



LOS ANGELES COUNTY

# CONSUMER & BUSINESS AFFAIRS

Housing & Tenant Protections

## Board of Supervisors

Hilda L. Solis  
First District

Holly J. Mitchell  
Second District

Lindsey P. Horvath  
Third District

Janice Hahn  
Fourth District

Kathryn Barger  
Fifth District

## Commissioners

Pamela Agustin-Anguiano  
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Odest T. Riley Jr.  
Second District

KeAndra D. Cylear-Dodds  
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Clint Patterson  
Fourth District

Ani Papirian  
Fifth District

## STATEMENT OF PROCEEDINGS FOR THE REGULAR MEETING OF THE LOS ANGELES COUNTY RENTAL HOUSING OVERSIGHT COMMISSION

East Los Angeles Community Service Center  
133 N. Sunol Drive, Room #242, Los Angeles, CA 90063

<https://dcba.lacounty.gov/rental-housing-oversight-commission/>

**Monday, August 12, 2024**

**12:30 PM**

**Present:** Chair KeAndra Cylear-Dodds, Vice Chair Ani Papirian, Commissioner Odest T. Riley, Jr., Commissioner Clint Patterson, and Commissioner Pamela Agustin-Anguiano

Video Link for the Entire Meeting: [RHOC\\_081224 \(vimeo.com\)](https://vimeo.com/RHOC_081224)

Call to Order, Land Acknowledgement, and Roll Call of the August 12, 2024, Rental Housing Oversight Commission Meeting.

**Chair Commissioner KeAndra Cylear-Dodds called to order this regular meeting at 12:45 p.m. and read aloud the Land Acknowledgement followed by a Roll Call.**

### I. GENERAL PUBLIC COMMENT

- A.** Opportunity for members of the public to address the Commission on items of interest that are within the jurisdiction of the Commission.  
**No members of the public were present.**

### II. ADMINISTRATIVE MATTERS

- A.** Review and take appropriate action on the Rental Housing Oversight Commission drafted regular meeting minutes of April 29, 2024.

**On motion of Commissioner Pamela Agustin-Anguiano, seconded by Commissioner Odest T. Riley Jr., this item was approved with the following vote:**

**Ayes:** 5- Chair KeAndra Cylear-Dodds, Commissioner Pamela Agustin-Anguiano, Commissioner Odest T. Riley Jr., Commissioner Clint Patterson and Vice Chair Ani Papirian.





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## III. PUBLIC HEARING I

### Board of Supervisors

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### **A. Appeal Hearing and possible action for case number **RSQ24-02993** for subject property located at **4201 Topanga Canyon Blvd. Space #13, Los Angeles, CA 90364.****

Shaina Sims, Commission staff, reported that the Department of Consumer and Business Affairs (DCBA) was present. The Appellant participated in the hearing remotely. Respondent did not participate in person nor remotely.

George Cerda, DCBA Enforcement Program Staff, provided a self-introduction along with a summary of the department's findings to the Commission via a PowerPoint Presentation. George Cerda, DCBA, noted that the subject Mobilehome park is in the unincorporated Los Angeles County jurisdiction, has an effective build year of 1963, and is covered under the Los Angeles County Mobilehome Rent Stabilization and Mobilehome Owner Protections Ordinance (MRSMOPO). The case being heard before the Commission concerns the appellant's request to overturn DCBA's decision on the Application for Rent Adjustment (ARA) for the reduction in housing services during a gas outage in which DCBA enforces that both 8.57.060(B)(2) – ARA – Decrease in Housing Services and 8.57.030 (J) – "Housing Services" apply.

George Cerda, DCBA, reported that on November 29, 2022, Woodland Park Estates experienced a parkwide gas shut off. The shutoff impacted gas reliant appliances including stoves, heaters, and water heaters. DCBA recognizes that Woodland Park Estates acted quickly to supplement the loss of gas usage by providing breakfasts and dinners, 27 portable heaters, and 9 temporary showers for the duration of the shutoff November 29, 2022-December 5, 2022. George Cerda, DCBA noted that the residents said these solutions were not sufficient for such a large park, lines for showers were long for families with children, and the meals being served were not adequate for people with dietary restrictions. George Cerda, DCBA, reported that DCBA determined that the gas shutoff constituted high severity in housing services that entitles affected Mobilehome owners to a 30% rent reduction. DCBA reduced this figure by 5% to reflect mitigation efforts by the Woodland Park Estates Mobilehome park.

In further discussion, George Cerda, DCBA, explains that Wendy Riordan, Mobilehome owner, experienced this gas shutoff for seven days (from November 29, 2022-December 5, 2022). For space #13, Wendy Riordan's rent was \$1,071.00 at the time of the shut off. At the conclusion of the investigation, DCBA determined a calculation for the reduction of rent at an overpayment due of \$62.44.

For the record, Commission staff, affirmed that Wendy Riordan did not participate in this hearing either remotely or in-person.





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During Jeff Fisher's testimony, Appellant, he explained that he understood the Los Angeles County Mobilehome Rent Stabilization and Mobilehome Owner Protections Ordinance (MRSMOPO) Section 8.57.060 B(2)(b). This section speaks to the decrease in housing services and that before filing an ARA, a Mobilehome Owner shall provide the Mobilehome Park Owner "a reasonable opportunity to correct the issue." In further discussion, Jeff Fisher states that he feels that they did an excellent job in resolving this issue in a matter of 16 days for 199 homes and that there were public agencies overseeing the work who did not view his initiative to resolve this as delayed. Jeff Fisher also noted that when he acquired the park, it had substantial deferred maintenance that he has worked expeditiously to resolve without any added expenses to the residents.

In response to questions posed by the Commission, George Cerda, DCBA, clarified how DCBA came to the calculations on the adjustment. Jeff Fisher explains that in the lease agreement there is language that speaks to temporary shutoffs for repairs and emergency purposes and how the Mobilehome park will not be held liable. George Cerda, DCBA, affirms that the Mobilehome Park representatives failed to supply DCBA with a copy of the lease agreement, so the Commission could not consider that. County Counsel, Ayano Wolff, clarifies that this appeal is based on Jeff Fisher's argument that he should not have to pay overpayment fees for loss of services because the situation was out of his control, and he did all he could to mitigate the situation in a timely matter.

In discussion, the Commission deemed the 5% reduction that was factored into the calculations that George Cerda, DCBA, presented on for the mitigation efforts as generous, thus proceeded.

**B. Opportunity for members of the public to address the Commission regarding case number RSQ24-02993.**

**No members of the public were present.**

**After hearing all testimonies of the available parties, on motion of Commissioner Pamela Agustin-Anguiano, seconded by Chair KeAndra Cylear-Dodds, the Commission denies the appeal and supports the decision of DCBA. This item was approved with the following vote:**

**Ayes: 4-** Chair Commissioner KeAndra Cylear-Dodds, Commissioner Odest T. Riley, Jr., Commissioner Clint Patterson, and Commissioner Pamela Augustin-Anguiano

**Nay: 1-** Vice Chair Commissioner Ani Papirian





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## **BREAK**

**The Commission took a recess at 1:55 p.m. and reconvened at 2:11 p.m.**

## **IV. PUBLIC HEARING II**

- A. Appeal Hearing and possible action for case number **RSQ24-02996** for subject property located at **4201 Topanga Canyon Blvd. Space #47, Los Angeles, CA 90364.****

Shaina Sims, Commission staff reported that the Department of Consumer and Business Affairs (DCBA) was present and both Jeff Fisher, the Appellant, and Michelle Gilbuena, the Respondent participated in the hearing remotely.

George Cerda, DCBA Enforcement Program Staff, provided a self-introduction along with a summary of the department's findings to the Commission via a PowerPoint Presentation. George Cerda, DCBA, noted that the subject Mobilehome park is in the unincorporated Los Angeles County jurisdiction, has an effective build year of 1963, and is covered under the Los Angeles County Mobilehome Rent Stabilization and Mobilehome Owner Protections Ordinance (MRSMOPO). The case being heard before the Commission concerns the appellant's request to overturn DCBA's decision on the Application for Rent Adjustment (ARA) for the reduction in housing services during a gas outage in which DCBA enforces that both 8.57.060(B)(2) – ARA – Decrease in Housing Services and 8.57.030 (J) – "Housing Services" apply.

George Cerda, DCBA, reported that on November 29, 2022, Woodland Park Estates experienced a parkwide gas shut off. The shutoff impacted gas reliant appliances including stoves, heaters, and water heaters. DCBA recognizes that Woodland Park Estates acted quickly to supplement the loss of gas usage by providing breakfasts and dinners, 27 portable heaters, and 9 temporary showers for the duration of the shutoff November 29, 2022-December 5, 2022, of which there was a spreadsheet of these costs. George Cerda, DCBA noted that the residents said these solutions were not sufficient for such a large park, lines for showers were long for families with children, and the meals being served were not adequate for people with dietary restrictions. George Cerda, DCBA, reported that DCBA determined that the gas shutoff constituted high severity in housing services that entitles affected Mobilehome owners to a 30% rent reduction at the daily rent rate. Furthermore, DCBA reduced this figure by 5% to reflect mitigation efforts by the Woodland Park Estates Mobilehome park.

During discussion, George Cerda, DCBA, explained that the Respondent, Michelle Gilbuena, experienced the gas shutoff for twelve days between November 29, 2022, and December 10, 2022. Her space rent for #47 was \$994.98 at the time of the shutoff, therefore the calculation for the cost for rent overpayment due for loss of





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housing services is \$99.48.

In Jeff Fisher's, the Appellant's, testimony he states that he does not have much more to add to his point of view of the matter. He thanks the Commission for hearing him out and ends his comments.

The Respondent, Michelle Gilbuena gives her testimony of her experiences during the gas shutoff. Gilbuena explained that she is a Mobilehome Owner who has lived on the park premises since February 2012 under the previous park's owner and does not have any access of rights to the park premises beyond her home. The water was turned off by the park because there was a water leak that invaded the gas lines underground. She clarifies that she suffered for days beyond the typical time that most residents had, and the communication with the Woodland Park Estates was poor in letting her know when the services would be restored. In further discussion Michelle Gilbuena elaborates on the costs she incurred trying to provide heaters to keep warm during that winter, and how the portable heaters caused electricity outages in her home and increased bill amounts. Regarding the mitigations that the Woodland Park Estates provided for food, it was not consumable due to her dietary restrictions. By the time that showers were supplied, she suffered from COVID-19 that she feels she contracted while gathering in groups to get the food. In response to comments made by Jeff Fisher, Appellant, Michelle does not have access to the utility bills and pays only what the Woodland Park Estates would tell her. She adds that she contacted an associate of Woodland Park Estates who told her that they could not provide relief for the costs Michelle Gilbuena was incurring during that time. When she asked for a possible stipend to buy food that was appropriate for her medical condition, she was told no. Michelle Gilbuena stated that she felt pushed off and did not receive any help as a resident of the Woodland Park Estate Community.

In response to a question posed by the Commission, Michelle Gilbuena stated that since Jeff Fisher, the Appellant, took ownership of the park the conditions have been better. She admits that Jeff Fisher, the Appellant, acquired unfinished projects that he has successfully completed.

Jeff Fisher, the Appellant, asks to make a comment on the record. He begins by explaining his apologies to the residents of the Woodland Park Estates for the customer service rendered during the outage. Jeff Fisher then withdraws his Appeal for this case and all other Appeals cases that were filed on this matter and is ready to proceed with payments.

**B. Opportunity for members of the public to address the Commission regarding case number: **RSQ24-02996.****

**No member of the public was present.**



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320 W. Temple St., Room G-10, Los Angeles CA, 90012-2706  
(800) 593-8222 • Fax: (213) 625-2031



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**Upon receiving, Jeff Fisher's, the Appellants, request to withdraw his Appeal, the hearing on this matter concluded.**

## V. DISCUSSION

- A.** Discussion on Department of Consumer and Business Affairs' (DCBA) procedures surrounding general counseling, rights, and responsibilities.

Shaina Sims, Commission staff, reported that the presentation has been requested to be moved to the next hearing date by Brigit Greeson-Alvarez, DCBA County Counsel. In response to a question posed by the Commission related to the upcoming ordinance amendments, Mary Safaryan, Commission staff, stated a summary of the amendments that went into effect this year and changes taking place next year was emailed to the Commission. Commission was informed a formal training will be scheduled once amendments are approved by the Board of Supervisors.

## VI. MISCELLANEOUS

### Matters Not Posted

- A.** Matters not on the posted Agenda to be presented and placed on the Agenda of a future meeting.
1. For the future meeting/hearing the prospective date is October 21, 2024. Commission requested a standing item for any potential matters to be restored to the agenda items, as this was previously decided by the Commission.
  2. Discussion on the communication methods between the Commission and Commission staff. The Commission expressed their preferred methods of communication which the Commission staff noted and agreed to.

## VII. ADJOURNMENT

- A.** Adjournment for the regular meeting of August 12, 2024.

**On motion of Chair KeAndra Cylear-Dodds, there being no objections, this meeting was adjourned at 2:47 p.m.**

