

## Mark Perez

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**From:** Janet Gagnon [REDACTED]  
**Sent:** Tuesday, September 21, 2021 10:17 AM  
**To:** Letty Lopez-Viado; Dario Castellanos; Tony Wu; Brian Tabatabai; Rosario Diaz; City Clerk  
**Cc:** Daniel Yukelson; Danielle Peretz  
**Subject:** 9/21 West Covina City Council Meeting - Agenda Item 10  
**Attachments:** AAGLA\_Letter\_West Covina\_Rental Housing Inspection-92121.pdf

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Hon. Mayor Lopez-Viado and Members of the City Council:

Attached for your review is a letter submitted by the Apartment Association of Greater Los Angeles (AAGLA) regarding consideration of establishing a rental housing inspection program (Agenda Item 10) that the Council will discuss at tonight's, September 21st, City Council meeting.

Thank you for your time and consideration.

Sincerely,

Janet M. Gagnon



**Janet M. Gagnon, Esq.**  
Senior Manager, Government Affairs  
Apartment Association of Greater Los Angeles  
621 South Westmoreland Avenue  
Los Angeles, California 90005

[REDACTED]  
[www.AAGLA.org](http://www.AAGLA.org)

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*"Great Apartments Start Here!"*

Janet M. Gagnon, Esq.  
Senior Manager, Government Affairs



September 21, 2021  
**Via Electronic Mail**

Hon. Mayor Lopez-Viado and Members of the City Council  
City Hall Council Chambers  
1444 West Garvey Avenue South  
West Covina, California 91790

**Re:** Consideration of Request from Councilwoman Diaz Regarding Establishing a Rental Housing Inspection Program in the City of West Covina (Agenda Item 10)

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Hon. Mayor Lopez-Viado and Members of the West Covina City Council:

At the September 21<sup>st</sup> City Council meeting, the Council will consider a request regarding establishing a rental housing inspection program in the City of West Covina. The Apartment Association of Greater Los Angeles (AAGLA or Association) is opposed to the creation of a new rental housing inspection program and urges the Council to conduct outreach to key stakeholders for further discussion and development of alternative solutions.

The Apartment Association of Greater Los Angeles, established in 1917, is a non-profit association consisting of rental housing providers and residential property management professionals throughout the Southern California region. Today, our Association has grown to assist more than 10,000 members, each of whom own or manage over 175,000 rental housing units throughout our territory in Los Angeles, Ventura, and San Bernardino counties.

Due to the COVID-19 pandemic and the resulting eviction moratoriums for non-payment of rent, most rental housing providers have collected little, if any, rent in 18 months or longer. As a result, many are struggling to pay property taxes, insurance, mortgages, necessary maintenance, and operating costs. They have already spent most of their retirement savings and many are on the brink of bankruptcy and/or foreclosure. To add a new expensive and administratively burdensome program, such as a rental housing inspection program, to their burdens would drive more rental housing owners, especially small business "mom and pop" owners, out of the rental housing business. As a result, West Covina could lose important, affordable rental housing.

The City of West Covina already has robust building, health and safety laws that are being enforced by its code enforcement staff. Creating new rules and procedures will only cause more confusion and exponentially increase administrative costs for the City and rental housing providers that will ultimately be passed on to renters. Creating a new rental housing inspection program will require the City to incur substantial upfront costs of hiring consultants to create the program structure, conducting studies to identify rental properties, purchasing new computer systems (equipment and software), and hiring many more code enforcement staff with accompanying health insurance and pension benefits.



***"Great Apartments Start Here!"***

It is unclear why this program is even being considered at this time when rental housing providers and renters are struggling to make ends meet and the City of West Covina is already experiencing challenges maintaining existing services and functions. According to the Staff report, the most that can be said is that there is some "anecdotal data" making a general claim about the useful life of rental housing. However, no actual data is given on the number of properties in West Covina claimed to fall outside of such "useful life," no inventory of specific properties, no data on the number of renters impacted, and no showing of the number of complaints received to date per property. Thus, there simply are no facts to justify the City considering the possible creation of such an extensive new program.

Our Association has more than 100 years of experience in the rental housing industry. We would welcome the opportunity to share our knowledge by continuing the conversation with the Council and staff to better understand the general concerns, identify specific issues and develop cost-effective alternatives.

Thank you for your time and consideration of these matters. If you have any questions, please call me at [REDACTED] or contact me via electronic mail at [REDACTED]

Very truly yours,

*Janet M. Gagnon*

Janet M. Gagnon

## Mark Perez

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**From:** shahrzad shishegar [REDACTED]  
**Sent:** Tuesday, September 14, 2021 10:57 AM  
**To:** City Clerk  
**Subject:** Public Comment for 9/21/21

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Hello, my name is Shahrzad and I'm a West Covina resident. I am VERY concerned about the plight of many renters who may become homeless due to the eviction moratorium ending at the end of this month. I would like to offer help to those facing eviction by urging them to contact the West Covina Tenants' Union which was recently formed to provide support and guidance. People can look for us on Facebook or go to our website <https://westcovinatenantsunion.org>. They can also call 626-653-9687.

We are hosting a free community event on 9/24/21 @ Cortez Park @ 1:00 pm with live music by Ace Plata Music. All tenants are invited to join us for this informative gathering featuring speakers who will address homelessness and tenant issues. Please post this event on the city's website. Thank you.

## Mark Perez

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**From:** Matt Buck [REDACTED]  
**Sent:** Monday, September 20, 2021 5:04 PM  
**To:** City Clerk  
**Cc:** Letty Lopez-Viado; Dario Castellanos; Brian Tabatabai; Tony Wu; Rosario Diaz; David Carmany  
**Subject:** Public Hearing 9/21/2021

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### Item 10: Rental Inspection Program

Good evening Mayor Lopez-Viado and members of City Council,

My name is Matthew Buck, Vice President of Public Affairs for the California Apartment Association (CAA). CAA is the nation's largest statewide trade group representing owners, investors, developers, managers and suppliers of rental homes and apartment communities.

On behalf of our members in West Covina, I ask **what issue or situation** in West Covina has prompted the need for a City Council discussion on a rental inspection program?

For more than 80 years, CAA has served ethical members of the rental housing industry in all aspects of government affairs in the state Capitol and city halls throughout California.

Please know that CAA is happy to partner with the City as a resource on the rental housing industry and is available to meet with City Council and staff to discuss this item.

Kind regards,

Matthew Buck

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*CAA is your partner in the rental housing industry.  
[Find out how we're working for you.](#)*

## Mark Perez

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**From:** Maria Serratos [REDACTED]  
**Sent:** Saturday, September 18, 2021 10:59 AM  
**To:** City Clerk  
**Cc:** Sandi Heyer  
**Subject:** Oral Communications or Public Hearing – 09/21/2021  
**Attachments:** HERITAGE.pdf

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Dear Council Members:

We are requesting to be added to the roster for attendance to the virtual city council meeting on September 21, 2021 to introduce our program and recent expansion into West Covina. We have maintained a presence in West Covina for over 20 years as a Group Home/STRTP for foster youth at our 6-bed facility on Eckerman Ave in West Covina.

As of August 20th, 2021 we added a second location in the city and I have attached a program flyer and invitation to our Open House on October 16th, 2021 should any members of the Council or community wish to visit and tour the facility. We strive to be a positive influence in our communities and Heritage has an excellent reputation of providing high-quality residential services since 1991. We operate 6 facilities in Los Angeles County and are nationally accredited through CARF and routinely score 100% compliance marks in all program evaluations.

We look forward to meeting our new friends and neighbors at our new site in West Covina and introducing our program at the next meeting. Thank you for the opportunity, we look forward to participating virtually at the next meeting or at least having our program information shared.

Maria Serratos  
[REDACTED]

Sent from [Mail](#) for Windows



KINDNESS  
CLOSET



# HERITAGE

*Lighting the Spark that is within Every Child*



YOUTH  
EMPOWERMENT  
PROGRAM

**Heritage provides a peaceful place for youth that nurtures the mind, nourishes the body and heals the spirit. Our Motto is “Kindness and Compassion in Action”**





# Heritage Youth Services 4

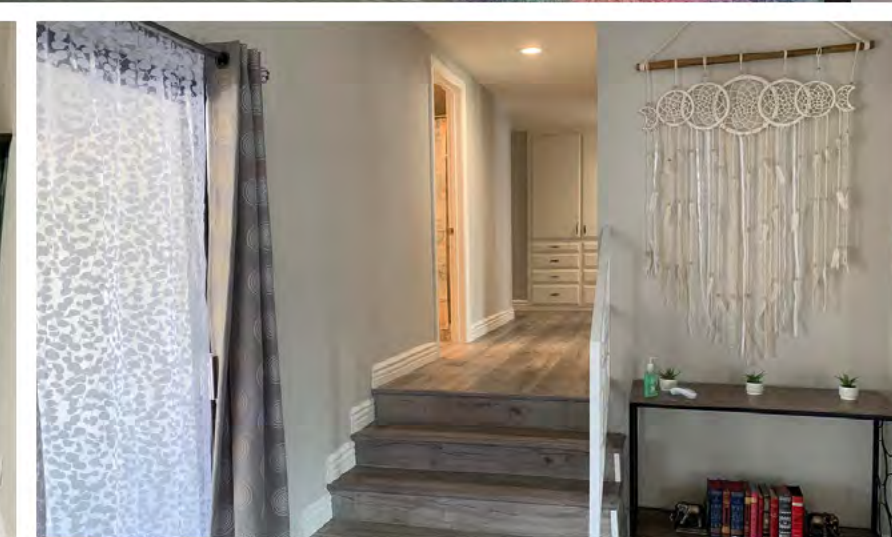
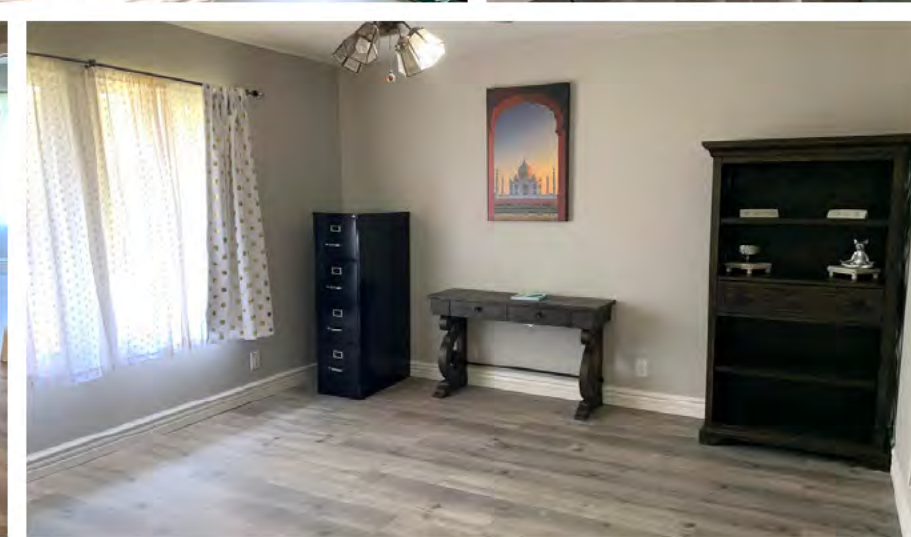
**3340 E. Whitebirch Dr  
West Covina, CA 91791**

**License Date  
August 20, 2021!**

**OPEN HOUSE**

**October 16, 2021  
1:00pm-4:00pm**

**Please email for invitation  
[maria@heritagehomes.org](mailto:maria@heritagehomes.org)**







# PROGRAM DESCRIPTION

## SHORT-TERM RESIDENTIAL THERAPEUTIC PROGRAM

- 6- Licensed Facilities in Los Angeles County**
- 1- Supportive Transitional Housing Facility**

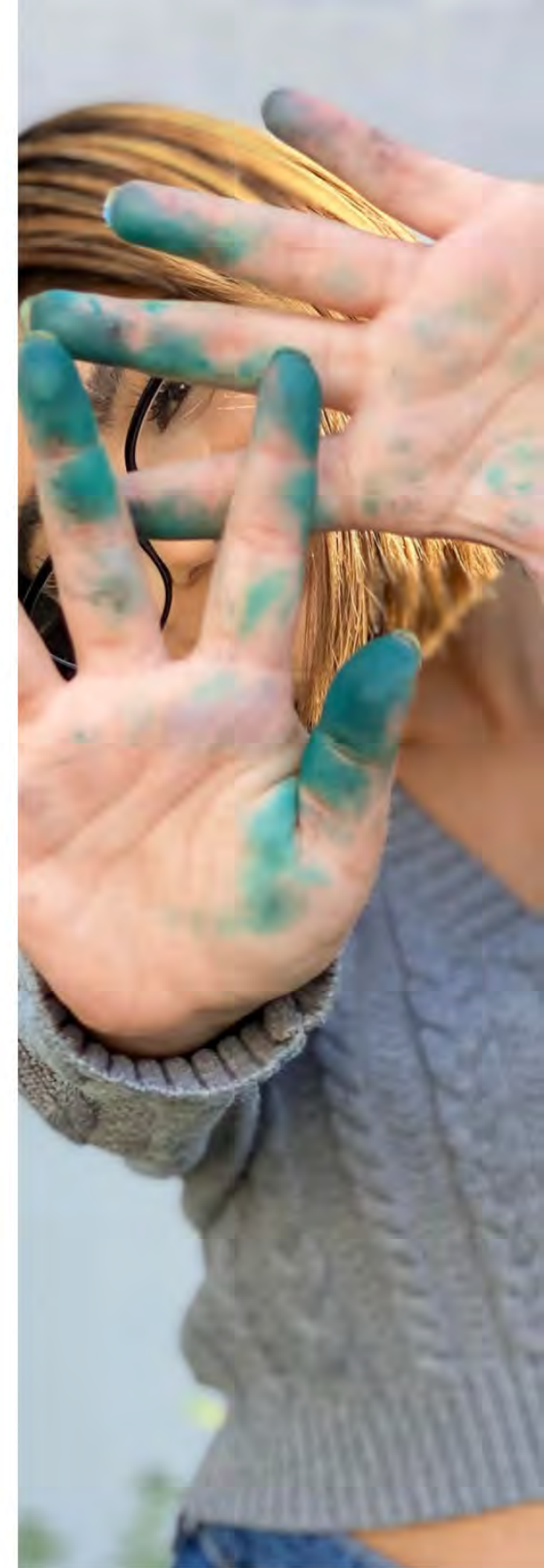
All facilities are owned and operated by Heritage Group Homes, Inc., licensed by State of California Dept. of Public Social Services, Community Care Licensing

Heritage has established and maintained a stellar reputation for excellence for over 30 years with 100% compliance in all annual program and fiscal audits without a single infraction!

Heritage has an experienced, committed and highly mission driven leadership team with the average employee retention rate for management and leadership of 18 years or more of service at Heritage!

Heritage was awarded a Mental Health Services contract in 2019 from Los Angeles Dept. of Mental Health valued at over \$3M annually in addition to the DCFS contract of \$5,400,000 year.

Heritage is expanding it's Supportive Transitional Housing program for Non-Minor Dependents who graduate and transition from our STRTP facilities. This will allow us to provide after-care mental health and Vocational services (already contracted through DMH) and place youth in apartments owned by Heritage.



# SERVICES

Heritage is driven to empower youth by our organizational values of service, integrity, team-work, diversity, equality and accountability. We aspire to be the model of excellence in strengthening the children and families that we serve.

Each youth or non-minor dependent's treatment plan is well defined and specifically outlines treatment goals, objectives and therapeutic interventions. Heritage provides a comprehensive array of treatment services designed to meet the special needs of each youth/non-minor dependent. The following services are provided:

24-hr Active residential supervision, interaction, and intervention by professionally trained and Licensed staff.  
Comprehensive health assessments and interventions.

Coordination of psychological evaluations in development of individualized treatment plans

Coordination of psychiatric assessments, psychotropic medication and treatments; as needed.

Social Worker; case management services and Needs and Services Planning.

Individualized treatment planning in collaboration with the youths CFT.

Individualized psychotherapy.

Group and Family Therapy.

Substance Abuse Education, Awareness and Treatment.

Values clarification groups weekly.

Competency-based Vocational and ILP development training.

Conflict resolution training and effective problem solving.

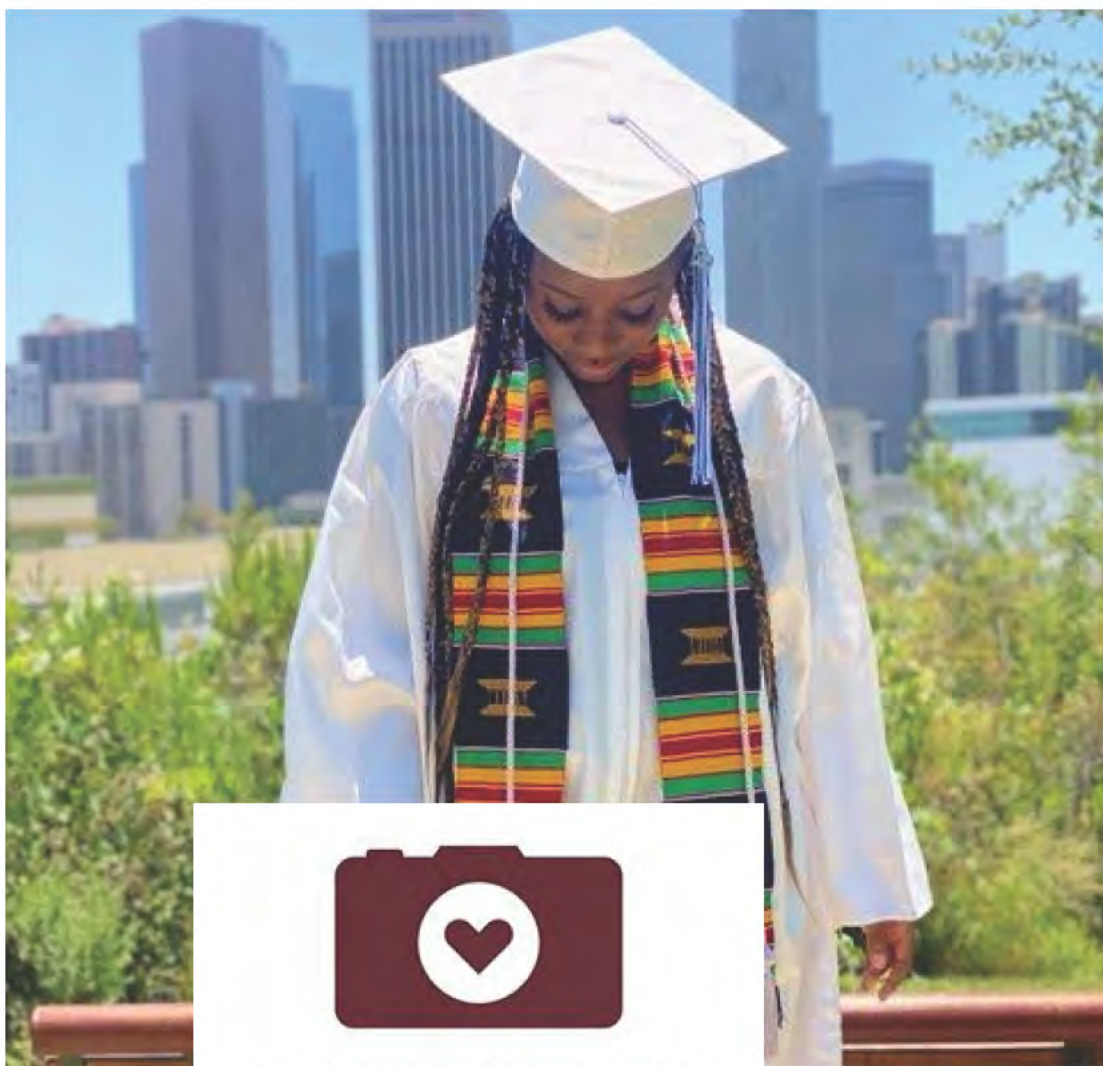
Anger management and assertiveness training.

Domestic Violence Awareness and Counseling.

Self-management training.



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CLAREMONT  
GRADUATE UNIVERSITY



County of Los Angeles  
Department of Children and Family Services



BOYS & GIRLS CLUBS  
OF AMERICA



CASA  
Court Appointed Special Advocates  
FOR CHILDREN  
SNOHOMISH COUNTY



# PARTNERSHIPS

## Contractors, Stakeholders, Community & Friends





2



County of Los Angeles  
Department of Children and Family Services

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revealing the power of food



**California Alliance**  
OF CHILD AND FAMILY SERVICES

**CDSS**  
CALIFORNIA  
DEPARTMENT OF  
SOCIAL SERVICES



Community Partner



LOS ANGELES COUNTY  
**DEPARTMENT OF  
MENTAL HEALTH**  
hope. recovery. wellbeing.





**HERITAGE  
VOLUNTEER CENTER**  
158 Gentry Street, Pomona, CA 91767  
909-599-8222 www.heritagehomes.org

**Serving Los Angeles County  
Foster Youth ages 13-21**

