Los Angeles County
Department of Regional Planning

Planning for the Challenges Ahead

Dennis Slavin
Acting Director

January 25, 2018

TO: Supervisor Sheila Kuehl, Chair
Supervisor Hilda L. Solis
Supervisor Mark Ridley-Thomas
Supervisor Janice Hahn
Supervisor Kathryn Barger

FROM: Dennis Slavin DLS
Acting Director

REPORT ON BOARD MOTION REGARDING THE ROWLAND HEIGHTS MOBILE ESTATES MOBILE HOME PARK (AGENDA ITEM NO. 4, OCTOBER 24, 2017)

On October 24, 2017, the Board of Supervisors (Board) took the following actions in relation to the Rowland Heights Mobile Estates mobile home park located at 1441 Paso Real Avenue in the unincorporated community of Rowland Heights:

1. Instructed the Acting Director of the Department of Regional Planning (Acting Director) and County Counsel to ensure that 24 guest parking spaces are added to bring the total number of guest spaces to 82, as required by County Code, Section 22.52.1150.B, which dictates that "guest parking spaces shall be provided at the ratio of one standard size automobile parking space for each four mobile home sites," as recommended by the Regional Planning Commission.

2. Instructed County Counsel, the Director of Public Works and the Fire Chief to ensure that all the appropriate easements have been obtained for the access way to be used as a fire lane for emergency access and that the Department of Public Works constructs any required fence and/or gate to separate the access way from the flood channel.

3. Instructed the Acting Director to include the following in the Conditional Use Permit (CUP) Conditions of Approval:

   The permittee shall provide emergency access to the County's fire lane that connects to a public street, and indicate a minimum ten foot wide access on the approved Exhibit A in the Board Letter; the portion of the emergency access within the mobile home park shall

be kept free from any obstructions at all times in the posted signage that designates such as a fire lane; the emergency access shall be incorporated into the Emergency Preparedness Plan and shall be submitted to the California Department of Housing and Community Development for its approval; and the gates at the emergency access point shall be kept locked, but shall have the ability to be opened at the site by anyone during emergency situations; a sign shall also be posted at the gates indicating 'For Emergency Use Only'.

4. Instructed the Acting Director to report back to the Board in 30 days, and every 60 days thereafter, on the progress of implementing all of the conditions for the approval of the CUP, as well as the communication and quality of life issues raised by the mobile home park residents.

On November 22, 2017, the first report was submitted to the Board pursuant to Action Item No. 4 above. This report is being submitted to the Board pursuant to the same Action Item No. 4 above and consists of activities undertaken between November 23, 2017 and January 24, 2018.

I. Guest Parking Spaces

- The existing block wall that was separating the front guest parking area and the RV storage area has been demolished.
- A new wrought iron gate has been installed at the new location where 24 of the existing RV storage spaces can now be added to the adjacent guest parking lot.

- Twenty-four (24) RV storage spaces will be converted to guest parking spaces. Paving and striping work on these new guest parking spaces is scheduled for January 24, 2018.

II. Secondary Access

- The Fire Department's (FD) Emergency Preparedness Training Class for all interested residents of the mobile home park has been scheduled for February 22, 2018. FD will also provide the lock for the secondary access gate for the resident's access and will provide the necessary number of keys for the residents. The locks are expected to be placed at the secondary gate within the next two weeks.

- The Department of Public Works (DPW) has installed additional fencing and a gate at the site to secure and separate the area to be used for the evacuation route from the storm channel.

III. Conditions of Approval

- County Counsel has finalized the Findings and Conditions of the CUP and is ready to bring them back to the Board as a consent item.

IV. Communication and Quality of Life Issues

- The Mandarin interpreter provided by the mobile home park management has conducted translation services for a number of residents in the past two months. Attached is a log used by the park management to track the work of the provided interpreter.

The next report back will be provided to you no later than March 24, 2018. Should you have any questions about this report, please contact Carl Nadela at (213) 974-6435 or cnadela@planning.lacounty.gov.

DS:SA:CN:lm

Attachments: Board Report dated November 22, 2017
Chinese Interpreting Service Log

c: Executive Office, Board of Supervisors
Chief Executive Office
County Counsel
Fire
Public Works

K_CP_012518_BOARD_MOTION_ROWLAND_HEIGTHS_MOBILE

Attachment

Figure 1: RHME Letter to Residents regarding Mandarin Interpreter

November 10, 2017

To All Residents

Re: Mandarin Interpreter

Dear Residents,

We are pleased to announce that we will be starting a new service in the Park, at no cost to the residents. We will be providing a Mandarin interpreter service in our office every Friday morning from 9:00 to 11:00a.m., beginning November 17, 2017. This service is a courtesy, and will be on a trial basis.

In order to maximize the chances for success of this new program, we will have a sign-up sheet in the park office for persons who are interested in using the new service. Please be mindful that the interpreter will not be translating legal documents or giving legal advice.

If residents show substantial interest in this service, Management will provide additional hours or days for this service.

We are excited about this new program and hope that it is of great benefit to you!

Sincerely,

RHME Management

www.oisaninc.com

Los Angeles County
Department of Regional Planning

Planning for the Challenges Ahead

Dennis Slavin
Acting Director

November 22, 2017

TO: Supervisor Mark Ridley-Thomas, Chairman
Supervisor Hilda L. Solis
Supervisor Sheila Kuehl
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FROM: Dennis Slavin DLS
Acting Director

REPORT ON BOARD MOTION REGARDING THE ROWLAND HEIGHTS MOBILE ESTATES MOBILE HOME PARK (AGENDA ITEM NO. 4, OCTOBER 24, 2017)

On October 24, 2017, the Board of Supervisors (Board) took the following actions in relation to the Rowland Heights Mobile Estates mobile home park located at 1441 Paso Real Avenue in the unincorporated community of Rowland Heights:

1. Instructed the Acting Director of the Department of Regional Planning (Acting Director) and County Counsel to ensure that 24 guest parking spaces are added to bring the total number of guest spaces to 82, as required by County Code, Section 22.52.1150.B, which dictates that "guest parking spaces shall be provided at the ratio of one standard size automobile parking space for each four mobile home sites," as recommended by the Regional Planning Commission.

2. Instructed County Counsel, the Director of Public Works and the Fire Chief to ensure that all the appropriate easements have been obtained for the access way to be used as a fire lane for emergency access and that the Department of Public Works constructs any required fence and/or gate to separate the access way from the flood channel.

3. Instructed the Acting Director to include the following in the Conditional Use Permit (CUP) Conditions of Approval:

   The permittee shall provide emergency access to the County's fire lane that connects to a public street, and indicate a minimum ten foot wide access on the approved Exhibit A in the Board Letter; the portion of the emergency access within the mobile home park shall be kept free from any obstructions at all times in the posted signage that designates such as a fire lane; the

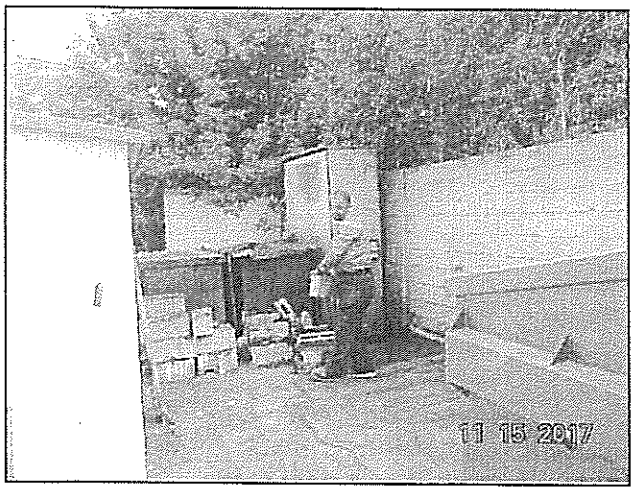
emergency access shall be incorporated into the Emergency Preparedness Plan and shall be submitted to the California Department of Housing and Community Development for its approval; and the gates at the emergency access point shall be kept locked, but shall have the ability to be opened at the site by anyone during emergency situations; a sign shall also be posted at the gates indicating 'For Emergency Use Only'.

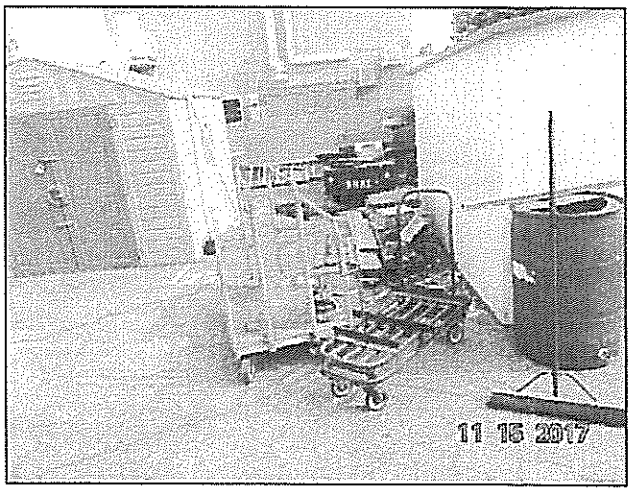
4. Instructed the Acting Director to report back to the Board in 30 days, and every 60 days thereafter, on the progress of implementing all of the conditions for the approval of the CUP, as well as the communication and quality of life issues raised by the mobile home park residents.

This report is being submitted to the Board pursuant to Action Item No. 4 above and consists of activities undertaken within 30 days of the public hearing that was held on October 24, 2017.

I. Guest Parking Spaces

- Clearing work is ongoing to remove a number of existing storage sheds and bins, as well as other miscellaneous materials, currently placed between the existing guest parking lot in the front of the mobile home park and the RV storage area. Please see pictures below.





- Twenty four (24) RV storage spaces will be converted to guest parking spaces. A new fence will be constructed to separate these new guest parking spaces from the rest of the RV storage area. Work on this new fence will start on November 27, 2017.

- The existing wall and gate that is currently separating the guest parking lot from the existing RV storage area will then be demolished to allow access to the 24 new guest parking spaces.

II. Secondary Access

- County Counsel, Public Works and the Fire Department, as well as the Department of Regional Planning (Department), met on November 16, 2017, to discuss the secondary access.

- It was determined that the County has adequate secondary access easements for the purpose of allowing evacuation of the mobile home park residents.

- The following action items were identified as the next steps to effectively implement this direction from the Board.

    - The Fire Department will coordinate with the mobile home park owners and management and will provide Emergency Preparedness Trainings for the residents. This training will include emergency and disaster preparedness and planning to provide the residents the ability to create their own Citizen Emergency Response Teams (CERT). This training will also provide evacuation guidelines and procedures during emergencies.

    - The Department of Public Works will coordinate with the Fire Department and install and/or modify any fencing/gate at the site as may be necessary to facilitate the specific evacuation procedures that may be identified during the Emergency Preparedness Trainings.

III. Conditions of Approval

- County Counsel is currently finalizing the Findings and Conditions of the CUP to bring back to the Board as a consent item.

IV. Communication and Quality of Life Issues

- With regards to the communication issue, the mobile home park owners have identified and retained a person skilled in speaking Mandarin to come to the mobile home park and assist with communicating with the Mandarin-

speaking residents. The interpreter starts on November 17, 2017. Please see attached letter from the mobile home park management to the residents.

The next report back will be provided to you no later than January 24, 2018. Should you have any questions about this report, please contact Carl Nadela at (213) 974-6435 or cnadela@planning.lacounty.gov.

DS:MG:CN:lm

Attachment: Figure 1: RHME Letter to Residents regarding Mandarin Interpreter

c: Executive Office, Board of Supervisors
Chief Executive Office
County Counsel
Fire
Public Works

K_CP_112217_BOARD_MOTION_ROWLAND_HEIGTHS_MOBILE

Attachment

Figure 1: RHME Letter to Residents regarding Mandarin Interpreter

November 10, 2017

To All Residents

Re Mandarin Interpreter

Dear Residents,

We are pleased to announce that we will be starting a new service in the Park, at no cost to the residents. We will be providing a Mandarin interpreter service in our office every Friday morning from 9 00 to 11 00a.m., beginning November 17, 2017. This service is a courtesy, and will be on a trial basis

In order to maximize the chances for success of this new program, we will have a sign-up sheet in the park office for persons who are interested in using the new service. Please be mindful that the interpreter will not be translating legal documents or giving legal advice.

If residents show substantial interest in this service, Management will provide additional hours or days for this service.

We are excited about this new program and hope that it is of great benefit to you!

Sincerely,

RHME Management

ROWLAND HEIGHTS MOBILE ESTATES
CHINESE INTERPRETING SERVICE LOG

DATE	NAME	SPACE	QUESTION	WHAT WAS DISCUSSED?
1/15/2018			I listened to the tenant's request and interpreted it for Norma. The tenants requested that one of the tenant's mother and father be added as additional registered residents to the space.	Norma asked for the father's and mother's identification cards and added them to the tenants' file. I interpreted for them to complete the process of adding themselves as residents.
1/15/2018			I listened to the tenant's request to add her cousin as a registered resident to her space and translated it for Norma.	Norma stated that due to California's mobile home legal code, a cousin could not be added as a resident without an additional fee. I interpreted this for the tenant and her cousin. The tenant and her cousin then stated that the cousin would just have to move out because the rent would be too expensive. I interpreted this for Norma. Norma then stated that the cousin would be given a month to find new somewhere else to stay, which I interpreted to the tenant.

ROWLAND HEIGHTS MOBILE ESTATES
CHINESE INTERPRETING SERVICE INDIVIDUAL LOG

NAME 名字

SPACE # 门牌号码

QUESTION 问题	
WHAT WAS DISCUSSED? 讨论什么？	

WAS THIS SERVICE HELPFUL?
请问你对我们的服务还满意吗？

☑ YES
☐ NO

SUGGESTIONS
建议

Signature _____ Date 1/15/2018

ROWLAND HEIGHTS MOBILE ESTATES
CHINESE INTERPRETING SERVICE INDIVIDUAL LOG

NAME 名字 [redacted]

SPACE # 门牌号码 [redacted]

QUESTION 问题	X
WHAT WAS DISCUSSED? 讨论什么？	X

WAS THIS SERVICE HELPFUL?
请问你对我们的服务还满意吗？

☑ YES
☐ NO

SUGGESTIONS
建议

Signature Li

Date 1/15/18

ROWLAND HEIGHTS MOBILE ESTATES
CHINESE INTERPRETING SERVICE LOG

DATE	NAME	SPACE	QUESTION	WHAT WAS DISCUSSED?
12/29/2017			The tenants came in to sign a new lease agreement because theirs had expired.	At the request of Socorro, I interpreted for the tenants that the lease was essentially the same as the old one, except that they now had the option to choose between a 5, 10, and 15 year lease with different rental increase percentages. I interpreted to the tenants that if they chose the 15 year lease at 2.9%, that there was a chance that the CPI may be higher and they may be charged higher than the 2.9% that year. I interpreted to the tenants how CPI worked, as explained to me by Socorro. Socorro also provided the MHET application to the tenants upon request, and I interpreted to them how to apply for MHET assistance.

ROWLAND HEIGHTS MOBILE ESTATES
CHINESE INTERPRETING SERVICE INDIVIDUAL LOG

NAME 名字 _____

SPACE # 门牌号码 _____

QUESTION 问题	
WHAT WAS DISCUSSED? 讨论什么？	

WAS THIS SERVICE HELPFUL?
请问你对我们的服务还满意吗？

☑ YES
☐ NO

SUGGESTIONS
建议

Signature Tsai Chin Ming Date 12-29-2017

ROWLAND HEIGHTS MOBILE ESTATES
CHINESE INTERPRETING SERVICE LOG

DATE	NAME	SPACE	QUESTION	WHAT WAS DISCUSSED?
12/22/2017			I interpreted the following to the tenant/to Socorro: 1. The office requested that a picture of the AC units be sent to be approved 2. The lattice on the awning of the home was uneven and was told that it was unacceptable 3. The tenant requested that the office be patient with her because she will slowly clean her property due to her age. Her husband and son are rarely home to help her. 4. The tenant has a disability in her leg but would like to use the hot tub wearing pants. She was told by a security guard that she is not able to wear pants in the hot tub. The tenant claims to have special exercise pants for swimming.	I interpreted the following to the tenant/to Socorro: 1. The tenant provided pictures to me via Airdrop to provide to the office e-mail with explanations. 2. The tenant does not want to remove the lattice because it provides ventilation to her plants, but will even out the lattice parts to make it look more acceptable. 3. Socorro assured the tenant that the office would be patient as long as she attempted to clean slowly, which I interpreted for the tenant. 4. Socorro stated that she could approve whether or not the pants were acceptable if the tenant brought the pants in to the office to show her, as it was unclear what *type* of exercise pants the tenant has. The tenant was concerned about the security guard telling her not to enter, to which Socorro stated if the pants were acceptable, the guard would be informed. The tenant felt that she should be able to use the facilities despite her disability. Socorro and I assured her that we agree that she should be able to utilize the facilities as long as she wears the appropriate attire.

ROWLAND HEIGHTS MOBILE ESTATES
CHINESE INTERPRETING SERVICE INDIVIDUAL LOG

NAME 名字 [redacted] Ye

SPACE # 门牌号码 [redacted]

QUESTION 问题	
WHAT WAS DISCUSSED? 讨论什么？	

WAS THIS SERVICE HELPFUL?
请问你对我们的服务还满意吗？

☑ YES
☐ NO

SUGGESTIONS
建议

Faster Wi-Fi

Signature Li Chun Ye Date

ROWLAND HEIGHTS MOBILE ESTATES
CHINESE INTERPRETING SERVICE LOG

DATE	NAME	SPACE	QUESTION	WHAT WAS DISCUSSED?
12/8/2017	Y T S		I listened to the tenant's story and interpreted it for Socorro as follows: this morning when the tenant tried to turn on his air conditioning unit heater, there was a big boom that shook his entire home.	As instructed by Socorro, I interpreted for the tenant that he would have to call the gas company to come and look at his unit. Socorro provided him with the number and told him that the company offers the service in Chinese. Socorro stated that he should not turn on the unit again until the gas company has looked at it, which I told him in Chinese.
12/8/2017	)		Manuel saw some tenants digging in the concrete around the meter for their residence. Manuel requested that the tenants come to the office to speak with Socorro and I so that I would be able to tell them they were not allowed to dig.	I interpreted the following to Socorro and Manuel: The men explained that they were digging in the ground because they got a new toilet and wanted to connect the pipes. At the request of Socorro, I explained to them that the meter is property of the RHME and they would need to ask maintenance to help them, as well as get a Y-pipe. Furthermore, they would need to repair the area after maintenance assists in installing the new pipe.
12/8/2017			At the request of Socorro, I called Yum Liu to have her sign the interpreting log for the service on 11/17/2017.	I interpreted the following for Socorro: Yum Liu wanted to take the log and consider it a bit before coming back. I told her this was fine.
12/8/2017				At the request of Socorro, I called and left a message for her to come in to sign the log for the service received on 11/17/2017.
12/8/2017			At the request of Socorro, I called to inform the tenant that the office would need pictures of an air conditioning unit she was planning on installing.	I interpreted the following for Socorro: the tenant stated that she cannot bring it at the moment but will bring it later.
12/8/2017			At the request of Socorro, I called the tenant to ask about signing the daily record log for the service on 11/17/2017.	The tenant did not want to speak with me.

ROWLAND HEIGHTS MOBILE ESTATES
CHINESE INTERPRETING SERVICE INDIVIDUAL LOG

NAME 名字 _____

SPACE # 门牌号码 _____

QUESTION 问题	
WHAT WAS DISCUSSED? 讨论什么？	

WAS THIS SERVICE HELPFUL?
请问你对我们的服务还满意吗？

☑ YES
☐ NO

SUGGESTIONS
建议

Signature Xin Qi Date 12/8

ROWLAND HEIGHTS MOBILE ESTATES
CHINESE INTERPRETING SERVICE INDIVIDUAL LOG

NAME 名字

SPACE # 门牌号码

QUESTION 问题	
WHAT WAS DISCUSSED? 讨论什么？	

WAS THIS SERVICE HELPFUL?
请问你对我们的服务还满意吗？

☑ YES
☐ NO

SUGGESTIONS
建议

很好

Signature Yuqiu Shao

Date 12-08-17

ROWLAND HEIGHTS MOBILE ESTATES
CHINESE INTERPRETING SERVICE LOG

DATE	NAME	SPACE	QUESTION	WHAT WAS DISCUSSED?
12/1/2017			Walked in to drop off rent.	At the request of Socorro, I informed the tenant of how to sign up for the raffle, in Chinese.
12/1/2017			Walked in to drop off rent.	At the request of Socorro, I informed the tenant of how to sign up for the raffle, in Chinese.
12/1/2017			I listened to the tenant and interpreted the following to Socorro: the tenant lost her key to the facilities and was wondering if she could get a copy.	At the request of Socorro, I translated for the tenant that new keys were $25 and would have to be picked up by the lease holder (potentially her son). The tenant then stated that her son is a truck driver and she is unsure when he will return. At the request of Socorro, I took the tenants name and number and told her that the office would call her back.

ROWLAND HEIGHTS MOBILE ESTATES
CHINESE INTERPRETING SERVICE INDIVIDUAL LOG

NAME 名字 [redacted]

SPACE # 门牌号码 [redacted]

QUESTION 问题	无
WHAT WAS DISCUSSED? 讨论什么？	Raffle Ticket

WAS THIS SERVICE HELPFUL?
请问你对我们的服务还满意吗？

☒ YES
☐ NO

SUGGESTIONS
建议

Signature Deimao Yang Date Dec. 1, 2017

ROWLAND HEIGHTS MOBILE ESTATES
CHINESE INTERPRETING SERVICE LOG

DATE	NAME	SPACE	QUESTION	WHAT WAS DISCUSSED?
11/17/2017	[redacted]		I listened to Mrs. Liu's concern and interpreted it for Norma and Socorro as follows: Mrs. Liu wanted to know why her lease payments had increased in 2015, despite having lived in her residence since before 2015.	Norma stated that Gui Qin Liu's son leased the property originally and did not list her as a lease holder. When her son moved to Taiwan in 2015, Gui Qin Liu signed a new lease, which is why the rent was increased. I interpreted this for the tenant.
11/17/2017	[redacted]		Socorro wanted to call Yum Liu to come in to discuss secondary lines on the service meter, as well as clutter around her property. I requested the tenant to come in over the phone, in Chinese.	I interpreted the following from Yum Liu: The secondary lines were already there when Yum Liu moved into the space. She is planning to remove them soon. She has already removed the clutter. Yum Liu does not have a washer or dryer.
11/17/2017	[redacted]		The tenant asked me to translate a packet from her contractor/the city detailing her plans for additions to her home.	I translated 2-3 pages of the blueprint.
11/17/2017	[redacted]		The tenant asked me whether or not she needed to detach a piece of paper to mail in a bill.	I told the tenant that the translating service should not be utilized this way in the future, but suggested she cut the piece of paper along the dotted edge for mailing.

ROWLAND HEIGHTS MOBILE ESTATES
CHINESE INTERPRETING SERVICE INDIVIDUAL LOG

NAME 名字 _____

SPACE # 门牌号码 _____

QUESTION 问题	
WHAT WAS DISCUSSED? 讨论什么？	

WAS THIS SERVICE HELPFUL?
请问你对我们的服务还满意吗？

☑ YES
☐ NO

SUGGESTIONS
建议

Signature Li chun ye Date 4/12/2017

ROWLAND HEIGHTS MOBILE ESTATES
CHINESE INTERPRETING SERVICE INDIVIDUAL LOG

NAME 名字 _____

SPACE # 门牌号码 _____

QUESTION 问题	TAX Bill
WHAT WAS DISCUSSED? 讨论什么？	

WAS THIS SERVICE HELPFUL?
请问你对我们的服务还满意吗？

☑ YES
☐ NO

SUGGESTIONS
建议

Signature LI ZHENG Date 12/4/2017