like to formalize the accommodation, that is your right. Regards, Vicki & Brad

On Friday, August 9, 2024 at 07:42:02 PM PDT, Jen Barreda wrote: Dear Vicki and Brad, I received your email regarding the lease termination and scheduling the walk-through. However, addressing my request for accommodation of my emotional support animal is important. Therefore, I would like to follow up on my previous email (sent August 5, 2024) in which I requested an accommodation for my emotional support animal. I have not yet received a response to that request and would appreciate confirmation of receipt and a response. To clarify, I am requesting that my emotional support animal be accommodated under the terms of the lease. Please let me know if my request has been accepted and if you need any additional information. I look forward to your prompt response to ensure this matter is addressed. Sincerely, Jennifer Burbank

On Aug 9, 2024, at 10:46 AM, Vicki Martinez wrote: ■ Dear James & Jennifer, This note is a follow up to the email below and the US-mailed letter sent to you on June 19, 2024, outlining the termination of your lease at 518 N. Stoneman Ave. Alhambra CA 91801. As stated, the lease will terminate on September 15, 2024 (90 days from original notice). We will need to schedule the walk-through and determine the final rent payment, based upon your last day of occupancy. Please contact us by September 1st to set a date for the final inspection/walk-through. The inspection should take place on or before September 15, 2024. If you have any questions, please reach out. Sincerely, Vicki & Brad

On Wednesday, June 19, 2024 at 08:31:49 PM PDT, Vicki Martinez wrote: Dear James and Jennifer Burbank, This email 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 <1718733192380blob.jpg><1718733136361blob.jpg>

Email #127: Re: Lease Termination of 518 N. Stoneman Ave. Alhambra CA 91801

From: Jen Barreda

Date: Aug 21, 2024 at 21:37:48

ID:

Dear Vicki and Brad, I want to clarify the Fair Housing Act protects my right to reasonable accommodations without additional requirements. The approval of my emotional support animal is not dependent on this document. That said, I am willing to sign the addendum in good faith, as a gesture of cooperation, not out of legal obligation. Please note that signing this addendum does not change or modify the terms of the initial lease agreement in any way. I trust this will formalize the accommodation and ensure clarity for both parties moving forward. Additionally, I would like to follow up on the status of the non-renewal notification. Please confirm whether it is still in effect, and if so, on what grounds. Sincerely, Jennifer Burbank > On Aug 16, 2024, at 11:20 AM, Jen Barreda wrote: > > ■ > Dear Vicki and Brad, > > I want to clarify that, under the Fair Housing Act (FHA), I'm not required to sign additional documents for my emotional support animal to be approved. Approval should be based on the documentation I've already provided. > > I'd also appreciate an update on the status of the non-renewal notice from June 19, 2024. Since my emotional support animal has been disclosed and a formal request made, the no-animal policy no longer applies as a reason for non-renewal. Additionally, the alteration was acknowledged on May 22, 2024, with no further action requested. Given these points, I'm hoping you can confirm whether the non-renewal is still in effect and, if so, on what grounds. > > > Sincerely, > > Jennifer Burbank > > On Tuesday, August 13, 2024 at 05:29:35 PM PDT, Vicki Martinez wrote: > > Dear Jennifer, > > We confirm your request for a reasonable accommodation. > > Attached you will find the required Lease Addendum agreement. Please sign and return at your earliest convenience. > > Once we receive the signed and dated document, the request will become formally approved. > > Regards, > > Vicki & Brad > > On Monday, August 12, 2024 at 11:19:17 AM PDT, Jen Barreda wrote: > > > Dear Vicki and Brad, > > I want to reiterate, I am formally requesting a reasonable accommodation for my emotional support animal. Attached to this email is the medical documentation that supports the need for my emotional support animal. Please confirm whether my request for a reasonable accommodation is being approved or denied. > > It is important to note that the request for a reasonable accommodation should be addressed accordingly and in a timely manner. I am open to discussing this matter further. > > I noticed that a new email thread was started on August 9, 2024. However, this new thread does not include the previous communication in which I formally requested a reasonable accommodation for my emotional support animal. For clarity and to ensure that all relevant information is easily accessible, I am attaching a copy of my initial email, dated August 5, 2024, which contains my request for a reasonable accommodation. To avoid any confusion, I ask that we keep all related communications about this matter within this same email thread moving forward. > > > Sincerely, > > Jennifer Burbank > > > > On Saturday, August 10, 2024 at 09:00:09 AM PDT, Vicki Martinez wrote: > > > Dear Jennifer, > > Thank you for acknowledging receipt of the lease termination, as specified in Section 2B of the lease agreement, and the inspection/walk-through request. > > Due to the lease ending on September 8, 2024, we are not requiring you to comply with the process for requesting reasonable accommodation of an emotional support animal. > > If you would like to formalize this request, you will need to provide a letter from a licensed healthcare professional explaining the need. > > This letter does not need to provide a diagnosis or describe the condition in extensive detail > This letter should be signed and dated on letterhead which provides the contact and license information of the healthcare professional > The original, signed letter should be made available, if requested > > Again, to clarify, if you would like to formalize the accommodation, that is your right. > > > Regards, > > Vicki & Brad > > > On Friday, August 9, 2024 at 07:42:02 PM PDT, Jen Barreda wrote: > > > > Dear Vicki and Brad, > > > I received your email regarding the lease termination and scheduling the walk-through. However, addressing my request for accommodation of my emotional support animal is important. > > > Therefore, I would like to follow up on my previous email (sent August 5, 2024) in which I requested an accommodation for my emotional support animal. I have not yet received a response to that request and would appreciate confirmation of receipt and a response. > > > To clarify, I am requesting that my emotional support animal be accommodated under the terms of the lease. Please let me know if my request has been accepted and if you need any additional information. > > > I look forward to your prompt response to ensure this matter is addressed. > > > Sincerely, > > > Jennifer Burbank > > > > > > On Aug 9, 2024, at 10:46 AM, Vicki Martinez wrote: > > > ■ > > Dear James & Jennifer, > > > This note is a follow up to the email below and the US-mailed letter sent to you on June 19, 2024, outlining the termination of your lease at 518 N. 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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 >> >> >> >> >> >> <1718733192380blob.jpg> >> <1718733136361blob.jpg>

Email #128: Re: Lease Termination of 518 N. Stoneman Ave. Alhambra CA 91801

From: Vicki Martinez

Date: Aug 17, 2024 at 00:10:12

ID: <1990838861.8821580.1723853413214@mail.yahoo.com>

Dear Jennifer, Section 13 of the signed lease states that no animal or pet shall be kept on or about the premises without our prior written consent. If this process had been followed originally, we would have asked for the ATCA to be completed. It is standard practice and protects both you as the tenant and us as the landlords. Secondly, the dog is already on property so the accommodation approval is not really in question here. If there is a particular section of the agreement that you are not comfortable with, please be specific in letting us know. Lastly, page 20 of the lease agreement outlines why the property located at 518 N. Stoneman Ave. Alhambra CA 91801 is exempt from both rent cap and just cause eviction laws. The attached letter serves as your notice of this exemption. Therefore, to answer your question, the non-renewal of the lease is still in effect and we are asking you to vacate the property as specified in the original notification dated June 19, 2024. As outlined in section 2A and B of the signed lease, if you fail to vacate on the specified date in September, the rent will increase 10% to \$3,575 per month, starting October 1, 2024. Regards, Vicki and Brad On Friday, August 16, 2024 at 11:23:00 AM PDT, Jen Barreda wrote: Dear Vicki and Brad, I want to clarify that, under the Fair Housing Act (FHA), I'm not required to sign additional documents for my emotional support animal to be approved. Approval should be based on the documentation I've already provided. I'd also appreciate an update on the status of the non-renewal notice from June 19, 2024. Since my emotional support animal has been disclosed and a formal request made, the no-animal policy no longer applies as a reason for non-renewal. Additionally, the alteration was acknowledged on May 22, 2024, with no further action requested. Given these points, I'm hoping you can confirm whether the non-renewal is still in effect and, if so, on what grounds. 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I noticed that a new email thread was started on August 9, 2024. However, this new thread does not include the previous communication in which I formally requested a reasonable accommodation for my emotional support animal. For clarity and to ensure that all relevant information is easily accessible, I am attaching a copy of my initial email, dated August 5, 2024, which contains my request for a reasonable accommodation. To avoid any confusion, I ask that we keep all related communications about this matter within this same email thread moving forward. Sincerely, Jennifer Burbank On Saturday, August 10, 2024 at 09:00:09 AM PDT, Vicki Martinez wrote: Dear Jennifer, Thank you for acknowledging receipt of the lease termination, as specified in Section 2B of the lease agreement, and the inspection/walk-through request. Due to the lease ending on September 8, 2024, we are not requiring you to comply with the process for requesting reasonable accommodation of an emotional support animal. 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the US-mailed letter sent to you on June 19, 2024, outlining the termination of your lease at 518 N. Stoneman Ave. Alhambra CA 91801. As stated, the lease will terminate on September 15, 2024 (90 days from original notice). We will need to schedule the walk-through and determine the final rent payment, based upon your last day of occupancy. Please contact us by September 1st to set a date for the final inspection/walk-through. The inspection should take place on or before September 15, 2024. If you have any questions, please reach out. Sincerely, Vicki & Brad On Wednesday, June 19, 2024 at 08:31:49 PM PDT, Vicki Martinez wrote: Dear James and Jennifer Burbank, This email 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 <1718733192380blob.jpg><1718733136361blob.jpg>

Email #129: Re: Lease Termination of 518 N. Stoneman Ave. Alhambra CA 91801

From: Jen Barreda
Date: Aug 16, 2024 at 18:20:13
ID: <985191002.8704836.1723832413220@mail.yahoo.com>

Dear Vicki and Brad, I want to clarify that, under the Fair Housing Act (FHA), I'm not required to sign additional documents for my emotional support animal to be approved. Approval should be based on the documentation I've already provided. I'd also appreciate an update on the status of the non-renewal notice from June 19, 2024. Since my emotional support animal has been disclosed and a formal request made, the no-animal policy no longer applies as a reason for non-renewal. Additionally, the alteration was acknowledged on May 22, 2024, with no further action requested. Given these points, I'm hoping you can confirm whether the non-renewal is still in effect and, if so, on what grounds. Sincerely, Jennifer Burbank On Tuesday, August 13, 2024 at 05:29:35 PM PDT, Vicki Martinez wrote: Dear Jennifer, We confirm your request for a reasonable accommodation. Attached you will find the required Lease Addendum agreement. Please sign and return at your earliest convenience. Once we receive the signed and dated document, the request will become formally approved. Regards, Vicki & Brad On Monday, August 12, 2024 at 11:19:17 AM PDT, Jen Barreda wrote: Dear Vicki and Brad, I want to reiterate, I am formally requesting a reasonable accommodation for my emotional support animal. Attached to this email is the medical documentation that supports the need for my emotional support animal. Please confirm whether my request for a reasonable accommodation is being approved or denied. It is important to note that the request for a reasonable accommodation should be addressed accordingly and in a timely manner. I am open to discussing this matter further. I noticed that a new email thread was started on August 9, 2024. However, this new thread does not include the previous communication in which I formally requested a reasonable accommodation for my emotional support animal. For clarity and to ensure that all relevant information is easily accessible, I am attaching a copy of my initial email, dated August 5, 2024, which contains my request for a reasonable accommodation. To avoid any confusion, I ask that we keep all related communications about this matter within this same email thread moving forward. Sincerely, Jennifer Burbank On Saturday, August 10, 2024 at 09:00:09 AM PDT, Vicki Martinez wrote: Dear Jennifer, Thank you for acknowledging receipt of the lease termination, as specified in Section 2B of the lease agreement, and the inspection/walk-through request. Due to the lease ending on September 8, 2024, we are not requiring you to comply with the process for requesting reasonable accommodation of an emotional support animal. If you would like to formalize this request, you will need to provide a letter from a licensed healthcare professional explaining the need. - This letter does not need to provide a diagnosis or describe the condition in extensive detail - This letter should be signed and dated on letterhead which provides the contact and license information of the healthcare professional - The original, signed letter should be made available, if requested Again, to clarify, if you would like to formalize the accommodation, that is your right. Regards, Vicki & Brad On Friday, August 9, 2024 at 07:42:02 PM PDT, Jen Barreda wrote: Dear Vicki and Brad, I received your email regarding the lease termination and scheduling the walk-through. However, addressing my request for accommodation of my emotional support animal is important. Therefore, I would like to follow up on my previous email (sent August 5, 2024) in which I requested an accommodation for my emotional support animal. I have not yet received a response to that request and would appreciate confirmation of receipt and a response. To clarify, I am requesting that my emotional support animal be accommodated under the terms of the lease. Please let me know if my request has been accepted and if you need any additional information. I look forward to your prompt response to ensure this matter is addressed. Sincerely, Jennifer Burbank On Aug 9, 2024, at 10:46 AM, Vicki Martinez wrote: ■ Dear James & Jennifer, This note is a follow up to the email below and the US-mailed letter sent to you on June 19, 2024, outlining the termination of your lease at 518 N. Stoneman

Ave. Alhambra CA 91801. As stated, the lease will terminate on September 15, 2024 (90 days from original notice). We will need to schedule the walk-through and determine the final rent payment, based upon your last day of occupancy. Please contact us by September 1st to set a date for the final inspection/walk-through. The inspection should take place on or before September 15, 2024. If you have any questions, please reach out. Sincerely, Vicki & Brad On Wednesday, June 19, 2024 at 08:31:49 PM PDT, Vicki Martinez wrote: Dear James and Jennifer Burbank, This email 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 <1718733192380blob.jpg><1718733136361blob.jpg>

Email #130: Re: Lease Termination of 518 N. Stoneman Ave. Alhambra CA 91801

From: Vicki Martinez

Date: Aug 14, 2024 at 00:29:29

ID: <959701716.7484439.1723595369916@mail.yahoo.com>

Dear Jennifer, We confirm your request for a reasonable accommodation. Attached you will find the required Lease Addendum agreement. Please sign and return at your earliest convenience. Once we receive the signed and dated document, the request will become formally approved. Regards, Vicki & Brad On Monday, August 12, 2024 at 11:19:17 AM PDT, Jen Barreda wrote: Dear Vicki and Brad, I want to reiterate, I am formally requesting a reasonable accommodation for my emotional support animal. Attached to this email is the medical documentation that supports the need for my emotional support animal. Please confirm whether my request for a reasonable accommodation is being approved or denied. It is important to note that the request for a reasonable accommodation should be addressed accordingly and in a timely manner. I am open to discussing this matter further. I noticed that a new email thread was started on August 9, 2024. However, this new thread does not include the previous communication in which I formally requested a reasonable accommodation for my emotional support animal. For clarity and to ensure that all relevant information is easily accessible, I am attaching a copy of my initial email, dated August 5, 2024, which contains my request for a reasonable accommodation. To avoid any confusion, I ask that we keep all related communications about this matter within this same email thread moving forward. Sincerely, Jennifer Burbank On Saturday, August 10, 2024 at 09:00:09 AM PDT, Vicki Martinez wrote: Dear Jennifer, Thank you for acknowledging receipt of the lease termination, as specified in Section 2B of the lease agreement, and the inspection/walk-through request. Due to the lease ending on September 8, 2024, we are not requiring you to comply with the process for requesting reasonable accommodation of an emotional support animal. If you would like to formalize this request, you will need to provide a letter from a licensed healthcare professional explaining the need. - This letter does not need to provide a diagnosis or describe the condition in extensive detail - This letter should be signed and dated on letterhead which provides the contact and license information of the healthcare professional - The original, signed letter should be made available, if requested Again, to clarify, if you would like to formalize the accommodation, that is your right. Regards, Vicki & Brad On Friday, August 9, 2024 at 07:42:02 PM PDT, Jen Barreda wrote: Dear Vicki and Brad, I received your email regarding the lease termination and scheduling the walk-through. However, addressing my request for accommodation of my emotional support animal is important. Therefore, I would like to follow up on my previous email (sent August 5, 2024) in which I requested an accommodation for my emotional support animal. I have not yet received a response to that request and would appreciate confirmation of receipt and a response. To clarify, I am requesting that my emotional support animal be accommodated under the terms of the lease. Please let me know if my request has been accepted and if you need any additional information. I look forward to your prompt response to ensure this matter is addressed. Sincerely, Jennifer Burbank On Aug 9, 2024, at 10:46 AM, Vicki Martinez wrote: ■ Dear James & Jennifer, This note is a follow up to the email below and the US-mailed letter sent to you on June 19, 2024, outlining the termination of your lease at 518 N. Stoneman Ave. Alhambra CA 91801. As stated, the lease will terminate on September 15, 2024 (90 days from original notice). We will need to schedule the walk-through and determine the final rent payment, based upon your last day of occupancy. Please contact us by September 1st to set a date for the final inspection/walk-through. The inspection should take place on or before September 15, 2024. If you have any questions, please reach out. Sincerely, Vicki & Brad On Wednesday, June 19, 2024 at 08:31:49 PM PDT, Vicki Martinez wrote: Dear James and Jennifer Burbank, This email 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 <1718733192380blob.jpg><1718733136361blob.jpg>

Email #131: Re: Lease Termination of 518 N. Stoneman Ave. Alhambra CA 91801

From: Jen Barreda

Date: Aug 12, 2024 at 18:19:09

ID: <1915650157.6821191.1723486750293@mail.yahoo.com>

Dear Vicki and Brad, I want to reiterate, I am formally requesting a reasonable accommodation for my emotional support animal. Attached to this email is the medical documentation that supports the need for my emotional support animal. Please confirm whether my request for a reasonable accommodation is being approved or denied. It is important to note that the request for a reasonable accommodation should be addressed accordingly and in a timely manner. I am open to discussing this matter further. I noticed that a new email thread was started on August 9, 2024. However, this new thread does not include the previous communication in which I formally requested a reasonable accommodation for my emotional support animal. For clarity and to ensure that all relevant information is easily accessible, I am attaching a copy of my initial email, dated August 5, 2024, which contains my request for a reasonable accommodation. To avoid any confusion, I ask that we keep all related communications about this matter within this same email thread moving forward. Sincerely, Jennifer Burbank On Saturday, August 10, 2024 at 09:00:09 AM PDT, Vicki Martinez wrote: Dear Jennifer, Thank you for acknowledging receipt of the lease termination, as specified in Section 2B of the lease agreement, and the inspection/walk-through request. Due to the lease ending on September 8, 2024, we are not requiring you to comply with the process for requesting reasonable accommodation of an emotional support animal. If you would like to formalize this request, you will need to provide a letter from a licensed healthcare professional explaining the need. - This letter does not need to provide a diagnosis or describe the condition in extensive detail - This letter should be signed and dated on letterhead which provides the contact and license information of the healthcare professional - The original, signed letter should be made available, if requested Again, to clarify, if you would like to formalize the accommodation, that is your right. Regards, Vicki & Brad On Friday, August 9, 2024 at 07:42:02 PM PDT, Jen Barreda wrote: Dear Vicki and Brad, I received your email regarding the lease termination and scheduling the walk-through. However, addressing my request for accommodation of my emotional support animal is important. Therefore, I would like to follow up on my previous email (sent August 5, 2024) in which I requested an accommodation for my emotional support animal. I have not yet received a response to that request and would appreciate confirmation of receipt and a response. To clarify, I am requesting that my emotional support animal be accommodated under the terms of the lease. Please let me know if my request has been accepted and if you need any additional information. I look forward to your prompt response to ensure this matter is addressed. Sincerely, Jennifer Burbank On Aug 9, 2024, at 10:46 AM, Vicki Martinez wrote: ■ Dear James & Jennifer, This note is a follow up to the email below and the US-mailed letter sent to you on June 19, 2024, outlining the termination of your lease at 518 N. Stoneman Ave. Alhambra CA 91801. As stated, the lease will terminate on September 15, 2024 (90 days from original notice). We will need to schedule the walk-through and determine the final rent payment, based upon your last day of occupancy. Please contact us by September 1st to set a date for the final inspection/walk-through. The inspection should take place on or before September 15, 2024. If you have any questions, please reach out. Sincerely, Vicki & Brad On Wednesday, June 19, 2024 at 08:31:49 PM PDT, Vicki Martinez wrote: Dear James and Jennifer Burbank, This email 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

<1718733192380blob.jpg><1718733136361blob.jpg>

Email #132: Re: Lease Termination of 518 N. Stoneman Ave. Alhambra CA 91801

From: Vicki Martinez

Date: Aug 10, 2024 at 15:59:50

ID: <1794041462.6207267.1723305590813@mail.yahoo.com>

Dear Jennifer, Thank you for acknowledging receipt of the lease termination, as specified in Section 2B of the lease agreement, and the inspection/walk-through request. Due to the lease ending on September 8, 2024, we are not requiring you to comply with the process for requesting reasonable accommodation of an emotional support animal. If you would like to formalize this request, you will need to provide a letter from a licensed healthcare professional explaining the need. - This letter does not need to provide a diagnosis or describe the condition in extensive detail - This letter should be signed and dated on letterhead which provides the contact and license information of the healthcare professional - The original, signed letter should be made available, if requested Again, to clarify, if you would like to formalize the accommodation, that is your right. Regards, Vicki & Brad On Friday, August 9, 2024 at 07:42:02 PM PDT, Jen Barreda wrote: Dear Vicki and Brad, I received your email regarding the lease termination and scheduling the walk-through. However, addressing my request for accommodation of my emotional support animal is important. Therefore, I would like to follow up on my

previous email (sent August 5, 2024) in which I requested an accommodation for my emotional support animal. I have not yet received a response to that request and would appreciate confirmation of receipt and a response. To clarify, I am requesting that my emotional support animal be accommodated under the terms of the lease. Please let me know if my request has been accepted and if you need any additional information. I look forward to your prompt response to ensure this matter is addressed. Sincerely, Jennifer Burbank

On Aug 9, 2024, at 10:46 AM, Vicki Martinez wrote: ■ Dear James & Jennifer, This note is a follow up to the email below and the US-mailed letter sent to you on June 19, 2024, outlining the termination of your lease at 518 N. Stoneman Ave. Alhambra CA 91801. As stated, the lease will terminate on September 15, 2024 (90 days from original notice). We will need to schedule the walk-through and determine the final rent payment, based upon your last day of occupancy. Please contact us by September 1st to set a date for the final inspection/walk-through. The inspection should take place on or before September 15, 2024. If you have any questions, please reach out. Sincerely, Vicki & Brad

On Wednesday, June 19, 2024 at 08:31:49 PM PDT, Vicki Martinez wrote: Dear James and Jennifer Burbank, This email 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
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Email #133: Re: Lease Termination of 518 N. Stoneman Ave. Alhambra CA 91801

From: Jen Barreda

Date: Aug 10, 2024 at 02:41:18

ID: <69D8C804-57C7-49D6-9E09-906ACDB00759@yahoo.com>

Dear Vicki and Brad, I received your email regarding the lease termination and scheduling the walk-through. However, addressing my request for accommodation of my emotional support animal is important. Therefore, I would like to follow up on my previous email (sent August 5, 2024) in which I requested an accommodation for my emotional support animal. I have not yet received a response to that request and would appreciate confirmation of receipt and a response. To clarify, I am requesting that my emotional support animal be accommodated under the terms of the lease. Please let me know if my request has been accepted and if you need any additional information. I look forward to your prompt response to ensure this matter is addressed. Sincerely, Jennifer Burbank > On Aug 9, 2024, at 10:46 AM, Vicki Martinez wrote: > ■ > Dear James & Jennifer, > > This note is a follow up to the email below and the US-mailed letter sent to you on June 19, 2024, outlining the termination of your lease at 518 N. Stoneman Ave. Alhambra CA 91801. > > As stated, the lease will terminate on September 15, 2024 (90 days from original notice). We will need to schedule the walk-through and determine the final rent payment, based upon your last day of occupancy. > > Please contact us by September 1st to set a date for the final inspection/walk-through. The inspection should take place on or before September 15, 2024. > > If you have any questions, please reach out. > > > Sincerely, > > Vicki & Brad > > > > On Wednesday, June 19, 2024 at 08:31:49 PM PDT, Vicki Martinez wrote: > > Dear James and Jennifer Burbank, > > This email 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 > > > > > <1718733192380blob.jpg> > <1718733136361blob.jpg>

Email #134: Re: Leaking pipe(s)

From: Jen Barreda

Date: Jan 03, 2025 at 02:00:30

ID: <9A828540-1955-4FF5-81B8-54B6BFF0C4F7@yahoo.com>

Hello, The following dates and time work best: Saturday 1/4 8am to 2pm Sunday 1/5 10am to 2pm Monday 1/6 5:30pm to 8:30pm Tuesday 1/7 5:30pm to 8:30pm Wednesday 1/8 4pm to 8:30pm Please confirm when the contractor will be able to come. Thank you. On Jan 2, 2025, at 12:43 PM, Stoneman <518stoneman@gmail.com> wrote: ■ Hi, Jennifer. I spoke to a contractor and he would like to come out and inspect to see if he can determine the source. Could you provide me with two or three days and times that would work for you? On Sun, Dec 29, 2024 at 3:32 PM Stoneman <518stoneman@gmail.com> wrote: We received your message, Jennifer. We will be in touch as soon as possible. On Sun, Dec 29, 2024 at 12:18 PM Jen Barreda <jenbarreda@yahoo.com> wrote: Hello, We've had this recurring issue with pipes in the garage leaking or dripping water on our belongings and on the floor. It has caused damage to our personal belongings and creates an unpleasant earthy, musty, mold-like smell in our garage. These leaks had been previously reported to the property management company, Lotus, which clearly didn't do anything to address or fix the issue. It was initially reported to them back in September. The same pipes are now leaking and have been leaking throughout the week. I am attaching videos and photos for reference. Please respond to acknowledge receipt of this email and this request for maintenance on an important plumbing issue. We look forward to hearing from you promptly on when and how these issues will be addressed. Thank you.

Email #135: Re: Leaking pipe(s)

From: Stoneman <518stoneman@gmail.com>

Date: Jan 02, 2025 at 20:43:24

ID:

Hi, Jennifer. I spoke to a contractor and he would like to come out and inspect to see if he can determine the source. Could you provide me with two or three days and times that would work for you? On Sun, Dec 29, 2024 at 3:32 PM Stoneman <518stoneman@gmail.com> wrote: > We received your message, Jennifer. We will be in touch as soon as > possible. > > On Sun, Dec 29, 2024 at 12:18 PM Jen Barreda wrote: > > Hello, > > > We've had this recurring issue with pipes in the garage leaking or > > dripping water on our belongings and on the floor. It has caused damage to > > our personal belongings and creates an unpleasant earthy, musty, mold-like > > smell in our garage. > > > > These leaks had been previously reported to the property management > > company, Lotus, which clearly didn't do anything to address or fix the > > issue. It was initially reported to them back in September. > > > The same pipes are now leaking and have been leaking throughout the week. > > > I am attaching videos and photos for reference. > > > Please respond to acknowledge receipt of this email and this request for > > maintenance on an important plumbing issue. We look forward to hearing from > > you promptly on when and how these issues will be addressed. > > > Thank you. > > > >

Email #136: Re: Leaking pipe(s)

From: Stoneman <518stoneman@gmail.com>

Date: Dec 29, 2024 at 23:32:16

ID:

We received your message, Jennifer. We will be in touch as soon as possible. On Sun, Dec 29, 2024 at 12:18 PM Jen Barreda wrote: > Hello, > > We've had this recurring issue with pipes in the garage leaking or > dripping water on our belongings and on the floor. It has caused damage to > our personal belongings and creates an unpleasant earthy, musty, mold-like > smell in our garage. > > > These leaks had been previously reported to the property management > company, Lotus, which clearly didn't do anything to address or fix the > issue. It was initially reported to them back in September. > > The same pipes are now leaking and have been leaking throughout the week. > > I am attaching videos and photos for reference. > > Please respond to acknowledge receipt of this email and this request for > maintenance on an important plumbing issue. We look forward to hearing from > you promptly on when and how these issues will be addressed. > > Thank you. > >

Email #137: Leaking pipe(s)

From: Jen Barreda

Date: Dec 29, 2024 at 20:17:59

ID: <88BA01B3-0186-4191-AD8B-9538EA3F50E3@yahoo.com>

Hello, We've had this recurring issue with pipes in the garage leaking or dripping water on our belongings and on the floor. It has caused damage to our personal belongings and creates an unpleasant earthy, musty, mold-like smell in our garage. These leaks had been previously reported to the property management company, Lotus, which clearly didn't do anything to address or fix the issue. It was initially reported to them back in September. The same pipes are now leaking and have been leaking throughout the week. I am attaching videos and photos for reference. Please respond to acknowledge receipt of this email and this request for maintenance on an important plumbing issue. We look forward to hearing from you promptly on when and how these issues will be addressed. Thank you.

Email #138: RE: Maintenance Request Follow-Up

From: Sally Gutierrez

Date: Oct 22, 2024 at 23:07:48

ID:

Hello Jennifer, I have emailed you the annual inspection report requested by you, See below for response. Regarding the baseboard, the one that was repaired is the one to the right side of your living room where the little table is located, it was detaching from the wall. We did not see anything wrong with the baseboard to the left between the entry door and the restroom. The plumber and I inspected the patio on 10/16/2024 and turned on the water hose for 10 to 15 minutes on all sides including the area where the plants are located. We also waited for a while to see if any water leaked inside your entry way and in the garage area. No signs of water intrusion were found. As for the toilet upstairs in the master bedroom, we also inspected and per the plumber there were no leak. We did let James know about the toilet upstairs and found no leaks and James said he just wanted to make sure. Per the property Owners, he as well inspected your toilet, tightened the bolts, and found no leaks at that time. Again, if you feel the toilet is leaking, please notify me immediately and I will return to inspect during the leak. For the pipes in garage area, no leaks were found either. The plumber I was with on 10/16 did suggest that there may be small cracks in the foundation that may result in some water seeping through. The area was inspected by the plumber, and all was found to be dry on the day we inspected it. I have emailed you the annual inspection report requested by you, See below for response. Regarding the baseboard, the one that was repaired is the one to the right side of your living room where the little table is located, it was detaching from the wall. We did not see anything wrong with the baseboard to the left between the entry door and the restroom. The plumber and I inspected the patio on 10/16/2024 and turned on the water hose for 10 to 15 minutes on all sides including the area where the plants are located. We also waited for a while to see if any water leaked inside your entry way and in the garage area. No signs of water intrusion were found. As for the toilet upstairs in the master bedroom, we also inspected and per the plumber there were no leak. We did let James know about the toilet upstairs and found no leaks and James said he just wanted to make sure. Per

the property Owners, he as well inspected your toilet, tightened the bolts, and found no leaks at that time. Again, if you feel the toilet is leaking, please notify me immediately and I will return to inspect during the leak the same for the entry flooring. For the pipes in garage area, no leaks were found either. The plumber I was with on 10/16 did suggest that there may be small cracks in the foundation that may result in some water seeping through. The area was inspected by the plumber, and all was found to be dry on the day we inspected it. Thanks, Sally Gutierrez - Property Manager Lotus Property Services, Inc. [cid:image001.jpg@01DB249C.05A7C220] From: Jen Barreda Sent: Tuesday, October 22, 2024 9:47 AM To: Sally Gutierrez ; Grace Cheng Cc: jamesburbank91@gmail.com Subject: Re: Maintenance Request Follow-Up Good Morning Sally, I am following up on my email from Thursday, October 17th. Please see email below. On Thursday, October 17, 2024 at 02:22:30 PM PDT, Jen Barreda > wrote: Good Afternoon Sally, I am following up on the maintenance that was scheduled yesterday (October 16, 2024). It appears that two areas in the stair well leading down to the garage were patched up where there was visible paint peeling. The weather stripping at the front door has been replaced or fixed and now the door easily opens and closes. I also noted the peeling on the ceiling in the living room was also patched up. However, the baseboards that you have mentioned many times, have not been touched. The patio was again, visibly inspected, by another plumber with no repairs made or resolution. The toilet in the master bedroom has been reported as leaking since May 30, 2024. It was initially reported to Brad and Vicki Martinez. Brad inspected the toilet himself and stated the he noticed a small drip while flushing and tightened the bolt. He stated he would order a new seal and bolts as the ones installed were old. I have now reported this same issue to you through the online portal, and to my surprise, it has been dismissed and not been repaired. I am asking again, to replace the toilet or to fix the toilet in the master bedroom. Having to deal with toilet water on the floor, damaging my bath rug and potentially the floor is unacceptable, especially since it has been four months and a half since we initially reported this issue, and nearly a month (27 days) since we have brought it to your attention. The water intrusion coming into the unit in the living room from under the flooring is concerning and it is highly important and urgent. I am requesting an immediate and specific timeline of when this issue is going to be addressed and repaired. I am also requesting an immediate and specific timeline of when the leaks and pipes/plumbing in the garage will be addressed and repaired. This has become a burden to us as tenants and it is unacceptable. As tenants we have rights and we will exercise our tenant rights if these issues are not addressed, repaired and all completed within a timely manner. I will go ahead and make more maintenance requests for each issue that has failed to be repaired or has been negligently dismissed. My requests should not be "canceled" through the online portal or considered "complete" if they have not been addressed and repaired. You have stated that all repairs need to be discussed with the landlords, Brad and Vicki Martinez, before moving forward. Are the delays and lack of repairs due to Brad and Vicki Martinez delaying repairs and refusing to make other repairs in the unit? Please advise on why the repairs are being delayed and or are being dismissed. I am requesting the full report from the initial walk through inspection when the take over occurred, a full report of when the plumber came to the unit on September 28, 2024 (the plumber stated he would be writing a report to his supervisor) and any reports or notes that include a timeline of these issues being addressed and repaired, primarily the outdoor patio and the plumbing in the garage. Sincerely, Jennifer Burbank

Email #139: Maintenance Request Follow-Up

From: jamesburbank91@gmail.com

Date: Oct 22, 2024 at 21:00:13

ID: <2E965AF4-A33D-4CF5-995C-41594B3519DD@gmail.com>

■ Also, 1. Please feel free to conduct any and all repairs as soon as possible. While it seems imprudent to repair visual defects without addressing the underlying issues, please feel free to do so. We accept no liability for repairs, maintenance or work performed aside from that which is required by law. Who ordered the test? Who chose type and scope of test? Were the Owners aware of or involved in selecting the parameters of the test? Who selected the company? Prior to our request for mold testing did they at any time consult with or seek information from a licensed professional regarding possible structural damage or habitability implications associated with severely compromised weather proofing and extreme weather conditions? Were they aware of water intrusion, water damage and moisture existing prior to habitation of the current tenants in August 2023? If so, what was the nature and location of the issue? What actions were taken to remedy the issue and by whom? Licensed contractors? Is it the opinion of the parties legally responsible for 518 North Stoneman Ave, that; 1. Who is responsible for 518 North Stoneman Ave? More specifically, who is authorized to make decisions and approve repairs pertaining to 518 Stoneman Ave. Does control reside with Lotus property services. Inc, Brad and Vicky Martinez, a member of the trust or someone else? When the tests were ordered were the Responsible parties responsible for selecting what method of testing and which locations were to be tested? If they we're not aware prior to testing, were they made aware after the fact. Is or was it the Opinion of those responsibly, that The testing of the living room with an air sampler and testing 2 of the additional rooms using a handheld device would be sufficient? Did they deem The "preliminary inspection" (as stated by the technician) conducted on October 2nd to be reasonably sufficient given the sheer volume of water and multitude of locations water has entered the unit. Were the results so conclusive as to inspire confidence that no further testing and or remediation were required? Were any of these decisions based on tangible reliable information, apart from one air test. Did responsible parties verify that results of the "preliminary" air test for mold were satisfactory within the guidelines set forth by federal and stare law. We are formally requesting a response to this email within 7 days. If lotus property services. Inc can not provide the information requested above, please forward to the responsible parties, provide receipt of doing so and provide contact information of the individual(s) to whom the email is forwarded to for follow up. Failure to do so will result in, but not limited to, lotus property services. Inc being held legally liable. This email is being sent in good faith. We reserve the right to settle this matter in court and forfeit none of our legal rights as tenants in good standing. process tentative list and schedule of repairs so that we can accommodate. - On Oct 22, 2024, at 9:55 AM, Sally Gutierrez <sally@lotuspropertyservices.net> wrote: ■ v\:* {behavior:url(#default#VML);} o\:* {behavior:url(#default#VML);} w\:* {behavior:url(#default#VML);} .shape {behavior:url(#default#VML);} @font-face { font-family: "Cambria Math"; } @font-face { font-family: Calibri; } @font-face { font-family: Verdana; } @font-face { font-family: Aptos; } @font-face { font-family: "helvetica neue"; } p.MsoNormal, li.MsoNormal, div.MsoNormal { margin: 0in; font-size: 12pt; font-family: Aptos, sans-serif; } a.link, span.MsoHyperlink { color: blue; text-decoration: underline; } span.EmailStyle19 { font-family: Calibri, sans-serif; color: windowtext; } .MsoChpDefault { font-size: 10pt; } @page WordSection1 { size: 8.5in 11in; margin: 1in; } div.WordSection1 { page: WordSection1; } Good Morning Jen, I will respond to you with in this week. Thanks, Sally Gutierrez – Property Manager Lotus Property Services, Inc. <image001.jpg> From: Jen Barreda <jenbarreda@yahoo.com> Sent: Tuesday, October 22, 2024 9:47 AM To: Sally Gutierrez <sally@lotuspropertyservices.net>; Grace Cheng <grace@lotuspropertyservices.net> Cc: jamesburbank91@gmail.com Subject: Re: Maintenance Request Follow-Up Good Morning Sally, I am following up on my email from Thursday, October 17th. Please see email below. On Thursday, October 17, 2024 at 02:22:30 PM PDT, Jen Barreda <jenbarreda@yahoo.com> wrote: Good Afternoon Sally, I am following up on the maintenance that was scheduled yesterday (October 16, 2024). It appears that two areas in the stair well leading down to the garage were patched up where there was visible paint peeling. The weather stripping at the front door has been replaced or fixed and now the door easily opens and closes. I also noted the peeling on the ceiling in the living room was also patched up. However, the baseboards that you have mentioned many times, have not been touched. The patio was again, visibly inspected, by another plumber with no repairs made or resolution. The toilet in the master bedroom has been reported as leaking since May 30, 2024. It was initially reported to Brad and Vicki Martinez. Brad inspected the toilet himself and stated the he noticed a small drip while flushing and tightened the bolt. He stated he would order a new seal and bolts as the ones installed were old. I have now reported this same issue to you through the online portal, and to my surprise, it has been dismissed and not been repaired. I am asking again, to replace the toilet or to fix the toilet in the master bedroom. Having to deal with toilet water on the floor, damaging my bath rug and potentially the floor is unacceptable, especially since it has been four months and a half since we initially reported this issue, and nearly a month (27 days) since we have brought it to your attention. The water intrusion coming into the unit in the living room from under the flooring is concerning and it is highly important and urgent. I am requesting an immediate and specific timeline of when this issue is going to be addressed and repaired. I am also requesting an immediate and specific timeline of when the leaks and pipes/plumbing in the garage will be addressed and repaired. This has become a burden to us as tenants and it is unacceptable. As tenants we have rights and we will exercise our tenant rights if these issues are not addressed, repaired and all completed within a timely manner. I will go ahead and make more maintenance requests for each issue that has failed to be repaired or has been negligently dismissed. My requests should not be "canceled" through the online portal or considered "complete" if they have not been addressed and repaired. You have stated that all repairs need to be discussed with the landlords,

Brad and Vicki Martinez, before moving forward. Are the delays and lack of repairs due to Brad and Vicki Martinez delaying repairs and refusing to make other repairs in the unit? Please advise on why the repairs are being delayed and or are being dismissed. I am requesting the full report from the initial walk through inspection when the take over occurred, a full report of when the plumber came to the unit on September 28, 2024 (the plumber stated he would be writing a report to his supervisor) and any reports or notes that include a timeline of these issues being addressed and repaired, primarily the outdoor patio and the plumbing in the garage. Sincerely, Jennifer Burbank

Email #140: RE: Maintenance Request Follow-Up

From: Sally Gutierrez

Date: Oct 22, 2024 at 16:56:36

ID: <3d5ab6fab5134a96839ca256657d3a03@lotuspropertyservices.net>

Good Morning Jen, I will respond to you with in this week. Thanks, Sally Gutierrez – Property Manager Lotus Property Services, Inc. [cid:image001.jpg@01DB2468.95D5FF30] From: Jen Barreda Sent: Tuesday, October 22, 2024 9:47 AM To: Sally Gutierrez ; Grace Cheng Cc: jamesburbank91@gmail.com Subject: Re: Maintenance Request Follow-Up Good Morning Sally, I am following up on my email from Thursday, October 17th. Please see email below. On Thursday, October 17, 2024 at 02:22:30 PM PDT, Jen Barreda > wrote: Good Afternoon Sally, I am following up on the maintenance that was scheduled yesterday (October 16, 2024). It appears that two areas in the stair well leading down to the garage were patched up where there was visible paint peeling. The weather stripping at the front door has been replaced or fixed and now the door easily opens and closes. I also noted the peeling on the ceiling in the living room was also patched up. However, the baseboards that you have mentioned many times, have not been touched. The patio was again, visibly inspected, by another plumber with no repairs made or resolution. The toilet in the master bedroom has been reported as leaking since May 30, 2024. It was initially reported to Brad and Vicki Martinez. Brad inspected the toilet himself and stated the he noticed a small drip while flushing and tightened the bolt. He stated he would order a new seal and bolts as the ones installed were old. I have now reported this same issue to you through the online portal, and to my surprise, it has been dismissed and not been repaired. I am asking again, to replace the toilet or to fix the toilet in the master bedroom. Having to deal with toilet water on the floor, damaging my bath rug and potentially the floor is unacceptable, especially since it has been four months and a half since we initially reported this issue, and nearly a month (27 days) since we have brought it to your attention. The water intrusion coming into the unit in the living room from under the flooring is concerning and it is highly important and urgent. I am requesting an immediate and specific timeline of when this issue is going to be addressed and repaired. I am also requesting an immediate and specific timeline of when the leaks and pipes/plumbing in the garage will be addressed and repaired. This has become a burden to us as tenants and it is unacceptable. As tenants we have rights and we will exercise our tenant rights if these issues are not addressed, repaired and all completed within a timely manner. I will go ahead and make more maintenance requests for each issue that has failed to be repaired or has been negligently dismissed. My requests should not be "canceled" through the online portal or considered "complete" if they have not been addressed and repaired. You have stated that all repairs need to be discussed with the landlords, Brad and Vicki Martinez, before moving forward. Are the delays and lack of repairs due to Brad and Vicki Martinez delaying repairs and refusing to make other repairs in the unit? Please advise on why the repairs are being delayed and or are being dismissed. I am requesting the full report from the initial walk through inspection when the take over occurred, a full report of when the plumber came to the unit on September 28, 2024 (the plumber stated he would be writing a report to his supervisor) and any reports or notes that include a timeline of these issues being addressed and repaired, primarily the outdoor patio and the plumbing in the garage. Sincerely, Jennifer Burbank

Email #141: Re: Maintenance Request Follow-Up

From: Jen Barreda

Date: Oct 22, 2024 at 16:46:32

ID: <498798569.4893906.1729615592534@mail.yahoo.com>

Good Morning Sally, I am following up on my email from Thursday, October 17th. Please see email below. On Thursday, October 17, 2024 at 02:22:30 PM PDT, Jen Barreda wrote: Good Afternoon Sally, I am following up on the maintenance that was scheduled yesterday (October 16, 2024). It appears that two areas in the stair well leading down to the garage were patched up where there was visible paint peeling. The weather stripping at the front door has been replaced or fixed and now the door easily opens and closes. I also noted the peeling on the ceiling in the living room was also patched up.

However, the baseboards that you have mentioned many times, have not been touched. The patio was again, visibly inspected, by another plumber with no repairs made or resolution. The toilet in the master bedroom has been reported as leaking since May 30, 2024. It was initially reported to Brad and Vicki Martinez. Brad inspected the toilet himself and stated the he noticed a small drip while flushing and tightened the bolt. He stated he would order a new seal and bolts as the ones installed were old. I have now reported this same issue to you through the online portal, and to my surprise, it has been dismissed and not been repaired. I am asking again, to replace the toilet or to fix the toilet in the master bedroom. Having to deal with toilet water on the floor, damaging my bath rug and potentially the floor is unacceptable, especially since it has been four months and a half since we initially reported this issue, and nearly a month (27 days) since we have brought it to your attention. The water intrusion coming into the unit in the living room from under the flooring is concerning and it is highly important and urgent. I am requesting an immediate and specific timeline of when this issue is going to be addressed and repaired. I am also requesting an immediate and specific timeline of when the leaks and pipes/plumbing in the garage will be addressed and repaired. This has become a burden to us as tenants and it is unacceptable. As tenants we have rights and we will exercise our tenant rights if these issues are not addressed, repaired and all completed within a timely manner. I will go ahead and make more maintenance requests for each issue that has failed to be repaired or has been negligently dismissed. My requests should not be "canceled" through the online portal or considered "complete" if they have not been addressed and repaired. You have stated that all repairs need to be discussed with the landlords, Brad and Vicki Martinez, before moving forward. Are the delays and lack of repairs due to Brad and Vicki Martinez delaying repairs and refusing to make other repairs in the unit? Please advise on why the repairs are being delayed and or are being dismissed. I am requesting the full report from the initial walk through inspection when the take over occurred, a full report of when the plumber came to the unit on September 28, 2024 (the plumber stated he would be writing a report to his supervisor) and any reports or notes that include a timeline of these issues being addressed and repaired, primarily the outdoor patio and the plumbing in the garage. Sincerely, Jennifer Burbank

Email #142: Maintenance Request Follow-Up

From: Jen Barreda

Date: Oct 17, 2024 at 21:22:30

ID: <93572226.3250926.1729200150900@mail.yahoo.com>

Good Afternoon Sally, I am following up on the maintenance that was scheduled yesterday (October 16, 2024). It appears that two areas in the stair well leading down to the garage were patched up where there was visible paint peeling. The weather stripping at the front door has been replaced or fixed and now the door easily opens and closes. I also noted the peeling on the ceiling in the living room was also patched up. However, the baseboards that you have mentioned many times, have not been touched. The patio was again, visibly inspected, by another plumber with no repairs made or resolution. The toilet in the master bedroom has been reported as leaking since May 30, 2024. It was initially reported to Brad and Vicki Martinez. Brad inspected the toilet himself and stated the he noticed a small drip while flushing and tightened the bolt. He stated he would order a new seal and bolts as the ones installed were old. I have now reported this same issue to you through the online portal, and to my surprise, it has been dismissed and not been repaired. I am asking again, to replace the toilet or to fix the toilet in the master bedroom. Having to deal with toilet water on the floor, damaging my bath rug and potentially the floor is unacceptable, especially since it has been four months and a half since we initially reported this issue, and nearly a month (27 days) since we have brought it to your attention. The water intrusion coming into the unit in the living room from under the flooring is concerning and it is highly important and urgent. I am requesting an immediate and specific timeline of when this issue is going to be addressed and repaired. I am also requesting an immediate and specific timeline of when the leaks and pipes/plumbing in the garage will be addressed and repaired. This has become a burden to us as tenants and it is unacceptable. As tenants we have rights and we will exercise our tenant rights if these issues are not addressed, repaired and all completed within a timely manner. I will go ahead and make more maintenance requests for each issue that has failed to be repaired or has been negligently dismissed. My requests should not be "canceled" through the online portal or considered "complete" if they have not been addressed and repaired. You have stated that all repairs need to be discussed with the landlords, Brad and Vicki Martinez, before moving forward. Are the delays and lack of repairs due to Brad and Vicki Martinez delaying repairs and refusing to make other repairs in the unit? Please advise on why the repairs are being delayed and or are being dismissed. I am requesting the full report from the initial walk through inspection when the take over occurred, a full report of when the plumber came to the unit on September 28, 2024 (the plumber stated he would be writing a report to his supervisor) and any reports or notes that include a timeline of these issues being addressed and repaired, primarily the outdoor patio and the plumbing in the garage. Sincerely, Jennifer Burbank

Email #143: Fw: 518 N. Stoneman

From: Jen Barreda

Date: Oct 22, 2024 at 16:49:37

ID: <588725345.4886171.1729615777326@mail.yahoo.com>

----- Forwarded Message ----- From: Sally Gutierrez To: Brad Martinez Cc: Jen Barreda Sent: Tuesday, October 15, 2024 at 10:39:05 AM PDT Subject: RE: 518 N. Stoneman Brad, Repairs are scheduled for tomorrow 10/16/2024 between 12:00pm – 5:00pm. Also, I had another plumber trying to contact you guys and no response when can he go to inspect the flooring water that you noticed again? Sally Gutierrez – Property Manager Lotus Property Services, Inc. From: Brad Martinez Sent: Tuesday, October 15, 2024 10:02 AM To: Sally Gutierrez ; Vicki Martinez Subject: Re: 518 N. Stoneman Thank you for sending the reports. If you are able to double check your email account to confirm Vicki or I were actually on the Oct 9th email, I would appreciate it. We have zero record of an email from you on that date. Additionally, we are requesting to see any responses from Jennifer on this topic, and what the next steps are for the pending repairs. Regards, Brad On Tuesday, October 15, 2024 at 08:46:22 AM PDT, Sally Gutierrez wrote: Just emailed you the one sent to both you and Jen on 10/09/2024 Thanks, Sally Gutierrez – Property Manager Lotus Property Services, Inc. From: Brad Martinez Sent: Monday, October 14, 2024 10:58 AM To: Vicki Martinez ; Sally Gutierrez Subject: Re: 518 N. Stoneman Thanks Sally, if you could resend that would be helpful. I checked both email accounts, including the spam folders, and we don't have any record of receiving the report(s). Brad On Monday, October 14, 2024 at 10:14:11 AM PDT, Sally Gutierrez wrote: I emailed you back all information and report, ha? As soon as I get into office I will resend. Thanks, Sally Gutierrez – Property Manager Lotus Property Services, Inc. From: Brad Martinez Sent: Monday, October 14, 2024 9:25 AM To: Vicki Martinez ; Sally Gutierrez Subject: Re: 518 N. Stoneman Hi Sally, Any update on the formal mold inspection report and the rest of the pending repairs? I checked the owner portal and didn't see anything there. Thanks, Brad On Tuesday, October 8, 2024 at 01:01:52 PM PDT, Sally Gutierrez wrote: Hello, This is a text from the Mold inspection today by text (Nothing concerning found in air samples, I'll get report out as soon as I can...) No updates on toilet Once the results are in we will proceed with the repairs. Thanks, Sent from my iPhone On Oct 8,

2024, at 12:55 PM, Vicki Martinez wrote: ■ Hi Sally, Wondering if there is news from the inspector re: the mold since his visit was almost a week ago. Also, any updates from you about findings at Stoneman with the upstairs toilet? Thanks much, Vicki Sent from my iPhone On Oct 7, 2024, at 2:21 PM, Gail Calhoun wrote: ■ Thank you for the update. Good news! Gail On Mon, Oct 7, 2024 at 1:19 PM Sally Gutierrez wrote: Correct to all, we haven't received the test I will follow up with test. As per the tenant I will let them know his request is denied after the results, we cannot let them make holes.

Thanks, Sally Gutierrez – Property Manager Lotus Property Services, Inc. From: Brad Martinez Sent: Thursday, October 3, 2024 11:14 AM To: Vicki Martinez ; Sally Gutierrez Cc: Gail Calhoun Subject: Re: 518 N. Stoneman Hi Sally, Just to include Vicki and Gail in the additional information you provided me over the phone: - The inspector and his inspection will be the authority on if there is a mold issue - The inspector confirmed the garage does not have mold and identified it as efflorescence and/or lime and it non-toxic - The inspector confirmed there is no visual evidence of mold nor any detectable mold/musty smell - James mentioned he would like to get additional testing done, at his expense, and mentioned drilling holes into the walls for this testing. From my research, this is not standard practice, and I don't think we would support this idea. Please confirm this is your understanding as well. Regards, Brad On Thursday, October 3, 2024 at 10:26:48 AM PDT, Sally Gutierrez wrote: All went well, just waiting for the results which we should have within 24 to 48 hours. I will let you know as soon as we receive them. Thanks, Sally Gutierrez – Property Manager Lotus Property Services, Inc. -----Original Message----- From: Vicki Martinez Sent: Monday, September 30, 2024 3:35 PM To: Sally Gutierrez Cc: Brad ; Gail Calhoun Subject: Re: 518 N. Stoneman Thank you, Sally, for the quick reply. Would like to hear how it goes October 2. Kindly, Vicki Sent from my iPhone > On Sep 30, 2024, at 2:58 PM, Sally Gutierrez wrote: > > ■Hello Vicki, > > > The maintenance work repairs were turned down by tenant, no there is no charge from the FRM they are still trying to get them done. This was denied by the tenant when the maintenance vendor went out in person. I spoke to the tenant after, and she claimed she wanted the mold test before anything was done. I have contacted the Inspector and notified them of the issue we had with the tenant for noncompliance, the Inspector is aware and instructed me to keep a log of the communication with the tenant, dates and time in which I have. We are scheduled for this Wednesday October 2, 2024, to do the Air Test and I will also be there just in case any issues arise. Tenant agreed to let us in for the testing, once that is completed, we can reschedule for the weather stripping and ceiling repair. > > Sally Gutierrez – Property Manager > Lotus Property Services, Inc. > > > -----Original Message----- > From: Vicki Martinez > Sent: Monday, September 30, 2024 1:06 PM > To: Sally Gutierrez > Cc: Brad ; Gail Calhoun > Subject: 518 N. Stoneman > > Hi Sally, > I just wanted to follow up with you on a few items relating to the tenants at 518 N. Stoneman. > You mentioned setting up a visit to repair the weather stripping on the door and that this work was turned down by the tenant. > My question is- did that happen in person (at our expense of sending a contractor out) or via phone? Also, is that within her right as the tenant to do? I would imagine she cannot turn down work on our property since she is not the owner. But please clarify. Thanks. > Next, I would appreciate more info on where we stand with addressing her claim of mold in the property. Again, the question being: does she have the right to turn down the inspection since she was the complainant on the issue? Should we proceed with the inspection at our own cost to eliminate any future issue with this? Remember, she is currently pursuing a claim against us regarding another matter and we don't want to leave another door open for her to create a second claim about any health/safety risks. > Please give me a call or reply at your earliest convenience to discuss. > > Kindly, > Vicki Martinez > Sent from my iPhone

Email #144: Re: Concrete Restoration Appointment / Sand bags/ Tarps and Tubs

From: Jen Barreda

Date: Feb 11, 2025 at 06:49:50

ID: <149F6576-2BBD-44F0-8B21-93E2012DC091@yahoo.com>

Gail, Your husband can come between 5:30-6pm tomorrow if he can make that time, otherwise Wednesday at 9:30am is also an option. Jennifer Burbank On Feb 10, 2025, at 9:28 PM, Stoneman <518stoneman@gmail.com> wrote: ■ February 12 at 9:30am is confirmed for the concrete restoration appointment. I am not able to place sandbags on February 12. My husband is available between 5:30pm and 9:30pm tomorrow, February 11 to place sandbags. What time can he come to reposition sand bags? Gail Houser On Mon, Feb 10, 2025 at 8:06 PM Jen Barreda <jenbarreda@yahoo.com> wrote: Gail and company, February 12 at 9:30am is okay and sand bags can be repositioned that same day and time. Our personal belongings have already been damaged repeatedly from the water, tarps and tubs wont help with those items anymore. We will inform you if and when we notice water in the unit. For the future, we appreciate at least a 24 hour notice before you just arrive to our front door. Thanks. Jennifer Burbank On Feb 10, 2025, at 2:47 PM, Stoneman <518stoneman@gmail.com> wrote: ■ M/ M Burbank, 1. We have an appointment scheduled tentatively for February 12 at 9:30 am with a concrete restoration company . Please let me know if someone will be available to let me and the service provider into the garage at the above indicated time. 2. We need to place sandbags this week prior to the rain. Can we come in to reposition your existing bags and bring additional bags t onight (Monday) or tomorrow (Tuesday) in the

daytime? 3. Do you need tarps or plastic storage tubs to protect items in the garage from water ? Please advise if that would be helpful and we can bring items to you when we place sandbags. And, in a follow-up to the conversation we had in person in the entryway of 518 on Friday night, please let us know if water gets in during the coming rain so we can come over and see the water. Seeing the water will help in pinpointing any possible sources of water ingress/ allow repairs to be targeted. Gail Houser

Email #145: 518 N Stoneman Avenue

From: "Johnny Aragon via DocuSign"

Date: Sep 01, 2023 at 23:52:06

ID: <025893c2b7484783a922bdd8fb6c1d00@docusign.net>

Hello James Burbank, Johnny Aragon has sent you a new DocuSign document to view and sign. Please click on the link below to begin signing. REVIEW DOCUMENT <https://www.docusign.net/Signing/EmailStart.aspx?a=c0be1320-fb2a-4cf9-b890-12b5e507e4a5&acct;=c69687c1-5eaf-4365-8050-67ea634162bb&er;=e8389942-3f4b-4d99-97dc-327e5ad12c82> If clicking the link does not work, you can highlight and copy the entire line above and paste it into your browser to get started. This message was sent to you by Johnny Aragon who is using the DocuSign Electronic Signature Service. If you would rather not receive email from this sender you may contact the sender with your request. Do Not Share This Email This email contains a secure link to DocuSign. Please do not share this email, link, or access code with others. Questions about the Document? If you need to modify the document or have questions about the details in the document, please reach out to the sender by emailing them directly. Stop receiving this email Report this email https://protect.docusign.net/report-abuse?e=AUtomjpFak9GlbPL0zFFi11fE5sRz9vqzZL8ID9_kxYBmCJsJKdcujqMwvMh0TovXCnj3RQBMLoL_VtSrQo-A6wevwDoXevEtnst4SWK2eT_YV4WdX2Zb9hUI-1U0i-B9aSzOVQIWtJrYIMzZWG_OtnD0eBUqOW0MwkYQcoFT1hN4zH2uYObOzMvpArWn683O1pfcxPmpZLKjqsn0ny-J819e-XldUE0Uwf2wvuBAyKjr8d3poVb7iSADgsftmJPZlsvoG7weynB5CzEVsS_LNDBVvTG44Q3_M-m18fWo7r3SarkfHlrkPigO3CSeVuttkZ7W90NvpUx9juoiMzZ3LYrf-11GKL6TpOF5nO1At5USMvkjch8gFifWSv2JVfyi8U_Pz3UsKX9UdUOGjQ0Z7iQzXJD-P9fcB4cswbV59Q2Ym4HdULL9VHHYZLHvL1kzXqfJGBMVfvcvOxX15A/(=en Declining to sign Managing notifications If you are having trouble signing the document, please visit the Help with Signing page on our Support Center. https://support.docusign.com/s/articles/How-do-I-sign-a-DocuSign-document-Basic-Signing?language=en_US&utm_campaign=GBL_XX_DBU_UPS_2211_SignNotificationEmailFooter&utm_medium=product&utm_source=postsend

Email #146: Re: ServPro Inspection Letter

From: Stoneman <518stoneman@gmail.com>

Date: Mar 03, 2025 at 21:03:31

ID:

The one-page inspection results attached in this email chain was the singular document provided by ServPro and should be considered the report of their findings. On Mon, Mar 3, 2025 at 12:02 PM Jen Barreda wrote: > Gail, > > I only see a letter, not a report. > > Please email the report that was supposed to be attached. > > Jennifer Burbank > > On Mar 3, 2025, at 10:25 AM, Stoneman <518stoneman@gmail.com> wrote: > > ■ > > M/M Burbank, > > Attached is the report from the inspection on 2/5/25. > > Please contact us via email if you have any questions. > >

Email #147: Re: ServPro Inspection Letter

From: Jen Barreda

Date: Mar 03, 2025 at 20:01:37

ID: <85BCC714-4333-4D27-BD00-05BCAC7E4891@yahoo.com>

Gail, I only see a letter, not a report. Please email the report that was supposed to be attached. Jennifer Burbank > On Mar 3, 2025, at 10:25 AM, Stoneman <518stoneman@gmail.com> wrote: > > ■ > > M/M Burbank, > > Attached is the report from the inspection on 2/5/25. > > Please contact us via email if you have any questions. >

Email #148: ServPro Inspection Letter

From: Stoneman <518stoneman@gmail.com>

Date: Mar 03, 2025 at 18:25:10

ID:

M/M Burbank, Attached is the report from the inspection on 2/5/25. Please contact us via email if you have any questions.

Email #149: Fwd: Maintenance Request Follow-Up

From: jamesburbank91@gmail.com

Date: Oct 23, 2024 at 22:27:16

ID:

Sent from my iPhone Begin forwarded message: From: jamesburbank91@gmail.com Date: October 23, 2024 at 12:04:56 PM PDT To: Jen Barreda <jenbarreda@yahoo.com> Subject: Maintenance Request Follow-Up ■■■■ Also, 1. Please feel free to conduct any and all repairs as soon as possible. While it seems imprudent to repair visual defects without addressing the underlying issues, please feel free to do so. We accept no liability for repairs, maintenance or work performed aside from that which is required by law. Who ordered the test? Who chose type and scope of test? Were the Owners aware of or involved in selecting the parameters of the test? Who selected the company? Prior to our request for mold testing did they at any time consult with or seek information from a licensed professional regarding possible structural damage or habitability implications associated with severely compromised weather proofing and extreme weather conditions? Were they aware of water intrusion, water damage or the presence of moisture prior to our habitation in August 2023? If so, what was the nature and location of the issue? What actions were taken to remedy the issues, and by whom? Licensed contractors? Is it the opinion of the parties legally responsible for 518 North Stoneman Ave, that; 1. Who is responsible for 518 North Stoneman Ave? More specifically, who is authorized to make decisions and approve repairs pertaining to 518 Stoneman Ave. Does control reside with Lotus property services. Inc, Brad and Vicky Martinez, a member of the trust or someone else? When the tests were ordered were the Responsible parties responsible for selecting what method of testing and which locations were to be tested? If they were not aware prior to testing, were they made aware after the fact. Is or was it the Opinion of those responsibly, that The testing of the living room with an air sampler and testing 2 of the additional rooms using a handheld device would be sufficient? Did they deem The "preliminary inspection" (as stated by the technician) conducted on October 2nd to be reasonably sufficient given the sheer volume of water and multitude of locations water has entered the unit. Were the results so conclusive as to inspire confidence that no further testing and or remediation were required? Were any of these decisions based on tangible reliable information, apart from one air test. Did responsible parties verify that results of the "preliminary" air test for mold were satisfactory within the guidelines set forth by federal and stare law. We are formally requesting a response to this email within 7 days. If lotus property services. Inc can not provide the information requested above, please forward to the responsible parties, provide receipt of doing so and provide contact information of the individual(s) to whom the email is forwarded to for follow up. Failure to do so will result in, but not limited to, lotus property services. Inc being held legally liable. This email is being sent in good faith. We still reserve the right to litigation and forfeit none of our legal rights as tenants in good standing. This email serves as a formal request for tentative list and schedule of repairs so that we can accommodate. - On Oct 22, 2024, at 9:55 AM, Sally Gutierrez <sally@lotuspropertyservices.net> wrote: ■ \.* {behavior:url(#default#VML);} o\.* {behavior:url(#default#VML);} w\.* {behavior:url(#default#VML);} .shape {behavior:url(#default#VML);} @font-face { font-family: "Cambria Math"; } @font-face { font-family: Calibri; } @font-face { font-family: Verdana; } @font-face { font-family: Aptos; } @font-face { font-family: "helvetica neue"; } p.MsoNormal, li.MsoNormal, div.MsoNormal { margin: 0in; font-size: 12pt; font-family: Aptos, sans-serif; } a:link, span.MsoHyperlink { color: blue; text-decoration: underline; } span.EmailStyle19 { font-family: Calibri, sans-serif; color: windowtext; } .MsoChpDefault { font-size: 10pt; } @page WordSection1 { size: 8.5in 11in; margin: 1in; } div.WordSection1 { page: WordSection1; } Good Morning Jen, I will respond to you with in this week. Thanks, Sally Gutierrez – Property Manager Lotus Property Services, Inc. <image001.jpg> From: Jen Barreda <jenbarreda@yahoo.com> Sent: Tuesday, October 22, 2024 9:47 AM To: Sally Gutierrez <sally@lotuspropertyservices.net>; Grace Cheng <grace@lotuspropertyservices.net> Cc: jamesburbank91@gmail.com Subject: Re: Maintenance Request Follow-Up Good Morning Sally, I am following up on my email from Thursday, October 17th. Please see email below. On Thursday, October 17, 2024 at 02:22:30 PM PDT, Jen Barreda <jenbarreda@yahoo.com> wrote: Good Afternoon Sally, I am following up on the maintenance that was scheduled yesterday (October 16, 2024). It appears that two areas in the stair well leading down to the garage were patched up where there was visible paint peeling. The weather stripping at the front door has been replaced or fixed and now the door easily opens and closes. I also noted the peeling on the ceiling in the living room was also patched up. However, the baseboards that you have mentioned many times, have not been touched. The patio was again, visibly inspected, by another plumber with no repairs made or resolution. The toilet in the master bedroom has been reported as

leaking since May 30, 2024. It was initially reported to Brad and Vicki Martinez. Brad inspected the toilet himself and stated the he noticed a small drip while flushing and tightened the bolt. He stated he would order a new seal and bolts as the ones installed were old. I have now reported this same issue to you through the online portal, and to my surprise, it has been dismissed and not been repaired. I am asking again, to replace the toilet or to fix the toilet in the master bedroom. Having to deal with toilet water on the floor, damaging my bath rug and potentially the floor is unacceptable, especially since it has been four months and a half since we initially reported this issue, and nearly a month (27 days) since we have brought it to your attention. The water intrusion coming into the unit in the living room from under the flooring is concerning and it is highly important and urgent. I am requesting an immediate and specific timeline of when this issue is going to be addressed and repaired. I am also requesting an immediate and specific timeline of when the leaks and pipes/plumbing in the garage will be addressed and repaired. This has become a burden to us as tenants and it is unacceptable. As tenants we have rights and we will exercise our tenant rights if these issues are not addressed, repaired and all completed within a timely manner. I will go ahead and make more maintenance requests for each issue that has failed to be repaired or has been negligently dismissed. My requests should not be "canceled" through the online portal or considered "complete" if they have not been addressed and repaired. You have stated that all repairs need to be discussed with the landlords, Brad and Vicki Martinez, before moving forward. Are the delays and lack of repairs due to Brad and Vicki Martinez delaying repairs and refusing to make other repairs in the unit? Please advise on why the repairs are being delayed and or are being dismissed. I am requesting the full report from the initial walk through inspection when the take over occurred, a full report of when the plumber came to the unit on September 28, 2024 (the plumber stated he would be writing a report to his supervisor) and any reports or notes that include a timeline of these issues being addressed and repaired, primarily the outdoor patio and the plumbing in the garage. Sincerely, Jennifer Burbank

Email #150: Maintenance Request Follow-Up

From: jamesburbank91@gmail.com

Date: Oct 23, 2024 at 19:04:56

ID: <13FAD1C2-CF9E-4327-9D9B-A996D94A1D0B@gmail.com>

■ ■ ■ Also, 1. Please feel free to conduct any and all repairs as soon as possible. While it seems imprudent to repair visual defects without addressing the underlying issues, please feel free to do so. We accept no liability for repairs, maintenance or work performed aside from that which is required by law. Who ordered the test? Who chose type and scope of test? Were the Owners aware of or involved in selecting the parameters of the test? Who selected the company? Prior to our request for mold testing did they at any time consult with or seek information from a licensed professional regarding possible structural damage or habitability implications associated with severely compromised weather proofing and extreme weather conditions? Were they aware of water intrusion, water damage or the presence of moisture prior to our habitation in August 2023? If so, what was the nature and location of the issue? What actions were taken to remedy the issues, and by whom? Licensed contractors? Is it the opinion of the parties legally responsible for 518 North Stoneman Ave, that; 1. Who is responsible for 518 North Stoneman Ave? More specifically, who is authorized to make decisions and approve repairs pertaining to 518 Stoneman Ave. Does control reside with Lotus property services. Inc, Brad and Vicky Martinez, a member of the trust or someone else? When the tests were ordered were the Responsible parties responsible for selecting what method of testing and which locations were to be tested? If they were not aware prior to testing, were they made aware after the fact. Is or was it the Opinion of those responsibly, that The testing of the living room with an air sampler and testing 2 of the additional rooms using a handheld device would be sufficient? Did they deem The "preliminary inspection" (as stated by the technician) conducted on October 2nd to be reasonably sufficient given the sheer volume of water and multitude of locations water has entered the unit. Were the results so conclusive as to inspire confidence that no further testing and or remediation were required? Were any of these decisions based on tangible reliable information, apart from one air test. Did responsible parties verify that results of the "preliminary" air test for mold were satisfactory within the guidelines set forth by federal and stare law. We are formally requesting a response to this email within 7 days. If lotus property services. Inc can not provide the information requested above, please forward to the responsible parties, provide receipt of doing so and provide contact information of the individual(s) to whom the email is forwarded to for follow up. Failure to do so will result in, but not limited to, lotus property services. Inc being held legally liable. This email is being sent in good faith. We still reserve the right to litigation and forfeit none of our legal rights as tenants in good standing. This email serves as a formal request for tentative list and schedule of repairs so that we can accommodate. - On Oct 22, 2024, at 9:55 AM, Sally Gutierrez <sally@lotuspropertyservices.net> wrote: ■ \v:* {behavior:url(#default#VML);} o\:* {behavior:url(#default#VML);} w\:* {behavior:url(#default#VML);} .shape {behavior:url(#default#VML);} @font-face { font-family: "Cambria Math"; } @font-face { font-family: Calibri; } @font-face { font-family: Verdana; } @font-face { font-family: Aptos; } @font-face { font-family: "helvetica neue"; } p.MsoNormal, li.MsoNormal, div.MsoNormal { margin: 0in; font-size: 12pt; font-family: Aptos, sans-serif; } a:link, span.MsoHyperlink { color: blue; text-decoration: underline; } span.EmailStyle19 { font-family: Calibri, sans-serif; color: windowtext; } .MsoChpDefault { font-size: 10pt; } @page WordSection1 { size: 8.5in 11in; margin: 1in; } div.WordSection1 { page:

WordSection1; } Good Morning Jen, I will respond to you with in this week. Thanks, Sally Gutierrez – Property Manager Lotus Property Services, Inc. <image001.jpg> From: Jen Barreda <jenbarreda@yahoo.com> Sent: Tuesday, October 22, 2024 9:47 AM To: Sally Gutierrez <sally@lotuspropertyservices.net>; Grace Cheng <grace@lotuspropertyservices.net> Cc: jamesburbank91@gmail.com Subject: Re: Maintenance Request Follow-Up

Good Morning Sally, I am following up on my email from Thursday, October 17th. Please see email below. On Thursday, October 17, 2024 at 02:22:30 PM PDT, Jen Barreda <jenbarreda@yahoo.com> wrote: Good Afternoon Sally, I am following up on the maintenance that was scheduled yesterday (October 16, 2024). It appears that two areas in the stair well leading down to the garage were patched up where there was visible paint peeling. The weather stripping at the front door has been replaced or fixed and now the door easily opens and closes. I also noted the peeling on the ceiling in the living room was also patched up. However, the baseboards that you have mentioned many times, have not been touched. The patio was again, visibly inspected, by another plumber with no repairs made or resolution. The toilet in the master bedroom has been reported as leaking since May 30, 2024. It was initially reported to Brad and Vicki Martinez. Brad inspected the toilet himself and stated the he noticed a small drip while flushing and tightened the bolt. He stated he would order a new seal and bolts as the ones installed were old. I have now reported this same issue to you through the online portal, and to my surprise, it has been dismissed and not been repaired. I am asking again, to replace the toilet or to fix the toilet in the master bedroom. Having to deal with toilet water on the floor, damaging my bath rug and potentially the floor is unacceptable, especially since it has been four months and a half since we initially reported this issue, and nearly a month (27 days) since we have brought it to your attention. The water intrusion coming into the unit in the living room from under the flooring is concerning and it is highly important and urgent. I am requesting an immediate and specific timeline of when this issue is going to be addressed and repaired. I am also requesting an immediate and specific timeline of when the leaks and pipes/plumbing in the garage will be addressed and repaired. This has become a burden to us as tenants and it is unacceptable. As tenants we have rights and we will exercise our tenant rights if these issues are not addressed, repaired and all completed within a timely manner. I will go ahead and make more maintenance requests for each issue that has failed to be repaired or has been negligently dismissed. My requests should not be "canceled" through the online portal or considered "complete" if they have not been addressed and repaired. You have stated that all repairs need to be discussed with the landlords, Brad and Vicki Martinez, before moving forward. Are the delays and lack of repairs due to Brad and Vicki Martinez delaying repairs and refusing to make other repairs in the unit? Please advise on why the repairs are being delayed and or are being dismissed. I am requesting the full report from the initial walk through inspection when the take over occurred, a full report of when the plumber came to the unit on September 28, 2024 (the plumber stated he would be writing a report to his supervisor) and any reports or notes that include a timeline of these issues being addressed and repaired, primarily the outdoor patio and the plumbing in the garage. Sincerely, Jennifer Burbank

Email #151: RE: CRD Case 202409-26239516

From: "Witham, Lauren@CalCivilRights"

Date: Feb 12, 2025 at 17:07:50

ID:

Thank you for letting me know. Lauren Witham Associate Governmental Program Analyst| Housing Unit California Civil Rights Department Phone: 916.964-1988 Email: Lauren.Witham@Calcivilrights.ca.gov **CONFIDENTIALITY NOTICE:** This communication with its contents may contain confidential and/or legally privileged information. It is solely for the use of the intended recipient(s). Unauthorized interception, review, use or disclosure is prohibited and may violate applicable laws including the Electronic Communications Privacy Act. If you are not the intended recipient, please contact the sender and destroy all copies of the communication. From: Jen Barreda Sent: Monday, February 10, 2025 10:15 AM To: Witham, Lauren@CalCivilRights Cc: jamesburbank91@gmail.com Subject: Re: CRD Case 202409-26239516 [EXTERNAL] This email originated from outside CRD. Do not click links or open attachments unless you recognize the sender and know the content is safe. Lauren, I will file a separate complaint. I do not wish to extend or delay this complaint any further. Thank you. On Feb 5, 2025, at 2:16 PM, Jen Barreda > wrote: ■ Hello, Thank you for clarifying both options. Will adding the details and evidence delay the current investigation? On Feb 4, 2025, at 11:47 AM, Witham, Lauren@CalCivilRights > wrote: ■ Hello, You have two options for filing that. You can file a separate case for retaliation by going to this website and following the instructions Complaint Process | CRD, or you can provide me the details and I can investigate it alongside the current investigation. If you would like for me to investigate, please schedule a phone call with me to discuss the situation OR provide a detailed description of what happened, why you believe it is in retaliation, what you believe it is in retaliation of, etc. I will also need any evidence you have such as the 60-day notice to vacate and any other evidence you feel is pertinent. Thank you, Lauren Witham Associate Governmental Program Analyst| Housing Unit California Civil Rights Department Phone: 916.964-1988 Email: Lauren.Witham@Calcivilrights.ca.gov **CONFIDENTIALITY NOTICE:** This communication with its contents may contain confidential and/or legally privileged information. It is solely for the use of the intended recipient(s). Unauthorized interception, review, use or disclosure is prohibited and may violate applicable laws including the Electronic Communications Privacy Act. If you are not the intended recipient, please contact the sender and destroy all copies of the communication. From: Jen Barreda > Sent: Friday, January 31, 2025 10:01 PM To: Witham, Lauren@CalCivilRights > Cc: jamesburbank91@gmail.com Subject: Re: CRD Case 202409-26239516 [EXTERNAL] This email originated from outside CRD. Do not click links or open attachments unless you recognize the sender and know the content is safe. Hello Lauren, I would like to file a housing retaliation complaint against the respondents Brad and Vicki Martinez and the trust as they have served me and my family a 60 day eviction notice on January 29, 2025. Please respond at your earliest convenience as this is urgent and let me know how to proceed. Thank you. On Jan 22, 2025, at 10:09 AM, Witham, Lauren@CalCivilRights > wrote: ■ Good morning, I am reviewing the documents you sent and will let you know if I have any questions or issues. I also sent you the medical release this morning. I apologize for the delay in sending that. Have a wonderful day, Lauren Witham Associate Governmental Program Analyst| Housing Unit California Civil Rights Department Phone: 916.964-1988 Email: Lauren.Witham@Calcivilrights.ca.gov **CONFIDENTIALITY NOTICE:** This communication with its contents may contain confidential and/or legally privileged information. It is solely for the use of the intended recipient(s). Unauthorized interception, review, use or disclosure is prohibited and may violate applicable laws including the Electronic Communications Privacy Act. If you are not the intended recipient, please contact the sender and destroy all copies of the communication. From: Jen Barreda > Sent: Tuesday, January 21, 2025 7:21 PM To: Witham, Lauren@CalCivilRights > Cc: jamesburbank91@gmail.com Subject: Re: CRD Case 202409-26239516 [EXTERNAL] This email originated from outside CRD. Do not click links or open attachments unless you recognize the sender and know the content is safe. Hello Lauren, Attached you will find my response and the supporting evidence. If you are unable to view any item, please let me know so that I may re-send it. Should you need anything else from me, please let me know. I never received the medical release form that you mentioned back on December 17, 2024. Thank you. On Friday, January 3, 2025 at 12:05:08 PM PST, Jen Barreda > wrote: Hello Lauren, Should my summary response be short or be detailed and descriptive? A lot of the materials or evidence I have to submit will not all fit in one email response. Would you like for me to send it in this email thread in various email replies or how would you recommend sending all the evidence to you? I did not receive the medical consent form in the previous email. May you send that to me please? If I do not sign the medical consent form, am I able to submit medical notes, letters from my physician and/or my treatment plan as alternatives? Thank you. On Dec 17, 2024, at 11:21 AM, Witham, Lauren@CalCivilRights > wrote: ■ Wonderful, thank you for the confirmation. Have a great day, Lauren Witham Associate Governmental Program Analyst| Housing Unit California Civil Rights Department Phone: 916.964-1988 Email: Lauren.Witham@Calcivilrights.ca.gov **CONFIDENTIALITY NOTICE:** This communication with its contents may contain confidential and/or legally privileged information. It is solely for the use of the intended recipient(s). Unauthorized interception, review, use or disclosure is prohibited and may violate applicable laws including the Electronic Communications Privacy Act. If you are not the intended recipient, please contact the sender and destroy all copies of the communication. From: Jen Barreda > Sent: Tuesday, December 17, 2024 11:15 AM To: Witham, Lauren@CalCivilRights > Cc: jamesburbank91@gmail.com Subject: Re: CRD Case 202409-26239516 [EXTERNAL] This email originated from outside CRD. Do not click links or open attachments unless you recognize the sender and know the content is safe. Hello Lauren, I received your email and will respond with all the materials you requested. Thank you! On Dec 17, 2024, at 10:35 AM, Witham, Lauren@CalCivilRights > wrote: ■ Good morning, I have placed the summary of the respondent's defense below. Please review and respond to this email with any response you may have. This can include

details you feel are incorrect, missing or anything you would like to add. I would also like you to send me any evidence you have regarding the case, so emails, text messages, documents, etc. Anything that you feel relates to the case, please go ahead and send that to me. If you have any witnesses, please provide me with their contact information and what information you believe they can provide. Finally, I will be sending you a medical release form to be completed today so that I can contact your doctor. Please review and complete as soon as possible. Respondent Defense summary: Respondents denied all allegations. Respondents stated that on or around May 22nd they went for scheduled site visit to address some repairs. Respondents stated that on that visit they discovered that the glass shower enclosure from the upstairs bathroom had been removed without permission causing damage to the downstairs ceiling. Respondents stated that at that time they requested that you make no further changes to the property without prior approval of the owners. Respondents stated that you responded to this by telling them that you were just "waiting until the end of the lease to move out" and that you "would not be friendly going forward." Respondents stated that on May 30th they went to repair a leaky toilet on the property where it was discovered that a bidet was installed without approval. Respondents stated that they decided at this time not to renew the lease and began to work on the 90-day notice. Respondents stated that they arranged a contractor to come and work on repairs at the property beginning June 17th and received confirmation from you that that would be fine. Respondents stated that when they and the contractor showed up to begin the work, they discovered a large dog on the property that they did not have any previous knowledge of. Respondents stated that they contacted you to ask about the dog and rearrange the start of the repairs as the dog could not be on the property. Respondents stated that you responded to them that the dog was your emotional support animal, but you did not submit any request for this animal previously or during this exchange. Respondents stated that on June 19th, they emailed you a letter of non-renewal of the lease, a lease violation for an animal on premises without seeking accommodation and unapproved repairs, alterations, or improvements as well as a 90-day notice which was not acknowledged by you at all. Respondents stated that they then mailed then to you which was delivered on July 15th. Respondents stated on August 5th they received a formal request for an emotional support animal in which they responded to let you know that they were not extending the lease, but you could provide a medical letter if you wished to formalize the process. Respondents stated that a letter was submitted by you from your healthcare professional on August 12th. Respondents stated that they asked you sign an animal terms and conditions addendum which was returned by you on August 21st. Respondents stated that they sent a confirmation of lease termination and non-renewal of the lease, and an offer was provided if you needed more time to make plans. Respondents stated that you entered a month-to-month contract as of August 30th. Thank you, Lauren Witham Associate Governmental Program Analyst| Housing Unit California Civil Rights Department Phone: 916.964-1988 Email: Lauren.Witham@Calcivilrights.ca.gov

CONFIDENTIALITY NOTICE: This communication with its contents may contain confidential and/or legally privileged information. It is solely for the use of the intended recipient(s). Unauthorized interception, review, use or disclosure is prohibited and may violate applicable laws including the Electronic Communications Privacy Act. If you are not the intended recipient, please contact the sender and destroy all copies of the communication. From: Jen Barreda > Sent: Monday, December 16, 2024 8:29 AM To: Witham, Lauren@CalCivilRights > Cc: jamesburbank91@gmail.com Subject: Re: CRD Case 202409-26239516 [EXTERNAL] This email originated from outside CRD. Do not click links or open attachments unless you recognize the sender and know the content is safe. Hello Lauren, Thank you for letting me know. An email with all the necessary information would be just as good. Please go ahead and email us with the response from the respondents in further detail, if any, along with the next steps of the beginning of the investigation and what you may need from me and how to provide that to you or to whoever would be conducting the investigation. If I have any questions I will reach out to schedule a phone call, however for now I think e-mail works best. Thank you! I look forward to hearing from you soon. On Dec 13, 2024, at 3:21 PM, Witham, Lauren@CalCivilRights > wrote: ■ Good afternoon, I apologize for the delay in responding as I was out of the office unexpectedly. I have availability on Monday 12/16 at 11:00 or 2:00 PM if you would be available this day to speak. I can also send the information via email if that is easier and we can schedule a phone call after if you have questions. Please let me know what you would prefer. Thank you, Lauren Witham Associate Governmental Program Analyst| Housing Unit California Civil Rights Department Phone: 916.964-1988 Email: Lauren.Witham@Calcivilrights.ca.gov

CONFIDENTIALITY NOTICE: This communication with its contents may contain confidential and/or legally privileged information. It is solely for the use of the intended recipient(s). Unauthorized interception, review, use or disclosure is prohibited and may violate applicable laws including the Electronic Communications Privacy Act. If you are not the intended recipient, please contact the sender and destroy all copies of the communication. From: Jen Barreda > Sent: Friday, December 13, 2024 3:20 AM To: Witham, Lauren@CalCivilRights > Cc: jamesburbank91@gmail.com Subject: Re: CRD Case 202409-26239516 [EXTERNAL] This email originated from outside CRD. Do not click links or open attachments unless you recognize the sender and know the content is safe. Good morning Lauren, I'm following up on the missed call you had set up for us for 12/9 at 11am. I called to leave a voicemail and followed up with an email as well and haven't heard back. Please let me know if you are still going to call to speak with me regarding the case and the response you received from the respondents. My cell phone number is 323-336-7829. An email response would suffice as well. I want to ensure I know what the status of the case is and what to expect next. Thank you. On Dec 9, 2024, at 11:11 AM, Jen Barreda > wrote: ■ Good morning Lauren, Please let me know if you are still available for a call today. I should be available for another 30 minutes or so. Thank you. On Dec 4, 2024, at 10:40 AM, Jen Barreda > wrote: ■ Good morning, Monday at 11am works best. On Dec 4, 2024, at 9:58 AM, Witham, Lauren@CalCivilRights > wrote: ■ Good morning, I have received a response from the respondents, and they have declined this offer and declined to participate in conciliation any further. At this point, I will need to move forward with this investigation. I would like to set up a short phone call with you to discuss this case and the response that we received from the respondents. I have availability on Monday December 9th at 10:00 AM and 11:00 AM.

Would you be available for either of those times? Thank you, Lauren Witham Associate Governmental Program Analyst| Housing Unit California Civil Rights Department Phone: 916.964-1988 Email: Lauren.Witham@Calcivilrights.ca.gov

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From: Jen Barreda > Sent: Tuesday, December 3, 2024 6:49 PM To: Witham, Lauren@CalCivilRights > Cc: jamesburbank91@gmail.com Subject: Re: CRD Case 202409-26239516 [EXTERNAL] This email originated from outside CRD. Do not click links or open attachments unless you recognize the sender and know the content is safe.

Hello Lauren, I'm following up to see if there was a response from the respondents as they have had some time to sit with this information. Thanks.

On Oct 28, 2024, at 3:16 PM, Jen Barreda > wrote: ■ Good Afternoon Lauren, Thank you for taking the time to speak with me on Thursday. I believe we have come to an agreement on our terms. We are open to reviewing and discussing any counter offers from the respondents. Our terms include the following: 1. Fair Housing trainings for Vicki Martinez, Brad Martinez, and all members of the Calhoun Gail D Trust. 1. Official Approval of the emotional support animal. 1. Apology from Vicki Martinez regarding the mishandling of the reasonable accommodation. 1. For Vicki Martinez, Brad Martinez and all members of the Calhoun Gail D Trust, to continue to fulfill their legal obligations to maintain the rental unit in a habitable condition. 1. The amount of \$150,000 which includes out of pocket expenses for moving supplies, loss of wages, self-advocacy actions, emotional distress and punitive damages. Thank you.

On Wednesday, October 23, 2024 at 05:04:08 PM PDT, Witham, Lauren@CalCivilRights > wrote: Wonderful, I will speak to you tomorrow at 2:00 PM. Thank you, Lauren Witham Associate Governmental Program Analyst| Housing Unit California Civil Rights Department Phone: 916.964-1988 Email: Lauren.Witham@Calcivilrights.ca.gov

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From: Jen Barreda > Sent: Wednesday, October 23, 2024 1:29 PM To: Witham, Lauren@CalCivilRights > Cc: jamesburbank91@gmail.com Subject: Re: CRD Case 202409-26239516 [EXTERNAL] This email originated from outside CRD. Do not click links or open attachments unless you recognize the sender and know the content is safe.

Good Afternoon, I am available tomorrow at both times but would prefer a 2pm phone call. My cell phone is (323) 336-7829

Thank you.

On Wednesday, October 23, 2024 at 12:40:09 PM PDT, Witham, Lauren@CalCivilRights > wrote: Good afternoon, I would need to know some additional details to determine if this could be something I can investigate with this complaint or if you would need to file a separate additional complaint for retaliation. Are you available for a phone call tomorrow at 2:00PM or 3:00 PM? Thank you, Lauren Witham Associate Governmental Program Analyst| Housing Unit California Civil Rights Department Phone: 916.964-1988 Email: Lauren.Witham@Calcivilrights.ca.gov

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From: Jen Barreda > Sent: Thursday, October 17, 2024 9:53 AM To: Witham, Lauren@CalCivilRights > Cc: jamesburbank91@gmail.com Subject: Re: CRD Case 202409-26239516 [EXTERNAL] This email originated from outside CRD. Do not click links or open attachments unless you recognize the sender and know the content is safe.

Good Morning, I have additional concerns regarding my case. At this time and for quite some time, the unit we are renting has had maintenance issues that have either been ignored, brushed off as nothing or have been delayed drastically. At the moment, the respondent has hired a property management company to handle all aspects of the unit. We have reported numerous repairs such as water intrusion into the unit, signs of mildew and mold, and plumbing issues. The manager has stated that no repairs can be made unless they have approval of the respondent. We have slow active leaks in our garage which is over time damaging our items and not allowing us to use the space we pay for, a toilet that leaks, a patio that requires weather proofing, etc. We have reported these issues to the respondent before and now since having the new management company. None of those issues have been fixed. We have had 2 different plumbers take a look at the issues we reported and have each stated that pipes were improperly "fixed" and would need to be replaced, among other things they noticed. From September 5th up until now that we have brought all these issues to light, nothing has been done. There is no urgency or concern for these issues, if anything, the manager is very dismissive and has a bad attitude about the issues we bring up to her. I have already filed a complaint with the Los Angeles County Health Department and the manager and respondent were aware of the complaint, yet nothing happened. I strongly feel that the lack of urgency and the negligence is due to retaliation for asserting my rights and filing this exact complaint. I strongly believe this because the manager herself has said that nothing can be fixed without the approval of the respondents. I cannot simply gather terms when I feel I am being retaliated against and am still living with overwhelming stress and anxiety because the unit I pay so much for, is not being taken care. Are you able to assist with this matter since it feels like retaliation from this complaint? On Thursday, October 10, 2024 at 08:55:32 AM PDT, Witham, Lauren@CalCivilRights > wrote: Good morning, It can begin at any time. As soon as I get a settlement offer from you, I will present that to the respondents. They will have the option to accept, decline or present a counteroffer. I will present you with the respondent's response and then we will continue that process until a settlement is determined and an agreement can be signed. If someone declines to continue the process, I will just continue investigating the case. Please be aware that I am a neutral party in this, and I am just the middle man presenting the offers and creating the conciliation agreement for everyone to sign if you come to terms you agree with. Thank you, Lauren Witham Associate Governmental Program

Analyst| Housing Unit California Civil Rights Department Phone: 916.964-1988 Email: Lauren.Witham@Calcivilrights.ca.gov CONFIDENTIALITY NOTICE: This communication with its contents may contain confidential and/or legally privileged information. It is solely for the use of the intended recipient(s). Unauthorized interception, review, use or disclosure is prohibited and may violate applicable laws including the Electronic Communications Privacy Act. If you are not the intended recipient, please contact the sender and destroy all copies of the communication. From: Jen Barreda > Sent: Wednesday, October 9, 2024 3:10 PM To: Witham, Lauren@CalCivilRights > Cc: jamesburbank91@gmail.com Subject: Re: CRD Case 202409-26239516 [EXTERNAL] This email originated from outside CRD. Do not click links or open attachments unless you recognize the sender and know the content is safe. Good afternoon, Thank you for that information Lauren. As far as conciliation, what is that process like and when would that begin? On Oct 9, 2024, at 2:53 PM, Witham, Lauren@CalCivilRights > wrote: ■ Good afternoon, We do not have a list of possible remedies or compensation options. The only thing I can really tell you is that most cases for our department settlement for somewhere between \$2000-\$5000 and we like all conciliation to include fair housing training or posting of a fair housing poster. Outside of that, it is up to you. I would recommend thinking about what would make you feel better about this matter. Thank you, Lauren Witham Associate Governmental Program Analyst| Housing Unit California Civil Rights Department Phone: 916.964-1988 Email: Lauren.Witham@Calcivilrights.ca.gov CONFIDENTIALITY NOTICE: This communication with its contents may contain confidential and/or legally privileged information. It is solely for the use of the intended recipient(s). Unauthorized interception, review, use or disclosure is prohibited and may violate applicable laws including the Electronic Communications Privacy Act. If you are not the intended recipient, please contact the sender and destroy all copies of the communication. From: Jen Barreda > Sent: Wednesday, October 9, 2024 2:44 PM To: Witham, Lauren@CalCivilRights > Cc: jamesburbank91@gmail.com Subject: Re: CRD Case 202409-26239516 [EXTERNAL] This email originated from outside CRD. Do not click links or open attachments unless you recognize the sender and know the content is safe. Good Afternoon, I wanted to follow up from my previous email regarding conciliation. Please advise on what to expect or if there is anything that is required from me at this time. Thank you. On Oct 3, 2024, at 4:48 PM, Jen Barreda > wrote: ■ Good Afternoon, I am open to conciliation, however, I have not yet finalized my terms. If the respondents have a settlement offer in mind, I would be open to reviewing and discussing it. Additionally, could you provide any guidance or a list of possible remedies or compensation options that are typically considered in cases with similar allegations? This would help me better understand the potential resolution options as I continue to finalize my terms. Thank you again for your assistance. On Oct 1, 2024, at 3:14 PM, Witham, Lauren@CalCivilRights > wrote: ■ Good afternoon, As part of the normal case processing, we offer mediation and conciliation for all of our cases. I have spoken with the respondents in this matter, and they are interested in potentially conciliating the case. They would like to know what your settlement terms would be for the case. Can you please let me know if you are interested in the conciliating the case and what your terms would be. If you have questions, please let me know. Thank you, Lauren Witham Associate Governmental Program Analyst| Housing Unit California Civil Rights Department Phone: 916.964-1988 Email: Lauren.Witham@Calcivilrights.ca.gov CONFIDENTIALITY NOTICE: This communication with its contents may contain confidential and/or legally privileged information. It is solely for the use of the intended recipient(s). Unauthorized interception, review, use or disclosure is prohibited and may violate applicable laws including the Electronic Communications Privacy Act. If you are not the intended recipient, please contact the sender and destroy all copies of the communication.

Email #152: Re: CRD Case 202409-26239516

From: Jen Barreda

Date: Feb 10, 2025 at 18:14:52

ID:

Lauren, I will file a separate complaint. I do not wish to extend or delay this complaint any further. Thank you. On Feb 5, 2025, at 2:16 PM, Jen Barreda <jenbarreda@yahoo.com> wrote: ■ Hello, Thank you for clarifying both options. Will adding the details and evidence delay the current investigation? On Feb 4, 2025, at 11:47 AM, Witham, Lauren@CalCivilRights <Lauren.Witham@calcivilrights.ca.gov> wrote: ■ @font-face { font-family: Helvetica; } @font-face { font-family: "Cambria Math"; } @font-face { font-family: Calibri; } @font-face { font-family: Verdana; } @font-face { font-family: Aptos; } @font-face { font-family: Tahoma; } p.MsoNormal, li.MsoNormal, div.MsoNormal { margin: 0in; font-size: 12pt; font-family: Aptos, sans-serif; } a.link, span.MsoHyperlink { color: blue; text-decoration: underline; } a:visited, span.MsoHyperlinkFollowed { color: purple; text-decoration: underline; } p.msonormal0, li.msonormal0, div.msonormal0 { margin-right: 0in; margin-left: 0in; font-size: 12pt; font-family: Aptos, sans-serif; } p.ydpd88aa588yiv4722174552ydpaf3fc0e9yiv9754303129msonormal, li.ydpd88aa588yiv4722174552ydpaf3fc0e9yiv9754303129msonormal, div.ydpd88aa588yiv4722174552ydpaf3fc0e9yiv9754303129msonormal { margin-right: 0in; margin-left: 0in; font-size: 12pt; font-family: Aptos, sans-serif; } p.ydpd88aa588yiv4722174552ydpaf3fc0e9yiv9754303129msonormal2, li.ydpd88aa588yiv4722174552ydpaf3fc0e9yiv9754303129msonormal2,

div.ydpd88aa588yiv4722174552ydpaf3fc0e9yiv9754303129msonormal2 { margin-right: 0in; margin-left: 0in; font-size: 12pt; font-family: Aptos, sans-serif; } p.ydpd88aa588yiv4722174552ydpaf3fc0e9yiv9754303129msonormal11, li.ydpd88aa588yiv4722174552ydpaf3fc0e9yiv9754303129msonormal11, div.ydpd88aa588yiv4722174552ydpaf3fc0e9yiv9754303129msonormal11 { margin-right: 0in; margin-left: 0in; font-size: 12pt; font-family: Aptos, sans-serif; } p.msochpdefault, li.msochpdefault, div.msochpdefault { margin-right: 0in; margin-left: 0in; font-size: 10pt; font-family: Aptos, sans-serif; } span.emailstyle23 { font-family: Aptos, sans-serif; color: windowtext; } span.EmailStyle25 { font-family: Aptos, sans-serif; color: windowtext; } .MsoChpDefault { font-size: 10pt; } @page WordSection1 { size: 8.5in 11in; margin: 1in; } div.WordSection1 { page: WordSection1; } ol { margin-bottom: 0in; } ul { margin-bottom: 0in; } Hello, You have two options for filing that. You can file a separate case for retaliation by going to this website and following the instructions Complaint Process | CRD , or you can provide me the details and I can investigate it alongside the current investigation. If you would like for me to investigate, please schedule a phone call with me to discuss the situation OR provide a detailed description of what happened, why you believe it is in retaliation, what you believe it is in retaliation of, etc. I will also need any evidence you have such as the 60-day notice to vacate and any other evidence you feel is pertinent. Thank you, Lauren Witham Associate Governmental Program Analyst| Housing Unit California Civil Rights Department Phone: 916.964-1988 Email: Lauren.Witham@Calcivilrights.ca.gov CONFIDENTIALITY NOTICE: This communication with its contents may contain confidential and/or legally privileged information. It is solely for the use of the intended recipient(s). Unauthorized interception, review, use or disclosure is prohibited and may violate applicable laws including the Electronic Communications Privacy Act. If you are not the intended recipient, please contact the sender and destroy all copies of the communication. From: Jen Barreda <jenbarreda@yahoo.com> Sent: Friday, January 31, 2025 10:01 PM To: Witham, Lauren@CalCivilRights <Lauren.Witham@calcivilrights.ca.gov> Cc: jamesburbank91@gmail.com Subject: Re: CRD Case 202409-26239516 [EXTERNAL] This email originated from outside CRD. Do not click links or open attachments unless you recognize the sender and know the content is safe. Hello Lauren, I would like to file a housing retaliation complaint against the respondents Brad and Vicki Martinez and the trust as they have served me and my family a 60 day eviction notice on January 29, 2025. Please respond at your earliest convenience as this is urgent and let me know how to proceed. Thank you. On Jan 22, 2025, at 10:09 AM, Witham, Lauren@CalCivilRights <Lauren.Witham@calcivilrights.ca.gov > wrote: ■ Good morning, I am reviewing the documents you sent and will let you know if I have any questions or issues. I also sent you the medical release this morning. I apologize for the delay in sending that. Have a wonderful day, Lauren Witham Associate Governmental Program Analyst| Housing Unit California Civil Rights Department Phone: 916.964-1988 Email: Lauren.Witham@Calcivilrights.ca.gov CONFIDENTIALITY NOTICE: This communication with its contents may contain confidential and/or legally privileged information. It is solely for the use of the intended recipient(s). Unauthorized interception, review, use or disclosure is prohibited and may violate applicable laws including the Electronic Communications Privacy Act. If you are not the intended recipient, please contact the sender and destroy all copies of the communication. From: Jen Barreda <jenbarreda@yahoo.com > Sent: Tuesday, January 21, 2025 7:21 PM To: Witham, Lauren@CalCivilRights <lauren.witham@calcivilrights.ca.gov > Cc: jamesburbank91@gmail.com Subject: Re: CRD Case 202409-26239516 [EXTERNAL] This email originated from outside CRD. Do not click links or open attachments unless you recognize the sender and know the content is safe. Hello Lauren, Attached you will find my response and the supporting evidence. If you are unable to view any item, please let me know so that I may re-send it. Should you need anything else from me, please let me know. I never received the medical release form that you mentioned back on December 17, 2024. Thank you. On Friday, January 3, 2025 at 12:05:08 PM PST, Jen Barreda <jenbarreda@yahoo.com > wrote: Hello Lauren, Should my summary response be short or be detailed and descriptive? A lot of the materials or evidence I have to submit will not all fit in one email response. Would you like for me to send it in this email thread in various email replies or how would you recommend sending all the evidence to you? I did not receive the medical consent form in the previous email. May you send that to me please? If I do not sign the medical consent form, am I able to submit medical notes, letters from my physician and/or my treatment plan as alternatives? Thank you. On Dec 17, 2024, at 11:21 AM, Witham, Lauren@CalCivilRights <Lauren.Witham@calcivilrights.ca.gov > wrote: ■ Wonderful, thank you for the confirmation. Have a great day, Lauren Witham Associate Governmental Program Analyst| Housing Unit California Civil Rights Department Phone: 916.964-1988 Email: Lauren.Witham@Calcivilrights.ca.gov CONFIDENTIALITY NOTICE: This communication with its contents may contain confidential and/or legally privileged information. It is solely for the use of the intended recipient(s). Unauthorized interception, review, use or disclosure is prohibited and may violate applicable laws including the Electronic Communications Privacy Act. If you are not the intended recipient, please contact the sender and destroy all copies of the communication. From: Jen Barreda <jenbarreda@yahoo.com > Sent: Tuesday, December 17, 2024 11:15 AM To: Witham, Lauren@CalCivilRights <Lauren.Witham@calcivilrights.ca.gov > Cc: jamesburbank91@gmail.com Subject: Re: CRD Case 202409-26239516 [EXTERNAL] This email originated from outside CRD. Do not click links or open attachments unless you recognize the sender and know the content is safe. Hello Lauren, I received your email and will respond with all the materials you requested. Thank you! On Dec 17, 2024, at 10:35 AM, Witham, Lauren@CalCivilRights <Lauren.Witham@calcivilrights.ca.gov > wrote: ■ Good morning, I have placed the summary of the respondent's defense below. Please review and respond to this email with any response you may have. This can include details you feel are incorrect, missing or anything you would like to add. I would also like you to send me any evidence you have regarding the case, so emails, text messages, documents, etc. Anything that you feel relates to the case, please go ahead and send that to me. If you have any witnesses, please provide me with their contact information and what information you believe they can provide. Finally, I will be sending you a medical release form to be completed today so that I can contact your doctor. Please review and complete as soon as possible. Respondent Defense

summary: Respondents denied all allegations. Respondents stated that on or around May 22 nd they went for scheduled site visit to address some repairs. Respondents stated that on that visit they discovered that the glass shower enclosure from the upstairs bathroom had been removed without permission causing damage to the downstairs ceiling. Respondents stated that at that time they requested that you make no further changes to the property without prior approval of the owners. Respondents stated that you responded to this by telling them that you were just "waiting until the end of the lease to move out" and that you "would not be friendly going forward." Respondents stated that on May 30 th they went to repair a leaky toilet on the property where it was discovered that a bidet was installed without approval. Respondents stated that they decided at this time not to renew the lease and began to work on the 90-day notice. Respondents stated that they arranged a contractor to come and work on repairs at the property beginning June 17 th and received confirmation from you that that would be fine. Respondents stated that when they and the contractor showed up to begin the work, they discovered a large dog on the property that they did not have any previous knowledge of. Respondents stated that they contacted you to ask about the dog and rearrange the start of the repairs as the dog could not be on the property. Respondents stated that you responded to them that the dog was your emotional support animal, but you did not submit any request for this animal previously or during this exchange. Respondents stated that on June 19 th, they emailed you a letter of non-renewal of the lease, a lease violation for an animal on premises without seeking accommodation and unapproved repairs, alterations, or improvements as well as a 90-day notice which was not acknowledged by you at all. Respondents stated that they then mailed then to you which was delivered on July 15 th . Respondents stated on August 5 th they received a formal request for an emotional support animal in which they responded to let you know that they were not extending the lease, but you could provide a medical letter if you wished to formalize the process. Respondents stated that a letter was submitted by you from your healthcare professional on August 12 th . Respondents stated that they asked you sign an animal terms and conditions addendum which was returned by you on August 21 st . Respondents stated that they sent a confirmation of lease termination and non-renewal of the lease, and an offer was provided if you needed more time to make plans. Respondents stated that you entered a month-to-month contract as of August 30 th . Thank you, Lauren Witham Associate Governmental Program Analyst| Housing Unit California Civil Rights Department Phone: 916.964-1988 Email: Lauren.Witham@Calcivilrights.ca.gov

CONFIDENTIALITY NOTICE: This communication with its contents may contain confidential and/or legally privileged information. It is solely for the use of the intended recipient(s). Unauthorized interception, review, use or disclosure is prohibited and may violate applicable laws including the Electronic Communications Privacy Act. If you are not the intended recipient, please contact the sender and destroy all copies of the communication. From: Jen Barreda <jenbarreda@yahoo.com> Sent: Monday, December 16, 2024 8:29 AM To: Witham, Lauren@CalCivilRights <Lauren.Witham@calcivilrights.ca.gov> Cc: jamesburbank91@gmail.com Subject: Re: CRD Case 202409-26239516

[EXTERNAL] This email originated from outside CRD. Do not click links or open attachments unless you recognize the sender and know the content is safe. Hello Lauren, Thank you for letting me know. An email with all the necessary information would be just as good. Please go ahead and email us with the response from the respondents in further detail, if any, along with the next steps of the beginning of the investigation and what you may need from me and how to provide that to you or to whoever would be conducting the investigation. If I have any questions I will reach out to schedule a phone call, however for now I think e-mail works best. Thank you! I look forward to hearing from you soon. On Dec 13, 2024, at 3:21 PM, Witham, Lauren@CalCivilRights <Lauren.Witham@calcivilrights.ca.gov> wrote: ■ Good afternoon, I apologize for the delay in responding as I was out of the office unexpectedly. I have availability on Monday 12/16 at 11:00 or 2:00 PM if you would be available this day to speak. I can also send the information via email if that is easier and we can schedule a phone call after if you have questions. Please let me know what you would prefer. Thank you, Lauren Witham Associate Governmental Program Analyst| Housing Unit California Civil Rights Department Phone: 916.964-1988 Email: Lauren.Witham@Calcivilrights.ca.gov

CONFIDENTIALITY NOTICE: This communication with its contents may contain confidential and/or legally privileged information. It is solely for the use of the intended recipient(s). Unauthorized interception, review, use or disclosure is prohibited and may violate applicable laws including the Electronic Communications Privacy Act. If you are not the intended recipient, please contact the sender and destroy all copies of the communication. From: Jen Barreda <jenbarreda@yahoo.com> Sent: Friday, December 13, 2024 3:20 AM To: Witham, Lauren@CalCivilRights <Lauren.Witham@calcivilrights.ca.gov> Cc: jamesburbank91@gmail.com Subject: Re: CRD Case 202409-26239516

[EXTERNAL] This email originated from outside CRD. Do not click links or open attachments unless you recognize the sender and know the content is safe. Good morning Lauren, I'm following up on the missed call you had set up for us for 12/9 at 11am. I called to leave a voicemail and followed up with an email as well and haven't heard back. Please let me know if you are still going to call to speak with me regarding the case and the response you received from the respondents. My cell phone number is 323-336-7829. An email response would suffice as well. I want to ensure I know what the status of the case is and what to expect next. Thank you. On Dec 9, 2024, at 11:11 AM, Jen Barreda <jenbarreda@yahoo.com> wrote: ■ Good morning Lauren, Please let me know if you are still available for a call today. I should be available for another 30 minutes or so. Thank you. On Dec 4, 2024, at 10:40 AM, Jen Barreda <jenbarreda@yahoo.com> wrote: ■ Good morning, Monday at 11am works best. On Dec 4, 2024, at 9:58 AM, Witham, Lauren@CalCivilRights <Lauren.Witham@calcivilrights.ca.gov> wrote: ■ Good morning, I have received a response from the respondents, and they have declined this offer and declined to participate in conciliation any further. At this point, I will need to move forward with this investigation. I would like to set up a short phone call with you to discuss this case and the response that we received from the respondents. I have availability on Monday December 9 th at 10:00 AM and 11:00 AM. Would you be available for either of those times? Thank you, Lauren Witham Associate Governmental Program Analyst| Housing Unit California Civil Rights Department Phone: 916.964-1988 Email:

Lauren.Witham@Calcivilrights.ca.gov CONFIDENTIALITY NOTICE: This communication with its contents may contain confidential and/or legally privileged information. It is solely for the use of the intended recipient(s). Unauthorized interception, review, use or disclosure is prohibited and may violate applicable laws including the Electronic Communications Privacy Act. If you are not the intended recipient, please contact the sender and destroy all copies of the communication. From: Jen Barreda <jenbarreda@yahoo.com> Sent: Tuesday, December 3, 2024 6:49 PM To: Witham, Lauren@CalCivilRights <Lauren.Witham@calcivilrights.ca.gov> Cc: jamesburbank91@gmail.com Subject: Re: CRD Case 202409-26239516 [EXTERNAL] This email originated from outside CRD. Do not click links or open attachments unless you recognize the sender and know the content is safe. Hello Lauren, I'm following up to see if there was a response from the respondents as they have had some time to sit with this information. Thanks. On Oct 28, 2024, at 3:16 PM, Jen Barreda <jenbarreda@yahoo.com> wrote: ■ Good Afternoon Lauren, Thank you for taking the time to speak with me on Thursday. I believe we have come to an agreement on our terms. We are open to reviewing and discussing any counter offers from the respondents. Our terms include the following: Fair Housing trainings for Vicki Martinez, Brad Martinez, and all members of the Calhoun Gail D Trust. Official Approval of the emotional support animal. Apology from Vicki Martinez regarding the mishandling of the reasonable accommodation. For Vicki Martinez, Brad Martinez and all members of the Calhoun Gail D Trust, to continue to fulfill their legal obligations to maintain the rental unit in a habitable condition. The amount of \$150,000 which includes out of pocket expenses for moving supplies, loss of wages, self-advocacy actions, emotional distress and punitive damages. Thank you. On Wednesday, October 23, 2024 at 05:04:08 PM PDT, Witham, Lauren@CalCivilRights <lauren.witham@calcivilrights.ca.gov> wrote: Wonderful, I will speak to you tomorrow at 2:00 PM. Thank you, Lauren Witham Associate Governmental Program Analyst| Housing Unit California Civil Rights Department Phone: 916.964-1988 Email: Lauren.Witham@Calcivilrights.ca.gov

CONFIDENTIALITY NOTICE: This communication with its contents may contain confidential and/or legally privileged information. It is solely for the use of the intended recipient(s). Unauthorized interception, review, use or disclosure is prohibited and may violate applicable laws including the Electronic Communications Privacy Act. If you are not the intended recipient, please contact the sender and destroy all copies of the communication. From: Jen Barreda <jenbarreda@yahoo.com> Sent: Wednesday, October 23, 2024 1:29 PM To: Witham, Lauren@CalCivilRights <lauren.witham@calcivilrights.ca.gov> Cc: jamesburbank91@gmail.com Subject: Re: CRD Case 202409-26239516 [EXTERNAL] This email originated from outside CRD. Do not click links or open attachments unless you recognize the sender and know the content is safe. Good Afternoon, I am available tomorrow at both times but would prefer a 2pm phone call. My cell phone is (323) 336-7829 Thank you. On Wednesday, October 23, 2024 at 12:40:09 PM PDT, Witham, Lauren@CalCivilRights <lauren.witham@calcivilrights.ca.gov> wrote: Good afternoon, I would need to know some additional details to determine if this could be something I can investigate with this complaint or if you would need to file a separate additional complaint for retaliation. Are you available for a phone call tomorrow at 2:00PM or 3:00 PM? Thank you, Lauren Witham Associate Governmental Program Analyst| Housing Unit California Civil Rights Department Phone: 916.964-1988 Email: Lauren.Witham@Calcivilrights.ca.gov

CONFIDENTIALITY NOTICE: This communication with its contents may contain confidential and/or legally privileged information. It is solely for the use of the intended recipient(s). Unauthorized interception, review, use or disclosure is prohibited and may violate applicable laws including the Electronic Communications Privacy Act. If you are not the intended recipient, please contact the sender and destroy all copies of the communication. From: Jen Barreda <jenbarreda@yahoo.com> Sent: Thursday, October 17, 2024 9:53 AM To: Witham, Lauren@CalCivilRights <lauren.witham@calcivilrights.ca.gov> Cc: jamesburbank91@gmail.com Subject: Re: CRD Case 202409-26239516 [EXTERNAL] This email originated from outside CRD. Do not click links or open attachments unless you recognize the sender and know the content is safe. Good Morning, I have additional concerns regarding my case. At this time and for quite some time, the unit we are renting has had maintenance issues that have either been ignored, brushed off as nothing or have been delayed drastically. At the moment, the respondent has hired a property management company to handle all aspects of the unit. We have reported numerous repairs such as water intrusion into the unit, signs of mildew and mold, and plumbing issues. The manager has stated that no repairs can be made unless they have approval of the respondent. We have slow active leaks in our garage which is over time damaging our items and not allowing us to use the space we pay for, a toilet that leaks, a patio that requires weather proofing, etc. We have reported these issues to the respondent before and now since having the new management company. None of those issues have been fixed. We have had 2 different plumbers take a look at the issues we reported and have each stated that pipes were improperly "fixed" and would need to be replaced, among other things they noticed. From September 5th up until now that we have brought all these issues to light, nothing has been done. There is no urgency or concern for these issues, if anything, the manager is very dismissive and has a bad attitude about the issues we bring up to her. I have already filed a complaint with the Los Angeles County Health Department and the manager and respondent were aware of the complaint, yet nothing happened. I strongly feel that the lack of urgency and the negligence is due to retaliation for asserting my rights and filing this exact complaint. I strongly believe this because the manager herself has said that nothing can be fixed without the approval of the respondents. I cannot simply gather terms when I feel I am being retaliated against and am still living with overwhelming stress and anxiety because the unit I pay so much for, is not being taken care. Are you able to assist with this matter since it feels like retaliation from this complaint? On Thursday, October 10, 2024 at 08:55:32 AM PDT, Witham, Lauren@CalCivilRights <lauren.witham@calcivilrights.ca.gov> wrote: Good morning, It can begin at any time. As soon as I get a settlement offer from you, I will present that to the respondents. They will have the option to accept, decline or present a counteroffer. I will present you with the respondent's response and then we will continue that process until a settlement is determined and an agreement can be signed. If someone declines to continue the process, I will just continue investigating the case. Please be aware that I am a neutral

party in this, and I am just the middle man presenting the offers and creating the conciliation agreement for everyone to sign if you come to terms you agree with. Thank you, Lauren Witham Associate Governmental Program Analyst| Housing Unit California Civil Rights Department Phone: 916.964-1988 Email: Lauren.Witham@Calcivilrights.ca.gov

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[EXTERNAL] This email originated from outside CRD. Do not click links or open attachments unless you recognize the sender and know the content is safe. Good afternoon, Thank you for that information Lauren. As far as conciliation, what is that process like and when would that begin? On Oct 9, 2024, at 2:53 PM, Witham, Lauren@CalCivilRights <Lauren.Witham@calcivilrights.ca.gov> wrote: ■ Good afternoon, We do not have a list of possible remedies or compensation options. The only thing I can really tell you is that most cases for our department settlement for somewhere between \$2000-\$5000 and we like all conciliation to include fair housing training or posting of a fair housing poster. Outside of that, it is up to you. I would recommend thinking about what would make you feel better about this matter. Thank you, Lauren Witham Associate Governmental Program Analyst| Housing Unit California Civil Rights Department Phone: 916.964-1988 Email: Lauren.Witham@Calcivilrights.ca.gov

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[EXTERNAL] This email originated from outside CRD. Do not click links or open attachments unless you recognize the sender and know the content is safe. Good Afternoon, I wanted to follow up from my previous email regarding conciliation. Please advise on what to expect or if there is anything that is required from me at this time. Thank you. On Oct 3, 2024, at 4:48 PM, Jen Barreda <jenbarreda@yahoo.com> wrote: ■ Good Afternoon, I am open to conciliation, however, I have not yet finalized my terms. If the respondents have a settlement offer in mind, I would be open to reviewing and discussing it. Additionally, could you provide any guidance or a list of possible remedies or compensation options that are typically considered in cases with similar allegations? This would help me better understand the potential resolution options as I continue to finalize my terms. Thank you again for your assistance.

On Oct 1, 2024, at 3:14 PM, Witham, Lauren@CalCivilRights <Lauren.Witham@calcivilrights.ca.gov> wrote: ■ Good afternoon, As part of the normal case processing, we offer mediation and conciliation for all of our cases. I have spoken with the respondents in this matter, and they are interested in potentially conciliating the case. They would like to know what your settlement terms would be for the case. Can you please let me know if you are interested in the conciliating the case and what your terms would be. If you have questions, please let me know. Thank you, Lauren Witham Associate Governmental Program Analyst| Housing Unit California Civil Rights Department Phone: 916.964-1988 Email: Lauren.Witham@Calcivilrights.ca.gov

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Email #153: Re: CRD Case 202409-26239516

From: Jen Barreda

Date: Feb 05, 2025 at 22:16:36

ID:

Hello, Thank you for clarifying both options. Will adding the details and evidence delay the current investigation? On Feb 4, 2025, at 11:47 AM, Witham, Lauren@CalCivilRights <Lauren.Witham@calcivilrights.ca.gov> wrote: ■ @font-face { font-family: Helvetica; } @font-face { font-family: "Cambria Math"; } @font-face { font-family: Calibri; } @font-face { font-family: Verdana; } @font-face { font-family: Aptos; } @font-face { font-family: Tahoma; } p.MsoNormal, li.MsoNormal, div.MsoNormal { margin: 0in; font-size: 12pt; font-family: Aptos, sans-serif; } a:link, span.MsoHyperlink { color: blue; text-decoration: underline; } a:visited, span.MsoHyperlinkFollowed { color: purple; text-decoration: underline; } p.msonormal0, li.msonormal0, div.msonormal0 { margin-right: 0in; margin-left: 0in; font-size: 12pt; font-family: Aptos, sans-serif; } p.ydpd88aa588yiv4722174552ydpaf3fc0e9yiv9754303129msonormal, li.ydpd88aa588yiv4722174552ydpaf3fc0e9yiv9754303129msonormal, div.ydpd88aa588yiv4722174552ydpaf3fc0e9yiv9754303129msonormal { margin-right: 0in; margin-left: 0in; font-size: 12pt;

font-family: Aptos, sans-serif; } p.ydpd88aa588yiv4722174552ydpaf3fc0e9yiv9754303129msonormal2, li.ydpd88aa588yiv4722174552ydpaf3fc0e9yiv9754303129msonormal2, div.ydpd88aa588yiv4722174552ydpaf3fc0e9yiv9754303129msonormal2 { margin-right: 0in; margin-left: 0in; font-size: 12pt; font-family: Aptos, sans-serif; } p.ydpd88aa588yiv4722174552ydpaf3fc0e9yiv9754303129msonormal11, li.ydpd88aa588yiv4722174552ydpaf3fc0e9yiv9754303129msonormal11, div.ydpd88aa588yiv4722174552ydpaf3fc0e9yiv9754303129msonormal11 { margin-right: 0in; margin-left: 0in; font-size: 12pt; font-family: Aptos, sans-serif; } p.msochpdefault, li.msochpdefault, div.msochpdefault { margin-right: 0in; margin-left: 0in; font-size: 10pt; font-family: Aptos, sans-serif; } span.emailstyle23 { font-family: Aptos, sans-serif; color: windowtext; } span.EmailStyle25 { font-family: Aptos, sans-serif; color: windowtext; } .MsoChpDefault { font-size: 10pt; } @page WordSection1 { size: 8.5in 11in; margin: 1in; } div.WordSection1 { page: WordSection1; } ol { margin-bottom: 0in; } ul { margin-bottom: 0in; } Hello, You have two options for filing that. You can file a separate case for retaliation by going to this website and following the instructions Complaint Process | CRD , or you can provide me the details and I can investigate it alongside the current investigation. If you would like for me to investigate, please schedule a phone call with me to discuss the situation OR provide a detailed description of what happened, why you believe it is in retaliation, what you believe it is in retaliation of, etc. I will also need any evidence you have such as the 60-day notice to vacate and any other evidence you feel is pertinent. Thank you, Lauren Witham Associate Governmental Program Analyst| Housing Unit California Civil Rights Department Phone: 916.964-1988 Email: Lauren.Witham@Calcivilrights.ca.gov CONFIDENTIALITY NOTICE: This communication with its contents may contain confidential and/or legally privileged information. It is solely for the use of the intended recipient(s). Unauthorized interception, review, use or disclosure is prohibited and may violate applicable laws including the Electronic Communications Privacy Act. If you are not the intended recipient, please contact the sender and destroy all copies of the communication. From: Jen Barreda <jenbarreda@yahoo.com> Sent: Friday, January 31, 2025 10:01 PM To: Witham, Lauren@CalCivilRights <Lauren.Witham@calcivilrights.ca.gov> Cc: jamesburbank91@gmail.com Subject: Re: CRD Case 202409-26239516 [EXTERNAL] This email originated from outside CRD. Do not click links or open attachments unless you recognize the sender and know the content is safe. Hello Lauren, I would like to file a housing retaliation complaint against the respondents Brad and Vicki Martinez and the trust as they have served me and my family a 60 day eviction notice on January 29, 2025. Please respond at your earliest convenience as this is urgent and let me know how to proceed. Thank you. On Jan 22, 2025, at 10:09 AM, Witham, Lauren@CalCivilRights <Lauren.Witham@calcivilrights.ca.gov > wrote: ■ Good morning, I am reviewing the documents you sent and will let you know if I have any questions or issues. I also sent you the medical release this morning. I apologize for the delay in sending that. Have a wonderful day, Lauren Witham Associate Governmental Program Analyst| Housing Unit California Civil Rights Department Phone: 916.964-1988 Email: Lauren.Witham@Calcivilrights.ca.gov CONFIDENTIALITY NOTICE: This communication with its contents may contain confidential and/or legally privileged information. It is solely for the use of the intended recipient(s). Unauthorized interception, review, use or disclosure is prohibited and may violate applicable laws including the Electronic Communications Privacy Act. If you are not the intended recipient, please contact the sender and destroy all copies of the communication. From: Jen Barreda <jenbarreda@yahoo.com > Sent: Tuesday, January 21, 2025 7:21 PM To: Witham, Lauren@CalCivilRights <lauren.witham@calcivilrights.ca.gov > Cc: jamesburbank91@gmail.com Subject: Re: CRD Case 202409-26239516 [EXTERNAL] This email originated from outside CRD. Do not click links or open attachments unless you recognize the sender and know the content is safe. Hello Lauren, Attached you will find my response and the supporting evidence. If you are unable to view any item, please let me know so that I may re-send it. Should you need anything else from me, please let me know. I never received the medical release form that you mentioned back on December 17, 2024. Thank you. On Friday, January 3, 2025 at 12:05:08 PM PST, Jen Barreda <jenbarreda@yahoo.com > wrote: Hello Lauren, Should my summary response be short or be detailed and descriptive? A lot of the materials or evidence I have to submit will not all fit in one email response. Would you like for me to send it in this email thread in various email replies or how would you recommend sending all the evidence to you? I did not receive the medical consent form in the previous email. May you send that to me please? If I do not sign the medical consent form, am I able to submit medical notes, letters from my physician and/or my treatment plan as alternatives? Thank you. On Dec 17, 2024, at 11:21 AM, Witham, Lauren@CalCivilRights <Lauren.Witham@calcivilrights.ca.gov > wrote: ■ Wonderful, thank you for the confirmation. Have a great day, Lauren Witham Associate Governmental Program Analyst| Housing Unit California Civil Rights Department Phone: 916.964-1988 Email: Lauren.Witham@Calcivilrights.ca.gov CONFIDENTIALITY NOTICE: This communication with its contents may contain confidential and/or legally privileged information. It is solely for the use of the intended recipient(s). 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This can include details you feel are incorrect, missing or anything you would like to add. I would also like you to send me any evidence you have regarding the case, so emails, text messages, documents, etc. Anything that you feel relates to the case, please go ahead and send that to me. If you have any witnesses, please provide me with their contact information

and what information you believe they can provide. Finally, I will be sending you a medical release form to be completed today so that I can contact your doctor. Please review and complete as soon as possible. Respondent Defense summary: Respondents denied all allegations. Respondents stated that on or around May 22 nd they went for scheduled site visit to address some repairs. Respondents stated that on that visit they discovered that the glass shower enclosure from the upstairs bathroom had been removed without permission causing damage to the downstairs ceiling. Respondents stated that at that time they requested that you make no further changes to the property without prior approval of the owners. Respondents stated that you responded to this by telling them that you were just "waiting until the end of the lease to move out" and that you "would not be friendly going forward." Respondents stated that on May 30 th they went to repair a leaky toilet on the property where it was discovered that a bidet was installed without approval. Respondents stated that they decided at this time not to renew the lease and began to work on the 90-day notice. Respondents stated that they arranged a contractor to come and work on repairs at the property beginning June 17 th and received confirmation from you that that would be fine. Respondents stated that when they and the contractor showed up to begin the work, they discovered a large dog on the property that they did not have any previous knowledge of. Respondents stated that they contacted you to ask about the dog and rearrange the start of the repairs as the dog could not be on the property. Respondents stated that you responded to them that the dog was your emotional support animal, but you did not submit any request for this animal previously or during this exchange. Respondents stated that on June 19 th, they emailed you a letter of non-renewal of the lease, a lease violation for an animal on premises without seeking accommodation and unapproved repairs, alterations, or improvements as well as a 90-day notice which was not acknowledged by you at all. Respondents stated that they then mailed then to you which was delivered on July 15 th . Respondents stated on August 5 th they received a formal request for an emotional support animal in which they responded to let you know that they were not extending the lease, but you could provide a medical letter if you wished to formalize the process. Respondents stated that a letter was submitted by you from your healthcare professional on August 12 th . Respondents stated that they asked you sign an animal terms and conditions addendum which was returned by you on August 21 st . Respondents stated that they sent a confirmation of lease termination and non-renewal of the lease, and an offer was provided if you needed more time to make plans. Respondents stated that you entered a month-to-month contract as of August 30 th . Thank you, Lauren Witham Associate Governmental Program Analyst| Housing Unit California Civil Rights Department Phone: 916.964-1988 Email: Lauren.Witham@Calcivilrights.ca.gov

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[EXTERNAL] This email originated from outside CRD. Do not click links or open attachments unless you recognize the sender and know the content is safe. Hello Lauren, Thank you for letting me know. An email with all the necessary information would be just as good. Please go ahead and email us with the response from the respondents in further detail, if any, along with the next steps of the beginning of the investigation and what you may need from me and how to provide that to you or to whoever would be conducting the investigation. If I have any questions I will reach out to schedule a phone call, however for now I think e-mail works best. Thank you! I look forward to hearing from you soon. On Dec 13, 2024, at 3:21 PM, Witham, Lauren@CalCivilRights <Lauren.Witham@calcivilrights.ca.gov> wrote: ■ Good afternoon, I apologize for the delay in responding as I was out of the office unexpectedly. I have availability on Monday 12/16 at 11:00 or 2:00 PM if you would be available this day to speak. I can also send the information via email if that is easier and we can schedule a phone call after if you have questions. Please let me know what you would prefer. Thank you, Lauren Witham Associate Governmental Program Analyst| Housing Unit California Civil Rights Department Phone: 916.964-1988 Email: Lauren.Witham@Calcivilrights.ca.gov

CONFIDENTIALITY NOTICE: This communication with its contents may contain confidential and/or legally privileged information. It is solely for the use of the intended recipient(s). Unauthorized interception, review, use or disclosure is prohibited and may violate applicable laws including the Electronic Communications Privacy Act. If you are not the intended recipient, please contact the sender and destroy all copies of the communication. From: Jen Barreda <jenbarreda@yahoo.com> Sent: Friday, December 13, 2024 3:20 AM To: Witham, Lauren@CalCivilRights <Lauren.Witham@calcivilrights.ca.gov> Cc: jamesburbank91@gmail.com Subject: Re: CRD Case 202409-26239516

[EXTERNAL] This email originated from outside CRD. Do not click links or open attachments unless you recognize the sender and know the content is safe. Good morning Lauren, I'm following up on the missed call you had set up for us for 12/9 at 11am. I called to leave a voicemail and followed up with an email as well and haven't heard back. Please let me know if you are still going to call to speak with me regarding the case and the response you received from the respondents. My cell phone number is 323-336-7829. An email response would suffice as well. I want to ensure I know what the status of the case is and what to expect next. Thank you. On Dec 9, 2024, at 11:11 AM, Jen Barreda <jenbarreda@yahoo.com> wrote: ■ Good morning Lauren, Please let me know if you are still available for a call today. I should be available for another 30 minutes or so. Thank you. On Dec 4, 2024, at 10:40 AM, Jen Barreda <jenbarreda@yahoo.com> wrote: ■ Good morning, Monday at 11am works best. On Dec 4, 2024, at 9:58 AM, Witham, Lauren@CalCivilRights <Lauren.Witham@calcivilrights.ca.gov> wrote: ■ Good morning, I have received a response from the respondents, and they have declined this offer and declined to participate in conciliation any further. At this point, I will need to move forward with this investigation. I would like to set up a short phone call with you to discuss this case and the response that we received from the respondents. I have availability on Monday December 9 th at 10:00 AM and 11:00

AM. Would you be available for either of those times? Thank you, Lauren Witham Associate Governmental Program Analyst| Housing Unit California Civil Rights Department Phone: 916.964-1988 Email: Lauren.Witham@Calcivilrights.ca.gov

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From: Jen Barreda <jenbarreda@yahoo.com> Sent: Tuesday, December 3, 2024 6:49 PM To: Witham, Lauren@CalCivilRights <Lauren.Witham@calcivilrights.ca.gov> Cc: jamesburbank91@gmail.com Subject: Re: CRD Case 202409-26239516

[EXTERNAL] This email originated from outside CRD. Do not click links or open attachments unless you recognize the sender and know the content is safe.

Hello Lauren, I'm following up to see if there was a response from the respondents as they have had some time to sit with this information. Thanks.

On Oct 28, 2024, at 3:16 PM, Jen Barreda <jenbarreda@yahoo.com> wrote: ■ Good Afternoon Lauren, Thank you for taking the time to speak with me on Thursday. I believe we have come to an agreement on our terms. We are open to reviewing and discussing any counter offers from the respondents. Our terms include the following: Fair Housing trainings for Vicki Martinez, Brad Martinez, and all members of the Calhoun Gail D Trust. Official Approval of the emotional support animal. Apology from Vicki Martinez regarding the mishandling of the reasonable accommodation. For Vicki Martinez, Brad Martinez and all members of the Calhoun Gail D Trust, to continue to fulfill their legal obligations to maintain the rental unit in a habitable condition. The amount of \$150,000 which includes out of pocket expenses for moving supplies, loss of wages, self-advocacy actions, emotional distress and punitive damages.

Thank you.

On Wednesday, October 23, 2024 at 05:04:08 PM PDT, Witham, Lauren@CalCivilRights <lauren.witham@calcivilrights.ca.gov> wrote: Wonderful, I will speak to you tomorrow at 2:00 PM. Thank you, Lauren Witham Associate Governmental Program Analyst| Housing Unit California Civil Rights Department Phone: 916.964-1988 Email: Lauren.Witham@Calcivilrights.ca.gov

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From: Jen Barreda <jenbarreda@yahoo.com> Sent: Wednesday, October 23, 2024 1:29 PM To: Witham, Lauren@CalCivilRights <lauren.witham@calcivilrights.ca.gov> Cc: jamesburbank91@gmail.com Subject: Re: CRD Case 202409-26239516

[EXTERNAL] This email originated from outside CRD. Do not click links or open attachments unless you recognize the sender and know the content is safe.

Good Afternoon, I am available tomorrow at both times but would prefer a 2pm phone call. My cell phone is (323) 336-7829 Thank you.

On Wednesday, October 23, 2024 at 12:40:09 PM PDT, Witham, Lauren@CalCivilRights <lauren.witham@calcivilrights.ca.gov> wrote: Good afternoon, I would need to know some additional details to determine if this could be something I can investigate with this complaint or if you would need to file a separate additional complaint for retaliation. Are you available for a phone call tomorrow at 2:00PM or 3:00 PM? Thank you, Lauren Witham Associate Governmental Program Analyst| Housing Unit California Civil Rights Department Phone: 916.964-1988 Email: Lauren.Witham@Calcivilrights.ca.gov

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From: Jen Barreda <jenbarreda@yahoo.com> Sent: Thursday, October 17, 2024 9:53 AM To: Witham, Lauren@CalCivilRights <lauren.witham@calcivilrights.ca.gov> Cc: jamesburbank91@gmail.com Subject: Re: CRD Case 202409-26239516

[EXTERNAL] This email originated from outside CRD. Do not click links or open attachments unless you recognize the sender and know the content is safe.

Good Morning, I have additional concerns regarding my case. At this time and for quite some time, the unit we are renting has had maintenance issues that have either been ignored, brushed off as nothing or have been delayed drastically. At the moment, the respondent has hired a property management company to handle all aspects of the unit. We have reported numerous repairs such as water intrusion into the unit, signs of mildew and mold, and plumbing issues. The manager has stated that no repairs can be made unless they have approval of the respondent. We have slow active leaks in our garage which is over time damaging our items and not allowing us to use the space we pay for, a toilet that leaks, a patio that requires weather proofing, etc. We have reported these issues to the respondent before and now since having the new management company. None of those issues have been fixed. We have had 2 different plumbers take a look at the issues we reported and have each stated that pipes were improperly "fixed" and would need to be replaced, among other things they noticed. From September 5th up until now that we have brought all these issues to light, nothing has been done. There is no urgency or concern for these issues, if anything, the manager is very dismissive and has a bad attitude about the issues we bring up to her. I have already filed a complaint with the Los Angeles County Health Department and the manager and respondent were aware of the complaint, yet nothing happened. I strongly feel that the lack of urgency and the negligence is due to retaliation for asserting my rights and filing this exact complaint. I strongly believe this because the manager herself has said that nothing can be fixed without the approval of the respondents. I cannot simply gather terms when I feel I am being retaliated against and am still living with overwhelming stress and anxiety because the unit I pay so much for, is not being taken care. Are you able to assist with this matter since it feels like retaliation from this complaint? On Thursday, October 10, 2024 at 08:55:32 AM PDT, Witham, Lauren@CalCivilRights <lauren.witham@calcivilrights.ca.gov> wrote: Good morning, It can begin at any time. As soon as I get a settlement offer from you, I will present that to the respondents. They will have the option to accept, decline or present a counteroffer. I will present you with the respondent's

response and then we will continue that process until a settlement is determined and an agreement can be signed. If someone declines to continue the process, I will just continue investigating the case. Please be aware that I am a neutral party in this, and I am just the middle man presenting the offers and creating the conciliation agreement for everyone to sign if you come to terms you agree with. Thank you, Lauren Witham Associate Governmental Program Analyst| Housing Unit California Civil Rights Department Phone: 916.964-1988 Email: Lauren.Witham@Calcivilrights.ca.gov

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[EXTERNAL] This email originated from outside CRD. Do not click links or open attachments unless you recognize the sender and know the content is safe. Good afternoon, Thank you for that information Lauren. As far as conciliation, what is that process like and when would that begin? On Oct 9, 2024, at 2:53 PM, Witham, Lauren@CalCivilRights <Lauren.Witham@calcivilrights.ca.gov> wrote: ■ Good afternoon, We do not have a list of possible remedies or compensation options. The only thing I can really tell you is that most cases for our department settlement for somewhere between \$2000-\$5000 and we like all conciliation to include fair housing training or posting of a fair housing poster. Outside of that, it is up to you. I would recommend thinking about what would make you feel better about this matter.

Thank you, Lauren Witham Associate Governmental Program Analyst| Housing Unit California Civil Rights Department Phone: 916.964-1988 Email: Lauren.Witham@Calcivilrights.ca.gov

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[EXTERNAL] This email originated from outside CRD. Do not click links or open attachments unless you recognize the sender and know the content is safe. Good Afternoon, I wanted to follow up from my previous email regarding conciliation. Please advise on what to expect or if there is anything that is required from me at this time. Thank you. On Oct 3, 2024, at 4:48 PM, Jen Barreda <jenbarreda@yahoo.com> wrote: ■ Good Afternoon, I am open to conciliation, however, I have not yet finalized my terms. If the respondents have a settlement offer in mind, I would be open to reviewing and discussing it. Additionally, could you provide any guidance or a list of possible remedies or compensation options that are typically considered in cases with similar allegations? This would help me better understand the potential resolution options as I continue to finalize my terms. Thank you again for your assistance.

On Oct 1, 2024, at 3:14 PM, Witham, Lauren@CalCivilRights <Lauren.Witham@calcivilrights.ca.gov> wrote: ■ Good afternoon, As part of the normal case processing, we offer mediation and conciliation for all of our cases. I have spoken with the respondents in this matter, and they are interested in potentially conciliating the case. They would like to know what your settlement terms would be for the case. Can you please let me know if you are interested in the conciliating the case and what your terms would be. If you have questions, please let me know. Thank you, Lauren Witham Associate Governmental Program Analyst| Housing Unit California Civil Rights Department Phone: 916.964-1988 Email: Lauren.Witham@Calcivilrights.ca.gov

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Email #154: RE: CRD Case 202409-26239516

From: "Witham, Lauren@CalCivilRights"

Date: Feb 04, 2025 at 19:47:50

ID:

Hello, You have two options for filing that. You can file a separate case for retaliation by going to this website and following the instructions Complaint Process | CRD, or you can provide me the details and I can investigate it alongside the current investigation. If you would like for me to investigate, please schedule a phone call with me to discuss the situation OR provide a detailed description of what happened, why you believe it is in retaliation, what you believe it is in retaliation of, etc. I will also need any evidence you have such as the 60-day notice to vacate and any other evidence you feel is pertinent. Thank you, Lauren Witham Associate Governmental Program Analyst| Housing Unit California Civil Rights Department Phone: 916.964-1988 Email: Lauren.Witham@Calcivilrights.ca.gov CONFIDENTIALITY NOTICE: This communication with its contents may contain confidential and/or legally privileged information. It is solely for the use of the intended recipient(s). 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On Jan 22, 2025, at 10:09 AM, Witham, Lauren@CalCivilRights > wrote: ■ Good morning, I am reviewing the documents you sent and will let you know if I have any questions or issues. I also sent you the medical release this morning. I apologize for the delay in sending that. Have a wonderful day, Lauren Witham Associate Governmental Program Analyst| Housing Unit California Civil Rights Department Phone: 916.964-1988 Email: Lauren.Witham@Calcivilrights.ca.gov CONFIDENTIALITY NOTICE: This communication with its contents may contain confidential and/or legally privileged information. It is solely for the use of the intended recipient(s). Unauthorized interception, review, use or disclosure is prohibited and may violate applicable laws including the Electronic Communications Privacy Act. If you are not the intended recipient, please contact the sender and destroy all copies of the communication. From: Jen Barreda > Sent: Tuesday, January 21, 2025 7:21 PM To: Witham, Lauren@CalCivilRights > Cc: jamesburbank91@gmail.com Subject: Re: CRD Case 202409-26239516 [EXTERNAL] This email originated from outside CRD. Do not click links or open attachments unless you recognize the sender and know the content is safe. Hello Lauren, Attached you will find my response and the supporting evidence. If you are unable to view any item, please let me know so that I may re-send it. Should you need anything else from me, please let me know. I never received the medical release form that you mentioned back on December 17, 2024. Thank you. On Friday, January 3, 2025 at 12:05:08 PM PST, Jen Barreda > wrote: Hello Lauren, Should my summary response be short or be detailed and descriptive? A lot of the materials or evidence I have to submit will not all fit in one email response. Would you like for me to send it in this email thread in various email replies or how would you recommend sending all the evidence to you? I did not receive the medical consent form in the previous email. May you send that to me please? If I do not sign the medical consent form, am I able to submit medical notes, letters from my physician and/or my treatment plan as alternatives? Thank you. On Dec 17, 2024, at 11:21 AM, Witham, Lauren@CalCivilRights > wrote: ■ Wonderful, thank you for the confirmation. Have a great day, Lauren Witham Associate Governmental Program Analyst| Housing Unit California Civil Rights Department Phone: 916.964-1988 Email: Lauren.Witham@Calcivilrights.ca.gov CONFIDENTIALITY NOTICE: This communication with its contents may contain confidential and/or legally privileged information. It is solely for the use of the intended recipient(s). Unauthorized interception, review, use or disclosure is prohibited and may violate applicable laws including the Electronic Communications Privacy Act. If you are not the intended recipient, please contact the sender and destroy all copies of the communication. From: Jen Barreda > Sent: Tuesday, December 17, 2024 11:15 AM To: Witham, Lauren@CalCivilRights > Cc: jamesburbank91@gmail.com Subject: Re: CRD Case 202409-26239516 [EXTERNAL] This email originated from outside CRD. Do not click links or open attachments unless you recognize the sender and know the content is safe. Hello Lauren, I received your email and will respond with all the materials you requested. Thank you! On Dec 17, 2024, at 10:35 AM, Witham, Lauren@CalCivilRights > wrote: ■ Good morning, I have placed the summary of the respondent's defense below. Please review and respond to this email with any response you may have. This can include details you feel are incorrect, missing or anything you would like to add. I would also like you to send me any evidence you have regarding the case, so emails, text messages, documents, etc. Anything that you feel relates to the case, please go ahead and send that to me. If you have any witnesses, please provide me with their contact information and what information you believe they can provide. Finally, I will be sending you a medical release form to be completed today so that I can contact your doctor. Please review and complete as soon as possible. Respondent Defense summary: Respondents denied all allegations. Respondents stated that on or around May 22nd they went for scheduled site visit to address some repairs. Respondents stated that on that visit they discovered that the glass shower enclosure from the upstairs bathroom had been removed without permission causing damage to the downstairs ceiling. Respondents stated that at that time they requested that you make no further changes to the property without prior approval of the owners. Respondents stated that you responded to this by telling them that you were just "waiting until the end of the lease to move out" and that you "would not be friendly going forward." Respondents stated that on May 30th they went to repair a leaky

toilet on the property where it was discovered that a bidet was installed without approval. Respondents stated that they decided at this time not to renew the lease and began to work on the 90-day notice. Respondents stated that they arranged a contractor to come and work on repairs at the property beginning June 17th and received confirmation from you that that would be fine. Respondents stated that when they and the contractor showed up to begin the work, they discovered a large dog on the property that they did not have any previous knowledge of. Respondents stated that they contacted you to ask about the dog and rearrange the start of the repairs as the dog could not be on the property. Respondents stated that you responded to them that the dog was your emotional support animal, but you did not submit any request for this animal previously or during this exchange. Respondents stated that on June 19th, they emailed you a letter of non-renewal of the lease, a lease violation for an animal on premises without seeking accommodation and unapproved repairs, alterations, or improvements as well as a 90-day notice which was not acknowledged by you at all. Respondents stated that they then mailed then to you which was delivered on July 15th. Respondents stated on August 5th they received a formal request for an emotional support animal in which they responded to let you know that they were not extending the lease, but you could provide a medical letter if you wished to formalize the process. Respondents stated that a letter was submitted by you from your healthcare professional on August 12th. Respondents stated that they asked you sign an animal terms and conditions addendum which was returned by you on August 21st. Respondents stated that they sent a confirmation of lease termination and non-renewal of the lease, and an offer was provided if you needed more time to make plans. Respondents stated that you entered a month-to-month contract as of August 30th. Thank you, Lauren Witham Associate Governmental Program Analyst| Housing Unit California Civil Rights Department Phone: 916.964-1988 Email: Lauren.Witham@Calcivilrights.ca.gov

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believe we have come to an agreement on our terms. We are open to reviewing and discussing any counter offers from the respondents. Our terms include the following: 1. Fair Housing trainings for Vicki Martinez, Brad Martinez, and all members of the Calhoun Gail D Trust. 1. Official Approval of the emotional support animal. 1. Apology from Vicki Martinez regarding the mishandling of the reasonable accommodation. 1. For Vicki Martinez, Brad Martinez and all members of the Calhoun Gail D Trust, to continue to fulfill their legal obligations to maintain the rental unit in a habitable condition. 1. The amount of \$150,000 which includes out of pocket expenses for moving supplies, loss of wages, self-advocacy actions, emotional distress and punitive damages. Thank you. On Wednesday, October 23, 2024 at 05:04:08 PM PDT, Witham, Lauren@CalCivilRights > wrote: Wonderful, I will speak to you tomorrow at 2:00 PM. Thank you, Lauren Witham Associate Governmental Program Analyst| Housing Unit California Civil Rights Department Phone: 916.964-1988 Email: Lauren.Witham@Calcivilrights.ca.gov CONFIDENTIALITY NOTICE: This communication with its contents may contain confidential and/or legally privileged information. It is solely for the use of the intended recipient(s). Unauthorized interception, review, use or disclosure is prohibited and may violate applicable laws including the Electronic Communications Privacy Act. If you are not the intended recipient, please contact the sender and destroy all copies of the communication. From: Jen Barreda > Sent: Wednesday, October 23, 2024 1:29 PM To: Witham, Lauren@CalCivilRights > Cc: jamesburbank91@gmail.com Subject: Re: CRD Case 202409-26239516 [EXTERNAL] This email originated from outside CRD. Do not click links or open attachments unless you recognize the sender and know the content is safe. Good Afternoon, I am available tomorrow at both times but would prefer a 2pm phone call. My cell phone is (323) 336-7829 Thank you. On Wednesday, October 23, 2024 at 12:40:09 PM PDT, Witham, Lauren@CalCivilRights > wrote: Good afternoon, I would need to know some additional details to determine if this could be something I can investigate with this complaint or if you would need to file a separate additional complaint for retaliation. Are you available for a phone call tomorrow at 2:00PM or 3:00 PM? Thank you, Lauren Witham Associate Governmental Program Analyst| Housing Unit California Civil Rights Department Phone: 916.964-1988 Email: Lauren.Witham@Calcivilrights.ca.gov CONFIDENTIALITY NOTICE: This communication with its contents may contain confidential and/or legally privileged information. It is solely for the use of the intended recipient(s). Unauthorized interception, review, use or disclosure is prohibited and may violate applicable laws including the Electronic Communications Privacy Act. If you are not the intended recipient, please contact the sender and destroy all copies of the communication. From: Jen Barreda > Sent: Thursday, October 17, 2024 9:53 AM To: Witham, Lauren@CalCivilRights > Cc: jamesburbank91@gmail.com Subject: Re: CRD Case 202409-26239516 [EXTERNAL] This email originated from outside CRD. Do not click links or open attachments unless you recognize the sender and know the content is safe. Good Morning, I have additional concerns regarding my case. At this time and for quite some time, the unit we are renting has had maintenance issues that have either been ignored, brushed off as nothing or have been delayed drastically. At the moment, the respondent has hired a property management company to handle all aspects of the unit. We have reported numerous repairs such as water intrusion into the unit, signs of mildew and mold, and plumbing issues. The manager has stated that no repairs can be made unless they have approval of the respondent. We have slow active leaks in our garage which is over time damaging our items and not allowing us to use the space we pay for, a toilet that leaks, a patio that requires weather proofing, etc. We have reported these issues to the respondent before and now since having the new management company. None of those issues have been fixed. We have had 2 different plumbers take a look at the issues we reported and have each stated that pipes were improperly "fixed" and would need to be replaced, among other things they noticed. From September 5th up until now that we have brought all these issues to light, nothing has been done. There is no urgency or concern for these issues, if anything, the manager is very dismissive and has a bad attitude about the issues we bring up to her. I have already filed a complaint with the Los Angeles County Health Department and the manager and respondent were aware of the complaint, yet nothing happened. I strongly feel that the lack of urgency and the negligence is due to retaliation for asserting my rights and filing this exact complaint. I strongly believe this because the manager herself has said that nothing can be fixed without the approval of the respondents. I cannot simply gather terms when I feel I am being retaliated against and am still living with overwhelming stress and anxiety because the unit I pay so much for, is not being taken care. Are you able to assist with this matter since it feels like retaliation from this complaint? On Thursday, October 10, 2024 at 08:55:32 AM PDT, Witham, Lauren@CalCivilRights > wrote: Good morning, It can begin at any time. As soon as I get a settlement offer from you, I will present that to the respondents. They will have the option to accept, decline or present a counteroffer. I will present you with the respondent's response and then we will continue that process until a settlement is determined and an agreement can be signed. If someone declines to continue the process, I will just continue investigating the case. Please be aware that I am a neutral party in this, and I am just the middle man presenting the offers and creating the conciliation agreement for everyone to sign if you come to terms you agree with. Thank you, Lauren Witham Associate Governmental Program Analyst| Housing Unit California Civil Rights Department Phone: 916.964-1988 Email: Lauren.Witham@Calcivilrights.ca.gov CONFIDENTIALITY NOTICE: This communication with its contents may contain confidential and/or legally privileged information. It is solely for the use of the intended recipient(s). Unauthorized interception, review, use or disclosure is prohibited and may violate applicable laws including the Electronic Communications Privacy Act. If you are not the intended recipient, please contact the sender and destroy all copies of the communication. From: Jen Barreda > Sent: Wednesday, October 9, 2024 3:10 PM To: Witham, Lauren@CalCivilRights > Cc: jamesburbank91@gmail.com Subject: Re: CRD Case 202409-26239516 [EXTERNAL] This email originated from outside CRD. Do not click links or open attachments unless you recognize the sender and know the content is safe. Good afternoon, Thank you for that information Lauren. As far as conciliation, what is that process like and when would that begin? On Oct 9, 2024, at 2:53 PM, Witham, Lauren@CalCivilRights > wrote: ■ Good afternoon, We do not have a list of possible remedies or compensation options. The only thing I can really tell you is that most cases for our department

settlement for somewhere between \$2000-\$5000 and we like all conciliation to include fair housing training or posting of a fair housing poster. Outside of that, it is up to you. I would recommend thinking about what would make you feel better about this matter. Thank you, Lauren Witham Associate Governmental Program Analyst| Housing Unit California Civil Rights Department Phone: 916.964-1988 Email: Lauren.Witham@Calcivilrights.ca.gov CONFIDENTIALITY NOTICE: This communication with its contents may contain confidential and/or legally privileged information. It is solely for the use of the intended recipient(s). Unauthorized interception, review, use or disclosure is prohibited and may violate applicable laws including the Electronic Communications Privacy Act. If you are not the intended recipient, please contact the sender and destroy all copies of the communication. From: Jen Barreda > Sent: Wednesday, October 9, 2024 2:44 PM To: Witham, Lauren@CalCivilRights > Cc: jamesburbank91@gmail.com Subject: Re: CRD Case 202409-26239516 [EXTERNAL] This email originated from outside CRD. Do not click links or open attachments unless you recognize the sender and know the content is safe. Good Afternoon, I wanted to follow up from my previous email regarding conciliation. Please advise on what to expect or if there is anything that is required from me at this time. Thank you. On Oct 3, 2024, at 4:48 PM, Jen Barreda > wrote: ■ Good Afternoon, I am open to conciliation, however, I have not yet finalized my terms. If the respondents have a settlement offer in mind, I would be open to reviewing and discussing it. Additionally, could you provide any guidance or a list of possible remedies or compensation options that are typically considered in cases with similar allegations? This would help me better understand the potential resolution options as I continue to finalize my terms. Thank you again for your assistance. On Oct 1, 2024, at 3:14 PM, Witham, Lauren@CalCivilRights > wrote: ■ Good afternoon, As part of the normal case processing, we offer mediation and conciliation for all of our cases. I have spoken with the respondents in this matter, and they are interested in potentially conciliating the case. They would like to know what your settlement terms would be for the case. Can you please let me know if you are interested in the conciliating the case and what your terms would be. If you have questions, please let me know. Thank you, Lauren Witham Associate Governmental Program Analyst| Housing Unit California Civil Rights Department Phone: 916.964-1988 Email: Lauren.Witham@Calcivilrights.ca.gov CONFIDENTIALITY NOTICE: This communication with its contents may contain confidential and/or legally privileged information. It is solely for the use of the intended recipient(s). Unauthorized interception, review, use or disclosure is prohibited and may violate applicable laws including the Electronic Communications Privacy Act. If you are not the intended recipient, please contact the sender and destroy all copies of the communication.

Email #155: Re: CRD Case 202409-26239516

From: Jen Barreda

Date: Feb 01, 2025 at 06:01:10

ID:

Hello Lauren, I would like to file a housing retaliation complaint against the respondents Brad and Vicki Martinez and the trust as they have served me and my family a 60 day eviction notice on January 29, 2025. Please respond at your earliest convenience as this is urgent and let me know how to proceed. Thank you. On Jan 22, 2025, at 10:09 AM, Witham, Lauren@CalCivilRights <Lauren.Witham@calcivilrights.ca.gov> wrote: ■ @font-face { font-family: Helvetica; } @font-face { font-family: "Cambria Math"; } @font-face { font-family: Calibri; } @font-face { font-family: Verdana; } @font-face { font-family: Aptos; } @font-face { font-family: Tahoma; } p.MsoNormal, li.MsoNormal, div.MsoNormal { margin: 0in; font-size: 12pt; font-family: Aptos, sans-serif; } a.link, span.MsoHyperlink { color: blue; text-decoration: underline; } p.ydpd88aa588yiv4722174552ydpaf3fc0e9yiv9754303129msonormal, li.ydpd88aa588yiv4722174552ydpaf3fc0e9yiv9754303129msonormal, div.ydpd88aa588yiv4722174552ydpaf3fc0e9yiv9754303129msonormal { margin-right: 0in; margin-left: 0in; font-size: 12pt; font-family: Aptos, sans-serif; } p.ydpd88aa588yiv4722174552ydpaf3fc0e9yiv9754303129msonormal2, li.ydpd88aa588yiv4722174552ydpaf3fc0e9yiv9754303129msonormal2, div.ydpd88aa588yiv4722174552ydpaf3fc0e9yiv9754303129msonormal2 { margin-right: 0in; margin-left: 0in; font-size: 12pt; font-family: Aptos, sans-serif; } p.ydpd88aa588yiv4722174552ydpaf3fc0e9yiv9754303129msonormal11, li.ydpd88aa588yiv4722174552ydpaf3fc0e9yiv9754303129msonormal11, div.ydpd88aa588yiv4722174552ydpaf3fc0e9yiv9754303129msonormal11 { margin-right: 0in; margin-left: 0in; font-size: 12pt; font-family: Aptos, sans-serif; } span.EmailStyle23 { font-family: Aptos, sans-serif; color: windowtext; } .MsoChpDefault { font-size: 10pt; } @page WordSection1 { size: 8.5in 11in; margin: 1in; } div.WordSection1 { page: WordSection1; } ol { margin-bottom: 0in; } ul { margin-bottom: 0in; } Good morning, I am reviewing the documents you sent and will let you know if I have any questions or issues. I also sent you the medical release this morning. I apologize for the delay in sending that. Have a wonderful day, Lauren Witham Associate Governmental Program Analyst| Housing Unit California Civil Rights Department Phone: 916.964-1988 Email: Lauren.Witham@Calcivilrights.ca.gov CONFIDENTIALITY NOTICE: This communication with its contents may contain confidential and/or legally privileged information. It is solely for the use of the intended recipient(s). Unauthorized interception, review, use or disclosure is prohibited and may violate applicable laws including the Electronic Communications Privacy Act. If you are not the

intended recipient, please contact the sender and destroy all copies of the communication. From: Jen Barreda <jenbarreda@yahoo.com> Sent: Tuesday, January 21, 2025 7:21 PM To: Witham, Lauren@CalCivilRights <lauren.witham@calcivilrights.ca.gov> Cc: jamesburbank91@gmail.com Subject: Re: CRD Case 202409-26239516 [EXTERNAL] This email originated from outside CRD. Do not click links or open attachments unless you recognize the sender and know the content is safe. Hello Lauren, Attached you will find my response and the supporting evidence. If you are unable to view any item, please let me know so that I may re-send it. Should you need anything else from me, please let me know. I never received the medical release form that you mentioned back on December 17, 2024. Thank you. On Friday, January 3, 2025 at 12:05:08 PM PST, Jen Barreda <jenbarreda@yahoo.com> wrote: Hello Lauren, Should my summary response be short or be detailed and descriptive? A lot of the materials or evidence I have to submit will not all fit in one email response. Would you like for me to send it in this email thread in various email replies or how would you recommend sending all the evidence to you? I did not receive the medical consent form in the previous email. May you send that to me please? If I do not sign the medical consent form, am I able to submit medical notes, letters from my physician and/or my treatment plan as alternatives? Thank you. On Dec 17, 2024, at 11:21 AM, Witham, Lauren@CalCivilRights <Lauren.Witham@calcivilrights.ca.gov> wrote: ■ Wonderful, thank you for the confirmation. Have a great day, Lauren Witham Associate Governmental Program Analyst| Housing Unit California Civil Rights Department Phone: 916.964-1988 Email: Lauren.Witham@Calcivilrights.ca.gov CONFIDENTIALITY NOTICE: This communication with its contents may contain confidential and/or legally privileged information. It is solely for the use of the intended recipient(s). Unauthorized interception, review, use or disclosure is prohibited and may violate applicable laws including the Electronic Communications Privacy Act. If you are not the intended recipient, please contact the sender and destroy all copies of the communication. From: Jen Barreda <jenbarreda@yahoo.com> Sent: Tuesday, December 17, 2024 11:15 AM To: Witham, Lauren@CalCivilRights <Lauren.Witham@calcivilrights.ca.gov> Cc: jamesburbank91@gmail.com Subject: Re: CRD Case 202409-26239516 [EXTERNAL] This email originated from outside CRD. Do not click links or open attachments unless you recognize the sender and know the content is safe. Hello Lauren, I received your email and will respond with all the materials you requested. Thank you! On Dec 17, 2024, at 10:35 AM, Witham, Lauren@CalCivilRights <Lauren.Witham@calcivilrights.ca.gov> wrote: ■ Good morning, I have placed the summary of the respondent's defense below. Please review and respond to this email with any response you may have. This can include details you feel are incorrect, missing or anything you would like to add. I would also like you to send me any evidence you have regarding the case, so emails, text messages, documents, etc. Anything that you feel relates to the case, please go ahead and send that to me. If you have any witnesses, please provide me with their contact information and what information you believe they can provide. Finally, I will be sending you a medical release form to be completed today so that I can contact your doctor. Please review and complete as soon as possible. Respondent Defense summary: Respondents denied all allegations. Respondents stated that on or around May 22 nd they went for scheduled site visit to address some repairs. Respondents stated that on that visit they discovered that the glass shower enclosure from the upstairs bathroom had been removed without permission causing damage to the downstairs ceiling. Respondents stated that at that time they requested that you make no further changes to the property without prior approval of the owners. Respondents stated that you responded to this by telling them that you were just "waiting until the end of the lease to move out" and that you "would not be friendly going forward." Respondents stated that on May 30 th they went to repair a leaky toilet on the property where it was discovered that a bidet was installed without approval. Respondents stated that they decided at this time not to renew the lease and began to work on the 90-day notice. Respondents stated that they arranged a contractor to come and work on repairs at the property beginning June 17 th and received confirmation from you that that would be fine. Respondents stated that when they and the contractor showed up to begin the work, they discovered a large dog on the property that they did not have any previous knowledge of. Respondents stated that they contacted you to ask about the dog and rearrange the start of the repairs as the dog could not be on the property. Respondents stated that you responded to them that the dog was your emotional support animal, but you did not submit any request for this animal previously or during this exchange. Respondents stated that on June 19 th, they emailed you a letter of non-renewal of the lease, a lease violation for an animal on premises without seeking accommodation and unapproved repairs, alterations, or improvements as well as a 90-day notice which was not acknowledged by you at all. Respondents stated that they then mailed then to you which was delivered on July 15 th . Respondents stated on August 5 th they received a formal request for an emotional support animal in which they responded to let you know that they were not extending the lease, but you could provide a medical letter if you wished to formalize the process. Respondents stated that a letter was submitted by you from your healthcare professional on August 12 th . Respondents stated that they asked you sign an animal terms and conditions addendum which was returned by you on August 21 st . Respondents stated that they sent a confirmation of lease termination and non-renewal of the lease, and an offer was provided if you needed more time to make plans. Respondents stated that you entered a month-to-month contract as of August 30 th . Thank you, Lauren Witham Associate Governmental Program Analyst| Housing Unit California Civil Rights Department Phone: 916.964-1988 Email: Lauren.Witham@Calcivilrights.ca.gov CONFIDENTIALITY NOTICE: This communication with its contents may contain confidential and/or legally privileged information. It is solely for the use of the intended recipient(s). Unauthorized interception, review, use or disclosure is prohibited and may violate applicable laws including the Electronic Communications Privacy Act. 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We have had 2 different plumbers take a look at the issues we reported and have each stated that pipes were improperly "fixed" and would need to be replaced, among other things they noticed. From September 5th up until now that we have brought all these issues to light, nothing has been done. There is no urgency or concern for these issues, if anything, the manager is very dismissive and has a bad attitude about the issues we bring up to her. I have already filed a complaint with the Los Angeles County Health Department and the manager and respondent were aware of the complaint, yet nothing happened. I strongly feel that the lack of urgency and the negligence is due to retaliation for asserting my rights and filing this exact complaint. I strongly believe this because the manager herself has said that nothing can be fixed without the approval of the respondents. I cannot simply gather terms when I feel I am being retaliated against and am still living with overwhelming stress and anxiety because the unit I pay so much for, is not being taken care. Are you able to assist with this matter since it feels like retaliation from this complaint? On Thursday, October 10, 2024 at 08:55:32 AM PDT, Witham, Lauren@CalCivilRights <lauren.witham@calcivilrights.ca.gov> wrote: Good morning, It can begin at any time. As soon as I get a settlement offer from you, I will present that to the respondents. They will have the option to accept, decline or present a counteroffer. I will present you with the respondent's response and then we will continue that process until a settlement is determined and an agreement can be signed. If someone declines to continue the process, I will just continue investigating the case. Please be aware that I am a neutral party in this, and I am just the middle man presenting the offers and creating the conciliation agreement for everyone to sign if you come to terms you agree with. Thank you, Lauren Witham Associate Governmental Program Analyst| Housing Unit California Civil Rights Department Phone: 916.964-1988 Email: Lauren.Witham@Calcivilrights.ca.gov CONFIDENTIALITY NOTICE: This communication with its contents may contain confidential and/or legally privileged information. It is solely for the use of the intended recipient(s). Unauthorized interception, review, use or disclosure is prohibited and may violate applicable laws including the Electronic Communications Privacy Act. If you are not the intended recipient, please contact the sender and destroy all copies of the communication. From: Jen Barreda <jenbarreda@yahoo.com> Sent: Wednesday, October 9, 2024 3:10 PM To: Witham, Lauren@CalCivilRights <Lauren.Witham@calcivilrights.ca.gov> Cc: jamesburbank91@gmail.com Subject: Re: CRD Case 202409-26239516 [EXTERNAL] This email originated from outside CRD. Do not click links or open attachments unless you recognize the sender and know the content is safe. Good afternoon, Thank you for that information Lauren. As far as conciliation, what is that process like and when would that begin? On Oct 9, 2024, at 2:53 PM, Witham, Lauren@CalCivilRights <Lauren.Witham@calcivilrights.ca.gov> wrote: ■ Good afternoon, We do not have a list of possible remedies or compensation options. The only thing I can really tell you is that most cases for our department settlement for somewhere between \$2000-\$5000 and we like all conciliation to include fair housing training or posting of a fair housing poster. Outside of that, it is up to you. I would recommend thinking about what would make you feel better about this matter. Thank you, Lauren Witham Associate Governmental Program Analyst| Housing Unit California Civil Rights Department Phone: 916.964-1988 Email: Lauren.Witham@Calcivilrights.ca.gov CONFIDENTIALITY NOTICE: This communication with its contents may contain confidential and/or legally privileged information. It is solely for the use of the intended recipient(s). Unauthorized interception, review, use or disclosure is prohibited and may violate applicable laws including the Electronic Communications Privacy Act. If you are not the intended recipient, please contact the sender and destroy all copies of the communication. From: Jen Barreda <jenbarreda@yahoo.com> Sent: Wednesday, October 9, 2024 2:44 PM To: Witham, Lauren@CalCivilRights <Lauren.Witham@calcivilrights.ca.gov> Cc: jamesburbank91@gmail.com Subject: Re: CRD Case 202409-26239516 [EXTERNAL] This email originated from outside CRD. Do not click links or open attachments unless you recognize the sender and know the content is safe. Good Afternoon, I wanted to follow up from my previous email regarding conciliation. Please advise on what to expect or if there is anything that is required from me at this time. Thank you. On Oct 3, 2024, at 4:48 PM, Jen Barreda <jenbarreda@yahoo.com> wrote: ■ Good Afternoon, I am open to conciliation, however, I have not yet finalized my terms. If the respondents have a settlement offer in mind, I would be open to reviewing and discussing it. Additionally, could you provide any guidance or a list of possible remedies or compensation options that are typically considered in cases with similar allegations? This would help me better understand the potential resolution options as I continue to finalize my terms. Thank you again for your assistance. On Oct 1, 2024, at 3:14 PM, Witham, Lauren@CalCivilRights <Lauren.Witham@calcivilrights.ca.gov> wrote: ■ Good

afternoon, As part of the normal case processing, we offer mediation and conciliation for all of our cases. I have spoken with the respondents in this matter, and they are interested in potentially conciliating the case. They would like to know what your settlement terms would be for the case. Can you please let me know if you are interested in the conciliating the case and what your terms would be. If you have questions, please let me know. Thank you, Lauren Witham Associate Governmental Program Analyst| Housing Unit California Civil Rights Department Phone: 916.964-1988 Email: Lauren.Witham@Calcivilrights.ca.gov CONFIDENTIALITY NOTICE: This communication with its contents may contain confidential and/or legally privileged information. It is solely for the use of the intended recipient(s). Unauthorized interception, review, use or disclosure is prohibited and may violate applicable laws including the Electronic Communications Privacy Act. If you are not the intended recipient, please contact the sender and destroy all copies of the communication.

Email #156: RE: CRD Case 202409-26239516

From: "Witham, Lauren@CalCivilRights"

Date: Jan 22, 2025 at 18:08:56

ID:

Good morning, I am reviewing the documents you sent and will let you know if I have any questions or issues. I also sent you the medical release this morning. I apologize for the delay in sending that. Have a wonderful day, Lauren Witham Associate Governmental Program Analyst| Housing Unit California Civil Rights Department Phone: 916.964-1988 Email: Lauren.Witham@Calcivilrights.ca.gov CONFIDENTIALITY NOTICE: This communication with its contents may contain confidential and/or legally privileged information. It is solely for the use of the intended recipient(s). Unauthorized interception, review, use or disclosure is prohibited and may violate applicable laws including the Electronic Communications Privacy Act. If you are not the intended recipient, please contact the sender and destroy all copies of the communication. From: Jen Barreda Sent: Tuesday, January 21, 2025 7:21 PM To: Witham, Lauren@CalCivilRights Cc: jamesburbank91@gmail.com Subject: Re: CRD Case 202409-26239516 [EXTERNAL] This email originated from outside CRD. Do not click links or open attachments unless you recognize the sender and know the content is safe. Hello Lauren, Attached you will find my response and the supporting evidence. If you are unable to view any item, please let me know so that I may re-send it. Should you need anything else from me, please let me know. I never received the medical release form that you mentioned back on December 17, 2024. Thank you. On Friday, January 3, 2025 at 12:05:08 PM PST, Jen Barreda > wrote: Hello Lauren, Should my summary response be short or be detailed and descriptive? A lot of the materials or evidence I have to submit will not all fit in one email response. Would you like for me to send it in this email thread in various email replies or how would you recommend sending all the evidence to you? I did not receive the medical consent form in the previous email. May you send that to me please? If I do not sign the medical consent form, am I able to submit medical notes, letters from my physician and/or my treatment plan as alternatives? Thank you. On Dec 17, 2024, at 11:21 AM, Witham, Lauren@CalCivilRights > wrote: ■ Wonderful, thank you for the confirmation. Have a great day, Lauren Witham Associate Governmental Program Analyst| Housing Unit California Civil Rights Department Phone: 916.964-1988 Email: Lauren.Witham@Calcivilrights.ca.gov CONFIDENTIALITY NOTICE: This communication with its contents may contain confidential and/or legally privileged information. It is solely for the use of the intended recipient(s). Unauthorized interception, review, use or disclosure is prohibited and may violate applicable laws including the Electronic Communications Privacy Act. If you are not the intended recipient, please contact the sender and destroy all copies of the communication. From: Jen Barreda > Sent: Tuesday, December 17, 2024 11:15 AM To: Witham, Lauren@CalCivilRights > Cc: jamesburbank91@gmail.com Subject: Re: CRD Case 202409-26239516 [EXTERNAL] This email originated from outside CRD. Do not click links or open attachments unless you recognize the sender and know the content is safe. Hello Lauren, I received your email and will respond with all the materials you requested. Thank you! On Dec 17, 2024, at 10:35 AM, Witham, Lauren@CalCivilRights > wrote: ■ Good morning, I have placed the summary of the respondent's defense below. Please review and respond to this email with any response you may have. This can include details you feel are incorrect, missing or anything you would like to add. I would also like you to send me any evidence you have regarding the case, so emails, text messages, documents, etc. Anything that you feel relates to the case, please go ahead and send that to me. If you have any witnesses, please provide me with their contact information and what information you believe they can provide. Finally, I will be sending you a medical release form to be completed today so that I can contact your doctor. Please review and complete as soon as possible. Respondent Defense summary: Respondents denied all allegations. Respondents stated that on or around May 22nd they went for scheduled site visit to address some repairs. Respondents stated that on that visit they discovered that the glass shower enclosure from the upstairs bathroom had been removed without permission causing damage to the downstairs ceiling. Respondents stated that at that time they requested that you make no further changes to the property without prior approval of the owners. Respondents stated that you responded to this by telling them that you were just "waiting until the end of the lease to move out" and that you "would not be friendly going forward." Respondents stated that on May 30th they went to repair a leaky toilet on the property where it was discovered that a bidet was installed without approval. Respondents stated that they decided at this time not to renew the

lease and began to work on the 90-day notice. Respondents stated that they arranged a contractor to come and work on repairs at the property beginning June 17th and received confirmation from you that that would be fine. Respondents stated that when they and the contractor showed up to begin the work, they discovered a large dog on the property that they did not have any previous knowledge of. Respondents stated that they contacted you to ask about the dog and rearrange the start of the repairs as the dog could not be on the property. Respondents stated that you responded to them that the dog was your emotional support animal, but you did not submit any request for this animal previously or during this exchange. Respondents stated that on June 19th, they emailed you a letter of non-renewal of the lease, a lease violation for an animal on premises without seeking accommodation and unapproved repairs, alterations, or improvements as well as a 90-day notice which was not acknowledged by you at all. Respondents stated that they then mailed then to you which was delivered on July 15th. Respondents stated on August 5th they received a formal request for an emotional support animal in which they responded to let you know that they were not extending the lease, but you could provide a medical letter if you wished to formalize the process. Respondents stated that a letter was submitted by you from your healthcare professional on August 12th. Respondents stated that they asked you sign an animal terms and conditions addendum which was returned by you on August 21st. Respondents stated that they sent a confirmation of lease termination and non-renewal of the lease, and an offer was provided if you needed more time to make plans. Respondents stated that you entered a month-to-month contract as of August 30th. Thank you, Lauren Witham Associate Governmental Program Analyst| Housing Unit California Civil Rights Department Phone: 916.964-1988 Email: Lauren.Witham@Calcivilrights.ca.gov

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I will present you with the respondent's response and then we will continue that process until a settlement is determined and an agreement can be signed. If someone declines to continue the process, I will just continue investigating the case. Please be aware that I am a neutral party in this, and I am just the middle man presenting the offers and creating the conciliation agreement for everyone to sign if you come to terms you agree with. Thank you, Lauren Witham Associate Governmental Program Analyst| Housing Unit California Civil Rights Department Phone: 916.964-1988 Email: Lauren.Witham@Calcivilrights.ca.gov CONFIDENTIALITY NOTICE: This communication with its contents may contain confidential and/or legally privileged information. It is solely for the use of the intended recipient(s). Unauthorized interception, review, use or disclosure is prohibited and may violate applicable laws including the Electronic Communications Privacy Act. If you are not the intended recipient, please contact the sender and destroy all copies of the communication. From: Jen Barreda > Sent: Wednesday, October 9, 2024 3:10 PM To: Witham, Lauren@CalCivilRights > Cc: jamesburbank91@gmail.com Subject: Re: CRD Case 202409-26239516 [EXTERNAL] This email originated from outside CRD. Do not click links or open attachments unless you recognize the sender and know the content is safe. Good afternoon, Thank you for that information Lauren. As far as conciliation, what is that process like and when would that begin? On Oct 9, 2024, at 2:53 PM, Witham, Lauren@CalCivilRights > wrote: ■ Good afternoon, We do not have a list of possible remedies or compensation options. The only thing I can really tell you is that most cases for our department settlement for somewhere between \$2000-\$5000 and we like all conciliation to include fair housing training or posting of a

fair housing poster. Outside of that, it is up to you. I would recommend thinking about what would make you feel better about this matter. Thank you, Lauren Witham Associate Governmental Program Analyst| Housing Unit California Civil Rights Department Phone: 916.964-1988 Email: Lauren.Witham@Calcivilrights.ca.gov CONFIDENTIALITY NOTICE: This communication with its contents may contain confidential and/or legally privileged information. It is solely for the use of the intended recipient(s). Unauthorized interception, review, use or disclosure is prohibited and may violate applicable laws including the Electronic Communications Privacy Act. If you are not the intended recipient, please contact the sender and destroy all copies of the communication. From: Jen Barreda > Sent: Wednesday, October 9, 2024 2:44 PM To: Witham, Lauren@CalCivilRights > Cc: jamesburbank91@gmail.com Subject: Re: CRD Case 202409-26239516 [EXTERNAL] This email originated from outside CRD. Do not click links or open attachments unless you recognize the sender and know the content is safe. Good Afternoon, I wanted to follow up from my previous email regarding conciliation. Please advise on what to expect or if there is anything that is required from me at this time. Thank you. On Oct 3, 2024, at 4:48 PM, Jen Barreda > wrote: ■ Good Afternoon, I am open to conciliation, however, I have not yet finalized my terms. If the respondents have a settlement offer in mind, I would be open to reviewing and discussing it. Additionally, could you provide any guidance or a list of possible remedies or compensation options that are typically considered in cases with similar allegations? This would help me better understand the potential resolution options as I continue to finalize my terms. Thank you again for your assistance. On Oct 1, 2024, at 3:14 PM, Witham, Lauren@CalCivilRights > wrote: ■ Good afternoon, As part of the normal case processing, we offer mediation and conciliation for all of our cases. I have spoken with the respondents in this matter, and they are interested in potentially conciliating the case. They would like to know what your settlement terms would be for the case. Can you please let me know if you are interested in the conciliating the case and what your terms would be. If you have questions, please let me know. Thank you, Lauren Witham Associate Governmental Program Analyst| Housing Unit California Civil Rights Department Phone: 916.964-1988 Email: Lauren.Witham@Calcivilrights.ca.gov CONFIDENTIALITY NOTICE: This communication with its contents may contain confidential and/or legally privileged information. It is solely for the use of the intended recipient(s). Unauthorized interception, review, use or disclosure is prohibited and may violate applicable laws including the Electronic Communications Privacy Act. If you are not the intended recipient, please contact the sender and destroy all copies of the communication.

Email #157: Re: CRD Case 202409-26239516

From: Jen Barreda

Date: Jan 22, 2025 at 04:50:45

ID: <1186714339.2876018.1737521445961@mail.yahoo.com>

Hello Lauren, Video 1 and Video 2 have been split into multiple Parts. Please find the Videos and all other materials submitted earlier in this link as well. <https://www.dropbox.com/scl/fo/5adbnblu77nad9aldz4/AOxT3EKuNaXNLDzpGUemazQ?rlkey=drmbzye8j3lyydc6x6ump1vhy&st=e0zhlsqo&dl=0> Thank you. On Tuesday, January 21, 2025 at 07:21:13 PM PST, Jen Barreda wrote: Hello Lauren, Attached you will find my response and the supporting evidence. If you are unable to view any item, please let me know so that I may re-send it. Should you need anything else from me, please let me know. I never received the medical release form that you mentioned back on December 17, 2024. Thank you. On Friday, January 3, 2025 at 12:05:08 PM PST, Jen Barreda wrote: Hello Lauren, Should my summary response be short or be detailed and descriptive? A lot of the materials or evidence I have to submit will not all fit in one email response. Would you like for me to send it in this email thread in various email replies or how would you recommend sending all the evidence to you? I did not receive the medical consent form in the previous email. May you send that to me please? If I do not sign the medical consent form, am I able to submit medical notes, letters from my physician and/or my treatment plan as alternatives? Thank you. On Dec 17, 2024, at 11:21 AM, Witham, Lauren@CalCivilRights wrote: ■ Wonderful, thank you for the confirmation. Have a great day, Lauren Witham Associate Governmental Program Analyst| Housing Unit California Civil Rights Department Phone: 916.964-1988 Email: Lauren.Witham@Calcivilrights.ca.gov

CONFIDENTIALITY NOTICE: This communication with its contents may contain confidential and/or legally privileged information. It is solely for the use of the intended recipient(s). Unauthorized interception, review, use or disclosure is prohibited and may violate applicable laws including the Electronic Communications Privacy Act. If you are not the intended recipient, please contact the sender and destroy all copies of the communication. From: Jen Barreda Sent: Tuesday, December 17, 2024 11:15 AM To: Witham, Lauren@CalCivilRights Cc: jamesburbank91@gmail.com Subject: Re: CRD Case 202409-26239516 [EXTERNAL] This email originated from outside CRD. Do not click links or open attachments unless you recognize the sender and know the content is safe. Hello Lauren, I received your email and will respond with all the materials you requested. Thank you! On Dec 17, 2024, at 10:35 AM, Witham, Lauren@CalCivilRights wrote: ■ Good morning, I have placed the summary of the respondent's defense below. Please review and respond to this email with any response you may have. This can include details you feel are incorrect, missing or anything you would like to add. I would also like you to send me any evidence you have regarding the case, so emails, text messages, documents, etc. Anything that you feel relates to the case, please go ahead and send that to me. If you have any witnesses, please provide me with their contact information and what information you believe they can provide. Finally, I will be sending you a medical release form to be completed today so that I can contact your doctor. Please review and complete as soon as possible. Respondent Defense summary: Respondents denied all allegations. Respondents stated that on or around May 22nd they went for scheduled site visit to address some repairs. Respondents stated that on that visit they discovered that the glass shower enclosure from the upstairs bathroom had been removed without permission causing damage to the downstairs ceiling. Respondents stated that at that time they requested that you make no further changes to the property without prior approval of the owners. Respondents stated that you responded to this by telling them that you were just "waiting until the end of the lease to move out" and that you "would not be friendly going forward." Respondents stated that on May 30th they went to repair a leaky toilet on the property where it was discovered that a bidet was installed without approval. Respondents stated that they decided at this time not to renew the lease and began to work on the 90-day notice. Respondents stated that they arranged a contractor to come and work on repairs at the property beginning June 17th and received confirmation from you that that would be fine. Respondents stated that when they and the contractor showed up to begin the work, they discovered a large dog on the property that they did not have any previous knowledge of. Respondents stated that they contacted you to ask about the dog and rearrange the start of the repairs as the dog could not be on the property. Respondents stated that you responded to them that the dog was your emotional support animal, but you did not submit any request for this animal previously or during this exchange. Respondents stated that on June 19th, they emailed you a letter of non-renewal of the lease, a lease violation for an animal on premises without seeking accommodation and unapproved repairs, alterations, or improvements as well as a 90-day notice which was not acknowledged by you at all. Respondents stated that they then mailed then to you which was delivered on July 15th. Respondents stated on August 5th they received a formal request for an emotional support animal in which they responded to let you know that they were not extending the lease, but you could provide a medical letter if you wished to formalize the process. Respondents stated that a letter was submitted by you from your healthcare professional on August 12th. Respondents stated that they asked you sign an animal terms and conditions addendum which was returned by you on August 21st. Respondents stated that they sent a confirmation of lease termination and non-renewal of the lease, and an offer was provided if you needed more time to make plans. Respondents stated that you entered a month-to-month contract as of August 30th. Thank you, Lauren Witham Associate Governmental Program Analyst| Housing Unit California Civil Rights Department Phone: 916.964-1988 Email: Lauren.Witham@Calcivilrights.ca.gov

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communication. From: Jen Barreda Sent: Monday, December 16, 2024 8:29 AM To: Witham, Lauren@CalCivilRights Cc: jamesburbank91@gmail.com Subject: Re: CRD Case 202409-26239516 [EXTERNAL] This email originated from outside CRD. Do not click links or open attachments unless you recognize the sender and know the content is safe. Hello Lauren,

Thank you for letting me know. An email with all the necessary information would be just as good. Please go ahead and email us with the response from the respondents in further detail, if any, along with the next steps of the beginning of the investigation and what you may need from me and how to provide that to you or to whoever would be conducting the investigation. If I have any questions I will reach out to schedule a phone call, however for now I think e-mail works best.

Thank you! I look forward to hearing from you soon. On Dec 13, 2024, at 3:21 PM, Witham, Lauren@CalCivilRights wrote: ■ Good afternoon, I apologize for the delay in responding as I was out of the office unexpectedly. I have availability on Monday 12/16 at 11:00 or 2:00 PM if you would be available this day to speak. I can also send the information via email if that is easier and we can schedule a phone call after if you have questions. Please let me know what you would prefer. Thank you, Lauren Witham Associate Governmental Program Analyst| Housing Unit California Civil Rights Department Phone: 916.964-1988 Email: Lauren.Witham@Calcivilrights.ca.gov CONFIDENTIALITY NOTICE: This communication with its contents may contain confidential and/or legally privileged information. It is solely for the use of the intended recipient(s). Unauthorized interception, review, use or disclosure is prohibited and may violate applicable laws including the Electronic Communications Privacy Act. If you are not the intended recipient, please contact the sender and destroy all copies of the communication.

From: Jen Barreda Sent: Friday, December 13, 2024 3:20 AM To: Witham, Lauren@CalCivilRights Cc: jamesburbank91@gmail.com Subject: Re: CRD Case 202409-26239516 [EXTERNAL] This email originated from outside CRD. Do not click links or open attachments unless you recognize the sender and know the content is safe. Good morning Lauren, I'm following up on the missed call you had set up for us for 12/9 at 11am. I called to leave a voicemail and followed up with an email as well and haven't heard back. Please let me know if you are still going to call to speak with me regarding the case and the response you received from the respondents. My cell phone number is 323-336-7829. An email response would suffice as well. I want to ensure I know what the status of the case is and what to expect next. Thank you. On Dec 9, 2024, at 11:11 AM, Jen Barreda wrote: ■ Good morning Lauren, Please let me know if you are still available for a call today. I should be available for another 30 minutes or so. Thank you. On Dec 4, 2024, at 10:40 AM, Jen Barreda wrote: ■ Good morning, Monday at 11am works best. On Dec 4, 2024, at 9:58 AM, Witham, Lauren@CalCivilRights wrote: ■ Good morning, I have received a response from the respondents, and they have declined this offer and declined to participate in conciliation any further. At this point, I will need to move forward with this investigation. I would like to set up a short phone call with you to discuss this case and the response that we received from the respondents. I have availability on Monday December 9th at 10:00 AM and 11:00 AM. Would you be available for either of those times? Thank you, Lauren Witham Associate Governmental Program Analyst| Housing Unit California Civil Rights Department Phone: 916.964-1988 Email: Lauren.Witham@Calcivilrights.ca.gov CONFIDENTIALITY NOTICE: This communication with its contents may contain confidential and/or legally privileged information. It is solely for the use of the intended recipient(s). Unauthorized interception, review, use or disclosure is prohibited and may violate applicable laws including the Electronic Communications Privacy Act. If you are not the intended recipient, please contact the sender and destroy all copies of the communication.

From: Jen Barreda Sent: Tuesday, December 3, 2024 6:49 PM To: Witham, Lauren@CalCivilRights Cc: jamesburbank91@gmail.com Subject: Re: CRD Case 202409-26239516 [EXTERNAL] This email originated from outside CRD. Do not click links or open attachments unless you recognize the sender and know the content is safe. Hello Lauren, I'm following up to see if there was a response from the respondents as they have had some time to sit with this information. Thanks. On Oct 28, 2024, at 3:16 PM, Jen Barreda wrote: ■ Good Afternoon Lauren, Thank you for taking the time to speak with me on Thursday. I believe we have come to an agreement on our terms. We are open to reviewing and discussing any counter offers from the respondents. Our terms include the following: - Fair Housing trainings for Vicki Martinez, Brad Martinez, and all members of the Calhoun Gail D Trust. - Official Approval of the emotional support animal. - Apology from Vicki Martinez regarding the mishandling of the reasonable accommodation. - For Vicki Martinez, Brad Martinez and all members of the Calhoun Gail D Trust, to continue to fulfill their legal obligations to maintain the rental unit in a habitable condition. - The amount of \$150,000 which includes out of pocket expenses for moving supplies, loss of wages, self-advocacy actions, emotional distress and punitive damages. Thank you. On Wednesday, October 23, 2024 at 05:04:08 PM PDT, Witham, Lauren@CalCivilRights wrote: Wonderful, I will speak to you tomorrow at 2:00 PM. Thank you, Lauren Witham Associate Governmental Program Analyst| Housing Unit California Civil Rights Department Phone: 916.964-1988 Email:Lauren.Witham@Calcivilrights.ca.gov CONFIDENTIALITY NOTICE: This communication with its contents may contain confidential and/or legally privileged information. It is solely for the use of the intended recipient(s). Unauthorized interception, review, use or disclosure is prohibited and may violate applicable laws including the Electronic Communications Privacy Act. If you are not the intended recipient, please contact the sender and destroy all copies of the communication.

From: Jen Barreda Sent: Wednesday, October 23, 2024 1:29 PM To: Witham, Lauren@CalCivilRights Cc: jamesburbank91@gmail.com Subject: Re: CRD Case 202409-26239516 [EXTERNAL] This email originated from outside CRD. Do not click links or open attachments unless you recognize the sender and know the content is safe. Good Afternoon, I am available tomorrow at both times but would prefer a 2pm phone call. My cell phone is (323) 336-7829. Thank you. On Wednesday, October 23, 2024 at 12:40:09 PM PDT, Witham, Lauren@CalCivilRights wrote: Good afternoon, I would need to know some additional details to determine if this could be something I can investigate with this complaint or if you would need to file a separate additional complaint for retaliation. Are you available for a phone call tomorrow at 2:00PM or 3:00 PM? Thank you, Lauren Witham Associate Governmental Program Analyst| Housing Unit California Civil Rights Department Phone: 916.964-1988 Email:Lauren.Witham@Calcivilrights.ca.gov

CONFIDENTIALITY NOTICE: This communication with its contents may contain confidential and/or legally privileged information. It is solely for the use of the intended recipient(s). Unauthorized interception, review, use or disclosure is prohibited and may violate applicable laws including the Electronic Communications Privacy Act. If you are not the intended recipient, please contact the sender and destroy all copies of the communication. From: Jen Barreda Sent: Thursday, October 17, 2024 9:53 AM To: Witham, Lauren@CalCivilRights Cc: jamesburbank91@gmail.com Subject: Re: CRD Case 202409-26239516 [EXTERNAL] This email originated from outside CRD. Do not click links or open attachments unless you recognize the sender and know the content is safe. Good Morning, I have additional concerns regarding my case. At this time and for quite some time, the unit we are renting has had maintenance issues that have either been ignored, brushed off as nothing or have been delayed drastically. At the moment, the respondent has hired a property management company to handle all aspects of the unit. We have reported numerous repairs such as water intrusion into the unit, signs of mildew and mold, and plumbing issues. The manager has stated that no repairs can be made unless they have approval of the respondent. We have slow active leaks in our garage which is over time damaging our items and not allowing us to use the space we pay for, a toilet that leaks, a patio that requires weather proofing, etc. We have reported these issues to the respondent before and now since having the new management company. None of those issues have been fixed. We have had 2 different plumbers take a look at the issues we reported and have each stated that pipes were improperly "fixed" and would need to be replaced, among other things they noticed. From September 5th up until now that we have brought all these issues to light, nothing has been done. There is no urgency or concern for these issues, if anything, the manager is very dismissive and has a bad attitude about the issues we bring up to her. I have already filed a complaint with the Los Angeles County Health Department and the manager and respondent were aware of the complaint, yet nothing happened. I strongly feel that the lack of urgency and the negligence is due to retaliation for asserting my rights and filing this exact complaint. I strongly believe this because the manager herself has said that nothing can be fixed without the approval of the respondents. I cannot simply gather terms when I feel I am being retaliated against and am still living with overwhelming stress and anxiety because the unit I pay so much for, is not being taken care. Are you able to assist with this matter since it feels like retaliation from this complaint? On Thursday, October 10, 2024 at 08:55:32 AM PDT, Witham, Lauren@CalCivilRights wrote: Good morning, It can begin at any time. As soon as I get a settlement offer from you, I will present that to the respondents. They will have the option to accept, decline or present a counteroffer. I will present you with the respondent's response and then we will continue that process until a settlement is determined and an agreement can be signed. If someone declines to continue the process, I will just continue investigating the case. Please be aware that I am a neutral party in this, and I am just the middle man presenting the offers and creating the conciliation agreement for everyone to sign if you come to terms you agree with. Thank you, Lauren Witham Associate Governmental Program Analyst| Housing Unit California Civil Rights Department Phone: 916.964-1988 Email:Lauren.Witham@Calcivilrights.ca.gov

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Email #158: Re: CRD Case 202409-26239516

From: Jen Barreda

Date: Jan 22, 2025 at 03:21:13

ID: <1011198864.2856262.1737516077285@mail.yahoo.com>

Hello Lauren, Attached you will find my response and the supporting evidence. If you are unable to view any item, please let me know so that I may re-send it. Should you need anything else from me, please let me know. I never received the medical release form that you mentioned back on December 17, 2024. Thank you. On Friday, January 3, 2025 at 12:05:08 PM PST, Jen Barreda wrote: Hello Lauren, Should my summary response be short or be detailed and descriptive? A lot of the materials or evidence I have to submit will not all fit in one email response. Would you like for me to send it in this email thread in various email replies or how would you recommend sending all the evidence to you? I did not receive the medical consent form in the previous email. May you send that to me please? If I do not sign the medical consent form, am I able to submit medical notes, letters from my physician and/or my treatment plan as alternatives? Thank you. On Dec 17, 2024, at 11:21 AM, Witham, Lauren@CalCivilRights wrote: ■ Wonderful, thank you for the confirmation. Have a great day, Lauren Witham Associate Governmental Program Analyst| Housing Unit California Civil Rights Department Phone: 916.964-1988 Email: Lauren.Witham@Calcivilrights.ca.gov CONFIDENTIALITY NOTICE: This communication with its contents may contain confidential and/or legally privileged information. It is solely for the use of the intended recipient(s). Unauthorized interception, review, use or disclosure is prohibited and may violate applicable laws including the Electronic Communications Privacy Act. If you are not the intended recipient, please contact the sender and destroy all copies of the communication. From: Jen Barreda Sent: Tuesday, December 17, 2024 11:15 AM To: Witham, Lauren@CalCivilRights Cc: jamesburbank91@gmail.com Subject: Re: CRD Case 202409-26239516 [EXTERNAL] This email originated from outside CRD. Do not click links or open attachments unless you recognize the sender and know the content is safe. Hello Lauren, I received your email and will respond with all the materials you requested. Thank you! On Dec 17, 2024, at 10:35 AM, Witham, Lauren@CalCivilRights wrote: ■ Good morning, I have placed the summary of the respondent's defense below. Please review and respond to this email with any response you may have. This can include details you feel are incorrect, missing or anything you would like to add. I would also like you to send me any evidence you have regarding the case, so emails, text messages, documents, etc. Anything that you feel relates to the case, please go ahead and send that to me. If you have any witnesses, please provide me with their contact information and what information you believe they can provide. Finally, I will be sending you a medical release form to be completed today so that I can contact your doctor. Please review and complete as soon as possible. Respondent Defense summary: Respondents denied all allegations. Respondents stated that on or around May 22nd they went for scheduled site visit to address some repairs. Respondents stated that on that visit they discovered that the glass shower enclosure from the upstairs bathroom had been removed without permission causing damage to the downstairs ceiling. Respondents stated that at that time they requested that you make no further changes to the property without prior approval of the owners. Respondents stated that you responded to this by telling them that you were just "waiting until the end of the lease to move out" and that you "would not be friendly going forward." Respondents stated that on May 30th they went to repair a leaky toilet on the property where it was discovered that a bidet was installed without approval. Respondents stated that they decided at this time not to renew the lease and began to work on the 90-day notice. Respondents stated that they arranged a contractor to come and work on repairs at the property beginning June 17th and received confirmation from you that that would be fine. Respondents stated that when they and the contractor showed up to begin the work, they discovered a large dog on the property that they did not have any previous knowledge of. Respondents stated that they contacted you to ask about the dog and rearrange the start of the repairs as the dog could not be on the property. Respondents stated that you responded to them that the dog was your emotional support animal, but you did not submit any request for this animal previously or during this exchange. Respondents stated that on June 19th, they emailed you a letter of non-renewal of the lease, a lease violation for an animal on premises without seeking accommodation and unapproved repairs, alterations, or improvements as well as a 90-day notice which was not acknowledged by you at all. Respondents stated that they then mailed then to you which was delivered on July 15th. Respondents stated on August 5th they received a formal request for an emotional support animal in which they responded to let you know that they were not extending the lease, but you could provide a medical letter if you wished to formalize the process. Respondents stated that a letter was submitted by you from your healthcare professional on August 12th. Respondents stated that they asked you sign an animal terms and conditions addendum which was returned by you on August 21st. Respondents stated that they sent a confirmation of lease termination and non-renewal of the lease, and an offer was provided if you needed more

time to make plans. Respondents stated that you entered a month-to-month contract as of August 30th. Thank you, Lauren Witham Associate Governmental Program Analyst| Housing Unit California Civil Rights Department Phone: 916.964-1988 Email: Lauren.Witham@Calcivilrights.ca.gov CONFIDENTIALITY NOTICE: This communication with its contents may contain confidential and/or legally privileged information. It is solely for the use of the intended recipient(s). Unauthorized interception, review, use or disclosure is prohibited and may violate applicable laws including the Electronic Communications Privacy Act. If you are not the intended recipient, please contact the sender and destroy all copies of the communication. From: Jen Barreda Sent: Monday, December 16, 2024 8:29 AM To: Witham, Lauren@CalCivilRights Cc: jamesburbank91@gmail.com Subject: Re: CRD Case 202409-26239516 [EXTERNAL] This email originated from outside CRD. Do not click links or open attachments unless you recognize the sender and know the content is safe. Hello Lauren,

Thank you for letting me know. An email with all the necessary information would be just as good. Please go ahead and email us with the response from the respondents in further detail, if any, along with the next steps of the beginning of the investigation and what you may need from me and how to provide that to you or to whoever would be conducting the investigation. If I have any questions I will reach out to schedule a phone call, however for now I think e-mail works best.

Thank you! I look forward to hearing from you soon. On Dec 13, 2024, at 3:21 PM, Witham, Lauren@CalCivilRights wrote: ■ Good afternoon, I apologize for the delay in responding as I was out of the office unexpectedly. I have availability on Monday 12/16 at 11:00 or 2:00 PM if you would be available this day to speak. I can also send the information via email if that is easier and we can schedule a phone call after if you have questions. Please let me know what you would prefer.

Thank you, Lauren Witham Associate Governmental Program Analyst| Housing Unit California Civil Rights Department Phone: 916.964-1988 Email: Lauren.Witham@Calcivilrights.ca.gov CONFIDENTIALITY NOTICE: This communication with its contents may contain confidential and/or legally privileged information. It is solely for the use of the intended recipient(s). Unauthorized interception, review, use or disclosure is prohibited and may violate applicable laws including the Electronic Communications Privacy Act. If you are not the intended recipient, please contact the sender and destroy all copies of the communication. From: Jen Barreda Sent: Friday, December 13, 2024 3:20 AM To: Witham, Lauren@CalCivilRights Cc: jamesburbank91@gmail.com Subject: Re: CRD Case 202409-26239516 [EXTERNAL] This email originated from outside CRD. Do not click links or open attachments unless you recognize the sender and know the content is safe. Good morning Lauren, I'm following up on the missed call you had set up for us for 12/9 at 11am. I called to leave a voicemail and followed up with an email as well and haven't heard back. Please let me know if you are still going to call to speak with me regarding the case and the response you received from the respondents. My cell phone number is 323-336-7829. An email response would suffice as well. I want to ensure I know what the status of the case is and what to expect next. Thank you. On Dec 9, 2024, at 11:11 AM, Jen Barreda wrote: ■ Good morning Lauren, Please let me know if you are still available for a call today. I should be available for another 30 minutes or so. Thank you. On Dec 4, 2024, at 10:40 AM, Jen Barreda wrote: ■ Good morning, Monday at 11am works best. On Dec 4, 2024, at 9:58 AM, Witham, Lauren@CalCivilRights wrote: ■ Good morning, I have received a response from the respondents, and they have declined this offer and declined to participate in conciliation any further. At this point, I will need to move forward with this investigation. I would like to set up a short phone call with you to discuss this case and the response that we received from the respondents. I have availability on Monday December 9th at 10:00 AM and 11:00 AM. Would you be available for either of those times? Thank you, Lauren Witham Associate Governmental Program Analyst| Housing Unit California Civil Rights Department Phone: 916.964-1988 Email: Lauren.Witham@Calcivilrights.ca.gov

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you again for your assistance. On Oct 1, 2024, at 3:14 PM, Witham, Lauren@CalCivilRights wrote: ■ Good afternoon, As part of the normal case processing, we offer mediation and conciliation for all of our cases. I have spoken with the respondents in this matter, and they are interested in potentially conciliating the case. They would like to know what your settlement terms would be for the case. Can you please let me know if you are interested in the conciliating the case and what your terms would be. If you have questions, please let me know. Thank you, Lauren Witham Associate Governmental Program Analyst| Housing Unit California Civil Rights Department Phone: 916.964-1988 Email:Lauren.Witham@Calcivilrights.ca.gov CONFIDENTIALITY NOTICE: This communication with its contents may contain confidential and/or legally privileged information. It is solely for the use of the intended recipient(s). Unauthorized interception, review, use or disclosure is prohibited and may violate applicable laws including the Electronic Communications Privacy Act. If you are not the intended recipient, please contact the sender and destroy all copies of the communication.

Email #159: Re: CRD Case 202409-26239516

From: Jen Barreda

Date: Jan 03, 2025 at 20:05:08

ID: <6C36E965-D795-4A5B-9868-24E173D8F9AA@yahoo.com>

Hello Lauren, Should my summary response be short or be detailed and descriptive? A lot of the materials or evidence I have to submit will not all fit in one email response. Would you like for me to send it in this email thread in various email replies or how would you recommend sending all the evidence to you? I did not receive the medical consent form in the previous email. May you send that to me please? If I do not sign the medical consent form, am I able to submit medical notes, letters from my physician and/or my treatment plan as alternatives? Thank you. On Dec 17, 2024, at 11:21 AM, Witham, Lauren@CalCivilRights <Lauren.Witham@calcivilrights.ca.gov> wrote: ■ @font-face { font-family: Helvetica; } @font-face { font-family: "Cambria Math"; } @font-face { font-family: Calibri; } @font-face { font-family: Verdana; } @font-face { font-family: Aptos; } @font-face { font-family: Tahoma; } p.MsoNormal, li.MsoNormal, div.MsoNormal { margin: 0in; font-size: 12pt; font-family: Aptos, sans-serif; } a:link, span.MsoHyperlink { color: blue; text-decoration: underline; } p.yiv1342297538msonormal, li.yiv1342297538msonormal, div.yiv1342297538msonormal { margin-right: 0in; margin-left: 0in; font-size: 12pt; font-family: Aptos, sans-serif; } p.yiv1342297538msonormal2, li.yiv1342297538msonormal2, div.yiv1342297538msonormal2 { margin: 0in; font-size: 12pt; font-family: Aptos, sans-serif; } p.yiv1342297538msonormal11, li.yiv1342297538msonormal11, div.yiv1342297538msonormal11 { margin: 0in; font-size: 12pt; font-family: Aptos, sans-serif; } span.EmailStyle25 { font-family: Aptos, sans-serif; color: windowtext; } .MsoChpDefault { font-size: 10pt; } @page WordSection1 { size: 8.5in 11in; margin: 1in; } div.WordSection1 { page: WordSection1; } ol { margin-bottom: 0in; } ul { margin-bottom: 0in; } Wonderful, thank you for the confirmation. Have a great day, Lauren Witham Associate Governmental Program Analyst| Housing Unit California Civil Rights Department Phone: 916.964-1988 Email: Lauren.Witham@Calcivilrights.ca.gov CONFIDENTIALITY NOTICE: This communication with its contents may contain confidential and/or legally privileged information. It is solely for the use of the intended recipient(s). Unauthorized interception, review, use or disclosure is prohibited and may violate applicable laws including the Electronic Communications Privacy Act. If you are not the intended recipient, please contact the sender and destroy all copies of the communication. From: Jen Barreda <jenbarreda@yahoo.com> Sent: Tuesday, December 17, 2024 11:15 AM To: Witham, Lauren@CalCivilRights <Lauren.Witham@calcivilrights.ca.gov> Cc: jamesburbank91@gmail.com Subject: Re: CRD Case 202409-26239516 [EXTERNAL] This email originated from outside CRD. Do not click links or open attachments unless you recognize the sender and know the content is safe. Hello Lauren, I received your email and will respond with all the materials you requested. Thank you! On Dec 17, 2024, at 10:35 AM, Witham, Lauren@CalCivilRights <Lauren.Witham@calcivilrights.ca.gov> wrote: ■ Good morning, I have placed the summary of the respondent's defense below. Please review and respond to this email with any response you may have. This can include details you feel are incorrect, missing or anything you would like to add. I would also like you to send me any evidence you have regarding the case, so emails, text messages, documents, etc. Anything that you feel relates to the case, please go ahead and send that to me. If you have any witnesses, please provide me with their contact information and what information you believe they can provide. Finally, I will be sending you a medical release form to be completed today so that I can contact your doctor. Please review and complete as soon as possible. Respondent Defense summary: Respondents denied all allegations. Respondents stated that on or around May 22 nd they went for scheduled site visit to address some repairs. Respondents stated that on that visit they discovered that the glass shower enclosure from the upstairs bathroom had been removed without permission causing damage to the downstairs ceiling. Respondents stated that at that time they requested that you make no further changes to the property without prior approval of the owners. Respondents stated that you responded to this by telling them that you were just "waiting until the end of the lease to move out" and that you "would not be friendly going forward." Respondents stated that on May 30 th they went to repair a leaky toilet on the property where it was discovered that a bidet was installed without approval. Respondents stated that they decided at this time not to renew the lease and began to work on the 90-day notice.

Respondents stated that they arranged a contractor to come and work on repairs at the property beginning June 17th and received confirmation from you that that would be fine. Respondents stated that when they and the contractor showed up to begin the work, they discovered a large dog on the property that they did not have any previous knowledge of. Respondents stated that they contacted you to ask about the dog and rearrange the start of the repairs as the dog could not be on the property. Respondents stated that you responded to them that the dog was your emotional support animal, but you did not submit any request for this animal previously or during this exchange. Respondents stated that on June 19th, they emailed you a letter of non-renewal of the lease, a lease violation for an animal on premises without seeking accommodation and unapproved repairs, alterations, or improvements as well as a 90-day notice which was not acknowledged by you at all. Respondents stated that they then mailed then to you which was delivered on July 15th. Respondents stated on August 5th they received a formal request for an emotional support animal in which they responded to let you know that they were not extending the lease, but you could provide a medical letter if you wished to formalize the process. Respondents stated that a letter was submitted by you from your healthcare professional on August 12th. Respondents stated that they asked you sign an animal terms and conditions addendum which was returned by you on August 21st. Respondents stated that they sent a confirmation of lease termination and non-renewal of the lease, and an offer was provided if you needed more time to make plans. Respondents stated that you entered a month-to-month contract as of August 30th. Thank you, Lauren Witham Associate Governmental Program Analyst| Housing Unit California Civil Rights Department Phone: 916.964-1988 Email: Lauren.Witham@Calcivilrights.ca.gov

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Apology from Vicki Martinez regarding the mishandling of the reasonable accommodation. For Vicki Martinez, Brad Martinez and all members of the Calhoun Gail D Trust, to continue to fulfill their legal obligations to maintain the rental unit in a habitable condition. The amount of \$150,000 which includes out of pocket expenses for moving supplies, loss of wages, self-advocacy actions, emotional distress and punitive damages. Thank you. On Wednesday, October 23, 2024 at 05:04:08 PM PDT, Witham, Lauren@CalCivilRights <lauren.witham@calcivilrights.ca.gov> wrote: Wonderful, I will speak to you tomorrow at 2:00 PM. Thank you, Lauren Witham Associate Governmental Program Analyst| Housing Unit California Civil Rights Department Phone: 916.964-1988 Email: Lauren.Witham@Calcivilrights.ca.gov

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Good morning, It can begin at any time. As soon as I get a settlement offer from you, I will present that to the respondents. They will have the option to accept, decline or present a counteroffer. I will present you with the respondent's response and then we will continue that process until a settlement is determined and an agreement can be signed. If someone declines to continue the process, I will just continue investigating the case. Please be aware that I am a neutral party in this, and I am just the middle man presenting the offers and creating the conciliation agreement for everyone to sign if you come to terms you agree with. Thank you, Lauren Witham Associate Governmental Program Analyst| Housing Unit California Civil Rights Department Phone: 916.964-1988 Email: Lauren.Witham@Calcivilrights.ca.gov

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Lauren.Witham@calcivilrights.ca.gov > Cc: jamesburbank91@gmail.com Subject: Re: CRD Case 202409-26239516 [EXTERNAL] This email originated from outside CRD. Do not click links or open attachments unless you recognize the sender and know the content is safe. Good afternoon, Thank you for that information Lauren. As far as conciliation, what is that process like and when would that begin? On Oct 9, 2024, at 2:53 PM, Witham, Lauren@CalCivilRights < Lauren.Witham@calcivilrights.ca.gov > wrote: ■ Good afternoon, We do not have a list of possible remedies or compensation options. The only thing I can really tell you is that most cases for our department settlement for somewhere between \$2000-\$5000 and we like all conciliation to include fair housing training or posting of a fair housing poster. Outside of that, it is up to you. I would recommend thinking about what would make you feel better about this matter. Thank you, Lauren Witham Associate Governmental Program Analyst| Housing Unit California Civil Rights Department Phone: 916.964-1988 Email: Lauren.Witham@Calcivilrights.ca.gov CONFIDENTIALITY NOTICE: This communication with its contents may contain confidential and/or legally privileged information. It is solely for the use of the intended recipient(s). Unauthorized interception, review, use or disclosure is prohibited and may violate applicable laws including the Electronic Communications Privacy Act. If you are not the intended recipient, please contact the sender and destroy all copies of the communication. From: Jen Barreda < jenbarreda@yahoo.com > Sent: Wednesday, October 9, 2024 2:44 PM To: Witham, Lauren@CalCivilRights < Lauren.Witham@calcivilrights.ca.gov > Cc: jamesburbank91@gmail.com Subject: Re: CRD Case 202409-26239516 [EXTERNAL] This email originated from outside CRD. Do not click links or open attachments unless you recognize the sender and know the content is safe. Good Afternoon, I wanted to follow up from my previous email regarding conciliation. Please advise on what to expect or if there is anything that is required from me at this time. Thank you. On Oct 3, 2024, at 4:48 PM, Jen Barreda < jenbarreda@yahoo.com > wrote: ■ Good Afternoon, I am open to conciliation, however, I have not yet finalized my terms. If the respondents have a settlement offer in mind, I would be open to reviewing and discussing it. Additionally, could you provide any guidance or a list of possible remedies or compensation options that are typically considered in cases with similar allegations? This would help me better understand the potential resolution options as I continue to finalize my terms. Thank you again for your assistance. On Oct 1, 2024, at 3:14 PM, Witham, Lauren@CalCivilRights < Lauren.Witham@calcivilrights.ca.gov > wrote: ■ Good afternoon, As part of the normal case processing, we offer mediation and conciliation for all of our cases. I have spoken with the respondents in this matter, and they are interested in potentially conciliating the case. They would like to know what your settlement terms would be for the case. Can you please let me know if you are interested in the conciliating the case and what your terms would be. If you have questions, please let me know. Thank you, Lauren Witham Associate Governmental Program Analyst| Housing Unit California Civil Rights Department Phone: 916.964-1988 Email: Lauren.Witham@Calcivilrights.ca.gov CONFIDENTIALITY NOTICE: This communication with its contents may contain confidential and/or legally privileged information. It is solely for the use of the intended recipient(s). Unauthorized interception, review, use or disclosure is prohibited and may violate applicable laws including the Electronic Communications Privacy Act. If you are not the intended recipient, please contact the sender and destroy all copies of the communication.

Email #160: RE: CRD Case 202409-26239516

From: "Witham, Lauren@CalCivilRights"

Date: Dec 17, 2024 at 19:21:35

ID:

Wonderful, thank you for the confirmation. Have a great day, Lauren Witham Associate Governmental Program Analyst| Housing Unit California Civil Rights Department Phone: 916.964-1988 Email: Lauren.Witham@Calcivilrights.ca.gov

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From: Jen Barreda Sent: Tuesday, December 17, 2024 11:15 AM To: Witham, Lauren@CalCivilRights Cc: jamesburbank91@gmail.com Subject: Re: CRD Case 202409-26239516 [EXTERNAL] This email originated from outside CRD. Do not click links or open attachments unless you recognize the sender and know the content is safe. Hello Lauren, I received your email and will respond with all the materials you requested. Thank you! On Dec 17, 2024, at 10:35 AM, Witham, Lauren@CalCivilRights > wrote: ■ Good morning, I have placed the summary of the respondent's defense below. Please review and respond to this email with any response you may have. This can include details you feel are incorrect, missing or anything you would like to add. I would also like you to send me any evidence you have regarding the case, so emails, text messages, documents, etc. Anything that you feel relates to the case, please go ahead and send that to me. If you have any witnesses, please provide me with their contact information and what information you believe they can provide. Finally, I will be sending you a medical release form to be completed today so that I can contact your doctor. Please review and complete as soon as possible. Respondent Defense summary: Respondents denied all allegations. Respondents stated that on or around May 22nd they went for scheduled site visit to address some repairs. Respondents stated that on that visit they discovered that the glass shower enclosure from the upstairs bathroom had been removed without permission causing damage to the downstairs ceiling. Respondents stated that at that time they requested that you make no further changes to the property without prior approval of the owners. Respondents stated that you responded to this by telling them that you were just "waiting until the end of the lease to move out" and that you "would not be friendly going forward." Respondents stated that on May 30th they went to repair a leaky toilet on the property where it was discovered that a bidet was installed without approval. Respondents stated that they decided at this time not to renew the lease and began to work on the 90-day notice. Respondents stated that they arranged a contractor to come and work on repairs at the property beginning June 17th and received confirmation from you that that would be fine. Respondents stated that when they and the contractor showed up to begin the work, they discovered a large dog on the property that they did not have any previous knowledge of. Respondents stated that they contacted you to ask about the dog and rearrange the start of the repairs as the dog could not be on the property. Respondents stated that you responded to them that the dog was your emotional support animal, but you did not submit any request for this animal previously or during this exchange. Respondents stated that on June 19th, they emailed you a letter of non-renewal of the lease, a lease violation for an animal on premises without seeking accommodation and unapproved repairs, alterations, or improvements as well as a 90-day notice which was not acknowledged by you at all. Respondents stated that they then mailed then to you which was delivered on July 15th. Respondents stated on August 5th they received a formal request for an emotional support animal in which they responded to let you know that they were not extending the lease, but you could provide a medical letter if you wished to formalize the process. Respondents stated that a letter was submitted by you from your healthcare professional on August 12th. Respondents stated that they asked you sign an animal terms and conditions addendum which was returned by you on August 21st. Respondents stated that they sent a confirmation of lease termination and non-renewal of the lease, and an offer was provided if you needed more time to make plans. Respondents stated that you entered a month-to-month contract as of August 30th. Thank you, Lauren Witham Associate Governmental Program Analyst| Housing Unit California Civil Rights Department Phone: 916.964-1988 Email: Lauren.Witham@Calcivilrights.ca.gov

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From: Jen Barreda > Sent: Monday, December 16, 2024 8:29 AM To: Witham, Lauren@CalCivilRights > Cc: jamesburbank91@gmail.com Subject: Re: CRD Case 202409-26239516 [EXTERNAL] This email originated from outside CRD. Do not click links or open attachments unless you recognize the sender and know the content is safe. Hello Lauren, Thank you for letting me know. An email with all the necessary information would be just as good. Please go ahead and email us with the response from the respondents in further detail, if any, along with the next steps of the beginning of the investigation and what you may need from me and how to provide that to you or to whoever would be conducting the investigation. If I have any questions I will reach out to schedule a phone call, however for now I think e-mail works best. Thank you! I look forward to hearing from you soon. On Dec 13, 2024, at 3:21 PM, Witham, Lauren@CalCivilRights > wrote: ■ Good afternoon, I apologize for the delay in responding as I was out of the office unexpectedly. I have availability on Monday 12/16 at 11:00 or 2:00 PM if you would be available this day to speak. I can also send the information via email if that is easier and we can schedule a phone call after if you have questions. Please let me know what you would prefer. Thank you, Lauren Witham Associate Governmental Program Analyst| Housing Unit

California Civil Rights Department Phone: 916.964-1988 Email: Lauren.Witham@Calcivilrights.ca.gov CONFIDENTIALITY NOTICE: This communication with its contents may contain confidential and/or legally privileged information. It is solely for the use of the intended recipient(s). Unauthorized interception, review, use or disclosure is prohibited and may violate applicable laws including the Electronic Communications Privacy Act. If you are not the intended recipient, please contact the sender and destroy all copies of the communication. From: Jen Barreda > Sent: Friday, December 13, 2024 3:20 AM To: Witham, Lauren@CalCivilRights > Cc: jamesburbank91@gmail.com Subject: Re: CRD Case 202409-26239516 [EXTERNAL] This email originated from outside CRD. Do not click links or open attachments unless you recognize the sender and know the content is safe. Good morning Lauren, I'm following up on the missed call you had set up for us for 12/9 at 11am. I called to leave a voicemail and followed up with an email as well and haven't heard back. Please let me know if you are still going to call to speak with me regarding the case and the response you received from the respondents. My cell phone number is 323-336-7829. An email response would suffice as well. I want to ensure I know what the status of the case is and what to expect next. Thank you. On Dec 9, 2024, at 11:11 AM, Jen Barreda > wrote: ■ Good morning Lauren, Please let me know if you are still available for a call today. I should be available for another 30 minutes or so. Thank you. On Dec 4, 2024, at 10:40 AM, Jen Barreda > wrote: ■ Good morning, Monday at 11am works best. On Dec 4, 2024, at 9:58 AM, Witham, Lauren@CalCivilRights > wrote: ■ Good morning, I have received a response from the respondents, and they have declined this offer and declined to participate in conciliation any further. At this point, I will need to move forward with this investigation. I would like to set up a short phone call with you to discuss this case and the response that we received from the respondents. I have availability on Monday December 9th at 10:00 AM and 11:00 AM. Would you be available for either of those times? Thank you, Lauren Witham Associate Governmental Program Analyst| Housing Unit California Civil Rights Department Phone: 916.964-1988 Email: Lauren.Witham@Calcivilrights.ca.gov CONFIDENTIALITY NOTICE: This communication with its contents may contain confidential and/or legally privileged information. It is solely for the use of the intended recipient(s). Unauthorized interception, review, use or disclosure is prohibited and may violate applicable laws including the Electronic Communications Privacy Act. If you are not the intended recipient, please contact the sender and destroy all copies of the communication. From: Jen Barreda > Sent: Tuesday, December 3, 2024 6:49 PM To: Witham, Lauren@CalCivilRights > Cc: jamesburbank91@gmail.com Subject: Re: CRD Case 202409-26239516 [EXTERNAL] This email originated from outside CRD. Do not click links or open attachments unless you recognize the sender and know the content is safe. Hello Lauren, I'm following up to see if there was a response from the respondents as they have had some time to sit with this information. Thanks. On Oct 28, 2024, at 3:16 PM, Jen Barreda > wrote: ■ Good Afternoon Lauren, Thank you for taking the time to speak with me on Thursday. I believe we have come to an agreement on our terms. We are open to reviewing and discussing any counter offers from the respondents. Our terms include the following: 1. Fair Housing trainings for Vicki Martinez, Brad Martinez, and all members of the Calhoun Gail D Trust. 1. Official Approval of the emotional support animal. 1. Apology from Vicki Martinez regarding the mishandling of the reasonable accommodation. 1. For Vicki Martinez, Brad Martinez and all members of the Calhoun Gail D Trust, to continue to fulfill their legal obligations to maintain the rental unit in a habitable condition. 1. The amount of \$150,000 which includes out of pocket expenses for moving supplies, loss of wages, self-advocacy actions, emotional distress and punitive damages. Thank you. On Wednesday, October 23, 2024 at 05:04:08 PM PDT, Witham, Lauren@CalCivilRights > wrote: Wonderful, I will speak to you tomorrow at 2:00 PM. Thank you, Lauren Witham Associate Governmental Program Analyst| Housing Unit California Civil Rights Department Phone: 916.964-1988 Email: Lauren.Witham@Calcivilrights.ca.gov CONFIDENTIALITY NOTICE: This communication with its contents may contain confidential and/or legally privileged information. It is solely for the use of the intended recipient(s). Unauthorized interception, review, use or disclosure is prohibited and may violate applicable laws including the Electronic Communications Privacy Act. If you are not the intended recipient, please contact the sender and destroy all copies of the communication. From: Jen Barreda > Sent: Wednesday, October 23, 2024 1:29 PM To: Witham, Lauren@CalCivilRights > Cc: jamesburbank91@gmail.com Subject: Re: CRD Case 202409-26239516 [EXTERNAL] This email originated from outside CRD. Do not click links or open attachments unless you recognize the sender and know the content is safe. Good Afternoon, I am available tomorrow at both times but would prefer a 2pm phone call. My cell phone is (323) 336-7829 Thank you. On Wednesday, October 23, 2024 at 12:40:09 PM PDT, Witham, Lauren@CalCivilRights > wrote: Good afternoon, I would need to know some additional details to determine if this could be something I can investigate with this complaint or if you would need to file a separate additional complaint for retaliation. Are you available for a phone call tomorrow at 2:00PM or 3:00 PM? Thank you, Lauren Witham Associate Governmental Program Analyst| Housing Unit California Civil Rights Department Phone: 916.964-1988 Email: Lauren.Witham@Calcivilrights.ca.gov CONFIDENTIALITY NOTICE: This communication with its contents may contain confidential and/or legally privileged information. It is solely for the use of the intended recipient(s). Unauthorized interception, review, use or disclosure is prohibited and may violate applicable laws including the Electronic Communications Privacy Act. If you are not the intended recipient, please contact the sender and destroy all copies of the communication. From: Jen Barreda > Sent: Thursday, October 17, 2024 9:53 AM To: Witham, Lauren@CalCivilRights > Cc: jamesburbank91@gmail.com Subject: Re: CRD Case 202409-26239516 [EXTERNAL] This email originated from outside CRD. Do not click links or open attachments unless you recognize the sender and know the content is safe. Good Morning, I have additional concerns regarding my case. At this time and for quite some time, the unit we are renting has had maintenance issues that have either been ignored, brushed off as nothing or have been delayed drastically. At the moment, the respondent has hired a property management company to handle all aspects of the unit. We have reported numerous repairs such as water intrusion into the unit, signs of mildew and mold, and plumbing issues. The manager has stated that no repairs can be made unless they have approval of the respondent. We have slow active leaks in our garage which is over time damaging our items and not allowing us to use the space we

pay for, a toilet that leaks, a patio that requires weather proofing, etc. We have reported these issues to the respondent before and now since having the new management company. None of those issues have been fixed. We have had 2 different plumbers take a look at the issues we reported and have each stated that pipes were improperly "fixed" and would need to be replaced, among other things they noticed. From September 5th up until now that we have brought all these issues to light, nothing has been done. There is no urgency or concern for these issues, if anything, the manager is very dismissive and has a bad attitude about the issues we bring up to her. I have already filed a complaint with the Los Angeles County Health Department and the manager and respondent were aware of the complaint, yet nothing happened. I strongly feel that the lack of urgency and the negligence is due to retaliation for asserting my rights and filing this exact complaint. I strongly believe this because the manager herself has said that nothing can be fixed without the approval of the respondents. I cannot simply gather terms when I feel I am being retaliated against and am still living with overwhelming stress and anxiety because the unit I pay so much for, is not being taken care. Are you able to assist with this matter since it feels like retaliation from this complaint? On Thursday, October 10, 2024 at 08:55:32 AM PDT, Witham, Lauren@CalCivilRights > wrote: Good morning, It can begin at any time. As soon as I get a settlement offer from you, I will present that to the respondents. They will have the option to accept, decline or present a counteroffer. I will present you with the respondent's response and then we will continue that process until a settlement is determined and an agreement can be signed. If someone declines to continue the process, I will just continue investigating the case. Please be aware that I am a neutral party in this, and I am just the middle man presenting the offers and creating the conciliation agreement for everyone to sign if you come to terms you agree with. Thank you, Lauren Witham Associate Governmental Program Analyst| Housing Unit California Civil Rights Department Phone: 916.964-1988 Email: Lauren.Witham@Calcivilrights.ca.gov CONFIDENTIALITY NOTICE: This communication with its contents may contain confidential and/or legally privileged information. It is solely for the use of the intended recipient(s). Unauthorized interception, review, use or disclosure is prohibited and may violate applicable laws including the Electronic Communications Privacy Act. If you are not the intended recipient, please contact the sender and destroy all copies of the communication. 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Thank you, Lauren Witham Associate Governmental Program Analyst| Housing Unit California Civil Rights Department Phone: 916.964-1988 Email: Lauren.Witham@Calcivilrights.ca.gov CONFIDENTIALITY NOTICE: This communication with its contents may contain confidential and/or legally privileged information. It is solely for the use of the intended recipient(s). Unauthorized interception, review, use or disclosure is prohibited and may violate applicable laws including the Electronic Communications Privacy Act. If you are not the intended recipient, please contact the sender and destroy all copies of the communication. From: Jen Barreda > Sent: Wednesday, October 9, 2024 2:44 PM To: Witham, Lauren@CalCivilRights > Cc: jamesburbank91@gmail.com Subject: Re: CRD Case 202409-26239516 [EXTERNAL] This email originated from outside CRD. Do not click links or open attachments unless you recognize the sender and know the content is safe. Good Afternoon, I wanted to follow up from my previous email regarding conciliation. Please advise on what to expect or if there is anything that is required from me at this time. Thank you. On Oct 3, 2024, at 4:48 PM, Jen Barreda > wrote: ■ Good Afternoon, I am open to conciliation, however, I have not yet finalized my terms. If the respondents have a settlement offer in mind, I would be open to reviewing and discussing it. Additionally, could you provide any guidance or a list of possible remedies or compensation options that are typically considered in cases with similar allegations? This would help me better understand the potential resolution options as I continue to finalize my terms. Thank you again for your assistance. On Oct 1, 2024, at 3:14 PM, Witham, Lauren@CalCivilRights > wrote: ■ Good afternoon, As part of the normal case processing, we offer mediation and conciliation for all of our cases. I have spoken with the respondents in this matter, and they are interested in potentially conciliating the case. They would like to know what your settlement terms would be for the case. Can you please let me know if you are interested in the conciliating the case and what your terms would be. If you have questions, please let me know. Thank you, Lauren Witham Associate Governmental Program Analyst| Housing Unit California Civil Rights Department Phone: 916.964-1988 Email: Lauren.Witham@Calcivilrights.ca.gov CONFIDENTIALITY NOTICE: This communication with its contents may contain confidential and/or legally privileged information. It is solely for the use of the intended recipient(s). Unauthorized interception, review, use or disclosure is prohibited and may violate applicable laws including the Electronic Communications Privacy Act. If you are not the intended recipient, please contact the sender and destroy all copies of the communication.

From: Jen Barreda

Date: Dec 17, 2024 at 19:15:06

ID: <5E9674F6-0940-4362-8E09-6EFBE53AD80D@yahoo.com>

Hello Lauren, I received your email and will respond with all the materials you requested. Thank you! On Dec 17, 2024, at 10:35 AM, Witham, Lauren@CalCivilRights <Lauren.Witham@calcivilrights.ca.gov> wrote: ■ @font-face { font-family: Helvetica; } @font-face { font-family: "Cambria Math"; } @font-face { font-family: Calibri; } @font-face { font-family: Verdana; } @font-face { font-family: Aptos; } @font-face { font-family: Tahoma; } p.MsoNormal, li.MsoNormal, div.MsoNormal { margin: 0in; font-size: 12pt; font-family: Aptos, sans-serif; } a:link, span.MsoHyperlink { color: blue; text-decoration: underline; } p.yiv1342297538msonormal, li.yiv1342297538msonormal, div.yiv1342297538msonormal { margin-right: 0in; margin-left: 0in; font-size: 12pt; font-family: Aptos, sans-serif; } p.yiv1342297538msonormal2, li.yiv1342297538msonormal2, div.yiv1342297538msonormal2 { margin: 0in; font-size: 12pt; font-family: Aptos, sans-serif; } p.yiv1342297538msonormal11, li.yiv1342297538msonormal11, div.yiv1342297538msonormal11 { margin: 0in; font-size: 12pt; font-family: Aptos, sans-serif; } span.EmailStyle25 { font-family: Aptos, sans-serif; color: windowtext; } .MsoChpDefault { font-size: 10pt; } @page WordSection1 { size: 8.5in 11in; margin: 1in; } div.WordSection1 { page: WordSection1; } ol { margin-bottom: 0in; } ul { margin-bottom: 0in; } Good morning, I have placed the summary of the respondent's defense below. Please review and respond to this email with any response you may have. This can include details you feel are incorrect, missing or anything you would like to add. I would also like you to send me any evidence you have regarding the case, so emails, text messages, documents, etc. Anything that you feel relates to the case, please go ahead and send that to me. If you have any witnesses, please provide me with their contact information and what information you believe they can provide. Finally, I will be sending you a medical release form to be completed today so that I can contact your doctor. Please review and complete as soon as possible. Respondent Defense summary:

Respondents denied all allegations. Respondents stated that on or around May 22 nd they went for scheduled site visit to address some repairs. Respondents stated that on that visit they discovered that the glass shower enclosure from the upstairs bathroom had been removed without permission causing damage to the downstairs ceiling. Respondents stated that at that time they requested that you make no further changes to the property without prior approval of the owners. Respondents stated that you responded to this by telling them that you were just "waiting until the end of the lease to move out" and that you "would not be friendly going forward." Respondents stated that on May 30 th they went to repair a leaky toilet on the property where it was discovered that a bidet was installed without approval. Respondents stated that they decided at this time not to renew the lease and began to work on the 90-day notice. Respondents stated that they arranged a contractor to come and work on repairs at the property beginning June 17 th and received confirmation from you that that would be fine. Respondents stated that when they and the contractor showed up to begin the work, they discovered a large dog on the property that they did not have any previous knowledge of. Respondents stated that they contacted you to ask about the dog and rearrange the start of the repairs as the dog could not be on the property. Respondents stated that you responded to them that the dog was your emotional support animal, but you did not submit any request for this animal previously or during this exchange. Respondents stated that on June 19 th, they emailed you a letter of non-renewal of the lease, a lease violation for an animal on premises without seeking accommodation and unapproved repairs, alterations, or improvements as well as a 90-day notice which was not acknowledged by you at all. Respondents stated that they then mailed then to you which was delivered on July 15 th . Respondents stated on August 5 th they received a formal request for an emotional support animal in which they responded to let you know that they were not extending the lease, but you could provide a medical letter if you wished to formalize the process. Respondents stated that a letter was submitted by you from your healthcare professional on August 12 th . Respondents stated that they asked you sign an animal terms and conditions addendum which was returned by you on August 21 st . Respondents stated that they sent a confirmation of lease termination and non-renewal of the lease, and an offer was provided if you needed more time to make plans. Respondents stated that you entered a month-to-month contract as of August 30 th .

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Apology from Vicki Martinez regarding the mishandling of the reasonable accommodation. For Vicki Martinez, Brad Martinez and all members of the Calhoun Gail D Trust, to continue to fulfill their legal obligations to maintain the rental unit in a habitable condition. The amount of \$150,000 which includes out of pocket expenses for moving supplies, loss of wages, self-advocacy actions, emotional distress and punitive damages. Thank you. On Wednesday, October 23, 2024 at 05:04:08 PM PDT, Witham, Lauren@CalCivilRights <lauren.witham@calcivilrights.ca.gov> wrote: Wonderful, I will speak to you tomorrow at 2:00 PM. Thank you, Lauren Witham Associate Governmental Program Analyst| Housing Unit California Civil Rights Department Phone: 916.964-1988 Email: Lauren.Witham@Calcivilrights.ca.gov CONFIDENTIALITY NOTICE: This communication with its contents may contain confidential and/or legally privileged information. It is solely for the use of the intended recipient(s). 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Good morning, It can begin at any time. As soon as I get a settlement offer from you, I will present that to the respondents. They will have the option to accept, decline or present a counteroffer. I will present you with the respondent's response and then we will continue that process until a settlement is determined and an agreement can be signed. If someone declines to continue the process, I will just continue investigating the case. Please be aware that I am a neutral party in this, and I am just the middle man presenting the offers and creating the conciliation agreement for everyone to sign if you come to terms you agree with. Thank you, Lauren Witham Associate Governmental Program Analyst| Housing Unit California Civil Rights Department Phone: 916.964-1988 Email: Lauren.Witham@Calcivilrights.ca.gov

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On Oct 1, 2024, at 3:14 PM, Witham, Lauren@CalCivilRights < Lauren.Witham@calcivilrights.ca.gov > wrote: ■ Good afternoon, As part of the normal case processing, we offer mediation and conciliation for all of our cases. I have spoken with the respondents in this matter, and they are interested in potentially conciliating the case. They would like to know what your settlement terms would be for the case. Can you please let me know if you are interested in the conciliating the case and what your terms would be. If you have questions, please let me know. Thank you, Lauren Witham Associate Governmental Program Analyst| Housing Unit California Civil Rights Department Phone: 916.964-1988 Email: Lauren.Witham@Calcivilrights.ca.gov

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Email #162: RE: CRD Case 202409-26239516

From: "Witham, Lauren@CalCivilRights"

Date: Dec 17, 2024 at 18:35:43

ID:

Good morning, I have placed the summary of the respondent's defense below. Please review and respond to this email with any response you may have. This can include details you feel are incorrect, missing or anything you would like to add. I would also like you to send me any evidence you have regarding the case, so emails, text messages, documents, etc. Anything that you feel relates to the case, please go ahead and send that to me. If you have any witnesses, please provide me with their contact information and what information you believe they can provide. Finally, I will be sending you a medical release form to be completed today so that I can contact your doctor. Please review and complete as soon as possible. Respondent Defense summary: Respondents denied all allegations. Respondents stated that on or around May 22nd they went for scheduled site visit to address some repairs. Respondents stated that on that visit they discovered that the glass shower enclosure from the upstairs bathroom had been removed without permission causing damage to the downstairs ceiling. Respondents stated that at that time they requested that you make no further changes to the property without prior approval of the owners. Respondents stated that you responded to this by telling them that you were just "waiting until the end of the lease to move out" and that you "would not be friendly going forward." Respondents stated that on May 30th they went to repair a leaky toilet on the property where it was discovered that a bidet was installed without approval. Respondents stated that they decided at this time not to renew the lease and began to work on the 90-day notice. Respondents stated that they arranged a contractor to come and work on repairs at the property beginning June 17th and received confirmation from you that that would be fine. Respondents stated that when they and the contractor showed up to begin the work, they discovered a large dog on the property that they did not have any previous knowledge of. Respondents stated that they contacted you to ask about the dog and rearrange the start of the repairs as the dog could not be on the property. Respondents stated that you responded to them that the dog was your emotional support animal, but you did not submit any request for this animal previously or during this exchange. Respondents stated that on June 19th, they emailed you a letter of non-renewal of the lease, a lease violation for an animal on premises without seeking accommodation and unapproved repairs, alterations, or improvements as well as a 90-day notice which was not acknowledged by you at all. Respondents stated that they then mailed then to you which was delivered on July 15th. Respondents stated on August 5th they received a formal request for an emotional support animal in which they responded to let you know that they were not extending the lease, but you could provide a medical letter if you wished to formalize the process. Respondents stated that a letter was submitted by you from your healthcare professional on August 12th. Respondents stated that they asked you sign an animal terms and conditions addendum which was returned by you on August 21st. Respondents stated that they sent a confirmation of lease termination and non-renewal of the lease, and an offer was provided if you needed more time to make plans. Respondents stated that you entered a month-to-month contract as of August 30th. Thank you, Lauren Witham Associate Governmental Program Analyst| Housing Unit California Civil Rights Department Phone: 916.964-1988 Email: Lauren.Witham@Calcivilrights.ca.gov

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Email #163: Re: CRD Case 202409-26239516

From: Jen Barreda

Date: Dec 16, 2024 at 16:28:47

ID: <6E6C24B0-C225-4CF8-BDB2-5EC316720930@yahoo.com>

Hello Lauren, Thank you for letting me know. An email with all the necessary information would be just as good. Please go ahead and email us with the response from the respondents in further detail, if any, along with the next steps of the beginning of the investigation and what you may need from me and how to provide that to you or to whoever would be conducting the investigation. If I have any questions I will reach out to schedule a phone call, however for now I think e-mail works best. Thank you! I look forward to hearing from you soon. On Dec 13, 2024, at 3:21 PM, Witham, Lauren@CalCivilRights <Lauren.Witham@calcivilrights.ca.gov> wrote: ■ @font-face { font-family: Helvetica; } @font-face { font-family: "Cambria Math"; } @font-face { font-family: Calibri; } @font-face { font-family: Verdana; } @font-face { font-family: Aptos; } @font-face { font-family: Tahoma; } p.MsoNormal, li.MsoNormal, div.MsoNormal { margin: 0in; font-size: 12pt; font-family: Aptos, sans-serif; } a.link, span.MsoHyperlink { color: blue; text-decoration: underline; } p.yiv1342297538msonormal, li.yiv1342297538msonormal, div.yiv1342297538msonormal { margin-right: 0in; margin-left: 0in; font-size: 12pt; font-family: Aptos, sans-serif; } p.yiv1342297538msonormal2, li.yiv1342297538msonormal2, div.yiv1342297538msonormal2 { margin: 0in; font-size: 12pt; font-family: Aptos, sans-serif; } p.yiv1342297538msonormal11, li.yiv1342297538msonormal11, div.yiv1342297538msonormal11 { margin: 0in; font-size: 12pt; font-family: Aptos, sans-serif; } span.EmailStyle25 { font-family: Aptos, sans-serif; color: windowtext; } .MsoChpDefault { font-size: 10pt; } @page WordSection1 { size: 8.5in 11in; margin: 1in; } div.WordSection1 { page: WordSection1; } ol { margin-bottom: 0in; } ul { margin-bottom: 0in; } Good afternoon, I apologize for the delay in responding as I was out of the office unexpectedly. I have availability on Monday 12/16 at 11:00 or 2:00 PM if you would be available this day to speak. I can also send the information via email if that is easier and we can schedule a phone call after if you have questions. Please let me know what you would prefer. Thank you, Lauren Witham Associate Governmental Program Analyst| Housing Unit California Civil Rights Department Phone: 916.964-1988 Email: Lauren.Witham@Calcivilrights.ca.gov CONFIDENTIALITY NOTICE: This communication with its contents may contain confidential and/or legally privileged information. It is solely for the use of the intended recipient(s). Unauthorized interception, review, use or disclosure is prohibited and may violate applicable laws including the Electronic Communications Privacy Act. If you are not the intended recipient, please contact the sender and destroy all copies of the communication. From: Jen Barreda <jenbarreda@yahoo.com> Sent: Friday, December 13, 2024 3:20 AM To: Witham, Lauren@CalCivilRights <Lauren.Witham@calcivilrights.ca.gov> Cc: jamesburbank91@gmail.com Subject: Re: CRD Case 202409-26239516 [EXTERNAL] This email originated from outside CRD. Do not click links or open attachments unless you recognize the sender and know the content is safe. Good morning Lauren, I'm following up on the missed call you had set up for us for 12/9 at 11am. I called to leave a voicemail and followed up with an email as well and haven't heard back. Please let me know if you are still going to call to speak with me regarding the case and the response you received from the respondents. My cell phone number is 323-336-7829. An email response would suffice as well. I want to ensure I know what the status of the case is and what to expect next. Thank you. On Dec 9, 2024, at 11:11 AM, Jen Barreda <jenbarreda@yahoo.com> wrote: ■ Good morning Lauren, Please let me know if you are still available for a call today. I should be available for another 30 minutes or so. Thank you. On Dec 4, 2024, at 10:40 AM, Jen Barreda <jenbarreda@yahoo.com> wrote: ■ Good morning, Monday at 11am works best. On Dec 4, 2024, at 9:58 AM, Witham, Lauren@CalCivilRights <Lauren.Witham@calcivilrights.ca.gov> wrote: ■ Good morning, I have received a response from the respondents, and they have declined this offer and declined to participate in conciliation any further. At this point, I will need to move forward with this investigation. I would like to set up a short phone call with you to discuss this case and the response that we received from the respondents. I have availability on Monday December 9th at 10:00 AM and 11:00 AM. Would you be available for either of those times? Thank you, Lauren Witham Associate Governmental Program Analyst| Housing Unit California Civil Rights Department Phone: 916.964-1988 Email: Lauren.Witham@Calcivilrights.ca.gov CONFIDENTIALITY NOTICE: This communication with its contents may contain confidential and/or legally privileged information. It is solely for the use of the intended recipient(s). Unauthorized interception, review, use or disclosure is prohibited and may violate applicable laws including the Electronic Communications Privacy Act. If you are not the intended recipient, please contact the sender and destroy all copies of the communication. From: Jen Barreda <jenbarreda@yahoo.com> Sent: Tuesday, December 3, 2024 6:49 PM To: Witham, Lauren@CalCivilRights <Lauren.Witham@calcivilrights.ca.gov> Cc: jamesburbank91@gmail.com Subject: Re: CRD Case 202409-26239516 [EXTERNAL] This email originated from outside CRD. Do not click links or open attachments unless you recognize the sender and know the content is safe. 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wages, self-advocacy actions, emotional distress and punitive damages. Thank you. On Wednesday, October 23, 2024 at 05:04:08 PM PDT, Witham, Lauren@CalCivilRights < lauren.witham@calcivilrights.ca.gov > wrote: Wonderful, I will speak to you tomorrow at 2:00 PM. Thank you, Lauren Witham Associate Governmental Program Analyst| Housing Unit California Civil Rights Department Phone: 916.964-1988 Email: Lauren.Witham@Calcivilrights.ca.gov

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[EXTERNAL] This email originated from outside CRD. Do not click links or open attachments unless you recognize the sender and know the content is safe. Good Afternoon, I am available tomorrow at both times but would prefer a 2pm phone call. My cell phone is (323) 336-7829 Thank you. On Wednesday, October 23, 2024 at 12:40:09 PM PDT, Witham, Lauren@CalCivilRights < lauren.witham@calcivilrights.ca.gov > wrote: Good afternoon, I would need to know some additional details to determine if this could be something I can investigate with this complaint or if you would need to file a separate additional complaint for retaliation. Are you available for a phone call tomorrow at 2:00PM or 3:00 PM? Thank you, Lauren Witham Associate Governmental Program Analyst| Housing Unit California Civil Rights Department Phone: 916.964-1988 Email: Lauren.Witham@Calcivilrights.ca.gov

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[EXTERNAL] This email originated from outside CRD. Do not click links or open attachments unless you recognize the sender and know the content is safe. Good Morning, I have additional concerns regarding my case. At this time and for quite some time, the unit we are renting has had maintenance issues that have either been ignored, brushed off as nothing or have been delayed drastically. At the moment, the respondent has hired a property management company to handle all aspects of the unit. We have reported numerous repairs such as water intrusion into the unit, signs of mildew and mold, and plumbing issues. The manager has stated that no repairs can be made unless they have approval of the respondent. We have slow active leaks in our garage which is over time damaging our items and not allowing us to use the space we pay for, a toilet that leaks, a patio that requires weather proofing, etc. We have reported these issues to the respondent before and now since having the new management company. None of those issues have been fixed. We have had 2 different plumbers take a look at the issues we reported and have each stated that pipes were improperly "fixed" and would need to be replaced, among other things they noticed. From September 5th up until now that we have brought all these issues to light, nothing has been done. There is no urgency or concern for these issues, if anything, the manager is very dismissive and has a bad attitude about the issues we bring up to her. I have already filed a complaint with the Los Angeles County Health Department and the manager and respondent were aware of the complaint, yet nothing happened. I strongly feel that the lack of urgency and the negligence is due to retaliation for asserting my rights and filing this exact complaint. I strongly believe this because the manager herself has said that nothing can be fixed without the approval of the respondents. I cannot simply gather terms when I feel I am being retaliated against and am still living with overwhelming stress and anxiety because the unit I pay so much for, is not being taken care. Are you able to assist with this matter since it feels like retaliation from this complaint? On Thursday, October 10, 2024 at 08:55:32 AM PDT, Witham, Lauren@CalCivilRights < lauren.witham@calcivilrights.ca.gov > wrote: Good morning, It can begin at any time. As soon as I get a settlement offer from you, I will present that to the respondents. They will have the option to accept, decline or present a counteroffer. I will present you with the respondent's response and then we will continue that process until a settlement is determined and an agreement can be signed. If someone declines to continue the process, I will just continue investigating the case. Please be aware that I am a neutral party in this, and I am just the middle man presenting the offers and creating the conciliation agreement for everyone to sign if you come to terms you agree with. Thank you, Lauren Witham Associate Governmental Program Analyst| Housing Unit California Civil Rights Department Phone: 916.964-1988 Email: Lauren.Witham@Calcivilrights.ca.gov

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[EXTERNAL] This email originated from outside CRD. Do not click links or open attachments unless you recognize the sender and know the content is safe. Good afternoon, Thank you for that information Lauren. As far as conciliation, what is that process like and when would that begin? On Oct 9, 2024, at 2:53 PM, Witham, Lauren@CalCivilRights < Lauren.Witham@calcivilrights.ca.gov > wrote: ■ Good afternoon, We do not have a list of possible remedies or compensation options. The only thing I can really tell you is that most cases for our department settlement for somewhere between \$2000-\$5000 and we like all conciliation to include fair housing training or posting of a fair housing poster. Outside of that, it is up to you. I would recommend thinking about what would make you feel better about this matter.

Thank you, Lauren Witham Associate Governmental Program Analyst| Housing Unit California Civil Rights Department Phone: 916.964-1988 Email: Lauren.Witham@Calcivilrights.ca.gov CONFIDENTIALITY NOTICE: This communication with its contents may contain confidential and/or legally privileged information. It is solely for the use of the intended recipient(s). Unauthorized interception, review, use or disclosure is prohibited and may violate applicable laws including the Electronic Communications Privacy Act. If you are not the intended recipient, please contact the sender and destroy all copies of the communication. From: Jen Barreda <jenbarreda@yahoo.com> Sent: Wednesday, October 9, 2024 2:44 PM To: Witham, Lauren@CalCivilRights <Lauren.Witham@calcivilrights.ca.gov> Cc: jamesburbank91@gmail.com Subject: Re: CRD Case 202409-26239516 [EXTERNAL] This email originated from outside CRD. Do not click links or open attachments unless you recognize the sender and know the content is safe. Good Afternoon, I wanted to follow up from my previous email regarding conciliation. Please advise on what to expect or if there is anything that is required from me at this time. Thank you. On Oct 3, 2024, at 4:48 PM, Jen Barreda <jenbarreda@yahoo.com> wrote: ■ Good Afternoon, I am open to conciliation, however, I have not yet finalized my terms. If the respondents have a settlement offer in mind, I would be open to reviewing and discussing it. Additionally, could you provide any guidance or a list of possible remedies or compensation options that are typically considered in cases with similar allegations? This would help me better understand the potential resolution options as I continue to finalize my terms. Thank you again for your assistance.

On Oct 1, 2024, at 3:14 PM, Witham, Lauren@CalCivilRights <Lauren.Witham@calcivilrights.ca.gov> wrote: ■ Good afternoon, As part of the normal case processing, we offer mediation and conciliation for all of our cases. I have spoken with the respondents in this matter, and they are interested in potentially conciliating the case. They would like to know what your settlement terms would be for the case. Can you please let me know if you are interested in the conciliating the case and what your terms would be. If you have questions, please let me know. Thank you, Lauren Witham Associate Governmental Program Analyst| Housing Unit California Civil Rights Department Phone: 916.964-1988 Email: Lauren.Witham@Calcivilrights.ca.gov CONFIDENTIALITY NOTICE: This communication with its contents may contain confidential and/or legally privileged information. It is solely for the use of the intended recipient(s). Unauthorized interception, review, use or disclosure is prohibited and may violate applicable laws including the Electronic Communications Privacy Act. If you are not the intended recipient, please contact the sender and destroy all copies of the communication.

Email #164: RE: CRD Case 202409-26239516

From: "Witham, Lauren@CalCivilRights"

Date: Dec 13, 2024 at 23:21:49

ID:

Good afternoon, I apologize for the delay in responding as I was out of the office unexpectedly. I have availability on Monday 12/16 at 11:00 or 2:00 PM if you would be available this day to speak. I can also send the information via email if that is easier and we can schedule a phone call after if you have questions. Please let me know what you would prefer. Thank you, Lauren Witham Associate Governmental Program Analyst| Housing Unit California Civil Rights Department Phone: 916.964-1988 Email: Lauren.Witham@Calcivilrights.ca.gov CONFIDENTIALITY NOTICE: This communication with its contents may contain confidential and/or legally privileged information. It is solely for the use of the intended recipient(s). Unauthorized interception, review, use or disclosure is prohibited and may violate applicable laws including the Electronic Communications Privacy Act. If you are not the intended recipient, please contact the sender and destroy all copies of the communication. From: Jen Barreda Sent: Friday, December 13, 2024 3:20 AM To: Witham, Lauren@CalCivilRights Cc: jamesburbank91@gmail.com Subject: Re: CRD Case 202409-26239516 [EXTERNAL] This email originated from outside CRD. Do not click links or open attachments unless you recognize the sender and know the content is safe. Good morning Lauren, I'm following up on the missed call you had set up for us for 12/9 at 11am. I called to leave a voicemail and followed up with an email as well and haven't heard back. Please let me know if you are still going to call to speak with me regarding the case and the response you received from the respondents. My cell phone number is 323-336-7829. An email response would suffice as well. I want to ensure I know what the status of the case is and what to expect next. Thank you. On Dec 9, 2024, at 11:11 AM, Jen Barreda > wrote: ■ Good morning Lauren, Please let me know if you are still available for a call today. I should be available for another 30 minutes or so. Thank you. On Dec 4, 2024, at 10:40 AM, Jen Barreda > wrote: ■ Good morning, Monday at 11am works best. On Dec 4, 2024, at 9:58 AM, Witham, Lauren@CalCivilRights > wrote: ■ Good morning, I have received a response from the respondents, and they have declined this offer and declined to participate in conciliation any further. At this point, I will need to move forward with this investigation. I would like to set up a short phone call with you to discuss this case and the response that we received from the respondents. I have availability on Monday December 9th at 10:00 AM and 11:00 AM. Would you be available for either of those times? Thank you, Lauren Witham Associate Governmental Program Analyst| Housing Unit California Civil Rights Department Phone: 916.964-1988 Email: Lauren.Witham@Calcivilrights.ca.gov CONFIDENTIALITY NOTICE: This communication with its contents may contain confidential and/or legally privileged information. It is solely for the use of the intended recipient(s). Unauthorized interception, review, use or disclosure is prohibited and may violate applicable laws

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I will present you with the respondent's response and then we will continue that process until a settlement is determined and an agreement can be signed. If someone declines to continue the process, I will just continue investigating the case. Please be aware that I am a neutral party in this, and I am just the middle man presenting the offers and creating the conciliation agreement for everyone to sign if you come to terms you agree with. Thank you, Lauren Witham Associate Governmental Program Analyst| Housing Unit California Civil Rights Department Phone: 916.964-1988 Email: Lauren.Witham@Calcivilrights.ca.gov CONFIDENTIALITY NOTICE: This communication with its contents may contain confidential and/or legally privileged information. It is solely for the use of the intended recipient(s). Unauthorized interception, review, use or disclosure is prohibited and may violate applicable laws including the Electronic Communications Privacy Act. 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Email #165: Re: CRD Case 202409-26239516

From: Jen Barreda

Date: Dec 13, 2024 at 11:20:17

ID: <82744B58-A9A7-4CBA-BA79-2E6B8EDBC250@yahoo.com>

Good morning Lauren, I'm following up on the missed call you had set up for us for 12/9 at 11am. I called to leave a voicemail and followed up with an email as well and haven't heard back. Please let me know if you are still going to call to speak with me regarding the case and the response you received from the respondents. My cell phone number is 323-336-7829. An email response would suffice as well. I want to ensure I know what the status of the case is and what to expect next. Thank you. On Dec 9, 2024, at 11:11 AM, Jen Barreda <jenbarreda@yahoo.com> wrote: ■ Good morning Lauren, Please let me know if you are still available for a call today. I should be available for another 30 minutes or so. Thank you. On Dec 4, 2024, at 10:40 AM, Jen Barreda <jenbarreda@yahoo.com> wrote: ■ Good morning, Monday at 11am works best. On Dec 4, 2024, at 9:58 AM, Witham, Lauren@CalCivilRights <Lauren.Witham@calcivilrights.ca.gov> wrote: ■ @font-face { font-family: Helvetica; } @font-face { font-family: Wingdings; } @font-face { font-family: "Cambria Math"; } @font-face { font-family: Calibri; } @font-face { font-family: Verdana; } @font-face { font-family: Aptos; } @font-face { font-family:Tahoma; } p.MsoNormal, li.MsoNormal, div.MsoNormal { margin: 0in; font-size: 12pt; font-family: Aptos, sans-serif; } a:link, span.MsoHyperlink { color: blue; text-decoration: underline; } p.yiv1342297538msonormal, li.yiv1342297538msonormal, div.yiv1342297538msonormal { margin-right: 0in; margin-left: 0in; font-size: 12pt; font-family: Aptos, sans-serif; } p.yiv1342297538msonormal2, li.yiv1342297538msonormal2, div.yiv1342297538msonormal2 { margin: 0in; font-size: 12pt; font-family: Aptos, sans-serif; } p.yiv1342297538msonormal11, li.yiv1342297538msonormal11, div.yiv1342297538msonormal11 { margin: 0in; font-size: 12pt; font-family: Aptos, sans-serif; } span.EmailStyle32 { font-family: Aptos, sans-serif; color: windowtext; } .MsoChpDefault { font-size: 10pt; } @page WordSection1 { size: 8.5in 11in; margin: 1in; } div.WordSection1 { page: WordSection1; } ol { margin-bottom: 0in; } ul { margin-bottom: 0in; } Good morning, I have received a response from the respondents, and they have declined this offer and declined to participate in

conciliation any further. At this point, I will need to move forward with this investigation. I would like to set up a short phone call with you to discuss this case and the response that we received from the respondents. I have availability on Monday December 9th at 10:00 AM and 11:00 AM. Would you be available for either of those times? Thank you, Lauren Witham Associate Governmental Program Analyst| Housing Unit California Civil Rights Department Phone: 916.964-1988 Email: Lauren.Witham@Calcivilrights.ca.gov

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From: Jen Barreda <jenbarreda@yahoo.com> Sent: Tuesday, December 3, 2024 6:49 PM To: Witham, Lauren@CalCivilRights <Lauren.Witham@calcivilrights.ca.gov> Cc: jamesburbank91@gmail.com Subject: Re: CRD Case 202409-26239516

[EXTERNAL] This email originated from outside CRD. Do not click links or open attachments unless you recognize the sender and know the content is safe.

Hello Lauren, I'm following up to see if there was a response from the respondents as they have had some time to sit with this information. Thanks. On Oct 28, 2024, at 3:16 PM, Jen Barreda <jenbarreda@yahoo.com> wrote: ■ Good Afternoon Lauren, Thank you for taking the time to speak with me on Thursday. I believe we have come to an agreement on our terms. We are open to reviewing and discussing any counter offers from the respondents. Our terms include the following: Fair Housing trainings for Vicki Martinez, Brad Martinez, and all members of the Calhoun Gail D Trust. Official Approval of the emotional support animal. Apology from Vicki Martinez regarding the mishandling of the reasonable accommodation. For Vicki Martinez, Brad Martinez and all members of the Calhoun Gail D Trust, to continue to fulfill their legal obligations to maintain the rental unit in a habitable condition. The amount of \$150,000 which includes out of pocket expenses for moving supplies, loss of wages, self-advocacy actions, emotional distress and punitive damages. Thank you. On Wednesday, October 23, 2024 at 05:04:08 PM PDT, Witham, Lauren@CalCivilRights <lauren.witham@calcivilrights.ca.gov> wrote: Wonderful, I will speak to you tomorrow at 2:00 PM. Thank you, Lauren Witham Associate Governmental Program Analyst| Housing Unit California Civil Rights Department Phone: 916.964-1988 Email: Lauren.Witham@Calcivilrights.ca.gov

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From: Jen Barreda <jenbarreda@yahoo.com> Sent: Wednesday, October 23, 2024 1:29 PM To: Witham, Lauren@CalCivilRights <lauren.witham@calcivilrights.ca.gov> Cc: jamesburbank91@gmail.com Subject: Re: CRD Case 202409-26239516

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Good Afternoon, I am available tomorrow at both times but would prefer a 2pm phone call. My cell phone is (323) 336-7829 Thank you. On Wednesday, October 23, 2024 at 12:40:09 PM PDT, Witham, Lauren@CalCivilRights <lauren.witham@calcivilrights.ca.gov> wrote: Good afternoon, I would need to know some additional details to determine if this could be something I can investigate with this complaint or if you would need to file a separate additional complaint for retaliation. Are you available for a phone call tomorrow at 2:00PM or 3:00 PM? Thank you, Lauren Witham Associate Governmental Program Analyst| Housing Unit California Civil Rights Department Phone: 916.964-1988 Email: Lauren.Witham@Calcivilrights.ca.gov

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From: Jen Barreda <jenbarreda@yahoo.com> Sent: Thursday, October 17, 2024 9:53 AM To: Witham, Lauren@CalCivilRights <lauren.witham@calcivilrights.ca.gov> Cc: jamesburbank91@gmail.com Subject: Re: CRD Case 202409-26239516

[EXTERNAL] This email originated from outside CRD. Do not click links or open attachments unless you recognize the sender and know the content is safe.

Good Morning, I have additional concerns regarding my case. At this time and for quite some time, the unit we are renting has had maintenance issues that have either been ignored, brushed off as nothing or have been delayed drastically. At the moment, the respondent has hired a property management company to handle all aspects of the unit. We have reported numerous repairs such as water intrusion into the unit, signs of mildew and mold, and plumbing issues. The manager has stated that no repairs can be made unless they have approval of the respondent. We have slow active leaks in our garage which is over time damaging our items and not allowing us to use the space we pay for, a toilet that leaks, a patio that requires weather proofing, etc. We have reported these issues to the respondent before and now since having the new management company. None of those issues have been fixed. We have had 2 different plumbers take a look at the issues we reported and have each stated that pipes were improperly "fixed" and would need to be replaced, among other things they noticed. From September 5th up until now that we have brought all these issues to light, nothing has been done. There is no urgency or concern for these issues, if anything, the manager is very dismissive and has a bad attitude about the issues we bring up to her. I have already filed a complaint with the Los Angeles County Health Department and the manager and respondent were aware of the complaint, yet nothing happened. I strongly feel that the lack of urgency and the negligence is due to retaliation for asserting my rights and filing this exact complaint. I strongly believe this because the manager herself has said that nothing can be fixed without the approval of the respondents. I cannot simply gather terms when I feel I am being retaliated against and am still living with overwhelming stress and anxiety because the unit I pay so much for, is not being taken care. Are you able to assist with this matter since it feels like retaliation from this complaint? On Thursday, October 10, 2024 at 08:55:32 AM PDT, Witham, Lauren@CalCivilRights <lauren.witham@calcivilrights.ca.gov> wrote:

Good morning, It can begin at any time. As soon as I get a settlement offer from you, I will present that to the respondents. They will have the option to accept, decline or present a counteroffer. I will present you with the respondent's response and then we will continue that process until a settlement is determined and an agreement can be signed. If someone declines to continue the process, I will just continue investigating the case. Please be aware that I am a neutral party in this, and I am just the middle man presenting the offers and creating the conciliation agreement for everyone to sign if you come to terms you agree with. Thank you, Lauren Witham Associate Governmental Program Analyst| Housing Unit California Civil Rights Department Phone: 916.964-1988 Email: Lauren.Witham@Calcivilrights.ca.gov

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[EXTERNAL] This email originated from outside CRD. Do not click links or open attachments unless you recognize the sender and know the content is safe. Good afternoon, Thank you for that information Lauren. As far as conciliation, what is that process like and when would that begin? On Oct 9, 2024, at 2:53 PM, Witham, Lauren@CalCivilRights <Lauren.Witham@calcivilrights.ca.gov> wrote: ■ Good afternoon, We do not have a list of possible remedies or compensation options. The only thing I can really tell you is that most cases for our department settlement for somewhere between \$2000-\$5000 and we like all conciliation to include fair housing training or posting of a fair housing poster. Outside of that, it is up to you. I would recommend thinking about what would make you feel better about this matter. Thank you, Lauren Witham Associate Governmental Program Analyst| Housing Unit California Civil Rights Department Phone: 916.964-1988 Email: Lauren.Witham@Calcivilrights.ca.gov

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On Oct 1, 2024, at 3:14 PM, Witham, Lauren@CalCivilRights <Lauren.Witham@calcivilrights.ca.gov> wrote: ■ Good afternoon, As part of the normal case processing, we offer mediation and conciliation for all of our cases. I have spoken with the respondents in this matter, and they are interested in potentially conciliating the case. They would like to know what your settlement terms would be for the case. Can you please let me know if you are interested in the conciliating the case and what your terms would be. If you have questions, please let me know. Thank you, Lauren Witham Associate Governmental Program Analyst| Housing Unit California Civil Rights Department Phone: 916.964-1988 Email: Lauren.Witham@Calcivilrights.ca.gov

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Email #166: Re: CRD Case 202409-26239516

From: Jen Barreda

Date: Dec 09, 2024 at 19:11:55

ID:

Good morning Lauren, Please let me know if you are still available for a call today. I should be available for another 30 minutes or so. Thank you. On Dec 4, 2024, at 10:40 AM, Jen Barreda <jenbarreda@yahoo.com> wrote: ■ Good morning, Monday at 11am works best. On Dec 4, 2024, at 9:58 AM, Witham, Lauren@CalCivilRights <Lauren.Witham@calcivilrights.ca.gov> wrote: ■ @font-face { font-family: Helvetica; } @font-face { font-family: Wingdings; } @font-face { font-family: "Cambria Math"; } @font-face { font-family: Calibri; } @font-face { font-family: Verdana; } @font-face { font-family: Aptos; } @font-face { font-family: Tahoma; } p.MsoNormal, li.MsoNormal, div.MsoNormal { margin: 0in; font-size: 12pt; font-family: Aptos, sans-serif; } a:link, span.MsoHyperlink { color: blue; text-decoration: underline; } p.yiv1342297538msonormal, li.yiv1342297538msonormal, div.yiv1342297538msonormal { margin-right: 0in; margin-left: 0in; font-size: 12pt; font-family: Aptos, sans-serif; } p.yiv1342297538msonormal2, li.yiv1342297538msonormal2, div.yiv1342297538msonormal2 { margin: 0in; font-size: 12pt; font-family: Aptos, sans-serif; } p.yiv1342297538msonormal11, li.yiv1342297538msonormal11, div.yiv1342297538msonormal11 { margin: 0in; font-size: 12pt; font-family: Aptos, sans-serif; } span.EmailStyle32 { font-family: Aptos, sans-serif; color: windowtext; } .MsoChpDefault { font-size: 10pt; } @page WordSection1 { size: 8.5in 11in; margin: 1in; } div.WordSection1 { page: WordSection1; } ol { margin-bottom: 0in; } ul { margin-bottom: 0in; } Good morning, I have received a response from the respondents, and they have declined this offer and declined to participate in conciliation any further. At this point, I will need to move forward with this investigation. I would like to set up a short phone call with you to discuss this case and the response that we received from the respondents. I have availability on Monday December 9th at 10:00 AM and 11:00 AM. Would you be available for either of those times? Thank you, Lauren Witham Associate Governmental Program Analyst| Housing Unit California Civil Rights Department Phone: 916.964-1988 Email: Lauren.Witham@Calcivilrights.ca.gov

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To: Witham, Lauren@CalCivilRights < lauren.witham@calcivilrights.ca.gov > Cc: jamesburbank91@gmail.com Subject: Re: CRD Case 202409-26239516 [EXTERNAL] This email originated from outside CRD. Do not click links or open attachments unless you recognize the sender and know the content is safe. Good Morning, I have additional concerns regarding my case. At this time and for quite some time, the unit we are renting has had maintenance issues that have either been ignored, brushed off as nothing or have been delayed drastically. At the moment, the respondent has hired a property management company to handle all aspects of the unit. We have reported numerous repairs such as water intrusion into the unit, signs of mildew and mold, and plumbing issues. The manager has stated that no repairs can be made unless they have approval of the respondent. We have slow active leaks in our garage which is over time damaging our items and not allowing us to use the space we pay for, a toilet that leaks, a patio that requires weather proofing, etc. We have reported these issues to the respondent before and now since having the new management company. None of those issues have been fixed. We have had 2 different plumbers take a look at the issues we reported and have each stated that pipes were improperly "fixed" and would need to be replaced, among other things they noticed. From September 5th up until now that we have brought all these issues to light, nothing has been done. There is no urgency or concern for these issues, if anything, the manager is very dismissive and has a bad attitude about the issues we bring up to her. I have already filed a complaint with the Los Angeles County Health Department and the manager and respondent were aware of the complaint, yet nothing happened. I strongly feel that the lack of urgency and the negligence is due to retaliation for asserting my rights and filing this exact complaint. I strongly believe this because the manager herself has said that nothing can be fixed without the approval of the respondents. I cannot simply gather terms when I feel I am being retaliated against and am still living with overwhelming stress and anxiety because the unit I pay so much for, is not being taken care. Are you able to assist with this matter since it feels like retaliation from this complaint? On Thursday, October 10, 2024 at 08:55:32 AM PDT, Witham, Lauren@CalCivilRights < lauren.witham@calcivilrights.ca.gov > wrote: Good morning, It can begin at any time. As soon as I get a settlement offer from you, I will present that to the respondents. They will have the option to accept, decline or present a counteroffer. I will present you with the respondent's response and then we will continue that process until a settlement is determined and an agreement can be signed. If someone declines to continue the process, I will just continue investigating the case. Please be aware that I am a neutral party in this, and I am just the middle man presenting the offers and creating the conciliation agreement for everyone to sign if you come to terms you agree with. Thank you, Lauren Witham Associate Governmental Program Analyst| Housing Unit California Civil Rights Department Phone: 916.964-1988 Email: Lauren.Witham@Calcivilrights.ca.gov

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Email #167: Re: CRD Case 202409-26239516

From: Jen Barreda

Date: Dec 04, 2024 at 18:40:37

ID: <59B3C90E-1E44-4025-B588-32FDF5E170D1@yahoo.com>

Good morning, Monday at 11am works best. On Dec 4, 2024, at 9:58 AM, Witham, Lauren@CalCivilRights <Lauren.Witham@calcivilrights.ca.gov> wrote: ■ @font-face { font-family: Helvetica; } @font-face { font-family: Wingdings; } @font-face { font-family: "Cambria Math"; } @font-face { font-family: Calibri; } @font-face { font-family: Verdana; } @font-face { font-family: Aptos; } @font-face { font-family: Tahoma; } p.MsoNormal, li.MsoNormal, div.MsoNormal { margin: 0in; font-size: 12pt; font-family: Aptos, sans-serif; } a.link, span.MsoHyperlink { color: blue; text-decoration: underline; } p.yiv1342297538msonormal, li.yiv1342297538msonormal, div.yiv1342297538msonormal { margin-right: 0in; margin-left: 0in; font-size: 12pt; font-family: Aptos, sans-serif; } p.yiv1342297538msonormal2, li.yiv1342297538msonormal2, div.yiv1342297538msonormal2 { margin: 0in; font-size: 12pt; font-family: Aptos, sans-serif; } p.yiv1342297538msonormal11, li.yiv1342297538msonormal11, div.yiv1342297538msonormal11 { margin: 0in; font-size: 12pt; font-family: Aptos, sans-serif; } span.EmailStyle32 { font-family: Aptos, sans-serif; color: windowtext; } .MsoChpDefault { font-size: 10pt; } @page WordSection1 { size: 8.5in 11in; margin: 1in; } div.WordSection1 { page: WordSection1; } ol { margin-bottom: 0in; } ul { margin-bottom: 0in; } Good morning, I have received a response from the respondents, and they have declined this offer and declined to participate in conciliation any further. At this point, I will need to move forward with this investigation. I would like to set up a short phone call with you to discuss this case and the response that we received from the respondents. I have availability on Monday December 9 th at 10:00 AM and 11:00 AM. Would you be available for either of those times? Thank you, Lauren Witham Associate Governmental Program Analyst| Housing Unit California Civil Rights Department Phone: 916.964-1988 Email: Lauren.Witham@Calcivilrights.ca.gov

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file a separate additional complaint for retaliation. Are you available for a phone call tomorrow at 2:00PM or 3:00 PM?

Thank you, Lauren Witham Associate Governmental Program Analyst| Housing Unit California Civil Rights Department
Phone: 916.964-1988 Email: Lauren.Witham@Calcivilrights.ca.gov

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To: Witham, Lauren@CalCivilRights <lauren.witham@calcivilrights.ca.gov> Cc: jamesburbank91@gmail.com Subject: Re: CRD Case 202409-26239516 [EXTERNAL] This email originated from outside CRD. Do not click links or open attachments unless you recognize the sender and know the content is safe.

Good Morning, I have additional concerns regarding my case. At this time and for quite some time, the unit we are renting has had maintenance issues that have either been ignored, brushed off as nothing or have been delayed drastically. At the moment, the respondent has hired a property management company to handle all aspects of the unit. We have reported numerous repairs such as water intrusion into the unit, signs of mildew and mold, and plumbing issues. The manager has stated that no repairs can be made unless they have approval of the respondent. We have slow active leaks in our garage which is over time damaging our items and not allowing us to use the space we pay for, a toilet that leaks, a patio that requires weather proofing, etc. We have reported these issues to the respondent before and now since having the new management company. None of those issues have been fixed. We have had 2 different plumbers take a look at the issues we reported and have each stated that pipes were improperly "fixed" and would need to be replaced, among other things they noticed. From September 5th up until now that we have brought all these issues to light, nothing has been done. There is no urgency or concern for these issues, if anything, the manager is very dismissive and has a bad attitude about the issues we bring up to her. I have already filed a complaint with the Los Angeles County Health Department and the manager and respondent were aware of the complaint, yet nothing happened. I strongly feel that the lack of urgency and the negligence is due to retaliation for asserting my rights and filing this exact complaint. I strongly believe this because the manager herself has said that nothing can be fixed without the approval of the respondents. I cannot simply gather terms when I feel I am being retaliated against and am still living with overwhelming stress and anxiety because the unit I pay so much for, is not being taken care of. Are you able to assist with this matter since it feels like retaliation from this complaint?

On Thursday, October 10, 2024 at 08:55:32 AM PDT, Witham, Lauren@CalCivilRights <lauren.witham@calcivilrights.ca.gov> wrote:

Good morning, It can begin at any time. As soon as I get a settlement offer from you, I will present that to the respondents. They will have the option to accept, decline or present a counteroffer. I will present you with the respondent's response and then we will continue that process until a settlement is determined and an agreement can be signed. If someone declines to continue the process, I will just continue investigating the case. Please be aware that I am a neutral party in this, and I am just the middle man presenting the offers and creating the conciliation agreement for everyone to sign if you come to terms you agree with.

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Good afternoon, Thank you for that information Lauren. As far as conciliation, what is that process like and when would that begin?

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Good Afternoon, I wanted to follow up from my previous email regarding conciliation. Please advise on what to expect or if there is anything that is required from me at this time.

Thank you. On Oct 3, 2024, at 4:48 PM, Jen Barreda <jenbarreda@yahoo.com> wrote: ■ Good Afternoon, I am open to conciliation, however, I have not yet finalized my terms. If the respondents have a settlement offer in mind, I would be open to reviewing and discussing it. Additionally, could you provide any guidance or a list of possible remedies or compensation options that are typically considered in cases with similar allegations? This would help me better understand the potential resolution options as I continue to finalize my terms. Thank you again for your assistance.

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Email #168: RE: CRD Case 202409-26239516

From: "Witham, Lauren@CalCivilRights"
Date: Dec 04, 2024 at 17:58:21
ID:

Good morning, I have received a response from the respondents, and they have declined this offer and declined to participate in conciliation any further. At this point, I will need to move forward with this investigation. I would like to set up a short phone call with you to discuss this case and the response that we received from the respondents. I have availability on Monday December 9th at 10:00 AM and 11:00 AM. Would you be available for either of those times? Thank you, Lauren Witham Associate Governmental Program Analyst| Housing Unit California Civil Rights Department Phone: 916.964-1988 Email: Lauren.Witham@Calcivilrights.ca.gov CONFIDENTIALITY NOTICE: This communication with its contents may contain confidential and/or legally privileged information. It is solely for the use of the intended recipient(s). Unauthorized interception, review, use or disclosure is prohibited and may violate applicable laws including the Electronic Communications Privacy Act. If you are not the intended recipient, please contact the sender and destroy all copies of the communication. From: Jen Barreda Sent: Tuesday, December 3, 2024 6:49 PM To: Witham, Lauren@CalCivilRights Cc: jamesburbank91@gmail.com Subject: Re: CRD Case 202409-26239516 [EXTERNAL] This email originated from outside CRD. Do not click links or open attachments unless you recognize the sender and know the content is safe. Hello Lauren, I'm following up to see if there was a response from the respondents as they have had some time to sit with this information. Thanks. On Oct 28, 2024, at 3:16 PM, Jen Barreda > wrote: ■ Good Afternoon Lauren, Thank you for taking the time to speak with me on Thursday. I believe we have come to an agreement on our terms. We are open to reviewing and discussing any counter offers from the respondents. Our terms include the following: * Fair Housing trainings for Vicki Martinez, Brad Martinez, and all members of the Calhoun Gail D Trust. * Official Approval of the emotional support animal. * Apology from Vicki Martinez regarding the mishandling of the reasonable accommodation. * For Vicki Martinez, Brad Martinez and all members of the Calhoun Gail D Trust, to continue to fulfill their legal obligations to maintain the rental unit in a habitable condition. * The amount of \$150,000 which includes out of pocket expenses for moving supplies, loss of wages, self-advocacy actions, emotional distress and punitive damages. Thank you. On Wednesday, October 23, 2024 at 05:04:08 PM PDT, Witham, Lauren@CalCivilRights > wrote: Wonderful, I will speak to you tomorrow at 2:00 PM. Thank you, Lauren Witham Associate Governmental Program Analyst| Housing Unit California Civil Rights Department Phone: 916.964-1988 Email: Lauren.Witham@Calcivilrights.ca.gov CONFIDENTIALITY NOTICE: This communication with its contents may contain confidential and/or legally privileged information. It is solely for the use of the intended recipient(s). Unauthorized interception, review, use or disclosure is prohibited and may violate applicable laws including the Electronic Communications Privacy Act. If you are not the intended recipient, please contact the sender and destroy all copies of the communication. From: Jen Barreda > Sent: Wednesday, October 23, 2024 1:29 PM To: Witham, Lauren@CalCivilRights > Cc: jamesburbank91@gmail.com Subject: Re: CRD Case 202409-26239516 [EXTERNAL] This email originated from outside CRD. Do not click links or open attachments unless you recognize the sender and know the content is safe. Good Afternoon, I am available tomorrow at both times but would prefer a 2pm phone call. My cell phone is (323) 336-7829 Thank you. On Wednesday, October 23, 2024 at 12:40:09 PM PDT, Witham, Lauren@CalCivilRights > wrote: Good afternoon, I would need to know some additional details to determine if this could be something I can investigate with this complaint or if you would need to file a separate additional complaint for retaliation. Are you available for a phone call tomorrow at 2:00PM or 3:00 PM? Thank you, Lauren Witham Associate Governmental Program Analyst| Housing Unit California Civil Rights Department Phone: 916.964-1988 Email: Lauren.Witham@Calcivilrights.ca.gov CONFIDENTIALITY NOTICE: This communication with its contents may contain confidential and/or legally privileged information. It is solely for the use of the intended recipient(s). Unauthorized interception, review, use or disclosure is prohibited and may violate applicable laws including the Electronic Communications Privacy Act. If you are not the intended recipient, please contact the sender and destroy all copies of the communication. From: Jen Barreda > Sent: Thursday, October 17, 2024 9:53 AM To: Witham, Lauren@CalCivilRights > Cc: jamesburbank91@gmail.com Subject: Re: CRD Case 202409-26239516

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Email #169: Re: CRD Case 202409-26239516

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Date: Dec 04, 2024 at 02:48:34

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Email #170: RE: CRD Case 202409-26239516

From: "Witham, Lauren@CalCivilRights"

Date: Nov 20, 2024 at 21:14:37

ID:

Thank you for submitting the breakdown of the request. I will let you know what I hear back from the respondents as soon I get a response. Lauren Witham Associate Governmental Program Analyst| Housing Unit California Civil Rights Department Phone: 916.964-1988 Email: Lauren.Witham@Calcivilrights.ca.gov CONFIDENTIALITY NOTICE: This communication with its contents may contain confidential and/or legally privileged information. It is solely for the use of the intended recipient(s). Unauthorized interception, review, use or disclosure is prohibited and may violate applicable laws including the Electronic Communications Privacy Act. If you are not the intended recipient, please contact the sender and destroy all copies of the communication. From: Jen Barreda Sent: Friday, November 15, 2024 3:23 PM To: Witham, Lauren@CalCivilRights Cc: jamesburbank91@gmail.com Subject: Re: CRD Case 202409-26239516 [EXTERNAL] This email originated from outside CRD. 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Email #171: Re: CRD Case 202409-26239516

From: Jen Barreda

Date: Nov 15, 2024 at 23:22:49

ID: <1429908102.3221371.1731712969802@mail.yahoo.com>

Hello, Here is a breakdown. We hope to receive a quick response from the respondents as this process, along with this entire situation, is emotionally and mentally draining and it has been on going for some time now. Out-of-Pocket Expenses: \$337 Loss of Wages: \$1,206 Self-Advocacy Actions: \$30,000 Emotional Distress (myself): \$50,000 Emotional Distress (children): \$40,000 Punitive Damages: \$28,500 Total: \$150,043 However, we asked for \$150,000. On Wednesday, November 13, 2024 at 09:58:57 AM PST, Witham, Lauren@CalCivilRights wrote: Good morning, The Respondents have asked that you provide a breakdown of how you came up with the \$150,000 request. Can you please let me know if you would be able to provide that? Thank you, Lauren Witham Associate Governmental Program Analyst| Housing Unit California Civil Rights Department Phone: 916.964-1988 Email: Lauren.Witham@Calcivilrights.ca.gov

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Email #172: RE: CRD Case 202409-26239516

From: "Witham, Lauren@CalCivilRights"

Date: Nov 13, 2024 at 17:58:51

ID:

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Good Afternoon, I am available tomorrow at both times but would prefer a 2pm phone call. My cell phone is (323) 336-7829 Thank you. On Wednesday, October 23, 2024 at 12:40:09 PM PDT, Witham, Lauren@CalCivilRights > wrote: Good afternoon, I would need to know some additional details to determine if this could be something I can investigate with this complaint or if you would need to file a separate additional complaint for retaliation. Are you available for a phone call tomorrow at 2:00PM or 3:00 PM? Thank you, Lauren Witham Associate Governmental Program Analyst| Housing Unit California Civil Rights Department Phone: 916.964-1988 Email: Lauren.Witham@Calcivilrights.ca.gov

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Email #173: RE: CRD Case 202409-26239516

From: "Witham, Lauren@CalCivilRights"

Date: Nov 06, 2024 at 23:28:11

ID:

Good afternoon, I have received the offer and shared it with the respondents. I will let you know when I have from them with their response. Thank you, Lauren Witham Associate Governmental Program Analyst| Housing Unit California Civil Rights Department Phone: 916.964-1988 Email: Lauren.Witham@Calcivilrights.ca.gov CONFIDENTIALITY NOTICE: This communication with its contents may contain confidential and/or legally privileged information. It is solely for the use of the intended recipient(s). Unauthorized interception, review, use or disclosure is prohibited and may violate applicable laws including the Electronic Communications Privacy Act. If you are not the intended recipient, please contact the sender and destroy all copies of the communication. From: Jen Barreda Sent: Monday, November 4, 2024 10:46 AM To: Witham,

Lauren@CalCivilRights Cc: jamesburbank91@gmail.com Subject: Re: CRD Case 202409-26239516 [EXTERNAL] This email originated from outside CRD. Do not click links or open attachments unless you recognize the sender and know the content is safe. Good Morning Lauren, I am following up to ensure you received my previous email from October 28 and if there are any updates. Thank you. On Monday, October 28, 2024 at 03:16:08 PM PDT, Jen Barreda > wrote: Good Afternoon Lauren, Thank you for taking the time to speak with me on Thursday. I believe we have come to an agreement on our terms. We are open to reviewing and discussing any counter offers from the respondents. 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Email #174: Re: CRD Case 202409-26239516

From: Jen Barreda
Date: Nov 04, 2024 at 18:46:18
ID: <654312013.9845876.1730745978975@mail.yahoo.com>

Good Morning Lauren, I am following up to ensure you received my previous email from October 28 and if there are any updates. Thank you. On Monday, October 28, 2024 at 03:16:08 PM PDT, Jen Barreda wrote: Good Afternoon Lauren, Thank you for taking the time to speak with me on Thursday. I believe we have come to an agreement on our terms. We are open to reviewing and discussing any counter offers from the respondents. Our terms include the following: - Fair Housing trainings for Vicki Martinez, Brad Martinez, and all members of the Calhoun Gail D Trust. - Official Approval of the emotional support animal. - Apology from Vicki Martinez regarding the mishandling of the reasonable accommodation. - For Vicki Martinez, Brad Martinez and all members of the Calhoun Gail D Trust, to continue to fulfill their legal obligations to maintain the rental unit in a habitable condition. - The amount of \$150,000 which includes out of pocket expenses for moving supplies, loss of wages, self-advocacy actions, emotional distress and punitive damages. Thank you. On Wednesday, October 23, 2024 at 05:04:08 PM PDT, Witham, Lauren@CalCivilRights wrote: Wonderful, I will speak to you tomorrow at 2:00 PM. Thank you, Lauren Witham Associate Governmental Program Analyst| Housing Unit California Civil Rights Department Phone: 916.964-1988 Email: Lauren.Witham@Calcivilrights.ca.gov CONFIDENTIALITY NOTICE: This communication with its contents may contain confidential and/or legally privileged information. It is solely for the use of the intended recipient(s). Unauthorized interception, review, use or disclosure is prohibited and may violate applicable laws including the Electronic Communications Privacy Act. If you are not the intended recipient, please contact the sender and destroy all copies of the communication. From: Jen Barreda Sent: Wednesday, October 23, 2024 1:29 PM To: Witham, Lauren@CalCivilRights Cc: jamesburbank91@gmail.com Subject: Re: CRD Case 202409-26239516 [EXTERNAL] This email originated from outside CRD. Do not click links or open attachments unless you recognize the sender and know the content is safe. Good Afternoon, I am available tomorrow at both times but would prefer a 2pm phone call. My cell phone is (323) 336-7829 Thank you. On Wednesday, October 23, 2024 at 12:40:09 PM PDT, Witham, Lauren@CalCivilRights wrote: Good afternoon, I would need to know some additional details to determine if

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Email #175: Re: CRD Case 202409-26239516

From: Jen Barreda

Date: Oct 28, 2024 at 22:16:08

ID: <1838187021.7282356.1730153768645@mail.yahoo.com>

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I have additional concerns regarding my case. At this time and for quite some time, the unit we are renting has had maintenance issues that have either been ignored, brushed off as nothing or have been delayed drastically. At the moment, the respondent has hired a property management company to handle all aspects of the unit. We have reported numerous repairs such as water intrusion into the unit, signs of mildew and mold, and plumbing issues. The manager has stated that no repairs can be made unless they have approval of the respondent. We have slow active leaks in our garage which is over time damaging our items and not allowing us to use the space we pay for, a toilet that leaks, a patio that requires weather proofing, etc. We have reported these issues to the respondent before and now since having the new management company. None of those issues have been fixed. We have had 2 different plumbers take a look at the issues we reported and have each stated that pipes were improperly "fixed" and would need to be replaced, among other things they noticed. From September 5th up until now that we have brought all these issues to light, nothing has been done. There is no urgency or concern for these issues, if anything, the manager is very dismissive and has a bad attitude about the issues we bring up to her. I have already filed a complaint with the Los Angeles County Health Department and the manager and respondent were aware of the complaint, yet nothing happened. I strongly feel that the lack of urgency and the negligence is due to retaliation for asserting my rights and filing this exact complaint. I strongly believe this because the manager herself has said that nothing can be fixed without the approval of the respondents. I cannot simply gather terms when I feel I am being retaliated against and am still living with overwhelming stress and anxiety because the unit I pay so much for, is not being taken care.

Are you able to assist with this matter since it feels like retaliation from this complaint? On Thursday, October 10, 2024 at 08:55:32 AM PDT, Witham, Lauren@CalCivilRights wrote: Good morning, It can begin at any time.

As soon as I get a settlement offer from you, I will present that to the respondents. They will have the option to accept, decline or present a counteroffer. I will present you with the respondent's response and then we will continue that process until a settlement is determined and an agreement can be signed. If someone declines to continue the process, I will just continue investigating the case. Please be aware that I am a neutral party in this, and I am just the middle man presenting the offers and creating the conciliation agreement for everyone to sign if you come to terms you agree with. Thank you, Lauren Witham Associate Governmental Program Analyst| Housing Unit California Civil Rights Department Phone: 916.964-1988 Email:Lauren.Witham@Calcivilrights.ca.gov

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Email #176: RE: CRD Case 202409-26239516

From: "Witham, Lauren@CalCivilRights"

Date: Oct 24, 2024 at 00:04:02

ID:

Wonderful, I will speak to you tomorrow at 2:00 PM. Thank you, Lauren Witham Associate Governmental Program Analyst| Housing Unit California Civil Rights Department Phone: 916.964-1988 Email: Lauren.Witham@Calcivilrights.ca.gov CONFIDENTIALITY NOTICE: This communication with its contents may contain confidential and/or legally privileged information. It is solely for the use of the intended recipient(s). Unauthorized interception, review, use or disclosure is prohibited and may violate applicable laws including the Electronic Communications Privacy Act. If you are not the intended recipient, please contact the sender and destroy all copies of the communication. From: Jen Barreda Sent: Wednesday, October 23, 2024 1:29 PM To: Witham, Lauren@CalCivilRights Cc: jamesburbank91@gmail.com Subject: Re: CRD Case 202409-26239516 [EXTERNAL] This email originated from outside CRD. Do not click links or open attachments unless you recognize the sender and know the content is safe. Good Afternoon, I am available tomorrow at both times but would prefer a 2pm phone call. My cell phone is (323) 336-7829 Thank you. On Wednesday, October 23, 2024 at 12:40:09 PM PDT, Witham, Lauren@CalCivilRights > wrote: Good afternoon, I would need to know some additional details to determine if this could be something I can investigate with this complaint or if you would need to file a separate additional complaint for retaliation. Are you available for a phone call tomorrow at 2:00PM or 3:00 PM? Thank you, Lauren Witham Associate Governmental Program Analyst| Housing Unit California Civil Rights Department Phone: 916.964-1988 Email: Lauren.Witham@Calcivilrights.ca.gov CONFIDENTIALITY NOTICE: This communication with its contents may contain confidential and/or legally privileged information. It is solely for the use of the intended recipient(s). Unauthorized interception, review, use or disclosure is prohibited and may violate applicable laws including the Electronic Communications Privacy Act. If you are not the intended recipient, please contact the sender and destroy all copies of the

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communication.

Email #177: Re: CRD Case 202409-26239516

From: Jen Barreda

Date: Oct 23, 2024 at 20:29:25

ID: <1186396270.5444709.1729715365518@mail.yahoo.com>

Good Afternoon, I am available tomorrow at both times but would prefer a 2pm phone call. My cell phone is (323) 336-7829 Thank you. On Wednesday, October 23, 2024 at 12:40:09 PM PDT, Witham, Lauren@CalCivilRights wrote: Good afternoon, I would need to know some additional details to determine if this could be something I can investigate with this complaint or if you would need to file a separate additional complaint for retaliation. Are you available for a phone call tomorrow at 2:00PM or 3:00 PM? Thank you, Lauren Witham Associate Governmental Program Analyst| Housing Unit California Civil Rights Department Phone: 916.964-1988 Email: Lauren.Witham@Calcivilrights.ca.gov

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Email #178: RE: CRD Case 202409-26239516

From: "Witham, Lauren@CalCivilRights"

Date: Oct 23, 2024 at 19:39:58

ID:

Good afternoon, I would need to know some additional details to determine if this could be something I can investigate with this complaint or if you would need to file a separate additional complaint for retaliation. Are you available for a phone call tomorrow at 2:00PM or 3:00 PM? Thank you, Lauren Witham Associate Governmental Program Analyst| Housing Unit California Civil Rights Department Phone: 916.964-1988 Email: Lauren.Witham@Calcivilrights.ca.gov CONFIDENTIALITY NOTICE: This communication with its contents may contain confidential and/or legally privileged information. It is solely for the use of the intended recipient(s). Unauthorized interception, review, use or disclosure is prohibited and may violate applicable laws including the Electronic Communications Privacy Act. If you are not the intended recipient, please contact the sender and destroy all copies of the communication. 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Email #179: Re: CRD Case 202409-26239516

From: Jen Barreda
Date: Oct 17, 2024 at 16:52:51
ID: <1537739211.3111244.1729183971774@mail.yahoo.com>

Good Morning, I have additional concerns regarding my case. At this time and for quite some time, the unit we are renting has had maintenance issues that have either been ignored, brushed off as nothing or have been delayed drastically. At the moment, the respondent has hired a property management company to handle all aspects of the unit. We have reported numerous repairs such as water intrusion into the unit, signs of mildew and mold, and plumbing issues. The manager has stated that no repairs can be made unless they have approval of the respondent. We have slow active leaks in our garage which is over time damaging our items and not allowing us to use the space we pay for, a toilet that leaks, a patio that requires weather proofing, etc. We have reported these issues to the respondent before and now since having the new management company. None of those issues have been fixed. We have had 2 different plumbers take a look at the issues we reported and have each stated that pipes were improperly "fixed" and would need to be replaced, among other things they noticed. From September 5th up until now that we have brought all these issues to light, nothing has been done. There is no urgency or concern for these issues, if anything, the manager is very dismissive and has a bad attitude about the issues we bring up to her. I have already filed a complaint with the Los Angeles County Health Department and the manager and respondent were aware of the complaint, yet nothing happened. I strongly feel that the lack of urgency and the negligence is due to retaliation for asserting my rights and filing this exact complaint. I strongly believe this because the manager herself has said that nothing can be fixed without the approval of the respondents. I cannot simply gather terms when I feel I am being retaliated against and am still living with overwhelming stress and anxiety because the unit I pay so much for, is not being taken care. Are you able to assist with this matter since it feels like retaliation from this complaint? On Thursday, October 10, 2024 at 08:55:32 AM PDT, Witham, Lauren@CalCivilRights wrote: Good morning, It can begin at any time. As soon as I get a settlement offer from you, I will present that to the respondents. They will have the option to accept, decline or present a counteroffer. I will present you with the respondent's response and then we will continue that process until a settlement is determined and an agreement can be signed. If someone declines to continue the process, I will just continue investigating the case. Please be aware that I am a neutral party in this, and I am just the middle man presenting the offers and creating the conciliation agreement for everyone to sign if you come to terms you agree with. Thank you, Lauren Witham Associate Governmental Program Analyst| Housing Unit California Civil Rights Department Phone: 916.964-1988 Email: Lauren.Witham@Calcivilrights.ca.gov CONFIDENTIALITY NOTICE: This communication with its contents may contain confidential and/or legally privileged information. It is solely for the use of the intended recipient(s). Unauthorized interception, review, use or disclosure is prohibited and may violate applicable laws including the Electronic Communications Privacy Act. If you are not the intended recipient, please contact the sender and destroy all copies of the communication. From: Jen Barreda Sent: Wednesday, October 9, 2024 3:10 PM To: Witham, Lauren@CalCivilRights Cc: jamesburbank91@gmail.com Subject: Re: CRD Case 202409-26239516 [EXTERNAL] This email originated from outside CRD. Do not click links or open attachments unless you recognize the sender and know the content is safe. Good afternoon, Thank you for that information Lauren. As far as conciliation, what is that process like and when would that begin? On Oct 9, 2024, at 2:53 PM, Witham, Lauren@CalCivilRights wrote: ■ Good afternoon, We do not have a list of possible remedies or compensation options. The only thing I can really tell you is that most cases for our department settlement for somewhere between \$2000-\$5000 and we like all conciliation to include fair housing training or posting of a fair housing poster. Outside of that, it is up to you. I would recommend thinking about what would make you feel better about this matter. Thank you, Lauren Witham Associate Governmental Program Analyst| Housing Unit

California Civil Rights Department Phone: 916.964-1988 Email: Lauren.Witham@Calcivilrights.ca.gov

CONFIDENTIALITY NOTICE: This communication with its contents may contain confidential and/or legally privileged information. It is solely for the use of the intended recipient(s). Unauthorized interception, review, use or disclosure is prohibited and may violate applicable laws including the Electronic Communications Privacy Act. If you are not the intended recipient, please contact the sender and destroy all copies of the communication. From: Jen Barreda Sent: Wednesday, October 9, 2024 2:44 PM To: Witham, Lauren@CalCivilRights Cc: jamesburbank91@gmail.com Subject: Re: CRD Case 202409-26239516 [EXTERNAL] This email originated from outside CRD. Do not click links or open attachments unless you recognize the sender and know the content is safe. Good Afternoon, I wanted to follow up from my previous email regarding conciliation. Please advise on what to expect or if there is anything that is required from me at this time. Thank you. On Oct 3, 2024, at 4:48 PM, Jen Barreda wrote: ■ Good Afternoon, I am open to conciliation, however, I have not yet finalized my terms. If the respondents have a settlement offer in mind, I would be open to reviewing and discussing it. Additionally, could you provide any guidance or a list of possible remedies or compensation options that are typically considered in cases with similar allegations? This would help me better understand the potential resolution options as I continue to finalize my terms. Thank you again for your assistance. On Oct 1, 2024, at 3:14 PM, Witham, Lauren@CalCivilRights wrote: ■ Good afternoon, As part of the normal case processing, we offer mediation and conciliation for all of our cases. I have spoken with the respondents in this matter, and they are interested in potentially conciliating the case. They would like to know what your settlement terms would be for the case. Can you please let me know if you are interested in the conciliating the case and what your terms would be. If you have questions, please let me know. Thank you, Lauren Witham Associate Governmental Program Analyst| Housing Unit California Civil Rights Department Phone: 916.964-1988 Email: Lauren.Witham@Calcivilrights.ca.gov CONFIDENTIALITY NOTICE: This communication with its contents may contain confidential and/or legally privileged information. It is solely for the use of the intended recipient(s). Unauthorized interception, review, use or disclosure is prohibited and may violate applicable laws including the Electronic Communications Privacy Act. If you are not the intended recipient, please contact the sender and destroy all copies of the communication.

Email #180: RE: CRD Case 202409-26239516

From: "Witham, Lauren@CalCivilRights"

Date: Oct 10, 2024 at 15:55:23

ID:

Good morning, It can begin at any time. As soon as I get a settlement offer from you, I will present that to the respondents. They will have the option to accept, decline or present a counteroffer. I will present you with the respondent's response and then we will continue that process until a settlement is determined and an agreement can be signed. If someone declines to continue the process, I will just continue investigating the case. Please be aware that I am a neutral party in this, and I am just the middle man presenting the offers and creating the conciliation agreement for everyone to sign if you come to terms you agree with. Thank you, Lauren Witham Associate Governmental Program Analyst| Housing Unit California Civil Rights Department Phone: 916.964-1988 Email: Lauren.Witham@Calcivilrights.ca.gov CONFIDENTIALITY NOTICE: This communication with its contents may contain confidential and/or legally privileged information. It is solely for the use of the intended recipient(s). Unauthorized interception, review, use or disclosure is prohibited and may violate applicable laws including the Electronic Communications Privacy Act. If you are not the intended recipient, please contact the sender and destroy all copies of the communication. From: Jen Barreda Sent: Wednesday, October 9, 2024 3:10 PM To: Witham, Lauren@CalCivilRights Cc: jamesburbank91@gmail.com Subject: Re: CRD Case 202409-26239516 [EXTERNAL] This email originated from outside CRD. Do not click links or open attachments unless you recognize the sender and know the content is safe. Good afternoon, Thank you for that information Lauren. As far as conciliation, what is that process like and when would that begin? On Oct 9, 2024, at 2:53 PM, Witham, Lauren@CalCivilRights > wrote: ■ Good afternoon, We do not have a list of possible remedies or compensation options. The only thing I can really tell you is that most cases for our department settlement for somewhere between \$2000-\$5000 and we like all conciliation to include fair housing training or posting of a fair housing poster. Outside of that, it is up to you. I would recommend thinking about what would make you feel better about this matter. Thank you, Lauren Witham Associate Governmental Program Analyst| Housing Unit California Civil Rights Department Phone: 916.964-1988 Email: Lauren.Witham@Calcivilrights.ca.gov CONFIDENTIALITY NOTICE: This communication with its contents may contain confidential and/or legally privileged information. It is solely for the use of the intended recipient(s). Unauthorized interception, review, use or disclosure is prohibited and may violate applicable laws including the Electronic Communications Privacy Act. If you are not the intended recipient, please contact the sender and destroy all copies of the communication. From: Jen Barreda > Sent: Wednesday, October 9, 2024 2:44 PM To: Witham, Lauren@CalCivilRights > Cc: jamesburbank91@gmail.com Subject: Re: CRD Case 202409-26239516 [EXTERNAL] This email originated from outside CRD. Do not click links or open attachments unless you recognize the sender and know the content is safe. Good Afternoon, I wanted to follow up from my previous email regarding conciliation. Please advise on what to expect or if there is anything that is required from me at this time. Thank you. On Oct 3, 2024, at 4:48 PM, Jen

Barreda > wrote: ■ Good Afternoon, I am open to conciliation, however, I have not yet finalized my terms. If the respondents have a settlement offer in mind, I would be open to reviewing and discussing it. Additionally, could you provide any guidance or a list of possible remedies or compensation options that are typically considered in cases with similar allegations? This would help me better understand the potential resolution options as I continue to finalize my terms. Thank you again for your assistance. On Oct 1, 2024, at 3:14 PM, Witham, Lauren@CalCivilRights > wrote: ■ Good afternoon, As part of the normal case processing, we offer mediation and conciliation for all of our cases. I have spoken with the respondents in this matter, and they are interested in potentially conciliating the case. They would like to know what your settlement terms would be for the case. Can you please let me know if you are interested in the conciliating the case and what your terms would be. If you have questions, please let me know. Thank you, Lauren Witham Associate Governmental Program Analyst| Housing Unit California Civil Rights Department Phone: 916.964-1988 Email: Lauren.Witham@Calcivilrights.ca.gov CONFIDENTIALITY NOTICE: This communication with its contents may contain confidential and/or legally privileged information. It is solely for the use of the intended recipient(s). Unauthorized interception, review, use or disclosure is prohibited and may violate applicable laws including the Electronic Communications Privacy Act. If you are not the intended recipient, please contact the sender and destroy all copies of the communication.

Email #181: Re: CRD Case 202409-26239516

From: Jen Barreda

Date: Oct 09, 2024 at 22:09:39

ID:

Good afternoon, Thank you for that information Lauren. As far as conciliation, what is that process like and when would that begin? On Oct 9, 2024, at 2:53 PM, Witham, Lauren@CalCivilRights <Lauren.Witham@calcivilrights.ca.gov> wrote: ■ @font-face { font-family: "Cambria Math"; } @font-face { font-family: Calibri; } @font-face { font-family: Aptos; } @font-face { font-family: Tahoma; } p.MsoNormal, li.MsoNormal, div.MsoNormal { margin: 0in; font-size: 12pt; font-family: Aptos, sans-serif; } a:link, span.MsoHyperlink { color: blue; text-decoration: underline; } span.EmailStyle21 { font-family: Aptos, sans-serif; color: windowtext; } .MsoChpDefault { font-size: 10pt; } @page WordSection1 { size: 8.5in 11in; margin: 1in; } div.WordSection1 { page: WordSection1; } Good afternoon, We do not have a list of possible remedies or compensation options. The only thing I can really tell you is that most cases for our department settlement for somewhere between \$2000-\$5000 and we like all conciliation to include fair housing training or posting of a fair housing poster. Outside of that, it is up to you. I would recommend thinking about what would make you feel better about this matter.

Thank you, Lauren Witham Associate Governmental Program Analyst| Housing Unit California Civil Rights Department Phone: 916.964-1988 Email: Lauren.Witham@Calcivilrights.ca.gov

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From: Jen Barreda <jenbarreda@yahoo.com> Sent: Wednesday, October 9, 2024 2:44 PM To: Witham, Lauren@CalCivilRights <Lauren.Witham@calcivilrights.ca.gov> Cc: jamesburbank91@gmail.com Subject: Re: CRD Case 202409-26239516

[EXTERNAL] This email originated from outside CRD. Do not click links or open attachments unless you recognize the sender and know the content is safe. Good Afternoon, I wanted to follow up from my previous email regarding conciliation. Please advise on what to expect or if there is anything that is required from me at this time. Thank you. On Oct 3, 2024, at 4:48 PM, Jen Barreda <jenbarreda@yahoo.com> wrote: ■ Good Afternoon, I am open to conciliation, however, I have not yet finalized my terms. If the respondents have a settlement offer in mind, I would be open to reviewing and discussing it. Additionally, could you provide any guidance or a list of possible remedies or compensation options that are typically considered in cases with similar allegations? This would help me better understand the potential resolution options as I continue to finalize my terms. Thank you again for your assistance. On Oct 1, 2024, at 3:14 PM, Witham, Lauren@CalCivilRights <Lauren.Witham@calcivilrights.ca.gov> wrote: ■ Good afternoon, As part of the normal case processing, we offer mediation and conciliation for all of our cases. I have spoken with the respondents in this matter, and they are interested in potentially conciliating the case. They would like to know what your settlement terms would be for the case. Can you please let me know if you are interested in the conciliating the case and what your terms would be. If you have questions, please let me know. Thank you, Lauren Witham Associate Governmental Program Analyst| Housing Unit California Civil Rights Department Phone: 916.964-1988 Email: Lauren.Witham@Calcivilrights.ca.gov

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Email #182: RE: CRD Case 202409-26239516

From: "Witham, Lauren@CalCivilRights"

Date: Oct 09, 2024 at 21:53:38

ID:

Good afternoon, We do not have a list of possible remedies or compensation options. The only thing I can really tell you is that most cases for our department settlement for somewhere between \$2000-\$5000 and we like all conciliation to include fair housing training or posting of a fair housing poster. Outside of that, it is up to you. I would recommend thinking about what would make you feel better about this matter. Thank you, Lauren Witham Associate Governmental Program Analyst| Housing Unit California Civil Rights Department Phone: 916.964-1988 Email: Lauren.Witham@Calcivilrights.ca.gov

CRD Case 202409-26239516 [EXTERNAL] This email originated from outside CRD. Do not click links or open attachments unless you recognize the sender and know the content is safe. Good Afternoon, I wanted to follow up from my previous email regarding conciliation. Please advise on what to expect or if there is anything that is required from me at this time. Thank you. On Oct 3, 2024, at 4:48 PM, Jen Barreda > wrote: ■ Good Afternoon, I am open to conciliation, however, I have not yet finalized my terms. If the respondents have a settlement offer in mind, I would be open to reviewing and discussing it. Additionally, could you provide any guidance or a list of possible remedies or compensation options that are typically considered in cases with similar allegations? This would help me better understand the potential resolution options as I continue to finalize my terms. Thank you again for your assistance. On Oct 1, 2024, at 3:14 PM, Witham, Lauren@CalCivilRights > wrote: ■ Good afternoon, As part of the normal case processing, we offer mediation and conciliation for all of our cases. I have spoken with the respondents in this matter, and they are interested in potentially conciliating the case. They would like to know what your settlement terms would be for the case. Can you please let me know if you are interested in the conciliating the case and what your terms would be. If you have questions, please let me know. Thank you, Lauren Witham Associate Governmental Program Analyst| Housing Unit California Civil Rights Department Phone: 916.964-1988 Email: Lauren.Witham@Calcivilrights.ca.gov CONFIDENTIALITY NOTICE: This communication with its contents may contain confidential and/or legally privileged information. It is solely for the use of the intended recipient(s). Unauthorized interception, review, use or disclosure is prohibited and may violate applicable laws including the Electronic Communications Privacy Act. If you are not the intended recipient, please contact the sender and destroy all copies of the communication.

Email #183: Re: CRD Case 202409-26239516

From: Jen Barreda

Date: Oct 09, 2024 at 21:43:50

ID:

Good Afternoon, I wanted to follow up from my previous email regarding conciliation. Please advise on what to expect or if there is anything that is required from me at this time. Thank you. On Oct 3, 2024, at 4:48 PM, Jen Barreda <jenbarreda@yahoo.com> wrote: ■ Good Afternoon, I am open to conciliation, however, I have not yet finalized my terms. If the respondents have a settlement offer in mind, I would be open to reviewing and discussing it. Additionally, could you provide any guidance or a list of possible remedies or compensation options that are typically considered in cases with similar allegations? This would help me better understand the potential resolution options as I continue to finalize my terms. Thank you again for your assistance. On Oct 1, 2024, at 3:14 PM, Witham, Lauren@CalCivilRights <Lauren.Witham@calcivilrights.ca.gov> wrote: ■ @font-face { font-family: "Cambria Math"; } @font-face { font-family: Aptos; } p.MsoNormal, li.MsoNormal, div.MsoNormal { margin: 0in; font-size: 12pt; font-family: Aptos, sans-serif; } span.EmailStyle17 { font-family: Aptos, sans-serif; color: windowtext; } .MsoChpDefault { } @page WordSection1 { size: 8.5in 11in; margin: 1in; } div.WordSection1 { page: WordSection1; } Good afternoon, As part of the normal case processing, we offer mediation and conciliation for all of our cases. I have spoken with the respondents in this matter, and they are interested in potentially conciliating the case. They would like to know what your settlement terms would be for the case. Can you please let me know if you are interested in the conciliating the case and what your terms would be. If you have questions, please let me know. Thank you, Lauren Witham Associate Governmental Program Analyst| Housing Unit California Civil Rights Department Phone: 916.964-1988 Email: Lauren.Witham@Calcivilrights.ca.gov CONFIDENTIALITY NOTICE: This communication with its contents may contain confidential and/or legally privileged information. It is solely for the use of the intended recipient(s). Unauthorized interception, review, use or disclosure is prohibited and may violate applicable laws including the Electronic Communications Privacy Act. If you are not the intended recipient, please contact the sender and destroy all copies of the communication.

Email #184: Re: CRD Case 202409-26239516

From: Jen Barreda

Date: Oct 03, 2024 at 23:48:49

ID:

Good Afternoon, I am open to conciliation, however, I have not yet finalized my terms. If the respondents have a settlement offer in mind, I would be open to reviewing and discussing it. Additionally, could you provide any guidance or a list of possible remedies or compensation options that are typically considered in cases with similar allegations? This would help me better understand the potential resolution options as I continue to finalize my terms. Thank you again for your assistance. On Oct 1, 2024, at 3:14 PM, Witham, Lauren@CalCivilRights <Lauren.Witham@calcivilrights.ca.gov> wrote: ■

@font-face { font-family: "Cambria Math"; } @font-face { font-family: Aptos; } p.MsoNormal, li.MsoNormal, div.MsoNormal { margin: 0in; font-size: 12pt; font-family: Aptos, sans-serif; } span.EmailStyle17 { font-family: Aptos, sans-serif; color: windowtext; } .MsoChpDefault { } @page WordSection1 { size: 8.5in 11in; margin: 1in; } div.WordSection1 { page: WordSection1; } Good afternoon, As part of the normal case processing, we offer mediation and conciliation for all of our cases. I have spoken with the respondents in this matter, and they are interested in potentially conciliating the case. They would like to know what your settlement terms would be for the case. Can you please let me know if you are interested in the conciliating the case and what your terms would be. If you have questions, please let me know. Thank you, Lauren Witham Associate Governmental Program Analyst| Housing Unit California Civil Rights Department Phone: 916.964-1988 Email: Lauren.Witham@Calcivilrights.ca.gov CONFIDENTIALITY NOTICE: This communication with its contents may contain confidential and/or legally privileged information. It is solely for the use of the intended recipient(s). Unauthorized interception, review, use or disclosure is prohibited and may violate applicable laws including the Electronic Communications Privacy Act. If you are not the intended recipient, please contact the sender and destroy all copies of the communication.

Email #185: CRD Case 202409-26239516

From: "Witham, Lauren@CalCivilRights"

Date: Oct 01, 2024 at 22:14:43

ID:

Good afternoon, As part of the normal case processing, we offer mediation and conciliation for all of our cases. I have spoken with the respondents in this matter, and they are interested in potentially conciliating the case. They would like to know what your settlement terms would be for the case. Can you please let me know if you are interested in the conciliating the case and what your terms would be. If you have questions, please let me know. Thank you, Lauren Witham Associate Governmental Program Analyst| Housing Unit California Civil Rights Department Phone: 916.964-1988 Email: Lauren.Witham@Calcivilrights.ca.gov CONFIDENTIALITY NOTICE: This communication with its contents may contain confidential and/or legally privileged information. It is solely for the use of the intended recipient(s). Unauthorized interception, review, use or disclosure is prohibited and may violate applicable laws including the Electronic Communications Privacy Act. If you are not the intended recipient, please contact the sender and destroy all copies of the communication.

Email #186: Re: Case # 24NNCV06082 - BURBANK, JENNIFER

From: James Burbank

Date: Feb 12, 2025 at 08:15:37

ID: <4849B839-F816-47ED-82D9-786670AC4608@gmail.com>

(No message body)

Email #187: Re: Case # 24NNCV06082 - BURBANK, JENNIFER

From: Jen Barreda

Date: Feb 12, 2025 at 07:30:25

ID: <619BC353-8D1A-4D2A-9B41-24F4085E3B72@yahoo.com>

There is a chance that Brad Martinez may also show up. The last time he showed up unannounced with Gail as well. Gail now goes by the name of Gail Houser. On Feb 11, 2025, at 11:27 PM, Jen Barreda <jenbarreda@yahoo.com> wrote: ■ Thank you. My husband James will be home tomorrow. His number is 213-858-1725. On Feb 11, 2025, at 9:47 PM, Joseph W. Kellener, Esq. <JK@dignitylawgroup.com> wrote: ■ Keith will be there at 930 am. He is registered a process server. His phone number is +1 (323) 251-9556. @Jen Please text him before you call him. @Keith The address is 518 N Stoneman Ave, Alhambra, CA 91801. Dictated into iPhone. Excuse errors ——— DIGNITY LAW GROUP, APC 14401 Sylvan Street, Suite 102 Van Nuys California 91401 ——— Disclaimer: Any communication through email does not constitute legal advice or create an attorney-client relationship, unless you have signed a retention agreement to receive legal advice. Nothing in this message should be interpreted as a digital or electronic signature that can be used to authenticate a contract or other legal document. On Tue, Feb 11, 2025 at 5:36 PM Jen Barreda <jenbarreda@yahoo.com> wrote: Perfect! Thank you. ■■ On Feb 11, 2025, at 5:22 PM, DIGNITY LAW GROUP <info@dignitylawgroup.com> wrote: ■ Ill let process servers know just in case Dictated into iPhone. Excuse errors ——— DIGNITY LAW GROUP, APC 14401 Sylvan Street, Suite 102 Van Nuys California 91401 ——— Disclaimer: Any communication through email does not constitute legal advice or create an attorney-client relationship, unless you have signed a retention agreement to receive legal advice. Nothing in this message should be interpreted as a digital or electronic signature that can be used to authenticate a contract or other legal document. On Tue, Feb 11, 2025 at 5:21 PM Jen Barreda <jenbarreda@yahoo.com> wrote: If Gail hasn't been served yet, she will be at my unit tomorrow morning at 9:30am! 518 N Stoneman Ave Alhambra, CA 91801 On Feb 10, 2025, at 6:32 PM, Jen Barreda <jenbarreda@yahoo.com> wrote: ■ 323-336-7829 On Feb 10, 2025, at 6:04 PM, DIGNITY LAW GROUP <info@dignitylawgroup.com> wrote: ■ Best number ? Dictated into iPhone. Excuse errors ——— DIGNITY LAW GROUP, APC 14401 Sylvan Street, Suite 102 Van Nuys California 91401 ——— Disclaimer: Any communication through email does not constitute legal advice or create an attorney-client relationship, unless you have signed a retention agreement to receive legal advice. Nothing in this message should be interpreted as a digital or electronic signature that can be used to authenticate a contract or other legal document. On Mon, Feb 10, 2025 at 6:04 PM Jen Barreda <jenbarreda@yahoo.com> wrote: Sounds good, waiting on your call. On Feb 10, 2025, at 2:45 PM, DIGNITY LAW GROUP <info@dignitylawgroup.com> wrote: ■ I will call you this evening. Dictated into iPhone. Excuse errors ——— DIGNITY LAW GROUP, APC 14401 Sylvan Street, Suite 102 Van Nuys California 91401 ——— Disclaimer: Any communication through email does not constitute legal advice or create an attorney-client relationship, unless you have signed a retention agreement to receive legal advice. Nothing in this message should be interpreted as a digital or electronic signature that can be used to authenticate a contract or other legal document. On Mon, Feb 10, 2025 at 12:15 PM Jen Barreda <jenbarreda@yahoo.com> wrote: Hello, It appears there is no proof of service filed with the court and there is a hearing in early April to explain why there was no proof of service within the 60 days that the paperwork was filed. I would like to have confirmation on the status of the proof of service for all parties involved. I also have additional addresses as well: Gail Calhoun PO Box 50405, Pasadena, California 91115 1250 S Orange Grove Blvd. #2, Pasadena, CA 91105 Brad and Vicki Martinez 1113 N Hidalgo Ave, Alhambra, CA 91801

Email #188: Re: Case # 24NNCV06082 - BURBANK, JENNIFER

From: Jen Barreda

Date: Feb 12, 2025 at 07:27:26

ID: <6A776F60-E09F-47A4-828A-81FDAE879B42@yahoo.com>

Thank you. My husband James will be home tomorrow. His number is 213-858-1725. On Feb 11, 2025, at 9:47 PM, Joseph W. Kellener, Esq. <JK@dignitylawgroup.com> wrote: ■ Keith will be there at 930 am. He is registered a process server. His phone number is +1 (323) 251-9556. @Jen Please text him before you call him. @Keith The address is 518 N Stoneman Ave, Alhambra, CA 91801. Dictated into iPhone. Excuse errors ——— DIGNITY LAW GROUP, APC 14401 Sylvan Street, Suite 102 Van Nuys California 91401 ——— Disclaimer: Any communication through email does not constitute legal advice or create an attorney-client relationship, unless you have signed a retention agreement to receive legal advice. Nothing in this message should be interpreted as a digital or electronic signature that can be used to authenticate a contract or other legal document. On Tue, Feb 11, 2025 at 5:36 PM Jen Barreda <jenbarreda@yahoo.com> wrote: Perfect! Thank you. ■■ On Feb 11, 2025, at 5:22 PM, DIGNITY LAW GROUP <info@dignitylawgroup.com> wrote: ■ Ill let process servers know just in case Dictated into iPhone. Excuse errors ——— DIGNITY LAW GROUP, APC 14401 Sylvan Street, Suite 102 Van Nuys California 91401 ——— Disclaimer: Any communication through email does not constitute legal advice or create an attorney-client relationship, unless you have signed a retention agreement to

receive legal advice. Nothing in this message should be interpreted as a digital or electronic signature that can be used to authenticate a contract or other legal document. On Tue, Feb 11, 2025 at 5:21 PM Jen Barreda <jenbarreda@yahoo.com> wrote: If Gail hasn't been served yet, she will be at my unit tomorrow morning at 9:30am! 518 N Stoneman Ave Alhambra, CA 91801 On Feb 10, 2025, at 6:32 PM, Jen Barreda <jenbarreda@yahoo.com> wrote: ■ 323-336-7829 On Feb 10, 2025, at 6:04 PM, DIGNITY LAW GROUP <info@dignitylawgroup.com> wrote: ■ Best number ? Dictated into iPhone. Excuse errors ——— DIGNITY LAW GROUP, APC 14401 Sylvan Street, Suite 102 Van Nuys California 91401 ——— Disclaimer: Any communication through email does not constitute legal advice or create an attorney-client relationship, unless you have signed a retention agreement to receive legal advice. Nothing in this message should be interpreted as a digital or electronic signature that can be used to authenticate a contract or other legal document. On Mon, Feb 10, 2025 at 6:04 PM Jen Barreda <jenbarreda@yahoo.com> wrote: Sounds good, waiting on your call. On Feb 10, 2025, at 2:45 PM, DIGNITY LAW GROUP <info@dignitylawgroup.com> wrote: ■ I will call you this evening. Dictated into iPhone. Excuse errors ——— DIGNITY LAW GROUP, APC 14401 Sylvan Street, Suite 102 Van Nuys California 91401 ——— Disclaimer: Any communication through email does not constitute legal advice or create an attorney-client relationship, unless you have signed a retention agreement to receive legal advice. Nothing in this message should be interpreted as a digital or electronic signature that can be used to authenticate a contract or other legal document. On Mon, Feb 10, 2025 at 12:15 PM Jen Barreda <jenbarreda@yahoo.com> wrote: Hello, It appears there is no proof of service filed with the court and there is a hearing in early April to explain why there was no proof of service within the 60 days that the paperwork was filed. I would like to have confirmation on the status of the proof of service for all parties involved. I also have additional addresses as well: Gail Calhoun PO Box 50405, Pasadena, California 91115 1250 S Orange Grove Blvd. #2, Pasadena, CA 91105 Brad and Vicki Martinez 1113 N Hidalgo Ave, Alhambra, CA 91801

Email #189: Fwd: Blue Ribbon - Your Home Inspection has been Scheduled

From: jamesburbank91@gmail.com

Date: Oct 23, 2024 at 01:55:48

ID:

Sent from my iPhone Begin forwarded message: From: "Blue Ribbon Property Inspections (via HG Notifier)" <noreply@homegauge.com> Date: October 22, 2024 at 6:53:37 PM PDT To: James Burbank <jamesburbank91@gmail.com> Subject: Blue Ribbon - Your Home Inspection has been Scheduled Reply-To: Blue Ribbon Property Inspections <tyler@blueribboninspects.com> ■ .column-top { mso-line-height-rule: exactly !important; } Home Inspection Scheduled I would like to extend a sincere thank you for choosing Blue Ribbon Property Inspections as your inspection company. Our scheduled inspection is confirmed. The inspection will take from 1 ½ to 2 ½ hours depending on the size and condition of the property (Note - extended times may be required for properties over 4,000 SQF). For the best and most thorough inspection results, we request all utilities (gas, water, and power) be on at the property during the inspection. All areas of the building should be accessible including attic accesses and crawlspace accesses. Personal items on or around major appliances such as the water heater or HVAC system components should be moved to allow access to the equipment for the inspector. We encourage all of our clients be at the inspection to hear the preliminary verbal review at the end of the inspection. This allows the inspector to walk around the property with the client and answer any initial questions that may be raised from the inspection. A written report with pictures explaining all the findings from the inspector will be made available 24 hours after the inspection. The inspector is always available to the client after the report is released for any follow-up questions by phone. Payment for the inspection can be made on the day of the scheduled appointment. We accept checks, cash, credit card, Zelle, Venmo, and PayPal as payment methods. See below for more payment details. Best Regards! Payment Info Cash: Collected Day of Inspection Checks: Made To - Gregory T. Molloy Credit Card: Paid Via Email After Inspection Zelle: Paid at Inspection Venmo: @blueribboninspects PayPal: <https://www.paypal.me/gmolloy299> Oct 24, 2024 at 10:00 AM 518 N Stoneman Ave, Alhambra, CA 91801 Directions: Customer(s) James Burbank (JamesBurbank836) Jamesburbank91@gmail.com Mobile: 213-858-1725 Real Estate Professional(s) Not Applicable (NotApplicable239) Fakemail001@gmail.com Mobile: 6262235571 Service Price Condo 501 - 1,500 SQFT \$400.00 Inspection Total: \$400.00 Pet Instructions: Year Built: 1992 Square Footage: 1480 Rooms: 2 Bedrooms, 2 Bathrooms, 1 Half Bathrooms MLS #: Property Occupied: yes Utilities on: Water, Electricity, Gas Who will be present for inspection: Buyer, Buyer Agent Privacy Policy | Terms of Use

Email #190: Blue Ribbon - Your Home Inspection has been Scheduled

From: "Blue Ribbon Property Inspections (via HG Notifier)"

Date: Oct 23, 2024 at 01:53:36

ID: <1341297945.24791729648416349.JavaMail.appuser@classic-web-584c8b8566-46spv>

The body of this email must be viewed with an HTML capable email reader.

Email #191: 518 N Stoneman Ave Copy of Cashier's Checks

From: "Aragon, Johnny A"

Date: Sep 05, 2023 at 21:20:45

ID:

Hi James, Jen & Marisol, Attached are copies of the cashier's checks for the landlords and for Coldwell Banker Realty for your records. Marisol, I'll leave the landlord check in your mailbox for you to deliver. Thank you for all of your hard work! I'll be sending over the lease breakdown form for signatures momentarily. Sincerely,
[cid:8f8db54d-de53-4396-94fd-6ba70c7a044a]

From: pasadena@coldwellbanker.com Sent: Tuesday, September 5, 2023 2:10 PM To: Aragon, Johnny A Subject: Message from KM_C450i left *Wire Fraud is Real*. Before wiring any money, call the intended recipient at a number you know is valid to confirm the instructions. Additionally, please note that the sender does not have authority to bind a party to a real estate contract via written or verbal communication.

Email #192: Re: Gutter work scheduled Feb 4 at 2pm

From: Jen Barreda

Date: Feb 07, 2025 at 21:05:03

ID: <9118EB6C-95AF-4B40-AE24-E73F11877196@yahoo.com>

■ Gail, Please see videos and photos from last night and this morning of MORE water intrusion in the unit, in the same exact locations that I've repeatedly stated to you and whomever has access to this email, to the management company you and your parties have hired (Lotus Property Services, Inc) and to Brad and Vicki. There is water underneath the floorboards in the entry way and restroom tiles. This is exactly what happened last year when it rained. This is also what has happened a few other times within the last year when it also rained. The garage continues to leak when it rains from the ceiling and the pipes I've previously reported since September 20, 2024 (20 weeks ago!) are still leaking and causing further damage to our personal belongings. I cannot stress how this violates Civil Code 1941.1. I am requesting immediate repairs to the root issue of the water intrusion in the unit and the plumbing in the garage. Making temporary and minor repairs to redirect the water flow is insufficient as it is not the root cause of the water intrusion. Please respond with your plan of action and again a timeline of repairs that are scheduled to fix the root issue of the water intrusion. On Feb 5, 2025, at 11:44 AM, Stoneman <518stoneman@gmail.com> wrote: ■ ServePro called to say their technicians are running late and will now come at 1pm. The gutter crew also notified us that they are running behind. I do not know what time they may arrive today to continue work. Gail Houser On Tue, Feb 4, 2025 at 8:11 PM Jen Barreda <jenbarreda@yahoo.com> wrote: Gail, We saw technicians here today so I'm confused as to what that visit was for if you're stating gutter work was delayed until tomorrow, indicating no work was done today. To clarify, gutter work will occur tomorrow morning around 9am and an indoor assessment will occur around 11am to 12pm, correct? This brings up the same question in my previous email: When will repairs take place after continuous assessments? I also requested a mold inspection and that was ignored in my previous email. May you please address that request? Jennifer Burbank On Feb 4, 2025, at 6:19 PM, Stoneman <518stoneman@gmail.com> wrote: ■ The gutter work was delayed until tomorrow morning as the contractor needed additional parts. It is anticipated that he will return February 5 around 9:00am to complete the work. On Tue, Feb 4, 2025 at 5:46 PM Jen Barreda <jenbarreda@yahoo.com> wrote: Gail, We confirm indoor access for tomorrow between 11am to 12pm. How long after this assessment, will the repairs take place? Please keep us informed. Jennifer Burbank On Feb 4, 2025, at 10:05 AM, Stoneman <518stoneman@gmail.com> wrote: ■ M/M Burbank, ServePro confirmed availability to assess water intrusion on February 5. Appointment window is between 11am and 12pm. Can you confirm interior access on Feb 5? Gail Houser On Mon, Feb 3, 2025 at 4:40 PM Jamesburbank91@Gmail <jamesburbank91@gmail.com> wrote: To Stoneman management Copy. Feb 4th outside work. Affirmative. Interior

access possible. - James S Burbank On Feb 3, 2025, at 4:25 PM, Stoneman < 518stoneman@gmail.com > wrote: ■ M/M Burbank, Redwood Gutter Service will be a 518 Stoneman tomorrow, February 4 at 2pm to complete water redirection/gutter work on the outside of the unit. We do not anticipate a need to access the interior for gutter work. Please be advised that work will take place outside. We are waiting for an appointment confirmation from ServePro to evaluate moisture in the interior of the home. Can ServePro access the interior of the unit on February 4 if a technician is available?
Gail Houser

Email #193: Re: Notice to Enter Dwelling Unit

From: Jen Barreda

Date: Mar 03, 2025 at 15:59:10

ID: <4ADAF2E6-DBB9-484D-84C9-581C9F20084C@yahoo.com>

Gail, Due to the unresolved concern regarding whether you recorded inside the unit, on February 27, 2025, while my minor children were present, I am not comfortable with your presence in the unit. Therefore, I do not consent to you, Gail Houser, entering the unit at any time. As there are multiple landlords or representatives, I request that any necessary visits or repairs be handled by someone other than you. Jennifer Burbank > On Mar 2, 2025, at 11:40 AM, Stoneman <518stoneman@gmail.com> wrote: > > ■ > M/M Burbank, > > A physical copy of this communication has been posted on the front door of your rental unit at 518 N. Stoneman Ave. > This email serves as a 24-hour notice that the property owner, owner's agent, or contractors, will be entering the rental unit at 518 N. Stoneman Ave. on March 4th and 5th, 2025 between 8:00 am and 5:00 pm, to begin the patio area planter box excavation (east side of patio) and garage leak identification. This may include plant removal and capping off sprinklers. > Please contact me via email if you have any questions. > Gail Houser

Email #194: Notice to Enter Dwelling Unit

From: Stoneman <518stoneman@gmail.com>

Date: Mar 02, 2025 at 19:39:51

ID:

M/M Burbank, *A physical copy of this communication has been posted on the front door of your rental unit at 518 N. Stoneman Ave.* This email serves as a 24-hour notice that the property owner, owner's agent, or contractors, will be entering the rental unit at 518 N. Stoneman Ave. on March 4th and 5th, 2025 between 8:00 am and 5:00 pm, to begin the patio area planter box excavation (east side of patio) and garage leak identification. This may include plant removal and capping off sprinklers. Please contact me via email if you have any questions. Gail Houser

Email #195: Re: 518 N Stoneman Ave Breakdown of Cashier's Checks

From: Marisol Grier

Date: Sep 05, 2023 at 03:37:25

ID:

Good Evening Everyone, Yes, you are correct I have attached the lease money disposition & disbursement (the breakdown of monies security deposit, 1st month, total & commission) Hope this is clear and serves as confirmation. Please drop off checks to the Coldwell Banker Pasadena office located at 388 S. Lake Ave. by 3:00pm. If you have any questions please feel free to contact me. Have a great rest of your evening. Marisol Grier DRE#01950362 On Mon, Sep 4, 2023 at 2:34 PM Aragon, Johnny A wrote: > Hi Marisol, > > Please confirm the following breakdown for the cashier's checks that Jen & > James Burbank are supposed to provide tomorrow for the move-in. > > *Two cashier's checks:* > > > 1. Commission made out to Coldwell Banker Realty: *\$2,340* > > *(\$3,250 * 12 months * 6% commission)* > > > > 1. Remaining amount (security deposit + remaining first months rent) > made out to landlords Brad & Vicki Martinez: *\$4,160* > > > These two checks total \$6,500. Thank you! > > > Sincerely, > > > *Wire Fraud is Real*. Before wiring any money, call the intended > recipient at a number you know is valid to confirm the instructions. Additionally, > please note that the sender does not have authority to bind a party to a > real estate contract via written or verbal communication. >

Email #196: 518 N Stoneman Ave Breakdown of Cashier's Checks

From: "Aragon, Johnny A"
Date: Sep 04, 2023 at 21:34:01
ID:

Hi Marisol, Please confirm the following breakdown for the cashier's checks that Jen & James Burbank are supposed to provide tomorrow for the move-in. Two cashier's checks: 1. Commission made out to Coldwell Banker Realty: \$2,340 (\$3,250 * 12 months * 6% commission) 1. Remaining amount (security deposit + remaining first months rent) made out to landlords Brad & Vicki Martinez: \$4,160 These two checks total \$6,500. Thank you! Sincerely, [cid:5fecbb12-5958-41cf-ad71-87d9f6f818c9] *Wire Fraud is Real*. Before wiring any money, call the intended recipient at a number you know is valid to confirm the instructions. Additionally, please note that the sender does not have authority to bind a party to a real estate contract via written or verbal communication.

Email #197: Reminder: Home Inspection Agreement (address) 518 N Stoneman Ave, Alhambra, CA 91801 is awaiting your signature

From: Gregory Molloy
Date: Oct 25, 2024 at 01:27:30
ID: <20241025012730.9e780667d7875e86@mail.hellosign.com>

Gregory Molloy is awaiting your signature Get Started:
<https://app.hellosign.com/t/b6d987b664e71bf2cae10bcb31a0a306bacc8a55> Document: Home Inspection Agreement (address) 518 N Stoneman Ave, Alhambra, CA 91801 Message from Sender: Hello, Thank you once again for using Blue Ribbon Property Inspections. This document is the inspection agreement for our inspection. Please read through the document carefully and initial and sign in the designated locations. This must be signed prior to the release of the written report. If you have any questions about the agreement form feel free to contact me with your questions. Best Regards! Tyler Molloy Principle Inspector Phone: (626)223-5571 Email: Tyler@blueribboninspects.com Warning: To prevent others from accessing your account, please do not forward this email -- Thanks for going paperless! The Dropbox Sign Team

Email #198: Re: New Contract Information

From: Stoneman <518stoneman@gmail.com>
Date: Nov 30, 2024 at 04:03:19
ID:

Thank you for letting us know and for reaching out. We will be on the lookout for the email. On Fri, Nov 29, 2024 at 10:56 PM Jen Barreda wrote: > Hello Gail & Dean, > > We did receive notice from Lotus Property Services Inc. via email on > November 14, 2024 and via mail on November 15, 2024 of the change in > management. > > Lotus Property Services Inc. left many pending repairs and maintenance > requests that we hope you, Gail & Dean, will finally be able to address > appropriately and in a timely manner. We are hopeful that you both will > communicate more effectively as well, as Lotus Property Services Inc. had > issues communicating with us in a timely manner, or at all. > > In our short tenure at 518 N. Stoneman, we are now moving forward with a > third set of management team. The previous two have failed us as tenants > and we are hoping that third times the charm. > > As mentioned above, we have pending items that I will address in a > separate email regarding all maintenance. I do have expectations of them > being addressed in a timely manner and in accordance with all state and > county laws. > > Due to our ongoing housing discrimination case with Vicki and your trust, > Calhoun Gail D Trust, I would like for all communication to be in writing, > either via email or text. > > As far as the rent, please note that there is a limit of \$500 to send to > you via Zelle. Therefore, we will be sending a check via U.S. Mail. > > [image: image0.jpeg] > > > Sincerely, > > Jennifer Burbank > > > On Nov 24, 2024, at 9:47 AM, Stoneman <518stoneman@gmail.com> wrote: > > ■ > Dear Mr. and Mrs. Burbank, > > We hope this letter finds you well. On November 11, 2024, Lotus Property > Services, Inc. sent a change in management notice indicating that new > contact information would be provided. > > We, Dean and Gail Houser, are pleased to introduce ourselves as your new > primary contacts. We are happy to assist with any needs. > > For any concerns or requests, please contact us at 518stoneman@gmail.com > or text (323) 813-4266. > > Rent payments of \$3250 per month may be made through Zelle using the > 518stoneman@gmail.com email address listed above. Alternatively, a check, > money order, or cashiers check

can be mailed to PO Box 50405, Pasadena, > California 91115. > > We value our relationship and look forward to serving
you better. > > Warm regards, > > Dean & Gail Houser > >

Email #199: Re: New Contract Information

From: Jen Barreda
Date: Nov 30, 2024 at 03:55:25
ID: <1950F06C-3554-4E47-83CC-54324168492A@yahoo.com>

Hello Gail & Dean, We did receive notice from Lotus Property Services Inc. via email on November 14, 2024 and via mail on November 15, 2024 of the change in management. Lotus Property Services Inc. left many pending repairs and maintenance requests that we hope you, Gail & Dean, will finally be able to address appropriately and in a timely manner. We are hopeful that you both will communicate more effectively as well, as Lotus Property Services Inc. had issues communicating with us in a timely manner, or at all. In our short tenure at 518 N. Stoneman, we are now moving forward with a third set of management team. The previous two have failed us as tenants and we are hoping that third times the charm. As mentioned above, we have pending items that I will address in a separate email regarding all maintenance. I do have expectations of them being addressed in a timely manner and in accordance with all state and county laws. Due to our ongoing housing discrimination case with Vicki and your trust, Calhoun Gail D Trust, I would like for all communication to be in writing, either via email or text. As far as the rent, please note that there is a limit of \$500 to send to you via Zelle. Therefore, we will be sending a check via U.S. Mail. Sincerely, Jennifer Burbank On Nov 24, 2024, at 9:47 AM, Stoneman <518stoneman@gmail.com> wrote: ■ Dear Mr. and Mrs. Burbank, We hope this letter finds you well. On November 11, 2024, Lotus Property Services, Inc. sent a change in management notice indicating that new contact information would be provided. We, Dean and Gail Houser, are pleased to introduce ourselves as your new primary contacts. We are happy to assist with any needs. For any concerns or requests, please contact us at 518stoneman@gmail.com or text (323) 813-4266. Rent payments of \$3250 per month may be made through Zelle using the 518stoneman@gmail.com email address listed above. Alternatively, a check, money order, or cashiers check can be mailed to PO Box 50405, Pasadena, California 91115. We value our relationship and look forward to serving you better. Warm regards, Dean & Gail Houser

Email #200: Re: Notice to Enter Dwelling Unit

From: Stoneman <518stoneman@gmail.com>
Date: Mar 04, 2025 at 21:28:30
ID:

M/M Burbank, Following are updates based on the discovery work completed today, March 4, at 518 N. Stoneman patio area. 1. No work will occur tomorrow, March 5th. Mr. James Burbank received a verbal update today that the schedule would potentially change. Mr. James Burbank acknowledged. 2. Additional work is now planned for March 6th that will include: - Plumber to unclog the planter drain. - Broken sprinkler pipe to be repaired in the planter area. - Exposed planter area to remain uncovered to confirm repair. Please contact me via email if you have any questions. Gail Houser On Tue, Mar 4, 2025 at 10:00 AM Stoneman <518stoneman@gmail.com> wrote: > M/M Burbank, > > *A physical copy of this communication has been provided to Mr. Burbank. * > > This email serves as a 24-hour notice that the property owner, owner's > agent, or contractors, will be entering the rental unit at 518 N. Stoneman > Ave. on March 6th, 2025 between 8:00 am and 5:00 pm, to begin the repair of > the wall in the stairwell near the garage that has been peeling over > time. Additionally, we will be inspecting the stairwell and landing for > any noticeable structural issues. > Colored stickers have been provided with the notice for you to help > identify the specific area(s) on the floor that are "bouncy/has a soft > spot". Please place the stickers on the floor where you would like us to > focus our inspection. > > Please contact me via email if you have any questions. > Gail Houser > >

Email #201: Notice to Enter Dwelling Unit

From: Stoneman <518stoneman@gmail.com>
Date: Mar 04, 2025 at 18:00:09
ID:

M/M Burbank, *A physical copy of this communication has been provided to Mr. Burbank. * This email serves as a 24-hour notice that the property owner, owner's agent, or contractors, will be entering the rental unit at 518 N. Stoneman Ave. on March 6th, 2025 between 8:00 am and 5:00 pm, to begin the repair of the wall in the stairwell near the garage that has been peeling over time. Additionally, we will be inspecting the stairwell and landing for any noticeable structural issues.

Colored stickers have been provided with the notice for you to help identify the specific area(s) on the floor that are "bouncy/has a soft spot". Please place the stickers on the floor where you would like us to focus our inspection. Please contact me via email if you have any questions. Gail Houser

Email #202: Confirmation of Rent Waived - March 1, 2025

From: Jen Barreda

Date: Feb 27, 2025 at 15:26:26

ID: <8D3331F0-6E36-43AA-83FC-1FFBD78A4B73@yahoo.com>

■Gail, Could you please confirm that the rent due on March 1, 2025, has been waived? Jennifer Burbank

Email #203: Concrete Restoration Appointment / Sand bags/ Tarps and Tubs

From: Stoneman <518stoneman@gmail.com>

Date: Feb 10, 2025 at 22:47:20

ID:

M/ M Burbank, 1. We have an appointment scheduled tentatively for February *12 at 9:30 am *with a *concrete restoration *company . Please let me know if someone will be available to let me and the service provider into the garage at the above indicated time. 2. We need to place *sandbags* this week prior to the rain. Can we come in to reposition your existing bags and bring additional bags t*onight (Monday) or tomorrow (Tuesday) in the daytime?* *3. *Do you need *tarps or plastic storage tubs to protect items in the garage from water*? Please advise if that would be helpful and we can bring items to you when we place sandbags. And, in a follow-up to the conversation we had in person in the entryway of 518 on Friday night, please let us know if water gets in during the coming rain so we can come over and see the water. Seeing the water will help in pinpointing any possible sources of water ingress/ allow repairs to be targeted. Gail Houser

Generated by Stone Email System v2.03 on Mar 14, 2025 at 02:24:20