



LOS ANGELES COUNTY RENTAL HOUSING OVERSIGHT COMMISSION **ANNUAL REPORT** **2024**



PRESENTED BY
LOS ANGELES COUNTY DEPARTMENT OF
CONSUMER AND BUSINESS AFFAIRS
HOUSING AND TENANT PROTECTIONS BUREAU

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MESSAGE FROM THE DIRECTOR

Rafael Carbajal

2024 marked a significant chapter in the Rental Housing Oversight Commission's growth and commitment to service. The Commission expanded outreach and accessibility, and increased participation from tenants and property owners across Los Angeles County. Through greater transparency and more efficient hearing processes, the RHOC reduced case resolution times and strengthened public trust in its work.

Amid ongoing housing pressures and limited affordable options, the RHOC remained a crucial safeguard for stability in the County's unincorporated communities. Its careful review of tenant and landlord appeals provided an essential check against financial challenges that could disrupt lives. This work supports the County's broader commitment to fair and equitable housing.

In this demanding environment, the RHOC's enforcement of existing ordinances protects people, preserves neighborhoods, and sustains the social fabric that keeps communities strong. The lessons and best practices gained throughout the year will continue to guide the Commission's work and shape future recommendations that promote a fair and sustainable housing system. The Commissioners' experience and understanding make their work a critical lifeline for thousands of residents in a housing market under intense pressure.

I want to thank the Commissioners, staff, and partners for their dedication throughout the year. Together, we are building a Los Angeles County where everyone has the chance to live with stability and dignity.

Rafael Carbajal, Director

County of Los Angeles, Department of Consumer and Business Affairs



MESSAGE FROM THE CHAIR

Commissioner KeAndra Cylear Dodds

I am honored and excited to have served another year as the inaugural Chair of the Rental Housing Oversight Commission ("RHOC"). The RHOC was established in 2019 to oversee and ensure fair implementation of rental housing ordinances within the County. While the RHOC faced significant challenges in its initial years, from disruptions caused by the pandemic to delays in meeting the minimum requirement to conduct regular meetings, 2024 was a successful year.

In 2023, we laid a strong foundation, prioritizing a thorough understanding of applicable ordinances and creating a fair and effective hearing process, and in 2024 built upon that foundation. We've made meaningful progress, conducting hearings with a sense of urgency and an eye on our mission of fairness and efficiency.

Along the way, one new commissioner joined us, providing valuable insights and helping to ensure we meet quorum for our hearings. We've learned many lessons and determined best practices we'd like to follow in the future, which are incorporated into our recommendations towards the end of this report.

I want to extend my deepest gratitude to my fellow commissioners for their hard work and collaborative efforts, as well as the Department of Consumer and Business Affairs and County Counsel for their unwavering support, patience, and guidance throughout this process. Their expertise and dedication have been instrumental in helping the RHOC fulfill its responsibilities and serve the community effectively.

This will be my last "Message From the Chair", as my term ends in February 2026. I want to thank Supervisor Lindsey Horvath and former Supervisor Sheila Kuehl for the opportunity to serve. It has been an honor and a pleasure. I hope that the RHOC continues to build upon the strong foundation we've laid, ensuring that its oversight of rental housing remains a cornerstone of equity and accountability to the people of Los Angeles County.

KeAndra Cylear Dodds, Chairperson

County of Los Angeles, Rental Housing Oversight Commission

2024 COMMISSION MEMBERSHIP

FIRST DISTRICT APPOINTEE

Pamela Agustin-Anguiano
02/28/2023 - 02/28/2026



Commissioner Pamela Agustin-Anguiano was appointed by Supervisor Hilda L. Solis in 2023. Pamela is the Coalition Director of Eastside LEADS, an intergenerational coalition of youth, adult, and 9 community-based organizations working together to preserve and develop deeply affordable housing, expand tenant protections, and stop the displacement of low-income residents in East Los Angeles. She directs strategic planning, campaign development, and fundraising for the Coalition. Under her leadership Eastside LEADS has won important tenant protection and housing policies in L.A. County and has also helped establish regional partnerships that fight for housing as a human right. Pamela is a proud Cachanilla, born and raised in Mexicali, Baja California. She holds two Bachelor of Arts degrees in International Affairs and Latin American Studies from UC Riverside.

SECOND DISTRICT APPOINTEE

Odest T. Riley Jr.
01/28/2020 - 02/28/2026



Commissioner Odest T. Riley, Jr. was appointed by 2nd District Supervisor Mark Ridley-Thomas. Riley serves as CEO & Principal of WLM Financial, a privately-held, full-service real estate firm where he specializes in consulting and advisory services for education, governmental, and non-profit organizations throughout Southern California. His practice encompasses a broad spectrum of transactional disciplines; including transaction negotiations, tenant buy-outs, relocations, lease restructure and marketing. He is an expert in strategizing market analysis and team building. Riley has spent the last decade providing clients with multifamily real estate consultations and expertise to achieve desired goals. He presently holds the position of Housing advisory Commissioner for his beloved city, Inglewood.

THIRD DISTRICT APPOINTEE

KeAndra D. Cylear Dodds

01/28/2020 - 02/07/2026

Chairperson

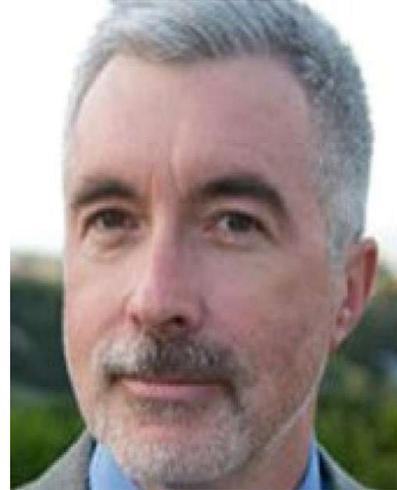


Commissioner KeAndra D. Cylear Dodds was appointed by 3rd District Supervisor Sheila Kuehl. For over a decade, Commissioner Dodds has dedicated her career to the creation and preservation of affordable housing, improving access to transit, healthy environments and economic opportunities, and developing policies that foster social equity. She currently works as the Executive Officer, Equity and Race at the Los Angeles County Metropolitan Transportation Authority. Most recently, she worked as the Manager of Preservation at the Los Angeles County Development Authority, where she oversaw all the county's affordable housing preservation and homeownership programs and led the development of Los Angeles County's two Rent Stabilization Ordinances and the Rental Housing Oversight Commission Ordinance. She has also served as the Transportation and Housing Deputy for Los Angeles County Supervisor Hilda L. Solis and began her career as a housing attorney at the Western Center on Law and Poverty in Los Angeles.

FOURTH DISTRICT APPOINTEE

Clint Patterson

02/07/2023 - 02/07/2026



Commissioner Clint Patterson was appointed by Supervisor Janice Hahn in 2023. Clint was born in Edmonton, Alberta, Canada in 1962. He attended the University of Alberta where he majored in Psychology and earned a bachelor's degree. He attended the University of Miami and obtained his PhD in clinical psychology. He completed a post-doctoral fellowship at Harbor UCLA Medical Center. After practicing in the mental health field, he obtained his MBA from the Anderson School of Management at UCLA and worked as a healthcare consultant and executive for many years. Clint Patterson obtained his California real estate brokers license over a decade ago. He has invested in residential real estate in and outside of California. He owns and manages several residential properties with his life partner and works with a leading real estate brokerage in the South Bay. Clint Patterson enjoys travel and has a passion for animal welfare. He and his partner enjoy their menagerie of two dogs and a cat.

FIFTH DISTRICT APPOINTEE

Ani Papirian

Vice Chair

01/24/2023 - 01/24/2026



Commissioner Ani Papirian was appointed by Supervisor Kathryn Barger. Ani Papirian earned her bachelor's degree in Business Administration in 1995 and her Juris Doctorate from Southwestern University School of Law in 1998. During law school, Ani Papirian worked as a clerk for Judge Dickran Tevrizian, Judge Letteau, and the U.S. Attorney's Office Tax Division. After 20 years in the litigation and contractual field representing individuals and businesses, ranging in tasks from estate planning to complex litigation, she currently works in-house locally.

**FIFTH DISTRICT APPOINTEE
MOBILEHOME OWNER APPOINTEE**

Jarryd Gonzales

09/10/2024 – 9/10/2027



Commissioner Jarryd Gonzales was appointed by Supervisor Kathryn Barger. A communications and public affairs professional, Jarryd Gonzales serves as the chief communications officer for the Roman Catholic Diocese of Orange. He is also a founding partner of The Good PR Group, a trusted public relations and public affairs firm representing corporations and high-profile trade associations, including the Western Manufactured Housing Communities Association (WMA), the San Antonio Police Officers' Association and the Alliance of Motion Picture and Television Producers, where he served as chief spokesperson for many years.

Jarryd Gonzales has developed expertise in mobilehome park issues through his work with WMA. In addition to his professional roles, he shares his knowledge with college students as a guest lecturer at Emerson College's Communications Studies Department, focusing on crisis and issues management.

He holds an MBA from the University of Michigan's Ross School of Business and a BA from the University of Southern California.

COMMISSIONER VACANCIES

RENTAL MEMBER APPOINTEE

Vacant

MOBILEHOME TENANT APPOINTEE

Vacant

OWNER MEMBER APPOINTEE

Vacant

MISSION STATEMENT

The Rental Housing Oversight Commission is an appellate body whose mission and purpose is to safeguard tenants and mobilehome owners from rent increases that are inconsistent with County Code and to assure that landlords and mobile home park owners receive fair return on rents consistent with Los Angeles County's procedures and guidelines by hearing, making determinations, and resolving appeals of decisions made by Los Angeles County Department of Consumer and Business Affairs.

VISION

A fair and sustainable system of rental housing in Los Angeles County supported by transparent and reasonable application of the law. The Rental Housing Oversight Commission is dedicated to serving our community by providing fair, timely and efficient resolution of all cases.

VALUES

Integrity: We provide equal justice for all. We are honest, transparent, and have a neutral application of the law.

Inclusivity: We embrace the need for multiple perspectives where individual and community differences are seen as strengths.

Compassion: We treat those we serve, and each other, with respect, patience and unbiased judgement.

Stakeholder Orientation: We place our highest priority on meeting the needs of our stakeholders, landlords, tenants, mobilehome owners and mobilehome park owners.

Commitment: We have a commitment to providing equal justice and a resolution of all cases.

HISTORICAL BACKGROUND AND PURPOSE

The Board of Supervisors formed the Rental Housing Oversight Commission (RHOC) in 2019 to adjudicate matters related to the Rent Stabilization Ordinance, the Mobilehome Rent Stabilization Ordinance and all related matters. The Rental Housing Oversight Commission serves at the pleasure of the Board of Supervisors to enforce rules and/or

guidelines consistent with the provisions of the ordinances adopted by the Board of Supervisors.

The Rental Housing Oversight Commission provides valuable representation in the administration of the Rent Stabilization Program within unincorporated Los Angeles County and fosters trust in the Program with both renter and owner stakeholder groups. The Commissioners' collective experience as tenants, mobilehome owners, landlords, mobilehome park owners, or by representing these groups, is a valuable resource in assisting DCBA in the implementation of the Rent Stabilization Program.

The Rental Housing Oversight Commission holds its scheduled meetings at 1:30 p.m. at the East Los Angeles Community Service Center, 133 N. Sunol Drive, room #242, Los Angeles, CA and at 320 W. Temple St., Room 150, Los Angeles, CA 90012. From time to time, meetings may be cancelled or agenda items continued, as needed.

ROLES AND RESPONSIBILITIES:

The Rental Housing Oversight Commission's role is to review the determinations made by the Department of Consumer and Business Affairs (DCBA) relating to the ordinances adopted by the Board of Supervisors concerning the Rent Stabilization and Tenant Protection Ordinance (RSTPO) and Mobilehome Rent Stabilization and Mobilehome Owner Protections Ordinance (MRSMOPO). The Board, may from time to time, approve additional procedures or guidelines for the effective implementation of the Commission's work.

The Rental Housing Oversight Commission staff provide support to the Commission and its work. By way of example, the staff provides administrative and clerical support and handles logistics related to appeal hearings of the Commission. Staff duties and responsibilities include assisting with the preparation and drafting agendas, minutes, and notices, updating the Rental Housing Oversight Commission website, and maintaining a case management system and records. In addition, the staff coordinates the scheduling of meetings, hearings, trainings, and maintains the Commission's calendar. The staff acts

as a liaison between Board of Supervisors, Committee Book, County Counsel, appellants, and Commissioners.

The Rental Housing Oversight Commission's mandate:

- Authority to hear, determine, and review appeals of decisions made by DCBA related to Rent Stabilization, Mobilehome Rent Stabilization, and tenant protections, including but not limited to appeals of determinations regarding:
 - Allowable rent increases; and
 - Allowable adjustments to the maximum allowable rent increase.
- Authority to conduct hearings and render decisions on mobilehome park closure relocation impact reports.
- Authority to take other actions as delegated by the Board.¹

COMMISSIONER MEMBERSHIP

The Rental Housing Oversight Commission consists of up to nine nine (9) members appointed by and serving at the discretion of the Board. Each Supervisor appoints one (1) member to the Commission who possesses a demonstrated interest in, and knowledge of, housing needs in Los Angeles County and a history of active involvement and leadership in the community.² Four (4) stakeholder members are appointed by the Board based on certain criteria.

Two Renter Members:³

- One (1) member shall be a renter whose primary residence is a dwelling subject to rent stabilization pursuant to Los Angeles County Code (County Code), Chapter 8.52 or an individual who is a representative of an organization that represents the interests of renters subject to Rent Stabilization.
- One (1) member shall be a renter whose primary residence is a mobilehome owned by the renter who is eligible or subject to mobilehome rent stabilization pursuant to County Code, Chapter 8.57 or an individual who is a representative of an organization that represents the interests of mobilehome owners renting a

¹ Los Angeles County Code (County Code) section 8.64.050.

² County Code section 8.64.020.B.1.

³ County Code section 8.64.020.B.2.

mobilehome space who are eligible or subject to Mobilehome Rent Stabilization and mobilehome owner protections, pursuant to County Code, Chapter 8.57.

*Two Owner Members:*⁴

- One (1) member shall be an owner of a dwelling that is subject to rent stabilization, pursuant to County Code, Chapter 8.52, and whose primary residence is located in the County or an individual who is a representative of an organization that represents the interests of owners of dwellings subject to County Code, Chapter 8.52.
- One (1) member shall be an owner of a mobilehome park that is subject to Mobilehome Rent Stabilization, County Code, Chapter 8.57, and whose primary residence is located within the County, or an individual who is a representative of an organization that represents the interests of owners of mobilehome parks subject to Mobilehome Rent Stabilization, County Code, Chapter 8.57.

Commissioners serve three-year terms at the discretion of the Board.⁵ No member of the commission may serve more than two consecutive terms.⁶ The Board may, at its discretion, remove any Commissioner at any point during their term without cause.⁷

COMMISSIONER NOMINATIONS AND APPOINTMENTS

The Rental Housing Oversight Commission currently has 6 active members and 3 vacancies.

Commissioners KeAndra D. Cylear Dodds (Third District), and Odest T. Riley Jr. (Second District) are on their last term on the Commission. Commissioner Pamela Agustin-Anguiano (First District), Commissioner Clint Patterson (Fourth District), and Commissioner Ani Papirian (Fifth District) are all serving their first term with the Commission.

⁴ County Code section 8.64.020.B.3.

⁵ County Code section 8.64.030.A.

⁶ County Code section 8.64.040.A.

⁷ *Id.*

The Rental Housing Oversight Commission also formed an Ad Hoc Committee to screen and interview those who applied for the owner member, tenant member, mobilehome park tenant member, and mobilehome park owner member Commission vacancies.

As a result of Ad Hoc Committee's efforts, and after approval by the Rental Housing Oversight Commission, on December 11, 2023, applicants Jarryd Gonzales, mobilehome park owner, and Ira Spiro, tenant advocate, were offered as potential nominees for appointment by the Board. On September 30, 2024, Jarryd Gonzales was appointed to the Rental Housing Oversight Commission.

PROGRAM IMPLEMENTATION

The Rental Housing Oversight Commission is committed to meeting the growing demand from constituents for appeal hearings regarding enforcement decisions on the Los Angeles County ordinances RSTPO and MRSMOPO. The Rental Housing Oversight Commission is prepared to increase the frequency of hearings as necessary and will continue to develop and modify best practices to meet the needs of the public.

The Rental Housing Oversight Commission's priority is to review final determinations made by the Department of Consumer and Business Affairs (DCBA) relating to the ordinances adopted by the Board of Supervisors concerning the Rent Stabilization and Tenant Protection Ordinance (RSTPO) and Mobilehome Rent Stabilization and Mobilehome Owner Protections Ordinance (MRSMOPO).

On September 30, 2024, the Rental Housing Oversight Commission on boarded its 6th Commissioner. The Rental Housing Oversight Commission is committed to continuing to seek candidates appropriate for recommendation to the Board for the final three Commissioner vacancies. The Commission will continue to review incoming Commissioner applications on a rolling basis, on an as needed basis.

PROCEDURES AND GUIDELINES

The Rental Housing Oversight Commission meetings are held in public and comply with

the requirements of the Brown Act. A new meeting schedule is adopted each year.

With the guidance of County Counsel and Commission staff, the Rental Housing Oversight Commission continues deliberations regarding application of governing ordinances, training needs and administrative protocols, including work on Board recommendation for adoption of Commission guidelines/by-laws.

The Rental Housing Oversight Commission also remains current on the impact of new legislation at the City and State level as well as amendments to its governing ordinances. The Rental Housing Oversight Commission noted further work is necessary as they continue to hear more appeals and to better serve the constituents in unincorporated Los Angeles County.

2024 ACCOMPLISHMENTS

In 2024, the Rental Housing Oversight Commission held a total of 6 meetings: one administrative meeting and five appeal hearings. The Commission presided over 10 appeals. These meetings and hearings provided opportunities to review tenant and landlord concerns, ensuring fair and balanced resolutions in accordance with the ordinances adopted by the Board of Supervisors concerning the Rent Stabilization and Tenant Protection Ordinance (RSTPO) and Mobilehome Rent Stabilization and Mobilehome Owner Protections Ordinance (MRSMOPO).

In 2024, the Rental Housing Oversight Commission continued to advance its mission of effectively serving the public by ensuring fairness and accountability. The Rental Housing Oversight Commission successfully presided over ten appeal hearings during the year, reflecting its active role in resolving appeals filed by tenants and landlords and promoting compliance the Rent Stabilization and Tenant Protection Ordinance (RSTPO) and the Mobilehome Rent Stabilization and Mobilehome Owner Protections Ordinance (MRSMOPO). These meetings and hearings provided important opportunities for the Commission to carefully review and consider concerns raised by both tenants and property owners. Each proceeding was conducted in accordance with the ordinances adopted by the Board of Supervisors, including the Rent Stabilization and Tenant Protection Ordinance

(RSTPO) and the Mobilehome Rent Stabilization and Mobilehome Owner Protections Ordinance (MRSMOPO). Through these efforts, the Commission reaffirmed its commitment to transparency, equity, and the reasonable application of the law.

The Rental Housing Oversight Commission also acted immediately to increase its ranks by vetting applicants for the owner and renter seats. Through these efforts, on September 30, 2024, the Board of Supervisors appointed the Rental Housing Oversight Commission's 6th Commissioner, Jarryd Gonzales. He has brought valuable knowledge and insight to the Commission. The Commissioners continue to collaborate seamlessly with County Counsel and Commission staff to address appeals filed with the Rental Housing Oversight Commission and serve the Los Angeles County unincorporated community. As constituent demand grows for appeal hearings, the Rental Housing Oversight Commission expects to conduct more frequent hearings during its regularly scheduled meetings.

In 2024, the Rental Housing Oversight Commission successfully drafted, completed, and submitted its first annual report through the dedicated efforts of its commissioners. This milestone marks an important step in advancing transparency and accountability in the Rental Housing Oversight Commission. The report outlined key accomplishments, challenges, and recommendations for improving the Rental Housing Oversight Commission.

Rental Housing Oversight Commission

2024 ACCOMPLISHMENTS

JANUARY 8

FIRST APPEAL HEARING

The Commission held its first appeal hearing in which a landlord's appeal was denied due to habitability issues. The tenant was awarded \$4,407.25. The Commission denied the appeal as modified by DCBA for the amount owed.

AUGUST 12

JUSTICE IS SERVED

The Commission denied the appeal and upheld DCBA's decision, awarding the respondent \$99.48. Consequently, the appellant withdrew five appeals and compensated the tenants.

OCTOBER 24

COMMON GROUND

After reviewing the evidence presented by all parties, the Commission referred the case back to DCBA for further review and clarification on their decision.

SEPTEMBER 30

6TH COMMISSIONER ADDED

The LA County Board of Supervisors appointed Jarryd Gonzales as the 6th Commissioner of the Rental Housing Oversight Commission, bringing valuable knowledge and insight to the Commission's work.

DECEMBER 11

LOOKING FORWARD

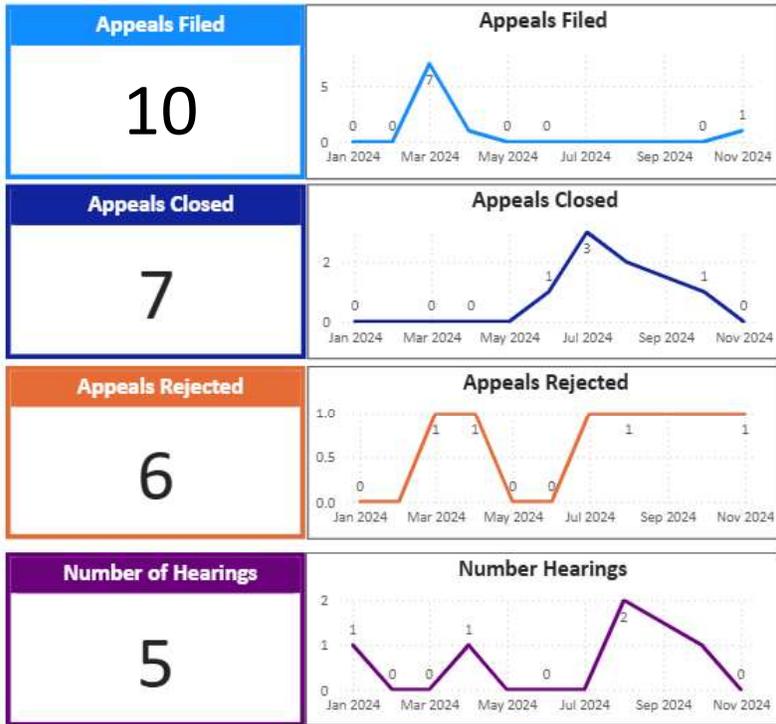
With the dedicated efforts of its commissioners, the Commission completed its first Annual Report. This milestone marks a significant step forward toward greater transparency and accountability.

DECEMBER 16

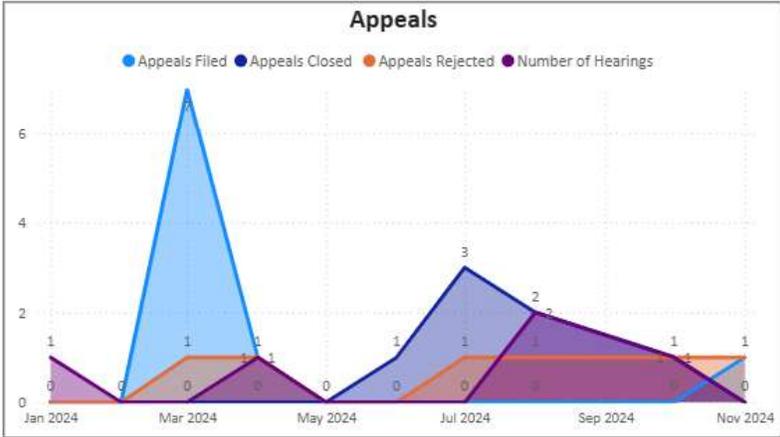
MAKING A DIFFERENCE

The Commission heard an appellant's request to appeal DCBA's decision on an Application for Rent Adjustment based on property being owned by an LLC. The Commission affirmed DCBA's decision and denied the appeal.

2024 RENTAL HOUSING OVERSIGHT COMMISSION REPORT



*The closing rate is determined by dividing the total number of appeals closed by the total number of appeals filed.
+The rejection rate is determined by dividing the total number of appeals rejected by the total number of appeals filed.



RECOMMENDATIONS

Based on their experience throughout 2024, the commissioners offer the following recommendations to improve implementation of the RHOC program:

1. Modify the Mobilehome Rent Stabilization And Mobilehome Owner Protections Ordinance (Chapter 8.57 of the County Code) to include a means for calculating and assessing damages and penalties, and determining who or what entity is responsible for them.
2. Implement a mediation program before and after an appeal is filed (e.g., similar to Los Angeles Superior Court or Federal Court mediation programs).
3. Modify the Ordinance Code (e.g. Sections 8.52.050, 8.52.060, 8.57.050, and/or 8.57.060 of the County Code) to allow for consideration of other factors before granting a rent adjustment(e.g. landlord expenditures, including capital improvement increases, among other things.).

4. Mandate that the DCBA investigator/enforcement team consider information regarding all aspects of a case including those that are not part of the application for rent increase or adjustment as it deals with a total review of facts in an impartial manner for both the landlord and the tenant. Treat the process as less adversarial and more as ameliorative with fact gathering and assistance to resolve disputes. The intent should not be to punish but to resolve concerns raised by the Board of Supervisors for housing given the specific facts of each case in its totality and not in a myopic one sided manner.
5. Provide an easier communication mechanism for any ongoing case, including for the uploading of documents and sharing of information for litigants.
6. Provide a neutral third party to act as final decision maker for initial investigations other than DCBA-Enforcement. The investigator should submit their research and recommendations to a neutral party who is not related to the DCBA, but is a competent professional with training on the topic, similar to an administrative judge serving on ad hoc basis.
7. Maintain the appeals process as is, but allow all documents to be reviewed, even those not previously submitted for potential remand decision.
8. Add a statute of limitations for how far back the DCBA can review for conduct and arrearage (suggest four years from date of report to DCBA).
9. Clarify whether the penalties per the ordinance run with the land or individual owner of the property during the time of violation. Clarify against whom should the decision stand. Determine the extent of liability and the persons liable based on conduct and provide a notice mechanism so that individuals or entities affected can be made aware of all facts and information of existing cases and investigations.
10. Conduct more training sessions on the updated ordinance using the internally generated 5 page rubric and updating the laws as enacted and referenced in the rubric in a regular manner without violating Brown Act for actively serving commissioners.
11. The Rental Housing Oversight Commission respectfully requests that the Board of Supervisors consider an adjustment to the current commissioner stipend. At a minimum, this could include compensating for ad hoc and standing committee meetings, which are sometimes needed to ensure Commission duties are timely

fulfilled. Commissioners dedicate time and expertise to fulfilling their responsibilities, including attending meetings, conducting hearings, and reviewing complex housing-related matters that directly impact tenants, landlords, and the broader community. The current stipend level does not adequately reflect the scope of work, preparation, and professional commitment required of commissioners. An increase would help recognize the value of this service, encourage continued participation, and support recruitment and retention from a broader pool of qualified commissioners. The Commission appreciates the Board's ongoing support and consideration of this recommendation and request.

CONCLUSION

The Rental Housing Oversight Commission proudly continues to serve County residents by providing fair, efficient and equitable review of determinations by the DCBA. The Rental Housing Oversight Commission will continue to hear appeals, and complete projects enhance its efforts to fulfill its mission, vision and values.

Sincerely,



KeAndra Cylear Dodds, Chairperson

County of Los Angeles, Rental Housing Oversight Commission

cc: Board of Supervisors