



Los Angeles County  
Department of Regional Planning



*Planning for the Challenges Ahead*

Amy J. Bodek, AICP  
Director

May 24, 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   
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 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 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 gate indicating 'For Emergency Use Only'; and

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.

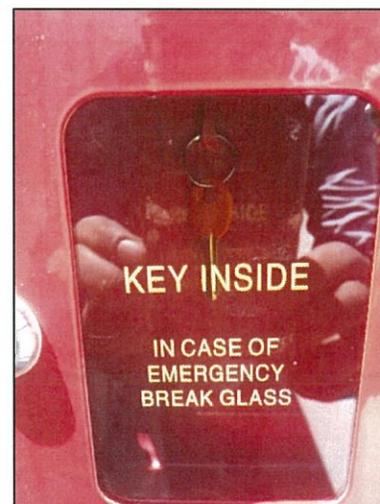
On November 22, 2017, January 25, 2018, and March 22, 2018, the first three reports were submitted to the Board pursuant to Action Item No. 4 above. This report is being submitted to the Board pursuant to the same Action Item No. 4 above and consists of activities undertaken between March 23, 2018, to May 23, 2018.

**I. Guest Parking Spaces**

The required actions for this item have been completed. No additional updates.

**II. Secondary Access**

The Emergency Glass Box with the gate key has been installed at the Secondary Access Gate. Please see pictures below.



The Fire Department will provide the permittee the language for the signs to be placed on the gate. The sign will be created and posted at the gate when the draft

language is received by the permittee. The permittee will assume the cost of putting up the sign.

**III. Conditions of Approval**

The Board approved the findings and conditions of the CUP on April 24, 2018. The permittee is in the process of recording the Affidavit of Acceptance and the approved Conditions at the County Recorder's Office. The permittee is also currently revising the Site Plans to indicate the modifications that have been made at the site.

Once a certified copy of the recorded Affidavit of Acceptance and Conditions and revised Site Plans are submitted to staff, and the Zoning Enforcement Inspection Fees deposit has been paid, staff will sign off on the permit and will refer the project to the Zoning Enforcement East Section of the Department of Regional Planning who will be in charge of enforcing the conditions of the CUP.

**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 mobile home park management to track the work of the provided interpreter.

The attorney representing the mobile home park has also provided additional information regarding new and ongoing quality of life programs that have been implemented at the mobile home park. See attached e-mail dated May 17, 2018.

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

AJB:SA:CN:lm

Attachments: Maureen Levine e-mail dated May 17, 2018  
Chinese Interpreting Service Log

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

## Carl Nadela

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**From:** maureen levine <maureen.levine@dowdalllaw.net>  
**Sent:** Thursday, May 17, 2018 5:19 PM  
**To:** Carl Nadela  
**Cc:** 'Sandra Sierra'; 'Olivier Joanin'; 'RHME'  
**Subject:** More Information for Report to BOS

**Follow Up Flag:** Follow up  
**Flag Status:** Flagged

Hello Carl,

I thought I had provided the following information, but apparently not., since neither you nor I can locate a communication that has this information. Please include this with your report to the BOS, along with the interpreter logs and the photo of the lock box, both of which I have already forwarded to you.

Also, I spoke with Chief Stillwagon today, and he will be providing me the language the County drafts for the sign to be placed on the County's gate. Chief Stillwagon indicated the County does not have the funds to pay for the sign, so my client has agreed to pay for the County's sign, and do the legwork to get the sign made.

The following are various additional ways in which my client goes above and beyond the normal responsibilities of park owner and management. Most of these have been going on for some time now.

- Every Friday the park managers provide coffee and pastries in the park clubhouse for the residents. The park managers "change it up" for various seasons and holidays, such as pumpkin flavors and pastries for Thanksgiving, peppermint for Christmas, Valentine treats in February, etc.
- Every August there is a raffle for "Back-to-School," where the winner receives a \$50 Office Depot gift card.
- Every month my client reviews the homesites in the park, for tidiness and good maintenance, and the park owners, managers, and maintenance crew take part in the judging. The winner is announced in the monthly newsletter, with a photo of the winning homesite, and the winner receives a \$50 gift card to Home Depot.
- In June the park holds an ice cream social for all residents.
- At Thanksgiving time, there is a raffle for a food basket giveaway. The manager takes substantial time to shop for the contents of the basket and to put it together as a beautiful gift basket. The basket usually contains a frozen turkey, and all the fixings, including corn, cornbread, stuffing, cranberry sauce. The winner is announced in the next newsletter with his/her photo.

The raffles are announced in the newsletter, and at the bottom of one of the pages the manager makes a ticket by making broken lines with a picture of a little scissors to show where to cut off the ticket. The tenants then fill put the ticket with their name, spce number and phone number and the ticket is placed in a container for the drawing.

Thank you,

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

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Facsimile 916.449.3969

ROWLAND HEIGHTS MOBILE ESTATES  
CHINESE INTERPRETING SERVICE LOG

DATE	NAME	SPACE	QUESTION	WHAT WAS DISCUSSED?
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5/11/2018

\*\*\*No tenants came in for interpreting services this day\*\*\*

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

<b>DATE</b>	<b>NAME</b>	<b>SPACE</b>	<b>QUESTION</b>	<b>WHAT WAS DISCUSSED?</b>
5/4/2018	[REDACTED]	[REDACTED]	I interpreted as follows: A prospective buyer came in to the office to speak with Norma regarding her application for residence. Norma informed the woman that the offices was unable to verify both her work as well as her current residence.	I interpreted as follows: Norma instructed the woman to bring some form of verification to the office, such as pay stubs and rent statements for the room she claims to be renting currently. The woman said she would bring the information.

ROWLAND HEIGHTS MOBILE ESTATES  
CHINESE INTERPRETING SERVICE LOG

DATE	NAME	SPACE	QUESTION	WHAT WAS DISCUSSED?
4/27/2018	[REDACTED]	[REDACTED]	i translated as follows: tenant came in asking about letter/ adding guest charges	The tenant claims the person was not a guest. Norma stated the person came into the office in March and claimed to be living there. The statement was already printed so it cannot be changed. The tenant would have to put in writing that the person was not living there to prevent charges going forward.

\*\*\*No tenants utilized translation services on this day\*\*\*

ROWLAND HEIGHTS MOBILE ESTATES  
CHINESE INTERPRETING SERVICE LOG

WHAT WAS DISCUSSED?

QUESTION

SPACE

NAME

DATE

4/20/18	69	Tenant came to retrieve appraisal for the air conditioning unit.	I translated as follows. The tenant would need to install a frame and paint it to match the color of the home.
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ROWLAND HEIGHTS MOBILE ESTATES  
CHINESE INTERPRETING SERVICE LOG

DATE	NAME	SPACE	QUESTION	WHAT WAS DISCUSSED?
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4/13/2018

\*\*\*No tenants utilized translation services on this day\*\*\*

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

DATE	NAME	SPACE	QUESTION	WHAT WAS DISCUSSED?
4/6/2018	[REDACTED]	[REDACTED]	I interpreted as follows: the tenant came in to the office to speak with Norma regarding whether or not the main office had responded about the shed that the tenants were building.	I interpreted as follows: Norma stated that she would have an answer for the tenants from the main office later this afternoon. She cautioned the tenants that the office would most likely not approve the shed as it currently is due to its illegally close proximity to the meter. The tenant gave Norma her phone number and stated that she would come back to the office before 4 p.m. today.
4/6/2018	[REDACTED]	A	A man came into the office and I interpreted as follows: the tenants in space 42 were selling their home and signed a contract with the man. However, after receiving a higher offer, the tenants violated that contract. The man is planning on taking legal action and wanted to know if the office would wait to process any application from the other buyer.	I interpreted as follows: Norma stated that the man should talk to a lawyer as the office cannot provide any legal advice. She furthermore stated that the office is not be able to be involved in the buying/selling of any of the homes. She stated the office would not be able to reject any potential buyers from submitting an application.

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

<b>DATE</b>	<b>NAME</b>	<b>SPACE</b>	<b>QUESTION</b>	<b>WHAT WAS DISCUSSED?</b>
3/30/2018			I interpreted as follows: the tenants brought in their monthly statement and asked why the CPI increase was so high.	I interpreted as follows: Norma discovered a mistake in their CPI adjustment, which was written as 6% but should have been 3.1%. Norma asked me to tell the tenants that she would correct the adjustment letter as well as the bill and send them a new one.

ROWLAND HEIGHTS MOBILE ESTATES  
CHINESE INTERPRETING SERVICE LOG

DATE	NAME	SPACE	QUESTION	WHAT WAS DISCUSSED?
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3/23/2018

No Resident request for interpretation