



Los Angeles County Department of Regional Planning

Planning for the Challenges Ahead



Amy J. Bodek, AICP
Director

March 22, 2018

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

FROM: Amy J. Bodek, AICP ^{DLS} for _{ASB}
Director

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

On October 24, 2017, the Los Angeles County Board of Supervisors (Board) took the following actions in relation to the Rowland Heights Mobile Estates Mobilehome Park (Mobilehome Park) located at 1441 Paso Real Avenue in the unincorporated community of Rowland Heights:

1. Instructed the acting Director of Planning and County Counsel to ensure that 24 guest parking spaces are added to bring the total number of guest parking 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 mobilehome sites," as recommended by the Regional Planning Commission;
2. Instructed County Counsel, the director of the 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 pedestrian access and that the Department of Public Works (DPW) constructs any required fence and/or gate to separate the access way from the flood channel;
3. Instructed the acting Director of Planning to include the following in the Conditional Use Permit (CUP) Conditions of Approval: The permittee shall provide emergency pedestrian access to the County's fire access 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 pedestrian access within the Mobilehome 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 gate indicating "For Emergency Use Only;" and

4. Instructed the acting Director of Planning to report back to the Board in 30 days, and every 60 days thereafter, on the progress of implementing all of the Conditions of Approval of the CUP, as well as the communication and quality of life issues raised by the Mobilehome Park residents.

On November 22, 2017, and January 24, 2018, the first two reports were 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 and includes activities undertaken between January 24, 2018, and March 21, 2018.

I. Guest Parking Spaces

Twenty-four (24) RV storage spaces will be converted to guest parking spaces. Paving and striping work for these new guest parking spaces was completed January 30, 2018.



II. Secondary Access

The Fire Department's (FD) Emergency Preparedness Training Class for all interested residents of the Mobilehome Park was held on February 22, 2018. Nine residents attended. Acting Assistant Chief Richard Stillwagon provided a two-hour presentation. A Mandarin interpreter was provide by the FD. Keys for the secondary (emergency) access gate were also provided to the management of the

Mobilehome Park, which in turn offered copies at \$2 per key to tenants. Only two tenants have accepted a key to the gate.

III. Conditions of Approval

The Board's Findings and Conditions have been finalized by County Counsel and are ready to be placed on the Board agenda for final adoption.

Once the Board takes final action on the CUP, the Zoning Enforcement East Section of DRP will begin enforcing the CUP Conditions of Approval.

IV. Communication and Quality of Life Issues

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

The attorney representing the Mobilehome Park has also provided additional information regarding new quality of life programs that have been implemented at the Mobilehome Park (see attached email dated March 21, 2018).

The next report will be provided to you no later than May 24, 2018. Should you have any questions about this report, please contact Maria Masis or Carl Nadela, Zoning Permits East Section, at (213) 974-6435 or mmasis@planning.lacounty.gov, or cnadela@planning.lacounty.gov.

SA:AJB:MM:ems

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

Attachments:

Maureen Levine e-mail, dated March 21, 2018
Chinese Interpreting Service Log from 1/26/2018 to 3/16/2018

María Masis

From: maureen levine <maureen.levine@dowdalllaw.net>
Sent: Wednesday, March 21, 2018 7:08 PM
To: María Masis

Hello María,

What follows is my original email to you, which kept being returned as undeliverable, apparently because of its size. It had 3 photos attached, which I will send separately. I already sent the interpreter logs separately.

Hello María,

Attached are photos of the new visitor parking area, with the towing signs per the vehicle code to make sure the parking is used for guests only. The signs are new since the last report. The parking area is now completed.

Also enclosed are the recent interpreter logs. The park managers feel the interpreting service has been very helpful with respect to those who choose to use it. Many of the residents check the box on the form, "yes," indicating the interpreting was helpful to them.

Some things were added that were not mentioned in the previous report, because they were actually started earlier on, in late summer and early Fall. So, I'll report on them now.

Every Friday coffee is provided in the park clubhouse, along with doughnuts, pastries, and bottled water, from 9:00 a.m. to 11:00 a.m. Although it does not draw a large crowd, there are approximately 5 to 10 residents who attend, and many of them are "regulars." The park managers add little touches such as providing pumpkin spice coffee and baked goods during the Thanksgiving season.

Park Management continues to provide newsletters to the residents, only with more regularity, once a month, starting late last summer. One of the benefits that is announced in the newsletters is the raffle of gifts. The raffle tickets are printed in the newsletter for the resident to cut out and bring to the park office for a random drawing.

In August 2017, Management started an annual raffle for "Back to School," where residents submit their name to win a \$50 gift card to Staples for school supplies. In October of 2017 there was no raffle, but all residents were invited to stop by the office to "trick-or-treat" for Halloween candy. In November 2017, Park Manager Norma Martinez created a beautiful Thanksgiving feast basket worth \$80, for a raffle, with a frozen turkey, and all the traditional fixings, including mashed potatoes, corn, stuffing, cornbread, and cranberry sauce. The winner was announced in the December newsletter, along with a photo of the basket.

Additionally, each month there is a "home-of-the-month" award, a \$50 gift certificate to Home Depot. The owners, managers, and maintenance crew all have input toward judging the winner, based on how clean, tidy and well-kept the homesite is. The winner is announced in the next month's newsletter.

And finally, on February 22, 2018, in the evening, Fire Battalion Chief Stillwagen came to the park clubhouse to help the park residents understand fire safety and what to do in the event of an emergency. Ahead of the

meeting, he gave the Park Manager a key to the County's gate at the northwest end of the park, and it was decided that the owners would have keys made for each space.

In this manner, each resident would have a key, and the color would make it readily distinguishable from the residents' other keys in an emergency. The keys cost \$2 per key. *Only two persons accepted a key.* The owners also made a large map of the park and its streets, so Chief Stillwagen could point to the different routes of exit from the park, depending on the location of the emergency. The map was 4 feet by 6 feet, made of a hard plastic material such as that used for open house signs. The map cost \$250.

The owners also provided food and drinks for the residents. The owners were planning to have a Mandarin interpreter attend, to assist in answering questions and explaining the content of the meeting, as might be requested by the residents. However, that became unnecessary because Chief Stillwagen brought a Mandarin interpreter to help with communication.

It was extremely disappointing when *only nine residents* attended the meeting, from only *four homes* in the community. The owners had been very excited about this meeting, and the potential for assuaging the concerns expressed about access in the event of an emergency. Notice of the meeting had been given to each space, by hand delivery a few weeks before the meeting. The park manager also posted signs and balloons to call attention to the meeting the day of the meeting. The lack of attendance was especially disappointing, after so many residents emphasized a concern for emergency safety when speaking at the CUP hearings and meetings.

Thank you,

Maureen A. Hatchell Levine, Esq.
DOWDALL LAW OFFICES, A.P.C.

Orange Office:
284 North Glassell Street, 1st Flr.
Orange, CA 92866
Telephone 714.532.2222
Facsimile 714.532.3238

Sacramento Office:
770 "L" Street, Suite 950
Sacramento, CA 95814
Telephone 916.449.3959
Facsimile 916.449.3969

THIS COMMUNICATION IS INTENDED FOR THE USE OF THE INDIVIDUAL OR ENTITY TO WHICH IT IS ADDRESSED AND MAY CONTAIN INFORMATION THAT IS PRIVILEGED, CONFIDENTIAL AND EXEMPT FROM DISCLOSURE UNDER APPLICABLE LAWS. IF THE READER OF THIS COMMUNICATION IS NOT THE INTENDED RECIPIENT OR AGENT RESPONSIBLE FOR DELIVERING THE MESSAGE TO THE INTENDED RECIPIENT, YOU ARE HEREBY NOTIFIED THAT ANY DISSEMINATION, DISTRIBUTION OR COPYING OF THIS COMMUNICATION IS STRICTLY PROHIBITED. IF YOU HAVE RECEIVED THIS COMMUNICATION IN ERROR, PLEASE NOTIFY SENDER IMMEDIATELY FOR FURTHER INSTRUCTIONS. 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. ELECTRONIC COMM. PRIVACY ACT - 28 U.S.C. SEC. 2510.
THANK YOU.

Notice: Please print this email and all attachments. Paper is a biodegradable, renewable, sustainable product made from trees. Growing and harvesting trees provides jobs for millions of Americans. Working forests are good for the environment and provide clean air and water, wildlife

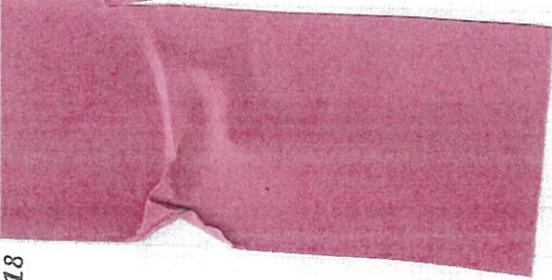
Maureen A. Hatchell Levine, Esq.
DOWDALL LAW OFFICES, A.P.C.

Orange Office:
284 North Glassell Street, 1st Flr.
Orange, CA 92866
Telephone 714.532.2222
Facsimile 714.532.3238

DATE

03/09/2018

NAME SPACE QUESTION

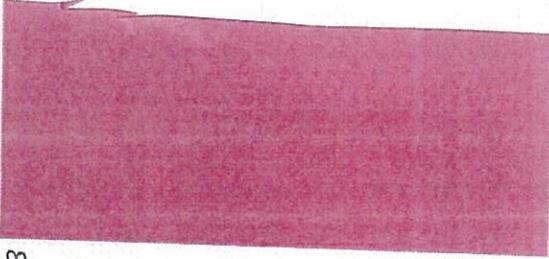


The tenant came in with three questions written down, which I translated to Socorro as follows:

1. Could the buyer of her home make payments through the office via the bank or only via check?
2. Is there any additional materials that the buyer would need to bring into the office?
3. What is the time frame in which the tenant could move out and the new tenant could move in?

WHAT WAS DISCUSSED?

I interpreted the following back to the tenant: The office does not accept bank transfers, but that the new tenant would be able to pay via money order if they do not have checks. Norma and Socorro stated that the buyer had come into the office some time ago, but had not returned the application. I explained to the tenant at the request of Socorro that the office would still have to approve the application before the buyer would be able to move in, and therefore the buyer would have to come into the office to complete both the application and provide the required materials. The tenant asked if the buyer could come in today, to which Norma and Socorro stated that the buyer could. I informed the tenant that I would be in the office to provide Mandarin interpretation services until 11 a.m., and every Friday from 9 a.m. to 11 a.m. were the buyer not able to come before. The tenant called the buyer, and told the office that he would come in today before 11 a.m.

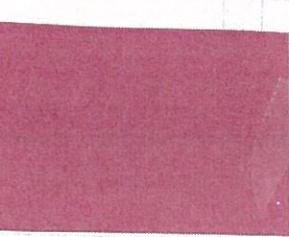


The tenant came back to the office with the buyer and the uncompleted application.

03/09/2018

I translated for Norma as follows: The buyer would have to complete the application and return it with the required materials in order for the application to be processed. The potential buyer asked which months proof of income he would need, because he only has proof of income beginning in January. He asked Norma if he could bring in January, February, and March proof of income on April 1st. Norma said this would be fine.

**ROWLAND HEIGHTS MOBILE ESTATES
CHINESE INTERPRETING SERVICE LOG**

DATE	NAME	SPACE	QUESTION	WHAT WAS DISCUSSED?
03/16/2018			I interpreted for Socorro as follows: the tenant requested the refund for her security deposit.	I interpreted for the tenant as follows: the tenant would have to write a letter requesting the refund and bring it back to the office. The tenant would need to include her name, space number, phone number, request, phone number, and signature. Once the tenant brings back the written request, the office would send the request to the main office. After approval, it would take about a week or two for the check to be ready for her.
03/16/2018			I interpreted for Socorro as follows: the tenant received a notice to remove weeds and wanted to know what the photo meant that was attached the notice. She thought it had to do with a crack in her wall which she repaired.	I interpreted for the tenant as follows: the picture attached showed the weeds that would need to be removed, as well as any other weeds around her entire property. The tenant would have until Monday 3/19 to remove them herself or she would be charged. The tenant said she would remove the weeds today.

ROWLAND HEIGHTS MOBILE ESTATES
CHINESE INTERPRETING SERVICE INDIVIDUAL LOG

NAME 名字

SPACE # 门牌号码



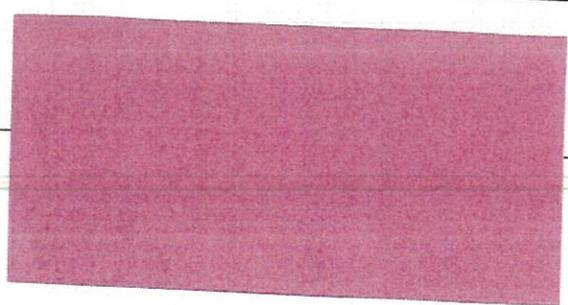
<p>QUESTION 问题</p>	
<p>WHAT WAS DISCUSSED? 讨论什么?</p>	

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

- YES
- NO

SUGGESTIONS
建议

Signature



Date 3-9-18

**ROWLAND HEIGHTS MOBILE ESTATES
CHINESE INTERPRETING SERVICE LOG**

DATE	NAME	SPACE	QUESTION	WHAT WAS DISCUSSED?
3/02/2018			I interpreted the following: The tenant's gas was off this morning and she had a yellow slip which was placed on her door.	I interpreted the following into Chinese as follows: Socorro told the tenant that Pacific States had come to fix the main meter, and were notified three days in advance that the gas service would be interrupted. The tenant was notified three days in advance that someone had to be home on the day of the service to have their gas re-lit. Furthermore, if the tenant was not home during the time that the company had come to relight the gas, that the tenant would have to call a third party to come relight the gas. Socorro provided the tenant with the gas company phone number. The tenant asked me to assist her in calling the gas company. I directed the call to the mandarin speaking service provided by the gas company and had the tenant speak to the company herself.

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



Date 3/2/18

ROWLAND HEIGHTS MOBILE ESTATES
CHINESE INTERPRETING SERVICE LOG

DATE NAME SPACE QUESTION

02/23/2018

WHAT WAS DISCUSSED?

No RESIDENT REQUEST FOR INTERPRETING

ROWLAND HEIGHTS MOBILE ESTATES
CHINESE INTERPRETING SERVICE LOG

DATE NAME SPACE QUESTION
02/16/2018

WHAT WAS DISCUSSED?

No RESIDENT REQUEST FOR INTERPRETING

**ROWLAND HEIGHTS MOBILE ESTATES
CHINESE INTERPRETING SERVICE LOG**

DATE
2/09/2018

NAME


SPACE


QUESTION

The tenant came in to ask why the rent had increased at 3.6% despite signing the 15 year lease at 2.9%

WHAT WAS DISCUSSED?

I translated for Norma as follows: the rent increases at either 2.9% or the percentage of CPI, which for Los Angeles County has risen to 3.6%. The tenant expressed frustration that the document had not been properly translated to her and her husband when she signed, as she did not know about the clause about CPI. I translated for Norma that there was nothing that could be done because of the new lease which was signed in May of 2016. I provided the tenant with the daily log, which she stated she would sign and bring back after work.

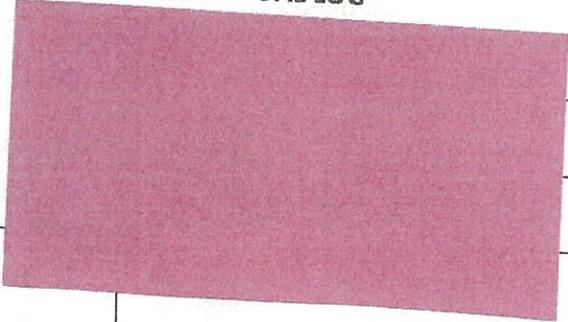
The tenant came in to ask why her wi-fi was not working.

I translated for Norma as follows: the tenant would have to call Frontier to have the wi-fi fixed as the office does not deal with wi-fi. The tenant stated that she thought that the park provided wi-fi. Norma stated that because the tenant lives so close to the clubhouse, she may have been receiving that signal. But most others have their own internet and the tenant would have to call Frontier in order to set up her own connection. Before the tenant left, Norma asked me to tell the tenant to clean up her space. Socorro provided pictures of the space to demonstrate what the tenant needed to clean. The tenant said she would clean up the space.

ROWLAND HEIGHTS MOBILE ESTATES
CHINESE INTERPRETING SERVICE INDIVIDUAL LOG

NAME 名字

SPACE # 门牌号码



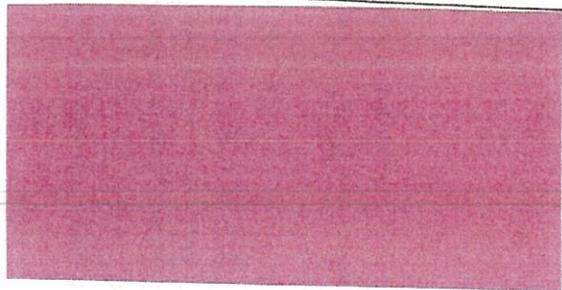
QUESTION 问题	
WHAT WAS DISCUSSED? 讨论什么?	

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

- YES
- NO

SUGGESTIONS
建议

Signature



Date 2018/2/9

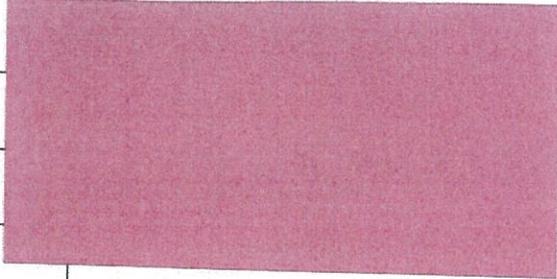
**ROWLAND HEIGHTS MOBILE ESTATES
CHINESE INTERPRETING SERVICE LOG**

DATE	NAME	SPACE	QUESTION	WHAT WAS DISCUSSED?
2/02/2018			<p>The tenant came in to inform the office that she was selling her home. She wanted to know, in the meantime, if there was anything she needed to do to prepare.</p> <p>The tenants came in to say they had lost the rent statement.</p>	<p>I translated for Socorro as follows: The office had already been in contact with the buyer and had given the buyer the application. In the meantime, there was nothing that the tenant needs to do as the office had not yet sent out the list of deficiencies to prepare the home for sale. The tenant asked me to ask if the office could quickly prepare the list. Socorro stated that the office would try to send out the list as early as today.</p> <p>I translated for Norma and Socorro that they had lost the rent statement. Norma printed a new rent statement for them.</p>
2/02/2018				

ROWLAND HEIGHTS MOBILE ESTATES
CHINESE INTERPRETING SERVICE INDIVIDUAL LOG

NAME 名字

SPACE # 门牌号码



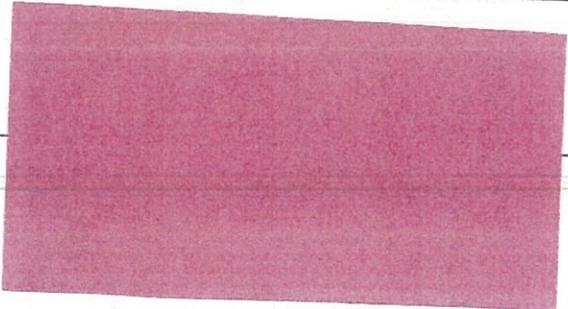
<p>QUESTION 问题</p>	
<p>WHAT WAS DISCUSSED? 讨论什么?</p>	

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

- YES
- NO

SUGGESTIONS
建议

Signature



Date

2/2/18

ROWLAND HEIGHTS MOBILE ESTATES
CHINESE INTERPRETING SERVICE LOG

DATE 1/26/18 NAME SPACE QUESTION



The tenant had come into the office to discuss the balance due on the electric meter

WHAT WAS DISCUSSED?

I interpreted for the tenants that the new meter had been read incorrectly since it was installed and there was an outstanding balance which needed to be paid. The tenant expressed concerns about the balance and requested to take copies of the bill and usage home with him to review. Because this meeting passed 11, I requested that the tenants write down their concerns and I would translate it and let the office know.

I translated as follows:

1. 每个月缴费负担较轻
Every month the financial burden is too heavy

2. 如果一再累积负担较重
If it continuously accumulates the burden would become heavy

3. 表要正确, 有人动过, 所以表不正确
The meter should be correct but because some people moved it it is now incorrect

4. 办公室提供资料, 我带回去了解再来沟通
The office gave me information and I will try to understand the information and come back to discuss

5. 我们发现用电量有问题时, 有来反映有问题后, 办公室有配合修正, 因此不再去注意相信办公室
We discovered that the electric meter had a problem and came to the office after finding out, and the office amended it, and for this reason we have trouble putting trust in the office