EAST PALO ALTO
RENT STABILIZATION BOARD
SPECIAL MEETING AGENDA

Wednesday, August 26, 2026, 7:00 PM
City Hall
2415 University Ave. Second Floor
East Palo Alto, CA 94303

NOTICE

This meeting will be held virtually and in- person at the Council Chambers located on 2415 University Ave, First Floor East Palo Alto, CA 94303. The virtual portion of this City Council meeting will be conducted in accordance with City of East Palo Alto Resolution adopted pursuant to Assembly Bill 361.

The public may participate in the City Council Meeting via Zoom Meeting or by attending in-person in the Council Chambers at 2415 University Ave, First Floor East Palo Alto, CA 94303. Community members may provide comments by emailing **rentprogram@cityofepa.org**, submitting a speaker card at the meeting, or using the **RAISE HAND** feature when the Chair or Clerk call for public comment. Emailed comments should include the specific agenda item on which you are commenting.

Please click this URL to join

https://us06web.zoom.us/j/88347801413

Or join by phone:
Dial (for higher quality, dial a number based on your current location):
US: +1 669 900 6833 or
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+ 1 301 715 8592

Webinar ID: 883 4780 1413

International numbers available: https://us06web.zoom.us/u/kecQ5wVhQi

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1. **CALL TO ORDER**

2. **APPROVAL OF THE AGENDA**

3. **PUBLIC COMMENT**

4. **PUBLIC HEARINGS**

Appeal Hearing in the Matter of: *Calderon, et al. v. Woodland Park Communities* , Case Nos. 2024007–20240012; 245 East O'Keefe Street, East Palo Alto, CA
(Continued from August 12, 2026)

Recommendation:
A. Affirm the Decision of the Hearing Examiner dated May 30, 2025.
B. Reverse the Decision of the Hearing Examiner dated May 30, 2025.
C. Remand the matter to the Hearing Examiner for further proceedings.
D. Modify the Decision of the Hearing Examiner dated May 30, 2025.

Appeal Hearing in the Matter of: *Calderon, et al. v. Woodland Park Communities* , Case Nos. 20240022–20240036; 301 East O'Keefe Street, East Palo Alto, CA
(Continued from August 12, 2026)

Recommendation:
A. Affirm the Decision of the Hearing Examiner dated June 9, 2025.
B. Reverse the Decision of the Hearing Examiner dated June 9, 2025.
C. Remand the matter to the Hearing Examiner for further proceedings.
D. Modify the Decision of the Hearing Examiner dated June 9, 2025.

Appeal Hearing in the Matter of: *Gallegos, et al. v. 2370 Cooley Ave, LLC et al.* Case No. 20250001; 2370 Cooley Avenue, Unit #2, East Palo Alto, CA
(Continued from August 12, 2026)

Recommendation: A. Affirm the Decision of the Hearing Examiner dated July 18, 2025.
B. Reverse the Decision of the Hearing Examiner dated July 18, 2025.
C. Remand the matter to the Hearing Examiner for further proceedings.
D. Modify the Decision of the Hearing Examiner dated July 18, 2025.

5. **ADJOURNMENT**

This AGENDA is posted in accordance with Government Code Section 54954.2(a)

This Notice of Availability of Public Records: All public records relating to an open session item which are not exempt from disclosure pursuant to the Public Records Act, that are distributed to the majority of the City Council will be available for public inspection at the City Clerk's Office, 2415 University Avenue, East Palo Alto, CA at the same time that the public records are distributed or made available to the City Council. Such documents may also be available on the East Palo Alto website www.cityofepa.org subject to staff's ability to post the documents prior to the meeting. Information may be obtained by calling (650) 853-3100.

The City Council meeting packet may be reviewed by the public in the Library or the City Clerk's Office. Any writings or documents pertaining to an open session item provided to a majority of the City Council less than 72 hours prior to the meeting, shall be made available for public inspection at the front counter at the City Clerk's Office, 2ND Floor, City Hall, 2415 University Avenue, East Palo Alto, California 94303 during normal business hours. Information distributed to the Council at the Council meeting becomes part of the public record. A copy of written material, pictures, etc. should be provided for this purpose.

East Palo Alto City Council Chambers is ADA compliant. Requests for disability related modifications or accommodations, aids or services may be made by a person with a disability to the City Clerk's office at (650) 853-3127 no less than 72 hours prior to the meeting as required by Section 202 of the Americans with Disabilities Act of 1990 and the federal rules and regulations adopted in implementation thereof.

DECLARATION OF POSTING

This Notice is posted in accordance with Government Code §54954.2(a) or §54956. Members of the public can view electronic agendas and staff reports by accessing the City website. Under penalty of perjury, this Agenda was posted to the public at least 72 hours prior to the meeting.

POSTED: 8/23/2026

ATTEST:

Natasha Raiburn
Rent Stabilization Administrator

Upcoming meetings:

Regular Meeting	September 9, 2026	7:00pm

EAST PALO ALTO RENT STABILIZATION MEMORANDUM

DATE: August 26, 2026

APPEAL HEARING DATE: August 26, 2026

TO: Honorable Chair and Members of the Rent Stabilization Board
BY: John D. Le, City Attorney
Natasha Raiburn, Rent Stabilization Program Administrator

SUBJECT: Continued - Appeal Hearing in the Matter of: *Calderon, et al. v. Woodland Park Communities*, Case Nos. 2024007–20240012; 245 East O'Keefe Street, East Palo Alto, CA

RECOMMENDATION:

Staff recommend that the Rent Stabilization Board continue its deliberation on the appeal hearing in the matter of *Calderon, et al. v. Woodland Park Communities,* Case Nos. 2024007-20240012, concerning 245 East O'Keefe Street, East Palo Alto, CA

BACKGROUND:

The appeal was previously agendized for consideration by the Rent Stabilization Board at its August 12, 2026[1] meeting. The Board heard testimony on the matter; however, due to time constraints, there was insufficient time for deliberation. The appeal was therefore continued to the Board's special meeting on August 26, 2026 to allow the Board additional time to deliberate and take action.

SUMMARY

The continued item is being presented to the Board for further deliberation based on the testimony and information received at the prior meeting. No additional hearing of

[1] Rent Stabilization Board Agenda - August 12, 2026 https://d3n9y02raazwpg.cloudfront.net/cityofepa/0cd857c0-1761-11f1-bb28-005056a89546-bc99fe56-f34d-43eb-9d63-c17baa6b7efb-1786147695.pdf

testimony is anticipated unless otherwise determined by the Board. Following deliberation, the Board may take action as appropriate.

ATTACHMENTS

1. Staff Report – Appeal Hearing in the Matter of: *Calderon, et al. v. Woodland Park Communities,* Case Nos. 2024007-20240012 - August 12, 2026.
2. Hearing Examiner Decision dated May 30, 2025
3. Landlord's Opening Brief dated April 8, 2026
4. Tenant Brian Jenkins's Opposition Brief dated April 22, 2026
5. Post-Hearing Order dated April 3, 2025
6. Record

EAST PALO ALTO RENT STABILIZATION STAFF REPORT

DATE: July 31, 2026

APPEAL HEARING DATE: August 12, 2026

TO: Honorable Chair and Members of the Rent Stabilization Board
BY: John D. Le, City Attorney
Michelle D. Magarrell, Deputy City Attorney
Natasha Raiburn, Rent Stabilization Program Administrator

SUBJECT: Appeal Hearing in the Matter of: *Calderon, et al. v. Woodland Park Communities*, Case Nos. 2024007–20240012; 245 East O'Keefe Street, East Palo Alto, CA

OPTIONS:

A. Affirm the Decision of the Hearing Examiner dated May 30, 2025.

B. Reverse the Decision of the Hearing Examiner dated May 30, 2025.

C. Remand the matter to the Hearing Examiner for further proceedings.

D. Modify the Decision of the Hearing Examiner dated May 30, 2025.

PARTIES

Appeal Filed by:	Property Owner/Landlord
Tenants:	Brian and Earleen Jenkins (Unit 1) Oscar Reyes and Elida Candia (Unit 12) Tomas Jimenez (Unit 14) Alison Cuthbert, Carmen Wesloter and Francisco Hernandez (Unit 15) Fredy Ramon, Ana Cardana and Becky Roman (Unit 18)

Tonga Victoria (Unit 19)

Property Owner / Landlord: Victor Tsang (current)

SUMMARY

The issue before the Board of the Rent Stabilization Program ("Program") is whether the Hearing Examiner erred or abused his discretion under the City's Rent Stabilization Ordinance ("Rent Ordinance"), its accompanying Regulations, and applicable law in awarding a 5% rent rebate and reduction for the failure to maintain and repair the common areas and in determining the amount, effective dates, and duration of that rebate and reduction.

The individual tenants commenced their tenancy at 245 East O'Keefe Street, East Palo Alto, California, 94303 ("Property") in the following years: Brian and Earleen Jenkins (Unit 1; 1978), Oscar Reyes and Elida Candia (Unit 12; 2023) Tomas Jimenez (Unit 14; 2007), Alison Cuthbert, Carmen Wesloter and Francisco Hernandez (Unit 15; 2024), Fredy Ramon, Ana Cardana and Becky Roman (Unit 18; 2010) and Tonga Victoria (Unit 19; 1993). Tenants filed their Individual Rent Adjustment Petitions ("Petitions") with the Program on September 18, 2024, seeking rent reductions and rebates based on habitability problems, failure to provide maintenance and services, and reductions in maintenance and services.[1] The Program consolidated the petitions and bifurcated the issues into common area issues and individual unit issues, with common area issues to be heard and decided first. The common area issues are the subject of this appeal.
The Petitions set forth the following common area issues[2]:

1. Reopen and thereafter properly maintain the elevator.
2. Repair and provide effective walls, floors and weather protection.
3. Improve the onsite security system.
4. Provide effective plumbing such as repair/replace leaky pipes.
5. Provide proper notice when water will be shut off.
6. Maintain all common areas, including hallways.
7. Eradicate the presence of vermin such as rats and cockroaches.

A hearing was held on February 27, 2025.[3] Some tenants appeared at the hearing along with their representatives James Huynh from the Regional Tenant Organizing Network and Laura Vasquez from the East Okeefe Tenant Association. Aura Andrade (Community

[1] *See gen*., Tenant Petitions.
[2] Decision, pg. 2, ¶ 2.
[3] Decision, pg. 1, ¶ 2.

Manager), Andrea Bumagat (Compliance Manager) and Enrique Bedolla (Maintenance Supervisor) appeared on behalf of Landlord.[4]

The Hearing Examiner issued a decision on May 30, 2025 ("Decision") finding that Tenants carried their burden of proof that the overall lack of maintenance in the common areas warrants a reduction in or rebate or rent.[5] Accordingly, the Decision awarded a 5% reduction in rent for a period of three (3) years prior to the filing of the Petitions (September 2021 through May 2025); and for a period of one (1) year after the Decision (June 2025 through May 2026) to provide the Landlord with the opportunity to successfully address the issues and demonstrate that the Landlord will meet its obligations to maintain the common areas on an ongoing basis.[6]

Landlord timely appealed the Decision, challenging the findings supporting the 5% rent rebate and reduction, the September 2021 commencement date, the fixed one-year prospective period, the amount and scope of the award, and the relief provided to the listed petitioners.

PROCEDURAL HISTORY

A. Application

This matter arises from six consolidated petitions filed by twelve tenants residing in six rental units at 245 East O'Keefe Street, East Palo Alto, California, 94303 ("Property"), against Woodland Park Communities ("Landlord").

Tenants filed their Individual Rent Adjustment Petitions with the Program on September 18, 2024, seeking rent reductions and rebates based on habitability problems, failure to provide maintenance and services, reductions in maintenance and services, and code violations. The Program consolidated the petitions and bifurcated the issues into "common area issues" and individual unit issues, with common area issues to be heard and decided first. Taken together, the Petitions set forth the following common area issues:

1. Reopen and thereafter properly maintain the elevator.
2. Repair and provide effective walls, floors and weather protection.
3. Improve the onsite security system.
4. Provide effective plumbing such as repair/replace leaky pipes.
5. Provide proper notice when water will be shut off.
6. Maintain all common areas, including hallways.
7. Eradicate the presence of vermin such as rats and cockroaches.

[4] Decision, pg. 1, ¶ 2.
[5] Decision, pg. 7, ¶ 8; pg. 8, ¶ 2.
[6] Decision, pg. 7, ¶ 8; pg. 8, ¶ 2.

B. Hearing

A hearing on the Petitions was conducted on February 27, 2025. Some Tenants were present, with tenants Brian Jenkins (Unit 1) and Fredy Roman (Unit 18), providing testimony and/or documents concerning the conditions of the Property. Tenants were represented by James Huynh and Laura Vasquez from the Regional Tenant Organizing Network. Respondent was represented by Aura Andrade (Community Manager), Andrea Bumagat (Compliance Manager), and Enrique Bedolla (Maintenance Supervisor).

C. Hearing Examiner Decision

On May 30, 2025, the Hearing Examiner issued his written Decision. The Hearing Examiner found substantial evidence that many common areas were not repaired or maintained promptly, including plumbing-related conditions that took months to repair and a rat problem that had not been adequately abated. Although the Decision recognized that Landlord addressed some maintenance issues, it found that Landlord unreasonably delayed many repairs and that the resulting failures constituted a reduction in housing services.[7] The Decision awarded each petitioning household a 5% rent rebate from September 2021 through May 2025 and continued the 5% reduction from June 2025 through May 2026. It denied relief for the remaining common-area claims, including the asserted code violations, inadequate security, and removal of the elevator.[8]

D. Appeal of the Hearing Examiner's Decision

On June 27, 2025, Landlord filed a timely Notice of Appeal challenging the Hearing Examiner's findings, the retrospective rebate, the fixed one-year rent reduction, and the relief awarded to the listed petitioners.

On March 11, 2026, the Program requested the Board set a hearing and briefing schedule, and the Board determined to conduct this appeal on the record.[9]

Landlord filed its Opening Brief on April 8, 2026, arguing that: (1) the record shows Landlord timely addressed reported common-area rat and plumbing problems; (2) the record does not support a finding that Landlord had notice of the conditions beginning in September 2021; (3) rebates and reductions may apply only while a housing-service reduction exists and the fixed one-year reduction is unsupported; (4) no reduction may be awarded for minor or de minimis conditions; (5) petitioners may receive relief only for issues and rebates requested in their individual Petitions; (6) no rebate may be awarded

[7] Decision, pg. 7, ¶ 8; pg. 8, ¶ 2.
[8] Decision, pg. 7, ¶ 8; pg. 8, ¶ 2.
[9] *See* Regulation, § 1500(G)(2)(h).

for periods before or after a petitioner's tenancy; (7) the Decision improperly awards relief to persons who are not tenants; and (8) petitioners who did not appear or present evidence failed to carry their burden of proof. Landlord requests reversal of the rent rebate and reduction.

Tenant Brian Jenkins filed his Opposition Brief on April 22, 2026, arguing that substantial evidence, including tenant testimony, photographs, inspection materials, and Landlord's records, supports the Decision. Jenkins contends that Landlord did not promptly or effectively correct the sustained rat and plumbing-related conditions; Landlord had actual, verbal, and constructive notice of the issues; Regulation Section 1500(E)(2)(d)(iii) authorizes reductions for conditions existing at the hearing; the sustained conditions were not de minimis; every petitioner submitted an addendum raising the common-area issues; the reduction applies to the unit during the actual tenancy period; and personal appearance by every petitioner was not required to prove building-wide common-area claims. Jenkins requests that the Decision be affirmed.

STANDARD OF REVIEW

Under Chapter 14.04 of City's Rent Stabilization and Just Cause Eviction Ordinance ("Rent Ordinance") and its corresponding Regulations, a tenant may, in relevant part, petition the City's Board for a reduction of rent resulting from: (i) failure to comply with the "warranty of habitability" set forth in California Civil Code section 1941.1[10]; (ii) failure to maintain the premises in a habitable condition consistent with building or housing codes[11]; and (iii) for decrease in housing services or failure to provide adequate maintenance without a corresponding reduction in rent[12]. Under each of the foregoing grounds, a petitioner must evidence the grounds for a rent reduction by a preponderance of the evidence.[13]

On appeal, an appellant must establish there was either an error or abuse of discretion on the part of the Hearing Examiner.[14] "Error" nor "abuse of discretion" are defined in the Rent Ordinance nor its corresponding Regulations. Accordingly, the Board has interpreted "abuse of discretion" to mean and refer to the standard of review established by the state law applicable to judicial review of administrative decisions like the present one—California Code of Civil Procedure section 1094.5.

Under Section 1094.5, an abuse of discretion is found if: (i) the Hearing Examiner did not proceed in the manner required by law; (b) the decision is not supported by the findings; and (c) where the findings are not supported by substantial evidence.[15] Where it is

[10] Regulation, § 1500(E)(1)(a).
[11] Rent Ordinance, § 14.04.130(A); Regulation, § 1500(E)(1)(b).
[12] Rent Ordinance, § 14.04.130(B); Regulation, § 1500(E)(1)(c).
[13] Rent Ordinance, § 14.04.140(E); Regulation §1500(E)(2)(c).
[14] Regulation ,§ 1500(G)(2)(b).
[15] Code of Civ. Proc. §1094.5(b).

claimed that findings are not supported by the evidence, abuse of discretion is established only if the findings are not supported by substantial evidence in the light of the whole record.[16]

The Board's *scope* of review on appeal is as follows:

> "The Board may conduct a new (de novo) hearing or may act on the basis of the record submitted to the Hearing Examiner. Unless the Board determines that a de novo hearing is required, the Board's decision will be based exclusively on the record before the Hearing Examiner. If the Board does not grant a de novo hearing, the parties shall be instructed that their discussions or comments at the Board hearing may not include factual matters or evidence that were not presented to the Hearing Examiner or officially noticed. Parties may discuss or comment upon the legal matters in question and any other pertinent issues raised by the appeal. The Board shall disregard any discussion or comment regarding factual matters that were not in the record before the Hearing Examiner or officially noticed."[17]

During its March 11, 2026, the Board determined to conduct this appeal on the record.

Lastly, on appeal, the Board may affirm reverse, remand or modify the Decision of the Hearing Examiner. The Board's decision to affirm, reverse, or modify the Decision of the Hearing Examiner shall be supported by written findings of fact and conclusions of law.[18]

QUESTION TO BE DETERMINED

In light of the appeal, the Board must determine the following:

1. Whether the Hearing Examiner erred or abused his discretion in awarding rent rebates and reductions for the overall lack of maintenance in the common areas (including the rat problem and delayed plumbing-related repairs).

2. Whether the Hearing Examiner erred or abused his discretion in determining the amount, effective dates, and duration of the rent rebates and reductions.

DISCUSSION / ANALYSIS

Under Regulation section 1500(E)(3), reductions in rent shall reflect the loss in rental value attributable to the failures providing the grounds for a reduction in rent under the Regulation 1500(E)(1) which are listed in the preceding section above and include: (i) failure to comply with the "warranty of habitability" set forth in California Civil Code section

[16] Code of Civ. Proc. §1094.5(c).
[17] Regulation, § 1500(G)(2)(h).
[18] Regulation, § 1500(G)(2)(j).

1941.1;[19] (ii) failure to maintain the premises in a habitable condition consistent with building or housing codes[20]; and (iii) for decrease in housing services or failure to provide adequate maintenance without a corresponding reduction in rent.[21]

"Factors that may be considered in setting the amount of the reduction in Rent include the extent to which the failure affects the tenant(s), the relative significance of the failure in relation to the safety, health, convenience, and comfort of the tenant(s), the extent to which the tenant relied on the fact that the condition would be adequately maintained, the extent to which the use and enjoyment of the unit is affected, and other factors that are reasonably deemed to be relevant."[22]

A. Sufficiency of the Evidence Concerning the Sustained Common-Area Conditions

Landlord argues that its work orders, invoices, and maintenance records demonstrate that reported common-area problems were promptly investigated and corrected. It also contends that the Decision does not clearly identify the specific conditions underlying the award. Jenkins responds that the Hearing Examiner considered Landlord's evidence but credited tenant testimony, photographs, County inspection materials, and Landlord's own records showing delayed repairs. The Decision found substantial evidence that many common areas were not repaired or maintained promptly, citing plumbing-related conditions that took months to repair and a rat problem that had not been adequately abated.

The Board must determine whether those findings sufficiently identify the conditions underlying the 5% award and are supported by substantial evidence in light of the whole record.

B. Notice and Commencement Date

Regulation Sections 1500(E)(2)(a) and 1500(A)(16)(b) require reasonable notice, which may be verbal, written, or constructive, a reasonable opportunity to correct the condition, and a determination of when Landlord was notified, actually knew, or reasonably should have known of the condition. Landlord argues that the record establishes notice no earlier than the tenants' written communications during the summer of 2024. Jenkins relies on testimony that long-term tenants repeatedly reported the problems, the observable nature of the common-area conditions, and evidence that Landlord's personnel and security contractors regularly inspected the Property. The Decision stated that long-term tenants brought the conditions to Landlord's attention numerous times and determined

[19] Regulation, § 1500(E)(1)(a).
[20] Rent Ordinance, § 14.04.130(A); Regulation, § 1500(E)(1)(b).
[21] Rent Ordinance, § 14.04.130(B); Regulation, § 1500(E)(1)(c).
[22] Regulation, § 1500(E)(3).

September 2021 to be the commencement date, but it did not identify a separate notice date for the rat or plumbing-related issues.

The Board must determine whether the findings and evidence support the September 2021 commencement date.

C. Retrospective and Fixed-Term Rent Reductions

Regulation Section 1500(E)(2)(d)(ii) permits a refund equivalent to a rent reduction for past failures. Section 1500(E)(2)(d)(iii) permits a reduction for a failure that remains in effect at the hearing and provides that the reduction continues until the failure is corrected. Regulation Section 1500(E)(4) establishes the procedure for restoring rent after correction. Landlord maintains that the relevant conditions had been corrected and that the record cannot support a reduction for a future period. Jenkins responds that the Hearing Examiner found the sustained conditions remained unresolved at the hearing.

The Decision continued the 5% reduction for a fixed one-year period, from June 2025 through May 2026, to allow Landlord to address the conditions and demonstrate ongoing maintenance. It further provided that Tenants could file new petitions if Landlord failed to maintain the common areas after that period.

The Board must determine whether the evidence supports a finding that the sustained conditions remained in effect at the hearing and whether the fixed one-year period is consistent with or permitted under Regulation Section 1500(E)(2)(d)(iii).

D. Amount of the Rent Reduction

Landlord argues that the sustained conditions were minor, affected tenants differently, and did not reduce rental value by 5%. It relies in part on the County inspection reports, which characterized the cited common-area violations as minor. Jenkins responds that the Hearing Examiner was not bound by the County's characterization and reasonably considered the duration and effects of the rat and plumbing-related conditions. The Decision assigned a single 5% reduction for the overall lack of common-area maintenance without allocating the percentage among the sustained conditions.

The Board must determine whether the findings and evidence support the 5% reduction as a reasonable approximation of the loss in rental value attributable to the established conditions.

E. Scope of the Petitions and Notice of Requested Relief

Regulation Section 1500(E)(3) requires reductions to be based on the issues presented in the petition, and Regulation Section 1500(A)(13)(a) generally limits the hearing to the issues raised by the petition and objections. Landlord argues that only one petitioner

requested a rebate for a common-area condition on the individual petition form. Jenkins responds that every petitioner submitted an addendum raising the common-area issues and that Landlord received notice and defended those claims at the consolidated hearing.

Determining this issue requires review of each Petition and its attachments in the hearing record. The Board should determine whether each Petition and/or addendum raised each of the common-area issues for which each respective tenant was awarded a rent reduction

F. Periods of Actual Tenancy and Status of Listed Petitioners

Landlord argues that the Decision awards relief for periods outside certain petitioners' tenancies and includes persons who were not tenants or authorized occupants under the written leases. Jenkins responds that a rent reduction attaches to the unit during the actual tenancy, that no rebate is requested for a period when the unit was not occupied by a petitioning tenant, and that the Rent Ordinance's definition of "Tenant" is not limited to persons named on a written lease. Attachment 1 calculates a single rebate and reduced rent for each petitioning household.

The Board must determine whether each listed petitioner was entitled to seek relief and whether each rebate calculation is limited to the period of the applicable tenancy.

G. Petitioners Who Did Not Personally Appear

Landlord argues that Alison Cuthbert and Tonga Victoria did not appear or present evidence and therefore failed to carry their burden of proof. Jenkins responds that the Regulations do not require every petitioner to appear personally and that common-area claims may be established through the consolidated evidentiary record.

The Board must determine whether the evidence admitted at the consolidated hearing was sufficient to satisfy the burden of proof as to the building-wide services affecting the listed petitioning units.

STAFF NOTES

Staff does not recommend a disposition of the appeal. The following items identify matters the Board may wish to address expressly in its ruling and in the resolution prepared after the Board determines the appeal:

A. Identification of the Sustained Conditions

The Decision awarded a single 5% reduction for the "overall lack of maintenance" and identified the rat problem and delayed plumbing-related repairs as examples, but it did not clearly enumerate every condition included in the award. If the Board affirms the award, the resolution should identify the specific conditions that support it.

B. Loss in Rental Value

If the Board affirms the 5% reduction, the resolution should expressly find that the percentage reasonably reflects the loss in rental value attributable to the established reduction in housing services under Regulation Section 1500(E)(3), considering the nature and duration of the conditions and their effects on safety, health, convenience, comfort, and use and enjoyment.

C. Commencement Date and Evidentiary Period

The Post-Hearing Order limited the parties' additional documentary submissions to documents created or existing from February 26, 2022, through February 27, 2025, while the Decision commenced the rebate in September 2021. If the Board affirms that commencement date, the resolution should identify the findings and record evidence supporting notice and a reduction in housing services during the entire awarded period.

D. Fixed Prospective Period and Appeal Stay

The appeal stayed the Decision, and the specified June 2025 through May 2026 period elapsed before the Board's ruling. The Board's ruling should expressly address how that period is treated and, if any reduction continues, how rent will be restored under Regulation Section 1500(E)(4).

E. Actual Tenancy Periods and Calculations

Attachment 1 calculates the Unit 12 rebate using 32 months and states a reduced rent as of June 1, 2025. Landlord's Opening Brief states that the Unit 12 tenancy ran from September 1, 2023, through December 2024. The tenancy dates and corresponding calculations should be confirmed by the Board.

F. Scope of Individual Petitions

The parties dispute whether each petitioner raised the sustained common-area issues. Before resolving this argument, each Petition and its attachments should be reviewed to determine whether it incorporated the common-area addendum identified in the Opposition Brief.

G. Identification of the Responsible Landlord Entity

The Decision identifies Respondent as Woodland Park Communities. Landlord's Opening Brief states that the former owner was Woodland Park Property Owner, LLC. The correct legal entity should be confirmed before the Board's resolution is prepared.

City records identify Victor Tsang as the current owner of the Property. The administrative record and party filings previously identify Woodland Park Communities and Woodland Park Property Owner, LLC as ownership entities.

CONCLUSION

After considering the administrative record, the Decision, the parties' briefs and arguments, and the applicable Rent Ordinance and Regulations, the Board may affirm, reverse, remand, or modify the Decision of the Hearing Examiner dated May 30, 2025. Staff does not recommend a particular disposition.

ATTACHMENTS

1. Hearing Examiner Decision dated May 30, 2025
2. Landlord's Opening Brief dated April 8, 2026
3. Tenant Brian Jenkins's Opposition Brief dated April 22, 2026
4. Post-Hearing Order dated April 3, 2025
5. Record

City of East Palo Alto
Rent Stabilization Program
Office of the City Manager
2415 University Avenue, 2nd Floor
East Palo Alto, CA 94303
Tel: 650-853-3114 Fax: 650-853-3115
Email: rentprogram@cityofepa.org

RENT STABILIZATION BOARD APPEAL HEARING
CASE NUMBER(S): 20240007-20240012
Woodland Park Communities v. Josefina Calderon, et al.

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4. WOODLAND PARK (201 East O'Keefe Street) REPLY BRIEF FILED APRIL 23, 2026
5. WOODLAND PARK COMMUNITIES APPEAL
6. PETITIONER'S EVIDENCE

Tenants' Exhibits ("TE")

TE 1: O'Keefe Tenant Association Demand Letter July 24, 2025
TE 2: Response to Demand Letter July 30, 2024
TE 3: Newspaper Article Concerning Demands of Tenant Association
TE 4: Letter Presented on August 1, 2024
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TE 13: Photo Depicting Door Jamb (Apartment 1) (December 8, 2024)
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7. RESPONDENTS' EVIDENCE

Woodland Park Communities Exhibits ("LE")

LE A : Lease Agreements
LE B : Current Rent Ledgers
LE C : "Historic Rent Ledgers"
LE D: Work Orders (Individual Units)
LE E: Work Orders (Individual Units)
LE F: Woodland Park Witness List
LE G: Ledger Through May 2, 2025
LE H: Ledger May 1, 2025 through July 15, 2025
LE L: Invoices for Storm Drain Cleaning
LE M: Work Orders and Reports from San Mateo County Environmental Health Services (October 19, 2024 and January 17, 2025)
LE N: Security Company Reports
LE P: Instructions Regarding Maintenance Requests (July 31, 2024) and Numerous Emails Concerning Meetings
LE Q: Instructions for New Additional Maintenance Request System
LE R: Work Orders and Evidence of Repairs/Attempted Repairs (December 2024-April 2025)

8. HEARING RECORDING

a. **Woodland Park Communities v. Josefina Calderon, et al. (245 E. O'Keefe Consolidated Common Area Hearing February 27, 2025)**

https://us06web.zoom.us/clips/share/LZhwOHWGTUyR4sCBrHRLCQ

RENT STABILIZATION BOARD

CITY OF EAST PALO ALTO

Josefina Calderon, et al. ,	)	
	)	
Tenant-Petitioners	)	Consolidated Petition Numbers
	)	
	)	2024-007 -2024-012
vs.	)	
	)	**DECISION AFTER HEARING**
Woodland Park Communities,	)	
	)	Concerning Common Area Issues at
Landlord-Respondent	)	245 E. O'Keefe Street, East Palo Alto, CA

PARTIES AND HEARING DATE

On September 18, 2024, Petitioners and Tenants Brian and Earleen Jenkins (apartment 1), Oscar Reyes and Elida Candia (apartment 12), Tomas Jimenez (apartment 14), Alison Cuthbert, Carmen Wesloter and Francisco Hernandez (apartment 15), Fredy Ramon, Ana Cardana, and Becky Roman (apartment 18) , and Tonga Victoria (apartment 19) ("Tenants") filed petitions with the East Palo Alto Rent Stabilization Program against Respondent Woodland Park Communities ("Woodland Park" or "Landlord"). The petitions state Tenants are tenants at 245 E. O'Keefe Street, East Palo Alto, California. These petitions were submitted with and consolidated with petitions from tenants at 201 and 301 E. O'Keefe Street.

A hearing on the petitions was held on February 27, 2025. Some Tenants were present at the hearing; they were represented by James Huynh and Laura Vasquez, both from the Regional Tenant Organizing Association. Present on behalf of Woodland Park were Aura Andrade, Community Manager, Andrea Bumagat, Compliance Manager, and Enrique Bedolla, Maintenance Supervisor. Prior to the hearing, the undersigned Hearing Officer, at the request of the Tenants, inspected the exterior of property at 245 E. O'Keefe Street, as well as the hallways and other portions of the interior of the property but not any individual rental units. Natasha Raiburn, Rent Stabilization Program Administrator, accompanied the Hearing Officer at the inspection. Ms. Andrade was also present at the property for the inspection.

ISSUES PRESENTED

The petitions seek a rent reduction and/or rebate based on habitability problems, reduction in maintenance and services, failure to provide maintenance and services required by law, code violations, and loss of or reduced housing services, both within each Tenant's respective rental unit as well as in the common areas of the property.

Because the petitions concern issues within each Tenant's individual units as well as issues in the common area, it was decided that the common area issues would be decided first. Once those issues had been heard and decided, each Tenant's individual issues would be heard and decided.

Accordingly, concerning the common areas issues, in their petitions Tenants identify the following in support of their petitions: Re-open and thereafter properly maintain the elevator; repair and provide effective walls, floors and weather protection; improve the on site security system; provide effective plumbing, such as repair/replace leaky pipes; provide proper notice when water will be shut off; maintain all common areas, including hallways; and eradicate the presence of vermin, such as rats and cockroaches.

Woodland Park disagrees with the contention in the petitions, stating that the property has been maintained in a good and habitable condition and when Tenants have notified Woodland Park of a problem on the property, Woodland Park has addressed the problem in a timely manner. Woodland Park also contends that many of the conditions that Tenants identify have existed for many years and for which Tenants should not be granted relief due to the passage of time. Woodland Park also submitted documents that it contends supports its contentions that Tenants are not entitled to relief.

RELIEF REQUESTED

The petitions request that Tenants' rent be reduced and/or rebated due to these various conditions in the common areas of the property.

EVIDENCE

Tenants' Exhibits ("TE")

1. **O'Keefe Tenant Association Demand Letter July 24, 2025**
2. **Response to Demand Letter July 30, 2024**
3. **Newspaper article concerning demands of Tenant Association**
4. **Letter presented on August 1, 2024**
5. **Newspaper article concerning habitability issues**
6. **Email correspondence setting up negotiating meeting (August 20, 2024)**
7. **Email correspondence following first negotiation meeting (October 10, 2024)**
8. **O'Keefe Tenant Association proposal September 25, 2024**
9. **Email correspondence scheduling second negotiation meeting (December 19, 2024)**
10. **Email correspondence following up second negotiation meeting (January 17, 2025)**
11. **Proposal shared with Landlord at second negotiation meeting (January 16, 2025)**
12. **Email to O'Keefe Tenant Association/Proposals (February 17, 2025)**
13. **Photo depicting door jamb (Apartment 1) (December 8, 2024)**
14. **Video detailing damage to door jamb (January 25, 2025)**
15. **Email from Amazon re: stolen package at 245 O'Keefe (January 15, 2025)**
16. **Photo of burst pipes in Apartment 1 (January 16, 2025)**
17. **Photo of pests and feces in one of the units (December 19, 2024)**
18. **Photo of leak by laundry area (September 4, 2024)**
19. **Photo of hole in laundry room (September 4, 2024)**
20. **Photo of boiler equipment left in common area (September 4, 2024)**

21. **Photo of damaged "exit" sign in stairway (September 4, 2024)**
22. **Photo of opening in covered parking area (February 12, 2025)**
23. **Photo of open electrical box (January 16, 2025)**
24. **Photo of cracks in parking structure (September 4, 2024)**
25. **Photo of buckling and uneven cement (February 12, 2025)**
26. **Photo of loose wires (February 19, 2025)**
27. **Tenants' Petitions filed September 18, 2024**

Landlord Exhibits ("LE")

LE A: Lease Agreements
LE B: Current Rent Ledgers
LE C: "Historic" Rent Ledgers
LE D: Work Orders (individual units)
LE E: Work Orders (individual units)
LE F: Woodland Park Witness List
LE L: Invoice for storm drain cleaning
LE M; Work orders and Reports from San Mateo County Environmental Health Services (October 19, 2024 and January 17, 2025)
LE P: Instructions regarding maintenance requests (July 31, 2024) and numerous emails concerning meetings
LE Q: Instructions for new additional maintenance request system
LE R: Work orders and evidence of repairs/attempted repairs (December 2024 -April 2025)

By way of background, on July 24, 2024, the E. O'Keefe Tenant Association sent to the Sand Hill Property Company a petition, dated July 17, 2024, setting forth various issues and conditions at 201, 245 and 301 E. O'Keefe Street, requesting that all notices from management to the tenants be in English and Spanish, and summarizing a list of demands that the tenants wanted addressed in each building. Tenant Exhibit ("TE") 1. On July 31, 2024, Pabel Zumarraga, then General Manager of Woodland Park Apartments, responded to the Association's letter or July 17. That letter provides that maintenance personnel have responded timely to requests for work and there were no open work orders, reminding tenants that if there are maintenance issues, they may be reported to management in a number of ways, and promising to look into other issues raised by the petition. TE 2; LE P.

The Association responded to the July 31, 2024 letter on August 1, again requesting that all communications with the tenants be in English and Spanish, disputing the contention that maintenance issues at the properties have been completed, requesting a direct meeting with the owners of the property, and stating that the tenants were still waiting for a response concerning fumigation for pests in the rental units, 24 hours notice when water would be shut off, replacing appliances and worn out carpets in the units. TE 4.

On September 18, 2024, Tenants filed their petitions with the Rent Program seeking a rent reduction/rent rebate based on various grounds set forth above. The petitions were filed with and consolidated with petitions filed by the tenants at 201 and 301 E. O'Keefe Street. TE 27.

Notwithstanding that Tenants had filed their petitions, following meetings between representatives of Woodland Park and the Tenants, the Association on September 25, 2024 sent a list of proposals

to Woodland Park concerning conditions if the property were to be sold, repair procedures, weatherization of all rental units and the common areas, safety and security issues, and requesting a rent rollback. TE 7 and 8.

The parties met again in January 2025. Following that meeting, the Association sent an email to Woodland Park requesting further information/clarification concerning repair procedures, safety and security, weatherization and improvements in all the units and common area, rent rollbacks, and conditions of sale if the property were to be sold. TE 10 and 11.

Woodland Park responded on February 7, 2025 expressing a number of concerns about the process that has been used to address Tenants' concerns, informing Tenants that a part time community engagement representative dedicated to resolving tenant issues had been hired, and reminding Tenants of the process to report maintenance issues. TE 12.

At the hearing on February 27, 2025, Tenants Brian Jenkins (apartment 1) and Fredy Roman (apartment 18), both of whom have lived on the property for many years, testified and/or submitted documents concerning conditions in the common area of the property, all of which they say they have brought to the attention of the Landlord numerous times. Tenants' petitions (TE 27) also have photos of conditions in the common areas that Tenants contend support their petitions.

There is no security system on the property, leading to items being stolen (TE 15) and unauthorized persons have access to the units and park their vehicles on the property without permission. There are plumbing issues, in particular sometimes the water is discolored and smells bad. Also when there are water leaks and other plumbing related issues, it takes the landlord a long time to respond, for example, there was water draining from a pipe outside the laundry room and it took months for the Landlord to fix it. TE 18 and 19. There is a significant rat and cockroach problem both in the common areas and inside the rental units themselves. TE 17.

In addition, when it rains a lot, there is a drainage problem in the parking area. Residents are not informed when the water will be shut off for repairs. There is an overall lack of maintenance in the common areas, for example, there was a hole in the ceiling of the covered parking area that remained open for many months (TE 22 and 24), there are electrical boxes that are not secured (TE 23), cable wires that are loose (TE 26), cement in areas is buckling (TE 25) and repairs in the common areas are left unattended (TE 20 and 21). Also, the elevator that used to serve the building has been removed making it difficult for some persons who live above the first floor to access their units easily,

Landlord representatives (Ms. Andrade and Mr. Bedolla [LE F) testified as follows in response to the Tenants' testimony. Landlord also submitted a number of exhibits to support their contentions that the common areas are properly maintained (LE L and M) and that Landlord has informed Tenants how to report repairs and maintenance (LE P and Q). Landlord also submitted other work orders (LE D and E) but these concern work or repairs in individual units, not the common areas.

The property has a security service and tenants have ways to contact the service. The issue with the occasional unpleasant smell and off color of the water is due to the water company or the Fire Department flushing the water line in the street, not the result of the internal piping on the property. Concerning the vermin, the landlord has taken appropriate steps to address this problem by having a pest control company spray and seal holes. The Landlord has repeatedly informed tenants of the

numerous ways that needed repairs may be reported to management. LE P and Q. Moreover, the Landlord has addressed the drainage issues and otherwise maintains the property properly. For example, the landlord paid $49,000 to have a storm drain system cleaned (LE L), the hole in the parking area has been repaired and a plumber has fixed leaking pipe (LE R), and common area violations found by the San Mateo County Environmental Health Services were characterized as minor and have been corrected (LE M, at pgs 75-78.). As to the elevator, it was completely removed many years ago and it would be a tremendous expense to make it operational.

LEGAL FRAMEWORK

Section 13 of the City's Rent Stabilization and Just Cause for Eviction Ordinance ("Rent Ordinance") addresses rent adjustments for maintenance and service reductions. The failure to maintain a rental unit in a habitable condition consistent with building or housing codes is considered an increase in rent and a rent reduction may be ordered based on loss in rental value attributable to a failure to maintain the rental unit in a habitable condition. In addition, a decrease in housing services or maintenance without a corresponding reduction in rent is considered an increase in rent and a rent reduction may also be ordered based on loss in rental value attributable to a reduction in maintenance or services.

"Housing services" are broadly defined to include maintenance, repairs and any other benefit connected with the use or occupancy of rental unit. Rent Ordinance, Section 4, subsection G.

Subsection E of Section 1500 of the Rent Stabilization Board Regulations for Residential Tenancies in the City of East Palo Alto ("Regulations") sets for the grounds for reductions in rent. These include a failure of a landlord to comply with the "Warranty of Habitability" set forth in California Civil Code, section 1941.1, failure to comply with building or housing codes or other legal requirements for the maintenance and operation of rental housing which affects the livability and/or rental value of the rental unit, and decreases in housing services or failure to provide adequate maintenance without a corresponding reduction in rent. Minor maintenance deficiencies or deterioration, however, that have no or insignificant impacts on the livability of rental value of a rental unit and that do not cause any health and safety risk shall not provide a basis for reduction in the rent.

A petitioner shall bear the burden of proof and must prove by a preponderance of evidence the grounds for a reduction in rent. Regulations, at paragraph c, subsection E, Section 1500. Reductions in rent shall be effective from the date that the landlord first had notice or should have known of the condition providing the basis of the reduction. For failures justifying a reduction In rent that are ongoing at the time of hearing, the reduction shall be in effect until the failure is corrected. Regulations, at Paragraph d, subsection E, Section 1500.

DISCUSSION

Rent includes housing services and, as stated above, housing services are broadly defined and include repairs, maintenance, and any other benefit connected with the use or occupancy of a rental unit. A rent reduction/rebate may be ordered for a landlord's failure to maintain the property or for a reduction in housing services. As stated previously, Tenants' petitions seek a rent reduction based on (1) habitability problems (failure to comply with the "Warranty of Habitability" set forth in California Civil Code, section 1941.1), (2) reductions in maintenance and services and/or failure to

provide maintenance and services required by law, (3) code violations (failure to comply with code violations that materially affect tenants' health and safety), and (4) loss or reduced housing services.

1. Habitability Problems

On the petition form itself, most of the items identified under the heading of Habitability Problems concern items under this heading that are within the rental unit itself, e.g, defective plumbing, drains, sewage system, or water supply, loss or insufficient hot water or water supply. Some items, however, do concern common area conditions: "Building, yard, garage, hallways, stairs and common areas are not clean, sanitary, or free from all accumulations of debris, filth, rubbish, garbage, rodents, and vermin, such as cockroaches or rats"; "Floors, stairways or railings are broken, rotting or missing".

To avoid repetition, the common area conditions that are under this heading are discussed in Section 2 below.

1. Reductions in Maintenance and Services and/or Failure to Provide Maintenance and Services Required by Law.

As with the items identified on the form of the petition under Habitability Problems, many of the items identified under this heading also address items within a rental unit (defective appliances in the unit, inadequate window coverings, etc.). But other items likewise pertain to common area issues, for example, peeling paint, missing, cracked or broken tiles, inoperative/missing exterior lights.

There was substantial testimony and documentary evidence that many common areas are not being repaired or maintained promptly.. For example, Tenants point to various plumbing issues that took months for the landlord to fix (LE L and R) and the presence of rats in the shrubbery and trees in the common areas that has not been abated. The Inspection Reports from San Mateo County Environmental Health Services (LE M, at pgs. 75-78) also show common area violations, albeit characterized in the Reports as "minor".

The evidence showed the landlord does address maintenance issues in the common areas (LE L and M), but the evidence also demonstrated that the landlord has delayed unreasonably in making many repairs and has not taken adequate steps to eradicate the rat problem. See LE R, showing numerous invoices for repairs and other maintenance services but only within the past few months, and LE M as to work orders in the common areas that were completed only in the last few months.

These failures to maintain and/or repair constitute a reduction in housing services in that housing services are broadly defined to include maintenance and repairs. Tenants have carried their burden of proof that there has been a reduction in maintenance and housing services such that a rent reduction/rebate is warranted.

2. Code Violations

Code violations address a landlord's failure to comply with code violations that materially affect tenants' health and safety, including Health and Safety Code, Section 17920.3. The San Mateo

County Environmental Health Services inspected the property on October 19, 2024 and on January 17, 2025. LE M, pgs. 75-78. The October 19, 2024 Report mainly concerns issues within individual units but does mention one common area issue (downspouts in carports). The January 17, 2025 Report does cite to Health and Safety Code, section 17920.3 and both Reports cite to violations of the Uniform Housing Code. All code violations, however, were reported as "minor". There are no code violations in the common areas that have been or are so severe so as towarrant a reduction in rent.

3. Loss or Reduced Housing Services

As stated above, housing services are broadly defined and the items listed under this heading include many common area items such as a defective or inoperative elevator, a broken or defective intercom, laundry facilities, and no on site resident manager services for rental properties with 16 or more rental units.

Tenants contend that there is inadequate security at the property and the elevator has been removed, either or both of which is a reduction in housing services. Landlord contends that the property has never been totally secured, such as a security gate or locked doors to all entrances, and that there is a security service that routinely is on site and for which tenants have its number.

The evidence shows that the property has never been totally secured from unauthorized persons having access to the property and the landlord does have a security service, although it is recognized that personnel from such service are not present around the clock.

The loss of an elevator would certainly be considered a reduction in housing services. Here, however, the elevator was taken out of service many years ago and no tenant sought a rent reduction based on its removal at that time. This loss of housing service, therefore, is time barred.

From time to time, water in the individual units is brown colored and has an unpleasant smell. These issues are better addressed with the individual petitions but evidently result after the water company or the Fire Department shuts off water in the main line, rather than a problem with the interior water lines.

Except as the failure of the Landlord to maintain and repair timely as described in Section 2 above may be considered a loss or reduction in housing services, Tenants have not carried their burden of proof that other items or conditions have resulted in a reduction of any other housing services so as to warrant a rent reduction/rebate.

REMEDY

Tenants have carried their burden of proof that the overall lack of maintenance in the common areas warrants a reduction in or rebate of rent. As an appropriate remedy, for a period of three years prior to the filing of the petitions in September 2024 through May 2025, Tenants are entitled to have their rents reduced by 5% for lack of maintenance in the common areas. Given the wide ranging scope of repairs/maintenance that needs to occur in the common areas, such as eradicating the rat problem and timely addressing plumbing related issues, the 5% reduction will continue for one year in order to provide the Landlord with the opportunity to address successfully

these issues and demonstrate that the Landlord will meet its obligations to maintain the common areas on an ongoing basis.

DECISION

1. The petitions for a rent reduction/rebate based on the failure to maintain or repair items in the common area are granted; the rents for the Tenants are reduced by 5% from September 2021 through May 2025. From June 2025 through May 2026 Tenants' rents will remain reduced by 5%. If, after one year, Landlord has failed to demonstrate that it is maintaining the common areas, Tenants may file new petitions.

2. Because each Tenant is paying a different amount of rent, a separate calculation is required for the amount of reimbursement/rebate to each Tenant household and a separate calculation is required as to the rent as of June 2025. Landlord has provided rental information for the Tenants at 245 O'Keefe who filed petitions. LE B. The calculation of the rent reduction/rebate and the rent as of June 1, 2025 for those Tenant households are set forth in Attachment 1. As to the reimbursement/rebates, Landlord may provide the amounts directly to the Tenants, may provide the amounts as a credit against future rent, or provide the amounts against any rent in arrears. The reimbursement/rebates shall be made within 30 days from the date this Decision is final.

3. In all other respects, the petitions are denied.

Michael H Roush

Dated: May 30, 2025

Michael H. Roush, Hearing Officer

ATTACHMENT 1--245 O'Keefe Street

Brian Jenkins and Earleen Jenkins (Apartment 1): Reimbursement/Rebate: $2778.72
[$1176.96 x 5% = $$58.85 x 3 months = $176.55; $1192.26 x 5% = $59.62 x 24 months = $1430.88; $1294.51 x 5% = $64.73 x 13 months = $841.49; $1319.11 x 5% = $$65.96 x 5 months + $327.80] $176.55 + $1430.88 + $841.49 + $327.80 = $2778.72

Rent as of June 1, 2025: $1253.15 [$1319.11 x 5% = $65.96; $1319.11 –$ 65.96 = $1253.15

Oscar Reyes and Elida Candia (Apartment 12): Reimbursement/Rebate: $3840
[$2400 x 5% = $120 x 32 months = $3840]

Rent as of June 1, 2025: $2280 [$2400 x 5% = $$120; $2400 - $120 = $2280]

Tomas Jimenez (Apartment 14): Reimbursement/Rebate: $3363.87
[$1420.72 x 5% = $71.04 x 3 months = $213.12; $1439.83 x 5% = $72 x 24 months = $1728; $1571.89 x 5% = $78.60 x 13 months = $1021.80; $1603.66 x 5% = $80.19 x 5 months = $400.95] $213.12 + $1728 + $1021.80 + $400.95 = $3363.87

Rent as of June 1, 2025: $1523.47 [$1603.66 x 5% = $80.19; $1603.66 - $ 80.19 = $1523.47]

Alison Cuthbert, Carmen Wesloter and Francisco Hernandez (Apartment 15): Reimbursement/Rebate: $1917.50
[$2950 x 5% = $147.50 x 13 months = $1917.50

Rent as of June 1, 2025: $2804.50 [$2950 x 5% = $147.50; $2950 - $147.50 = $2804.50]

Fredy Roman, Ana Cardana, and Becky Roman (Apartment 18): Reimbursement/Rebate: $3075.01
[$1296.47 x 5% = $64.83 x 8 months = $518.64; $1313.64 x 5% = $65.69 x 17 months = $1116.73; $1428.45 x 5% = $71.43 x 12 months = $857.16; $1456.06 x 5% = $72.81 x 8 months = $582.48] $518.64 + $1116.73 + $857.16 + $582.48 = $3075.01

Rent as of June 1, 2025: $1383.25 [$1456.06 x 5% = $72.81; $1456.06 - $72.81 = $1383.25

Tonga Victoria (Apartment 19): Reimbursement/Rebate: $3460.03
[$1460.51 x 5% = $73.03 x 8 months = $584.24; $1479.49 x 5% = 73.95 x 17 months = $1257.15; $1606.30 x 5% = $80.32 x 12 months = $963.84; $1636.90 x 5% = $81.85 x 8 months = $654.80] $584.24 + $1257.15 + $963.84 + $654.80 = $3460.03

Rent as of June 1, 2025: $1555.05 [$1636.90 x 5% = $81.85; $1636.90 –$ 81.85 = $1555.05

RENT STABILIZATION BOARD

CITY OF EAST PALO ALTO

JOSEPHINA CALDERON, ET AL, Tenants and Petitioners, vs. WOODLAND PARK COMMUNITIES, Landlord-Respondent.	Consolidated Petitions Numbers 2024007 - 20240036 Subject Rental Property and Units: 201, 245, 301 East O'Keefe Consolidated **POST HEARING ORDER FOR COMMON AREA ISSUES AT 201 and 245 EAST O'KEEFE**

1. PROCEDURAL HISTORY TO DATE

a) On September 18, 2024, a group of Tenants, hereafter "Tenants," filed Tenant Petitions Numbers 2024007 through 20240036 with attachments. These Petitions were filed pursuant to the provisions of the Rental Stabilization and Just Cause for Eviction Ordinance of 2010, and the Regulations associated with that Ordinance, hereafter jointly referenced as the "RSO." The Petitions applied to various rental units in buildings located at 201, 245 and 301 East O'Keefe, in the City East Palo Alto, CA 94303, hereafter "Rental Properties." The Petitions asserted the presence of conditions on the Rental Properties that constituted a breach of the implied warranty of habitability, a decrease in housing services and/or a deterioration of the Rental Properties.

b) The Petitions named Woodland Park Communities as the Respondent owner of the Rental Properties. Greystar was subsequently identified as the owner's property management agent for the Rental Properties. Both parties are jointly identified herein as the "Landlord."

c) The petitions were subsequently served on the Landlord and consolidated for Hearing and for Decision.

d) As per a January 22,2025 Notice served on the parties in the consolidated cases, a Pre-Hearing Meeting was held on January 28, 2025. The Meeting participants were: Representative for the Tenant Petitioners, James Huynh from the Regional Tenant Organizing Network; Attorney Cori Calfee, appearing on behalf of the Landlord; the Hearing Examiners assigned to hold the Hearings and issue the Decisions for these consolidated cases, Martin Eichner and Michael Roush; Natasha Raiburn, East Palo Alto Rent Stabilization Program Administrator; and Spanish-English interpreters Melisa Rybaltowski and Laura Eloina. Other interested parties attended the Meeting as non-speaking participants through the Zoom Webinar format. At this meeting, the process that would be applied to the various evidentiary Hearings for these Petitions was described. Scheduling dates for the Hearings and for Pre-Hearing disclosures were also established.

e) Hearing Examiner Eichner issued a Pre-Hearing Summary and Order on January 31, 2025. Pursuant to that Summary and Order, initial hearing dates were set to determine the common area issues in each of the three Rental Property Buildings. The Hearing for the 301 East O'Keefe building common area issues was set for February 26, 2025 at 10 a.m. to be conducted by Hearing Examiner Eichner. Hearings for the common area issues at the 201 and 245 E. O'Keefe Rental Property buildings were set to begin on February 27, 2025 to be conducted by Hearing Examiner Michael Roush. The Pre-Hearing Order and Summary also set dates for the parties to submit Pre-Hearing witness lists and documentary evidence relevant to these common area Hearings.

f) The evidentiary Hearing for the common area issues at 201 and 245 E. O'Keefe was held on February 27, 2025 by Hearing Examiner Michael Roush. A separate hearing

was held for each address. Tenants from 201 and 245 E. O'Keefe attended the respective Hearing and participated as witnesses. Other Tenants attended the Hearings which was also available for viewing on the Zoom platform. The Tenants were represented by James Huynh and from the Regional Tenant Organizing Network and Laura Vasquez from the East O'Keefe Tenant Association. The Landlord was represented at the Hearings by Aura Andrade, Community Manager, Andrea Boulepark, Compliance Manager, and Enrique Bedolla, Maintenance Manager for Woodland Park. The City was represented at the Hearings by Rent Stabilization Program Administrator Natasha Raiburn. Simultaneous translations was provided by Jorge Andres. The above named parties participated in person but the Hearings were available, and were recorded, on the Zoom Platform.

g) At the start of each Hearing, the Hearing Examiner again explained the process and rules of evidence that apply in the administrative Hearing. He emphasized that regardless of whether he was asking questions, it remained the responsibility of the parties to present their own cases and offer their evidence in support.

h) At the Hearings, various documents were identified and marked as Exhibits. The evidentiary portion of the Hearings was completed on February 27, 2025, except that certain relevant documents were identified that had not yet been submitted as exhibits.

i) The following Post-Hearing Order is being issued to address the unavailable documents and other submissions necessary to close the Hearing Record:

ORDER

A. This portion of the Order applies to any of the following common area issues at 201 E. O'Keefe that were addressed during the February 27, 2025 Hearing:

   a. Swimming pool issues, including the removal of chairs and tables from the area adjacent to the pool;
   b. Removal of chairs in an open area on the second floor;
   c. Reinstatement of the intercom system;
   d. Peeling paint throughout the complex;

e. Disrepair throughout the complex, e.g., lights not working, uneven floors, cracks in the storage huts;
f. Laundry room machines not working properly
g. Need for better security;
h. Repairs to stairs and balcony railings;
i. Repairs to floors in common areas and in hallways;
j. Maintenance and condition of the elevator;
k. Plumbing issues such as leaking pipes throughout the complex;
l. Brown water coming out of kitchen and shower faucets;
m. Repair of broken windows in the units and common areas;
n. Defective locks on windows and doors and that windows and doors are properly sealed;
o. Roof leaks;
p. Insect infestations;
q. Notices to tenants when water is to be shut off or other situations, such as closing the swimming pool, that affects the tenants;
r. Fixing and replacing kitchen appliances; and
s. Fixing and replacing bathroom fixtures.

B. This portion of the Order applies to any of the following common area issues at 245 E. O'Keefe that were addressed at the February 27, 2025 hearing:

a. Elevator, i.e., to restore it and make it fully functional;
b. Repair all broken windows in the rental units and common areas;
c. Defective locks on windows and doors and that windows and doors are properly sealed;
d. Roof leaks;
e. Security conditions, increased patrols with competent personnel; fix garage gates;
f. Buckling cement;
g. Repair and replace kitchen appliances;
h. Repair and replace bathroom fixtures;
i. Repair leaking pipes throughout the complex;
j. Notices to tenants when water is to be shut off or other situations that affect the tenants;
k. Replace carpeting in units;
l. Insect infestations;
m. Rats and other vermin;
n. Fix peeling paint on building's exterior; and
o. Dangerous wiring and unsightly cables.

C. The following documents pertaining to the above issues at the Rental Property, *that have not already been submitted to the Rent Stabilization Program Administrator prior to*

February 26, 2025, shall be submitted to the Rent Stabilization Program Administrator for service on the opposing party and the Hearing Officer. These documents are limited to those created or existing during the time period February 26, 2022 through February 27, 2025. These documents are to be submitted, no later than close of business, April 21, 2025:

a. Any documents containing communications between the Tenants and the Landlord, including text messages or emails, concerning any of the above conditions;
b. Any records of complaints or requests for repairs or maintenance made by any tenant at 201 or 245 E. O'Keefe concerning any of the above conditions;
c. Any notices or written instructions given to the tenants at 201 and 245 E. O'Keefe concerning how to request a repair or maintenance service or to otherwise report a concern about a condition at 201 and 245 E. O'Keefe;
d. Any work orders, invoices, receipts, reports or other evidence of repairs or attempted repairs by any contractors or vendors at the request of the Landlord, or by staff directly employed by the Landlord concerning any of the above conditions;
e. Any reports from the Landlord's security staff or security contractors concerning any of the above conditions;
f. Any photos depicting any of the above conditions, in either hardcopy or in a digital file format that can be opened and provided for the Hearing Record;
g. Any documents containing communications with City of East Palo Alto code enforcement staff or County of San Mateo environmental health or building inspection staff, including any annual inspections or other inspections concerning 201 and 245 E. O'Keefe.

D. Either of the parties may submit additional documents in response to the April 21, 2025 submittals from the opposing party no later than close of business April 28, 2025.

E. Absent unforeseen circumstances, the Hearing Record for this Decision will be fully closed as of April 28, 2025 and the Hearing Examiner Decision will be due thereafter.

Dated: April 3, 2025

/s/ Michael Roush
Michael Roush
Hearing Examiner

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RENT STABILIZATION BOARD

CITY OF EAST PALO ALTO

CALDERON, et al., Petitioners and Appellees, v. WOODLAND PARK COMMUNITIES, Respondents and Appellants.	Case Nos. 20240007-20240012 **RESPONDENT'S/APPELLANT'S OPENING BRIEF ON APPEAL** Hearing: July 8, 2026

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INTRODUCTION

This appeal presents the question as to when a rent rebate is warranted under the City of East Palo Alto's Rent Stabilization Ordinance ("RSO"). Apparently concerned about an imminent sale of their building and frustrated by the age of the property, certain residents ("Petitioners") filed Petitions for Individual Rent Adjustment ("Petitions") for their respective tenancies in apartments located at 245 E. O'Keefe St., East Palo Alto (the "Property"). The Petitions claim that Petitioners should be awarded significant rent rebates.

Unfortunately for Petitioners, record evidence is clear that to the extent that material maintenance issues arose at the Property, the landlord addressed those issues in a timely fashion, working to resolve them as soon as they had notice of the problem. Rent rebates are not proper for problems that have been timely addressed by the landlord.

This appeal asks the Rent Stabilization Board ("Rent Board") to reverse the Hearing Examiner's decision on common area issues at the Property to the extent that it: (1) awards rebates when record evidence shows that problems were fixed in a timely fashion; (2) cites no evidence to that Respondent had notice of problems three years before petition was filed; (3) awards rent rebates beyond the time period where there was a problem, especially prospectively before there could be evidence presented of an ongoing problem; (4) awards rent rebates for minor problems; (5) awards rent reductions that tenants did not request in their petitions; (6) awards rebates for periods in which tenants had no tenancy; (7) awards rent rebates for non-tenants; and (8) awards rent rebates for Petitioners who never presented any evidence. Such determinations are contrary to the RSO and its implementing Rules and Regulations for Residential Tenancies Under 2010 RSO ("Rules").

FACTS

This matter involves six petitions that were filed by tenants in the fall of 2024. At that time, the Property was owned by Woodland Park Property Owner, LLC. The Property was part of the portfolio of apartment buildings on the west side of East Palo Alto, known as the Woodland Park Apartments. The then-owner contracted with Greystar to manage the rental property, including negotiating lease agreements, collecting rent payments, and responding to

requests for maintenance. Together, the owner and the property manager are referred to herein as "Respondent."

I. Petition Process.

The petitions were submitted to the Rent Stabilization Program ("RSP") in September 2024. They were served on Respondent in October 2024. Within two weeks, Respondent timely responded to the Petition on the RSP response form. The responses were served on the RSP and the Petitioners.

The RSP decided to consolidate the petitions and to bifurcate the issues into "common area issues" and individual issues. The RSP set a hearing on the common area issues for February 27, 2025. The RSP required the parties to provide a witness list and exhibits to the RSP and the other party by February 20, 2025. Respondent provided the witness list and exhibits to the RSP before the deadline. Respondent submitted exhibits related to each individual petitioner's tenancy as well as exhibits related to the common area issues.

The Hearing Examiner conducted a hearing on common area issues as scheduled. Only two of the petitioners attended the hearing on common area issues and provided testimony.

After the hearing, in April 2025, Woodland Park Property Owner, LLC sold the Property to a new owner. The new owner contracted with a new property management company to manage the Property. After April 2025, the new property owner and new property manager were responsible for day-to-day operations at the Property. However, the old property owner and property manager continued through the petition process on behalf of Respondent.

The Hearing Examiner issued a decision (the "Decision") dated as of May 30, 2025. It was not served on Respondent until June 12, 2025.

The Decision (at p. 8) awarded all six petitioners a 5% rent rebate from September 2021 through May 2025 and a prospective 5% rent reduction from June 2025 through May 2026. These rent rebates were for "lack of maintenance in the common areas." The specific problems are not described or listed. The Decision only gives two examples: an alleged rat problem outside of the building with no specifics and "plumbing related issues" with no specific problems identified. Decision p. 6-7. It is not possible to know from the decision what plumbing issue the

Hearing Examiner believes exists or existed and whether it needs to be fixed.

Respondent timely appealed the decision on June 27, 2025. The RSP took no action on the appeal for nearly nine months.

The RSP finally asked the Rent Board to set a hearing and briefing schedule on March 11, 2026. At that time, the Rent Board determined to hold the appeal hearing on the record.

II. Tenant-Specific Facts

A. Earleen Jenkins, Apartment 1

This tenancy began many years ago, before Woodland Park's ownership. The Petition does not request any rent refund for any common area problems. (See Petition, PDF p.9).

B. Oscar Reyes, Apartment 12

This tenancy began on September 1, 2023. See R004. [1] The tenancy ended in December 2024. R043. The Petition does not request any rent refund for any common area problems. (See Petition, PDF p.9). The Petitioner never reported problems with common areas, hallways, plumbing, landscaping, rats, or anything else in common areas. See R040 through R072.

C. Tomas Jimenez, Apartment 14

This tenancy began in 2008. See R002. The Petition does not request any rent refund for any common area problems. (See Petition, PDF p.9). The Petitioner never reported problems with common area plumbing, landscaping, or rats. See R040 through R072. On October 23, 2023, the Petitioner came to the office to report that certain hallway lights needed to be fixed. Respondent replaced all missing lighting. See R059. On September 14, 2024, Petitioner reported a hole in the laundry room wall, which Respondent fixed on September 18, 2024. See R072. On October 28, 2024, there is a work order for Petitioner reporting that the whole building needed to be painted. See R090. On October 30, 2024, all common areas that needed painting had been painted, including the laundry room, hallway, and staircases. *Id.* All graffiti was removed. *Id.*

[1] The citations related to an individual tenancy are to the exhibits submitted with regard to that individual petition. These include leases, ledgers, and work orders related to the particular tenancy. Otherwise, citations to the record are to record evidence submitted for the common area hearing.

D. Allison Cuthbert, Apartment 15

This tenancy began on March 30, 2024. See R002. The Petition mentions that there are rats around the apartment but does not mention plumbing issues in the common areas or problems with landscaping. (See Petition PDF p.6). The Petitioner never reported problems with rats, plumbing, or common areas. See R049 through R050. It appears that Petitioner has dropped the Petition: she did not appear at the common area hearing and never proceeded with a hearing on the individual apartment.

E. Fredy Roman, Apartment 18

This tenancy began on November 9, 2021. See R002. Fredy Roman is named as the tenant and as an occupant. R002 & R003. The other two petitioners, Ana Cardena and Becky Roman, are not on the lease as tenants or occupants. *Id.* The Petition does not request any rent refund for any common area problems. (See Petition, PDF p.9). The Petitioner never reported problems with common area plumbing. See R040 through R072. He did report "opened exterior wall" on October 29, 2024, and the Respondent inspected on October 30, 2024. They found, "laundry room has no holes in ceiling or walls, checked behind washers and dryers and did not find any holes. Inspected common areas, stair cases [sic] and carports but I did not find any holes." R070.

F. Tonga Victoria, Apartment 19

A tenancy for Patisua Fakalata began in 2007. See R002. (Ms. Fakalata is named on the lease); R003 (Ms. Fakalata is the only occupant in the apartment).

A Petition for this unit was filed by Tonga Victoria. Tonga Victoria is not a tenant or an authorized occupant. Respondent raised this issue with the Rent Stabilization Program in early 2024, indicating that there was never any authority from Patisua Fakalata for the petition to be filed or for the RTO to represent Patisua Fakalata. Only Tonga Victoria, who is not a tenant or permitted occupant, signed the Petition and the authority to be represented by the RTO.

The Petition does not request any rent refund for any common area problems. (See Petition, PDF p.9). The Petitioner reported a few common area issues, which were repaired. On September 24, 2024, the Petitioner reported a smell in the trash can area. R065. Respondents' vendor, Planned Communities, pressure washed the area to solve the problem. *Id.* It appears

that Petitioner has dropped the Petition; she did not appear at the common area hearing and never proceeded with a hearing on the individual apartment.

STANDARD OF REVIEW

Neither the Rules nor the RSO articulate the standard of review that the Rent Board should apply to an appeal on the record. Respondent supports the use of the standard of review that applies generally to the review of quasi-judicial decisions:

> The inquiry in such a case shall extend to the questions whether the respondent has proceeded without, or in excess of, jurisdiction; whether there was a fair trial; and whether there was any prejudicial abuse of discretion. Abuse of discretion is established if the respondent has not proceeded in the manner required by law, the order or decision is not supported by the findings, or the findings are not supported by the evidence.

Cal. Code Civ. Proc. ("CCP") Section 1094.5(b). "Where it is claimed that the findings are not supported by the evidence ... abuse of discretion is established if the court determines that the findings are not supported by substantial evidence in the light of the whole record." CCP Section 1094.5(c).

The quantum of proof required for a Hearing Examiner to award a rent rebate is the "preponderance of the evidence." Rule 1500(A)(16)(a). "No individual Maximum Allowable Rent adjustment shall be granted unless supported by the preponderance of the evidence submitted at the hearing." The "preponderance of the evidence" means more than half of the evidence.

In this case, the Hearing Examiner abused his discretion by failing to proceed in the manner required by law and by issuing a decision that is not supported by the findings, which in turn are not supported by more than half of the evidence.

ARGUMENT

The retrospective rent rebate and prospective rent reduction awarded to Petitioners should be reversed because they constitute an abuse of discretion. The Hearing Examiner failed to proceed in the manner required by law and made findings that were not supported by the preponderance of the evidence.

I. Record Evidence Shows That Woodland Park Timely Fixes Common Area Problems.

The Decision awards 5% rent rebates and reimbursements for unspecified "overall lack of maintenance in the common areas." Decision p. 9. However, there is no explanation of exactly what alleged problems existed, when the Respondent was notified of the problem, and how long the problem existed. Rather, the Decision makes unsupported blanket statements, awarding a rent reduction for alleged problems still requiring repair, including "eradicating the rat problem and timely addressing plumbing related issues." Decision p. 7. There is no citation of record evidence of exactly what maintenance or repair failed. There is no record evidence as to when a Petitioner provided notice to the landlord of a problem in the common areas that was not immediately fixed.

There is ample record evidence that when a Petitioner did provide notice to Respondent, the problem was fixed. Pursuant to Rule 1500(E)(2)(d)(i), "There shall be no rent reduction if the condition was promptly corrected upon notice to the landlord and the breach had a minimal impact." That is the case for every common area issue here.

Record evidence shows that as soon as Petitioners sent Respondent a letter in July 2024 about common area issues, Respondent fixed the issues Petitioners raised. Petitioners' own evidence shows this. TE 1 is the Petitioners' original letter from July 17, 2024. That letter does not mention either of the alleged common area problems for which the Decision grants a rent rebate. TE 1, p.2 (listing issues at the Property). There is no mention of alleged rat problems in shrubbery. *Id.* There is no mention of common area plumbing problems. *Id.* Rather, the letter asks for plumbing work "in units" and within bathrooms. *Id.* The letter gave no notice to Respondent about problems with rats or common area plumbing. Woodland Park responded via letter and explained that there were no open work orders relating to the Property. TE 2.

A. Access for Rats in the Common Area Was Timely Removed.

Tenants did not complain about rats in the common area in their letter dated as of July 17, 2024. TE 1. On January 17, 2025, the County Environmental Health Services conducted a routine inspection of the Property. They "[o]bserved that trees around the facility are growing close to the roof. Trim back as necessary to prevent rodent access to the roof." *Id.* at R278. In

response, Woodland Park retained Atherton General Construction and Hauling to "cut and remove tree branck" [sic] in February 2025. R280. This solved the alleged problem and there were no further reported issues with the shrubbery.

The record evidence shows that the few times that exterior issues related to shrubbery and vermin were raised, they were addressed. There is no record evidence that Petitioners made reports of problems that went unaddressed by Respondent. No rent rebate is appropriate for this issue.

B. Plumbing Issues in Common Areas Were Timely Addressed.

The Decision refers to "addressing plumbing related issues." Decision p. 7. It does not say what these issues are. The record evidence shows that any time a problem with plumbing was raised, it was immediately inspected and addressed.

The San Mateo County Environmental Health Services came to inspect the building in November 2024 and found that the downspouts in certain carports needed to be repaired. See Respondent's Additional Evidence for Common Area, Exhibit M, R275. Woodland Park immediately retained Atherton General Construction Inc. to "replace downspout-replace approx. 45 lf [linear feet] of aluminum downspouts, install 2 new scoops 6 x 8" and paid $1,800 for this work to be completed by December 2, 2024. R279.

Therefore, record evidence shows no ongoing problems with common area plumbing that would warrant a rent rebate.

II. The Decision Cites No Evidence That Respondent Had Notice of Problems Three Years Before the Petitions Were Filed.

The RSO specifies that a tenant "must specify the housing services decreased and demonstrate that the landlord was provided with reasonable notice and opportunity to correct the conditions that provide the basis for the petition." RSO §§14.04.130C. The Rules further specify that "[t]he petitioner must provide proof that the landlord has reasonable notice (verbal, written, or constructive) and a reasonable opportunity to correct the conditions or restore the reductions in Housing Services that provide the basis for the petition." Rule 1500(E)(2)(a). The hearing examiner "shall determine the date on which the landlord was notified or actually knew

or reasonably should have known that the conditions or problems existed." Rule 1500(A)(16)(b).

The record evidence shows that the earliest date of notice of Petitioner's alleged problems was the July 17, 2024, letter, followed by an August 1, 2024, letter and the Petitions themselves, in October 2024. The Decision cites no evidence that any Petitioner gave Respondent other, earlier notice of any purported common area problem. The Decision states, without any citation to record evidence or anything else, that "for a period of three years prior to the filing of the petitions in September 2024 … Tenants are entitled to have their rents reduced." Decision p.7. But there is no explanation as to how that date was established or whether Respondent had notice of the alleged problems prior to the summer of 2024 and Petitioner's original letter and subsequent Petitions. That is error and an abuse of discretion warranting reversal.

In fact, there are established ways for tenants to report issues and get problems fixed. All of the Petitioners regularly availed themselves of these tools. For example, the record contains evidence that every single Petitioner submitted work orders to Respondent between the beginning of their tenancy and the date of the hearing. See, e.g., Apartment 1 R018 through R075; Apartment 12 R049 through R092; Apartment 14 R034 through R098; Apartment 15 R048 through R050; Apartment 18 R032 through R071; and Apartment 19 R035 through R118. The existence of these work orders shows that the Petitioners knew how to register problems with Respondent. When they needed work to be completed, they communicated the problem with Respondent and Respondent resolved the problem. To the extent that Petitioners have testified that there were other problems that they did not submit work orders for, it defies credulity. When any Petitioner had a real problem, they alerted Respondent and Respondent solved the problem. *Id.* The petition process is not intended to allow tenants to lay in wait for years, using the work order process to resolve acute problems, but springing a massive request for rent rebates on a landlord without ever telling the landlord about those problems. That is what has happened here.

There is also ample record evidence regarding the many ways for a tenant to report a problem to the landlord. The July 31, 2024, letter from Respondents to tenants in the Property

explained that any tenant can report issues by logging onto the online resident portal, calling 650-566-2000, or coming to the two management offices then in existence. R214. Similarly, an invitation to a listening session on August 19, 2024, likewise confirmed these ways to report a maintenance issue. R215. The agenda for the August 19, 2024, listening session reiterated the ways to notify the landlord of a maintenance problem. R221. The August 27, 2024, September 23, 2024, and October 19, 2024, emails from Michael Kramer again reiterated these ways of logging issues. R223, R228, R236. The February 7, 2025, email from Jason Villareal again provided this information. R247. Respondents clearly and repeatedly communicated to Petitioners how to report problems, and Petitioners used these methods effectively to get problems resolved.

The Decision's award of rent rebates that date back three years before the Petitioners raised their issues is error and must be reversed. The Hearing Examiner abused his discretion by failing to proceed in the manner required by law — which would have been to make a determination, based on factual record evidence, as to when Respondent had notice. The preponderance of the evidence shows that Petitioners all knew how to — and did — make maintenance requests and give Respondent notice of actual problems. They never requested attention on the common area issues raised herein. It was error to find that Respondent somehow had notice dating back to 2021.

III. Rent Rebates Are Only Appropriate During the Time of a Reduction of Housing Services And Not Beyond.

The RSO provides for rent rebates to account for the reduction in rental value of an apartment when the apartment is not receiving a housing service to which it is entitled. Any rent reduction is "based on loss of rental value attributable to a reduction in maintenance or services." RSO §14.04.130B. The rent reduction "shall be in effect until the failure is corrected." See Regulation 1500E.2.d.(iii). There is a process in Regulation 1500E.4 for "Restoration of Rent Once Bases for Reductions in Rent Are Corrected." There is no authority in the RSO for ongoing rent reductions after the housing service is restored. At that time, the tenant is receiving all of the housing services for which they contracted and no rent reduction is appropriate. There

are no provisions for punitive or prospective rent reductions unassociated with a reduction in housing services.

The Decision awards prospective 5% rent reductions for twelve (12) months from the date of the Decision, from June 2025 to May 2026 "to provide the Landlord with the opportunity to address successfully these issues and demonstrate that the Landlord will meet its obligations to maintain the common areas on an ongoing basis." See Decision p. 7-8. There is no evidence that the housing services continued to be reduced during this time period. After all, the time period had not yet occurred. There is no basis in the RSO or the implementing Rules for this kind of prospective rent reduction that has no connection with whether or not the housing service has been restored. The only permissible rent reductions are for when the housing service has not been restored and where the rental value is therefore diminished. It was error and abuse of discretion to award an ongoing, prospective rent reduction without any evidence that the housing service continued to be a problem.

Record evidence shows that all problems had been resolved.

IV. A Rent Reduction Is Not Proper for De Minimis Problems.

Under the RSO, a rent reduction must reflect the "loss in rental value attributable to the failures specified." Rule 1500 (E)(3). The hearing examiner is required to make this determination in light of the following factors:

> [T]he extent to which the failure affects the tenant(s), the relative significance of the failure in relation to the safety, health, convenience, and comfort of the tenant(s), the extent to which the tenant relied on the fact that the condition would be adequately maintained, the extent to which the use and enjoyment of the unit is affected, and other factors that are reasonably deemed to be relevant.

Rule 1500(E)(3). It follows that where a *de minimis* problem does not affect the rental value, no award is permissible. Accordingly, the Rule 1500(E)(1) specifies that:

> Minor maintenance deficiencies or deterioration which have no or insignificant impacts on the livability or rental value of a unit and which do not cause any health and safety risk shall not provide a basis for a reduction in the Rent pursuant to this subsection. (Emphasis added).

The Decision misstates and misapplies the law by failing to consider the magnitude of the

alleged issues and how they affect the Petitioners. Rule 1500(E)(1) clearly exempts minor problems from the general rule that reductions in housing services warrant a rent reduction. In this case, the Hearing Examiner has erroneously awarded rent reductions for minor deficiencies that had insignificant, if any, impacts on the livability, rental value, or health and safety of the rental unit. Such reductions are improper and should be reversed.

The Decision awarded a 5% rent rebate for unspecified common area issues. Record evidence shows that these issues were minor. The San Mateo County Environmental Health Services Department inspected the building on November 20, 2024, in response to complaints from Petitioners. This government agency is tasked with inspecting multifamily dwellings to ensure they are safe and healthy. When the agency inspected the building, they found only "minor" issues. See Respondent's Exhibit M, R275. Stephen Low, the Housing Inspector, looked at the very same common area issues that the Decision considered. He considered problems with downspouts to two carports to be "Minor." *Id.*. He did not identify any other problems with the common areas. He inspected again on January 17, 2025. Respondent's Exhibit M, R278. He asked that the central courtyard be "cleared out as necessary to prevent the harborage of rodents" and that trees be trimmed "as necessary to prevent rodent access to the roof." *Id.* He considered this to be "Minor." *Id.* Because the County's housing inspector found only minor issues, no rent rebate is appropriate. Indeed the Decision itself discusses these reports and finds "no code violations in the common areas that have been or are so severe so as towarrant [sic] a reduction in rent." Decision p.7.

Even if the common area issues had existed, they had no impact on the livability, rental value, or health and safety of the rental unit, and so no rent rebate should have been awarded. If wildlife are occasionally seen outside of a building, this does not affect the rental value of the apartment. There was no discussion of the level of impact these alleged defects have. Indeed, there is no record evidence that these problems had any effect on the livability, rental value, or health and safety of the unit. Petitioners bear the burden of proof for these issues, and they did not offer any evidence, much less a "preponderance of the evidence" (Rule 1500 (E)(2)(c)), as to these factors. Absent any evidence, the award was erroneous.

The rent reduction is not supported by record evidence or the law and should be reversed.

V. A Petitioner Can Only Receive A Rent Rebate That They Request.

The Decision awards the same rent rebate to each of the six Petitioners, without regard to the relief that those petitioners sought in their Petitions. This is an error. Due process requires that the Respondent have notice that a Petitioner is requesting relief on a particular topic. The Petition is the mechanism for giving such notice. When a petition does not mention a particular request, the landlord has no notice that the tenant seeks rent relief on that topic. Absent notice, there is no due process for the landlord.

Rule 1500 (E)(3) requires that rent reductions "shall be based on the issues presented in the petition" (emphasis added). Rule 1500(A)(13)(a) protects due process by limiting a hearing to the issues raised by the petition ("the hearing shall be limited to the issues raised by the petition" "to ensure that each party is given notice of the grounds for a petition.").

Not all petitioners raised issues with all of the common area complaints. Under the Rules, it was error and an abuse of discretion for the Decision to award rent rebates and reimbursements for issues that were not raised in a given Petition. The following table summarizes which issues were raised in each Petition. Issues not raised in a Petition cannot be awarded a rent rebate.

Petitioner	Rats in Common Areas	Plumbing in Common Areas	Any issues in common areas
Jenkins #1	No rebate requested	No rebate requested	No rebate requested
Reyes #12	No rebate requested	No rebate requested	No rebate requested
Jimenez #14	No rebate requested	No rebate requested	No rebate requested
Cuthbert #15	Rebate requested	No rebate requested	Rebate requested
Roman #18	No rebate requested	No rebate requested	No rebate requested
Victoria #19	No rebate requested	No rebate requested	No rebate requested

The Decision must be reversed to the extent that it awards rent relief to a Petitioner for issues not raised in a Petition. Only Ms. Cuthbert in Apartment 15, who requested a rebate for rat issues in the common area, gave Respondent notice of their claim for a rebate due to common area issues. The other rebates must be denied on due process grounds and Ms. Cuthbert's must

be reduced to apply only to the rats in the common area, not to plumbing issues.

VI. The Decision Improperly Awards Rent Rebates For Periods Tenants Had No Tenancy.

The Decision awarded rent rebates and reimbursements to tenants for time periods in which they were not tenants and did not pay rent. For example, record evidence shows that Oscar Reyes and Elida Candia Chavez became tenants of Apartment 12 on September 1, 2023. R004. Record evidence further shows that their tenancy ended in December 2024. R043. They resided in Apartment 12 for only 16 months. The May 2025 Decision nonetheless awards these tenants rent rebates and reimbursements from September 2021 through May 2026. Decision p. 8 & Attachment 1. There is no authority in the RSO to rebate or reimburse tenants for rent that was not paid, during a time period in which they were not tenants. (The prior and subsequent tenants are not petitioners and no rent rebate or reimbursement is appropriate for a tenant who does not petition.)

VII. The Decision Improperly Awards Rent Rebates For Non-Tenants.

The Decision also awarded rent rebates to non-tenants. The Decision awarded Tonga Victoria a rent rebate for Apartment 19 (See Decision Attachment 1), even though record evidence shows that only Patisua Fakalata is a tenant in that apartment. See R002 (Ms. Fakalata is named on the lease); R003 (Ms. Fakalata is the only occupant in the apartment). Note also that Respondent raised this issue with the Rent Stabilization Program in early 2024, indicating that there was never any authority from Patisua Fakalata for the petition to be filed or for the RTO to represent Patisua Fakalata. Only Tonga Victoria, who is not a tenant or permitted occupant, signed the Petition and the authority to be represented by the RTO. Because Tonga Victoria is not a tenant, no rent rebate is appropriate.

The Decision also awarded Ana Cardana and Becky Roman a reimbursement for Apartment 18 (see Decision Attachment 1), even though the record evidence shows that only Fredy Roman is a tenant in that apartment. R002 (Mr. Roman is named on the lease); R003 (Mr. Roman is a named occupant of the apartment.) Similarly, the Decision awarded Carmen Wesloter and Francisco Hernandez a rebate and reduction for Apartment 15 (See Decision

Attachment 1), even though the record evidence shows that they are not tenants or occupants pursuant to the 2024 lease agreement. See R002. There is no authority in the RSO for rent rebates for non-tenants.

VIII. The Decision Improperly Awards Rent Rebates For Petitioners Who Failed To Pursue Their Petitions.

Two of the Petitioners in the Property have never presented evidence or appeared at any hearings. The Rules place the burden of proof on Petitioners: "Petitioners bear the burden of proof and must show by a preponderance of the evidence the grounds for a reduction in rent." Rule 1500E2C. Certain Petitioners have not met this burden and their Petitions must be dismissed without rent rebate.

Tonga Victoria filed a petition for Apartment 19. They did not appear at the common area hearing, did not present any evidence to support their individual petition or the common petition, and did not proceed with an individual petition. Their request for rent rebate should be dismissed.

Allison Cuthbert filed a petition for Apartment 15. Like Tonga Victoria, they did not appear at the common area hearing, did not present any evidence at all, and did not proceed with an individual petition. Their request for rent rebate should be dismissed.

No rent rebate is available when no evidence is presented.

CONCLUSION

The rent rebates and reduction in rent should be reversed.

Respectfully submitted,

Dated: April 8, 2026

OPTERRA LAW, INC.

Corinne I. Calfee

Attorney for Respondent Woodland Park Communities

PROOF OF SERVICE

I, the undersigned, declare that I am employed in the County of Yolo, State of California. I am over the age of eighteen years and not a party to the within cause. My business address is P.O. Box 2369, Davis, CA 95617.

On April 8, 2026, I served the following documents:

- Appellant's/Respondent's Opening Brief

BY FIRST CLASS MAIL by placing a true copy thereof enclosed in a sealed envelope with postage thereon fully prepaid, in the United States mail at Davis, CA to the person(s) at the addresses set forth below.

Brian & Earleen Jenkins
245 E. O'Keefe St., #1
East Palo Alto, CA 94303

Alison Cuthbert et al
245 E. O'Keefe St. #15
East Palo Alto, CA 94303

Oscar Reyes & Elida Candia
2576 Gonzaga St.
East Palo Alto, CA 94303

Fredy Roman
245 E. O'Keefe St. #18
East Palo Alto, CA 94303

Tomas Jimenez
245 E. O'Keefe St. #14
East Palo Alto, CA 94303

Tonga Victoria
245 E. O'Keefe St. #19
East Palo Alto, CA 94303

Rent Stabilization Program
City of East Palo Alto
2415 University Avenue
East Palo Alto, CA 94303

I declare under penalty of perjury that the foregoing is true and correct. Executed on April 8, 2026 in Davis, California.

By: Corinne O. Calfee

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RENT STABILIZATION BOARD

CITY OF EAST PALO ALTO

CALDERON, et al., Tenant-Appellees, vs. WOODLAND PARK COMMUNITIES, Landlord-Appellants.	Case Nos. 2024007-20240012 **RESPONDENT'S OPPOSITION BRIEF** **Hearing: July 8, 2026**

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I. INTRODUCTION

This appeal stems from twelve tenants holding their landlord accountable for illegally profiting at their expense. Following a two-hour evidentiary hearing and tour of the property, East Palo Alto's Rent Stabilization board ("the Board") found that Woodland Park Communities ("Landlord") did not provide its tenants with the housing services they paid for. As such, the Board ordered Landlord to reimburse its tenants 5% of their rents for the three years preceding the tenants' petitions to the hearing. The Board also ordered Landlord to reduce the rent by 5% for the year following the hearing, as many issues remained unresolved.[1] Rather than submit to this modest reduction, Landlord appeals, raising a slew of meritless arguments about why it should be free to overcharge its tenants.

While it is clear that Landlord dislikes the Hearing Examiner's order, he made his decision based on substantial evidence from six different units and twelve different tenants. This evidence included, hearing testimony, photographic evidence, third-party reports, an on-site inspection, and even the Landlord's own business records. Landlord's appeal fails to show that the Examiner erred or in any way abused his discretion. At best, it shows that there were, at times, factual disputes. As such, the order should be upheld in its entirety.

II. FACTS

On September 18, 2024, Tenants at 201, 245, and 301 East O'Keefe Street (hereafter "the Property"), filed petitions with the East Palo Alto Rent Stabilization Program (hereafter "the Board") against Landlord, Woodland Park Communities. (Hearing Decision, at p. 3.)

The tenants' petitions requested rent rebates, in part, due to Landlord failing to provide housing services in the Property's common areas. (*Id.*, at p.1-7.) Specifically, Tenants raised issues including inadequate security, plumbing issues, rat and cockroach infestations, drainage problems, a non-functional elevator, and other instances of general neglect. (*Id.*, at pp 4-5.)

The tenants live at six different units at the Property. (*Id.*, at p. 1.) The Board consolidated the matters and set a hearing specifically for the common area issues. (*Id.*, at pp. 1-2.)

[1] Landlord could have eliminated this decrease by making repairs and filing the proper paperwork. (RSBR 1500 (E)(4).)

After Tenants filed their petitions, the Hearing Officer and a Rent Stabilization Program Administrator, "inspected the exterior of the property" and "the hallways and other portions of the interior of the property..." (*Id.*, at p. 1.)

On February 27, 2025, the Board held its hearing on the common-area issues. (*Ibid.*) The tenants, many of whom testified, were represented by James Huynh and Laura Vasquez from the Regional Tenant Organizing Network. (*Ibid.*)

Long-time tenants Brian Jenkins and Fredy Roman, "testified and/or submitted documents concerning conditions in the common area of the property, all of which they say they have brought to the attention of the Landlord numerous times." (*Id.*, at p. 4.) In addition to their testimony, the Tenants submitted twenty-seven exhibits. (*Id.*, at pp. 2-3)

The Board issued its decision on May 30, 2025. Tenants prevailed on some issues and lost on others. Regarding the issues the Tenants did prevail on, the Decision awarded all six petitioning units a 5% rent rebate for the period of September 2021 through May 2025. (*Id.*, at p.8.) The Board awarded a 5% rent reduction from June 2025 to May 2026. (*Ibid.*)

III. LEGAL STANDARDS

Three legal standards are relevant in this matter. The standard in the initial hearing, the standard for this appeal, and the standard if either side seeks judicial review of this decision. All three standards should inform the Board's decision here.

A. Initial Petition

In the initial petition, the Petitioners bear the burden of proof and must show by a preponderance of the evidence the grounds for a reduction in Rent. (RSBR 1500(E)(2)(c).) A preponderance of the evidence "requires the trier of fact to believe that the existence of a fact is more probable than its nonexistence." (*In re Angelia P.* (1981) 28 Cal.3d 908, 918.) "The sole focus of the legal definition of 'preponderance' in the phrase 'preponderance of the evidence' is on the quality of the evidence. The quantity of evidence presented by each side is irrelevant." (*Glage v. Hawes Firearms Co.*, 266 (1990) Cal.App.3d 314, 324–25.)

Appellant falsely claims that a preponderance of the evidence means "more than half of the

evidence." This (citationless) assertion mischaracterizes the standard. The standard addresses the persuasiveness and quality of the evidence, not the quantity.

B. Board Appeal

In appeals before the Board, unless "the Board determines that a de novo hearing is required, the Board's decision will be based exclusively on the record before the Hearing Examiner." (Rent Stabilization Board Regulation (hereafter "RSBR" 1500(G)(2)(h).) To prevail in an appeal, the appellant must establish "either error or abuse of discretion." (RSBR 1500(G)(2)(b).) "In those cases where the Board is able to determine that the Hearing Examiner has erred, the Board may remand the case for further hearing..." (RSBR 1500(G)(2)(g).) The Board can also "affirm, reverse, remand or modify the decision of the Hearing Examiner." (RSBR 1500(G)(2)(j).)

Here, the Board did not order a de novo trial. As such, the Board is limited to the established record. (Notice of Rent Board Appeal Hearing)

C. Superior Court Review

If a party is unsatisfied with the Board's appeal decision, it may seek judicial review in the San Mateo Superior Court. (RSBR 1500(H); Cal. Code Civ. Proc., §§ 1094.5, 1094.6.) However, Courts do not disturb reasonable findings of local rent boards. Superior Court review is limited to jurisdictional issues, whether there was a fair trial, and whether there was "any prejudicial abuse of discretion." (Cal. Code Civ. Proc., §1094.5 subd. (b).) One way of establishing abuse of discretion is by showing that the "decision is not supported by the findings, or the findings are not supported by the evidence." (*Ibid.*) When the petitioner claims that findings are not supported by the evidence, the trial court can use two standards. (Cal. Code Civ. Proc., §1094.5 subd. (c). First,

> In cases in which the court is authorized by law to exercise its independent judgment on the evidence, abuse of discretion is established if the court determines that the findings are not supported by the weight of the evidence.

(*Ibid.*)

In any other case, "abuse of discretion is established if the court determines that the findings are not supported by substantial evidence in the light of the whole record." (*Ibid.*)

Here, Landlord and Tenant agree that the second standard would apply in the Superior Court. (Appellants Opening Brief ("AOB"), at p. 5. *See also H.N. & Frances C. Berger Found. v. City*

of Escondido (2005) 127 Cal.App.4th 1, 7.) Under this standard, "the trial court must draw all reasonable inferences to support the agency's factual findings and ***may reverse only if the findings are so lacking in evidentiary support as to render them arbitrary, capricious, or unreasonable.***" (*Harrington v. Hous. Auth. of Riverside Cnty.* (2026) 118 Cal.App.5th 1086, Citing *Auburn Woods I Homeowners Assn. v. Fair Employment & Housing Com.* (2004) 121 Cal.App.4th 1578, 1583) The reviewing court, "begins with the presumption the record contains evidence to sustain the board's findings of fact." (*H.N. & Frances C. Berger Found.*, *supra*, 127 Cal.App.4th at p. 7.)

If the Board upholds its previous decision, Landlord will have an uphill battle in superior court. Tenants will likely be represented by experienced counsel, and Landlord will not be able to simply allege that there is "no evidence" supporting the decision (as done here). Instead, Landlord will need to affirmatively defeat the Court's presumption that the Board's decision was proper. In doing so, the Court will "draw all inferences" in support of the Board. (*Harrington.*, *supra*, 118 Cal.App.5th 1086.)

IV. ARGUMENT

The Board should uphold its order because the Examiner correctly determined that the preponderance of the evidence demonstrated that Landlord neglected its common areas despite having notice of ongoing issues. Landlord's brief makes numerous overlapping arguments about why the Board should reverse its decision. Most center around the Landlord simply disagreeing with the Examiner's findings about whose evidence was more convincing.

Instead of arguing why the Tenant's evidence was insufficient, Landlord merely points out that it had its own evidence. Simply stating that the Landlord had its own evidence is not a basis for appeal. Tenants do not dispute that Landlord defended itself and presented evidence. That said, the Examiner found the weight of Tenants' evidence to be more persuasive. The remaining arguments misrepresent the record, are completely irrelevant, or attempt to create legal errors where none truly exist. To simplify the review of Landlord's appeal, Tenant addresses each of their eight arguments in the order presented by Landlord in its brief.

A. <u>The Record Demonstrates a Failure to Maintain the Common Areas.</u>

Landlord's first argument is that "Woodland Park timely fixes common area problems"

and that the Hearing officer's order is not detailed enough. (Appellant's Opening Brief "AOB", at p. 5.) Unsurprisingly, Landlord presented a defense at the hearing –this is not disputed. Landlord did indeed present evidence that it claimed showed it addressed the issues. On the other hand, Tenants had evidence showing that the Landlord did not adequately address the issues. Ultimately, for several issues, the tenants' evidence was more persuasive.

The Examiner did not ignore the Landlord's evidence. (Decision, at pp. 3-5) Landlord prevailed in part, and the Examiner noted that "[t]he evidence did show that the landlord does address maintenance issues in the common areas" (*Id.*, at p. 6.) However, the Examiner also found that "the evidence also demonstrated that the Landlord has delayed unreasonably in making many repairs and has not taken adequate steps to eradicate the rat problem." (*Ibid.*) In making this determination, the Examiner credited overlapping, consistent tenant testimony, photographic exhibits of neglected common areas, County Environmental Health inspection notes, and Landlord's own exhibits showing numerous invoices for repairs and other maintenance **but** only within the past few months before the hearing. (*Id.*, at pp.4, 6.) Ultimately, the Examiner ruled that there was "substantial testimony and documentary evidence that many common areas are not being repaired or maintained promptly." (Decision at p. 6.)

Pages six through fourteen of the Landlord's opening brief offer nothing more than its opinion that the Examiner should have found its evidence persuasive. Landlord did indeed present records that it responded to some complaints (although most of it showed Landlord's hurried attempts to resolve common area issues before the Hearing). (Decision at p. 6.) This evidence was acknowledged in the decision and presumably led to Landlord not being found liable for a greater rent reduction. While Landlord attempts to rehash its largely failed case again, a one-sided rehashing of the Landlord's evidence does nothing to show that the decision involves "either error or abuse of discretion." (RSBR 1500(G)(2)(b).)

a. <u>Extermination of Rats in the Common Area Was Unreasonably Delayed.</u>

Landlord claims that it did not have adequate notice of rats in the common areas, and that once it did have notice through the County Report, it timely addressed the issues. These assertions of lack of notice are false.

First, Landlord cites to Tenants' July 17, 2024 letter to demonstrate it did not receive notice. (AOB, at p. 6:25.) However, Landlord fails to acknowledge Tenants' letter presented at the August 1st delegation which demands, "Ensure safe and sanitary conditions and address rats in common areas". (TE 4.) Further, all six tenant petitions mention "Building, yard, garage, hallways, stairs, and common areas are not clean, sanitary, or free from all accumulations of debris, filth, rubbish, garbage, rodents, and vermin, such as cockroaches or rats." (TE 27.) The addendum included in Tenants' petitions also specifically says "There are rats in the common areas that need to be addressed." (*Ibid.*) Tenant Fredy Roman testified in the Hearing that, "We have a problem with rats coming from the outside. They're all over the place. During the daytime, you don't see them, but you do see them in the hallways in the evening." (245 O'Keefe Hearing Recording 42:00.) The Examiner questioned Mr. Roman on where he has observed the rats, "I see them downstairs, through the vents. And in the laundry area." (245 O'Keefe Hearing Recording 42:45.)

At the Hearing, Landlord's representative even testified that, "I know we have received some requests in regard to uh, pests outside and in the exterior area." (245 O'Keefe Hearing Recording 49:00.) Whether or not Tenants included mention of the rats in their July 17 letter is unimportant. Landlord had actual and constructive notice of common-area rat infestation, and took insufficient steps to resolve the issue.

b. <u>Action on Plumbing Issues Was Unreasonably Delayed.</u>

Landlord complains that the Decision does not adequately explain what the "plumbing related issues" are in his Hearing Decision. Eight minutes of the hearing were dedicated to the plumbing-related issues, including tenant testimony about the black water that comes out of their pipes, leaking of sewage onto cars in the garage, and the lack of notice of water shut-offs. (245 O'Keefe Hearing Recording 40:00.) Landlord's representatives were able to respond to Tenants and their representatives and offer their own testimony during the Hearing. Landlord cites a County Health Report to show that it properly addressed this problem. (AOB at p. 7.) All this shows is that Landlord failed to address the plumbing issues until after Tenants organized and San Mateo County Environmental Health Services inspected the property. The fact that Landlords responded after they were contacted by a government agency, if anything, shows that tenants need to contact

government agencies to get a response to egregious habitability issues. The Examiner reasonably found that the Landlord unreasonably delayed resolving the common area plumbing issues, and that this conduct warranted a rent reduction. Landlord does not show that Examiner's decision was an error or abuse of discretion.

B. Respondent Had Knowledge of Problems Years Before the Petitions Were Filed.

Landlord's second argument is that the "decision cites no evidence" that Landlord had notice of the problems in the years before Tenants filed their petitions. (AOB, at p. 7.) There are several problems with this assertion.

First, Landlord largely shifts its argument from the evidence presented at the hearing to the written decision itself, alleging that the "***decision*** cites no evidence." The Decision is abundantly clear that tenants met their burden of establishing their claims. Further, the Decision does indeed "cite evidence," noting that multiple tenants who lived at the property "for many years" testified that they brought the issues "to the attention of the landlord numerous times." (Hearing Decision, at p. 4.) This testimony is not only evidence, but it is evidence superior to the Landlord's hearsay business records. This is because, unlike a self-serving business record, "[o]ral testimony of witnesses given in the presence of the trier of fact is valued for its probative worth on the issue of credibility, because such testimony affords the trier of fact an opportunity to observe the demeanor of witnesses." (*Elkins v. Superior Ct.* (2007) 41 Cal.4th 1337, 1358.)

More importantly, the regulations are clear that "verbal, written, ***or constructive***" notice are all acceptable forms of notice. (Rule 1500(E)(2)(a) (emphasis).)

> Every person who has actual notice of circumstances sufficient to put a prudent person upon inquiry as to a particular fact has constructive notice of the fact itself in all cases in which, by prosecuting such inquiry, he or she might have learned that fact.

(Cal. Civ. Code, § 19.)

Even if none of the tenants said a word about the problems (not the case), all the problems at issue were in the property's common areas. The Landlord cannot, and does not contend, that it has not set foot on its own Property since 2021. These persistent and observable common area conditions

were sufficient to put a prudent person who regularly surveys the property on notice. In fact, in the 201 O'Keefe hearing, the Landlord's representative testified that,

> Same thing when we do our walks, um, uh, we take note of it like today as well, we put in a service request and we send out a technician to take care of it .... So, we have ourselves who walk the property, the building, uh we have security who does their checks as well, laundry rooms, you know um, elevators, uh grounds, uh we have our [inaudible] company as well that also walks the premises, they see anything they report it back to us. Um, I know we've had county inspections as well, I think the last one was January, I believe. Um, so if they cite us for anything like that we take care of.

(201 O'Keefe Hearing Recording at 1:44:00.)

Landlord's representative affirmed this assertion in the 245 Hearing as well,

Hearing Examiner: "You testified in uh- earlier proceeding about a security patrol, do those security, those same security company patrol, deal with 245 O'Keefe as well?"

Ms. Andrade: "Yes, sir, they also—that is part of their list as well to patrol."

Hearing Examiner: "And do they also have checkpoints within the building?"

Ms. Andrade: "They do have checkpoints there as well."

....

Hearing Examiner: "And they would have to physically get out of their car to do the laundry checks. But also during the day, they come by, they have checkpoints that they physically have to get out of the car and do some checking?"

Ms. Andrade: "Yes, sir."

(245 O'Keefe Hearing Recording at 29:00)

Whether the tenants used the online portal or not is irrelevant. The issue is whether the Landlord knew of the problems, not whether the tenants used the Landlord's web portal.

The Decision's award of a rent reduction and reimbursement starting from September 2021 is appropriate given that the Hearing Examiner found that Petitioners presented sufficient evidence of a reduction in maintenance and housing services "for a period of three years prior to the filing of the petition." (Decision at p. 8.) This determination falls within the Examiner's fact-finding discretion. The Landlord's repeated false assertions of "no evidence," are insufficient to overturn the Decision.

C. Prospective Rent Rebates Are Appropriate in This Case.

Landlord claims there is "no authority" for a prospective reduction. However, Prospective Rent Rebates are appropriate when a landlord has not corrected maintenance failures, decreased housing services, or habitability violations that are "in affect at the time of the hearing." (RSBR 1500 (E)(2)(d)(iii). The purpose of these prospective rebates is to adjust rent going forward until compliance and rebate value prospectively by lowering rent during the period of noncompliance that continues past the hearing.

Landlord's only argument here is that "the tenant is receiving all of the housing services for which they contracted and no rent reduction is appropriate." (AOB, at p.9.) This is not the finding of the Examiner, but the Landlord's opinion.

Landlord could have eliminated this rent decrease by fixing the issues Tenants complained of and following the proper procedures. (RSBR 1500 (E)(4).) Instead of addressing the issues and following the Board's process, Landlord chose to retain an attorney and challenge the Board's authority on frivolous grounds.

D. Landlord's "De Minimis Problems" Argument is not Persuasive.

The Examiner has discretion to determine when maintenance deficiencies or deterioration have significantly impacted the livability or rental value of a unit. (See Regulations 1500(E)(3).) It is not surprising that Landlord does not believe that the maintenance issues at the property were important. That point was made far before the initial petitions. Despite Landlord's belief that the problems were not significant, the Decision did not award rent rebates for *de minimis* problems.

The Tenant's Petitions list many different conditions that qualify tenants for rent reductions, including, "Building, yard, garage, hallways, stairs, and common areas are not clean, sanitary, or free from all accumulations of debris, filth, rubbish, garbage, rodents, and vermin, such as cockroaches or rats; ... Holes in floors, walls, or ceilings; ... Inoperative/missing exterior lights; ... Peeling, crumbling, stained, worn, scraped or cracked paint or peeling, torn, stained wall covering; ..." Tenants also reported a loss or reduction of services of "Defective or inoperative elevator; ... Laundry facilities; ... Play areas, yards, patios, balconies; ... Landscaping or yard care services."

The San Mateo County Health Environmental Health Services Department inspected the building in November 2024 and January 2025, after Tenants had organized and pressured Landlord to conduct much-needed repairs. Though the inspector opined that the two of the issues (the overgrown trees and the leaking in the parking area) were "minor" (not de minimis), the Examiner's decision was not solely based on the San Mateo Report. (Decision, at pp. 6.) The Department's inspector is merely one witness, not the finder of fact.

The awarded rent rebates and reimbursements are appropriate and proportional to the rental value attributable to the reported issues. The Examiner found that tenants carried their burden on reductions in maintenance and services due to unreasonable delays in remedying plumbing-related issues and the rat infestation, while denying other categories, such as the claims of insufficient security and an inoperative elevator. (Decision at p. 6-7.) The Examiner properly applied the Rules' factors in determining that Petitioners were entitled to a rent reduction based on the evidence of maintenance deficiencies in the record. (See RSBR 1500(E)(3).)[2] Landlord's unsupported and inaccurate assertions that the problems "do not affect the rental value" are not a sufficient basis for overturning the decision.

E. <u>All Petitioners Raised Common Area Issues in Their Petitions.</u>

The rule Landlord cites to argue that the petitioners can only receive the rent rebates they request is Rule 1500(E)(3), which requires that rent reductions "shall be based on the issues presented in the petition." Landlord attempts to mislead the Board by failing to mention that every tenant in this consolidated matter submitted an addendum to their petition, which raised all common-area issues. While Landlord's table purports to analyze "each petition," it chooses to simply ignore the most important page, the Response 3 addendum, which universally raises the issues in question. (TE 27.) The fact that Tenants did not raise the issues in a particular format or on a particular page is irrelevant, as Landlord was on notice and presented a defense to these claims.

[2] Factors include "the extent to which the failure affects the tenant(s), the relative significance of the failure in relation to the safety, health, convenience, and comfort of the tenant(s), the extent to which the tenant relied on the fact that the condition would be adequately maintained, the extent to which the use and enjoyment of the unit is affected, and other factors that are reasonably deemed to be relevant."

This tactic is particularly egregious, as Tenants confronted it in their first petition, and it is repeated here, ruling out the possibility that this was an oversight on the part of Landlord's counsel.

F. <u>The Decision Only Awards Rebates to Tenants with Tenancies at the Property.</u>

The Decision does not include compensation for time periods when tenants did not occupy their units. Similarly, the Decision does not offer rebates for non-tenants. Clearly, Landlord does not need to apply the 5% rent decrease from September 2021 to May 2025 to tenants who were not occupying the property during that period. The Board has not ordered this, and Tenants do not request it.

Landlord's next argument is that several petitioners are not "tenants." No provision of The East Palo Alto Municipal Code requires the Board to, for example, issue half the rent reduction to one unit because the Landlord claims that one of the two tenants is "unauthorized." The reduction of the rent attaches to the unit during the time of tenancy, not to the individual tenants, making this argument unnecessary. (RSBR 1500(C)(3),(4).)

In any event, whether these tenants' names appear on a lease or not, is irrelevant, as the East Palo Alto Municipal code defines a "Tenant" as,

> Any renter, tenant, subtenant, lessee or sublessee of a rental unit, or successor to a renter's interest, or any group of tenants, subtenants, lessee's, or sublessee's of any rental unit, or any other person entitled to the use or occupancy of such rental unit.

(East Palo Alto Mun. Code, 14.04.040.)

Landlord would, of course, benefit from a system that disallows non-signatories of written lease agreements from petitioning; however, for good reason, that is not the law in East Palo Alto. Even tenants not on a written lease are entitled to dignified housing.

In any event, this is not the forum to determine the legitimacy of these tenancies. It was (correctly) not resolved by the Board and was not litigated on the merits. Landlord's choice to retaliate against these tenants for asserting their rights, by claiming these individuals are not tenants, while illegal, has no bearing on this appeal. (Cal. Civ. Code, § 1942.5)

G. <u>The Decision Appropriately Awards Rent Rebates to Petitioners</u>

The preponderance of the evidence standard can be satisfied without personal appearance at the hearing. The evidentiary standard in the Rules contains no requirement of the petitioners' personal appearances at the hearing. Additionally, there is no requirement in the Rules for petitioners pursuing common area claims to also pursue individual unit claims. When the record demonstrates building-wide service reductions affecting the similarly situated tenants, all petitioners are not required to appear on the record and submit evidence for all claims. Tonga Victoria and Allison Cuthbert are still entitled to the rent rebates they petitioned for despite not appearing at the hearing or pursuing individual petitions.

V. CONCLUSION

The rent rebates and reductions should be preserved because the Examiner applied the correct legal framework, properly weighed evidence, and made careful, itemized findings that reflect persistent reductions in common area maintenance and services and intermittent loss of other housing services. While Landlord may disagree with the Examiner's assessment, that alone is not grounds for reversal.

Respectfully submitted,



Dated: April 22, 2026

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RENT STABILIZATION BOARD

CITY OF EAST PALO ALTO

CALDERON, et al., Tenant-Appellees, vs. WOODLAND PARK COMMUNITIES, Landlord-Appellants.	Case Nos. 2024007-20240012 **PROOF OF SERVICE** **Hearing: July 8, 2026**

PROOF OF SERVICE

I am employed in the county of Alameda. I am over the age of eighteen and not a party to this action. My business address is 428 13th Street, Eighth Floor, Oakland, California 94612. My email address is aandrow@movementlegal.org. On April 22, 2026, I served the following documents:

RESPONDENT'S OPPOSITION BRIEF

By MAIL – by placing the document(s) listed above in a sealed envelope with postage thereon fully prepaid and then depositing the envelope with the United States Postal Service in Oakland, California. The envelope was addressed as set forth below:

Rent Stabilization Program
Office of the City Manager
2415 University Avenue, 2nd Floor
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I declare under penalty of perjury under the laws of the State of California that the above is true and correct. Executed on April 22, 2026, in Oakland, California.

Amy Androw

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RENT STABILIZATION BOARD

CITY OF EAST PALO ALTO

CALDERON, et al., Petitioners and Appellees, v. WOODLAND PARK COMMUNITIES, Respondents and Appellants.	Case Nos. 20240013-20240021 **RESPONDENT'S/APPELLANT'S REPLY BRIEF ON APPEAL** Hearing: June 10, 2026

INTRODUCTION

This appeal presents the question as to when a rent rebate is warranted under the City of East Palo Alto's Rent Stabilization Ordinance ("RSO"). Petitioners argue that a rent rebate is warranted in any circumstance, whether or not the specific requirements of the RSO and its implementing rules (Rules and Regulations for Residential Tenancies Under 2010 RSO ("Rules")) have been met. They apparently believe that a hearing examiner can simply award rent rebates for any issue without regard for the limitations in the RSO and Rules.

In contrast, Respondent believes that the plain language of the voter-adopted RSO and its implementing regulations means something. The authority of the hearing examiner and the scope of a lawful decision is constrained by the authority provided by the voters in the RSO. Respondent agrees that rent rebates are available in some circumstances. However, the Decision went well beyond the authority set forth in the RSO. Respondent asks that rent rebates beyond the authority of the RSO be invalidated.

The RSO sets clear guidance for how the petition process works, what evidence must be presented, what findings a hearing examiner must make to award a rent rebate, and the potential scope of rent rebates. That guidance was not followed in this case. When the guidance isn't followed, it is an error and an abuse of discretion by the hearing examiner that warrants a remand or reversal.

This appeal asks the Rent Stabilization Board ("Rent Board") to reverse the Hearing Examiner's decision on common area issues at the Property to the extent that it: (1) awards a rent rebate when there was no change in housing services; (2) awards a rent rebate for the pool being closed when the pool was open; (3) awards 3 years of rent rebates without determining when landlord was notified of an alleged problem; (4) awards rebates when record evidence shows that problems were fixed in a timely fashion; (5) awards rent rebates without regard for whether a housing service is restored; (6) awards rent rebates for minor problems; (7) awards rent reductions that tenants did not request in their petitions; and (8) awards rebates for periods in which tenants had no tenancy. Such determinations are contrary to the RSO and Rules.

ARGUMENT

I. Unclear Representation.

As a preliminary matter, it is not clear who is appearing in this appeal. Respondent received an opposition brief from the California Center for Movement Legal Services on behalf of Adelina Garcia. No other opposition brief has been received from any other Petitioner. It appears that none of the other Petitioners (Caldaron, Apartment 107; Rios, Apartment 108; Del Cid, Apartment 110; Hernandez, Apartment 201; Villalon, Apartment 202; Garcia, Apartment 204; Ciramagua, Apartment #206; Pereda, Apartment 207; and Spruell, Apartment 208) have opposed the appeal. The deadline has passed for those Petitioners to submit opposition to the appeal. The appeal should be granted as to the Petitioners who did not oppose.

This continues a long-term pattern in which it is not clear which petitions are continuing or who has authority to represent a Petitioner. Without evidence or correspondence from the Petitioner indicating that they are represented or continue to prosecute the Petition, it is error to continue their cases. The Rules provide that although petitioners have the right to representation in petitions, "Any such representative shall file a written statement with the Board that he/she is assisting the named party, with the name, address and phone number of the representative." Rules Section 1500.A.13.e. That does not appear to have happened here, making it impossible to understand who is appearing in these proceedings and on whose behalf.

II. Standard of Review Requires The Decision to Be Supported By Evidence.

The Opposition Brief confusingly articulates three different standards of review. That obfuscates the relevant questions, which are whether the Decision is in error and whether it constitutes an abuse of discretion. The answer to both questions is "yes." The Hearing Examiner must be governed by the RSO and the Rules. Where the Decision violates the RSO or the Rules, it is in error and constitutes an abuse of discretion.

A critical piece of this is the administrative record. "Where it is claimed that the findings are not supported by the evidence… abuse of discretion is established if the court determines that the findings are not supported by substantial evidence in the light of the whole record." CCP Section 1094.5(c). The Opposition alleges without citation or explanation that

there is plenty of record evidence to support the Decision. Neither the Decision nor the Opposition cites to that record evidence. Without any connection between the Decision and the record evidence, there is simply no proof that the Decision is supported by record evidence. Respondent has provided ample citations to the voluminous record in support of its position. Petitioners have provided none, other than a quote from the common area hearing.[1] That quote, of course, supports Respondent's position that it actively managed the properties.

Petitioners' argument on page 5 is illustrative. Petitioners argue that "the tenants' evidence was more persuasive." 5:6-7. The Brief proceeds to cite to Respondents' evidence and brief without ever mentioning a single piece of evidence from Petitioners, much less a persuasive piece of evidence. If Petitioners' evidence was so persuasive, then there would have been citations to evidence and facts to support the conclusion. There are literally none. For example, the Opposition could cite to a particular tenant recalling a particular date on which they notified landlord of a particular problem. If this happened as often as Petitioners allege, certainly there would be some evidence of it. Perhaps there would be emails or handwritten notes. But none were provided. The Decision is not supported by the evidence.

Only Respondent has provided citations and fact to support the claim that landlord did fix problems that were brought to their attention. The reason that Respondent thoroughly explains the record evidence that was presented below is that such evidence is the only proper basis for a decision. Ignoring this evidence without any other evidentiary basis to award a rent rebate is an abuse of discretion.

In this case, the Hearing Examiner abused his discretion by failing to proceed in the manner required by law and by issuing a decision that is not supported by the findings, which in

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[1] This is true even though the City of East Palo Alto apparently provided Petitioners, but not Respondents, with the recording for the hearing on common area issues prior to briefing. Because the City did not provide a copy of the recording prior to the Opening Brief, it was not possible to cite to the hearing. City said they would treat the request for the hearing recording as Public Records Act request and then did not fulfill such request until after the City-set briefing deadline. This made it impossible for Respondent to cite to the hearing record. It is a violation of due process for a document to be provided to one party, but not the other, in a quasi-judicial setting.

turn are not supported by the preponderance of the evidence.

III. The Rules Require the Hearing Examiner to Determine Specific Dates; He Did Not.

The RSO stipulates that a tenant "must specify the housing services decreased and demonstrate that the landlord was provided with reasonable notice and opportunity to correct the conditions that provide the basis for the petition." RSO §§14.04.130C. The Rules further specify that "[t]he petitioner must provide proof that the landlord has reasonable notice (verbal, written, or constructive) and a reasonable opportunity to correct the conditions or restore the reductions in Housing Services that provide the basis for the petition." Rule 1500(E)(2)(a). The hearing examiner "**shall determine the date** on which the landlord was notified or actually knew or reasonably should have known that the conditions or problems existed." Rule 1500(A)(16)(b) (emphasis added). After all, petitioners are required to "set forth in the petition the date on which the landlord was given notice of the conditions or problems" and should attach copies of written notice to the landlord. Rule 1500A.3.E. Petitioners entirely failed to do this.

The Decision fails to meet this basic requirement set forth in the authorizing regulations. The hearing examiner did not determine the date on which the landlord was notified, despite the mandatory language in the Rules. This violates the Rules. The Decision states, without any citation to record evidence or anything else, that "for a period of three years prior to the filing of the petitions in September 2024…Tenants are entitled to have their rents reduced." Decision at p.9. But there is no explanation as to how that date was established or whether Respondent had notice of the alleged problems prior to the summer of 2024 and Petitioner's original letter and subsequent Petitions. That is error and an abuse of discretion warranting reversal.

The Decision's award of rent rebates that date back three years before the Petitioners raised their issues is error and must be reversed. The Hearing Examiner abused his discretion by failing to proceed in the manner required by law — which would have been to make a determination, based on factual record evidence, as to when Respondent had notice. The preponderance of the evidence shows that Petitioners all knew how to — and did — make maintenance requests and give Respondent notice of actual problems. They never requested attention on the common area issues raised herein. It was error to find that Respondent somehow

had notice dating back to 2021.

IV. Rent Rebates Cannot Continue Beyond the Resolution of the Problem.

The Decision awarded prospective rent rebates for a set amount of time — 12 months from the date of the Decision—without regard to whether or not the problem had already been resolved. This is contrary to the RSO, which only authorizes rent rebates to account for the reduction in rental value of an apartment when the apartment is not receiving a housing service to which it is entitled. Any rent reduction is "based on loss of rental value attributable to a reduction in maintenance or services." RSO §14.04.130B. The rent reduction "shall be in effect until the failure is corrected." See Regulation 1500E.2.d.(iii).

Once the failure is corrected, there is no authority for an ongoing rent rebate. To assume, without evidence, that a rent rebate should continue prospectively for 12 months violates the RSO and the Rules. There are no provisions for punitive or prospective rent reductions unassociated with a reduction in housing services.

Petitioners argue that Respondent could have "eliminated" the rent rebate required by the Decision "by fixing the issues." 7:20-21. But that is exactly the flaw in the Decision: It does not permit the Respondent to eliminate a rent reduction by fixing the issues. Rather, it requires the rent reduction for 12 months prospectively "From June 2025 through May 2026 Tenants' rent are reduced by 5%." Decision p.9. There is no provision for eliminating that rent reduction. Without such a provision, the Decision violates the RSO and Rules.

V. The RSO Does Not Support Rebates for Minor Issues Like the Decision Awarded.

Rule 1500(E)(1) specifies that:

> Minor maintenance deficiencies or deterioration which have no or insignificant impacts on the livability or rental value of a unit and which do not cause any health and safety risk shall not provide a basis for a reduction in the Rent pursuant to this subsection. (Emphasis added).

The Decision nonetheless awarded rent reductions for minor deficiencies that had insignificant, if any, impact on the livability, rental value, or health and safety of the rental unit. The San Mateo County Environmental Health Services Department inspected the building in October 2024, in response to complaints from Petitioners, and found only minor issues. See

R518. This government agency is tasked with inspecting multi-family dwellings to ensure they are safe and healthy. Stephen Low, the Housing Inspector, looked at the very same common area issues that the Decision considered. He determined the exterior paint issues to be "Minor." He inspected steps, handrails, and landings and found only one portion of a balcony railing to be loose and need to be re-secured. He considered this to be "Minor." During his multiple inspections of the building, he did not find any issues at all with the pool, the common area floor, the common area lighting, or the elevator. R518 through 521. Because the County's housing inspector found only minor issues, no rent rebate is appropriate.

Petitioners attempt to discount the value of the County's inspection report. However, this runs afoul of direct authority in the Rules. Rule 1500E.3 expressly provides that rent reductions "shall be based on…the evidence presented in conjunction with the hearing, including governmental inspection reports, if any" (emphasis added). This is not "merely one witness," as Petitioners state, but is rather a required source of information that the hearing examiner must consider. The governmental inspection reports determined that there were only minor issues. Minor issues do not warrant rent rebates.

Furthermore, the Decision misstates the findings in the County's report to support the award of a rent rebate. It is an error and an abuse of discretion to misstate the contents of a governmental report. Decision states that the County Inspector identified "the need to repair or replace steps." Decision p. 7. That is not what the report said. The report said, in relation to the topic of steps, handrails, and landings, that the only problem was the following, "Observed that the bottom portion of the balcony railing for unit 110 was loose. Re-secure as necessary." R518. There was no finding that there were missing steps or steps that required repair. Woodland Park re-secured the balcony railing for Unit 110, which the tenant confirmed. See R519.

The Decision states that the County Inspector found "inoperable fire extinguishers." Decision p. 7. That is not true. The County Inspector "observed that the fire extinguishers are due for annual servicing" and indicated this was a "minor" issue. See R518. This is not a determination that the extinguishers are "inoperable."

VI. Due Process Requires Notice of Requests Within the Petitions Themselves.

The Decision ignores the specific requests of each tenant, and instead awards the same rent rebate to each Petitioner. This is error. The City's own petition form, created to effectuate the process set forth in the RSO and explained in the Rules, requires each tenant to complete a table that includes precise dates on which tenant gave landlord notice of a problem and to notify the landlord what rent rebate they are seeking for that problem. Most of the petitions did not indicate that the Petitioner sought a rent rebate for common area issues. It would violate due process to award Petitioners relief they never sought, and they never told Respondent about. Rule 1500(A)(13)(a) protects due process by limiting a hearing to the issues raised by the petition ("the hearing shall be limited to the issues raised by the petition" "to ensure that each party is given notice of the grounds for a petition.").

Only Ms. Spruell in Unit 208, who requested a rebate for pool issues, and Ms. Hernandez in Unit 201, who requested a rebate for elevator issues, gave Respondent notice of their claim for a rebate due to common area issues. The other rebates must be denied on due process grounds.

VII. Rent Rebates for the Pool Can Only Cover Time Periods the Pool Was Closed.

The RSO and Rules only permit a rent rebate when there is a reduction of housing services. Municipal Code §14.04.130B. Petitioners argue that a rent rebate is acceptable even when the housing services are available. That runs contrary to the authority in the ordinance and is error. Respondents have cited significant record evidence regarding when the pool was available. Neither Petitioners nor the Decision cite any evidence whatsoever about dates on which the pool was unavailable. Absent any evidence at all about the pool being closed, no rent rebate is appropriate. There is no record evidence that the pool was closed for long periods in the summers or that Petitioners made reports of pool problems that went unaddressed by Respondent.

Petitioners also argue that it is appropriate to reduce rent for the pool being unavailable in the winter, even though the pool is never available in the winter. In support of this argument, they argue that rent is an annual payment. Record evidence is clear in every single lease for every single Petitioner that rent is paid monthly. There is no support for the theory that rent is annual.

VIII. Petitioners Concede That No Rent Rebates Are Available Without a Tenancy.

Respondents agree with Petitioners that no rent rebates are available when tenants did not occupy a unit. As a clarifying point, the Decision does provide for rebates during time periods when a Petitioner was not a tenant. For example, Katterine Ciramagua and Alex Santiago became tenants of Apartment 206 on June 8, 2024. R002. The May 2025 Decision awards these tenants rent rebates and reimbursements for 24 months, which predates the beginning of their tenancy. See Decision Attachment 1.

The Decision and rent rebates must be corrected to provide for the accurate rebates.

CONCLUSION

The rent rebates and reduction in rent should be reversed.

Respectfully submitted,

Dated: April 23, 2026

OPTERRA LAW, INC.

Corinne I. Calfee

Attorney for Respondent Woodland Park Communities

PROOF OF SERVICE

I, the undersigned, declare that I am employed in the County of Yolo, State of California. I am over the age of eighteen years and not a party to the within cause. My business address is P.O. Box 2369, Davis, CA 95617.

On April 23, 2026, I served the following documents:

- Appellant's/Respondent's Reply Brief

BY FIRST CLASS MAIL by placing a true copy thereof enclosed in a sealed envelope with postage thereon fully prepaid, in the United States mail at Davis, CA to the person(s) at the addresses set forth below.

Katterine Ciramagua & Alex Santiago
201 E. O'Keefe St., #206
East Palo Alto, CA 94303

Elizabeth Perada
201 E. O'Keefe St., #207
East Palo Alto, CA 94303

Melva Spruell
201 E. O'Keefe St., #208
East Palo Alto, CA 94303

Maria Guadalupe Villalon
201 E. O'Keefe St., #202
East Palo Alto, CA 94303

Adelina Garcia
201 E. O'Keefe St., #204
East Palo Alto, CA 94303

Amy Androw
California Ctr for Movement Legal Serv
428 13th St. 8th Floor
Oakland, CA 94612

Josefina Calderon
201 E. O'Keefe St., #107
East Palo Alto, CA 94303

Rocio Rios et al
201 E. O'Keefe St., #108
East Palo Alto, CA 94303

Reyna del Cid et al
201 E. O'Keefe St., #110
East Palo Alto, CA 94303

Alma Hernandez
201 E. O'Keefe St., #201
East Palo Alto, CA 94303

Rent Stabilization Program
City of East Palo Alto
2415 University Avenue
East Palo Alto, CA 94303

I declare under penalty of perjury that the foregoing is true and correct. Executed on April 23, 2026 in Davis, California.

By: Corinne O. Calfee
Name: Corinne Calfee, Attorney

RECEIVED

Office Use Only
Date Received: JUN 2025
By:
CITY OF EAST PALO ALTO
RENT STABILIZATION

City of East Palo Alto
Rent Stabilization Program
2415 University Avenue, East Palo Alto, CA 94303
Phone: 650.853.3114 Fax: 650.853.3115 Email: rentprogram@cityofepa.org
http://www.cityofepa.org/rentprogram

FORM TO APPEAL DECISION OF HEARING EXAMINER

☐ **Filed by Petitioner(s):** _____
Name of Appellant(s)

☑ **Filed by Respondent(s):**
Woodland Park Communities, Respondent
Name of Appellant(s)

Case Number: 2024-007 to 2024-012

Date of Hearing: February 27, 2025

Date Hearing Decision Received by Appellant(s): June 12, 2025

Property Address: 245 E. O'Keefe St., East Palo Alto, CA

General Information: Any party may appeal the decision of the Hearing Examiner to the Rent Board within 15 calendar days after receipt of the Notice of the Decision of the Hearing Examiner. An appeal must be submitted using this form and must state why the Appellant believes there was either error or abuse of discretion on the part of the Hearing Examiner. The Appellant shall file two copies of this Appeal Form with the Board at the above address with proof of mailing a copy of the appeal to the opposing party(ies). If the decision of the Hearing Examiner is appealed to the Rent Board, the decision of the Hearing Examiner shall be stayed pending issuance of a final and effective Board decision. For more information about the appeal process, please refer to Section 1500. E. Appeals of Decision of Hearing Examiner to Rent Stabilization Board in the regulations adopted by the Rent Board to implement the City of East Palo Alto Rent Stabilization Ordinance: http://www.cityofepa.org/rentprogram

State below the grounds for the appeal and why the Appellant believes there was either error or abuse of discretion on the part of the Hearing Examiner (attach additional pages if necessary):

Please see attached.

Each Appellant listed above must sign the certification below in order to be considered one of the parties filing this appeal:

Certification: ***I declare under penalty of perjury that the foregoing information in this appeal and any attachments is true and correct to the best of my knowledge and belief. This statement is executed under the laws of the State of California.***

Signature	Print Name	Date
	Aura Andrade, Manager, Woodland Park	June 27, 2025
Signature	Print Name	Date
Signature	Print Name	Date
Signature	Print Name	Date

Grounds for the Appeal

Respondent Woodland Park Communities ("Respondent") hereby appeals the Decision of the Hearing Examiner because the decision was in error and constituted an abuse of discretion on the part of the Hearing Examiner. Respondent respectfully requests that the Rent Board modify the Hearing Examiner's decision to correct the errors and the abuse of discretion.

The Decision was in error and constituted an abuse of discretion, including without limitation for the following reasons:

1.) The Decision awarded rent rebates and reimbursements to tenants for time periods in which Petitioners were not tenants and did not pay rent. For example, record evidence shows that Oscar Reyes and Elida Candia became tenants of Apartment 12 on September 1, 2023 and moved out on December 14, 2024. The Decision awards these tenants rent rebates and reimbursements for 32 months, which is longer than their entire tenancy. There is no authority in the Rent Stabilization Ordinance ("RSO") to rebate or reimburse tenants for rent that was not paid, during a time period in which they were not tenants. (Neither the prior tenants nor the subsequent tenants are petitioners and no rent rebate or reimbursement is appropriate for a tenant who does not petition.)

2.) The Decision determines "Except as the failure of the Landlord to maintain and repair timely as described in Section 2 above may be considered a loss or reduction in housing services, Tenants have not carried their burden of proof that other items or conditions have resulted in a reduction of any other housing services so as to warrant a rent reduction/rebate." Section 2 determines "there are no code violations in the common areas that have been or are so severe as towarrant [sic] a reduction in rent." Therefore, because Section 2 determines no reduction in rent is possible and Section 3 relies on the description in Section 2, by the plain

terms of the Decision itself it was error and an abuse of discretion to issue a rent rebate and reimbursement.

3.) The Decision awarded rent rebates and reimbursements for *de minimus* problems, including unspecified "plumbing issues" and "the presence of rats in the shrubbery and trees." No rent rebates or reimbursements are available for minor maintenance deficiencies or deterioration. See Regulation 1500(E)(1)(c) ("Minor maintenance deficiencies or deterioration which have no or insignificant impacts on the livability or rental value of a unit and which do not cause any health and safety risk shall not provide a basis for a reduction in the Rent pursuant to this subsection.")

4.) The Decision awarded rent rebates and reimbursements in excess of the loss in rental value attributable to the alleged problems. Regulation 1500(E)(3) requires "Reductions in Rent shall reflect the loss in rental value attributable to the failures specified...above." The rent rebates and reimbursements far exceed any loss in rental value attributable to the alleged problems, which are de minimus. There is no record evidence that the alleged and unspecified problems with the common areas reduced the rental value by 5% for every petitioner.

5.) The Decision awarded rent rebates and reimbursements without properly considering the criteria for reductions in rent. Regulation 1500(E)(3) requires that reductions in rent be based on, among other things, "governmental inspection reports, if any." The governmental inspection reports in the instant case showed that any alleged common area problems were "minor." Therefore, it was error and an abuse of discretion to award a rent rebate or reimbursement.

6.) The Decision failed to determine, as required by Regulation 1500(A)(16), the date on which the landlord was notified that each condition or problem existed. Without such date, it

is impossible to determine the length of time for any rent rebate or reimbursement. It was error to calculate or award any rent rebate or reimbursement absent record evidence was to when the landlord was notified of a problem, and to instead assume notice, without any citation or record evidence, in September 2021.

7.) Similarly, Petitioners "must provide proof" that landlords had reasonable notice and a reasonable opportunity to correct the conditions or restore the reductions in housing services. See Regulation 1500(E)(2)(A). Petitioners failed to provide such proof. Therefore, the Decision is in error and an abuse of discretion.

8.) The Decision awarded rent rebates and reimbursements for unspecified "failure of maintenance and repairs in the common areas." There is no citation of record evidence of exactly what maintenance or repair failed. There is no record evidence as to when a tenant exactly a tenant provided notice to the landlord of a problem in the common areas and there is no record evidence that it was not immediately fixed. Absent a determination of what the problem was, when it was reported to the landlord, and how long it existed, there is no factual basis on which to determine the loss in rental value attributable to the problem.

9.) The preponderance of the record evidence shows that as soon as a tenant notified the landlord of a problem, the landlord took action to solve the problem. No rent adjustment is permissible unless supported by the preponderance of the evidence, which is not present here. See Regulation 1500(A)(15). There is ample record evidence that when a tenant did provide notice to the landlord, the problem was fixed.

10.) The Decision awards a blanket rent reduction and reimbursement starting from September 2021. There is no record evidence that the alleged housing service reductions began in September 2021 or that the tenants provided the landlord with notice of any problem at that

time. There is no citation to record evidence regarding this September 2021 date and there is no explanation as to why this date was chosen.

11.) The blanket rent reduction and reimbursement continues through May 2025 with no explanation and no citation to record evidence. The hearing on this case took place in February 2025 and no evidence was solicited or provided regarding the time period after the hearing through May 2025. It is error and an abuse of discretion to award a rent reduction and reimbursement during a time period during which there is no evidence of a problem.

12.) The Decision provides for prospective rent reductions without consideration for whether each alleged condition or problem has been fixed and without an opportunity to prove that it has been fixed. There is no authority in the RSO or the Rules for prospective relief. Rather, Regulation 1500(E)(2) specifies that "the reduction shall be in effect until the failure is corrected." Regulation 1500(E)(4) explains "Restoration of Rent Once Bases for Reductions in Rent Area Corrected." There is no authority for a reduction to continue beyond the time of correction. Moreover, there is no record evidence that any problems are ongoing, so no prospective rent reduction is lawful. It is error and abuse of discretion to award prospective rent reductions.

13.) The Decision did not specify exactly what needs to be fixed. For example, it cites without further explanation "plumbing related issues." There is no description or citation to record evidence as to what plumbing related issues exist and what needs to be done to show they are corrected. This is error and an abuse of discretion.

14.) The Decision awarded rent rebates and reimbursements to individuals who are not tenants. For example, the Decision awarded Ana Cardana and Becky Roman a reimbursement/rebate for Apartment 18 even though the record evidence shows that only Fredy

Roman is a tenant in that apartment. No rent rebates and reimbursements are available to non-tenants.

15.) The Decision awards rent rebates and reimbursements that were not requested. Regulation 1500(A)(13) limits a hearing to the issues raised by the petition. Not all petitioners raised issues with common areas. It was error and abuse of discretion for the Decision to award rent rebates and reimbursements for issues not raised by a given petition.

16.) The Decision awards rent rebates and reimbursements based on rent amounts not actually charged at the relevant time periods. This is error and an abuse of discretion.

17.) The Decision awards rent rebates and reimbursements calculated on the basis of arithmetic errors, which is error and an abuse of discretion.

18.) The Decision awards rent rebates and reimbursements to all petitioners, even petitioners who did not attend the hearing and for whom there is no evidence to support a finding that the rental value of their unit has been decreased by the common area issues for which an award was given. This is error and an abuse of discretion.

PROOF OF SERVICE

I, the undersigned, declare that I am employed in the County of San Mateo, State of California. I am over the age of eighteen years and not a party to the within cause. My business address is 5 Newell Ct., East Palo Alto, CA 94303.

On June 27, 2025, I served the following documents:

- Form to Appeal Decision of Hearing Examiner

BY FIRST CLASS MAIL by placing a true copy thereof enclosed in a sealed envelope with postage thereon fully prepaid, in the United States mail at East Palo Alto, CA to the person(s) at the addresses set forth below.

Brian & Earleen Jenkins
245 E. O'Keefe St., #1
East Palo Alto, CA 94303

Alison Cuthbert et al
245 E. O'Keefe St. #15
East Palo Alto, CA 94303

Oscar Reyes & Elida Candia
2576 Gonzaga St.
East Palo Alto, CA 94303

Fredy Roman
245 E. O'Keefe St. #18
East Palo Alto, CA 94303

Tomas Jimenez
245 E. O'Keefe St. #14
East Palo Alto, CA 94303

Tonga Victoria
245 E. O'Keefe St. #19
East Palo Alto, CA 94303

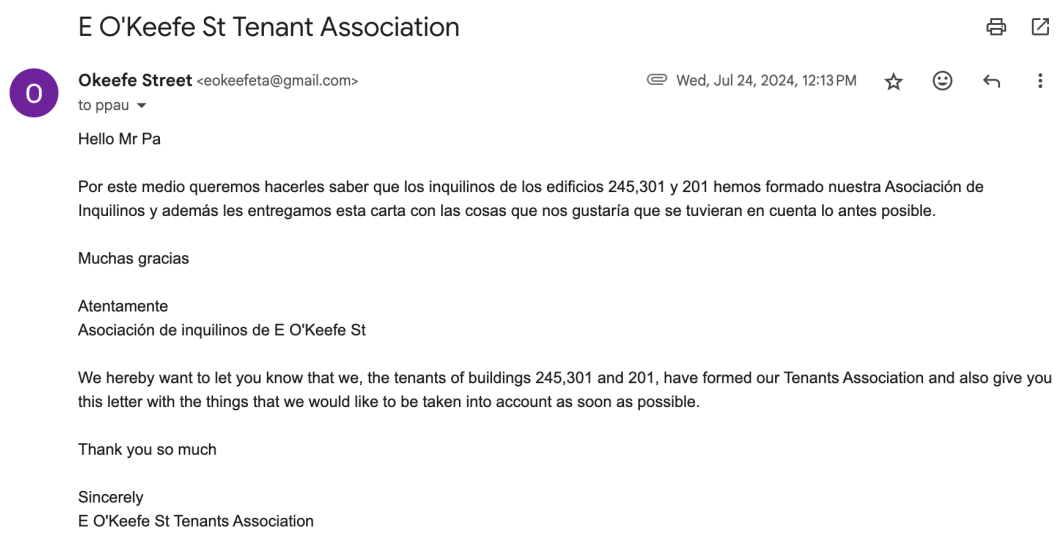
I declare under penalty of perjury that the foregoing is true and correct. Executed on June 27, 2025 in East Palo Alto, California.

By: _____

Name: Aura Andrade

Title: Manager

Exhibit 1



E O'Keefe St Tenant Association

Okeefe Street <eokeefeta@gmail.com> Wed, Jul 24, 2024, 12:13 PM

to ppau

Hello Mr Pa

Por este medio queremos hacerles saber que los inquilinos de los edificios 245,301 y 201 hemos formado nuestra Asociación de Inquilinos y además les entregamos esta carta con las cosas que nos gustaría que se tuvieran en cuenta lo antes posible.

Muchas gracias

Atentamente
Asociación de inquilinos de E O'Keefe St

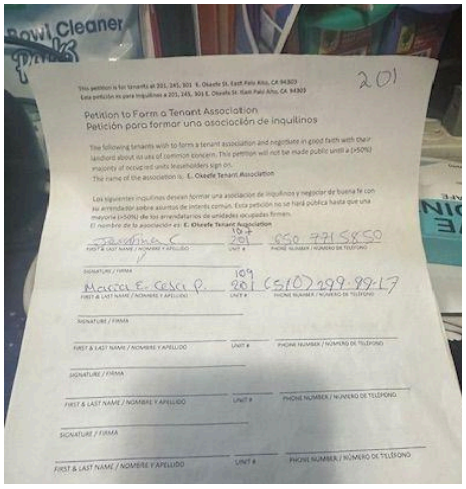
We hereby want to let you know that we, the tenants of buildings 245,301 and 201, have formed our Tenants Association and also give you this letter with the things that we would like to be taken into account as soon as possible.

Thank you so much

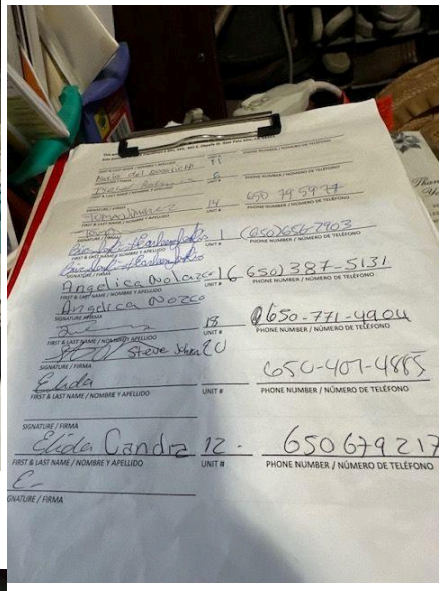
Sincerely
E O'Keefe St Tenants Association

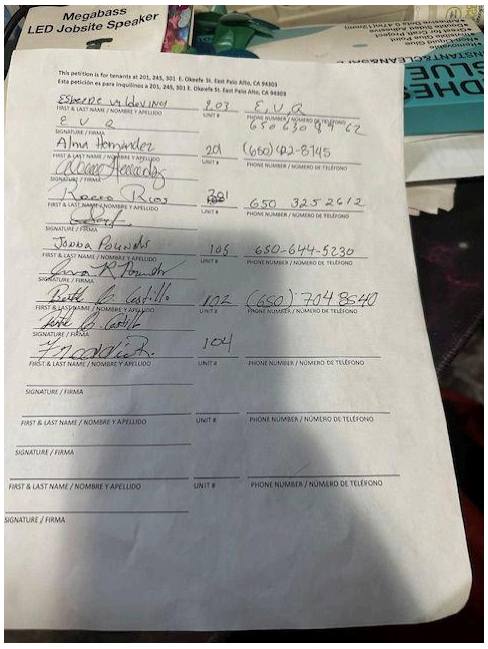
Email sent with demand letter from the E Okeefe Tenant Association sent to owner of Sand Hill Property Company, petition signatures to form the E Okeefe Tenant Association were sent by mail (these are photos of the resident signatures) , Peter Pau, 7.24.24

Exhibit 1: E. Okeefe TA Demand Letter #1.pdf



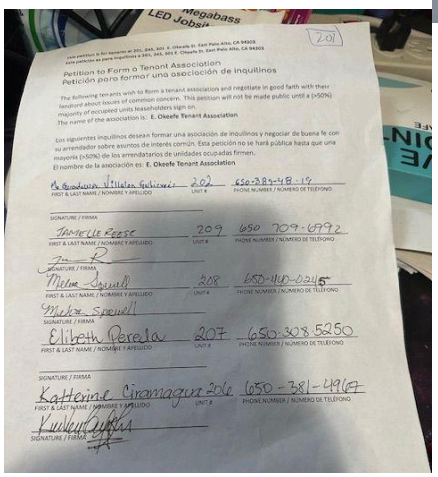
Petition to Form a Tenant Association
Petición para formar una asociación de inquilinos



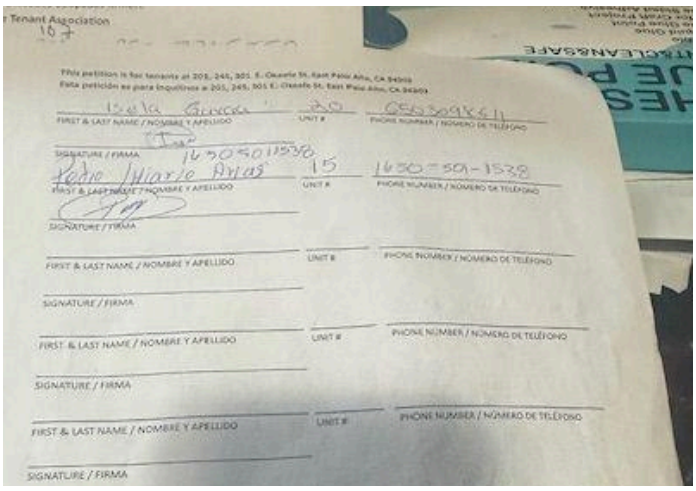


Megabass
LED Jobsite Speaker

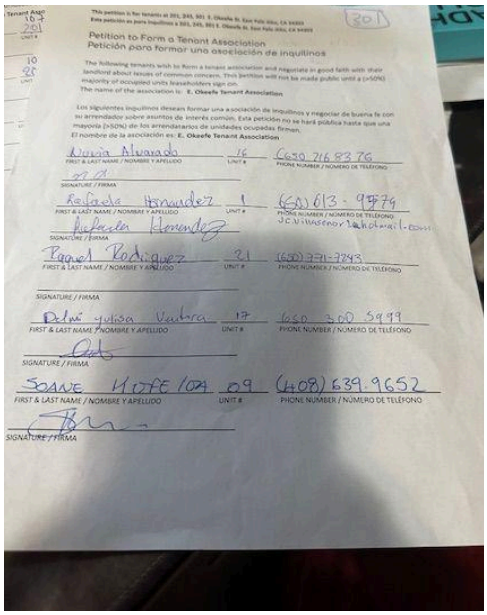
Petition to Form a Tenant Association
Petición para formar una asociación de inquilinos



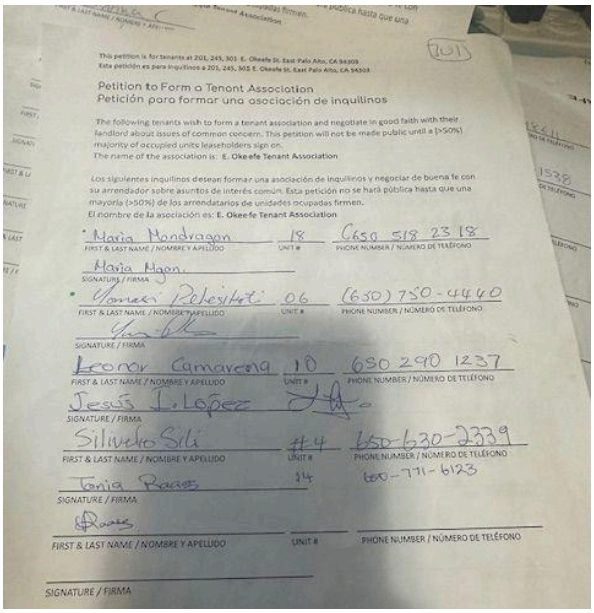
Petition to Form a Tenant Association
Petición para formar una asociación de inquilinos



Petition to Form a Tenant Association
Petición para formar una asociación de inquilinos



Petition to Form a Tenant Association
Petición para formar una asociación de inquilinos



Petition to Form a Tenant Association
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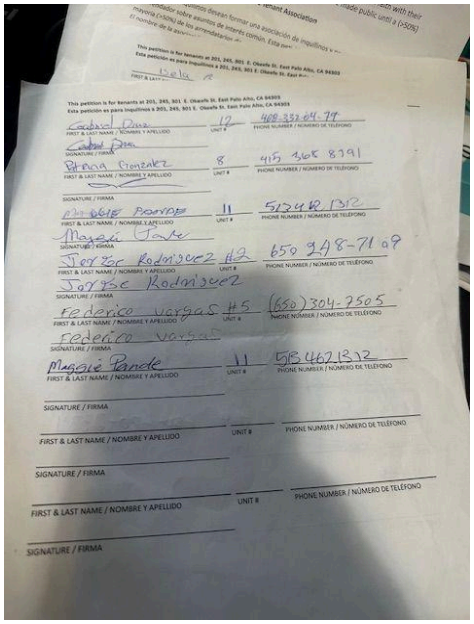
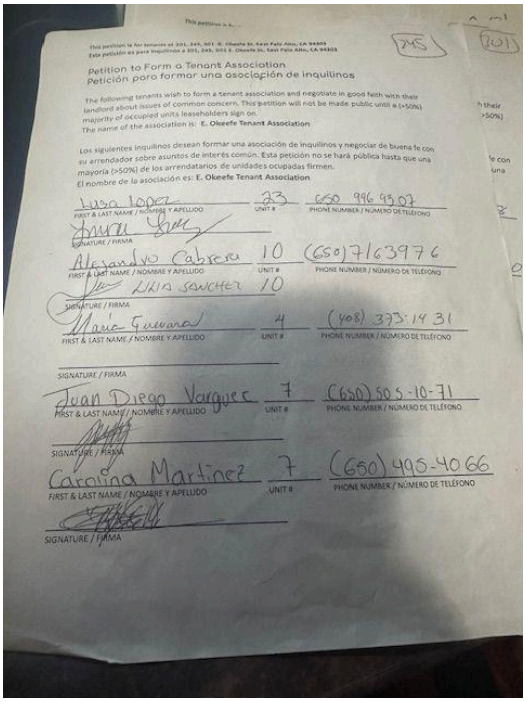
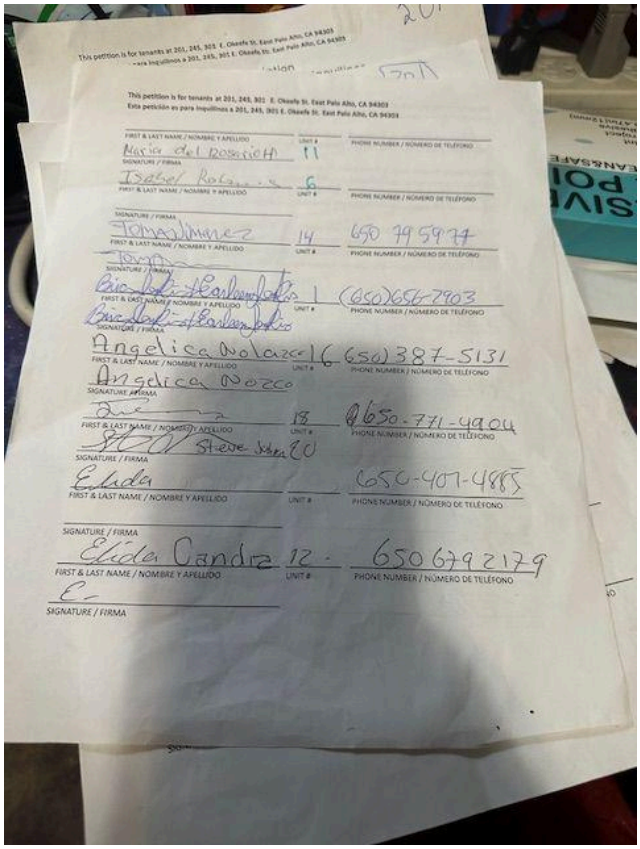



Petition to Form a Tenant Association
Petición para formar una asociación de inquilinos
The following tenants wish to form a tenant association and negotiate in good faith with their landlord about issues of common concern. This petition will not be made public until a (>50%) majority of occupied units leaseholders sign on.
The name of the association is: E. Okeefe Tenant Association
Los siguientes inquilinos desean formar una asociación de inquilinos y negociar de buena fe con su arrendador sobre asuntos de interés común. Esta petición no se hará pública hasta que una mayoría (>50%) de los arrendatarios de unidades ocupadas firmen.
El nombre de la asociación es: E. Okeefe Tenant Association
Luisa Lopez 23 650 996 6907
Alejandro Cabrera 10 (650)7163976
Lilia Sanchez 10
Mario Guevara 4 (408) 373-1431
Juan Diego Vargues 7 (650) 505-10-71
Carolina Martinez 7 (650) 495-4066



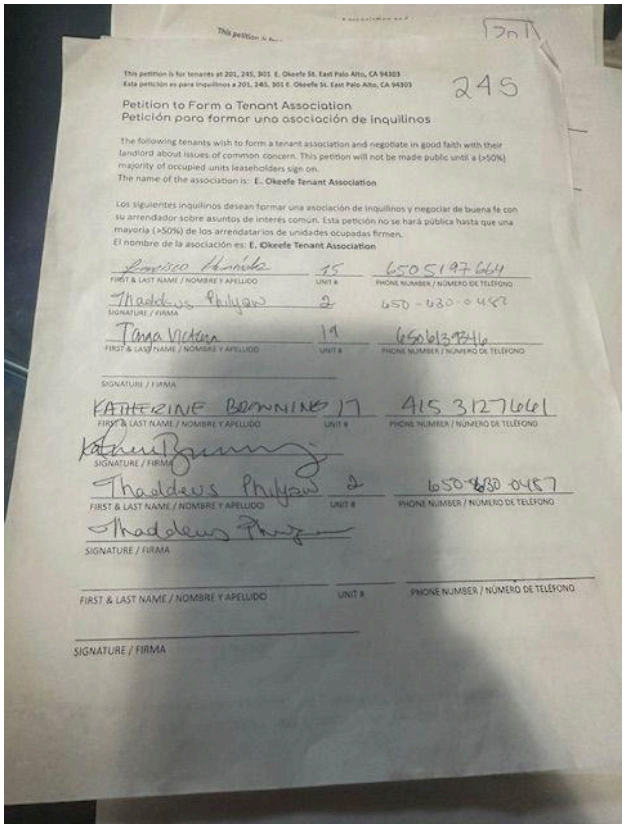
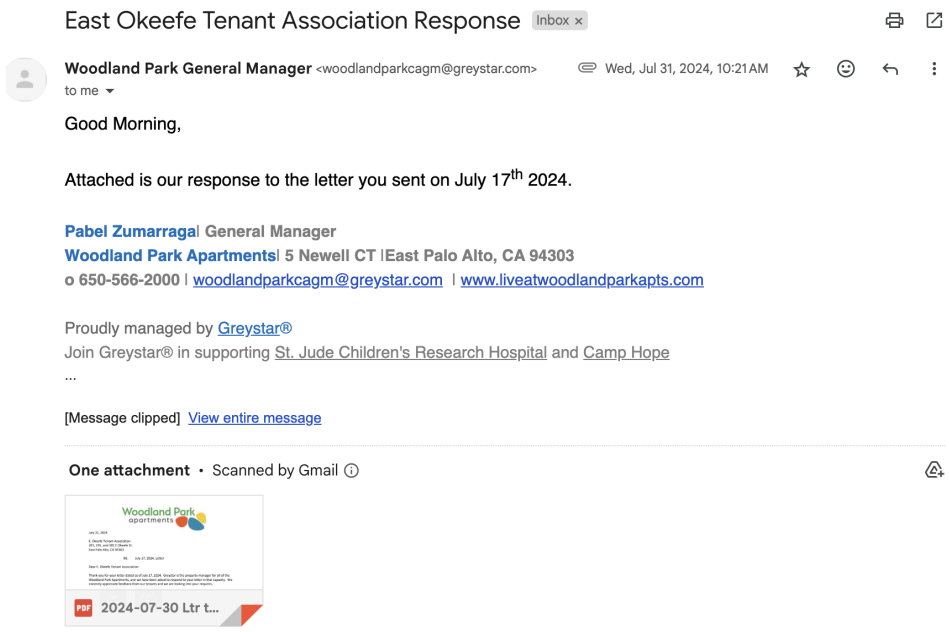

245
Petition to Form a Tenant Association
Petición para formar una asociación de inquilinos
The following tenants wish to form a tenant association and negotiate in good faith with their landlord about issues of common concern. This petition will not be made public until a (>50%) majority of occupied units leaseholders sign on.
The name of the association is: E. Okeefe Tenant Association
Los siguientes inquilinos desean formar una asociación de inquilinos y negociar de buena fe con su arrendador sobre asuntos de interés común. Esta petición no se hará pública hasta que una mayoría (>50%) de los arrendatarios de unidades ocupadas firmen.
El nombre de la asociación es: E. Okeefe Tenant Association
Francisco Alvarado 15 6505197664
Thaddeus Phillyaw 2 650-620-0457
Tina Victoria 19 6506139846
KATHERINE BOWNING 17 415 312 7661
Thaddeus Phillyaw 2 650-620-0457

Exhibit 2


East Okeefe Tenant Association Response Inbox ×

Woodland Park General Manager <woodlandparkcagm@greystar.com> Wed, Jul 31, 2024, 10:21 AM

to me

Good Morning,

Attached is our response to the letter you sent on July 17th 2024.

Pabel Zumarraga| General Manager
Woodland Park Apartments| 5 Newell CT |East Palo Alto, CA 94303
o 650-566-2000 | woodlandparkcagm@greystar.com | www.liveatwoodlandparkapts.com

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[Message clipped] View entire message

One attachment • Scanned by Gmail

2024-07-30 Ltr t...

Response from Pabel, General Manager back to E Okeefe Tenant Association, 7.31.24

Exhibit 2: 2024-07-30 Ltr to E. OKeefe Tenant Association.pdf

Exhibit 3
Tenants come present their demands to the Sand Hill Property Company office.
https://www.mercurynews.com/2024/08/03/east-palo-alto-tenants-demand-property-owners-improve-living-conditions/

Exhibit 4
Letter presented at the August 1st delegation

Exhibit 4: 8.1.24 E Okeefe TA Action Letter.pdf

Exhibit 5
Follow up article about the habitability issues at the buildings in the Mercury News
https://www.mercurynews.com/2024/09/07/east-palo-alto-tenants-union-landlord-complaints/

Exhibit 6
Email correspondence between tenant association and the Michael Kramer, Sand HIll Property Company, to set up first negotiation meeting

Exhibit 6: Scheduling first negotiation meeting with Woodland Park.pdf

Exhibit 7

Email correspondence follow-up from first negotiation meeting on 9.25.24 between E Okeefe Tenant Association and Michael Kramer

Exhibit 7: Follow-up from September 25th Negotiation Meeting.pdf

Exhibit 8

Proposal document shared with Sand Hill Property Company and Greystar Property Management at Negotiation meeting

Exhibit 8: 9.25.24_E.OkeefeTA_Proposals.pdf

Exhibit 9

Email correspondence to scheduling the second negotiation meeting with Sand Hill Property Company

Exhibit 9: Scheduling 2nd negotiation meeting Conversation.pdf

Exhibit 10

Email correspondence to follow-up on the in-person 2nd negotiation meeting with Sand Hill Property Company

Exhibit 10: Follow-up on the Negotiation Meeting 1.16.25.pdf

Exhibit 11

The proposal document that was shared with Sand Hill Property Company and Greystar Property Management at the in person negotiation meeting

Exhibit 11: 1.16.25 EOTA Negotiation Proposals .pdf

Exhibit 12

Email follow-up from Jason Villareal to the E Okeefe Tenant Association

Exhibit 12: East O'Keefe Tenant Association Negotiation Proposals and Petitions.pdf

July 17, 2024
Sand HIll Property Company
2600 El Camino Real # 410, Palo Alto, CA 94306

Dear Mr. Pau,

We are delivering this petition on behalf of E. Okeefe Tenant Association representing a majority of residents at 201, 245, 301 E Okeefe St. As long-term residents at 201, 245, 301 E Okeefe St, we have observed a set of consistent behaviors and management practices that we would like changed. Across all buildings, we would like for all notices from management to be offered in English and Spanish. Here is a summarized list of demands that we want addressed divided by each apartment building:

201 E. Okeefe St.

- Swimming Pool: Open and clean the swimming pool. Provide clear hours of operation and access for all residents.
- Ensure safe and sanitary conditions in common areas: Repaint stairways and repair broken and unsafe stairs and balcony railings. Fix the flooring in common areas to be even and fill in cracks.
- Elevator: Ensure the elevator is properly maintained and hire an elevator maintenance company that is able to respond to elevator maintenance requests within 24 hours
- Provide effective plumbing: replace leaky pipes and old pipes that cause leakage in units throughout the complex. In addition, provide thorough inspection and remediation to brown water coming out of the kitchen sink and shower at irregular intervals.
- Repair and provide effective walls, floors and weather protection for all residents by:
    - Repairing all windows that are broken in the units and in the common areas. Ensure that all windows and doors have effective working locks and that all windows and doors are properly sealed from outside elements in the resident's unit and in common areas.
    - Ensure that roof is in good condition and does not leak when raining
- Fumigation for Cockroaches: Provide proper fumigation for units for pests like cockroaches working in conjunction with resident's schedules to limit interruptions
- Notices: Provide proper notice at minimum 24 hour notice for water shutoffs in the complex
- Appliances: Update and fix appliances in the kitchen including dishwashers
- Bathroom: Update and fix old bathroom fixtures like rusted bathtubs and sinks
- Carpet: Put in new carpets for all tenants that would like to have old carpets replaced

245 E. Okeefe St.:

- Elevator: Re-open the elevator and ensure it is fully functional and hire an elevator maintenance company that is able to respond to elevator maintenance requests within 24 hours
- Repair and provide effective walls, floors and weather protection for all residents by:
    - Repairing all windows that are broken in the units and in the common areas. Ensure that all windows and doors have effective working locks and that all windows and doors are properly sealed from outside elements in the resident's unit and in common areas.
    - Ensure that roof is in good condition and does not leak when raining
- Security: Improve on-site security response time to ensure the property is safe for residents. This means hiring effective on-site security patrolmen and ensuring garage gates are fixed and secure to deter outside non-residents from entering.
    - Hire a security company that can communicate professionally with residents in Spanish
- Kitchen: Update and fix appliances in the kitchen including stoves with alot of oxidation and rust
- Bathroom: Update and fix bathroom fixtures like rusted bathtubs and sinks. For example: In some units, bathtubs leak water onto the bathroom floor.
- Provide effective plumbing: replace leaky pipes and old pipes that cause leakage in units throughout the complex.
- Provide proper notice at minimum 24 hour notice for water shutoffs in the complex
- Carpets: Put in new carpets for all tenants that would like to have old carpets replaced

301 E. Okeefe St.:

- Elevator: Repair and maintain the elevator so it is fully functional and hire an elevator maintenance company that is able to respond to elevator maintenance requests within 24 hours
- Provide proper notice at minimum 24 hour notice for water shutoffs in the complex
- Install fire and carbon monoxide alarms in all units in the complex
- Repair and provide effective walls, floors and weather protection for all residents by:
    - Repairing all windows that are broken in the units and in the common areas. Ensure that all windows and doors have effective working locks and that all windows and doors are properly sealed from outside elements in the resident's unit and in common areas.
    - Replace blinds and screen doors in all units
    - Ensure that roof is in good condition and does not leak when raining
- Ensure safe and sanitary conditions in common areas:

    - Repaint stairways and repair broken and unsafe stairs and balcony railings. Fix the flooring in common areas to be even and fill in cracks.
- Provide effective plumbing: Replace the pipes in units to ensure that pipes do not keep bursting. Retain a plumbing company to ensure that plumbing issues are fixed in a timely manner. Address the leaking pipes, old sewer systems and clog drains that contribute to the sulfur smell in the water.
- Fix the motorized gate to enter the parking structure: multiple neighbors have had their motor vehicles and transportation damaged by the gate malfunctioning. Pay for all damages incurred by tenants due to the gate malfunctioning.
- Address flooding in the parking structure: When it rains the parking structure gets flooded which is a hazard and poses potential damage to vehicles
- Provide proper fumigation for units for pests like cockroaches working in conjunction with resident's schedules to limit interruptions
- Properly remediate mold/mildew within all units
- Kitchen Appliances: Update and fix appliances in the kitchen including stoves, refrigerators and stove hoods. For example: refrigerators do not work properly and do not maintain temperature properly
- Bathroom: Update and fix bathroom fixtures like rusted bathtubs and sinks.
- Cabinetry: Replace cabinet fixtures in kitchen and bathrooms. Many cabinets have completely fallen apart in units throughout the complex posing a potential health hazard for tenants.
- Carpets: Put in new carpets for all tenants that would like to have old carpets replaced

In light of these issues, the undersigned tenants would like to request that Sandhill Properties come to the negotiation table to address these matters. Please see the enclosed petition. We request a response by July 30th, 2024 to our association email: eokeefeta@gmail.com

Sincerely,
E Okeefe Tenant Association

July 17, 2024
Sand HIll Property Company
2600 El Camino Real # 410, Palo Alto, CA 94306

Querido Mr. Pau,

Entregamos esta petición en nombre de la Asociación de Inquilinos de E. Okeefe que representa a la mayoría de los residentes de 201, 245, 301 E Okeefe Street. Como residentes a largo plazo en estos edificios, hemos observado un conjunto de comportamientos y prácticas constantes que nos gustaría cambiar. Aquí hay una lista resumida de las demandas que queremos abordar en los apartamentos:

201 E. Okeefe St.:

- Abrir y limpiar la piscina. Proporcionar un procedimiento de mantenimiento claro
- Asegúrese de que el ascensor esté completamente funcional y contrate una empresa de mantenimiento de ascensores que pueda responder a las solicitudes de mantenimiento de ascensores dentro de las 24 horas.
- Trate las unidades contra plagas, incluidas las cucarachas.
- Garantizar condiciones seguras y sanitarias en las áreas comunes:
- Volver a pintar escaleras y reparar escaleras y barandillas de balcones rotas e inseguras. Arregle el piso en áreas comunes para que quede nivelado y rellene las grietas.
- Reparar todas las ventanas que estén rotas en las unidades y en las áreas comunes. Asegúrese de que todas las ventanas y puertas tengan cerraduras que funcionen eficazmente y que todas las ventanas y puertas estén debidamente selladas contra elementos externos en la unidad del residente y en las áreas comunes.
- Asegúrese de que el techo esté en buenas condiciones y no gotee cuando llueve.
- Fumigación contra cucarachas: proporcione una fumigación adecuada para las unidades contra plagas como cucarachas, trabajando en conjunto con los horarios de los residentes para limitar las interrupciones.
- Avisos: Proporcionar un aviso adecuado con un mínimo de 24 horas de anticipación para cortes de agua en el complejo.
- Electrodomésticos: Actualizar y reparar electrodomésticos en la cocina, incluidos lavavajillas.
- Baño: actualice y arregle accesorios de baño viejos, como bañeras y lavabos oxidados.
- Alfombra: coloque alfombras nuevas para todos los inquilinos que deseen reemplazar las alfombras viejas.

245 E. Okeefe St.:

- Vuelva a abrir el ascensor y asegúrese de que esté completamente funcional y contrate una empresa de mantenimiento de ascensores que pueda responder a las solicitudes de mantenimiento de ascensores dentro de las 24 horas.
- Seguridad: Mejorar el tiempo de respuesta de seguridad en el sitio para garantizar que la propiedad sea segura para los residentes. Esto significa contratar patrullas de seguridad efectivas en el lugar y garantizar que las puertas de los garajes estén fijas y seguras para disuadir la entrada de no residentes externos.
    - Contratar una empresa de seguridad que pueda comunicarse profesionalmente con los residentes en español.
- Repare y proporcione paredes, pisos y protección efectiva contra la intemperie para todos los residentes mediante:
    - Reparar todas las ventanas que estén rotas en las unidades y en las áreas comunes.
    - Asegúrese de que todas las ventanas y puertas tengan cerraduras que funcionen eficazmente y que todas las ventanas y puertas estén debidamente selladas contra elementos externos en la unidad del residente y en las áreas comunes.

301 E Okeefe St.

- Ascensor: repare y mantenga el ascensor para que sea completamente funcional y contrate una empresa de mantenimiento de ascensores que pueda responder a las solicitudes de mantenimiento de ascensores dentro de las 24 horas.
- Proporcionar un aviso adecuado con un mínimo de 24 horas de anticipación para cortes de agua en el complejo.
- Instalar alarmas contra incendios y monóxido de carbono en todas las unidades del complejo.
- Repare y proporcione paredes, pisos y protección efectiva contra la intemperie para todos los residentes mediante:
- Reparar todas las ventanas que estén rotas en las unidades y en las áreas comunes. - - - Asegúrese de que todas las ventanas y puertas tengan cerraduras que funcionen eficazmente y que todas las ventanas y puertas estén debidamente selladas contra elementos externos en la unidad del residente y en las áreas comunes.
- Reemplazar persianas y puertas mosquiteras en todas las unidades.
- Asegúrese de que el techo esté en buenas condiciones y no gotee cuando llueve.
- Garantizar condiciones seguras y sanitarias en las áreas comunes:

- Volver a pintar escaleras y reparar escaleras y barandillas de balcones rotas e inseguras. Arregle el piso en áreas comunes para que quede nivelado y rellene las grietas.
- Proporcione plomería eficaz: reemplace las tuberías en las unidades para garantizar que no sigan con fugas. Contrate una empresa de plomería para garantizar que los problemas de plomería se solucionen de manera oportuna. Aborde las tuberías con fugas, los sistemas de alcantarillado viejos y los desagües obstruidos que contribuyen al olor a azufre en el agua.
- Repare la puerta motorizada para ingresar en carro al estacionamiento del edifico: varios vecinos han sufrido daños en sus vehículos y transportes debido al mal funcionamiento de la puerta. Pagar todos los daños sufridos a los vehículos de los inquilinos debido al mal funcionamiento de la puerta.
- Reparar las inundaciones en la estructura del estacionamiento: cuando llueve, la estructura del estacionamiento se inunda, lo cual es un peligro y presenta daños potenciales a los vehículos.
- Proporcionar una fumigación adecuada para las unidades contra plagas como cucarachas, trabajando en conjunto con los horarios de los residentes para limitar las interrupciones.
- Reparar y remover el moho y los hongos dentro de todas las unidades.
- Electrodomésticos de cocina:
- Actualizar y reparar electrodomésticos en la cocina, incluidas estufas, refrigeradores y campanas extractoras. Por ejemplo: los refrigeradores no funcionan correctamente y no mantienen la temperatura adecuadamente
- Baño: actualice y repare los accesorios del baño, como bañeras y lavabos oxidados.
- Gabinetes: Reemplace los accesorios de los gabinetes en la cocina y los baños. Muchos gabinetes se han desmoronado por completo en unidades de todo el complejo, lo que representa un peligro potencial para la salud de los inquilinos.
- Alfombras: coloque alfombras nuevas para todos los inquilinos que deseen reemplazar las alfombras viejas.

A la luz de estos problemas, los inquilinos firmando en la parte de abajo quisieran solicitar que Sandhill Properties venga a la mesa de negociación para abordar y elaborar un plan sobre estos asuntos. Por favor vea la petición adjunta. Solicitamos una respuesta antes del 30 de Julio de 2024 al correo electrónico de nuestra asociación: **eokeefeta@gmail.com**

Sinceramente
E Okeefe Tenant Association

July 31, 2024

E. Okeefe Tenant Association
201, 245, and 301 E Okeefe St.
East Palo Alto, CA 94303

RE: July 17, 2024, Letter

Dear E. Okeefe Tenant Association:

Thank you for your letter dated as of July 17, 2024. Greystar is the property manager for all of the Woodland Park Apartments, and we have been asked to respond to your letter in that capacity. We sincerely appreciate feedback from our tenants and we are looking into your requests.

You asked for an immediate response, so we are sending this reply as fast as we are able. However, we continue to look into the situation to better understand your input.

As a preliminary matter, Greystar is committed to ensuring that all of the Woodland Park Apartments are safe and habitable at all times. We work hard in our management office and through our maintenance team to track and complete all work orders in a timely fashion. We have confirmed that all of the work orders for units in 201 and 245 E. O'Keefe Street have been resolved at this time. There are no "open" or unresolved work orders in which a resident has alerted us to a problem that has not yet been addressed. There are a handful of recent work orders for units in 301 E. O'Keefe Street that are in the process of being resolved.

The swimming pool at 201 E. OKeefe is open and clean. The elevators at 201 and 301 E. Okeefe are fully functional and there is an elevator maintenance company that responds to maintenance requests in a timely fashion. There is no elevator at 245 E. O'Keefe; any elevator that may have existed at that building was decommissioned prior to the current ownership of the Woodland Park Apartments.

In the event that a maintenance issue arises, please have that resident report the issue in their unit so that it can be fixed. There are many ways for a resident to report an issue. The resident can log on to the resident portal, they can call 650-566-2000, or they can come to a Management Office at 5 Newell Court or 2043 Euclid Ave.

We respectfully request time to look further into these issues, at which point we would be happy to meet and discuss any remaining issues.

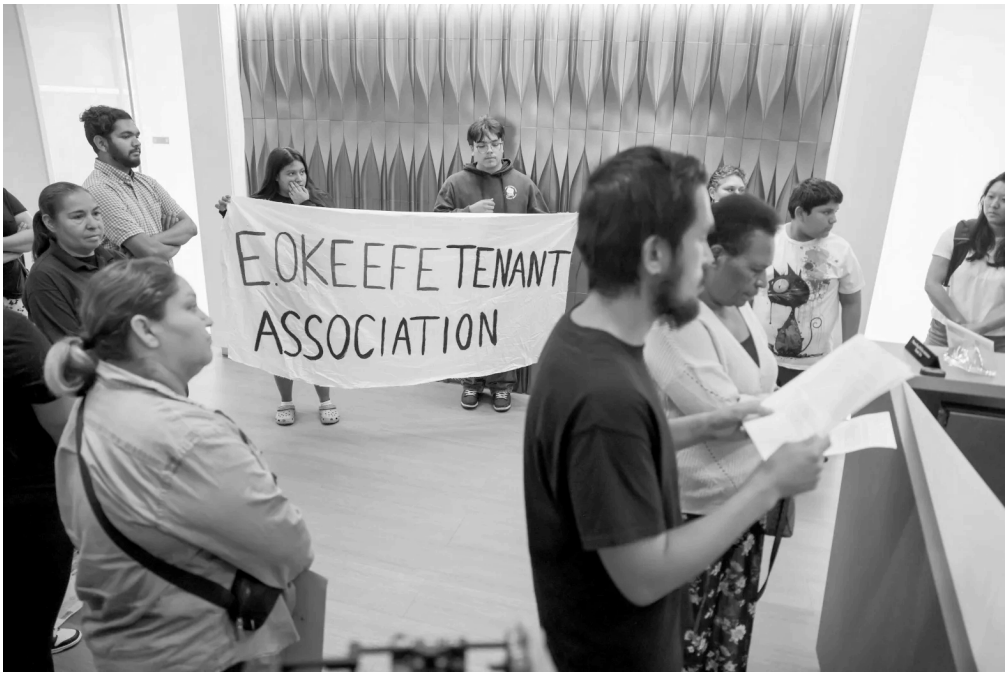
We will be back in touch soon with additional information.

Sincerely,

Pabel Zumarraga
General Manager
Woodland Park Apartments

East Palo Alto tenants demand property owners improve living conditions

Tenants, who unionized last month, say maintenance requests have gone unresolved for years



Tenants of Woodland Park Apartments, a rent-controlled property in East Palo Alto, drop off a petition at Sandhill Property Company in Palo Alto, Calif., on Thursday, Aug. 1, 2024. Residents have been complaining about mold and broken elevators, among



By **CAMERON DURAN** | Bay Area News Group

PUBLISHED: August 3, 2024 at 6:30 AM PDT | UPDATED: August 4, 2024 at 2:15 AM PDT

Mold. Cockroaches. Broken windows. Faulty plumbing.

These are a few of the problems residents of three East Palo Alto apartment buildings along one residential street say they have lived with for years. Complaints, they say, have gone unheard for too long.

On Thursday afternoon, around 10 residents gathered in the office of the property owner, Sand Hill Property Company, to deliver a list of demands. The dozens of requests included repairs, pest control and improved security.

“Now, they heard,” said Maggie Bande, one of the residents who read the letter aloud Thursday. “It sort of gives us a little peace.”



The movement to organize began when residents received a notice that the properties they live in, three buildings along East Okeefe Street, had been put up for sale. Confused by what the notice meant for the future of their buildings, tenants reached out to the local social justice group Youth United for Community Action, who contacted the Bay Area's Regional Tenant Organizing Network (TRO).

When the TRO began asking more questions, they realized tenants were living in poor conditions, said TRO director James Huynh. Last month, around 50 tenants — out of the around 60 total units — signed a petition to form a union, Huynh said. Tenants mailed a list of demands to Sand Hill last Tuesday but received what they saw as an insufficient response, leading to Thursday's in-person demonstration at the company's swanky Palo Alto office.



Tenants of Woodland Park Apartments, a rent-controlled property in East Palo Alto, drop off a petition at Sandhill Property Company in Palo Alto, Calif., as Chief Operating Officer Jason Villarreal, second from right, and Chief Financial Officer Igor Aleksandrov look on on Thursday, Aug. 1, 2024. Residents have been complaining about mold and broken elevators, among other issues that have been allegedly neglected for years and have caused health issues and accessibility problems for tenants with disabilities, they say. (Ray Chavez/Bay Area News Group)

"We are committed to ensuring that all the Woodland Park Apartments are safe and habitable at all times," a spokesperson for Sand Hill Property Company wrote to this news organization. "These buildings are managed by

Greystar Property Management did not immediately respond to a request for comment.

Tenants and organizers squeezed into the office lobby as two tenants began to read out their demands in English and Spanish. A dozen Youth United for Community Action members held a banner reading “E. OKEEFE TENANT ASSOCIATION.” A handful of employees came into the lobby, which was silent as residents read a long list of grievances.

“It was a challenge for me to go out there,” one tenant, Jesús Villalón, said in Spanish. “I just wanted to make sure my voice was heard.”

On one of the office walls, a flat screen TV played a slideshow of Sand Hill Property Company’s other properties. Their portfolio includes dozens of Silicon Valley properties that evoke images of techie utopias. The Innovation Curve, a complex of futuristic buildings at the edge of Stanford Research Park. A Cupertino Whole Foods, as well as the picturesque mixed-use mall down the block. Two theaters. One property sticks out from their portfolio — the 1,800-unit, rent-controlled Woodland Park apartments, which include the East Okeefe Street buildings, built in the early 1960s.

Freddy Roman, a 38-year-old landscaper, has lived on East Okeefe Street for 13 years. He says there have been unresolved maintenance issues in his apartment throughout his time at the property.

“It’s not in conditions fit for habitation,” Roman said in Spanish. “They don’t pay attention to us.”

When he reports a maintenance issue, Roman says, someone will come out to fix it, but the problem isn’t permanently resolved. And the stakes are now higher — Roman and his wife are expecting their first child, a baby girl, in just over a week.

“She has to be in good conditions,” Roman said.

Despite the problems, the Roman family is reluctant to consider relocating. The aging building is protected by the city’s Rent Stabilization Ordinance — the couple pays $1,500 per month in rent for a one-bedroom apartment.

Villalón, who works as a valet, also hasn't considered leaving. He has lived on East Okeefe Street since he first moved to the U.S. from Mexico in the fifth grade. He lives with his aunt in a two-bedroom for $2,200 per month, and he has more family members along the street. Villalón said that though his windows don't close all the way, making for chilly winters, it doesn't make sense to move.

"It's a place that feels like home," he said. "I don't wanna leave."

Sand Hill Property Company's COO Jason Villarreal and CFO Igor Aleksandrov were present at Thursday's reading. They introduced themselves and said they were open to working with the association and addressing residents' concerns.

Huynh said the response from Villarreal and Aleksandrov on Thursday was a good sign.

"I think it all went as well as it could. The hope is that they're true to their word," Huynh said.

James Huynh, an organizer from the Regional Tenant Network, talks to Chief Operating Officer Jason Villarreal and Chief Financial Officer Igor Aleksandrov after tenants of Woodland Park Apartments, a rent-controlled property in East Palo Alto, after dropping off a petition at Sandhill Property Company in Palo Alto, Calif., on Thursday, Aug. 1, 2024. Residents have been complaining about mold and broken elevators, among other issues that have been allegedly neglected for years and have caused health issues and accessibility problems for tenants with disabilities, they say. (Ray Chavez/Bay Area News Group)

Around the Web

REVCONTENT

August 1, 2024
Sand HIll Property Company
2600 El Camino Real # 410, Palo Alto, CA 94306

Dear Mr. Pau,

We are members of the E Okeefe Tenant Association. We have some points we want to highlight in response to the letter you sent to our tenant association email yesterday, July 31st.

1. We request that all communication with tenants and the tenant association at large be in both English and Spanish
2. The letter implies that all maintenance requests at 201 and 245 have been fully completed and that property management has been timely in response to our repair requests. That has not been our experience as residents. There were many items noted in our first demand letter related to security, plumbing issues, frequent water stoppages, leakages, mold and cockroaches that have not been addressed in the response.
3. We have requested to have a direct meeting with you, our landlord Sandhill Property Company as our landlord to negotiate on our issues of common concern which include the general decisions made around the sale and purchase of our homes. We are still awaiting a response for our meeting request and that is why we have come here to your office in person.

Here are a set of demands from our first demand letter that we are still waiting to be addressed properly:

201 E. Okeefe St.

- Ensure safe and sanitary conditions in common areas
- Provide proper fumigation for units for pests like cockroaches working in conjunction with resident's schedules to limit interruptions
- Provide proper notice at minimum 24 hour notice for water shutoffs in the complex
- Update and fix appliances in the kitchen including dishwashers and old bathroom fixtures like rusted bathtubs and sinks
- Put in new carpets for all tenants that would like to have old carpets replaced

245 E. Okeefe St.:

- Provide proper notice at minimum 24 hour notice for water shutoffs in the complex
- Ensure safe and sanitary conditions and address rats in common areas
- Repair and provide effective walls, floors and weather protection for all residents-
- Repair or replace all broken windows in units and common areas
- Provide effective plumbing: replace leaky pipes and old pipes that cause leakage in units throughout the complex.

- Update and fix appliances in the kitchen including dishwashers and old bathroom fixtures like rusted bathtubs and sinks
- Put in new carpets for all tenants that would like to have old carpets replaced

301 E. Okeefe St.:

- Provide proper notice at minimum 24 hour notice for water shutoffs in the complex
- Install fire and carbon monoxide alarms in all units in the complex
- Repair and provide effective walls, floors and weather protection for all residents by repairing roof, windows and blinds
- Repaint stairways and repair broken and unsafe stairs and balcony railings. Fix the flooring in common areas to be even and fill in cracks.
- Provide effective plumbing
- Fix the motorized gate to enter the parking structure
- Address flooding in the parking structure
- Provide proper fumigation for units for pests
- Properly remediate mold/mildew within all units
- Update and fix appliances in the kitchen including dishwashers and old bathroom fixtures like rusted bathtubs and sinks
- Replace cabinet fixtures in kitchen and bathrooms.
- Put in new carpets for all tenants that would like to have old carpets replaced

We look forward to your response. Please email eokeefeta@gmail.com with available times to meet.

Sincerely,
E Okeefe Tenant Association

August 1, 2024
Sand HIll Property Company
2600 El Camino Real # 410, Palo Alto, CA 94306

Estimado Peter Pau,
Somos miembros de la Asociación de inquilinos de E Okeefe. Tenemos algunos puntos que queremos destacar en respuesta a la carta que envió ayer a nuestro correo electrónico de la asociación de inquilinos.

1. Solicitamos que toda la comunicación con los inquilinos o a la asociación de inquilinos en general se realice tanto en inglés como en español.
2. La carta implica que todas las solicitudes de mantenimiento en 201 y 245 se han completado por completo y que la administración de la propiedad ha respondido oportunamente a nuestras solicitudes de reparación. Esa no ha sido nuestra experiencia como residentes. En nuestra primera carta de demanda se mencionaron muchos elementos relacionados con la seguridad, problemas de plomería, cortes frecuentes de agua, fugas, moho y cucarachas que no se abordaron en la respuesta.
3. Hemos solicitado tener una reunión directa con usted, nuestro propietario Sandhill Property Company, como nuestro propietario para negociar sobre nuestros problemas de interés común, que incluyen las decisiones generales tomadas en torno a la venta y compra de nuestras casas. Todavía estamos esperando una respuesta a nuestra solicitud de reunión y es por eso que hemos venido aquí a su oficina en persona.

A continuación se incluye un conjunto de demandas de nuestra primera carta de demanda que aún estamos esperando que se aborden adecuadamente:

201 E. Okeefe St.:

- Trate las unidades contra plagas, incluidas las cucarachas.
- Garantizar condiciones seguras y sanitarias en las áreas comunes
- Asegúrese de que el techo esté en buenas condiciones y no gotee cuando llueve.
- Proporcionar un aviso adecuado con un mínimo de 24 horas de anticipación para cortes de agua en el complejo.
- Actualizar y reparar electrodomésticos en la cocina, incluidos lavavajillas y accesorios de baño viejos, como bañeras y lavabos oxidados.
- Coloque alfombras nuevas para todos los inquilinos que deseen reemplazar las alfombras viejas.

245 E. Okeefe St.:

- Repare y proporcione paredes, pisos y protección efectiva contra la intemperie para todos los residentes mediante
- Garantizar condiciones sanitarias y seguras y abordar las ratas en las zonas comunes.
- Reparar o reemplazar todas las ventanas que estén rotas en las unidades y en las áreas comunes
- Proporcione plomería eficaz: reemplace las tuberías en las unidades para garantizar que no sigan con fugas.
- Proporcionar un aviso adecuado con un mínimo de 24 horas de anticipación para cortes de agua en el complejo.
- Actualizar y reparar electrodomésticos en la cocina, incluidos lavavajillas y accesorios de baño viejos, como bañeras y lavabos oxidados.
- Coloque alfombras nuevas para todos los inquilinos que deseen reemplazar las alfombras viejas.

301 E. Okeefe St.

- Proporcionar un aviso adecuado con un mínimo de 24 horas de anticipación para cortes de agua en el complejo.
- Instalar alarmas contra incendios y monóxido de carbono en todas las unidades
- Reparar y proporcionar paredes, pisos y protección efectiva contra la intemperie para todos los residentes mediante la reparación de techos, ventanas y persianas.
- Volver a pintar escaleras y reparar escaleras y barandillas de balcones rotas e inseguras. Arregle el piso en áreas comunes para que quede nivelado y rellene las grietas.
- Proporcione plomería eficaz: reemplace las tuberías en las unidades para garantizar que no sigan con fugas.
- Repare la puerta motorizada para ingresar en carro al estacionamiento del edificio
- Reparar las inundaciones en la estructura del estacionamiento
- Proporcionar una fumigación adecuada para las unidades contra plagas como cucarachas, trabajando en conjunto con los horarios de los residentes para limitar las interrupciones.
- Reparar y remover el moho y los hongos dentro de todas las unidades.
- Actualizar y reparar electrodomésticos en la cocina, incluidos lavavajillas y accesorios de baño viejos, como bañeras y lavabos oxidados.
- Reemplace los accesorios de los gabinetes en la cocina y los baños.
- Coloque alfombras nuevas para todos los inquilinos que deseen reemplaza

Esperamos su respuesta. Envíe un correo electrónico a eokeefeta@gmail.com con los horarios disponibles para reunirse.

Sincerely,
E Okeefe Tenant Association

NEWS > **HOUSING** • News

East Palo Alto residents organizing to fight for better living conditions

Complaints of mold, pests, plumbing issues went unresolved for years, tenants say



Tennant Maggie Pande says her car and other tenants' vehicles have been damaged by the malfunction of the electric gate which is left open and unsafe now at Woodland Park Apartments in East Palo Alto, Calif., on Thursday, Aug. 15, 2024. Residents say that have been complaining about mold and broken elevators, among other issues that have been allegedly neglected for years. (Ray Chavez/Bay Area News Group)



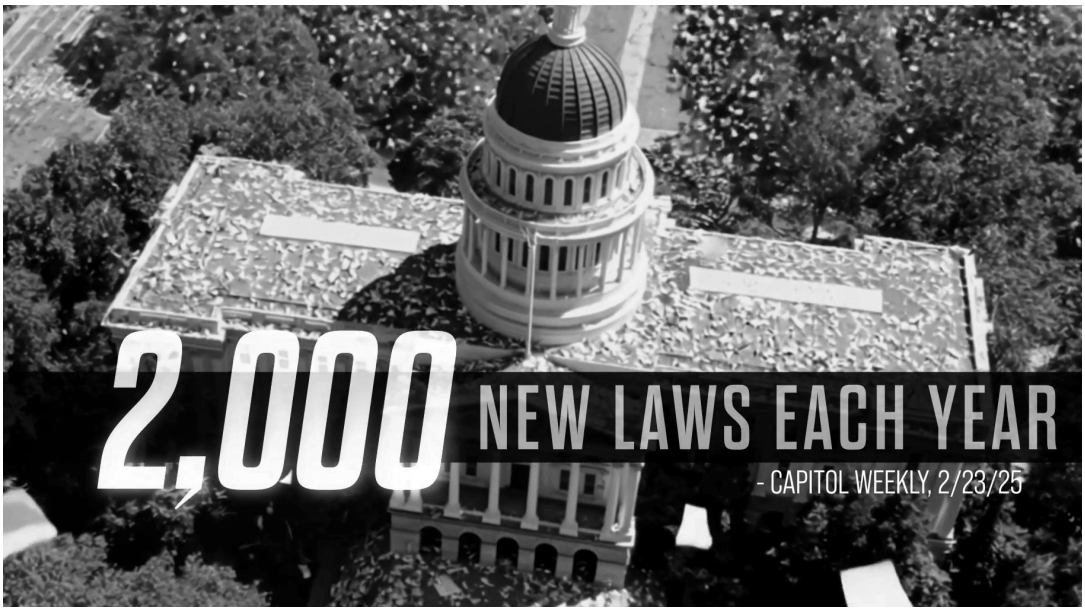
By **RYAN MACASERO** | rmacasero@bayareanewsgroup.com | Bay Area News Group
PUBLISHED: September 7, 2024 at 5:45 AM PDT | UPDATED: September 12, 2024 at 12:14 PM PDT

Maggie Pande first came to America from Papua New Guinea more than 30 years ago with nothing more than a few suitcases and a dream for a better life for her family. Pande initially lived in Ohio when she first arrived in 1993. But in 2015, she settled at Woodland Park Apartments in East Palo Alto, near where her son decided to go to school and pursue his dream of becoming a psychologist.

Pande is a caregiver in San Mateo, while her son Graham now works with special education students in Redwood City.

“Even if we live not in the best area, it allowed us to pursue our goals,” Pande said of their modest home in what was dubbed the “murder capital” of the U.S. in the early 1990s.

While that distinction no longer holds — the city reported zero murders in 2023 — Pande’s one-bedroom unit, which she rents for about $2,000, has fallen into disrepair in recent years, she said, and like dozens of other tenants at the complex, the pair say they have had difficulty getting the building’s owner to attend to their needs.



The easy answer might be to move elsewhere, but it’s not that simple for Pande and her neighbors.

East Palo Alto is near their jobs. Once known as the last affordable area in Silicon Valley, the tech boom in nearby Menlo Park, Mountain View and Palo Alto has driven up the cost of living in the Peninsula’s most diverse city, meaning there are few options nearby for those on a modest budget.

According to Apartments.com, the average rent for a one-bedroom apartment is now $2,369. While the region’s housing crisis has pushed many families who lived in the area for decades to more affordable areas like the Central Valley, many residents of three buildings on E. O’Keefe Street — part of the 1,800 unit Woodland Park complex — are choosing to stay and fight for better living conditions.

“I love that there are plenty of international people here. So, I identify with them,” Pande said. “This is home to me.”

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The movement to organize for improvements to the apartments began when residents of the rent-controlled buildings received a notice that their homes had been put up for sale. While the sale is not expected to be imminent and it's not clear what a transaction might mean for tenants, the news worried residents, who connected with a tenants' rights group. That group urged them to push for better apartment conditions. Before that, many of the residents had been worried about upsetting the powerful property owner, Sand Hill Property Company, and facing eviction.

Last month, nearly a dozen residents visited Sand Hill Property Company, the developer behind the massive project at the former Vallco mall site in Cupertino and other high-end sites, at their upscale Palo Alto office to present their demands for improving building conditions.

Among those demands include ensuring "safe and sanitary conditions" in common areas, fumigation for pest control, providing proper notice for water shutoffs, and updating and fixing appliances that many residents say have been neglected for years.



Tennant Gabriel Diaz shows deterioration in an electrical panel caused by water or sewage leakage at Woodland Park Apartments in East Palo Alto, Calif., on Thursday, Aug. 15, 2024. Residents say that have been complaining about mold and broken elevators, among other issues that have been allegedly neglected for years. (Ray Chavez/Bay Area News Group)

Gabriel Dias has lived in the complex for more than 20 years with his wife and five children, one of whom is in a wheelchair and had to be rescued by firefighters after being trapped in the building's aging elevator, he said.

Raquel and Francisco Rodriguez, who have lived there for 10 years, say their patio door doesn't fully close, letting in wind and rain during the winter. Mold grows in the bathroom and kitchen, and several cabinets are broken or missing.

"Last winter was really hard for us," Raquel, who is from Mexico, said in Spanish. She works as a porter, handling custodial tasks at a tech company in Palo Alto, while her husband works at a janitorial services company in Mountain View.

In the past, Raquel said she has requested repairs in person or over the phone. She said management leaves notices, but workers will either not show up or perform insufficient work.

The fan above her stove, she said, was broken for years.

A spokesperson for Sand Hill Property Company told the Bay Area News Group the company has been responsive since hearing about tenants' concerns.

"When we received the concerns, we inspected the buildings and held three listening sessions with the residents to learn more about their specific requests," the spokesperson said. "As always, we encourage residents to report any maintenance issue when it arises so it can be fixed."

"We have either resolved or are in the process of resolving all open maintenance requests," he added.

Greystar, the property manager, said it is "committed to ensuring that all residents of Woodland Park Apartments are safe and habitable at all times."

Tenants say that since organizing and formalizing a tenant union, maintenance workers have come to visit, albeit at inconvenient times or without enough notice.



Tenants of Woodland Park Apartments, a rent-controlled property in East Palo Alto, drop off a petition at Sandhill Property Company in Palo Alto as Chief Operating Officer Jason Villarreal, second from right, and Chief Financial Officer Igor Aleksandrov look on on Thursday, Aug. 1, 2024. (Ray Chavez/Bay Area News Group)

“The goal over the next couple of weeks is to really articulate some concrete proposals that can be presented to Sand Hill Company,” said James Huynh of the Regional Tenant Organizing Network, the tenants’ rights organization working with residents. “The speed, the responsiveness has definitely improved, but there still continues to be communication challenges.”

In recent weeks, tenants have been meeting to discuss how to pressure the building’s management to improve maintenance services. They are also planning to get in touch with East Palo Alto’s rent board in the coming days.

East Palo Alto officials said no formal complaints have been received so far about the E. O’Keefe Street buildings. But Mayor Antonio Lopez said he is aware of the recent complaints from residents and that the city is willing to work with tenants to address them.

“We are happy to work with any tenants. (They can) escalate if necessary, as well as work with the private landlords,” Lopez said.

Residents say they are now hopeful they will be able to improve their living conditions.

“One good thing that came out of this is that the neighbors are becoming like family. Before, we’d just mind our own business. Now we watch out for each other,” Pande said.

“This experience taught me that we have rights,” she said. “We thought that if you’re just a renter, you play by the landlord’s rules. But we have rights and we should assert it.”

Around the Web

REVCONTENT



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Gmail Okeefe Street <eokeefeta@gmail.com>

Meetings with Woodland Park Ownership this week

8 messages

Michael Kramer <mkramer@shpco.com> Tue, Aug 20, 2024 at 7:56 PM
To: eokeefeta@gmail.com
Cc: Ofelia Bello <ofeliabello@youthunited.net>, Laura Rubio <lauritarneli@yahoo.com>

Hello,

We recently received correspondence from you requesting a meeting with Woodland Park ownership regarding specific questions and concerns about 201, 245, and 301 E. O'Keefe Ave. Thank you for contacting us. We posted an invitation on all the apartments in those buildings last Monday 8/12 about listening session meetings each evening from 6:30 – 8:30 pm with the property management and ownership team on Monday 8/19, Tuesday 8/20, and Wednesday 8/21. These meetings are open to any residents and will be translated in English and Spanish.

Recientemente recibimos correspondencia de usted pidiendo una reunión con los dueños de Woodland Park concerniente a preguntas especificas y preocupaciones acerca de 201, 245, y 301 E. Okeefe Avenue. Gracias por contactarnos. Pusimos un aviso en todos los apartamentos en esos edificios el Lunes pasado 8/12 acerca de las sesiones o reuniones para escuchar cada tarde de 6:30-8:30 pm con el equipo de manejo de la propiedad y el equipo de los dueños el lunes 8/19, martes 8/20 y miércoles 8/21. Estas reuniones están abiertas a cualquier residente y serán traducidas en ingles y en español.

Ofelia joined us earlier this evening but said it was not clear that these meetings were intended as a response to your request. These meetings are intended as a response to your request, and as an opportunity to hear from residents about any questions or concerns they may have.

Ofelia paso por la reunión esta tarde pero dijo no estar claro que estas reuniones fueron en respuesta a su petición. Estas reuniones tienen el fin de servir como respuesta a su petición, y como una oportunidad para escuchar de los inquilinos acerca de sus preguntas que pudieran tener.

You are welcome to join or to invite any residents interested in speaking with ownership to the remainder of tonight's meeting (we'll be here until 8:30 pm) or to tomorrow's meeting (6:30 – 8:30 pm). They are held at our community engagement office at 2041 Euclid Ave (at the corner of E. O'Keefe).

Sírvase a participar o a invitar a los residentes interesados en hablar con los dueños en la reunión que resta en el 2041 Euclid Avenue (esquina de East O'Keefe).

Thanks! Hope to see you soon – *Gracias! Espero verle muy pronto* –

Mike

Michael Kramer

Sand Hill Property Company

Tel. +1 650 772 4319

Final - English and Spanish EOK Invitations.pdf
5362K

Okeefe Street <eokeefeta@gmail.com> Wed, Aug 21, 2024 at 8:41 PM
To: Michael Kramer <mkramer@shpco.com>
Cc: Ofelia Bello <ofeliabello@youthunited.net>, Laura Rubio <lauritarneli@yahoo.com>

Querido Mr. Kramer,

Agradecemos el correo electrónico de aclaración que envió y queríamos compartir con usted nuestra perspectiva sobre las sesiones para escucharnos.

El 17 de julio, enviamos nuestra primera carta de demanda a Sand Hill Property Company solicitando que todos aborden los problemas de mantenimiento diferido y las necesidades de justicia lingüística en nuestra comunidad. Todos enviaron una

respuesta al correo electrónico de nuestra asociación de inquilinos el 31 de julio. En respuesta, una delegación de inquilinos que representan a la Asociación de Inquilinos de E. Okeefe, con el apoyo de aliados de la comunidad, entregó personalmente una carta a su oficina el 1 de agosto solicitando que todos respondieran al correo electrónico de nuestra asociación de inquilinos (eokeefeta@gmail.com) con los horarios disponibles. para encontrarse.

Vimos los volantes sobre una sesión para escucharnos en la oficina de Woodland y los volantes no contenían información sobre la asociación de inquilinos ni indicación de que estas sesiones pretendían ser una respuesta a la carta de la asociación de inquilinos. Como resultado, asumimos que era parte de un esfuerzo general de Woodland Park para escuchar las inquietudes de los residentes. Hemos tenido reuniones periódicas para formar nuestra asociación de inquilinos y redactar las demandas claras y articuladas que hemos incluido en nuestras dos cartas para ayudarlos a todos a abordar los problemas en nuestros edificios. Todavía no hemos recibido una respuesta que aborde los puntos de nuestras cartas.

Además, queremos aclarar lo que hemos dicho en nuestra carta inicial. Estamos pidiendo que Sand Hill Property Company se reúna con nosotros en la mesa de negociaciones para negociar de buena fe sobre nuestros temas de interés común. Lo que eso significa es que todas las partes acuerden mutuamente la hora y el lugar para que se reúnan la asociación de inquilinos y los representantes de Sand Hill Property Company y Woodland Park Property Management. Somos una asociación de inquilinos formada por familias trabajadoras y muchos de nosotros trabajamos en múltiples trabajos. Queremos poder participar en negociaciones directas y eso requiere una cuidadosa planificación y consideración por nuestra parte. Esperamos que puedan reconocer que las sesiones de escucha propuestas tienen muy poco parecido con el proceso de negociación que hemos estado solicitando como asociación de inquilinos.

En conclusión, queremos dejar muy claro que la Asociación de Inquilinos de E. Okeefe quiere negociar con usted, Sand Hill Property Company, de buena fe sobre nuestros temas de interés común. Si bien apreciamos el ofrecimiento de la sesión de escucharnos, es una respuesta insuficiente a las demandas que ya hemos hecho como asociación de inquilinos. Como resultado, nos gustaría proponer que comencemos las negociaciones con una reunión el Miercoles (9/25) at 6:30 to 8:00 pm, Viernes (9/27) at 6:30 to 8:00 pm or Sabado (9/28) at 12 to 1:30 pm. Responda a este correo electrónico antes del 30 de agosto confirmando su participación en nuestra primera reunión de negociación.

Sinceramente,
E. Okeefe Tenant Association
[Quoted text hidden]

8.21.24_E. Okeefe TA Response Letter .pdf
42K

Michael Kramer <mkramer@shpco.com> Tue, Aug 27, 2024 at 2:03 PM
To: Okeefe Street <eokeefeta@gmail.com>
Cc: Ofelia Bello <ofeliabello@youthunited.net>, Laura Rubio <lauritarneli@yahoo.com>, Teresa Morales <tmorales@wlpcommunities.com>, Pabel Zumarraga <woodlandparkcagm@greystar.com>

Hello,

Thanks for reaching out. Are you a resident of one of the buildings? What is your name and which building do you live in?

We appreciate your correspondence. After receiving your first two letters, both the property management team and the ownership team inspected the three buildings in question and have resolved many of the stated concerns. We held the three listening sessions this week as a response to your letter so that all residents of those buildings, yourself included, would have an opportunity to ask any questions and share any concerns they may have directly with the ownership and property management teams. The listening sessions were very successful, and we had tenants from all three buildings attend the meetings and we were able to open new work orders to address their concerns. These meetings were conducted in English and Spanish. Additionally, we included instructions in the listening session invitation for tenants to report a maintenance issue for repair, and many have contacted us directly with new maintenance requests even if they chose not to attend the meeting.

We are happy to fix any maintenance issues that our tenants bring up to ensure that their housing is safe and habitable. It is important for them to let us know about any maintenance issue directly so we can look into it. There are many ways to do so. The resident can log on to the resident portal, they can call 650-566-2000, they can e-mail woodlandparkcagm@greystar.com, or they can come to a Management Office at 5 Newell Court or 2043 Euclid Ave.

If any resident has further questions or concerns, they can also contact the ownership community engagement team led by Teresa Morales. The best way to do so is to call 650-690-6199, email tmorales@wlpcommunities.com, or visit the Community Engagement Office at 2041 Euclid Ave.

I would be happy to meet with you on Wednesday 9/25 at 6:30 pm to further listen to any questions or concerns you may have. We can meet at our community engagement office at 2041 Euclid Ave. Any other residents can join us and can submit a maintenance request to Greystar at that time.

Thanks! Best wishes -

Mike

Hola,

Gracias por comunicarse con nosotros. ¿Es usted residente de uno de los edificios? ¿Cuál es su nombre y en qué edificio vive?

Agradecemos su correspondencia. Después de recibir sus dos cartas, tanto el equipo de administración y mantenimiento de la propiedad como el equipo de propietarios inspeccionaron los tres edificios en cuestión y resolvieron muchas de las preocupaciones planteadas. Realizamos tres sesiones para escuchar esta semana pasada en respuesta a su carta para que todos los residentes de esos edificios, incluyendo usted, tuvieran la oportunidad de hacer preguntas y compartir las inquietudes que pudieran tener directamente con los equipos de los propietarios y de mantenimiento de la propiedad. Las sesiones para escuchar fueron muy exitosas, y los inquilinos de los tres edificios asistieron a las reuniones y pudimos abrir nuevas órdenes de mantenimiento para abordar sus preocupaciones. Estas reuniones se llevaron a cabo en inglés y español. Además, incluimos instrucciones en la invitación a la sesión para escuchar para que los inquilinos informen sus problemas de mantenimiento para su reparación, y muchos ya nos han contactado directamente con nuevas solicitudes de mantenimiento incluyendo aquellos que decidieron no asistir a la reunión.

Estamos disponibles para solucionar cualquier problema de mantenimiento que presenten nuestros inquilinos para garantizar que su vivienda sea segura y habitable. Es importante que nos informen sobre cualquier problema de mantenimiento directamente para que podamos investigarlo. Hay muchas formas de hacerlo. El residente puede iniciar una orden en el portal para residentes, puede llamar al 650-566-2000, puede enviar un correo electrónico a woodlandparkcagm@greystar.com o puede acercarse a las Oficinas de Administración del manejo de la propiedad en el 5 Newell Court o al 2043 Euclid Ave.

Si algún residente tiene más preguntas o inquietudes, también puede comunicarse con el equipo de participación comunitaria de los propietarios dirigido por Teresa Morales. La mejor manera de hacerlo es llamando al 650-690-6199, enviando un correo electrónico a tmorales@wlpcommunities.com o visitando la Oficina de Participación Comunitaria en el 2041 Euclid Ave.

Con gusto nos reuniremos con usted el miércoles 25 de septiembre a las 6:30 pm para escuchar más sobre cualquier pregunta o inquietud que pueda tener. Podemos reunirnos en nuestra oficina de participación comunitaria en 2041 Euclid Ave. Cualquier otro residente puede unirse a esta reunión y puede hacer una solicitud de mantenimiento a Greystar en ese momento.

¡Gracias! Saludos cordiales -

Mike

Michael Kramer

Sand Hill Property Company

Tel. +1 650 772 4319

[Quoted text hidden]

Okeefe Street <eokeefeta@gmail.com> Fri, Aug 30, 2024 at 11:14 PM
To: Michael Kramer <mkramer@shpco.com>
Cc: Ofelia Bello <ofeliabello@youthunited.net>, Laura Rubio <lauritarneli@yahoo.com>, Teresa Morales <tmorales@wlpcommunities.com>, Pabel Zumarraga <woodlandparkcagm@greystar.com>

Hola, Sr. Kramer:

Esta cuenta de correo electrónico fue creada colectivamente por los miembros de la Asociación de inquilinos de E Okeefe que viven en 201, 245, 301 E Okeefe St. Le enviamos una petición con las firmas de los miembros que se unieron para formar la asociación.

El miércoles (25 de septiembre) a las 6:30 p. m. será nuestra primera reunión de negociación. Nos gustaría proponer un lugar neutral para que Sand Hill Property Company, Greystar Management y nuestra Asociación de inquilinos de E Okeefe se reúnan. Lo ideal sería que pudiera invitar a Peter Pau y a otros tomadores de decisiones de Sand Hill y Greystar Management a unirse a la reunión. Estamos buscando un lugar donde podamos reunirnos y le enviaremos la dirección del lugar y borrador de agenda cuando la hayamos encontrado.

Hi Mr Kramer,

This email account is collectively governed by the E Okeefe Tenant Association members living at 201, 245, 301 E Okeefe St. We sent you a petition with

signatures from the members who signed on to form the association.

Wednesday (9/25) at 6:30 pm will be our first negotiation meeting. We would like to propose a neutral location for Sand HIll Property Company, Greystar Management and our E Okeefe Tenant Association to meet. Ideally, if you could invite Peter Pau and other decision makers from Sand Hill and Greystar Management to join the meeting that would be great. We are exploring meeting locations and will be sending you the location address and draft agenda when it is finalized.

Sinceramente,
E. Okeefe Tenant Association
[Quoted text hidden]

Michael Kramer <mkramer@shpco.com> Wed, Sep 4, 2024 at 1:15 PM
To: Okeefe Street <eokeefeta@gmail.com>
Cc: Ofelia Bello <ofeliabello@youthunited.net>, Laura Rubio <lauritarneli@yahoo.com>, Teresa Morales <tmorales@wlpcommunities.com>, Pabel Zumarraga <woodlandparkcagm@greystar.com>

Hello,

Thank you, we are looking forward to meeting on Wednesday, September 9/25 at 6:30 pm. We are happy to meet at any nearby location. Since it is walking distance to the buildings, our offer stands to host the meeting at our Community Engagement Office at 2041 Euclid Ave if you're interested. Who can we expect to attend from your group?

Yes, we will have decision makers from Sand Hill and Greystar attend the meeting to listen to your questions and concerns.

We did not receive a petition with signatures from the members of the association – when you came to our office you left us a letter, but it was unsigned. Do you have a copy?

If any maintenance issues come up between now and the meeting, any resident can log on to the resident portal, call 650-566-2000, e-mail woodlandparkcagm@greystar.com, or come to one of our two management offices at 5 Newell Court or 2043 Euclid Ave. If any resident has further questions or concerns, they can contact the community engagement team at 650-690-6199, email tmorales@wlpcommunities.com, or visit in person at 2041 Euclid Ave.

Please feel free to contact me directly at 650-772-4319 if anything comes up or you'd like to chat before the meeting. Thanks! Best wishes,

Mike

Hola,

Gracias, esperamos reunirnos el miércoles 25 de septiembre a las 6:30 p.m. Con gusto le recibiremos en cualquier lugar cercano. Dado que está a corta distancia de los edificios, nuestra oferta es organizar la reunión en nuestra Oficina de Participación Comunitaria en 2041 Euclid Ave, si están interesados. ¿Quién asistirá de su grupo?

Sí, los que hacen las decisiones de Sand Hill y Greystar asistirán a la reunión para escuchar sus preguntas e inquietudes.

No hemos recibimos una petición firmada por los miembros de la asociación; cuando ustedes vinieron a nuestra oficina nos dejaron una carta, pero no estaba firmada. ¿Tienen una copia?

Si surge algún problema de mantenimiento entre ahora y la reunión, todo residente puede iniciar una sesión en el portal para residentes, llamando al 650-566-2000, enviando un correo electrónico a woodlandparkcagm@greystar.com o visitando una de nuestras dos oficinas administrativas en 5 Newell Court ó en 2043 Euclid Ave. Si algún residente tiene más preguntas o inquietudes, puede comunicarse con el equipo de participación comunitaria al 650-690-6199, enviando un correo electrónico a tmorales@wlpcommunities.com o visitando en persona en 2041 Euclid Ave.

No duden en comunicarse conmigo directamente al 650-772-4319 si surge algo o si desea conversar antes de la reunión.

[Quoted text hidden]

Okeefe Street <eokeefeta@gmail.com> Thu, Sep 19, 2024 at 4:56 PM
To: Michael Kramer <mkramer@shpco.com>

Hello Michael

We are sending the location and the Agenda for our meeting on Wednesday.

See you soon and have a nice weekend.

[Quoted text hidden]

Agenda Meeting E O'Keefe Tenant Association.pdf
33K

Michael Kramer <mkramer@shpco.com> Mon, Sep 23, 2024 at 11:54 AM
To: Okeefe Street <eokeefeta@gmail.com>
Cc: Teresa Morales <TMorales@wlpcommunities.com>

Hello,

We're looking forward to our meeting on Wednesday, September 9/25 at 6:30 pm. We are happy to meet at 1900 University Ave, Suite 400. How do we get into the building/suite?

Who can we expect to attend from your group?

We will have decision makers from Sand Hill and Greystar attend the meeting to listen to your questions and concerns. To protect the privacy of our residents and staff, we request no members of the press be present – this meeting will be off the record.

Please note that we can only accept maintenance requests inside a unit made by a resident of that unit. Therefore, if anyone has a maintenance request inside their unit, it would be best if they can attend the meeting themselves. If they are not able to attend, they can also log on to the resident portal, call 650-566-2000, e-mail woodlandparkcagm@greystar.com, or come to one of our two management offices at 5 Newell Court or 2043 Euclid Ave at another time.

If any resident has further questions or concerns, or are not able to make the meeting Wednesday, they can also contact the community engagement team at 650-690-6199, email tmorales@wlpcommunities.com, or visit in person at 2041 Euclid Ave.

Looking forward to seeing you Wednesday. Please feel free to contact me directly at 650-772-4319 if anything comes up or you'd like to chat in advance.

Thanks! Best wishes –

[Quoted text hidden]

Okeefe Street <eokeefeta@gmail.com> Tue, Sep 24, 2024 at 7:17 PM
To: Michael Kramer <mkramer@shpco.com>
Cc: Teresa Morales <TMorales@wlpcommunities.com>

Hello,

To your question about who will be in the meeting, members of the E. Okeefe tenant association will be present with support from community based organizations.

And when you get there tomorrow you can contact Laura Vasquez at 408-887-0510 and she can go and show you where the Suite is located.

Thanks and see you on Tomorrow

[Quoted text hidden]

Gmail Okeefe Street <eokeefeta@gmail.com>

Follow-up from September 25th Negotiation Meeting

6 messages

Okeefe Street <eokeefeta@gmail.com> Thu, Oct 10, 2024 at 11:35 AM
To: Michael Kramer <mkramer@shpco.com>
Cc: Teresa Morales <TMorales@wlpcommunities.com>

Hi Michael,

We have attached a pdf document with our proposals from our meeting on September 25th 2024. You shared in the meeting that you would send us formal responses to each line item in our proposals and we wanted to make sure that you had them in writing. In light of the fact that we were not able to get through our full discussion in regards to our proposals, we would like to schedule a second negotiation meeting with you for Wednesday, October 23rd from 6:30 to 8:00 pm or Friday, October 25th from 6:30 to 8:00 pm. It would be ideal if you could send us your formal responses by end of day on Friday, October 18th, 2024 to facilitate a more substantive discussion at our second negotiation meeting.

Similar to our first negotiation meeting we will be prepared with simultaneous English/Spanish interpretation as a tenant association. Please come prepared with a Spanish interpreter so that you all can participate fully in the negotiation meeting space.

We are looking forward to hearing a response confirming your availability for the second negotiation meeting by Tuesday, October 15th.

Sincerely,
E. Okeefe Tenant Association

Querido Michael,

Adjuntamos un documento pdf con nuestras propuestas de nuestra reunión del 25 de septiembre de 2024. Usted compartió en la reunión que nos enviaría respuestas formales a cada elemento de nuestras propuestas y queríamos asegurarnos de que las tuviera por escrito. En vista del hecho de que no pudimos llevar a cabo nuestra discusión completa con respecto a nuestras propuestas, nos gustaría programar una segunda reunión de negociación con usted para el miércoles 23 de octubre de 6:30 a 8:00 pm o el viernes. 25 de octubre de 18:30 a 20:00 horas. Sería ideal si pudiera enviarnos sus respuestas formales antes del final del día viernes 18 de octubre de 2024 para facilitar una discusión más sustantiva en nuestra segunda reunión de negociación.

Al igual que en nuestra primera reunión de negociación, estaremos preparados con interpretación simultánea inglés/español como asociación de inquilinos. Venga preparado con un intérprete de español para que todos puedan participar plenamente en el espacio de la reunión de negociación.

Esperamos escuchar una respuesta que confirme su disponibilidad para la segunda reunión de negociación antes del martes 15 de octubre.

Sinceramente,
E. Okeefe Tenant Association

9.25.24_E.OkeefeTA_Proposals.pdf
72K

Michael Kramer <mkramer@shpco.com> Sat, Oct 19, 2024 at 3:09 PM
To: Okeefe Street <eokeefeta@gmail.com>
Cc: Teresa Morales <TMorales@wlpcommunities.com>

Hello,

Thanks for following up, it was nice meeting with you last month. I appreciate you sending along the proposal document. Regarding our response to the proposals:

Category 1: Potential Sale - We will provide updates about the sale as required by law and the City of East Palo Alto. Currently there are no potential buyers and the property is not in contract. We do not expect a sale in the immediate future.

Category 2: Repairs – We will review all recent and current work orders for 201, 245, and 301 E. O'Keefe Ave, as well as the recent petitions that were sent to the City to understand recent requests for repairs. We will work with Greystar property management to ensure they respond to repair requests in a timely and satisfactory manner. We currently have an emergency maintenance hotline 24/7 which can be reached at 650-566-2000**.**

As a reminder, If you have a maintenance concern in your home, please let the Greystar property management team know right away so that the issue(s) can be fixed as soon as possible. There are several ways for you to report a maintenance issue:

You can log on to the resident portal online at https://www.liveatwoodlandparkapts.com/.

You can call the main office line at (650) 566-2000.

You can visit the Management Office at 5 Newell Court or 2043 Euclid Ave. The hours of operation are Monday-Friday, 9am-6pm, and Saturday-Sunday, 9AM-5PM.

If you have any questions or feedback for the Woodland Park Communities ownership team, please contact Teresa Morales, Community Engagement Manager, at 650-690-6199, tmorales@wlpcommunities.com, or in-person at 2041 Euclid Avenue (at East O'Keefe).

Category 3: Weatherization – We will conduct inspections of all common areas and units in 201, 245, and 301 E. O'Keefe Ave, and make any necessary repairs to ensure the buildings and units are safe and habitable.

Category 4: Safety – We currently have private security which patrols the property on a regular basis. If any resident has a concern or would like to speak to security, they can call 408-978-9111. If any resident needs a copy of a key to any building or common area they are entitled to in their lease, please contact Greystar management and they will provide one if possible.

Category 5: Rent – We strictly follow the East Palo Alto Rent Stabilization Ordinance and charge at or below the maximum allowable rent for each unit. You can obtain information about the maximum allowable rent for your unit from the Rent Stabilization Program at 650-853-3157.

We would be happy to meet again, but I think it would be best if we are able to complete the inspections of the buildings that you requested in advance of the meeting. Additionally, just this week we received 30 petitions that were submitted to the Rent Stabilization Program with concerns about 201, 245, and 301 E. O'Keefe. These petitions are hundreds of pages, so we need to review each of them and make the appropriate inquiries and inspections of the units involved. We would be happy to meet after we've completed this, but I expect that will take at least until mid- to late-November. I can reach out once we've made sufficient progress to schedule another meeting.

Thanks! Best wishes –

Mike

Hola,

Gracias por seguirnos, fue un placer reunirnos contigo el mes pasado. Agradezco que nos hayas enviado el documento de propuesta. Con respecto a nuestra respuesta a las propuestas:

***Categoría 1: Venta potencial**: brindaremos actualizaciones sobre la venta según lo exija la ley y la ciudad de East Palo Alto. Actualmente, no hay compradores potenciales y la propiedad no está bajo contrato. No esperamos una venta en el futuro inmediato.*

***Categoría 2: Reparaciones:** revisaremos todas las órdenes de trabajo recientes y actuales para 201, 245 y 301 E. O'Keefe Ave, así como las peticiones recientes que se enviaron a la ciudad para comprender las solicitudes recientes de reparaciones. Trabajaremos con la administración de la propiedad de Greystar para asegurarnos de que respondan a las solicitudes de reparación de manera oportuna y satisfactoria. Actualmente, contamos con una línea directa de mantenimiento de emergencia disponible las 24 horas, los 7 días de la semana, a la que se puede llamar al 650-566-2000.*

Como recordatorio, si tiene un problema de mantenimiento en su hogar, infórmeselo de inmediato al equipo de administración de propiedades de Greystar para que los problemas se puedan solucionar lo antes posible. Hay varias formas de informar un problema de mantenimiento:

- *Puede iniciar sesión en el portal para residentes en línea en https://www.liveatwoodlandparkapts.com/.*
- *Puede llamar a la línea principal de la oficina al (650) 566-2000.*
- *Puede visitar la Oficina de Administración en 5 Newell Court o 2043 Euclid Ave. El horario de atención es de lunes a viernes, de 9 a. m. a 6 p. m., y sábados y domingos, de 9 a. m. a 5 p. m.*

Si tiene alguna pregunta o comentario para el equipo de propietarios de Woodland Park Communities, comuníquese con Teresa Morales, Gerente de Participación Comunitaria, al 650-690-

6199, tmorales@wlpcommunities.com, o en persona en 2041 Euclid Avenue (en East O'Keefe).

***Categoría 3: Climatización:** realizaremos inspecciones de todas las áreas comunes y unidades en 201, 245 y 301 E. O'Keefe Ave, y haremos las reparaciones necesarias para garantizar que los edificios y las unidades sean seguros y habitables.*

***Categoría 4: Seguridad:** actualmente contamos con seguridad privada que patrulla la propiedad de manera regular. Si algún residente tiene alguna inquietud o desea hablar con seguridad, puede llamar al 408-978-9111. Si algún residente necesita una copia de una llave de cualquier edificio o área común a la que tenga derecho en su contrato de alquiler, comuníquese con la administración de Greystar y ellos le proporcionarán una si es posible.*

***Categoría 5: Alquiler:** seguimos estrictamente la Ordenanza de Estabilización de Alquileres de East Palo Alto y cobramos el alquiler máximo permitido o menos por cada unidad. Puede obtener información sobre el alquiler máximo permitido para su unidad del Programa de Estabilización de Alquileres al 650-853-3157.*

Nos encantaría volver a reunirnos, pero creo que sería mejor si pudiéramos completar las inspecciones de los edificios que solicitó antes de la reunión. Además, esta semana recibimos 30 peticiones que se presentaron al Programa de Estabilización de Alquileres con inquietudes sobre 201, 245 y 301 E. O'Keefe. Estas peticiones tienen cientos de páginas, por lo que debemos revisar cada una de ellas y realizar las consultas e inspecciones correspondientes de las unidades involucradas. Nos encantaría reunirnos después de que hayamos completado esto, pero creo que eso llevará al menos hasta mediados o fines de noviembre. Puedo comunicarme con usted una vez que hayamos avanzado lo suficiente para programar otra reunión.

¡Gracias! –

Mike

Michael Kramer

Sand Hill Property Company

Tel. +1 650 772 4319

From: Okeefe Street <eokeefeta@gmail.com>
Sent: Thursday, October 10, 2024 11:36 AM
To: Michael Kramer <mkramer@shpco.com>
Cc: Teresa Morales <TMorales@wlpcommunities.com>
Subject: Follow-up from September 25th Negotiation Meeting

Hi Michael,

We have attached a pdf document with our proposals from our meeting on September 25th 2024. You shared in the meeting that you would send us formal responses to each line item in our proposals and we wanted to make sure that you had them in writing. In light of the fact that we were not able to get through our full discussion in regards to our proposals, we would like to schedule a second negotiation meeting with you for Wednesday, October 23rd from 6:30 to 8:00 pm or Friday, October 25th from 6:30 to 8:00 pm. It would be ideal if you could send us your formal responses by end of day on Friday, October 18th, 2024 to facilitate a more substantive discussion at our second negotiation meeting.

Similar to our first negotiation meeting we will be prepared with simultaneous English/Spanish interpretation as a tenant association. Please come prepared with a Spanish interpreter so that you all can participate fully in the negotiation meeting space.

We are looking forward to hearing a response confirming your availability for the second negotiation meeting by Tuesday, October 15th.

Sincerely,
E. Okeefe Tenant Association

Querido Michael,

Adjuntamos un documento pdf con nuestras propuestas de nuestra reuni□el 25 de septiembre de 2024. Usted comparti la reuni□ue nos enviar?respuestas formales a cada elemento de nuestras propuestas y quer?os asegurarnos de que las tuviera por escrito. En vista del hecho de que no pudimos llevar a cabo nuestra discusi□ompleta con respecto a nuestras propuestas, nos gustar?programar una segunda reuni□e negociaci□on usted para el mi oles 23 de octubre de 6:30 a 8:00 pm o el viernes. 25 de octubre de 18:30 a 20:00 horas. Ser?ideal si pudiera enviarnos sus respuestas formales antes del final del d?viernes 18 de octubre de 2024 para facilitar una discusi□□sustantiva en nuestra segunda reuni□e negociaci□

Al igual que en nuestra primera reuni□e negociaci□estaremos preparados con interpretaci□imu̧ta ingl espa□como asociaci□e inquilinos. Venga preparado con un int rete de espa□para que todos puedan participar plenamente en el espacio de la reuni□e negociaci□

Esperamos escuchar una respuesta que confirme su disponibilidad para la segunda reuni□e negociaci□ntes del martes 15 de octubre.
[Quoted text hidden]

Okeefe Street <eokeefeta@gmail.com> Thu, Oct 24, 2024 at 12:16 PM
To: Michael Kramer <mkramer@shpco.com>
Cc: Teresa Morales <TMorales@wlpcommunities.com>

Hola Michael,

Sí, estamos revisando estas respuestas a nuestras propuestas y esperamos continuar negociando con usted. En vista de los próximos días festivos que se acercan nos gustaría proponer algunas fechas sobre la mesa para así poder programar nuestra segunda reunión de negociación. ¿Podría informarnos si el 13 o 15

de noviembre a las 6:30 pm sería conveniente para usted y sus colegas para una segunda reunión de negociación? Así nosotros, podemos incluir esta fecha en el calendario y prepararnos como asociación de inquilinos e informar a nuestros miembros para que puedan organizar horarios de trabajo y cuidado de niños para que puedan participar en el diálogo con todos ustedes.

Creemos que la negociación nos facilitará a nosotros como residentes y a usted como nuestro propietario formar una relación más sólida y trabajar mejor juntos. Nos complace saber que está revisando nuestras peticiones y que todos ustedes se involucrarán más en ese frente.

Atentamente,
Asociación de Inquilinos de E O'Keefe

Hi Michael,

Yes we are reviewing these responses to our proposals and look forward to continuing to negotiate with you. In light of the upcoming holidays, we would like to put some dates on the table for us to have our second negotiation meeting scheduled. Could you let us know if November 13th or 15th at 6:30 pm would work for you and your colleagues for a second negotiation meeting? Ideally, we can get this on the calendar so that we can prepare as a tenant association and inform our members so that they can arrange work and childcare schedules so that we can participate in dialogue with you all.

We believe that negotiation will facilitate us as residents and you as our landlord to form a stronger relationship and work better together. We are excited to hear that you are reviewing our petitions and further engagement from you all on that front.

Sincerely,
E Okeefe Tenant Association
[Quoted text hidden]

Okeefe Street <eokeefeta@gmail.com> Thu, Nov 7, 2024 at 7:59 AM
To: Michael Kramer <mkramer@shpco.com>
Cc: Teresa Morales <TMorales@wlpcommunities.com>

Hola Michael,

Queremos comunicarnos con usted para dar seguimiento a la programación de nuestra segunda reunión de negociación para el 13 o 15 de noviembre. Necesitamos tiempo de anticipación para coordinar nuestros horarios como familias trabajadoras para estar completamente presentes en estas reuniones de negociación. Tomaremos su falta de respuesta a nuestro mensaje anterior como confirmación de que los días 13 y 15 de noviembre no le convienen en términos de nuestra segunda reunión de negociación.

A la luz del próximo feriado de Acción de Gracias, la próxima fecha disponible para nuestra asociación de inquilinos es el miércoles 4 de diciembre a las 6:30 p.m. Esperamos recibir una respuesta que confirme su disponibilidad para la segunda reunión de negociación antes del viernes 8 de noviembre de 2024 a las 5:00 p.m.

Atentamente,
Asociación de inquilinos de E Okeefe

Hi Michael,

We want to reach back out to you to follow-up on scheduling for our second negotiation meeting for either November 13th or 15th. We do need lead time in order to coordinate our schedules as working families to be fully present for these negotiation meetings. We will take your lack of response to our prior message as confirmation that November 13th and 15th do not work for you in terms of our second negotiation meeting.

In light of the upcoming Thanksgiving holiday, the next available date for our tenant association is Wednesday December 4th at 6:30 pm. We are looking forward to hearing a response confirming your availability for the second negotiation meeting by Friday, November 8th 2024 at 5 pm.

Sincerely,
E Okeefe Tenant Association
[Quoted text hidden]

Michael Kramer <mkramer@shpco.com> Mon, Nov 11, 2024 at 10:41 AM
To: Okeefe Street <eokeefeta@gmail.com>
Cc: Teresa Morales <TMorales@wlpcommunities.com>

Hello,

Thank you for reaching back out. It has recently come to our attention that besides the 30 petitions that were submitted to the Rent Stabilization Program with concerns about 201, 245, and 301 E. O'Keefe, similar complaints were submitted to the San Mateo County Department of Housing as well. These petitions are hundreds of pages, so we need to review each of them and make the appropriate inquiries and inspections of the units involved. We also need to discuss with both City staff and County staff to resolve these complaints, which is a time-consuming process.

We would be happy to meet after we've completed this, but I expect that will not be done by November 15th. I will let you know if it is completed sooner than expected, and I can reach out once we've made sufficient progress to schedule another meeting.

Thanks! Best wishes –

Mike

Hola,

Gracias por volver a contactarnos. Recientemente nos enteramos de que, además de las 30 peticiones que se presentaron al Programa de Estabilización de Alquileres con inquietudes sobre 201, 245 y 301 E. O'Keefe, también se presentaron quejas similares al Departamento de Vivienda del Condado de San Mateo. Estas peticiones tienen cientos de páginas, por lo que debemos revisar cada una de ellas y realizar las consultas e inspecciones correspondientes de las unidades involucradas. También debemos hablar con el personal de la ciudad y del condado para resolver estas quejas, lo que es un proceso que lleva mucho tiempo.

Nos encantaría reunirnos después de que hayamos completado esto, pero espero que no sea antes del 15 de noviembre. Le informaré si se completa antes de lo esperado y podré comunicarme con usted una vez que hayamos logrado el progreso suficiente para programar otra reunión.

[Quoted text hidden]

Okeefe Street <eokeefeta@gmail.com> Mon, Nov 18, 2024 at 5:25 PM
To: Michael Kramer <mkramer@shpco.com>
Cc: Teresa Morales <TMorales@wlpcommunities.com>

Hi Michael,

We greatly appreciate this response. Can you confirm that the date Wednesday, December 4th works for you to meet for our second negotiation meeting? We need time to arrange our schedules as an association. Please confirm your and your colleagues availability by Wednesday (11/20) at 12 pm.

Agradecemos mucho esta respuesta. ¿Puede confirmar que la fecha del miércoles 4 de diciembre le conviene para reunirse en nuestra segunda reunión de negociación? Necesitamos tiempo para organizar nuestros horarios como asociación. Confirme su disponibilidad y la de sus colegas antes del miércoles (11 de Noviembre) a las 12 p.m.

Sinceramente,
E Okeefe Tenant Association

[Quoted text hidden]

E. O’Keefe Tenant Association Proposals

CATEGORY 1: CONDITIONS OF SALE

To improve transparency, we propose:

1. Provide regular monthly updates to the tenant association regarding potential interested buyers
2. Set up a meeting between potential buyers and the E. Okeefe Tenant Association prior to entering escrow

CATEGORY 2: REPAIR PROCEDURE

1. Improved Repair Process & Individual Repair Requests (See attached list). In light of past difficulties in obtaining timely, quality repairs, we propose the following demands for a more effective repair process:
    a. Initial Response and Inspection: Respond to non-urgent repair requests within 48 hours. Provide tenants with proper, legal notice for an initial inspection of the reported issue**.**
        i. As tenants we have experienced getting multiple 24 hour notices to enter from different places and that should become streamlined with a single written notice.
    b. Written Repair Proposal: After the initial visit, management should provide tenants with a written repair proposal within a reasonable timeframe. The proposal should outline the plan, scope of work, and details of the repair. The proposal should also include what maintenance staff will be working on the repair and provide identification. Residents need coordination with Manager so that they can be present for repairs.
        i. If the tenant raises no objection within 24 hours, management can proceed with the plan.
        ii. If there’s objection, management should engage in a dialogue with the tenant to address concerns, make necessary adjustments, and reach an agreement. Final Inspection: After repair completion, both the manager and tenant must be present for a final inspection and sign-off on the work and provide a copy to the tenant
            1. If a needed repairs take longer than 12 hours, property management should provide tenants with relocation for a night in a hotel that accommodates their household.
    c. If the reported issue reoccurs within a 90-day period, the tenant should be eligible for a 20% rent reduction. An additional 10% reduction should be provided for each subsequent recurrence within that time frame.

d. Property management provides an emergency maintenance hotline for unforseen habitability emergencies 24/7.

CATEGORY 3: WEATHERIZATION OF ALL UNITS AND COMMON AREAS

1. Sand Hill Property Company shall arrange comprehensive inspections of all common areas and dwelling units within 30 days of the execution of the agreement. Sand Hill's inspections shall assess any defects, including the electrical systems, heating, cooling, plumbing, appliances, the weathertightness of the unit, for any evidence of moisture, mold, or infestations. Sand Hill Property Company shall present a report of all inspections and plan to the tenant union to correct any defects within 30 days of completing the inspections and shall promptly make repairs, with documentation provided in writing to the tenants occupying the repaired unit(s). This document shall include:
    a. Inspection by licensed professional plumbers on plumbing system and methodically begin upgrades to plumbing system while providing relocation as needed
    b. Update all windows in the complex so that they can fully seal when it is raining
    c. Every unit should receive needed updates to cabinets, carpets and bathroom fans
2. Improve common areas:
    a. Ensure that there is no leakage into the parking garage area when it is raining.
    b. Fill in cracked floors and chipped paint
    c. Ensure elevator is properly maintained and has responsive maintenance for when elevator goes out of service
        i. Tenants need a responsive emergency number to call when the elevator is out of service and/or they are trapped inside.
    d. Restore elevator at 245 E. O'keefe to be used by residents
    e. Add additional washers and dryers, put forth a regular cleaning schedule and improve ventilation
    f. Ensure that the access roads to the cars where the water drains are located and all those that are uneven must be leveled so as not to cause damage to the tenants' vehicles.

CATEGORY 4: SAFETY & SECURITY

To improve security, we propose:

1. Provide walking security patrol and signage for 201, 245 and 301 E O'keefe and have the Tenants Association view reports of this patrol on an ongoing basis.

2. Installation of security cameras in parking lot areas, commitment to maintain the cameras and provide tenants with camera footage upon request within 24 hours of their request
3. Ensure that all entrances to the apartments, including pedestrian entrances, car entrances, pool accesses and mailbox accesses, are properly closed.
4. Ensure that all tenants have copies of keys with access to the pool in the buildings where necessary.

CATEGORY 5: RENT ROLLBACK FOR ALL UNITS

1. Provide documentation for each unit of their rent increase history for the full duration of their tenure and correct any discrepancies between rent increase amounts and allowable annual rent increases under local rent stabilization ordinance.
2. Provide rent reduction of 10% to all units in the three buildings with an additional 1% per year that the tenant has lived in the building

Propuestas De La Asociacion de Inquilinos De E. Okeefe

Para comenzar las negociaciones, nuestras propuestas iniciales de nuestros miembros se encuentran a continuación:

CATEGORÍA 1: CONDICIONES DE VENTA
Para mejorar la transparencia, proponemos:

1. Proporcionar actualizaciones mensuales regulares a la asociación de inquilinos con respecto a los posibles compradores interesados.
2. Establecer una reunión entre los compradores potenciales y la Asociación de inquilinos de E. Okeefe antes de ingresar el depósito en garantía.

CATEGORÍA 2: PROCEDIMIENTO DE REPARACIÓN
Proceso de reparación mejorado y solicitudes de reparación individuales (ver lista adjunta).

1. En vista de las dificultades pasadas para obtener reparaciones oportunas y de calidad, proponemos las siguientes demandas para un proceso de reparación más efectivo:
    a. Respuesta inicial e inspección: Responder a las solicitudes de reparación no urgentes dentro de las 72 horas. Proporcionar a los inquilinos un aviso adecuado para una inspección inicial del problema informado.
        - Como inquilinos, hemos recibido múltiples avisos de 24 horas para ingresar desde diferentes lugares y eso debería simplificarse con un solo aviso por escrito.
    b. Propuesta de reparación por escrito: después de la visita inicial, la administración debe proporcionar a los inquilinos una propuesta de reparación por escrito dentro de un período de tiempo razonable. La propuesta debe describir el plan, el alcance del trabajo y los detalles de la reparación. También debe incluir cuál es el personal de mantenimiento que trabajará en la reparación y proporcionar una identificación. Los residentes deben coordinarse con el administrador para que puedan estar presentes durante las reparaciones.
        I. Si el inquilino no plantea objeciones dentro de las 48 horas, la administración puede continuar con el plan. (Enviamos varias cartas a los inquilinos el mismo día. Eso es muy poco profesional).
        Ii. Si hay objeciones, la administración debe entablar un diálogo con el inquilino para abordar las inquietudes, hacer los ajustes necesarios y llegar a un acuerdo. Inspección final: una vez

finalizada la reparación, tanto el administrador como el inquilino deben estar presentes para una inspección final y aprobar el trabajo y dar documentación del mismo al inquilino.

c. Si el problema informado ocurre dentro de un período de 90 días, el inquilino debe ser elegible para una reducción del alquiler del 20 % (40 %). Se debe proporcionar una reducción adicional del 10 % (20 %) por cada recurrencia posterior dentro de ese período de tiempo.
d. La administración de la propiedad debe proporcionar una línea directa de mantenimiento de emergencias imprevistas en los apartamentos y tener a alguien que resuelva estas emergencias imprevistas 24/7.

CATEGORÍA 3: CLIMATIZACIÓN DE TODAS LAS UNIDADES Y ÁREAS COMUNES

1. Sand Hill Property Company organizará inspecciones exhaustivas de todas las áreas comunes y unidades de vivienda dentro de los 30 días posteriores a la ejecución del contrato. Las inspecciones de Sand Hill evaluarán cualquier defecto, incluidos los sistemas eléctricos, calefacción, refrigeración, plomería, electrodomésticos, la hermeticidad de la unidad, para detectar cualquier evidencia de humedad, moho o infestaciones. Sand Hill Property Company presentará un informe de todas las inspecciones y un plan a la Asociación de Inquilinos para corregir cualquier defecto dentro de los 30 días posteriores a la finalización de las inspecciones y realizará reparaciones de inmediato, con documentación proporcionada por escrito a los inquilinos que ocupan la(s) unidad(es) reparada(s). Este documento incluirá:

    a. Actualizar el sistema de plomería metódicamente y proporcionar reubicación para todos los residentes
    b. Actualizar todas las ventanas del complejo para que puedan sellar completamente cuando llueva
    c. Asegurarse de que no haya fugas en el área del estacionamiento cuando llueva.
    d. Cada unidad debe recibir las actualizaciones necesarias en gabinetes, alfombras y ventiladores de baño

2. Mejorar las áreas comunes:
    a. Rellenar pisos agrietados y pintura cayendo o descarapelando.
    b. Asegurarse de que el ascensor tenga el mantenimiento adecuado y un mantenimiento continuo para cuando el ascensor deje de funcionar

c. Los inquilinos necesitan un número de emergencia al que puedan llamar cuando el ascensor esté fuera de servicio o se queden atrapados en el interior.
d. Reparar el ascensor en 245 E. O'keefe para que lo utilicen los residentes.
e. Agregar más lavadoras y secadoras y establecer un programa de limpieza regular y mejorar la ventilación del cuarto de lavandería.
f. Asegurarse que los caminos de acceso a los carros donde están las coladeras del agua y todos los que esten desnivelados deben estar nivelados para no causar daños a los vehículos de los inquilinos.

CATEGORÍA 4: SEGURIDAD Y PROTECCIÓN

Para mejorar la seguridad, proponemos:

1. Proporcionar patrulla de seguridad a pie y llevar un continuo patrullaje cada ciertas horas para 201, 245 y 301 E O'keefe St y que la Asociación de Inquilinos pueda ver los reportes de este patrullaje constantemente.
2. Instalación de cámaras de seguridad en áreas de estacionamiento, compromiso de mantener las cámaras y proporcionar a los inquilinos las imágenes de la cámara a pedido dentro de las 24 horas posteriores a su solicitud.
3. Asegurarse de que todas las entradas a los edificios de los apartamentos incluyendo entrada de peatones, entrada de carros, accesos a piscinas y acceso a cajas de correo están cerrando bien y funcionando bien.
4. Asegurarse que todos los inquilinos cuenten con sus copias de llaves con acceso a la piscina en los edificios que sea necesario.

CATEGORÍA 5: RETROACTIVO DEL ALQUILER PARA TODAS LAS UNIDADES

1. Proporcionar documentación para cada unidad de su historial de aumento de alquiler durante toda la duración de su mandato y corregir cualquier discrepancia entre los montos de aumento de alquiler y los aumentos de alquiler anuales permitidos según la ordenanza local de estabilización de alquiler.
2. Proporcionar una reducción de alquiler del 10 % a todas las unidades en los tres edificios con un 1 % adicional por año que el inquilino haya vivido en el edificio

Gmail Okeefe Street <eokeefeta@gmail.com>

Following-up on our In-Person Conversation

7 messages

Okeefe Street <eokeefeta@gmail.com> Thu, Dec 19, 2024 at 3:45 PM
To: Michael Kramer <mkramer@shpco.com>

Hi Michael,

We just wanted to follow-up from our in-person conversation where you shared that you would respond to our association to schedule our second negotiation meeting. It is now December 18th and we still have not heard from you. There are still many items we would like to discuss with you in good faith and we want you to follow through on your word.

We would like to offer Friday, January 17th from 6:30 to 8:30 pm for our second negotiation meeting. With the holiday season fast approaching, we would like this second negotiation meeting to be scheduled sooner than later. Please respond with a confirmation by December 23rd, 2024 at 5 pm.

Hola Michael,

Solo queríamos dar seguimiento a nuestra conversación en persona en la que compartió que respondería a la programación de nuestra segunda reunión de negociación. Ya es 18 de diciembre y todavía no hemos tenido noticias suyas. Todavía hay muchos temas que nos gustaría discutir con usted de buena fe y queremos que cumpla su palabra.

Nos gustaría ofrecer el viernes 17 de enero de 6:30 a 8:30 pm para nuestra segunda reunión de negociación. Dado que la temporada navideña se acerca rápidamente, nos gustaría que esta segunda reunión de negociación esté programada para el 23 de diciembre.

-James

Michael Kramer <mkramer@shpco.com> Fri, Dec 20, 2024 at 1:16 PM
To: Okeefe Street <eokeefeta@gmail.com>
Cc: Teresa Morales <TMorales@wlpcommunities.com>, Bill Reyes <breyes@wlpcommunities.com>, Clarisse Tan <ctan@shpco.com>

Hello,

Thanks for reaching out. As I mentioned, we have been waiting for additional information from the City about the recently filed petitions and from the County about the complaints that were recently lodged. I believe the most productive conversation would be after we hear back from them. However, they are both moving slowly and I understand your interest in meeting earlier.

Unfortunately, we are not available the evening of 1/17 and generally a Friday night will be difficult to schedule our team. What about the afternoon of Thursday, January 16 from 4-6 pm? Or on Wednesday, January 29 from 4-6 pm?

Additionally, our team met recently to discuss how we can be more responsive and provide a helpful channel for communication. As I mentioned when we spoke in person, our Palo Alto office on El Camino Real is not open for public business, please do not visit again. You are welcome to visit our on-site management office nearby at 2041 Euclid Ave where Teresa (cc'ed) sits downstairs and Clarisse (cc'ed) sits upstairs. I would also be happy to meet you in East Palo Alto by appointment. Additionally, we will provide a dedicated ownership representative to talk through any concerns or complaints that any resident of 201, 245, or 301 E'O'Keefe may have. His name is Bill Reyes and you can reach him any time at breyes@wlpcommunities.com or 650-730-0411 to speak with him directly or make an appointment to meet in person in East Palo Alto. He has over 4 years of experience dealing with tenant concerns at Woodland Park and is well suited to listen to and address any concerns. Please feel free to provide his contact information to any of the residents.

Please let me know if the dates above work for a meeting, and I look forward to hearing back. Happy holidays and have a great weekend! Best wishes –

Mike

Hola,

Gracias por comunicarse. Como mencioné, hemos estado esperando información adicional de la Ciudad sobre las peticiones presentadas recientemente y del Condado sobre las quejas que se presentaron recientemente. Creo que la conversación más productiva sería después de que tengamos noticias de ellos. Sin embargo, ambos están avanzando lentamente y entiendo su interés en reunirse antes.

Lamentablemente, no estamos disponibles la noche del 17 de enero y, por lo general, un viernes por la noche será difícil programar a nuestro personal. ¿Qué pasa la tarde del jueves 16 de enero de 4 a 6 p. m.? ¿O el miércoles 29 de enero de 4 a 6 p. m.?

Además, nuestro equipo se reunió recientemente para analizar cómo podemos ser más receptivos y brindar un canal útil para la comunicación. Como mencioné cuando hablamos en persona, nuestra oficina de Palo Alto no está abierta al público, no vuelva a visitarnos. Puede visitar nuestra oficina de administración en el lugar, cerca de 2041 Euclid Ave, donde Teresa (con copia) se sienta en la planta baja y Clarisse (con copia) se sienta en la planta alta. También me encantaría reunirme con usted en East Palo Alto con cita previa. Además, le proporcionaremos un representante de propietarios dedicado para hablar sobre cualquier inquietud o queja que pueda tener cualquier residente de 201, 245 o 301 E'O'Keefe. Su nombre es Bill Reyes y puede comunicarse con él en cualquier momento a breyes@wlpcommunities.com o al 650-730-0411 para hablar con él directamente o programar una cita para reunirse en persona en East Palo Alto. Tiene más de 4 años de experiencia en el tratamiento de inquietudes de inquilinos en Woodland Park y está bien preparado para escuchar y abordar cualquier inquietud. No dude en proporcionar su información de contacto a cualquiera de los residentes.

Avíseme si las fechas anteriores le convienen para una reunión. Espero recibir noticias suyas. ¡Felices fiestas y que tenga un excelente fin de semana! Mis mejores deseos –

Mike

Michael Kramer

Sand Hill Property Company

Tel. +1 650 772 4319

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Okeefe Street <eokeefeta@gmail.com> Thu, Jan 9, 2025 at 9:08 AM
To: Michael Kramer <mkramer@shpco.com>
Cc: Teresa Morales <TMorales@wlpcommunities.com>, Bill Reyes <breyes@wlpcommunities.com>, Clarisse Tan <ctan@shpco.com>

Hi Michael,
Happy New Year and we appreciate your timely response to schedule our second negotiation meeting. The evening of Friday (1/17) was our preferred date to accommodate our members schedules and so it has taken us time to figure out other options especially during the holiday season. It is important that we meet in the evening because that ensures that more members are able to participate. After discussing with our membership, it seems that Thursday, (1/16) can work for us if we can meet at 6 pm so that members can join after they come back from work.

Please confirm your availability by Friday (1/10) at 5 pm so that we can hold it on our schedule. We will be looking to secure a location for this second negotiation meeting and will provide an updated location prior to the confirmed meeting time.

Sincerely,
East Okeefe Tenant Association

Hola Michael,

Feliz Año Nuevo y agradecemos su oportuna respuesta para programar nuestra segunda reunión de negociación. La noche del viernes (17 de enero) fue nuestra fecha preferida para acomodar los horarios de nuestros miembros, por lo que nos tomó tiempo pensar en otras opciones, especialmente durante la temporada navideña. Es importante que nos reunamos por la noche porque eso garantiza que más miembros puedan participar. Después de discutir con nuestros miembros, parece que el jueves (16 de enero) puede funcionar para nosotros si podemos reunirnos a las 6 pm para que los miembros puedan unirse después de regresar del trabajo.

Confirme su disponibilidad antes del viernes (1/10) a las 5 p.m. para que podamos mantenerla en nuestro horario. Buscaremos asegurar una ubicación para esta segunda reunión de negociación y proporcionaremos una ubicación actualizada antes de la hora confirmada de la reunión.

Sinceramente,
Asociación de inquilinos de E OKeefe

[Quoted text hidden]

Michael Kramer <mkramer@shpco.com> Thu, Jan 9, 2025 at 7:17 PM
To: Okeefe Street <eokeefeta@gmail.com>
Cc: Teresa Morales <TMorales@wlpcommunities.com>, Bill Reyes <breyes@wlpcommunities.com>, Clarisse Tan <ctan@shpco.com>

Hello –

Happy New Year. Yes, our team is available to meet on Thursday evening 1/16 at 6 pm. I suggest we meet at our community engagement office at 2041 Euclid Ave at the corner of E. O'Keefe. Please let us know if this works for you.

Thanks – see you soon –

Mike

Hola –

Feliz año nuevo. Sí, nuestro equipo está disponible para reunirse el jueves 16 de enero a las 6:00 p. m. Sugiero que nos reunamos en nuestra oficina de participación comunitaria en 2041 Euclid Ave, esquina con E. O'Keefe. Por favor, avísenos si esto le resulta conveniente.

Gracias. Nos vemos pronto.

[Quoted text hidden]

Okeefe Street <eokeefeta@gmail.com> Wed, Jan 15, 2025 at 9:35 AM
To: Michael Kramer <mkramer@shpco.com>
Cc: Teresa Morales <TMorales@wlpcommunities.com>, Bill Reyes <breyes@wlpcommunities.com>, Clarisse Tan <ctan@shpco.com>

Hi Michael,

We are looking forward to meeting with you and your colleagues at 6 pm tomorrow (1/16). For the meeting we have reserved 1900 University Avenue, Floor 4. Please let us know if you need additional directions.

Here is the basic outline for the agenda of the meeting tomorrow:

1. Intros/Community Agreements (10 mins)
2. Updates from the E Okeefe Tenant Association (10 minute)
3. Negotiation on Proposals from E Okeefe Tenant Association (60 minutes)
4. Report back / next steps (10 minutes)

Please let us know if you have any questions.

See you tomorrow,
E Okeefe Tenant Association

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Hola Michael,

Esperamos reunirnos con usted y sus colegas mañana a las 6 p.m. (16/01). Para la reunión hemos reservado 1900 University Avenue, piso 4. Infórmenos si necesita instrucciones adicionales.

Aquí está el esquema básico de la agenda de la reunión de mañana:
- Introducciones/Acuerdos comunitarios (10 minutos)
- Actualizaciones de la Asociación de Inquilinos de E Okeefe (10 minutos)

- Negociación sobre propuestas de la Asociación de Inquilinos de E Okeefe (60 minutos)
- Informe posterior/próximos pasos (10 minutos)

Por favor háganos saber si tiene alguna pregunta.

Nos vemos mañana,
Asociación de inquilinos de E Okeefe

[Quoted text hidden]

Michael Kramer <mkramer@shpco.com> Wed, Jan 15, 2025 at 4:53 PM
To: Okeefe Street <eokeefeta@gmail.com>
Cc: Teresa Morales <TMorales@wlpcommunities.com>, Bill Reyes <breyes@wlpcommunities.com>, Clarisse Tan <ctan@shpco.com>

Hello,

Thank you for confirming. We will see you there at 6 pm. I will be joined by my colleagues Jason, Clarisse, Teresa, and Bill from Sand Hill, and Stacie and Enrique from Greystar Property Management.

Who will be joining from your side? Will you have any City Council members or Rent Board members in attendance? Please note that since petitions have been submitted to the rent stabilization program, any public official (including Rent Board members) who joins the meeting will have to be recused from any future hearings regarding those petitions.

Thanks,

Mike

Hola,

Gracias por confirmar. Nos vemos allí a las 6:00 p. m. Me acompañarán mis colegas Jason, Clarisse, Teresa y Bill de Sand Hill Property Company, y Stacie y Enrique de Greystar Property Management.

¿Quién se unirá a ustedes? ¿Habrá miembros del Ayuntamiento o de la Junta de Alquileres presentes? Tenga en cuenta que ahora que se han presentado peticiones al programa de estabilización de alquileres, cualquier funcionario público (incluidos los miembros de la Junta de Alquileres) que se una a la reunión deberá ser recusado de cualquier audiencia de petición futura relacionada con esas peticiones.

Gracias,

[Quoted text hidden]

Okeefe Street <eokeefeta@gmail.com> Thu, Jan 16, 2025 at 5:26 PM

To: Michael Kramer <mkramer@shpco.com>
Cc: Teresa Morales <TMorales@wlpcommunities.com>, Bill Reyes <breyes@wlpcommunities.com>, Clarisse Tan <ctan@shpco.com>

Hi Michael,

On our side there will be tenant association members with support from community based organization staff and volunteers. We have invited no public officials (city council or rent board members) to join this meeting and do not expect for them to attend.

Looking forward to meeting,
E Okeefe Tenant Association

- - - -

De nuestro lado habrá miembros de la asociación de inquilinos con el apoyo del personal y voluntarios de organizaciones comunitarias. No hemos invitado a ningún funcionario público (concejo municipal o miembros de la junta de alquileres) a unirse a esta reunión y no esperamos que asistan.

Sinceramente,
Asociación de Inquilinos E Okeefe
[Quoted text hidden]

Gmail **Okeefe Street <eokeefeta@gmail.com>**

Following up on our Negotiation Meeting Yesterday

1 message

Okeefe Street <eokeefeta@gmail.com> Fri, Jan 17, 2025 at 3:42 PM
To: Michael Kramer <mkramer@shpco.com>, ppau@shpco.com
Cc: Teresa Morales <tmorales@wlpcommunities.com>, Bill Reyes <breyes@wlpcommunities.com>, Clarisse Tan <ctan@shpco.com>

Hi Michael,

It was great being able to meet with you all yesterday and continue the process of discussing the proposals presented to you by our tenant association. I have included the full list of proposals for your review. We would like to continue the discussion on these proposals as soon as possible. If you could share the full update that you shared during the meeting via email that would be great.

Here are some of the questions we have for you all regarding our experiences as tenants:
Category 1: Repair Procedure
What is the internal communication system for Property Management? From our experience maintenance staff come in at different parts of the same repair confused about what they are supposed to do.

Category 2: Safety & Security
We have noticed less frequent walking security in our buildings for the past few months? How many times a week is security supposed to be on patrol based on the contract signed by property management? And what is the schedule time daily?

Category 3: Weatherization and Improvements of all Units and Common Areas
In fall of 2024, we saw that you came to 201,245 and 301 buildings to do inspections. What were the results of those inspections? Did you have a plumber check out why we have so many water issues in our buildings?

We will be working on a set of dates to follow-up on this negotiation process and will send those to you next week. We do hope that at our next meeting you all will be prepared to engage in substantive responses to our proposals and we can have productive negotiations.

- -
Fue fantástico poder reunirme con todos ustedes ayer y continuar el proceso de discusión de las propuestas que les presentó nuestra asociación de inquilinos. He incluido la lista completa de propuestas para su revisión. Si pudiera compartir la actualización completa que compartió durante la reunión por correo electrónico, sería fantástico.
Estas son algunas de las preguntas que tenemos para todos ustedes sobre nuestras experiencias como inquilinos:

Categoría 1: Procedimiento de Reparación
¿Cuál es el sistema de comunicación interna de Gestión de Propiedades? Según nuestra experiencia, el personal de mantenimiento llega a diferentes partes de la misma reparación confundido acerca de lo que se supone que debe hacer.

Categoría 2: Seguridad y protección
¿Hemos notado una seguridad ambulante menos frecuente en nuestros edificios durante los últimos meses? ¿Cuántas veces por semana se supone que la seguridad debe estar patrullando según el contrato firmado por la administración de la propiedad? ¿Y cuál es el horario horario diario?

Categoría 3: Climatización y mejoras de todas las unidades y áreas comunes
En el otoño de 2024, vimos que vinieron a 201,245 y 301 edificios para realizar inspecciones. ¿Cuáles fueron los resultados de esas inspecciones? ¿Le pidió a un plomero que averiguara por qué tenemos tantos problemas de agua en nuestros edificios?

Estaremos trabajando en un conjunto de fechas para dar seguimiento a este proceso de negociación y se las enviaremos la próxima semana. Esperamos que en nuestra próxima reunión todos ustedes estén preparados para dar respuestas sustantivas a nuestras propuestas y que podamos tener negociaciones productivas.

Have a great weekend!

E Okeefe Tenant Association

1.16.25 EOTA Negotiation Proposals .pdf
104K

Date Presented: 1.16.25

E. OKeefe Tenant Association Proposals

CATEGORY 1: REPAIR PROCEDURE

1. All written communication with tenants should be conducted in their preferred language (English or Spanish)
2. Maintenance staff should wear a badge to indicate that they are staff members with greystar property management and/or woodland park.
3. Property management provides an emergency maintenance hotline for unforseen habitability emergencies 24/7. The emergency hotline should be available in both English and spanish.

Proposed Repair Procedure

4. When tenants make a request (in person, over phone or via email) they should be emailed a work order form within 24 hours for emergency requests and up to 48 hours for nonurgent requests that details
    a. The overview plan for the timeline of when the initial inspection and repair will take place
    b. The primary maintenance staff(s) who will be working on the repair
    c. The supervisor who will oversee the coordination of the repair
5. For nonurgent repair requests, tenants should be able to make schedule adjustment requests within 24 hours of receiving the work order form
6. After repair completion, both the manager and tenant must be present for a final inspection and sign-off on the work and provide a copy to the tenant
    a. If a needed repairs take longer than 12 hours, property management should provide tenants with relocation for a night in a hotel that accommodates their household.
7. If the reported issue reoccurs within a 90-day period, the tenant should be eligible for a 20% rent reduction. An additional 10% reduction should be provided for each subsequent recurrence within that time frame.

CATEGORY 2: SAFETY & SECURITY

To improve security, we propose:

1. Provide regular walking security patrol and signage for 201, 245, 300, 301, 360 & 380
    a. Patrol officers should wear identification and badge when on patrol
    b. There has been instances of a patrol officer being unprofessional and aggressive with residents and we want to be able to file specific complaints as residents

2. Installation of security cameras in parking lot areas, commitment to maintain the cameras and provide tenants with camera footage upon request within 24 hours of their request
3. Ensure that all entrances to the apartments, including pedestrian entrances, car entrances, pool accesses and mailbox accesses, are properly secured.
4. Ensure that all tenants have copies of keys with access to the pool in the buildings where necessary.
5. Implement a security patrol number to have call options for both English and Spanish so that residents can navigate the menus. Spanish speaking call operatorsr should be available for the security number.

CATEGORY 3: WEATHERIZATION AND IMPROVEMENTS OF ALL UNITS AND COMMON AREAS

1. Improve common areas:
    a. Ensure that there is no leakage into the parking garage area when it is raining. Level the access roads to the cars where the water drains are located so as not to cause damage to the tenants' vehicles
    b. Ensure elevator is properly maintained and has responsive maintenance for when elevator goes out of service
        i. Tenants need a responsive emergency number to call when the elevator is out of service and/or they are trapped inside.
    c. Fill in cracked floors and chipped paint
    d. Add additional washers and dryers, put forth a regular cleaning schedule and improve ventilation
2. Improve common issues in all units:
    a. Update all windows and patio doors in the complex so that they can fully seal when it is raining
    b. Every unit should receive needed updates to cabinets, carpets and bathroom fans
3. Upon receipt of multiple complaints from the same building and/or demand letter with a building-wide petition, Sand Hill Property Company shall arrange comprehensive inspections of all common areas and dwelling units within 30 days. Sand Hill’s inspections shall assess any defects, including the electrical systems, heating, cooling, plumbing, appliances, the weathertightness of the unit, for any evidence of moisture, mold, or infestations. Sand Hill Property Company shall present a report of all inspections and plan to the tenant union to correct any defects within 30 days of completing the inspections and shall promptly make repairs, with documentation provided in writing to the tenants occupying the repaired unit(s).This document shall include: Inspection by licensed

professional plumbers on plumbing system and methodically begin upgrades to plumbing system while providing relocation as needed

CATEGORY 4: RENT ROLLBACK FOR ALL UNITS

1. Provide rent reduction of 15% to all units in the six buildings
2. Waive annual rent increases until the major repairs and renovations to common areas, plumbing and appliances are completed and the completed work is signed off on by the tenant association

CATEGORY 5: CONDITIONS OF SALE

To improve transparency, we propose:

1. Provide regular monthly updates to the tenant association regarding potential interested buyers
2. Arrange a meet & greet meeting between potential buyers and the E. Okeefe Tenant Association prior to entering escrow

Propuestas de la Asociación de Inquilinos de E. OKeefe

CATEGORÍA 1: PROCEDIMIENTO DE REPARACIÓN

1. Toda comunicación escrita con los inquilinos debe realizarse en su idioma preferido (inglés o español).
2. El personal de mantenimiento debe usar una identificacion para indicar que son miembros del personal de Greystar Property Management y/o Woodland Park.
3. La administración de la propiedad proporciona una línea directa de mantenimiento de emergencia para emergencias de habitabilidad imprevistas las 24 horas, los 7 días de la semana. La línea directa de emergencia debe estar disponible tanto en inglés como en español.Procedimiento de reparación propuesto
4. Cuando los inquilinos realizan una solicitud (en persona, por teléfono o por correo electrónico), se les debe enviar por correo electrónico un formulario de orden de trabajo dentro de las 24 horas para solicitudes de emergencia y hasta 48 horas para solicitudes no urgentes que se detallen.
5. El plan general para el cronograma o linea de tiempo de cuándo se llevarán a cabo la inspección y reparación inicial.
    a. El personal de mantenimiento principal que trabajará en la reparación.
    b. El supervisor que supervisará la coordinación de la reparación.
6. Para solicitudes de reparación no urgentes, los inquilinos deben poder realizar solicitudes de ajuste de horario dentro de las 24 horas posteriores a la recepción del formulario de orden de trabajo.
7. Después de completar la reparación, tanto el administrador como el inquilino deben estar presentes para una inspección final y aprobar el trabajo y proporcionar una copia al inquilino.
    a. Si las reparaciones necesarias tardan más de 12 horas, la administración de la propiedad debe proporcionar a los inquilinos la reubicación para pasar una noche en un hotel que acomode a su familia.
8. Si el problema reportado vuelve a ocurrir dentro de un período de 90 días, el inquilino debería ser elegible para una reducción del alquiler del 20 %. Se debe proporcionar una reducción adicional del 10% por cada recurrencia posterior dentro de ese plazo.

CATEGORÍA 2: SEGURIDAD Y PROTECCIÓN

Para mejorar la seguridad, proponemos:

1. Proporcionar patrullas de seguridad ambulantes regulares y señalización para 201, 245, 300, 301, 360 y 380.
    a. Los oficiales de patrulla deben usar identificación y placa cuando estén patrullando.
    b. Ha habido casos en los que un oficial de patrulla ha sido poco profesional y agresivo con los residentes y queremos poder presentar quejas específicas como residentes.
2. Instalación de cámaras de seguridad en las áreas de estacionamiento, comprometerse al mantenimiento de las cámaras y de proporcionar a los inquilinos las imágenes de las cámaras si las solicitan dentro de las 24 horas posteriores a su solicitud.
3. Asegurarse de que todas las entradas a los apartamentos, incluidas las entradas para peatones, las entradas para automóviles, los accesos a la piscina y los accesos al buzón, estén debidamente aseguradas.
4. Asegurarse de que todos los inquilinos tengan copias de las llaves con acceso a la piscina en los edificios cuando sea necesario.
5. Implementar un número de patrulla de seguridad para tener opciones de llamada tanto en inglés como en español para que los residentes puedan navegar por los menús. Los operadores de llamadas de habla hispana deben estar disponibles para el número de seguridad

CATEGORÍA 3: CLIMATIZACIÓN Y MEJORAS DE TODAS LAS UNIDADES Y ÁREAS COMUNES

1. Mejorar areas comunes:
    a. Asegúrese de que no haya fugas en el área del estacionamiento cuando esté lloviendo. Nivelar las vías de acceso a los autos donde se encuentran los desagües de agua para no causar daños a los vehículos de los inquilinos.
    b. Asegúrese de que el ascensor tenga el mantenimiento adecuado y tenga un mantenimiento adecuado para cuando el ascensor quede fuera de servicio.
        i. Los inquilinos necesitan un número de emergencia receptivo para llamar cuando el ascensor está fuera de servicio y/o están atrapados dentro.
    c. Rellene pisos agrietados y pintura desconchada.
    d. Agregue lavadoras y secadoras adicionales, establezca un programa de limpieza regular y mejore la ventilación en los cuartos de lavanderia.
2. Mejorar problemas comunes en todas las unidades:
    a. Actualice todas las ventanas y puertas de patio del complejo para que puedan sellar completamente cuando llueve.

b. Cada unidad debe recibir las actualizaciones necesarias en gabinetes, alfombras y ventiladores de baño.

3. Al recibir múltiples quejas del mismo edificio y/o carta de demanda con una petición para todo el edificio, Sand Hill Property Company organizará inspecciones integrales de todas las áreas comunes y unidades de vivienda dentro de los 30 días. Las inspecciones de Sand Hill evaluarán cualquier defecto, incluidos los sistemas eléctricos, calefacción, refrigeración, plomería, electrodomésticos y la estanqueidad de la unidad a la intemperie, en busca de evidencia de humedad, moho o infestaciones. Sand Hill Property Company presentará un informe de todas las inspecciones y un plan al sindicato de inquilinos para corregir cualquier defecto dentro de los 30 días posteriores a la finalización de las inspecciones y realizará las reparaciones de inmediato, con documentación proporcionada por escrito a los inquilinos que ocupan las unidades reparadas. Este documento deberá incluir: Inspección por parte de plomeros profesionales con licencia en el sistema de plomería y comenzar metódicamente las actualizaciones del sistema de plomería mientras se proporciona la reubicación según sea necesario.

CATEGORÍA 4: REVOCACIÓN DEL ALQUILER PARA TODAS LAS UNIDADES

1. Proporcionar una reducción de alquiler del 15% a todas las unidades en los seis edificios.
2. Renunciar a los aumentos anuales de alquiler hasta que se completen las reparaciones y renovaciones importantes de las áreas comunes, la plomería y los electrodomésticos y la asociación de inquilinos apruebe el trabajo completado.

CATEGORÍA 5: CONDICIONES DE VENTA

Para mejorar la transparencia, proponemos:

1. Proporcionar actualizaciones mensuales regulares a la asociación de inquilinos con respecto a los posibles compradores interesados.
2. Establecer una reunión entre los compradores potenciales y la Asociación de inquilinos de E. Okeefe antes de ingresar el depósito en garantía.

Gmail Okeefe Street <eokeefeta@gmail.com>

East O'Keefe Tenant Association Negotiation Proposals and Petitions

2 messages

Jason Villarreal <jvillarreal@shpco.com> Fri, Feb 7, 2025 at 7:58 AM
To: eokeefeta@gmail.com

Dear East O'Keefe Tenant Association:

We write today in response to your proposal dated as of January 16, 2025, and James Huynh's representations to the City of East Palo Alto (the "City") at the January 28, 2025, Pre-Hearing Conference regarding Petitions for Individual Rent Adjustment from 201, 245, and 301 E. O'Keefe St. (the "Petitions"). We appreciate your patience on this and we wanted to evaluate all matters including tenant representation.

I wanted to share a reminder pertaining to our tenant's privacy as it is valued to ownership and property management. Woodland Park is in contractual privity with its tenants. As part of this legal relationship, Woodland Park is obligated to maintain confidentiality of tenant records. Woodland Park does not discuss the specifics of any given tenant or tenancy with anyone other than the named tenants on the lease. This protects the confidentiality of the tenant information as well as the safety and security of the tenants. Woodland Park is unable to discuss specifics about any tenancy with anyone other than the tenant. The purported "Association" continues to request that Woodland Park make private tenant information public which we cannot and will not do for the sake of our tenants. We appreciate your cooperation, compliance, and understanding in respecting tenant privacy by refraining from asking Woodland Park to compromise tenants' privacy.

Woodland Park has a written lease agreement with every tenant of ours. That lease agreement, together with local and state law, governs the terms of each tenancy. Woodland Park fulfills all of its obligations to every tenant pursuant to their lease agreement, local law, and state law.

A number of tenants in 201, 245, and 301 E. O'Keefe St. have submitted petitions for individual rent adjustment. On January 28, 2025, the City held a pre-hearing conference to discuss the logistics of the hearings on these Petitions. Mr. Huynh appeared at the conference but did not disclose whom he was representing. Mr. Huynh told the City and its hearing examiners that Woodland Park refused to participate in settlement negotiations regarding the Petitions. That is not true.

In fact, Mr. Huynh has prevented Woodland Park from discussing the petitions at the meetings that have been held. The "Association" requested the January 16, 2025, meeting to "negotiate." Woodland Park came prepared to discuss the previously raised issues at 201, 245, and 301 E. O'Keefe St. Mr. Huynh cut off this conversation and refused to discuss it. This was disappointing as we wanted to focus on the 201, 245, and 301 E. O'Keefe St. tenant's thoughts and follow up with their work order concerns. This did not happen and instead, Mr. Huynh insisted on raising new and different issues at different properties, all of which are irrelevant to the Petitions. It was Mr. Huynh who refused to negotiate or work toward settlement, not Woodland Park.

Mr. Huynh is advised not to misstate facts or otherwise mislead the tribunal or the City with regard to the Petitions or any other matter. His actions do not help the tenants but in turn delays getting the tenant's issues addressed and resolved.

We wanted to reiterate that Woodland Park continues to fulfill all of its obligations under the lease agreements, local law, and state law. Woodland Park tenants are provided all of the housing services to which they are entitled. Woodland Park has opposed each of

the Petitions for rent reduction and rebate on the basis that Woodland Park maintains the premises in a good and habitable condition. And, when a tenant does not notify Woodland Park of a problem or provides Woodland Park an opportunity to correct it, no rent rebate is available. Woodland Park has responded to and corrected in a timely fashion all problems identified by tenants, except where tenants prevented Woodland Park from providing requested services.

We do have concerns that there is a directive from the association side to tenants not to submit work orders through the proper channels and protocol to the leasing team, online, or by phone nor send them to our onsite Community Engagement Manager. This is concerning because it significantly reduces the opportunity for Woodland Park to address and resolve our tenants' work orders. We hope this is not the case. When Woodland Park received your letter of concerns about 201, 245, and 301 E. O'Keefe St., Woodland Park took those concerns very seriously. Woodland Park hosted three evening listening sessions and invited all tenants to all of those buildings to come speak directly about their concerns. Almost no one came, giving rise to an inference that individual tenants do not have ongoing concerns.

The "Association" has held "negotiation meetings," but unfortunately these meetings have not been productive while taking away valuable and needed time away from our tenants. To date, these meetings have consisted of "Association" representatives reading a letter that could have been sent and read in advance. As mentioned on several occasions, if there are issues to be resolved in any tenant's unit, Woodland Park invites that tenant to report the issue directly to the property management team (Greystar) or the community engagement staff so it can be solved.

To also aid in our tenants' needs, Woodland Park has hired a new part-time community engagement representative dedicated to solving any tenant problems. Woodland Park announced his e-mail address and phone number to the "Association" and reported that he would schedule an appointment with any tenant to discuss and help fix their problems. Unfortunately, zero tenants from any of the six buildings have reached out to him. This reflects that individual tenants do not have ongoing concerns.

Woodland Park has brought the General Manager, the Regional Property Manager, and the Maintenance Manager to the "negotiation meetings" to receive reports of any problems so that work orders can be created efficiently and problems can be solved expediently. No tenant provided any new work orders at the meetings. It seems it does not appear that individual tenants have any ongoing concerns.

Woodland Park hereby reiterates that it is always willing to meet with any tenant and to address their concerns. That said, Woodland Park cannot meet with "representatives" with whom it has no relationship or otherwise discuss private tenant matters with anyone other than the tenant. The property owner is working closely with Greystar property management to ensure that the on-site management team responds to repair requests in a timely and satisfactory manner. There is an emergency maintenance hotline 24/7 which can be reached at **650-566-2000**.

If any tenant has a maintenance concern in their home, they should let the Greystar property management team know right away so that the issue(s) can be fixed as soon as possible. There are several ways to report a maintenance issue:

- Tenants can log on to the resident portal online at:

  https://www.liveatwoodlandparkapts.com

- Tenants can call the main office line at **(650) 566-2000**.
- Tenants can visit the **Management Office** at 5 Newell Court or 2043 Euclid Ave. The hours of operation are **Monday-Friday, 9am-6pm, and Saturday-Sunday, 9AM-5PM**.

If anyone has questions or feedback for the Woodland Park Communities ownership team, please contact **Teresa Morales**, Community Engagement Manager, at **(650) 690-6199**, tmorales@wlpcommunities.com, or in-person at 2041 Euclid Avenue (at East O'Keefe). There is also a dedicated ownership representative to talk through any concerns or complaints that any tenant may have. His name is **Bill Reyes** and you can reach him any time at breyes@wlpcommunities.com or **(650) 730-0411** to speak with

him directly or make an appointment to meet in person in East Palo Alto. He has over 4 years of experience dealing with tenant concerns at Woodland Park and is well suited to listen to and address any concerns.

Woodland Park will continue to fulfill its obligations under its lease agreements, local law, and state law. Woodland Park will participate in the Petition hearings. We will also continue to respond to tenant inquiries and work orders in a timely fashion and address/resolve.

At this time; and after attending recent association meetings, we will continue to be focused on addressing any tenant issues that arise; however, we will not be attending future association meetings so we can provide said focus and be mindful of our tenant's time.

Woodland Park tenants and members of the public are welcome to visit the Woodland Park public offices at 5 Newell Ct., 2041 Euclid Ave., and 2043 Euclid Ave. As noted and stated at the recent association meeting, The Sand Hill Property Company office on El Camino Real is not open for public business and any unauthorized visits will be considered trespassing.

Thank you for your time and understanding.

Sincerely,

Jason Villarreal

Chief Operating Officer

SAND HILL PROPERTY COMPANY

T:(650) 344-1500

F:(650) 344-0652

Estimada Asociación de Inquilinos de East O'Keefe:

Le escribo hoy en respuesta a su propuesta con fecha de enero 16, 2025 y a las representaciones de James Huynh ante el Consejo de la Ciudad de East Palo Alto (la Ciudad) en la Pre-conferencia de enero 28, 2025 Audiencia acerca de las Peticiones para Ajustes de Rentas Individuales del 201, 245, y 301 E. O'Keefe St. (las "Peticiones"). Apreciamos su paciencia en este asunto y quisimos evaluar todos los asuntos presentados incluyendo la representacion de los inquilinos.

Queria compartir un recordatorio respecto a la privacidad de nuestros inquilinos ya que es valorada por los dueños y los gerentes de la propiedad. Woodland Park está en contrato de privacidad con sus inquilinos. Como parte de esta relación legal, Woodland Park está obligada a mantener confidencialidad de los records de tales inquilinos. Woodland Park no comparte los detalles de ningun asunto de contrato de inquilinos con nadie mas allá de los inquilinos dentro de cada contrato de arrendamiento. Esto proteje la confidencialidad de la información del inquilino así como la seguridad de los inquilinos.

Woodland Park no puede hablar de especificos de ningun inquilino con alguien mas aparte del inquilino. La supuesta “Asociación” continua pidiendo que Woodland Park haga pública la información de los inquilinos lo cual no podemos hacer para proteger a los inquilinos. Apreciamos su cooperación, su conformidad, y su consideración con respecto a la privacidad de los inquilinos al no solicitar que Woodland Park comprometa la privacidad de sus inquilinos.

Woodland Park tiene un acuerdo por escrito con cada inquilino. Ese acuerdo, junto con la ley local y estatal, protegen los terminos de cada contrato de arrendamiento. Woodland Park responde a todas sus obligaciones con cada inquilino de acuerdo a su contrato con la ley local y estatal.

Un número de inquilinos en el 201, 245, y 301 E. O’Keefe St., han entregado peticiones para ajustes de rental individual. El 28 de enero, 2025, la Ciudad llevo a cabo una conferencia de pre-audiencia para hablar de las logisticas de las audiencias de estas Peticiones. El Sr Huynh se presentó a la conferencia pero no reveló a quien estaba representando. El Sr. Huynh manifestó ante la Ciudad y los examinadores de la audiencia que Woodland Park se rehusó a participar en negociaciones referente a las Peticiones. Esto no es verdad.

De hecho, El Sr. Huynh ha impedido que Woodland Park dialogue sobre las peticiones en las reuniones llevadas a cabo. La “Asociación” pidió una reunión el 16 de enero, 2025 para “negociar.” Woodland Park llegó preparada para hablar de los asuntos previamente discutidos del 201, 245, y 310 E. O’Keefe St. El Sr. Hyunh cerró la conversación y se rehusó a hablar de tales asuntos. Esto nos desagradó ya que queriamos enfocarnos en el 201, 245, y 301 E. O’Keefe y lo que inquilinos pensaban de las órdenes de mantenenimiento y sus preocupaciones. Esto no sucedió, y en su lugar el Sr. Huynh insistió en enfocarse en presentar nuevos y diferentes asuntos de diferentes propiedades. Las cuales todas eran irrelevantes a las Peticiones. Fué el Sr Huynh quien se rehusó a negociar ó a dialogar para llegar a un acuerdo, no Woodland Park.

Se le aconseja al Sr Huynh a no presentar hechos incorrectos ni tampoco hacer representaciones falsas ante el tribunal de la Ciudad con respecto a peticiones o cualquier otro asunto. Sus acciones no ayudan a los inquilinos, al contrario impiden que los asuntos de los inquilinos se escuchen y se resuelvan.

Queremos reiterar que Woodland Park continua asumiendo sus obligaciones bajos el contrato de arrendamiento, la ley local, y estatal. Los inquilinos de Woodland Park reciben todos los servicios de vidienda a los que tienen derecho. Woodland Park se opone a cada una de las Peticiones de reducción de renta y rebate con base en que Woodland Park mantiene las propiedad en condiciones buenas y habitables. Y, cuando un inquilino no notifica a Woodland Park de un problema o provee a Woodland Park la oportunidad de corregir tal problema, el rebate de renta no está disponible. Woodland Park ha respondido y corregido todos los poblemas de manera oportuna con los inquilinos, excepto donde los inquilinos han impedido que Woodland Park provea tales servicios requeridos.

Nos preocupa que haya un influencia por la asociación dirigiendo a los inquilinos a no entregar sus órdenes de reparaciones por medio de los medios apropiados y el protocólo del equipo de arrendamientos, ya sea por línea, por teléfono o por medio de la gerente de asuntos comunitarios. Nos preocupa porque esto reduce significativamente la oportunidad de Woodland Park de resolver y enfocarse en las órdenes de reparaciones de los inquilinos. Esperamos que este no sea el caso. Cuando Woodland park recibió su carta de procupaciones acerca de 201,245, y 301 E. O’Keefe St., Woodland Park tomó muy seriamente esas preocupaciones. Woodland Park organizó tres sesiones para escuchar por las tardes e invitó a todos los inquilinos de todos esos edificios para que vinieran a hablar directamente acerca de sus preocupaciones. Casi nadie llegó, dandonos asi el mensaje de que los inquilinos individualmente no tenian preocupaciones actuales.

La “Asociación” ha organizado “reuniones de negociación” pero desafortunadamente estas reuniones no han sido productivas tomando asi el tiempo necesario y de valor para nuestros inquilinos. A la fecha, estas reuniones han consistido en lecturas de cartas por los representates de la “Asociación” las cuales pudieron haber sido enviadas para leerlas previamente. Como mencionado en varias ocasiones, si existen asuntos a resolver en cualquiera de las unidades, Woodland Park le invita a los inquilinos a reportar el problema directamente a la compañia de manejo de la propiedad o al personal de asuntos comunitarios para que se resuelvan.

Para ayudar con las necesidades de nuestros inquilinos, Woodland Park ha contratado a un nuevo representate de asuntos comunitarios parte de tiempo y esta dedicado a resolver problemas de los inquilinos. Woodland Park anunció su correo electronico y su número de teléfono a la "Asociación" y anunciamos que esta persona estaría disponible para ayudar a asegurar que se resuelvan los problemas de mantenimiento. Desafortunadamente, ningun inquilino de los seis edificios han contactado a esta persona. Esto nos dice que los inquilinos individuales no tienen problemas actuales.

Woodland park invitó al Gerente General, El Gerente Regional, y al Gerente de Mantenimiento a las "reuniones de negociaciones" para recibir reportes y quejas de cualquier problema para asegurar que las órdernes de trabajo se llenaran al momento de la reunión y asi resolver los problemas de manera mas rápida. Ningun inquilino se acercó para entregar órdenes de trabajo de mantenimiento en estas reuniones. Esto nos dice que parece no haber preocupaciones actuales de parte de inquilinos individuales.

Por medio de la presente, Woodland Park reitera que siempre está dispuesta a reunirse con los inquilinos para abordar sus procupaciones. Habiendo dicho esto, Woodland Park no puede reunirse con "representantes" con quienes no tiene relación ó de otra manera no puede discutir asuntos privados de inquilinos con personas que nos sean los inquilinos. El dueño de la propiedad esta supervisando muy de cerca a Greystar quien maneja la propiedad para asegurarse que el equipo de mantenimiento responda a las peticiones de reparaciones de manera satisfactoria y rápida. Existe una línea de emergencias 24/7 la cual puede contactarse en el (**650) 566-2000.**

Si un inquilino tiene un asunto de mantenimiento en su hogar, ellos pueden hacerle saber al equipo de Greystar imediatamente para que el asunto se resuelva a la brevedad posible. Hay varias maneras de reportar estos asuntos de mantenimiento:

- Inquilinos pueden entrar al portal de residentes por línea a:

  https://www.liveatwoodlandparkapts.com

- Inquilinos pueden llamar a la oficina **(650) 566-2000**.
- Inquilinos pueden visitar la **Oficina de Gerencia** al 5 Newell Court o al 2043 Euclid Ave. Las horas de operación son de **lunes-viernes, 9am-6pm, y de sábado-domingo, 9AM-5PM**.

Si alguien tiene preguntas o información para los dueños de Woodland Park Communities, favor de hablar con **Teresa Morales,** Gerente de Compromiso Comunitario, al **(650) 690-6199,** tmorales@wlpcommunities.com, ó en persona al 2041 Euclid Avenue (en East O'Keefe). Tambíen pueden llamar al representante de los dueños dedicado a estos asuntos y quejas de los inquilinos. Su nombre es **Bill Reyes** y pueden encontrarlo en breyes@wlpcommunities.com ó (**650) 730-0411** para hablar con el directamente ó hacer una cita en persona en East Palo Alto. El tiene más de 4 años de experiencia de manejo de asuntos de mantenimiento con inquilinos en Woodland Park. El está disponible para darle atención adecuada y resolver cualquier asunto.

Woodland Park continuará asumiendo sus obligaciones bajo los acuerdos de arrendamiento, la ley local y estatal. Woodland Park participará en las audiencias de Peticiones. También continuará respondiendo a las preguntas y órdenes de trabajo de mantenimiento a la brevedad possible y asi abordar/resolver cualquier asunto.

Por ahora; y despúes de asistir a recientes reuniones de la asociación, continuaremos enfocados en responder a las cuestiones que se presenten; no obstante, no atenderemos reuniones futuras de la asociación y asi enfocarnos y respetar el tiempo de nuestros inquilinos.

Inquilinos de Woodland Park y miembros del público son bienvenidos a visitar las oficinas de Woodland Park en el 5 Newell Ct. 2041 Euclid Ave., y el 2043 Euclid Ave. Como se subrayó y como se especificó en la reunión de la asociación, la oficina de la Compañia Sand Hill Property en Camino Real no está abierta para negocios de asuntos públicos y cualquier visita no autorizada será considerada como una intrusión.

Gracias por su tiempo y comprensión.

Sinceramente,

Jason Villarreal

Chief Operating Officer

SAND HILL PROPERTY COMPANY

T:(650) 344-1500

F:(650) 344-0652

Okeefe Street <eokeefeta@gmail.com> Thu, Feb 13, 2025 at 10:12 AM
To: jvillareal@shpco.com, Michael Kramer <mkramer@shpco.com>, ppau@shpco.com

Hi Jason,

We want to respond to a few points that you have made in your letter to the tenant association dated for 2.7.25. As the E Okeefe Tenant Association, we have stated from the beginning since our first petition and demand letter from tenant association members living at 201, 245, 301 E Okeefe that our intent was to negotiate with you all on our issues of common concern and improve our living conditions. We have had two negotiation meetings with the first on September 25th 2024 and the second on January 16th 2025. At both meetings, we presented proposals drafted from our membership on ways to improve issues of common concern across the buildings in the tenant association. These proposals were clear in that they do not pertain to individual tenant units but are in fact related to the overall business process and procedures in regards to property management processes and functions.

At the meeting on 1.16.25, prior to the proposals being shared by the negotiation committee, you all shared that there are no outstanding work orders for 201, 245, 301 E Okeefe. Many of the tenants present at the meeting have direct experience about calling about an issue in their unit and/or common areas and not getting the issue addressed. For example, the light being out in the stairwell at 301 E Okeefe that did not get fixed for months until after the negotiation meeting and a tenant shared with you the issue directly. If that update was an attempt towards settlement negotiations regarding the petitions, it was very much unclear to us. We developed proposals as a way to clarify and strengthen the relationship between yourselves, our landlord, and us, the residents as a tenant association. Presenting proposals is our good faith effort to come to settlement negotiations in regards to the petitions and we hope that you can see why we have been trying to resume active meetings with you all.

At the meeting you stated that you all were not prepared to comment on any of the proposals and specific questions asked by the tenant association negotiation committee and shared that you were amenable to meeting again. Since the meeting, we have followed up with the written proposals and also a request to continue the conversation for February 12th and have received this letter stating that you all are not willing to meet with the tenant association and continue the negotiation process. We are disheartened by this response and hope that you can come back to the negotiation table because currently it appears that you are unwilling to participate in settlement negotiations.

As tenant association members, we are proactive in calling the main office line (650) 566-2000 when issues arise. The claim that there has been a directive to not submit work orders is false. The challenge is that we have had consistent experiences where we call about an issue and do not receive timely response and follow-up. As of the emergence of the E Okeefe Tenant Association we have seen increased efforts of responsiveness on your part, but still issues persist and repairs are often still left incomplete. That is why we presented a proposal for a systemized process for how work orders would be followed-up upon when tenants make complaints. We are invested in improving the system for all of us. As you are well aware, a majority of our membership are immigrant, non-English speaking and so the phone is oftentimes the most accessible method of making complaints for our membership.

We want to reiterate that we very much have outstanding habitability issues in our individual units and common areas. Many of these issues have been communicated through our association letters, individual correspondence and complaints made over the phone and in-person at the office. The association is composed of residents in Woodland Park properties on East Okeefe Street and we are working together to exercise our rights as a tenant association. We will continue to organize to ensure that our voices are heard and that we can build a constructive relationship with you all as our landlord.

Sincerely, E Okeefe Tenant Association

Queremos responder a algunos puntos que usted ha planteado en su carta a la asociación de inquilinos del 2.7.25. Como Asociación de Inquilinos de E Okeefe, hemos declarado desde el principio desde nuestra primera petición y carta de demanda de los miembros de la asociación de inquilinos que viven en 201, 245, 301 E Okeefe que nuestra intención era negociar con todos ustedes sobre nuestros temas de interés común y mejorar nuestras condiciones de vida. Hemos tenido dos reuniones de negociación: la primera el 25 de septiembre de 2024 y la segunda el 16 de enero de 2025. En ambas reuniones, presentamos propuestas redactadas por nuestros miembros sobre formas de mejorar cuestiones de interés común en todos los edificios de la asociación de inquilinos. Estas propuestas fueron claras en el sentido de que no se refieren a unidades de inquilinos individuales, sino que, de hecho, están relacionadas con el proceso y los procedimientos comerciales generales con respecto a los procesos y funciones de administración de propiedades.

En la reunión del 16/01/25, antes de que el comité de negociación compartiera las propuestas, todos ustedes compartieron que no hay órdenes de trabajo pendientes para 201, 245, 301 E Okeefe. Muchos de los inquilinos presentes en la reunión tienen experiencia directa en llamar por un problema en su unidad y/o áreas comunes y no solucionar el problema. Por ejemplo, la luz de la escalera en 301 E Okeefe no se reparó durante meses hasta después de la reunión de negociación y un inquilino compartió con usted el problema directamente. Si esa actualización fue un intento de lograr negociaciones para llegar a un acuerdo con respecto a las peticiones, no nos quedó muy claro. Desarrollamos propuestas como una manera de aclarar y fortalecer la relación entre ustedes, nuestro propietario y nosotros, los residentes como asociación de inquilinos. Presentar propuestas es nuestro esfuerzo de buena fe para llegar a negociaciones para llegar a un acuerdo con respecto a las peticiones y esperamos que puedan ver por qué hemos estado tratando de reanudar reuniones activas con todos ustedes.

En la reunión usted declaró que no todos estaban preparados para comentar sobre ninguna de las propuestas y preguntas específicas formuladas por el comité de negociación de la asociación de inquilinos y compartió que estaban dispuestos a reunirse nuevamente. Desde la reunión, hemos dado seguimiento a las propuestas escritas y también a una solicitud para continuar la conversación para el 12 de febrero y hemos recibido esta carta indicando que todos ustedes no están dispuestos a reunirse con la asociación de inquilinos y continuar el proceso de negociación. Estamos desalentados por esta respuesta y esperamos que pueda volver a la mesa de negociaciones porque actualmente parece que no está dispuesto a participar en las negociaciones para llegar a un acuerdo.

Como miembros de la asociación de inquilinos, somos proactivos al llamar a la línea de la oficina principal (650) 566-2000 cuando surgen problemas. La afirmación de que ha habido una directiva para no presentar órdenes de trabajo es falsa. El desafío es que hemos tenido experiencias consistentes en las que llamamos sobre un problema y no recibimos respuesta ni seguimiento oportunos. A partir del surgimiento de la Asociación de Inquilinos de E Okeefe, hemos visto mayores esfuerzos de respuesta de su parte, pero aún persisten los problemas y las reparaciones a menudo quedan incompletas. Por eso presentamos una propuesta de proceso sistematizado de cómo se daría seguimiento a las órdenes de trabajo cuando los inquilinos presenten quejas. Estamos invertidos en mejorar el sistema para todos nosotros. Como bien sabe, la mayoría de nuestros miembros son inmigrantes que no hablan inglés, por lo que el teléfono suele ser el método más accesible para presentar quejas para nuestros miembros.

Queremos reiterar que tenemos problemas de habitabilidad pendientes en nuestras unidades individuales y áreas comunes. Muchos de estos problemas se han comunicado a través de cartas de nuestra asociación, correspondencia individual y quejas realizadas por teléfono y en persona en la oficina. La asociación está compuesta por residentes de propiedades de Woodland Park en East Okeefe Street y estamos trabajando juntos para ejercer nuestros derechos como asociación de inquilinos. Continuaremos organizándonos para garantizar que nuestras voces sean escuchadas y que podamos construir una relación constructiva con todos ustedes como nuestro propietario.

Sinceremente,
La Asociación de Inquilinos de E Okeefe
[Quoted text hidden]

Exhibit 13



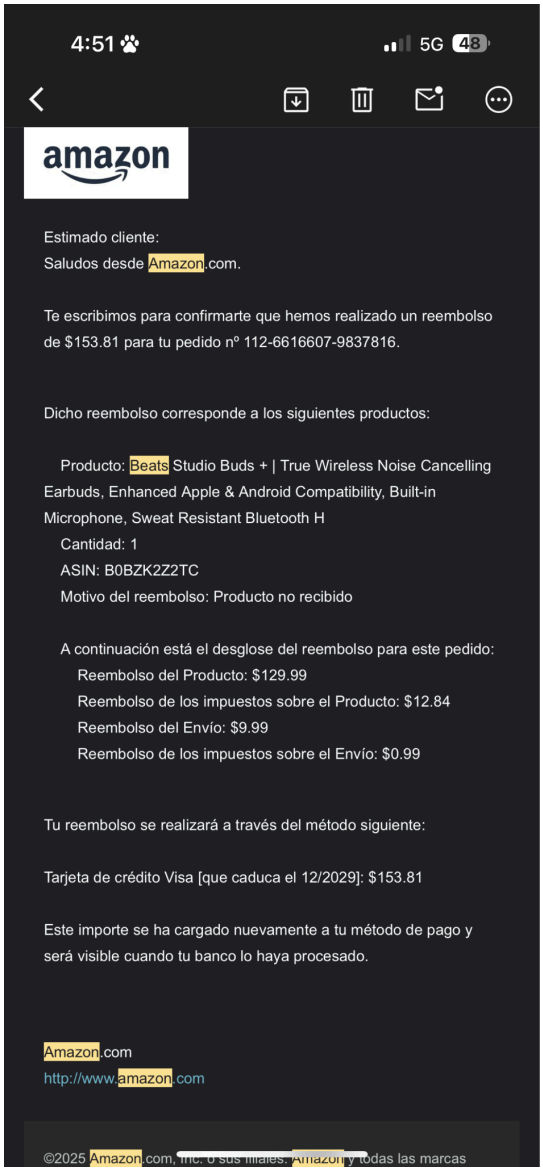
Door jamb being forced open for Apt. 1, Brian, 12.8.24

Exhbit 14

Video detailing the damage to the door jamb and how it was not fully repaired at Apt. 1, Brian, 1.26.25, 40 seconds

https://drive.google.com/file/d/17t1nD8MWzY0VU7Rudb0nRR5A_qBuF29a/view?usp=drive_link

Exhibit 15



4:51 5G 48

amazon

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Saludos desde Amazon.com.

Te escribimos para confirmarte que hemos realizado un reembolso de $153.81 para tu pedido nº 112-6616607-9837816.

Dicho reembolso corresponde a los siguientes productos:

Producto: Beats Studio Buds + | True Wireless Noise Cancelling Earbuds, Enhanced Apple & Android Compatibility, Built-in Microphone, Sweat Resistant Bluetooth H
Cantidad: 1
ASIN: B0BZK2Z2TC
Motivo del reembolso: Producto no recibido

A continuación está el desglose del reembolso para este pedido:
Reembolso del Producto: $129.99
Reembolso de los impuestos sobre el Producto: $12.84
Reembolso del Envío: $9.99
Reembolso de los impuestos sobre el Envío: $0.99

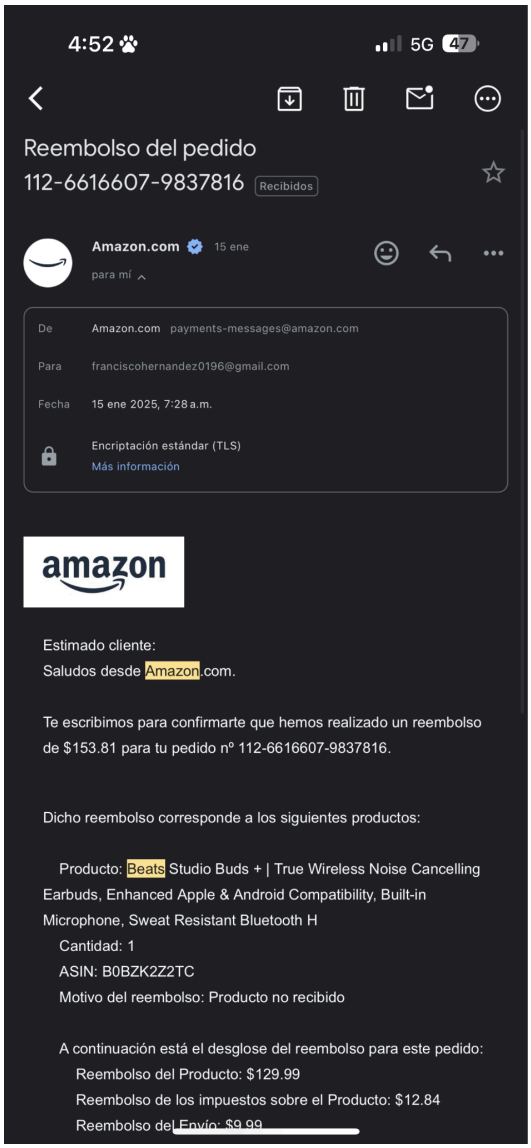
Tu reembolso se realizará a través del método siguiente:

Tarjeta de crédito Visa [que caduca el 12/2029]: $153.81

Este importe se ha cargado nuevamente a tu método de pago y será visible cuando tu banco lo haya procesado.

Amazon.com
http://www.amazon.com

©2025 Amazon.com, Inc. o sus filiales. Amazon y todas las marcas



4:52 5G 47

Reembolso del pedido
112-6616607-9837816 Recibidos

Amazon.com 15 ene
para mí

De Amazon.com payments-messages@amazon.com
Para franciscohernandez0196@gmail.com
Fecha 15 ene 2025, 7:28 a.m.
Encriptación estándar (TLS)
Más información

amazon

Estimado cliente:
Saludos desde Amazon.com.

Te escribimos para confirmarte que hemos realizado un reembolso de $153.81 para tu pedido nº 112-6616607-9837816.

Dicho reembolso corresponde a los siguientes productos:

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Cantidad: 1
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Reembolso del Producto: $129.99
Reembolso de los impuestos sobre el Producto: $12.84
Reembolso del Envío: $9.99

Email from Amazon to Francisco (245 E Okeefe Tenant) for stolen package sent to his apartment door, 1/15/25

Exhibit 16

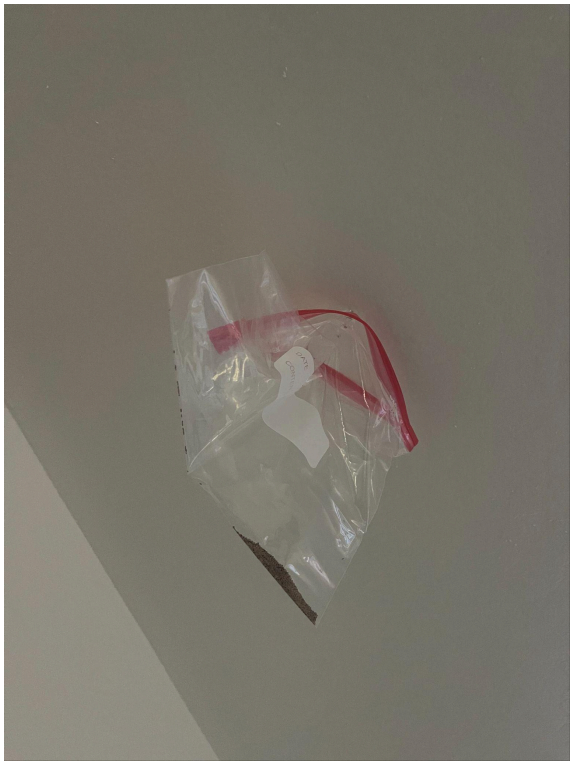


Burst pipes causing leak in the roof of Apt 1, Brian, 1.16.25

Exhibit 17







Pests and feces from pests found in a unit at 245 E Okeefe st., Fredy, 12.19.24

Exhibit 18



Leak by the laundry area that puddles water by the laundry room, James, 9.4.24

Exhibit 19



Hole in the laundry room, James, 9.4.24

Exhibit 20



Boiler equipment left out in the common area, gaping hole in common area, James, 9.4.24

Exhibit 21



Disrepair of an exit sign in the stairway, James, 9.4.24

Exhibit 22



Opening in parking covering, 2.12.25, James

Exhibit 23



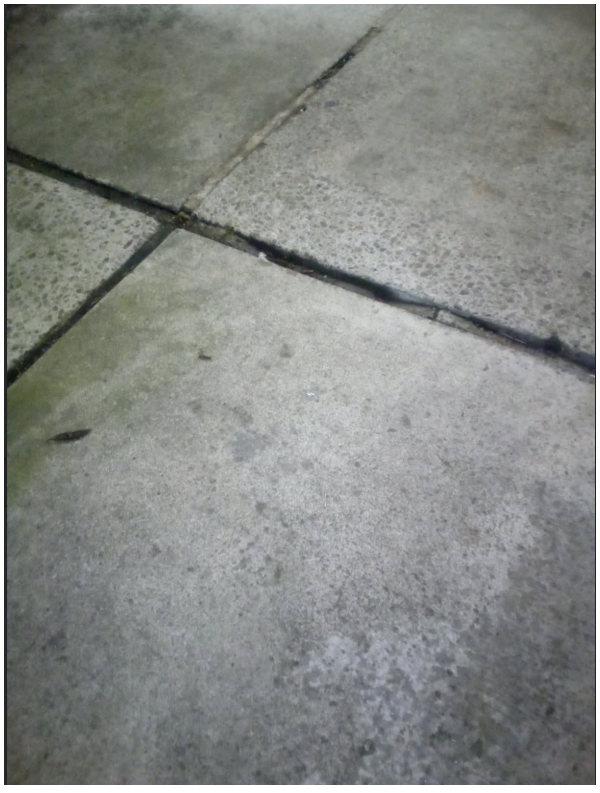
Electrical box forced open, Brian, 1.16.25

Exhibit 24



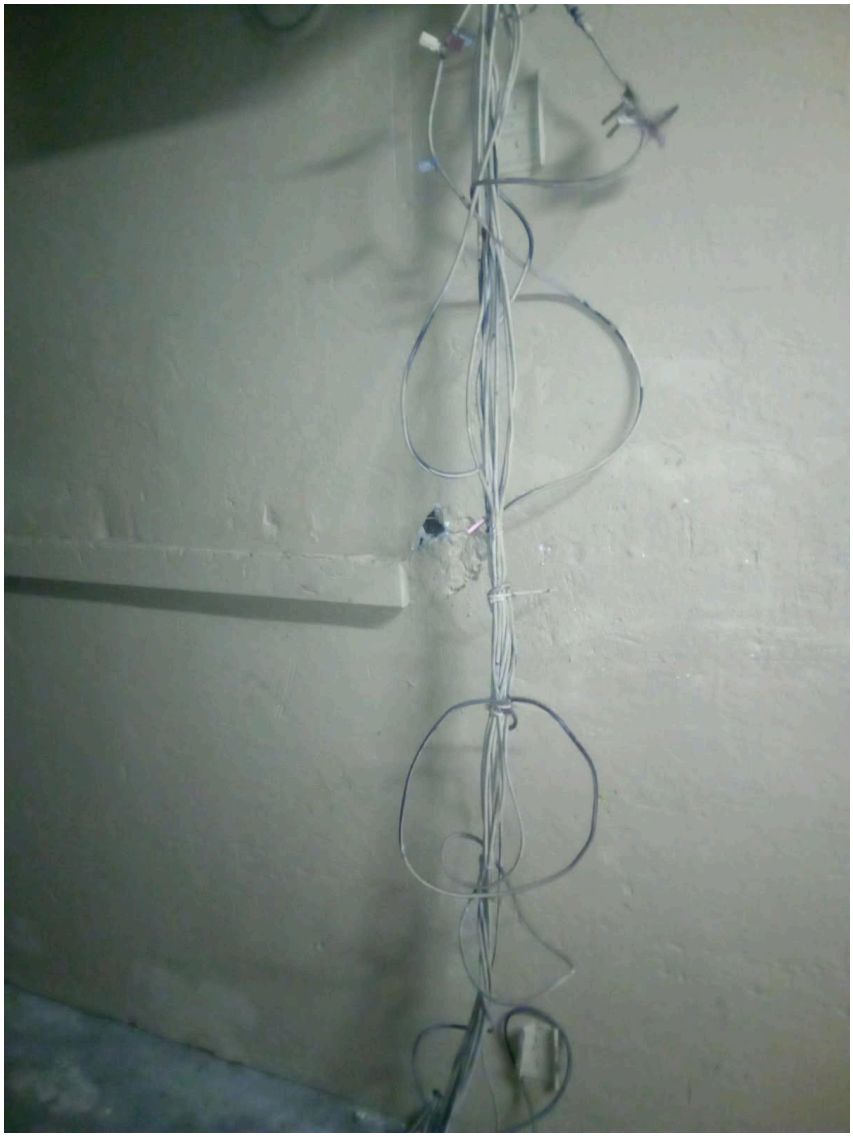
Cracks in the parking structure, James, 9.4.24

Exhibit 25



Cement is buckling and uneven, Brian, 2.12.25

Exhibit 26



Loose wires hanging in the complex, Brian, 2.19.25

Office Use Only
Date Received: RECEIVED
By:
SEP 18 2024

City of East Palo Alto
Rent Stabilization Program
2415 University Avenue, East Palo Alto, CA 94303
Phone: 650-853-3114 Fax: 650-853-3115 Email: rentprogram@cityofepa.org
www.ci.east-palo-alto.ca.us/rentprogram

CITY OF EAST PALO ALTO
RENT STABILIZATION

TENANT PETITION APPLICATION FORM — GENERAL INFORMATION

Attach Petitions for Rent Ceiling Violations to Secure an Individual Rent Adjustment and/or Rent Rebate; Maintenance and Service Reductions; Breach of Implied Warranty of Habitability; and Approval for Rent Withholding.

Provide the information requested below. You may attach additional sheets if necessary.

1. Rental Unit Address:

Address: 245 E. O'KEEFE ST. E.P.A CA. **Apt. #** 1 **Zip code:** 94303

2. Tenant Information: Fill in the following information for **all** adult tenants in the rental unit who are petitioning for a rent adjustment, rebate or withholding.

Date of Initial Occupancy: 1978

Name(s)	Phone(s)	Email Address
KATHLEEN JENKINS	(650) 656-7903	bedwardjenkins3@gmail.com
BRIAN E. JENKINS	(650) 656-7903	bedwardjenkins3@gmail.com

(Each Tenant listed above must sign the certification on page 3 in order to be considered one of the parties filing this petition.)

Per Regulation 2000 and for the purposes of this petition, I authorize to be served at:

bedwardjenkins3@gmail.com — **Email Address**

K.J + B.J — **Initials**

I also understand that I can electronically submit my filings related to this petition to the Rent Stabilization Program at rentprogram@cityofepa.org

3. Person or organization authorized to represent you, if any:

Name: _____ **Phone(s):** _____

Address: _____ **City:** _____

State: _____ **Zip:** _____ **Email:** _____

4. Basis for petition: Check the reason(s) for filing your petition. Check only the boxes which apply. Complete the corresponding Petition(s) and provide supporting information as requested.

Petition A — Rent Ceiling Violation (to seek a rent reduction and/or rebate for rent overcharges above Maximum Allowable Rent)

☒ **Petition B— Reductions in Maintenance, Service, and/or Habitability** (when there are decreases in Housing Services, including maintenance, that the landlord has failed to correct after given reasonable notice; failure to comply with rental agreement or with building and housing codes, California Warranty of Habitability, and other legal requirements for rental of housing)

☐ **Petition C — Petition for Approval to Withhold Rent** (for Landlord's Failure to Register with the Rent Stabilization Program)

☐ **Other** — Attach sheet(s) explaining your grounds for petitioning and relevant sections of the Rent Stabilization Ordinance and/or regulations.

5. I elect to pursue mediation (Optional): ☐

a. Both parties must agree to mediation; if not the matter will be referred to a Hearing Examiner. The mediation process is non-binding, meaning that parties are not required to reach an agreement. Should this matter be deemed unresolved by the Mediator, the matter shall be referred to a Hearing Examiner.

b. Should this matter be resolved through mediation, the Mediator shall prepare a stipulation setting forth the terms of the agreement to be executed by the parties. This stipulation shall thereafter become an order of the Rent Stabilization Board. Each party executing such a stipulation will be deemed to have waived any right to a hearing or appeal on the issues in the petition that are addressed by the stipulation. Issues in the petition that are not addressed by the stipulation are not considered resolved, and either party may request a hearing on these unresolved issues.

6. Consolidation: If this petition is being submitted together with petitions from tenants in other units on the same property, please list apartment numbers of units petitioning together.

201 E O'Keefe St 107, 108, 109, 110, 201, 202, 204, 206, 207, 208
301 E O'Keefe St 1, 2, 4, 5, 6, 9, 10, 11, 12, 14, 15, 16, 18, 20, 21
245 E O'Keefe St 1, 12, 14, 15, 18, 19

7. Certification: ***I declare under penalty of perjury that the foregoing information in this petition, schedules and attachment is true and correct to the best of my knowledge and belief. This statement is executed under the laws of the State of California.***

Signature	Print Name	Date
Earleen Jenkins	EARLEEN JENKINS	8/21/24
Brian E. Jenkins	BRIAN JENKINS	8/21/24

Attach additional pages if there are more signing this petition at the same property, listing the tenant address and unit for each tenant signing the petition.

PETITION B – Reductions in Maintenance and Services, Habitability Problems, and/or Failure to Provide Maintenance and Services Required by Law

Rental unit address: 245 EAST O'KEEFE APT. # 1 E/P/A CA. 94303

Date you moved into this rental unit: "1978"

1. I am seeking (check all that apply): ☒ **A Rent Reduction** ☒ **A Rent Rebate**

2. Check if you have any of the following habitability, maintenance and/or problems, or list other problems with your unit that your landlord failed to correct in a reasonable timeframe. (Attach additional pages if needed)

HABITABILITY PROBLEMS: (Failure to comply with the "Warranty of Habitability" set forth in California Civil Code Sec. 1941.1.)

☒ Ineffective waterproofing to prevent wet or moldy walls

☒ Inadequate weather protection of roof and exterior walls or ceiling, including broken windows and doors.

☒ Defective plumbing, drains, sewage system or toilet facilities.

☒ Loss of or insufficient hot water or water supply.

☐ Defective or broken heater or gas facilities.

☐ Unsafe or inoperative electrical lighting, wiring or outlets and other equipment.

☒ Building, yard, garage, hallways, stairs, and common areas are not clean, sanitary, or free from all accumulations of debris, filth, rubbish, garbage, rodents, and vermin, such as cockroaches or rats.

☒ Inadequate trash receptacles in clean condition and good repair.

☒ Floors; stairways, or railings are broken, rotting, or missing.

MAINTENANCE-RELATED CONDITIONS:

☒ Broken locks or security devices on the windows or doors

☒ Holes in floors, walls or ceilings.

☒ Defective plumbing, drains, sewage system or toilet, sink, bathtub or shower.

☒ Carpets or other floor coverings with holes, cracks, gaps, shredded or disintegrated material.

☒ Deteriorated/broken cabinets or drawers.

☒ Deteriorated countertops.

PETITION B – Reductions in Maintenance and Services, Habitability Problems, and/or Failure to Provide Maintenance and Services Required by Law

- [x] Window coverings with stains, holes, tears, or disintegrating fabric, or window coverings that have been removed.
- [x] Defective or inoperative appliance in unit.
- [x] Peeling, crumbling, stained, worn, scraped or cracked paint or peeling, torn, stained wall covering.
- [x] Missing or cracked, broken tile.
- [x] Bathtub or shower with glazing chipped or peeling.
- [x] Broken fan or vent.
- [ ] Inoperative/missing exterior lights.

Other: _____

Other: _____

CODE VIOLATIONS:

- [x] Failure to comply with code violations that materially affect tenants' health and safety, including Health and Safety Code Sec. 17920.3. (Attach copy of Notice to Correct from City Building Inspector or Code Enforcement Officer, or County Environmental Health Inspector.)

LOSS OF OR REDUCED HOUSING SERVICES:

- [ ] Parking.
- [x] Broken or defective security gates, door or fencing.
- [x] Defective or inoperative elevator.
- [ ] Broken or defective intercom.
- [ ] Storage.
- [x] Laundry facilities.
- [ ] Swimming pool or recreational facilities.
- [x] Play areas, yards, patios, balconies.
- [x] Landscaping or yard-care services.
- [ ] Broken or missing mailbox.
- [x] No on-site resident manager services for rental properties with16 or more units.

PETITION B–Reductions in Maintenance and Services, Habitability Problems, and/or Failure to Provide Maintenance and Services Required by Law

Other: _____

Other: _____

3. For each of the problems checked above, describe where the problem exists, and the nature and cause of each problem. (Attach additional pages if necessary.)

The stove in my apartment does not work well

The ceiling fan in my kitchen does not work

The outlets in my kitchen and bedroom do not work

The bathtub has a lot of rust and discoloration and needs to be replaced.

The kitchen walls need to be painted, there is currently a grey patch in my kitchen that needs to be repainted.

The windows in my apartment are not weatherized and let in a lot of cold and let out heat.

The medicine cabinet is rusted and needs to be replaced

The locks on my door are very old and are loose and are a safety risk for me

The building is poorly lit which makes me concerned for my safety getting into my apartment

I have seen termites in my unit that need to be addressed

The elevator was working when I got first started living here now they blocked. We need elevator back.

4. For each of the problems presented in this petition, specify whether you have already notified your landlord, and how your landlord was notified of each problem, whether verbally or in writing. If you know the name of the landlord or manger that you informed of a problem, include the name of this person. If you notified your landlord in writing of a problem and you have a copy of the notice, attach a copy.

Tenant notified landlord: ☒ **verbally** ☒ **in writing (attach copy)**

If you did not notify the landlord, provide the timeframe in which the landlord knew or should have known about each problem. Explain how they knew about the problem.

I TOLD THEM MONTH'S AGO ABOUT THE PROBLEM'S IN THE APARTMENT AND THEY HAVE NOT DONE NOTHING THEY HAVE INSTALL A 9 VOLTS SMOKE DETICVER IN THE HALL WAY. AND ALSO THE FRONT DOOR BOTTOM LOCK AS WELL.

PETITION B–Reductions in Maintenance and Services, Habitability Problems, and/or Failure to Provide Maintenance and Services Required by Law

5. Describe specifically how you and your family have been affected by the problems cited in this petition. In what ways has your use and enjoyment of and benefit from your rental unit been impaired by each of the problems? (Attach additional pages if necessary.)

"THE UNIT JUST NEEDS WORK A LITTLE AT A TIME"
"AND ALSO THE WASH ROOM NEEDS WORK ON THE WALL"

PETITION B – Reductions in Maintenance and Services, Habitability Problems, and/or Failure to Provide Maintenance and Services Required by Law

6. What documentation do you have for the existence of each of the problems cited in this petition?

PICTURES of THE UNIT of 245 EAST O'KEEFE ST. APT. #1

☒ I wish to have the Rent Program Administrator or Hearing Examiner determine whether my unit has been properly registered and whether my landlord failed to comply with the Rent Stabilization Ordinance or regulations adopted by the Rent Board to implement the Ordinance. If it is found that my landlord has not properly registered my rental unit or failed to comply with the Ordinance and regulations, I wish to contest any increases in my rent until compliance is met.

☒ I wish to have the Hearing Examiner conduct an inspection of the problems cited in this petition if a hearing is held to make a determination on the issues raised in this petition.

PETITION B – Reductions in Maintenance and Services, Habitability Problems, and/or Failure to Provide Maintenance and Services Required by Law

7. To calculate the amount you believe your rent should be reduced and/or be rebated to you, complete the following table with the information requested for each maintenance, service, or habitability problem that you claim. For each problem, provide the date it began, or the first date you had knowledge of the problem. Then provide the date your landlord first knew of or was notified of the problem, or should have known about the problem. If a problem has already been corrected, provide the date the correction was made or completed. (Attach additional pages if necessary.) State the percent you think your rent should be reduced for each item given its impact on your use and enjoyment of your rented home and its rental value.

Unit Address: 245 E. O'Keefe Apt. #1 E,P,A CA. 94303

List Each Problem	Date Problem First Noticed	Date Owner Informed (or Should Have Known) of Problem	Date Problem Corrected (If not corrected, leave blank)	Number of Months Problem Existed	Rent Paid During Period Each Problem Existed	Percent Reduction in Rent Requested
Front Door Lock	March 2024	March 2024		6 months	$ 6,472.55	10 %
They Where To Spray - Termites	March 2024	March 2024		6 months	$ 6,472.55	10 %
They Where To Come Spray Tub	March 2024	March 2024		6 months	$ 6,472.55	10 %
New Refrigerator	March 2024	March 2024		6 months	$ 6,472.55	10 %
					$	%
					$	%
					$	%
					$	%

8. If you seek reimbursement for out-of-pocket expenses you incurred as a result of the above reductions in maintenance and service, enter the amount of reimbursement requested: $_____. (Submit documentation for each expense, and how it relates to the maintenance or service reduction reported.)

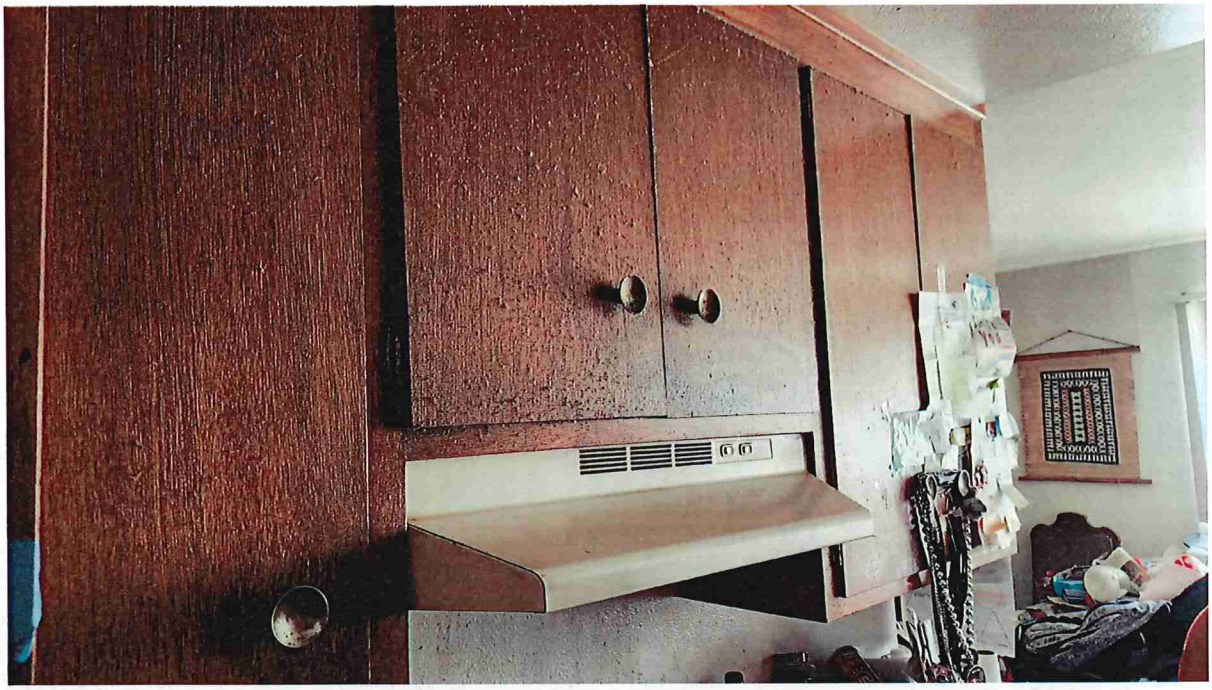
Response 3 Addendum:

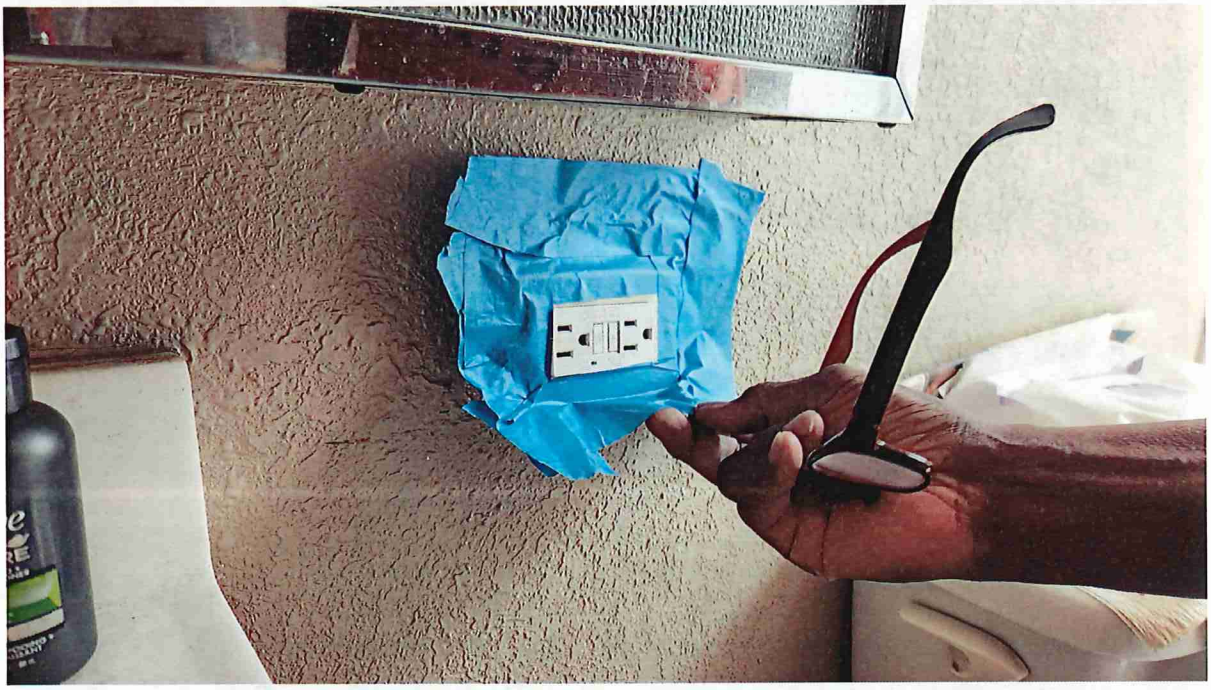
245 E Okeefe St. Common Area Issues:

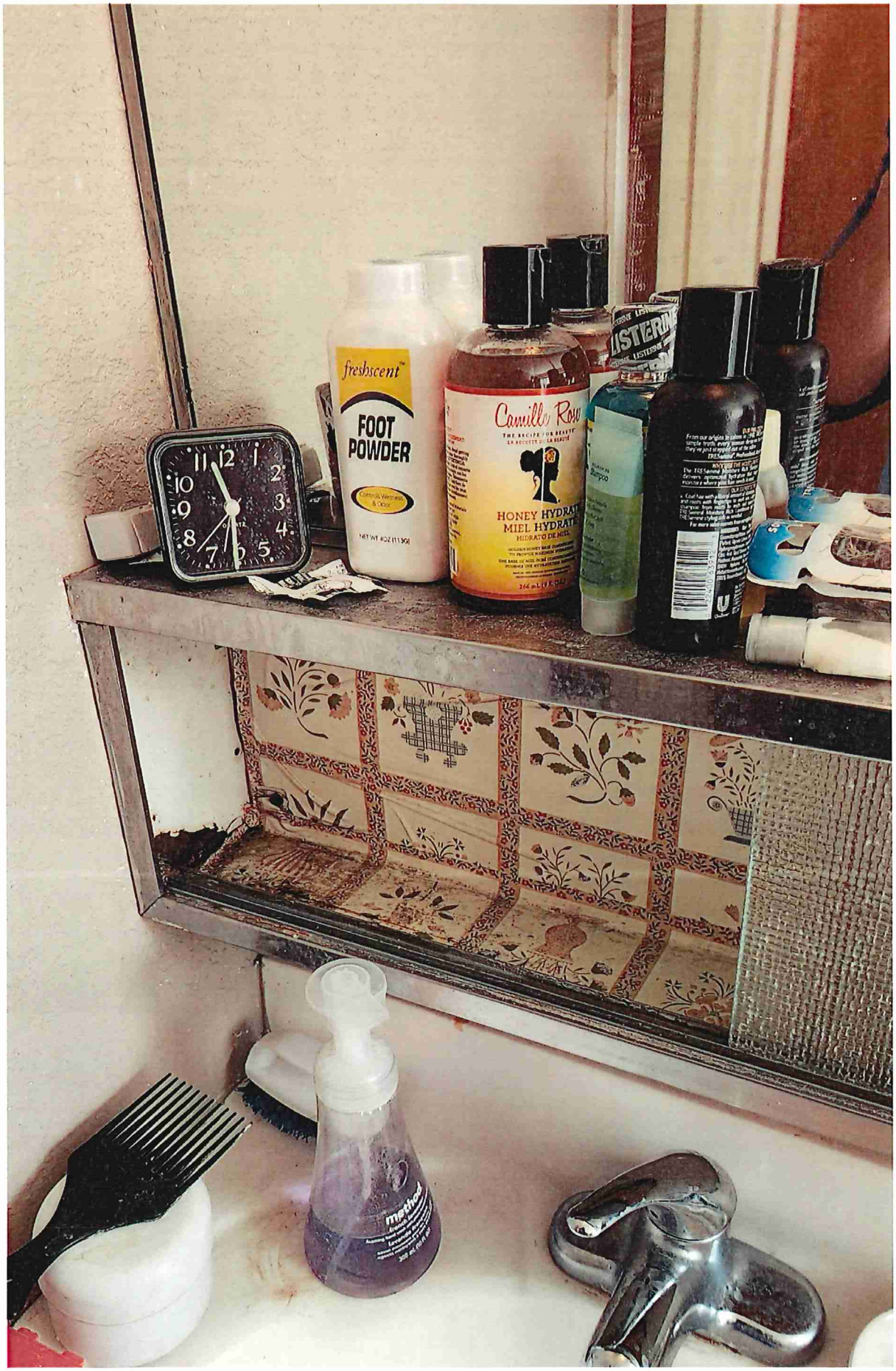
- There have been unidentified people who have been able to enter our common areas in our building. This poses a security risk to us and we have requested that our property management take more serious our request for greater security measures like a walking patrol and security cameras.
- The plumbing needs to be addressed. Sometimes water comes out with an unpleasant smell or as brownwater especially when it rains.
- There are rats in the common areas that need to be addressed
- There is onsite storage in the building that needs to be administered amongst residents
- The covering for the parking spots leak water when it rains, are cracked and sway heavily when there is any wind. The parking lot gets flooded with water when it rains.
- Throughout the whole building, the water/hot water is shut off with limited advance notice

Problemas de áreas comunes en 245 E Okeefe St:

- Ha habido personas no identificadas que han podido acceder a nuestras zonas comunes de nuestro edificio. Esto representa un riesgo de seguridad para nosotros y hemos solicitado que la administración de nuestra propiedad tome más en serio nuestra solicitud de mayores medidas de seguridad, como una patrulla ambulante y cámaras de seguridad.
- Es necesario abordar la plomería. A veces el agua sale con un olor desagradable o color marrón, especialmente cuando llueve.
- Hay ratas en las áreas comunes que deben abordarse.
- Hay almacenamiento en el edificio que debe ser administrado entre los residentes.
- Las cubiertas de las plazas de aparcamiento pierden agua cuando llueve, están agrietadas y se balancean mucho cuando hay viento. El estacionamiento se inunda de agua cuando llueve.
- En todo el edificio, el agua/agua caliente se corta con previo aviso limitado.






freshscent
FOOT POWDER
Camille Rose
HONEY HYDRAT
MIEL HYDRAT
LISTERIN
method

















LOCKED

245 E. O'Keefe St. Common Area Issues

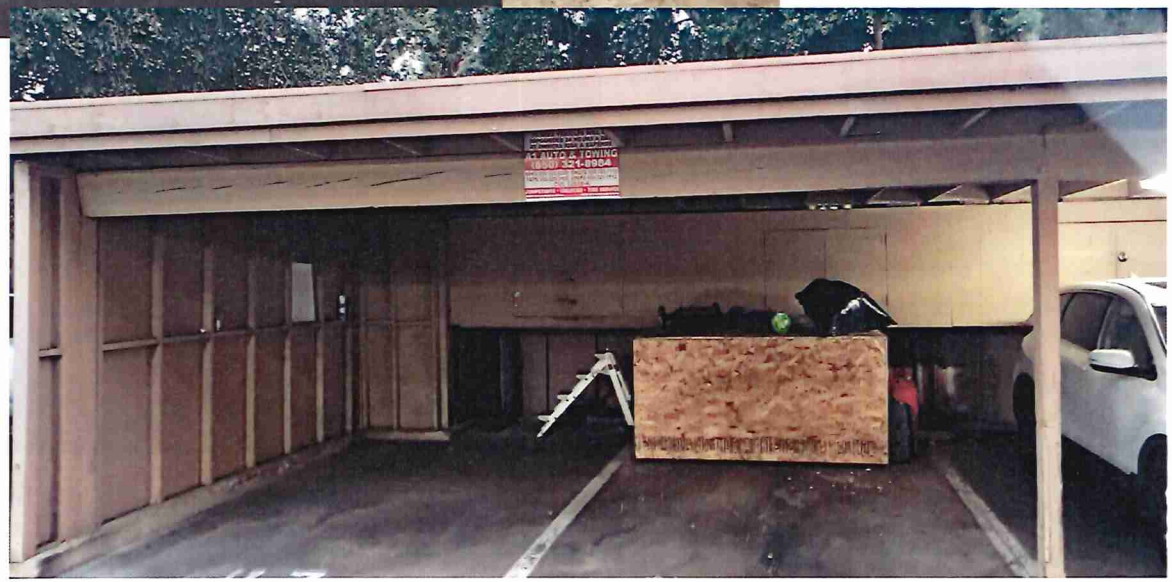


245 E. O'Keefe St. Common Area Issues

245 E. O'Keefe St. Common Area Issues

245 E. O'Keefe St. Common Area Issues





245 E. O'Keefe St. Common Area Issues

The sealed off elevator area

245 E. O'Keefe St. Common Area Issues

City of East Palo Alto
Rent Stabilization Program

RESPONSE TO PETITION

Earleen Jenkins, Brian Jenkins
Petitioner(s)

vs. **Case Number: 20240012**
Woodland Park Communities
Respondent(s)

Property Located at 245 E. O'Keefe Street Unit 1, East Palo Alto, CA 94303

Respondent phone and/or email: c/o Corie Calfee, 510-809-8001, ccalfee@opterralaw.com

____ A. **I do not oppose my Tenant's petition for Rent Adjustment and Rebate.** This means the rent adjustment and rebate for this unit will be made on the basis of the information presented by the petitioner.

x B. **I oppose my tenant's petition for Rent Adjustment and Rebate.** This means that a hearing will be scheduled to decide the matter and both sides can present evidence to support their position. Please explain below or in an attachment your opposition to the petition for a rent adjustment and provide any documents to support your position. If you are objecting to a proposed capital improvement on the basis of affordability, specifically note this below.

Please see attached

Per Regulation 2000 and for purposes of this petition/request, I authorize to be served at:
Please see attached . (PZ)
(Email Address) (Initials)

I also understand that I can electronically submit my filings related to this petition/request to the Rent Stabilization Program at rentprogram@cityofepa.org

I declare under penalty of perjury that the foregoing is true and correct to the best of my knowledge and belief. Executed on 11/4/24 at East Palo Alto, CA

By: Pabel Zumarraga
(Name and Signature)

Your Response to Petition must be received at the following address by **November 4, 2024.**

City of East Palo Alto Attn: Rent Stabilization Program 2415 University Avenue, 2nd Floor East Palo Alto, CA 94303	For more information, contact: Rent Stabilization Program Tel: (650) 853-3114 rentprogram@cityofepa.org

YOU CAN ALSO SUBMIT YOUR RESPONSE VIA EMAIL AT: rentprogram@cityofepa.org

Opposition to Petition

Woodland Park opposes this petition for rent reduction and rebate. Woodland Park maintains the premises in a good and habitable condition. Each time that Petitioner notified Respondent of a problem in the premises, Respondent addressed that problem in a timely fashion. For problems that Petitioner did not reasonably notify Respondent and give Respondent an opportunity to correct, no rent rebate is available. Petitioner bears the burden of proof to demonstrate the landlord was provided with reasonable notice and an opportunity to correct the conditions, and yet failed to do so. Petitioner has not met this burden. Respondent has responded to and corrected in a timely fashion the problems identified by Petitioner, except to the extent and when Petitioner has prevented Respondent from providing requested services.

Woodland Park has also charged rent as allowed by the Rent Stabilization Ordinance, and at no time has exceeded the Maximum Allowable Rent. There has not been any rent ceiling violation. No rent rebate is appropriate.

Service addresses

ccalfee@opterralaw.com
stacie.roebuck@greystar.com
woodlandparkcagm@greystar.com
woodlandparkcamgr@greystar.com
wpcompliance@greystar.com

PROOF OF SERVICE

I, the undersigned, declare that I am employed in the County of San Mateo, State of California. I am over the age of eighteen years and not a party to the within cause. My business address is 5 Newell Court, East Palo Alto, CA 94303.

Re: 245 E. O'Keefe St., Unit 1, East Palo Alto, CA 94303
Case No. 20240012

On November 4, 2024, I served the following documents:

a) Response to Petition Form

[ ] **BY PERSONAL DELIVERY** by delivering a true copy thereof enclosed in a sealed envelope, to the person(s) at the address(es) set forth below:

[ ] **BY MAIL** by placing a true copy thereof enclosed in a sealed envelope, with postage thereon fully prepaid, in the United States mail at East Palo Alto, CA, to the person(s) at the address(es) set forth below:

[X] **BY EMAIL** Pursuant to Section 2000 of the Rules and Regulations implementing the Rent Stabilization and Just Cause for Eviction Ordinance of 2010, I served the above listed documents to the below listed email address(es):

Earleen Jenkins Brian E Jenkins Bedwardjenkins3@gmail.com	Rent Stabilization Program rentprogram@cityofepa.org

[ ] **BY FACSIMILE TRANSMISSION** by transmitting a true copy thereof by facsimile transmission from facsimile number (650) 853-3115 to the interested parties to
said action at the facsimile number(s) shown below:

[ ] **BY CERTIFIED MAIL** by depositing in the mail at the U.S. Post Office located at _____a true copy thereof enclosed in a sealed envelope, with fully prepaid postage thereon for certified mail, to the person (s) at the address(es) set forth below:

I declare under penalty of perjury that the foregoing is true and correct. Executed this 4th day of November, 2024, in East Palo Alto, CA.

Pabel Zumarraga
Senior Business Manager

Office Use Only
Date Received: RECEIVED
By:
SEP 18 2024

CITY OF EAST PALO ALTO
RENT STABILIZATION

City of East Palo Alto
Rent Stabilization Program
2415 University Avenue, East Palo Alto, CA 94303
Phone: 650-853-3114 Fax: 650-853-3115 Email: rentprogram@cityofepa.org
www.ci.east-palo-alto.ca.us/rentprogram

TENANT PETITION APPLICATION FORM — GENERAL INFORMATION

Attach Petitions for Rent Ceiling Violations to Secure an Individual Rent Adjustment and/or Rent Rebate; Maintenance and Service Reductions; Breach of Implied Warranty of Habitability; and Approval for Rent Withholding.

Provide the information requested below. You may attach additional sheets if necessary.

1. **Rental Unit Address:**

Address: 245 E OKeefe St **Apt. #** 12 **Zip code:** 94303

2. **Tenant Information:** Fill in the following information for **all** adult tenants in the rental unit who are petitioning for a rent adjustment, rebate or withholding.

Date of Initial Occupancy: 08/31/2023

Name(s)	Phone(s)	Email Address
Oscar Reyes	650-454-4198	OSkarJuarez2580@Gmail.
Elida Candia	650-679-2179	

(Each Tenant listed above must sign the certification on page 3 in order to be considered one of the parties filing this petition.)
Per Regulation 2000 and for the purposes of this petition, I authorize to be served at:

_____ _____
Email Address **Initials**

I also understand that I can electronically submit my filings related to this petition to the Rent Stabilization Program at rentprogram@cityofepa.org

3. **Person or organization authorized to represent you, if any:**

Name: _____ **Phone(s):** _____

Address: _____ **City:** _____

State: _____ **Zip:** _____ **Email:** _____

4. **Basis for petition:** Check the reason(s) for filing your petition. Check only the boxes which apply. Complete the corresponding Petition(s) and provide supporting information as requested.

☐ **Petition A — Rent Ceiling Violation** (to seek a rent reduction and/or rebate for rent overcharges above Maximum Allowable Rent)

☑ **Petition B— Reductions in Maintenance, Service, and/or Habitability** (when there are decreases in Housing Services, including maintenance, that the landlord has failed to correct after given reasonable notice; failure to comply with rental agreement or with building and housing codes, California Warranty of Habitability, and other legal requirements for rental of housing)

☐ **Petition C — Petition for Approval to Withhold Rent** (for Landlord's Failure to Register with the Rent Stabilization Program)

☐ **Other** — Attach sheet(s) explaining your grounds for petitioning and relevant sections of the Rent Stabilization Ordinance and/or regulations.

5. I elect to pursue mediation (Optional): ☐

a. Both parties must agree to mediation; if not the matter will be referred to a Hearing Examiner. The mediation process is non-binding, meaning that parties are not required to reach an agreement. Should this matter be deemed unresolved by the Mediator, the matter shall be referred to a Hearing Examiner.

b. Should this matter be resolved through mediation, the Mediator shall prepare a stipulation setting forth the terms of the agreement to be executed by the parties. This stipulation shall thereafter become an order of the Rent Stabilization Board. Each party executing such a stipulation will be deemed to have waived any right to a hearing or appeal on the issues in the petition that are addressed by the stipulation. Issues in the petition that are not addressed by the stipulation are not considered resolved, and either party may request a hearing on these unresolved issues.

6. Consolidation: If this petition is being submitted together with petitions from tenants in other units on the same property, please list apartment numbers of units petitioning together.

201 E O'Keefe St
301 E O'Keefe St
245 E O'Keefe St

7. Certification: ***I declare under penalty of perjury that the foregoing information in this petition, schedules and attachment is true and correct to the best of my knowledge and belief. This statement is executed under the laws of the State of California.***

Signature	Print Name	Date
Oscar Reyes	Oscar Reyes	08/31/24

Attach additional pages if there are more signing this petition at the same property, listing the tenant address and unit for each tenant signing the petition.

PETITION B–Reductions in Maintenance and Services, Habitability Problems, and/or Failure to Provide Maintenance and Services Required by Law

COPY

Rental unit address: 245 E. O'Keefe Street, Apt 12

Date you moved into this rental unit: 08/31/2023

1. I am seeking (check all that apply): ☐ **A Rent Reduction** ☐ **A Rent Rebate**

2. Check if you have any of the following habitability, maintenance and/or problems, or list other problems with your unit that your landlord failed to correct in a reasonable timeframe. (Attach additional pages if needed)

HABITABILITY PROBLEMS: (Failure to comply with the "Warranty of Habitability" set forth in California Civil Code Sec. 1941.1.)

- ■ Ineffective waterproofing to prevent wet or moldy walls
- ■ Inadequate weather protection of roof and exterior walls or ceiling, including broken windows and doors.
- ■ Defective plumbing, drains, sewage system or toilet facilities.
- ☐ Loss of or insufficient hot water or water supply.
- ☐ Defective or broken heater or gas facilities.
- ☐ Unsafe or inoperative electrical lighting, wiring or outlets and other equipment.
- ■ Building, yard, garage, hallways, stairs, and common areas are not clean, sanitary, or free from all accumulations of debris, filth, rubbish, garbage, rodents, and vermin, such as cockroaches or rats.
- ■ Inadequate trash receptacles in clean condition and good repair.
- ■ Floors; stairways, or railings are broken, rotting, or missing.

MAINTENANCE-RELATED CONDITIONS:

- ■ Broken locks or security devices on the windows or doors
- ☐ Holes in floors, walls or ceilings.
- ☐ Defective plumbing, drains, sewage system or toilet, sink, bathtub or shower.
- ■ Carpets or other floor coverings with holes, cracks, gaps, shredded or disintegrated material.
- ■ Deteriorated/broken cabinets or drawers.
- ☐ Deteriorated countertops.

PETITION B–Reductions in Maintenance and Services, Habitability Problems, and/or Failure to Provide Maintenance and Services Required by Law

- [x] Window coverings with stains, holes, tears, or disintegrating fabric, or window coverings that have been removed.
- [x] Defective or inoperative appliance in unit.
- [x] Peeling, crumbling, stained, worn, scraped or cracked paint or peeling, torn, stained wall covering.
- [x] Missing or cracked, broken tile.
- [x] Bathtub or shower with glazing chipped or peeling.
- [x] Broken fan or vent.
- [x] Inoperative/missing exterior lights.

Other:_____

Other:_____

CODE VIOLATIONS:

- [ ] Failure to comply with code violations that materially affect tenants' health and safety, including Health and Safety Code Sec. 17920.3. (Attach copy of Notice to Correct from City Building Inspector or Code Enforcement Officer, or County Environmental Health Inspector.)

LOSS OF OR REDUCED HOUSING SERVICES:

- [ ] Parking.
- [ ] Broken or defective security gates, door or fencing.
- [x] Defective or inoperative elevator.
- [x] Broken or defective intercom.
- [ ] Storage.
- [x] Laundry facilities.
- [x] Swimming pool or recreational facilities.
- [x] Play areas, yards, patios, balconies.
- [x] Landscaping or yard-care services.
- [x] Broken or missing mailbox.
- [x] No on-site resident manager services for rental properties with16 or more units.

PETITION B–Reductions in Maintenance and Services, Habitability Problems, and/or Failure to Provide Maintenance and Services Required by Law

Other: _____

Other: _____

3. For each of the problems checked above, describe where the problem exists, and the nature and cause of each problem. (Attach additional pages if necessary.)

See attached page

4. For each of the problems presented in this petition, specify whether you have already notified your landlord, and how your landlord was notified of each problem, whether verbally or in writing. If you know the name of the landlord or manger that you informed of a problem, include the name of this person. If you notified your landlord in writing of a problem and you have a copy of the notice, attach a copy.

Tenant notified landlord: ☐ **verbally** ■ **in writing (attach copy)**

If you did not notify the landlord, provide the timeframe in which the landlord knew or should have known about each problem. Explain how they knew about the problem.

I have not notified because they don't come to repair but we sent an email on 8/31/2024

PETITION B – Reductions in Maintenance and Services, Habitability Problems, and/or Failure to Provide Maintenance and Services Required by Law

5. Describe specifically how you and your family have been affected by the problems cited in this petition. In what ways has your use and enjoyment of and benefit from your rental unit been impaired by each of the problems? (Attach additional pages if necessary.)

Not having elevator makes it difficult to carry heavy objects up the stairs for my family and I. The moldy walls give off a bad visual and disgusting odor.

PETITION B–Reductions in Maintenance and Services, Habitability Problems, and/or Failure to Provide Maintenance and Services Required by Law

6. What documentation do you have for the existence of each of the problems cited in this petition?

Visual proof

☑ I wish to have the Rent Program Administrator or Hearing Examiner determine whether my unit has been properly registered and whether my landlord failed to comply with the Rent Stabilization Ordinance or regulations adopted by the Rent Board to implement the Ordinance. If it is found that my landlord has not properly registered my rental unit or failed to comply with the Ordinance and regulations, I wish to contest any increases in my rent until compliance is met.

☐ I wish to have the Hearing Examiner conduct an inspection of the problems cited in this petition if a hearing is held to make a determination on the issues raised in this petition.

PETITION B – Reductions in Maintenance and Services, Habitability Problems, and/or Failure to Provide Maintenance and Services Required by Law

7. To calculate the amount you believe your rent should be reduced and/or be rebated to you, complete the following table with the information requested for each maintenance, service, or habitability problem that you claim. For each problem, provide the date it began, or the first date you had knowledge of the problem. Then provide the date your landlord first knew of or was notified of the problem, or should have known about the problem. If a problem has already been corrected, provide the date the correction was made or completed. (Attach additional pages if necessary.) State the percent you think your rent should be reduced for each item given its impact on your use and enjoyment of your rented home and its rental value.

Unit Address: 245 E. O'Keefe St, Unit 12

List Each Problem	Date Problem First Noticed	Date Owner Informed (or Should Have Known) of Problem	Date Problem Corrected (If not corrected, leave blank)	Number of Months Problem Existed	Rent Paid During Period Each Problem Existed	Percent Reduction in Rent Requested
Refridgerator	8/31/2024	8/31/2024		8	$2542	%
Kitchen	8/31/2024	8/31/2024		4	$2542	%
Bathroom Handle	8/31/2024	8/31/2024		10	$2542	%
					$	%
					$	%
					$	%
					$	%
					$	%

8. If you seek reimbursement for out-of-pocket expenses you incurred as a result of the above reductions in maintenance and service, enter the amount of reimbursement requested: $_____. (Submit documentation for each expense, and how it relates to the maintenance or service reduction reported.)

Request B Answers to question #3 Apartment 12 building 245 E. O'Keefe St Oscar Reyes

1. the humidity problem in the walls
2. rust in the refrigerator
3. the building needs a lot of improvements
4. an elevator is needed
5. more security
6. the apartment floors need to be leveled
7. the closet doors are bad
8. the extractor fan is constantly getting damaged

the building needs remodeling, rent is very expensive and there are no good living conditions, which is why the building is deteriorating rapidly, many cockroaches in the building

Response 3 Addendum:

245 E Okeefe St. Common Area Issues:

- There have been unidentified people who have been able to enter our common areas in our building. This poses a security risk to us and we have requested that our property management take more serious our request for greater security measures like a walking patrol and security cameras.
- The plumbing needs to be addressed. Sometimes water comes out with an unpleasant smell or as brownwater especially when it rains.
- There are rats in the common areas that need to be addressed
- There is onsite storage in the building that needs to be administered amongst residents
- The covering for the parking spots leak water when it rains, are cracked and sway heavily when there is any wind. The parking lot gets flooded with water when it rains.
- Throughout the whole building, the water/hot water is shut off with limited advance notice

Problemas de áreas comunes en 245 E Okeefe St:

- Ha habido personas no identificadas que han podido acceder a nuestras zonas comunes de nuestro edificio. Esto representa un riesgo de seguridad para nosotros y hemos solicitado que la administración de nuestra propiedad tome más en serio nuestra solicitud de mayores medidas de seguridad, como una patrulla ambulante y cámaras de seguridad.
- Es necesario abordar la plomería. A veces el agua sale con un olor desagradable o color marrón, especialmente cuando llueve.
- Hay ratas en las áreas comunes que deben abordarse.
- Hay almacenamiento en el edificio que debe ser administrado entre los residentes.
- Las cubiertas de las plazas de aparcamiento pierden agua cuando llueve, están agrietadas y se balancean mucho cuando hay viento. El estacionamiento se inunda de agua cuando llueve.
- En todo el edificio, el agua/agua caliente se corta con previo aviso limitado.

PETICIÓN B–Reducciones en el Mantenimiento y Servicios, Problemas de Habitabilidad, y/o Falla en Proveer Mantenimiento y Servicios Requeridos por la Ley

Dirección de la Unidad de Renta: 245 E OKeefe St Apt 12

Fecha en que se mudó a esta unida de Renta: 08/31/2023

1. Estoy pidiendo (Marque lo que aplique): ☐ **Una Reducción de la Renta** ☐ **Una Devolución**

2. Marque si usted tiene algunos de los siguientes problemas de habitabilidad, mantenimiento, o haga una lista de otros problemas en su unidad que el propietario falló en corregir en un lapso de tiempo razonable. (Adjunte páginas adicionales si necesita).

PROBLEMAS DE HABITABILIDAD: (Falló en cumplir con la "Garantía de Habitabilidad" establecida en el Código Civil de Sec. 1941.1.)

☑ Impermeabilización inefectiva para prevenir paredes húmedas o con moho.

☑ Protección inadecuada en contra del tiempo del techo y las paredes exteriores o el cielo raso, incluyendo ventanas rotas y puertas.

☑ Defectos en la plomería, drenajes, sistema cloacal o instalaciones sanitarias.

☐ Pérdida o insuficiencia de agua caliente o provisión de agua.

☐ Defectos o rotura en el calefactor o las instalaciones de gas.

☐ Alumbrado eléctrico, cableado o toma corrientes y otro equipamiento inseguros o inoperantes.

☑ El edificio, el área verde, garaje, pasillos, escaleras y áreas comunes no están limpias, higiénicas o libres de toda acumulación de desechos, suciedad, basura, desperdicios, roedores y alimañas como cucarachas o ratas.

☑ Receptáculos de basura inadecuados en condiciones limpias y bien reparadas.

☑ Pisos; escaleras o pasamanos rotos, pudriéndose o faltantes. ;

CONDICIONES RELACIONADAS AL MANTENIMIENTO:

☑ Cerraduras o dispositivos de seguridad rotos en las ventanas o puertas.

☐ Agujeros en los pisos, paredes o cielos rasos.

☐ Defectos en la plomería, drenajes, sistema cloacal o inodoro, lavabo, bañera o ducha.

☑ Alfombras u otros revestimientos del piso con agujeros, rajaduras, faltantes, material desintegrado o deshilachado.

☑ Armarios o cajones deteriorados / rotos.

☐ Mesones deteriorados.

PETICIÓN B – Reducciones en el Mantenimiento y Servicios, Problemas de Habitabilidad, y/o Falla para Proveer Mantenimiento y Servicios Requeridos por la Ley

☑ Coberturas de las ventanas con manchas, agujeros, roturas o tela desintegrada, o cobertura de ventanas que han sido removidas.

☑ Aparato electrodoméstico defectuoso o inoperante en la unidad. .

☑ Pintura pelándose, cayéndose, manchada, gastada, raspada o rajada o el revestimiento de la pared pelándose, arrancado, manchado.

☑ Cerámicos faltantes, rajados, rotos.

☑ Bañera o ducha con vidriado astillado o pelándose.

☑ Ventiladores o ventilación rota.

☑ Luces exteriores que no funcionan/ faltantes.

Otro: _____

Otro: _____

VIOLACIONES DEL CÓDIGO:

☐ Incumplimiento del código con las violaciones que afectan materialmente a la salud y seguridad de los inquilinos, incluyendo el Código de Salud y Seguridad Sec. 17920.3 (Adjuntar copia de Notificación para Corregir del Inspector de Construcción de la Ciudad o el Oficial de Aplicación del Código, o Inspector de Salud Ambiental del Condado.)

PÉRDIDA O REDUCCIÓN DE LOS SERVICIOS DE VIVIENDA:

☐ Estacionamiento

☐ Portón de seguridad, puertas o cercado rotos o defectuosos.

☑ Elevador defectuoso o inoperante.

☑ Intercomunicador roto o defectuoso.

☐ Depósito.

☑ Instalaciones de lavandería.

☑ Alberca o instalaciones de recreación.

☑ Áreas de juego, jardín, patios, balcones.

☑ Servicios de cuidado del jardín y del paisaje.

☑ Buzones de correo roto o faltante.

☑ Servicios de administración de las propiedades en renta con 16 o más unidades que no vive en el lugar.

PETICIÓN B – Reducciones en el Mantenimiento y Servicios, Problemas de Habitabilidad, y/o Falla para Proveer Mantenimiento y Servicios Requeridos por la Ley

Otra: _____

Otra: _____

3. Para cada problema marcado arriba, describa dónde existe el problema y la naturaleza y causa de cada problema. (Adjunte hojas adicionales si es necesario.)

Anexo hoja

4. Para cada problema presentado en esta petición, especifique si usted ya ha notificado al propietario, y cómo el propietario fue notificado de cada problema, si fue verbalmente o por escrito. Si usted conoce el nombre del propietario o administrador a quien usted le informó de un problema, incluya el nombre de esta persona. Si usted notificó al propietario por escrito de un problema y usted tiene una copia de la notificación, adjunte una copia.

El Inquilino notificó al propietario: ☐ **verbalmente** ☑ **por escrito (Adjunte copia)**

Si usted no le notificó al propietario, provea el período de tiempo en el cual el propietario supo o debería haber sabido sobre cada problema. Explique como ellos supieron del problema.

No e notificado Porque No viene hacer reparaciones Pero mandamo un Email el dia 08/31/2024

PETICIÓN B–Reducciones en el Mantenimiento y Servicios, Problemas de Habitabilidad, y/o Falla para Proveer Mantenimiento y Servicios Requeridos por la Ley

5. Describa específicamente como usted y su familia han sido afectados por los problemas citados en esta petición. ¿De qué maneras cada uno de los problemas le ha perjudicado a usted en el uso, disfrute y beneficio de la unidad rentada? (Adjunte hojas adicionales si es necesario.)

No tener elevado dificulta subir los objetos pasados por las escaleras para mi y mi Familia las paredes humedas dar una vision mal y olor desagradable.

PETICIÓN B–Reducciones en el Mantenimiento y Servicios, Problemas de Habitabilidad, y/o Falla para Proveer Mantenimiento y Servicios Requeridos por la Ley

7. Para calcular la cantidad que usted cree que su renta debería ser reducida y/o reembolsada a usted, complete la siguiente tabla con la información pedida para cada mantenimiento, servicio o problema de habitabilidad que usted reclama. Para cada problema, provea la fecha en que comenzó o la primera fecha que usted tuvo conocimiento del problema. Luego provea la fecha en que el propietario se enteró o fue notificado del problema, o debería haber sabido sobre el problema. Si un problema ya ha sido corregido, provea la fecha en que la corrección fue hecha o completada. (Adjunte hojas adicionales si es necesario.) Diga el porcentaje que usted piensa que su renta debería ser reducida por cada punto, considerando el impacto causado en su uso y disfrute de su casa rentada y el valor de la renta.

Dirección de la Unidad: 245 E O'Keefe St Apt #12

Lista de Cada Problema	Fecha que el Problema Primero fue Notificado	Fecha que el Dueño fue Informado (o debería haber sabido) del Problema	Fecha que el Problema fue corregido (Si no está corregido, déjelo en blanco)	Número de meses que el Problema Existió	Renta Pagada Durante el Periodo que Cada Problema Existió	Porcentaje Requerido de Reducción en la Renta
Refrigerador	08/31/24	08/31/24		8	$ 2542	%
Cocina	08/31/24	08/31/24		4	$ 2542	%
manilla del baño	08/31/24	08/31/24		10	$ 2542	%
					$	%
					$	%
					$	%
					$	%
					$	%

8. Si usted busca un reintegro de los gastos de bolsillo en los que usted incurrió como resultado de las reducciones mencionadas en el mantenimiento y los servicios, entre la cantidad de reembolso solicitado: $_____. (Presentar la documentación de cada gasto, y cómo se relaciona con el mantenimiento o la reducción en el servicio que se ha reportado.)

PETICIÓN B – Reducciones en el Mantenimiento y Servicios, Problemas de Habitabilidad, y/o Falla para Proveer Mantenimiento y Servicios Requeridos por la Ley

6. ¿Qué documentación tiene usted para la existencia de cada problema citado en esta petición?

Pruebas visual.

☑ Yo deseo que el Administrador del Programa de Rentas o Examinador a cargo de la Audiencia determine si mi unidad fue registrada adecuadamente, y si el propietario falló en cumplir con la Ordenanza de Estabilización de Rentas, o las regulaciones adoptadas por la Mesa de Rentas para implementar la Ordenanza. Si se encuentra que el propietario no ha registrado adecuadamente mi unidad de renta o falló en cumplir con la Ordenanza y las regulaciones, deseo disputar cualquier aumento en mi renta hasta que se logre la conformidad.

☑ Yo deseo que el Examinador de la Audiencia realice una inspección de los problemas citados en esta petición si es que se realizará una audiencia para determinar los asuntos aquí presentados.

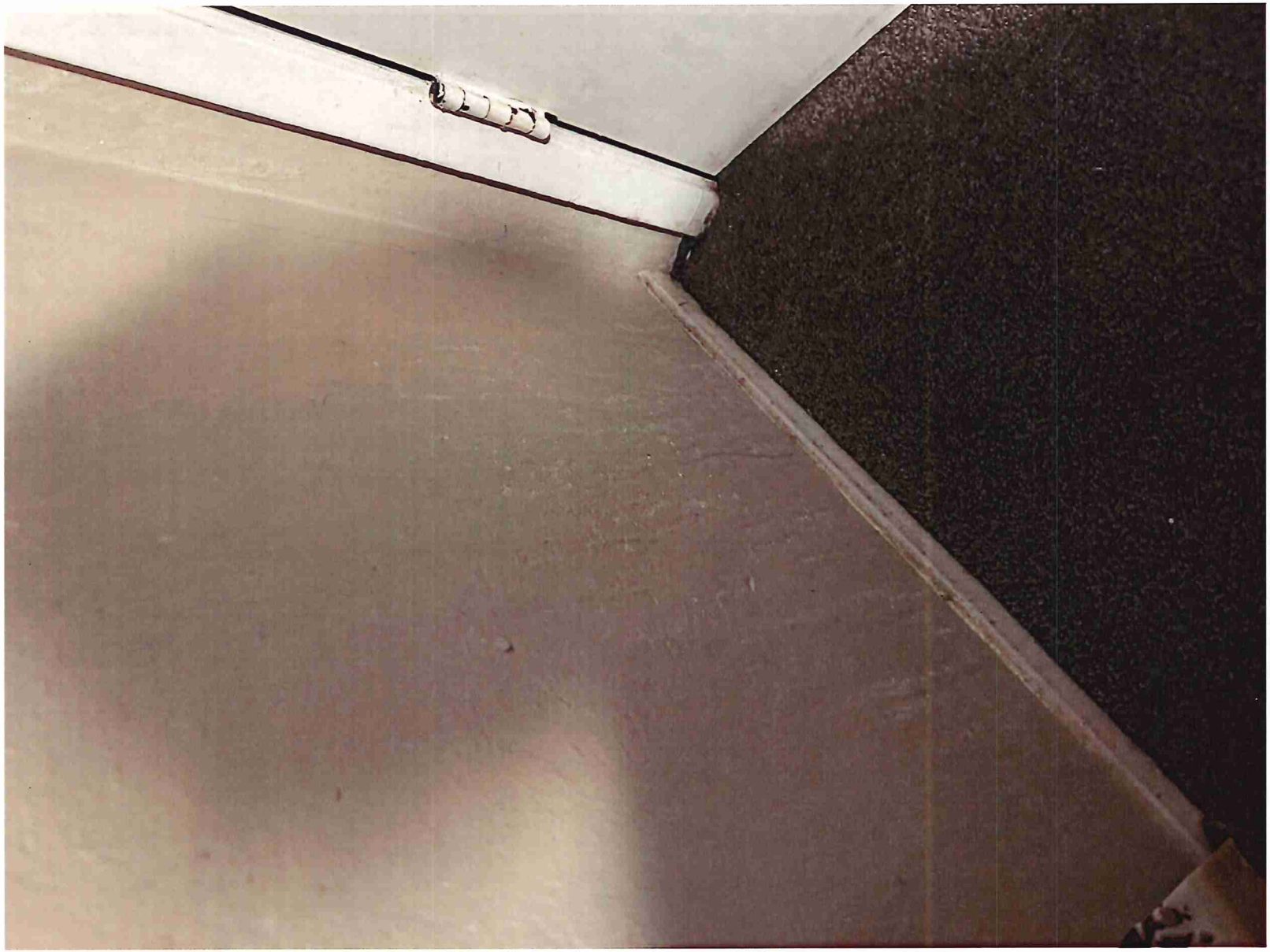
Peticion B Respuestas a pregunta # 3 Apartamento 12 edificio 245 O'Keefe st
Oscar Reyes

1 el problemas de humedad en las paredes
2 oxido en el refrigerador
3 en el edificio hacen falta muchas mejoras
4 hace falta un elevador
5 mas seguridad
6 nivelar los pisos de los apartamentos
7 las puertas de los closet estan malas
8 el extractor se vive danando constantemente
el edificio en cual necesita una remodelacion renta muy cara y no hay buenas condiciones de vivir por la cual el edificio se esta deterioranto rapidamente
muchas cucarachas en el edificio

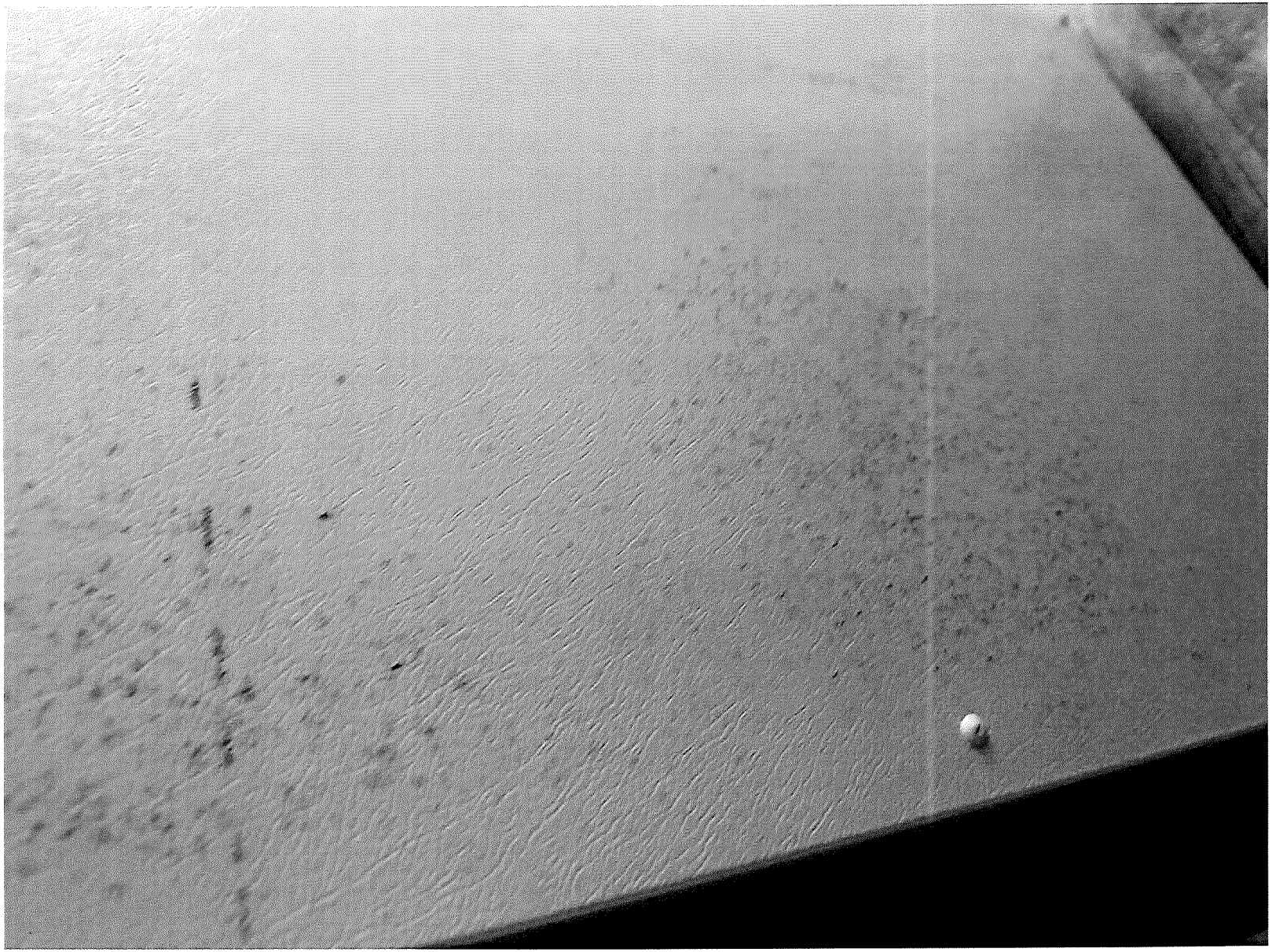






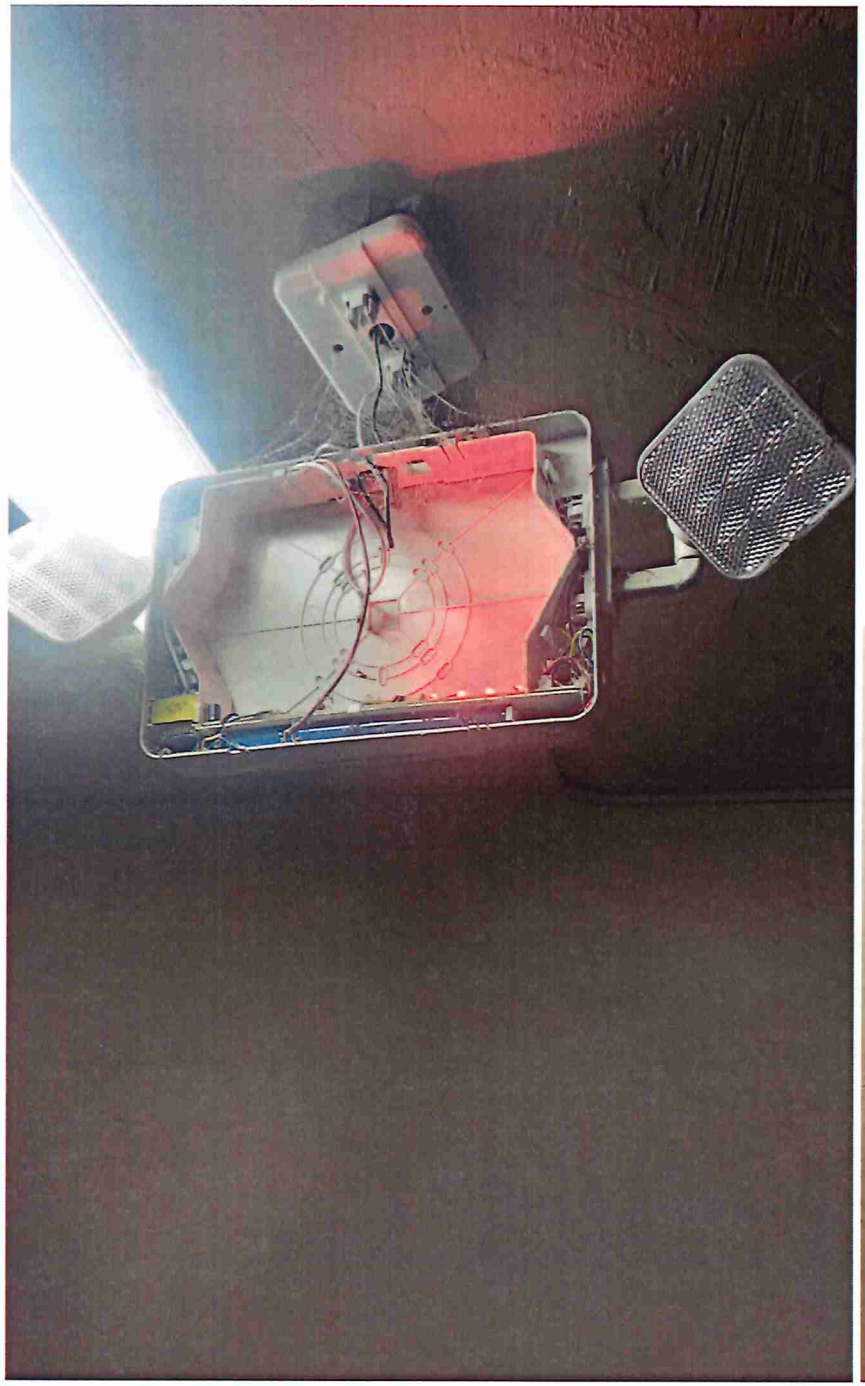


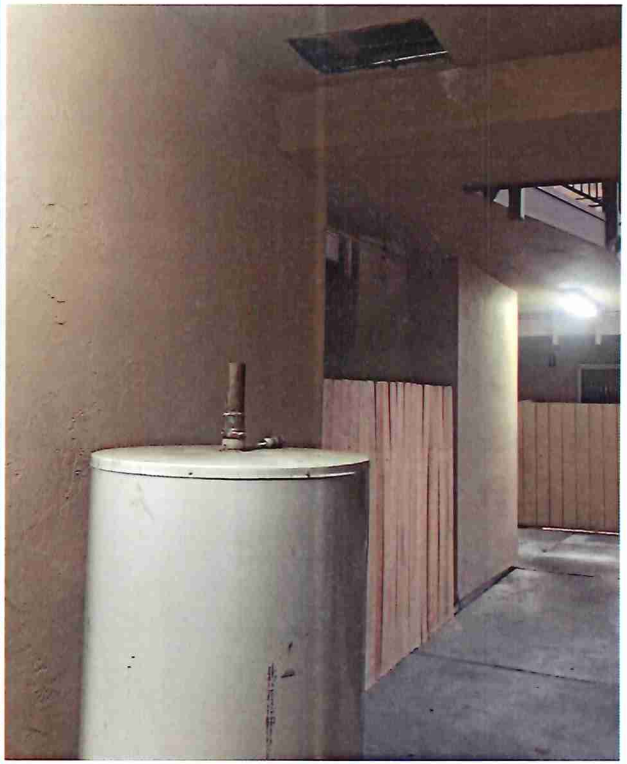




245 E. O'Keefe St. Common Area Issues

245 E. O'Keefe St. Common Area Issues





245 E. O'Keefe St. Common Area Issues

245 E. O'Keefe St. Common Area Issues





245 E. O'Keefe St. Common Area Issues

The sealed off elevator area

245 E. O'Keefe St. Common Area Issues

City of East Palo Alto
Rent Stabilization Program

RESPONSE TO PETITION

Oscar Reyes, Elida Candia
Petitioner(s)

vs. **Case Number: 20240010**
Woodland Park Communities
Respondent(s)

Property Located at 245 E. O'Keefe Street Unit 12, East Palo Alto, CA 94303

Respondent phone and/or email: c/o Corie Calfee, 510-809-8001, ccalfee@opterralaw.com

____ A. **I do not oppose my Tenant's petition for Rent Adjustment and Rebate.** This means the rent adjustment and rebate for this unit will be made on the basis of the information presented by the petitioner.

_x_ B. **I oppose my tenant's petition for Rent Adjustment and Rebate.** This means that a hearing will be scheduled to decide the matter and both sides can present evidence to support their position. Please explain below or in an attachment your opposition to the petition for a rent adjustment and provide any documents to support your position. If you are objecting to a proposed capital improvement on the basis of affordability, specifically note this below.

Please see attached

Per Regulation 2000 and for purposes of this petition/request, I authorize to be served at:
Please see attached . (PZ)
(Email Address) (Initials)

I also understand that I can electronically submit my filings related to this petition/request to the Rent Stabilization Program at rentprogram@cityofepa.org

I declare under penalty of perjury that the foregoing is true and correct to the best of my knowledge and belief. Executed on 11/4/24 at East Palo Alto, CA

By: Pabel Zumarraga
(Name and Signature)

Your Response to Petition must be received at the following address by **November 4, 2024.**

City of East Palo Alto Attn: Rent Stabilization Program 2415 University Avenue, 2nd Floor East Palo Alto, CA 94303	For more information, contact: Rent Stabilization Program Tel: (650) 853-3114 rentprogram@cityofepa.org

YOU CAN ALSO SUBMIT YOUR RESPONSE VIA EMAIL AT: rentprogram@cityofepa.org

Opposition to Petition

Woodland Park opposes this petition for rent reduction and rebate. Woodland Park maintains the premises in a good and habitable condition. Each time that Petitioner notified Respondent of a problem in the premises, Respondent addressed that problem in a timely fashion. For problems that Petitioner did not reasonably notify Respondent and give Respondent an opportunity to correct, no rent rebate is available. Petitioner bears the burden of proof to demonstrate the landlord was provided with reasonable notice and an opportunity to correct the conditions, and yet failed to do so. Petitioner has not met this burden. Respondent has responded to and corrected in a timely fashion the problems identified by Petitioner, except to the extent and when Petitioner has prevented Respondent from providing requested services.

Woodland Park has also charged rent as allowed by the Rent Stabilization Ordinance, and at no time has exceeded the Maximum Allowable Rent. There has not been any rent ceiling violation. No rent rebate is appropriate.

Service addresses

ccalfee@opterralaw.com
stacie.roebuck@greystar.com
woodlandparkcagm@greystar.com
woodlandparkcamgr@greystar.com
wpcompliance@greystar.com

PROOF OF SERVICE

I, the undersigned, declare that I am employed in the County of San Mateo, State of California. I am over the age of eighteen years and not a party to the within cause. My business address is 5 Newell Court, East Palo Alto, CA 94303.

Re: 245 E. O'Keefe St., Unit 12, East Palo Alto, CA 94303
Case No. 20240010

On November 4, 2024, I served the following documents:

a) Response to Petition Form

[ ] **BY PERSONAL DELIVERY** by delivering a true copy thereof enclosed in a sealed envelope, to the person(s) at the address(es) set forth below:

[ ] **BY MAIL** by placing a true copy thereof enclosed in a sealed envelope, with postage thereon fully prepaid, in the United States mail at East Palo Alto, CA, to the person(s) at the address(es) set forth below:

[X] **BY EMAIL** Pursuant to Section 2000 of the Rules and Regulations implementing the Rent Stabilization and Just Cause for Eviction Ordinance of 2010, I served the above listed documents to the below listed email address(es):

Oscar Reyes Oskarjuarez580@gmail.com	Rent Stabilization Program rentprogram@cityofepa.org

[ ] **BY FACSIMILE TRANSMISSION** by transmitting a true copy thereof by facsimile transmission from facsimile number (650) 853-3115 to the interested parties to
said action at the facsimile number(s) shown below:

[ ] **BY CERTIFIED MAIL** by depositing in the mail at the U.S. Post Office located at _____a true copy thereof enclosed in a sealed envelope, with fully prepaid postage thereon for certified mail, to the person (s) at the address(es) set forth below:

I declare under penalty of perjury that the foregoing is true and correct. Executed this 4th day of November, 2024, in East Palo Alto, CA.

Pabel Zumarraga
Senior Business Manager

For Office Use Only
Date Received: RECEIVED
SEP 18 2024
CITY OF EAST PALO ALTO
RENT STABILIZATION

Ciudad de East Palo Alto
Programa de Estabilización de Renta
2415 University Avenue, East Palo Alto, CA 94303
P: 650-853-3114 F: 650-853-3115 correo electrónico: rentprogram@cityofepa.org
www.ci.east-palo-alto.ca.us/rentprogram

APLICACIÓN DEL INQUILINO — INFORMACIÓN GENERAL

Adjunte Solicitudes por Violaciones del Límite de Renta para asegurar un Ajuste de Renta Individual y/o Descuento; Reducción de Mantenimiento y Servicios; Incumplimiento de Garantía Implícita de Habitabilidad; y Aprobación de Retención del Alquiler.

Proporcione la información solicitada a continuación. Adjunte hojas adicionales si es necesario.

1. **Información de la Propiedad:**

Dirección: 245 E. O'Keefe **Apt. #** 14 **Código Postal:** 94303

2. **Información del Inquilino:** Llene los datos para todos los inquilinos en la unidad rentada que están buscando un ajuste de alquiler, descuento o retención.

Fecha de Inquilinato: 2007

Nombe(s)	Teléfono(s)	Correo Electrónico(s)
Tomas Jimenez	650 796 7972	Tomasjimenez04@att.net

Cada inquilino mencionado arriba debe firmar la certificación en la página 3 para ser considerado como una de las partes en esta aplicación.

3. **Persona u organización autorizada para representarlo/a, si existe:**

Nombre: _____ **Teléfono(s):** _____

Dirección: _____ **Ciudad:** _____

Estado: _____ **Código Postal:** _____ **Correo Electrónico:** _____

4. **Base para la Solicitud**: Marque la razón(es) de su solicitud. Marque solamente el casillero que aplica. Complete la solicitud correspondiente y proporcione la información necesaria solicitada.

☐ **Petición A — Violación de Límite de Renta** (para reducción de renta y/o devolución por cobros de renta por encima de la renta máxima permitida)

☒ **Petición B— Reducciones de mantenimiento, servicio, y/o habitabilidad** (cuando hay una disminución en servicios de vivienda, incluyendo mantenimiento que el propietario no ha subsanado después de dar aviso razonable, el incumplimiento del contrato de alquiler, o de los códigos de construcción y vivienda, Garantía de Habitabilidad de California y otros requisitos legales para el alquiler de vivienda)

☐ **Petición C — Aprobación para Retener la Renta** (el propietario no registró la unidad con el Programa de Estabilización de Renta)

☐ **Otro —** Adjunte una hoja explicando sus razones para la solicitud y las secciones pertinentes de la Ordenanza y/o regulaciones.

5. **Yo elijo mediación (Opcional):** ☐

a. Ambas partes deben estar de acuerdo a la mediación; si no, el asunto será referido a un Examinador de Audiencia. El proceso de mediación no es obligatorio, es decir que las partes no estan obligados a llegar a un acuerdo,. Si no se llega a un acuerdo a través de mediacion, entonces el asunto se referirá al Examinador de Audiencia.

b. Si el asunto se resuelve a través de la mediación, el mediador preparará una estipulación que establece los términos del acuerdo que será ejecutado por las partes. Esta disposición a partir de entonces se convertirá en una orden de la Junta de Estabilización de Alquileres. Las partes que estipulan renuncian a cualquier derecho de audiencia o apelación sobre las cuestiones contenidas en la petición que han sido cubiertas por la estipulación. Asuntos relacionados con la petición que no esten contemplados en la estipulación no se consideran resultos y cualquiera de las partes puede solicitar una audiencia sobre los asuntos no resueltos.

6. **Consolidación**: Si esta solicitud se ha presentado junto con las peticiones de los inquilinos de otras unidades en la misma propiedad, por favor liste los números de los apartamentos de las unidades en conjunto.

201 E O'Keef St 107, 108, 109, 110, 201, 202, 204, 206, 207, 208
201 E O'Keefe st 1, 2, 4, 5, 6, 9, 10, 11, 12, 14, 15, 16, 18, 20, 21
245 E O'Keefe st 11, 12, 14, 15, 18, 19.

7. **Certificación**: ***Declaro bajo pena de perjurio que la información anterior en esta aplicación, solicitud y adjuntos es verdadera y correcta en la medida de mi conocimiento. Esta declaración se ejecuta bajo las leyes del Estado de California.***

Firma	Imprima su nombre	Fecha
TOMAS JIMENEZ	TOMAS	9/4/2021

Adjunte páginas adicionales si hay más firmando esta aplicación en la misma propiedad, indique la dirección y unidad de cada inquilino firmando esta solicitud.

PETITION B–Reductions in Maintenance and Services, Habitability Problems, and/or Failure to Provide Maintenance and Services Required by Law

COPY

Rental unit address: 245 E. O'Keefe St, Unit 14

Date you moved into this rental unit: 2007

1. I am seeking (check all that apply): ☒ **A Rent Reduction** ☒ **A Rent Rebate**

2. Check if you have any of the following habitability, maintenance and/or problems, or list other problems with your unit that your landlord failed to correct in a reasonable timeframe. (Attach additional pages if needed)

HABITABILITY PROBLEMS: (Failure to comply with the "Warranty of Habitability" set forth in California Civil Code Sec. 1941.1.)

☒ Ineffective waterproofing to prevent wet or moldy walls

☒ Inadequate weather protection of roof and exterior walls or ceiling, including broken windows and doors.

☒ Defective plumbing, drains, sewage system or toilet facilities.

☐ Loss of or insufficient hot water or water supply.

☐ Defective or broken heater or gas facilities.

☐ Unsafe or inoperative electrical lighting, wiring or outlets and other equipment.

☒ Building, yard, garage, hallways, stairs, and common areas are not clean, sanitary, or free from all accumulations of debris, filth, rubbish, garbage, rodents, and vermin, such as cockroaches or rats.

☐ Inadequate trash receptacles in clean condition and good repair.

☒ Floors; stairways, or railings are broken, rotting, or missing.

MAINTENANCE-RELATED CONDITIONS:

☒ Broken locks or security devices on the windows or doors

☒ Holes in floors, walls or ceilings.

☒ Defective plumbing, drains, sewage system or toilet, sink, bathtub or shower.

☐ Carpets or other floor coverings with holes, cracks, gaps, shredded or disintegrated material.

☒ Deteriorated/broken cabinets or drawers.

☐ Deteriorated countertops.

PETITION B–Reductions in Maintenance and Services, Habitability Problems, and/or Failure to Provide Maintenance and Services Required by Law

☐ Window coverings with stains, holes, tears, or disintegrating fabric, or window coverings that have been removed.

☐ Defective or inoperative appliance in unit.

■ Peeling, crumbling, stained, worn, scraped or cracked paint or peeling, torn, stained wall covering.

☐ Missing or cracked, broken tile.

☐ Bathtub or shower with glazing chipped or peeling.

☐ Broken fan or vent.

■ Inoperative/missing exterior lights.

Other: I painted my own unit and I changed my own lights

Other: _____

CODE VIOLATIONS:

☐ Failure to comply with code violations that materially affect tenants' health and safety, including Health and Safety Code Sec. 17920.3. (Attach copy of Notice to Correct from City Building Inspector or Code Enforcement Officer, or County Environmental Health Inspector.)

LOSS OF OR REDUCED HOUSING SERVICES:

☐ Parking.

■ Broken or defective security gates, door or fencing.

■ Defective or inoperative elevator.

☐ Broken or defective intercom.

☐ Storage.

■ Laundry facilities.

☐ Swimming pool or recreational facilities.

■ Play areas, yards, patios, balconies.

■ Landscaping or yard-care services.

■ Broken or missing mailbox.

☐ No on-site resident manager services for rental properties with16 or more units.

PETITION B–Reductions in Maintenance and Services, Habitability Problems, and/or Failure to Provide Maintenance and Services Required by Law

Other:_____

Other:_____

3. For each of the problems checked above, describe where the problem exists, and the nature and cause of each problem. (Attach additional pages if necessary.)

The bathroom has a lot of mold on the wall. There is a hole in the bathroom. The bathroom has liquid that goes down to the parking lot. A corner behind the bathroom toilet is broken. The windows of my apartment are broken (the one in the living room and the one in the kitchen) The cabinets next to the sink and next to the stove are broken My building needs new paint and they made me paint it myself The dryer door doesn't work and there is a hole in the laundry room wall. The mailboxes are not secure.

4. For each of the problems presented in this petition, specify whether you have already notified your landlord, and how your landlord was notified of each problem, whether verbally or in writing. If you know the name of the landlord or manger that you informed of a problem, include the name of this person. If you notified your landlord in writing of a problem and you have a copy of the notice, attach a copy.

Tenant notified landlord: ■ **verbally** ■ **in writing (attach copy)**

If you did not notify the landlord, provide the timeframe in which the landlord knew or should have known about each problem. Explain how they knew about the problem.

The owner does not take written notices. I let them know in person or verball, sometimes they give a confirmation number.

PETITION B–Reductions in Maintenance and Services, Habitability Problems, and/or Failure to Provide Maintenance and Services Required by Law

5. Describe specifically how you and your family have been affected by the problems cited in this petition. In what ways has your use and enjoyment of and benefit from your rental unit been impaired by each of the problems? (Attach additional pages if necessary.)

My children have been affected by the mold in the unit. My son has skin allergy problems due to the mold in our unit. During the cold weather we get very cold because the windows are broken. I lost $800 when I had to paint my unit. The smoke alarms are broken and that puts my family and I at risk.

PETITION B – Reductions in Maintenance and Services, Habitability Problems, and/or Failure to Provide Maintenance and Services Required by Law

6. What documentation do you have for the existence of each of the problems cited in this petition?

Photos.

☐ I wish to have the Rent Program Administrator or Hearing Examiner determine whether my unit has been properly registered and whether my landlord failed to comply with the Rent Stabilization Ordinance or regulations adopted by the Rent Board to implement the Ordinance. If it is found that my landlord has not properly registered my rental unit or failed to comply with the Ordinance and regulations, I wish to contest any increases in my rent until compliance is met.

☐ I wish to have the Hearing Examiner conduct an inspection of the problems cited in this petition if a hearing is held to make a determination on the issues raised in this petition.

PETITION B–Reductions in Maintenance and Services, Habitability Problems, and/or Failure to Provide Maintenance and Services Required by Law

7. To calculate the amount you believe your rent should be reduced and/or be rebated to you, complete the following table with the information requested for each maintenance, service, or habitability problem that you claim. For each problem, provide the date it began, or the first date you had knowledge of the problem. Then provide the date your landlord first knew of or was notified of the problem, or should have known about the problem. If a problem has already been corrected, provide the date the correction was made or completed. (Attach additional pages if necessary.) State the percent you think your rent should be reduced for each item given its impact on your use and enjoyment of your rented home and its rental value.

Unit Address: 245 E. O'Keefe St, Unit 14

List Each Problem	Date Problem First Noticed	Date Owner Informed (or Should Have Known) of Problem	Date Problem Corrected (If not corrected, leave blank)	Number of Months Problem Existed	Rent Paid During Period Each Problem Existed	Percent Reduction in Rent Requested
Replace monoxide detector	Mar 2020	Mar 2020		4years	$1400.00	10 %
Mold in Bathroom	2007	2007			$1600.00	30 %
Broken Kitchen Cabinet	2022	2022		2 years	$1439.00	10 %
Bathroom leaks water to the parking lot	2021	2021		3 years	$1450.00	10 %
Broken windows	2007	2007		16 years	$1600.0	40 %
Bathroom toilet	2023	2023		1 year	$1600.00	10 %
mail security	2007	2007		16 years	$1,600.00	30 %
					$	%

8. If you seek reimbursement for out-of-pocket expenses you incurred as a result of the above reductions in maintenance and service, enter the amount of reimbursement requested: $_____. (Submit documentation for each expense, and how it relates to the maintenance or service reduction reported.)

PETICIÓN B–Reducciones en el Mantenimiento y Servicios, Problemas de Habitabilidad, y/o Falla en Proveer Mantenimiento y Servicios Requeridos por la Ley

Dirección de la Unidad de Renta: 245 E. O'Keefe St 14

Fecha en que se mudó a esta unida de Renta: 2007

1. Estoy pidiendo (Marque lo que aplique): ☒ **Una Reducción de la Renta** ☒ **Una Devolución**

2. Marque si usted tiene algunos de los siguientes problemas de habitabilidad, mantenimiento, o haga una lista de otros problemas en su unidad que el propietario falló en corregir en un lapso de tiempo razonable. (Adjunte páginas adicionales si necesita).

PROBLEMAS DE HABITABILIDAD: (Falló en cumplir con la "Garantía de Habitabilidad" establecida en el Código Civil de Sec. 1941.1.)

☑ Impermeabilización inefectiva para prevenir paredes húmedas o con moho.

☑ Protección inadecuada en contra del tiempo del techo y las paredes exteriores o el cielo raso, incluyendo ventanas rotas y puertas.

☑ Defectos en la plomería, drenajes, sistema cloacal o instalaciones sanitarias.

☐ Pérdida o insuficiencia de agua caliente o provisión de agua.

☐ Defectos o rotura en el calefactor o las instalaciones de gas.

☐ Alumbrado eléctrico, cableado o toma corrientes y otro equipamiento inseguros o inoperantes.

☒ El edificio, el área verde, garaje, pasillos, escaleras y áreas comunes no están limpias, higiénicas o libres de toda acumulación de desechos, suciedad, basura, desperdicios, roedores y alimañas como cucarachas o ratas.

☐ Receptáculos de basura inadecuados en condiciones limpias y bien reparadas.

☑ Pisos; escaleras o pasamanos rotos, pudriéndose o faltantes. ;

CONDICIONES RELACIONADAS AL MANTENIMIENTO:

☑ Cerraduras o dispositivos de seguridad rotos en las ventanas o puertas.

☑ Agujeros en los pisos, paredes o cielos rasos.

☑ Defectos en la plomería, drenajes, sistema cloacal o inodoro, lavabo, bañera o ducha.

☐ Alfombras u otros revestimientos del piso con agujeros, rajaduras, faltantes, material desintegrado o deshilachado.

☑ Armarios o cajones deteriorados / rotos.

☐ Mesones deteriorados.

PETICIÓN B – Reducciones en el Mantenimiento y Servicios, Problemas de Habitabilidad, y/o Falla para Proveer Mantenimiento y Servicios Requeridos por la Ley

☐ Coberturas de las ventanas con manchas, agujeros, roturas o tela desintegrada, o cobertura de ventanas que han sido removidas.

☐ Aparato electrodoméstico defectuoso o inoperante en la unidad. .

☑ Pintura pelándose, cayéndose, manchada, gastada, raspada o rajada o el revestimiento de la pared pelándose, arrancado, manchado.

☐ Cerámicos faltantes, rajados, rotos.

☐ Bañera o ducha con vidriado astillado o pelándose.

☐ Ventiladores o ventilación rota.

☑ Luces exteriores que no funcionan/ faltantes.

Otro: Unidad fue pintada por mi y yo cambio luces

Otro: _____

VIOLACIONES DEL CÓDIGO:

☐ Incumplimiento del código con las violaciones que afectan materialmente a la salud y seguridad de los inquilinos, incluyendo el Código de Salud y Seguridad Sec. 17920.3 (Adjuntar copia de Notificación para Corregir del Inspector de Construcción de la Ciudad o el Oficial de Aplicación del Código, o Inspector de Salud Ambiental del Condado.)

PÉRDIDA O REDUCCIÓN DE LOS SERVICIOS DE VIVIENDA:

☐ Estacionamiento

☑ Portón de seguridad, puertas o cercado rotos o defectuosos.

☑ Elevador defectuoso o inoperante.

☐ Intercomunicador roto o defectuoso.

☐ Depósito.

☑ Instalaciones de lavandería.

☐ Alberca o instalaciones de recreación.

☑ Áreas de juego, jardín, patios, balcones.

☑ Servicios de cuidado del jardín y del paisaje.

☑ Buzones de correo roto o faltante.

☐ Servicios de administración de las propiedades en renta con 16 o más unidades que no vive en el lugar.

PETITION B – Reductions in Maintenance and Services, Habitability Problems, and/or Failure to Provide Maintenance and Services Required by Law

Other: _____

Other: _____

3. For each of the problems checked above, describe where the problem exists, and the nature and cause of each problem. (Attach additional pages if necessary.)

•El baño tiene demasiado moho, en la pared del baño ani un abujero
•El baño tiene liquo que baja al estacionamente
•Una esquina de atras de la tasa del baño esta rota
•Las ventanas de mi unidas estan rotas (la de la sala y la de la cocina)
•los gabinetes al lado del lava manos y a lado de la estuva estan rotos
•Mi edeficio necestiba pintura nuevo y ellos me hicieron que lo pintara yo
•No sirve la puerta de la secadora y hay un abujero en la pared de la lavenderia •falta de seguridad en los buzones de correo
•No sirve la alarma de uno

4. For each of the problems presented in this petition, specify whether you have already notified your landlord, and how your landlord was notified of each problem, whether verbally or in writing. If you know the name of the landlord or manger that you informed of a problem, include the name of this person. If you notified your landlord in writing of a problem and you have a copy of the notice, attach a copy.

Tenant notified landlord: ☑ **verbally** ☑ **in writing (attach copy)**

If you did not notify the landlord, provide the timeframe in which the landlord knew or should have known about each problem. Explain how they knew about the problem.

~~El~~ el propetario no toma noticia escrita yo les dejo saber en persona o verbalmente, aveces dan numero de confimacion

PETITION B – Reductions in Maintenance and Services, Habitability Problems, and/or Failure to Provide Maintenance and Services Required by Law

5. Describe specifically how you and your family have been affected by the problems cited in this petition. In what ways has your use and enjoyment of and benefit from your rental unit been impaired by each of the problems? (Attach additional pages if necessary.)

Mis hijos han sido affectado por el moho de la unidas, mi hijo tiene problemas de alejerias en so piel por el moho en nuestra unidad. En el tiempo de frio pasamos mucho frio por que las ventanas estan rotas. Yo perdi $800 cuando tuve que pintar mi unidad. Las alarmas del [redacted] umo estan rotas y ponen a mi y a mi familia en resgio.

PETICIÓN B–Reducciones en el Mantenimiento y Servicios, Problemas de Habitabilidad, y/o Falla para Proveer Mantenimiento y Servicios Requeridos por la Ley

6. ¿Qué documentación tiene usted para la existencia de cada problema citado en esta petición?

FOTOS

☐ Yo deseo que el Administrador del Programa de Rentas o Examinador a cargo de la Audiencia determine si mi unidad fue registrada adecuadamente, y si el propietario falló en cumplir con la Ordenanza de Estabilización de Rentas, o las regulaciones adoptadas por la Mesa de Rentas para implementar la Ordenanza. Si se encuentra que el propietario no ha registrado adecuadamente mi unidad de renta o falló en cumplir con la Ordenanza y las regulaciones, deseo disputar cualquier aumento en mi renta hasta que se logre la conformidad.

☐ Yo deseo que el Examinador de la Audiencia realice una inspección de los problemas citados en esta petición si es que se realizará una audiencia para determinar los asuntos aquí presentados.

PETICIÓN B–Reducciones en el Mantenimiento y Servicios, Problemas de Habitabilidad, y/o Falla para Proveer Mantenimiento y Servicios Requeridos por la Ley

7. Para calcular la cantidad que usted cree que su renta debería ser reducida y/o reembolsada a usted, complete la siguiente tabla con la información pedida para cada mantenimiento, servicio o problema de habitabilidad que usted reclama. Para cada problema, provea la fecha en que comenzó o la primera fecha que usted tuvo conocimiento del problema. Luego provea la fecha en que el propietario se enteró o fue notificado del problema, o debería haber sabido sobre el problema. Si un problema ya ha sido corregido, provea la fecha en que la corrección fue hecha o completada. (Adjunte hojas adicionales si es necesario.) Diga el porcentaje que usted piensa que su renta debería ser reducida por cada punto, considerando el impacto causado en su uso y disfrute de su casa rentada y el valor de la renta.

Dirección de la Unidad: 245 E'Okeefe St Apt. 14

Lista de Cada Problema	Fecha que el Problema Primero fue Notificado	Fecha que el Dueño fue Informado (o debería haber sabido) del Problema	Fecha que el Problema fue corregido (Si no está corregido, déjelo en blanco)	Número de meses que el Problema Existió	Renta Pagada Durante el Periodo que Cada Problema Existió	Porcentaje Requerido de Reducción en la Renta
Remplazar Monoxido nesu	MAR /2022	MAR /2022		4 años	$ 1,400.00	10 %
Mojo en baño	/2007	/2007			$ 1,600.00	30 %
Gabinetes Cocina Roto	/2022	2022		2 años	$ 1,439.	10 %
Baño Filtra y tira agua	tira	agua	Parqueadero		$	%
tira agua ani	/2021	/2021		3 años	$ 1,450	10 %
Ventanas Rotas	/2007	/2007		16 años	$ 1,600	40 %
Taza del baño	/2023	/2023		1 año	$ 1,600	10 %
Seguridad Correos	/2007	/2007		16 años	$ 1,100	30 %

8. Si usted busca un reintegro de los gastos de bolsillo en los que usted incurrió como resultado de las reducciones mencionadas en el mantenimiento y los servicios, entre la cantidad de reembolso solicitado: $_____. (Presentar la documentación de cada gasto, y cómo se relaciona con el mantenimiento o la reducción en el servicio que se ha reportado.)

Elevador Rotas /2007 /2007 16 años $1,600.00 40 %

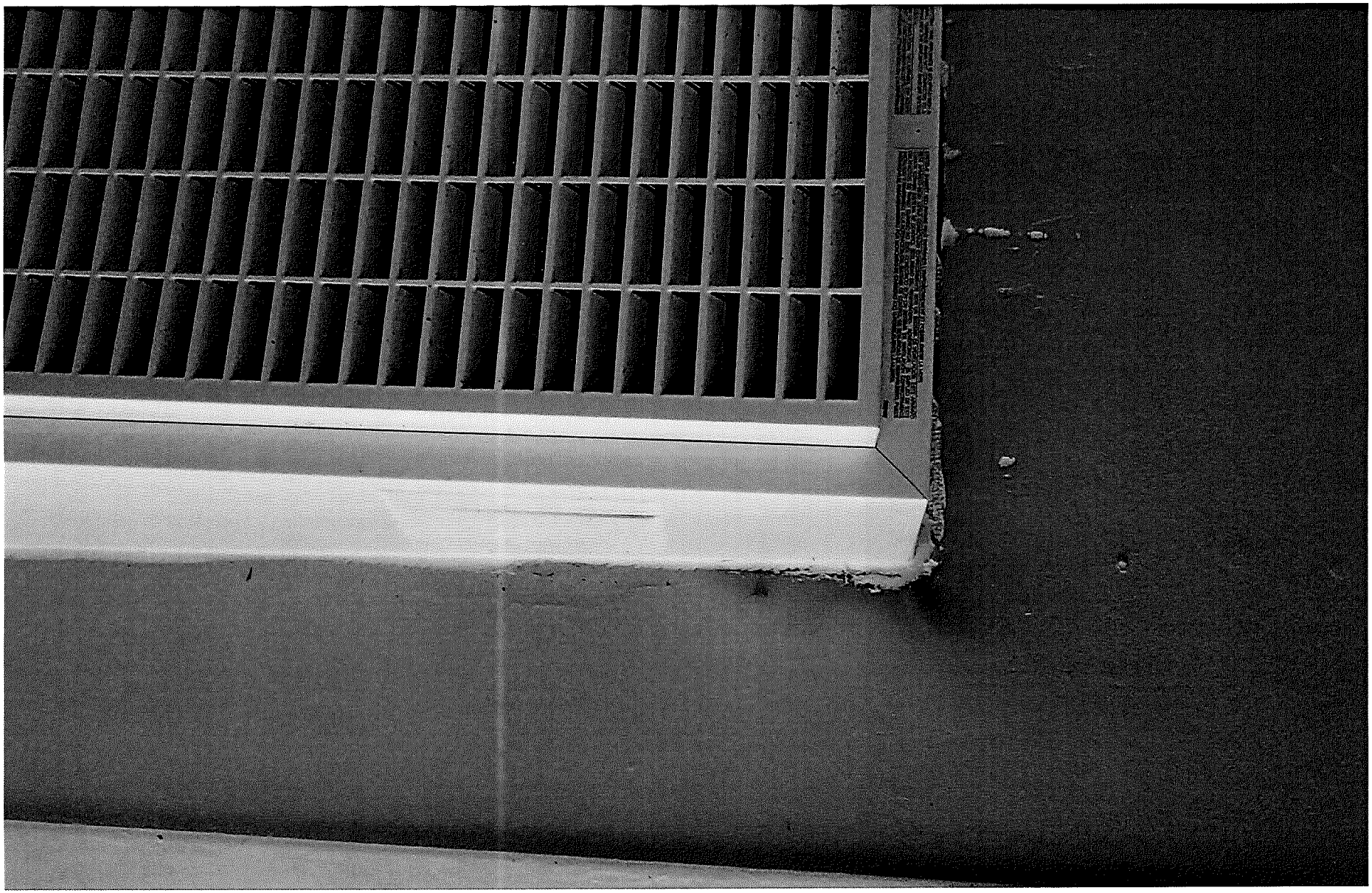
Response 3 Addendum:

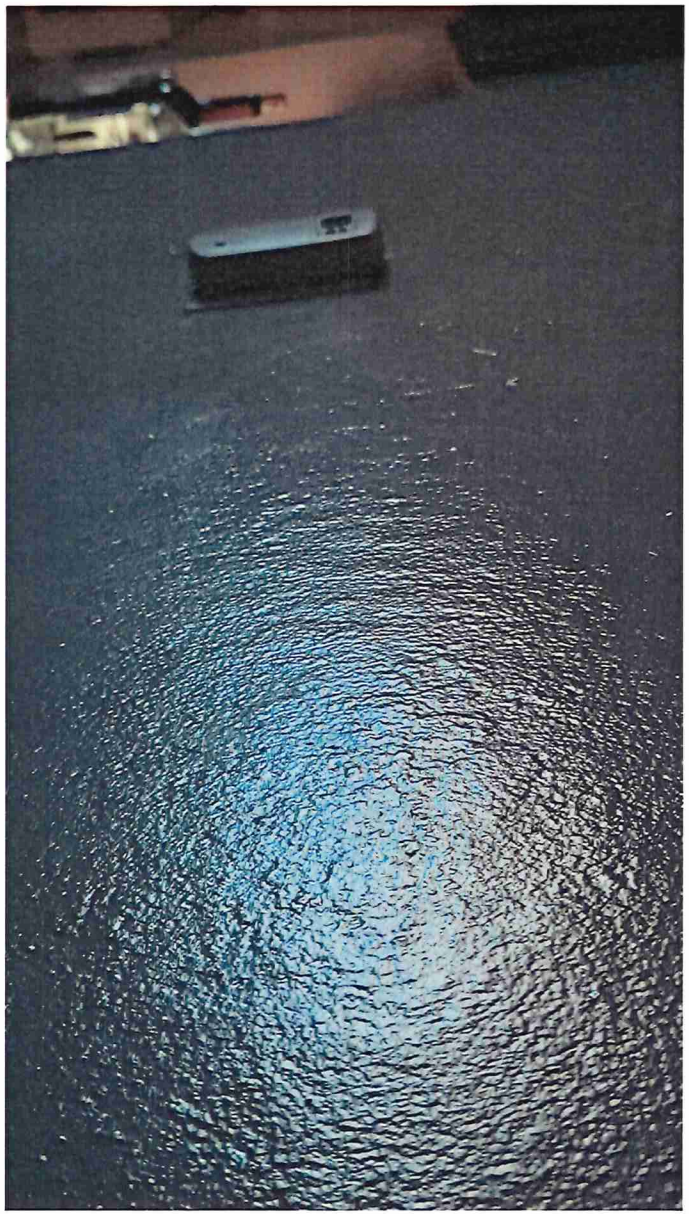
245 E Okeefe St. Common Area Issues:

- There have been unidentified people who have been able to enter our common areas in our building. This poses a security risk to us and we have requested that our property management take more serious our request for greater security measures like a walking patrol and security cameras.
- The plumbing needs to be addressed. Sometimes water comes out with an unpleasant smell or as brownwater especially when it rains.
- There are rats in the common areas that need to be addressed
- There is onsite storage in the building that needs to be administered amongst residents
- The covering for the parking spots leak water when it rains, are cracked and sway heavily when there is any wind. The parking lot gets flooded with water when it rains.
- Throughout the whole building, the water/hot water is shut off with limited advance notice

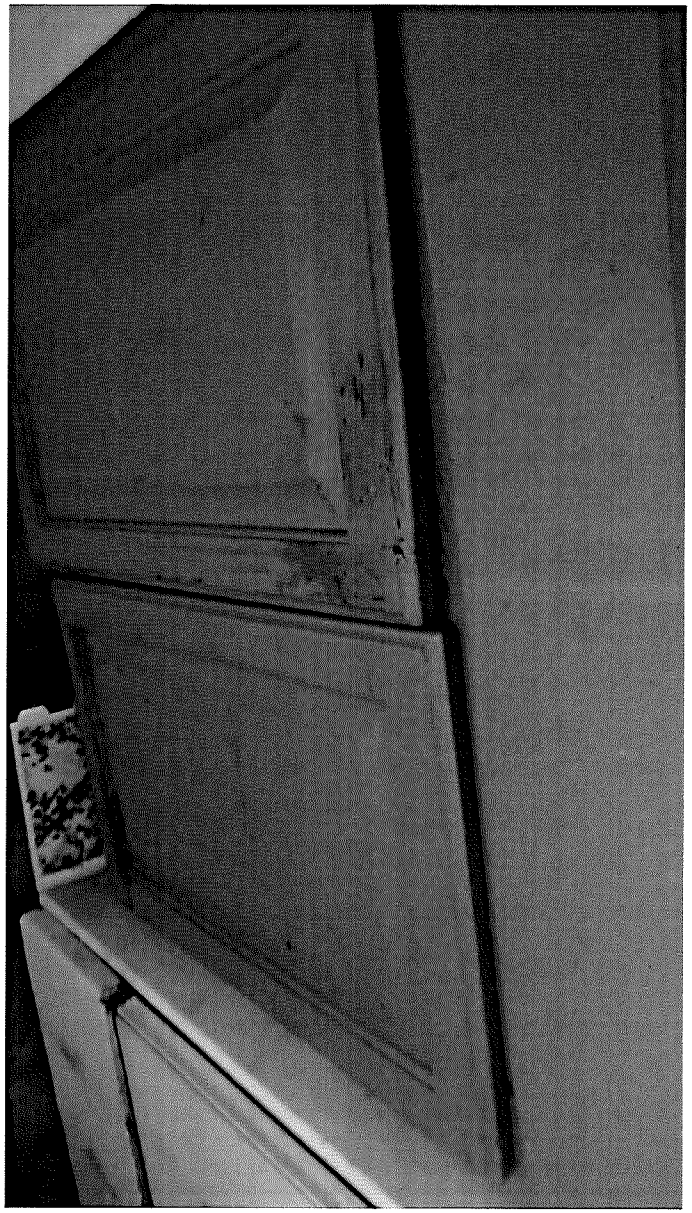
Problemas de áreas comunes en 245 E Okeefe St:

- Ha habido personas no identificadas que han podido acceder a nuestras zonas comunes de nuestro edificio. Esto representa un riesgo de seguridad para nosotros y hemos solicitado que la administración de nuestra propiedad tome más en serio nuestra solicitud de mayores medidas de seguridad, como una patrulla ambulante y cámaras de seguridad.
- Es necesario abordar la plomería. A veces el agua sale con un olor desagradable o color marrón, especialmente cuando llueve.
- Hay ratas en las áreas comunes que deben abordarse.
- Hay almacenamiento en el edificio que debe ser administrado entre los residentes.
- Las cubiertas de las plazas de aparcamiento pierden agua cuando llueve, están agrietadas y se balancean mucho cuando hay viento. El estacionamiento se inunda de agua cuando llueve.
- En todo el edificio, el agua/agua caliente se corta con previo aviso limitado.

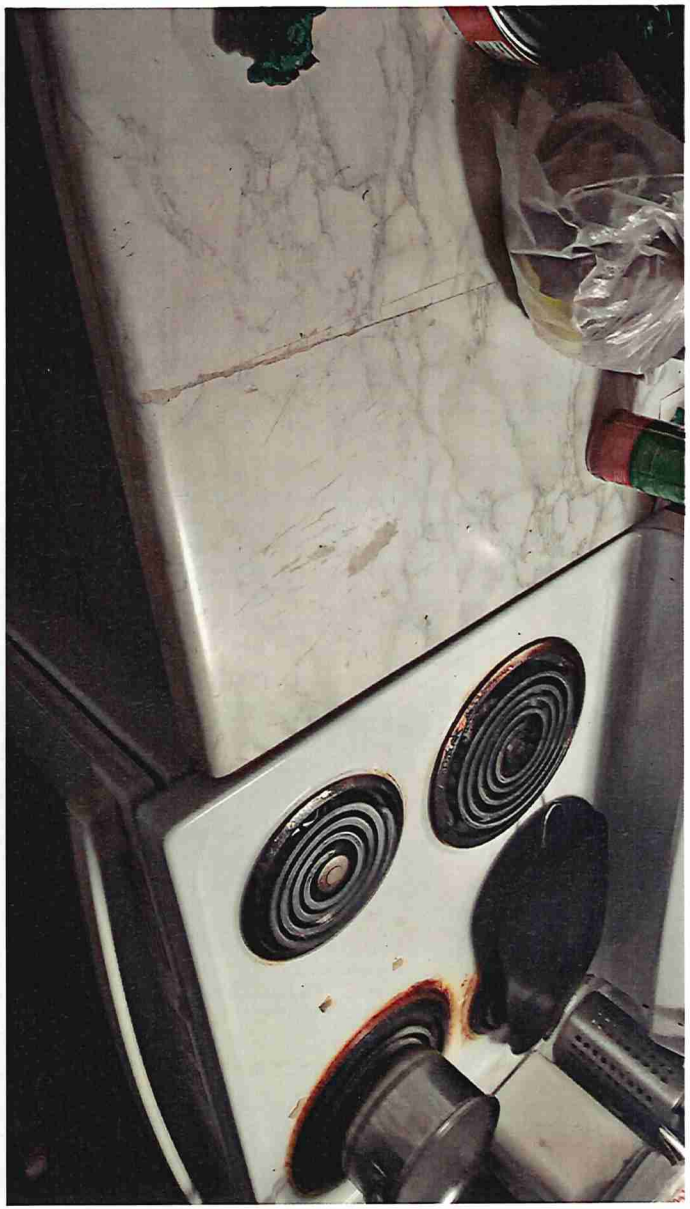


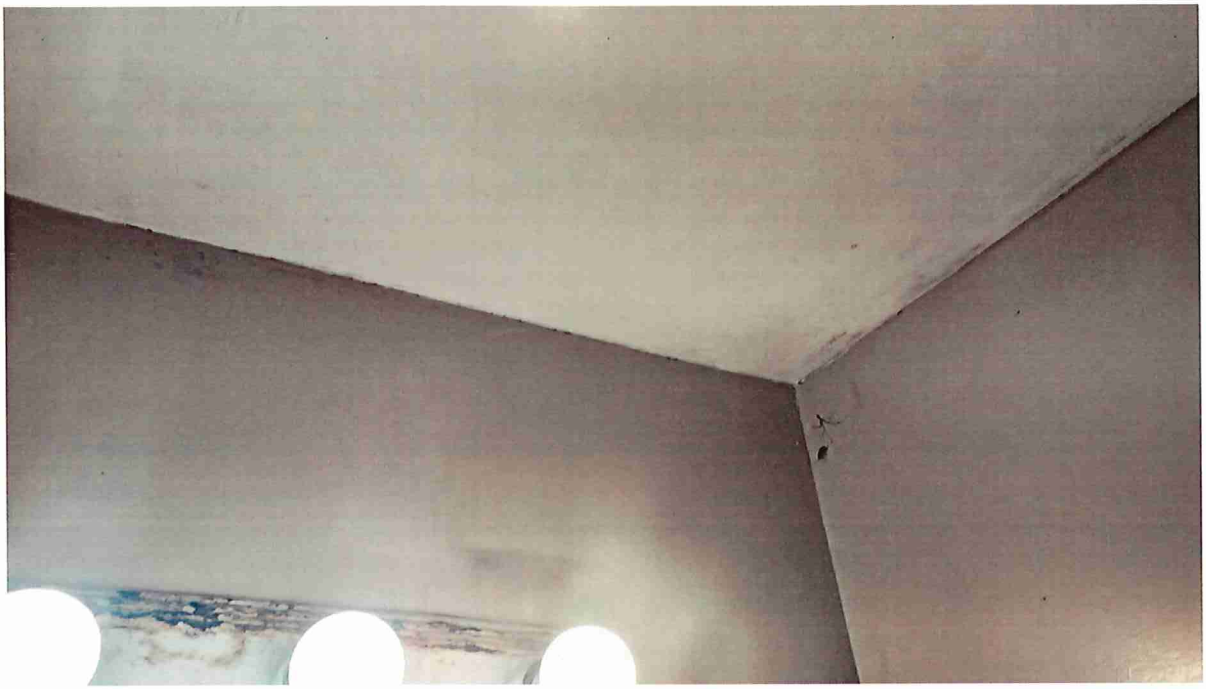
















245 E. O'Keefe St. Common Area Issues

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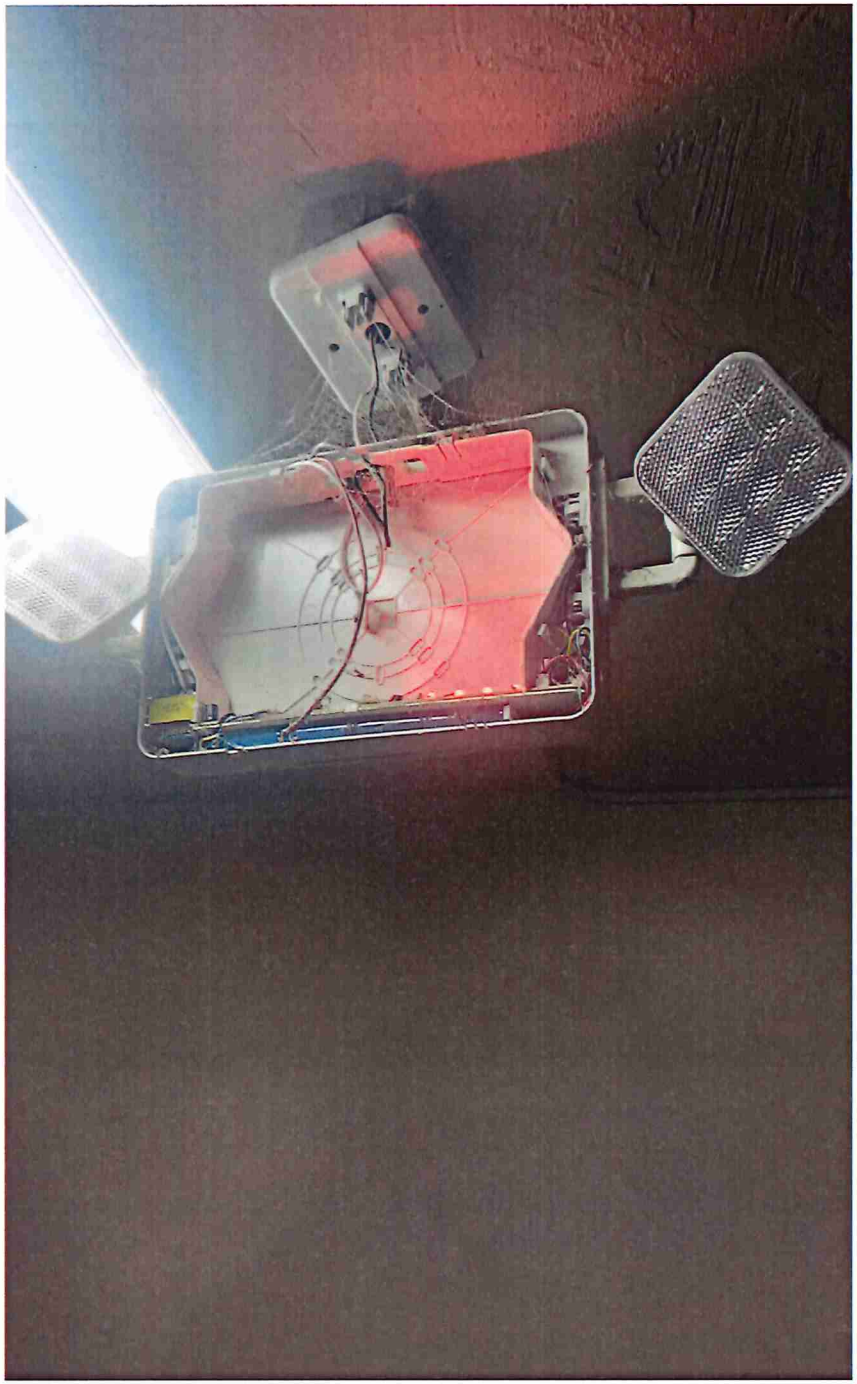




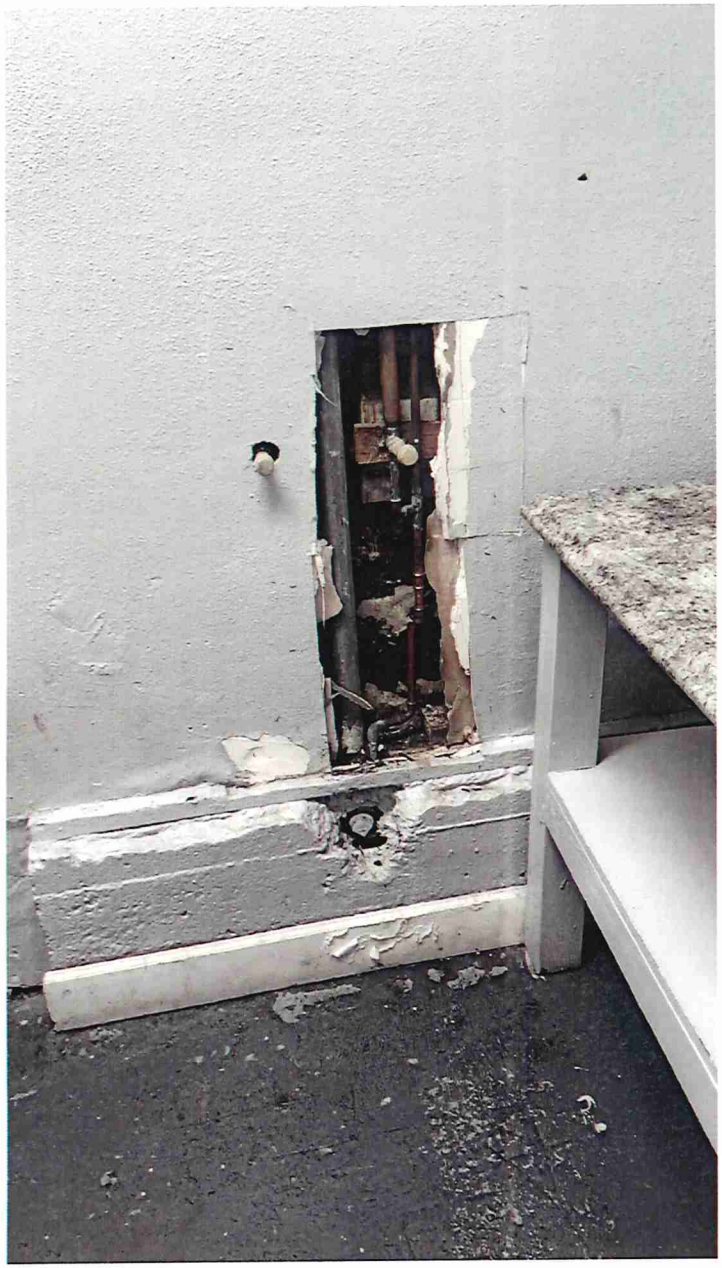
245 E. O'Keefe St. Common Area Issues

245 E. O'Keefe St. Common Area Issues





245 E. O'Keefe St. Common Area Issues





The sealed off elevator area

245 E. O'Keefe St. Common Area Issues

City of East Palo Alto
Rent Stabilization Program

RESPONSE TO PETITION

Tomas Jimenez
Petitioner(s)

vs. **Case Number: 20240007**
Woodland Park Communities
Respondent(s)

Property Located at 245 E. O'Keefe Street Unit 14, East Palo Alto, CA 94303

Respondent phone and/or email: c/o Corie Calfee, 510-809-8001, ccalfee@opterralaw.com

____ A. **I do not oppose my Tenant's petition for Rent Adjustment and Rebate.** This means the rent adjustment and rebate for this unit will be made on the basis of the information presented by the petitioner.

__x__ B. **I oppose my tenant's petition for Rent Adjustment and Rebate.** This means that a hearing will be scheduled to decide the matter and both sides can present evidence to support their position. Please explain below or in an attachment your opposition to the petition for a rent adjustment and provide any documents to support your position. If you are objecting to a proposed capital improvement on the basis of affordability, specifically note this below.

Please see attached

Per Regulation 2000 and for purposes of this petition/request, I authorize to be served at:
Please see attached . (PZ)
(Email Address) (Initials)

I also understand that I can electronically submit my filings related to this petition/request to the Rent Stabilization Program at rentprogram@cityofepa.org

I declare under penalty of perjury that the foregoing is true and correct to the best of my knowledge and belief. Executed on 11/4/24 at East Palo Alto, CA

By: Pabel Zumarraga
(Name and Signature)

Your Response to Petition must be received at the following address by **November 4, 2024.**

City of East Palo Alto Attn: Rent Stabilization Program 2415 University Avenue, 2nd Floor East Palo Alto, CA 94303	For more information, contact: Rent Stabilization Program Tel: (650) 853-3114 rentprogram@cityofepa.org

YOU CAN ALSO SUBMIT YOUR RESPONSE VIA EMAIL AT: rentprogram@cityofepa.org

Opposition to Petition

Woodland Park opposes this petition for rent reduction and rebate. Woodland Park maintains the premises in a good and habitable condition. Each time that Petitioner notified Respondent of a problem in the premises, Respondent addressed that problem in a timely fashion. For problems that Petitioner did not reasonably notify Respondent and give Respondent an opportunity to correct, no rent rebate is available. Petitioner bears the burden of proof to demonstrate the landlord was provided with reasonable notice and an opportunity to correct the conditions, and yet failed to do so. Petitioner has not met this burden. Respondent has responded to and corrected in a timely fashion the problems identified by Petitioner, except to the extent and when Petitioner has prevented Respondent from providing requested services.

Woodland Park has also charged rent as allowed by the Rent Stabilization Ordinance, and at no time has exceeded the Maximum Allowable Rent. There has not been any rent ceiling violation. No rent rebate is appropriate.

Service addresses

ccalfee@opterralaw.com
stacie.roebuck@greystar.com
woodlandparkcagm@greystar.com
woodlandparkcamgr@greystar.com
wpcompliance@greystar.com

PROOF OF SERVICE

I, the undersigned, declare that I am employed in the County of San Mateo, State of California. I am over the age of eighteen years and not a party to the within cause. My business address is 5 Newell Court, East Palo Alto, CA 94303.

Re: 245 E. O'Keefe St., Unit 14, East Palo Alto, CA 94303
Case No. 20240007

On November 4, 2024, I served the following documents:

a) Response to Petition Form

[ ] **BY PERSONAL DELIVERY** by delivering a true copy thereof enclosed in a sealed envelope, to the person(s) at the address(es) set forth below:

[ ] **BY MAIL** by placing a true copy thereof enclosed in a sealed envelope, with postage thereon fully prepaid, in the United States mail at East Palo Alto, CA, to the person(s) at the address(es) set forth below:

[X] **BY EMAIL** Pursuant to Section 2000 of the Rules and Regulations implementing the Rent Stabilization and Just Cause for Eviction Ordinance of 2010, I served the above listed documents to the below listed email address(es):

Tomas Jimenez Tomasjimenez04@att.net	Rent Stabilization Program rentprogram@cityofepa.org

[ ] **BY FACSIMILE TRANSMISSION** by transmitting a true copy thereof by facsimile transmission from facsimile number (650) 853-3115 to the interested parties to
said action at the facsimile number(s) shown below:

[ ] **BY CERTIFIED MAIL** by depositing in the mail at the U.S. Post Office located at _____a true copy thereof enclosed in a sealed envelope, with fully prepaid postage thereon for certified mail, to the person (s) at the address(es) set forth below:

I declare under penalty of perjury that the foregoing is true and correct. Executed this 4th day of November, 2024, in East Palo Alto, CA.

Pabel Zumarraga
Senior Business Manager

For Office Use Only
Date Received: RECEIVED
SEP 18 2024
CITY OF EAST PALO ALTO
RENT STABILIZATION

Ciudad de East Palo Alto
Programa de Estabilización de Renta
2415 University Avenue, East Palo Alto, CA 94303
P: 650-853-3114 F: 650-853-3115 correo electrónico: rentprogram@cityofepa.org
www.ci.east-palo-alto.ca.us/rentprogram

APLICACIÓN DEL INQUILINO — INFORMACIÓN GENERAL

Adjunte Solicitudes por Violaciones del Límite de Renta para asegurar un Ajuste de Renta Individual y/o Descuento; Reducción de Mantenimiento y Servicios; Incumplimiento de Garantía Implícita de Habitabilidad; y Aprobación de Retención del Alquiler.

Proporcione la información solicitada a continuación. Adjunte hojas adicionales si es necesario.

1. **Información de la Propiedad:**

Dirección: 245 East Palo Alto **Apt. #** 15 **Código Postal:** 94303

2. **Información del Inquilino:** Llene los datos para todos los inquilinos en la unidad rentada que están buscando un ajuste de alquiler, descuento o retención.

Fecha de Inquilinato: Abril 2024

Nombe(s)	Teléfono(s)	Correo Electrónico(s)
Sallyann Cuthbert	6507690630	
Ceanon Webster	6503748798	
Francisco Hernández	6508197664	franciscohernandez2176@gmail.com

Cada inquilino mencionado arriba debe firmar la certificación en la página 3 para ser considerado como una de las partes en esta aplicación.

3. **Persona u organización autorizada para representarlo/a, si existe:**

Nombre: _____ **Teléfono(s):** _____

Dirección: _____ **Ciudad:** _____

Estado: _____ **Código Postal:** _____ **Correo Electrónico:** _____

4. **Base para la Solicitud**: Marque la razón(es) de su solicitud. Marque solamente el casillero que aplica. Complete la solicitud correspondiente y proporcione la información necesaria solicitada.

☐ **Petición A — Violación de Límite de Renta** (para reducción de renta y/o devolución por cobros de renta por encima de la renta máxima permitida)

☑ **Petición B— Reducciones de mantenimiento, servicio, y/o habitabilidad** (cuando hay una disminución en servicios de vivienda, incluyendo mantenimiento que el propietario no ha subsanado después de dar aviso razonable, el incumplimiento del contrato de alquiler, o de los códigos de construcción y vivienda, Garantía de Habitabilidad de California y otros requisitos legales para el alquiler de vivienda)

☐ **Petición C — Aprobación para Retener la Renta** (el propietario no registró la unidad con el Programa de Estabilización de Renta)

☐ **Otro —** Adjunte una hoja explicando sus razones para la solicitud y las secciones pertinentes de la Ordenanza y/o regulaciones.

5. **Yo elijo mediación (Opcional):** ☐

a. Ambas partes deben estar de acuerdo a la mediación; si no, el asunto será referido a un Examinador de Audiencia. El proceso de mediación no es obligatorio, es decir que las partes no estan obligados a llegar a un acuerdo,. Si no se llega a un acuerdo a través de mediacion, entonces el asunto se referirá al Examinador de Audiencia.

b. Si el asunto se resuelve a través de la mediación, el mediador preparará una estipulación que establece los términos del acuerdo que será ejecutado por las partes. Esta disposición a partir de entonces se convertirá en una orden de la Junta de Estabilización de Alquileres. Las partes que estipulan renuncian a cualquier derecho de audiencia o apelación sobre las cuestiones contenidas en la petición que han sido cubiertas por la estipulación. Asuntos relacionados con la petición que no esten contemplados en la estipulación no se consideran resultos y cualquiera de las partes puede solicitar una audiencia sobre los asuntos no resueltos.

6. **Consolidación**: Si esta solicitud se ha presentado junto con las peticiones de los inquilinos de otras unidades en la misma propiedad, por favor liste los números de los apartamentos de las unidades en conjunto.

245 E O'Keefe St 1, 12, 14, 15, 18, 19
201 E O'Keefe St 107, 108, 109, 110, 201, 202, 204, 206, 207, 208
301 E O'Keefe St 1, 2, 4, 5, 6, 9, 10, 11, 12, 14, 15, 16, 18, 20, 21

7. **Certificación**: ***Declaro bajo pena de perjurio que la información anterior en esta aplicación, solicitud y adjuntos es verdadera y correcta en la medida de mi conocimiento. Esta declaración se ejecuta bajo las leyes del Estado de California.***

Firma	Imprima su nombre	Fecha
[signature]	Francisco Hernandez	August 14, 2024
Connor Webster	C W	Agosto 14, 2024
Sallyann Cuthbert	S C	Agosto 14, 2024

Adjunte páginas adicionales si hay más firmando esta aplicación en la misma propiedad, indique la dirección y unidad de cada inquilino firmando esta solicitud.

PETITION B – Reductions in Maintenance and Services, Habitability Problems, and/or Failure to Provide Maintenance and Services Required by Law

COPY

Rental unit address: 245 E. OKeefe St, Apt. 15

Date you moved into this rental unit: April 2024

1. I am seeking (check all that apply): ☒ **A Rent Reduction** ☒ **A Rent Rebate**

2. Check if you have any of the following habitability, maintenance and/or problems, or list other problems with your unit that your landlord failed to correct in a reasonable timeframe. (Attach additional pages if needed)

HABITABILITY PROBLEMS: (Failure to comply with the "Warranty of Habitability" set forth in California Civil Code Sec. 1941.1.)

☒ Ineffective waterproofing to prevent wet or moldy walls

☒ Inadequate weather protection of roof and exterior walls or ceiling, including broken windows and doors.

☒ Defective plumbing, drains, sewage system or toilet facilities.

☒ Loss of or insufficient hot water or water supply.

☐ Defective or broken heater or gas facilities.

☐ Unsafe or inoperative electrical lighting, wiring or outlets and other equipment.

☒ Building, yard, garage, hallways, stairs, and common areas are not clean, sanitary, or free from all accumulations of debris, filth, rubbish, garbage, rodents, and vermin, such as cockroaches or rats.

☒ Inadequate trash receptacles in clean condition and good repair.

☐ Floors; stairways, or railings are broken, rotting, or missing.

MAINTENANCE-RELATED CONDITIONS:

☐ Broken locks or security devices on the windows or doors

☒ Holes in floors, walls or ceilings.

☒ Defective plumbing, drains, sewage system or toilet, sink, bathtub or shower.

☐ Carpets or other floor coverings with holes, cracks, gaps, shredded or disintegrated material.

☒ Deteriorated/broken cabinets or drawers.

☐ Deteriorated countertops.

PETITION B – Reductions in Maintenance and Services, Habitability Problems, and/or Failure to Provide Maintenance and Services Required by Law

☐ Window coverings with stains, holes, tears, or disintegrating fabric, or window coverings that have been removed.

☐ Defective or inoperative appliance in unit.

■ Peeling, crumbling, stained, worn, scraped or cracked paint or peeling, torn, stained wall covering.

☐ Missing or cracked, broken tile.

☐ Bathtub or shower with glazing chipped or peeling.

☐ Broken fan or vent.

☐ Inoperative/missing exterior lights.

Other:_____

Other:_____

CODE VIOLATIONS:

☐ Failure to comply with code violations that materially affect tenants' health and safety, including Health and Safety Code Sec. 17920.3. (Attach copy of Notice to Correct from City Building Inspector or Code Enforcement Officer, or County Environmental Health Inspector.)

LOSS OF OR REDUCED HOUSING SERVICES:

■ Parking.

☐ Broken or defective security gates, door or fencing.

■ Defective or inoperative elevator.

■ Broken or defective intercom.

■ Storage.

■ Laundry facilities.

☐ Swimming pool or recreational facilities.

☐ Play areas, yards, patios, balconies.

☐ Landscaping or yard-care services.

☐ Broken or missing mailbox.

☐ No on-site resident manager services for rental properties with16 or more units.

PETITION B – Reductions in Maintenance and Services, Habitability Problems, and/or Failure to Provide Maintenance and Services Required by Law

Other: _____

Other: _____

3. For each of the problems checked above, describe where the problem exists, and the nature and cause of each problem. (Attach additional pages if necessary.)

Building managers at 245 E. O'Keefe St. I would like to let you konw about the following problems in my apartment.

There are rats around the apartment. There is no security and packages are stolen. The elevator is broken. Since we rented the premises, packages have been stolen. We have lost over $800 worth of packages.

4. For each of the problems presented in this petition, specify whether you have already notified your landlord, and how your landlord was notified of each problem, whether verbally or in writing. If you know the name of the landlord or manger that you informed of a problem, include the name of this person. If you notified your landlord in writing of a problem and you have a copy of the notice, attach a copy.

Tenant notified landlord: ■ **verbally** ■ **in writing (attach copy)**

If you did not notify the landlord, provide the timeframe in which the landlord knew or should have known about each problem. Explain how they knew about the problem.

I let the property manager know via electronic email.

PETITION B–Reductions in Maintenance and Services, Habitability Problems, and/or Failure to Provide Maintenance and Services Required by Law

5. Describe specifically how you and your family have been affected by the problems cited in this petition. In what ways has your use and enjoyment of and benefit from your rental unit been impaired by each of the problems? (Attach additional pages if necessary.)

Some of the kitchen cabinets are damaged and so far we have never had a visit for maintenance even though we have requested a visit at the offices where payments are made.

PETITION B – Reductions in Maintenance and Services, Habitability Problems, and/or Failure to Provide Maintenance and Services Required by Law

6. What documentation do you have for the existence of each of the problems cited in this petition?

Photos.

☐ I wish to have the Rent Program Administrator or Hearing Examiner determine whether my unit has been properly registered and whether my landlord failed to comply with the Rent Stabilization Ordinance or regulations adopted by the Rent Board to implement the Ordinance. If it is found that my landlord has not properly registered my rental unit or failed to comply with the Ordinance and regulations, I wish to contest any increases in my rent until compliance is met.

☐ I wish to have the Hearing Examiner conduct an inspection of the problems cited in this petition if a hearing is held to make a determination on the issues raised in this petition.

PETITION B – Reductions in Maintenance and Services, Habitability Problems, and/or Failure to Provide Maintenance and Services Required by Law

7. To calculate the amount you believe your rent should be reduced and/or be rebated to you, complete the following table with the information requested for each maintenance, service, or habitability problem that you claim. For each problem, provide the date it began, or the first date you had knowledge of the problem. Then provide the date your landlord first knew of or was notified of the problem, or should have known about the problem. If a problem has already been corrected, provide the date the correction was made or completed. (Attach additional pages if necessary.) State the percent you think your rent should be reduced for each item given its impact on your use and enjoyment of your rented home and its rental value.

Unit Address: 245 E. O'Keefe St. Apt 15

List Each Problem	Date Problem First Noticed	Date Owner Informed (or Should Have Known) of Problem	Date Problem Corrected (If not corrected, leave blank)	Number of Months Problem Existed	Rent Paid During Period Each Problem Existed	Percent Reduction in Rent Requested
Rats in the building	Aug. 14. 2024	Aug. 19 2024		Since April	$3100.00	30 %
Stolen Packages	Aug. 14 2024	Aug. 19 2024		Since April	$3100.00	30 %
Damaged Elevator	Aug. 14 2024	Aug. 19 2024		Since April	$3100.00	30 %
					$	%
					$	%
					$	%
					$	%
					$	%

8. If you seek reimbursement for out-of-pocket expenses you incurred as a result of the above reductions in maintenance and service, enter the amount of reimbursement requested: $_____. (Submit documentation for each expense, and how it relates to the maintenance or service reduction reported.)

PETICIÓN B–Reducciones en el Mantenimiento y Servicios, Problemas de Habitabilidad, y/o Falla en Proveer Mantenimiento y Servicios Requeridos por la Ley

Dirección de la Unidad de Renta: 245 East O'Keefe Apt #15

Fecha en que se mudó a esta unida de Renta: Abril 2024

1. Estoy pidiendo (Marque lo que aplique): ☒ **Una Reducción de la Renta** ☒ **Una Devolución**

2. Marque si usted tiene algunos de los siguientes problemas de habitabilidad, mantenimiento, o haga una lista de otros problemas en su unidad que el propietario falló en corregir en un lapso de tiempo razonable. (Adjunte páginas adicionales si necesita).

PROBLEMAS DE HABITABILIDAD: (Falló en cumplir con la "Garantía de Habitabilidad" establecida en el Código Civil de Sec. 1941.1.)

☒ Impermeabilización inefectiva para prevenir paredes húmedas o con moho.

☒ Protección inadecuada en contra del tiempo del techo y las paredes exteriores o el cielo raso, incluyendo ventanas rotas y puertas.

☒ Defectos en la plomería, drenajes, sistema cloacal o instalaciones sanitarias.

☒ Pérdida o insuficiencia de agua caliente o provisión de agua.

☐ Defectos o rotura en el calefactor o las instalaciones de gas.

☐ Alumbrado eléctrico, cableado o toma corrientes y otro equipamiento inseguros o inoperantes.

☒ El edificio, el área verde, garaje, pasillos, escaleras y áreas comunes no están limpias, higiénicas o libres de toda acumulación de desechos, suciedad, basura, desperdicios, roedores y alimañas como cucarachas o ratas.

☒ Receptáculos de basura inadecuados en condiciones limpias y bien reparadas.

☐ Pisos; escaleras o pasamanos rotos, pudriéndose o faltantes. ;

CONDICIONES RELACIONADAS AL MANTENIMIENTO:

☐ Cerraduras o dispositivos de seguridad rotos en las ventanas o puertas.

☒ Agujeros en los pisos, paredes o cielos rasos.

☒ Defectos en la plomería, drenajes, sistema cloacal o inodoro, lavabo, bañera o ducha.

☐ Alfombras u otros revestimientos del piso con agujeros, rajaduras, faltantes, material desintegrado o deshilachado.

☒ Armarios o cajones deteriorados / rotos.

☐ Mesones deteriorados.

PETICIÓN B – Reducciones en el Mantenimiento y Servicios, Problemas de Habitabilidad, y/o Falla para Proveer Mantenimiento y Servicios Requeridos por la Ley

☐ Coberturas de las ventanas con manchas, agujeros, roturas o tela desintegrada, o cobertura de ventanas que han sido removidas.

☐ Aparato electrodoméstico defectuoso o inoperante en la unidad. .

☐ Pintura pelándose, cayéndose, manchada, gastada, raspada o rajada o el revestimiento de la pared pelándose, arrancado, manchado.

☐ Cerámicos faltantes, rajados, rotos.

☐ Bañera o ducha con vidriado astillado o pelándose.

☐ Ventiladores o ventilación rota.

☐ Luces exteriores que no funcionan/ faltantes.

Otro: _____

Otro: _____

VIOLACIONES DEL CÓDIGO:

☐ Incumplimiento del código con las violaciones que afectan materialmente a la salud y seguridad de los inquilinos, incluyendo el Código de Salud y Seguridad Sec. 17920.3 (Adjuntar copia de Notificación para Corregir del Inspector de Construcción de la Ciudad o el Oficial de Aplicación del Código, o Inspector de Salud Ambiental del Condado.)

PÉRDIDA O REDUCCIÓN DE LOS SERVICIOS DE VIVIENDA:

☒ Estacionamiento

☐ Portón de seguridad, puertas o cercado rotos o defectuosos.

☒ Elevador defectuoso o inoperante.

☒ Intercomunicador roto o defectuoso.

☒ Depósito.

☒ Instalaciones de lavandería.

☐ Alberca o instalaciones de recreación.

☐ Áreas de juego, jardín, patios, balcones.

☐ Servicios de cuidado del jardín y del paisaje.

☐ Buzones de correo roto o faltante.

☐ Servicios de administración de las propiedades en renta con 16 o más unidades que no vive en el lugar.

PETICIÓN B – Reducciones en el Mantenimiento y Servicios, Problemas de Habitabilidad, y/o Falla para Proveer Mantenimiento y Servicios Requeridos por la Ley

Otra: _____

Otra: _____

3. Para cada problema marcado arriba, describa dónde existe el problema y la naturaleza y causa de cada problema. (Adjunte hojas adicionales si es necesario.)

Manejadores de los edificios del 245 E' O'keefe St. me gustaría dejarles saber sobre los siguientes problemas en mi apartamento.

En los alrededores del apartamento hay ratas, no hay seguridad y se roban los paquetes. El elevador está dañado
Desde que rentamos el local se roban los paquetes, hemos perdido mas de 800 dólares en paquetes.

4. Para cada problema presentado en esta petición, especifique si usted ya ha notificado al propietario, y cómo el propietario fue notificado de cada problema, si fue verbalmente o por escrito. Si usted conoce el nombre del propietario o administrador a quien usted le informó de un problema, incluya el nombre de esta persona. Si usted notificó al propietario por escrito de un problema y usted tiene una copia de la notificación, adjunte una copia.

El Inquilino notificó al propietario: ☑ **verbalmente** ☑ **por escrito (Adjunte copia)**

Si usted no le notificó al propietario, provea el período de tiempo en el cual el propietario supo o debería haber sabido sobre cada problema. Explique como ellos supieron del problema.

Hice saber al arrendador a través de un correo electrónico

PETICIÓN B – Reducciones en el Mantenimiento y Servicios, Problemas de Habitabilidad, y/o Falla para Proveer Mantenimiento y Servicios Requeridos por la Ley

5. Describa específicamente como usted y su familia han sido afectados por los problemas citados en esta petición. ¿De qué maneras cada uno de los problemas le ha perjudicado a usted en el uso, disfrute y beneficio de la unidad rentada? (Adjunte hojas adicionales si es necesario.)

Algunas de las puertas de los muebles de la cocina están dañadas y por el momento nunca hemos tenido una visita para mantenimiento por más que se les solicitado una revisión en las oficinas donde se realizan los pagos.

PETICIÓN B – Reducciones en el Mantenimiento y Servicios, Problemas de Habitabilidad, y/o Falla para Proveer Mantenimiento y Servicios Requeridos por la Ley

6. ¿Qué documentación tiene usted para la existencia de cada problema citado en esta petición?

Fotos.

☐ Yo deseo que el Administrador del Programa de Rentas o Examinador a cargo de la Audiencia determine si mi unidad fue registrada adecuadamente, y si el propietario falló en cumplir con la Ordenanza de Estabilización de Rentas, o las regulaciones adoptadas por la Mesa de Rentas para implementar la Ordenanza. Si se encuentra que el propietario no ha registrado adecuadamente mi unidad de renta o falló en cumplir con la Ordenanza y las regulaciones, deseo disputar cualquier aumento en mi renta hasta que se logre la conformidad.

☐ Yo deseo que el Examinador de la Audiencia realice una inspección de los problemas citados en esta petición si es que se realizará una audiencia para determinar los asuntos aquí presentados.

PETICIÓN B – Reducciones en el Mantenimiento y Servicios, Problemas de Habitabilidad, y/o Falla para Proveer Mantenimiento y Servicios Requeridos por la Ley

7. Para calcular la cantidad que usted cree que su renta debería ser reducida y/o reembolsada a usted, complete la siguiente tabla con la información pedida para cada mantenimiento, servicio o problema de habitabilidad que usted reclama. Para cada problema, provea la fecha en que comenzó o la primera fecha que usted tuvo conocimiento del problema. Luego provea la fecha en que el propietario se enteró o fue notificado del problema, o debería haber sabido sobre el problema. Si un problema ya ha sido corregido, provea la fecha en que la corrección fue hecha o completada. (Adjunte hojas adicionales si es necesario.) Diga el porcentaje que usted piensa que su renta debería ser reducida por cada punto, considerando el impacto causado en su uso y disfrute de su casa rentada y el valor de la renta.

Dirección de la Unidad: 245 E Okeefe. Apt #15

Lista de Cada Problema	Fecha que el Problema Primero fue Notificado	Fecha que el Dueño fue Informado (o debería haber sabido) del Problema	Fecha que el Problema fue corregido (Si no está corregido, déjelo en blanco)	Número de meses que el Problema Existió	Renta Pagada Durante el Periodo que Cada Problema Existió	Porcentaje Requerido de Reducción en la Renta
Ratas en los alrededores	agosto 14, 2024	19 ago, 2024	~~14 agosto 2024~~	desde Abril	$ 3'100.00	30 %
Se robaron los propietarios	agosto 14, 2024	19 Ago, 2024	~~agosto 14, 2024~~	desde Abril	$ 3100.00	30 %
El calentador descompuesto	ago, 14, 2024	19 ago, 2024		desde Abril	$ 3100.00	30 %
					$	%
					$	%
					$	%
					$	%
					$	%

8. Si usted busca un reintegro de los gastos de bolsillo en los que usted incurrió como resultado de las reducciones mencionadas en el mantenimiento y los servicios, entre la cantidad de reembolso solicitado: $_____. (Presentar la documentación de cada gasto, y cómo se relaciona con el mantenimiento o la reducción en el servicio que se ha reportado.)

Response 3 Addendum:

245 E Okeefe St. Common Area Issues:

- There have been unidentified people who have been able to enter our common areas in our building. This poses a security risk to us and we have requested that our property management take more serious our request for greater security measures like a walking patrol and security cameras.
- The plumbing needs to be addressed. Sometimes water comes out with an unpleasant smell or as brownwater especially when it rains.
- There are rats in the common areas that need to be addressed
- There is onsite storage in the building that needs to be administered amongst residents
- The covering for the parking spots leak water when it rains, are cracked and sway heavily when there is any wind. The parking lot gets flooded with water when it rains.
- Throughout the whole building, the water/hot water is shut off with limited advance notice

Problemas de áreas comunes en 245 E Okeefe St:

- Ha habido personas no identificadas que han podido acceder a nuestras zonas comunes de nuestro edificio. Esto representa un riesgo de seguridad para nosotros y hemos solicitado que la administración de nuestra propiedad tome más en serio nuestra solicitud de mayores medidas de seguridad, como una patrulla ambulante y cámaras de seguridad.
- Es necesario abordar la plomería. A veces el agua sale con un olor desagradable o color marrón, especialmente cuando llueve.
- Hay ratas en las áreas comunes que deben abordarse.
- Hay almacenamiento en el edificio que debe ser administrado entre los residentes.
- Las cubiertas de las plazas de aparcamiento pierden agua cuando llueve, están agrietadas y se balancean mucho cuando hay viento. El estacionamiento se inunda de agua cuando llueve.
- En todo el edificio, el agua/agua caliente se corta con previo aviso limitado.

245 E. O'Keefe St. Common Area Issues

245 E. O'Keefe St. Common Area Issues



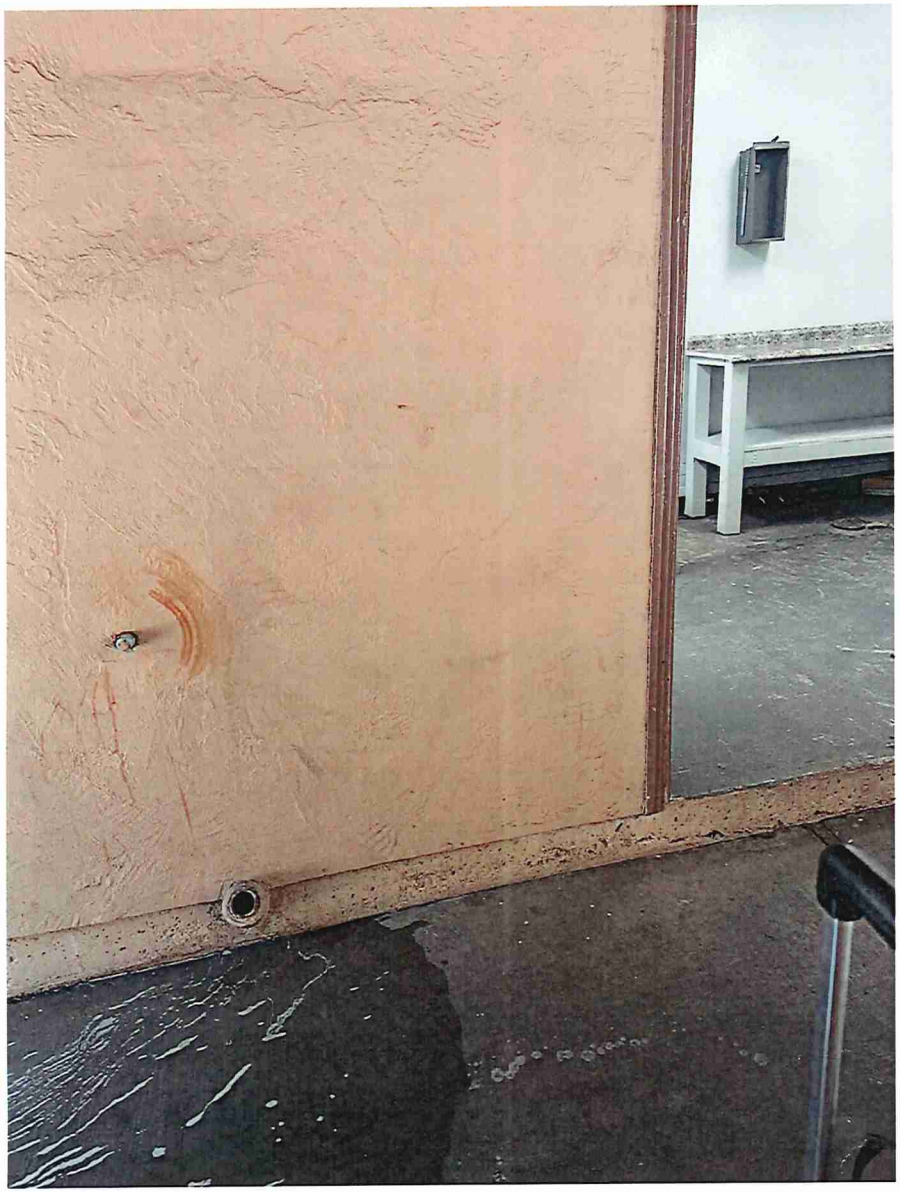


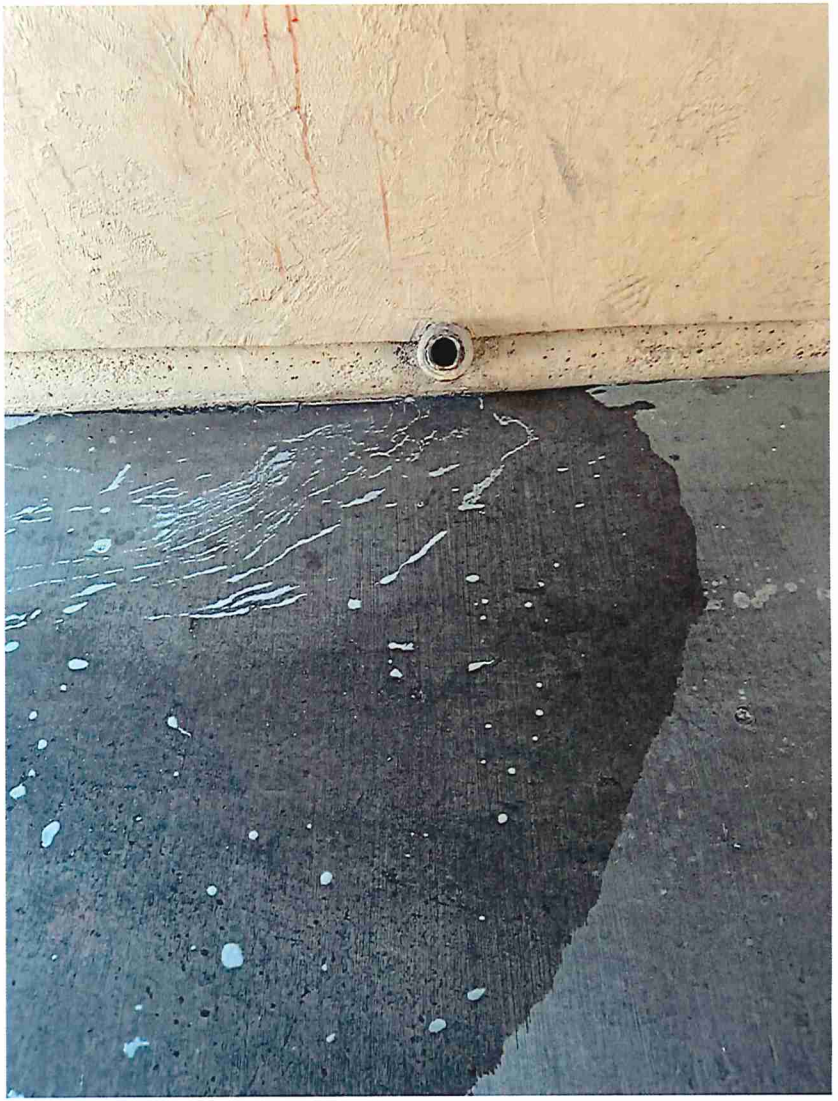
245 E. O'Keefe St. Common Area Issues

The sealed off elevator area

245 E. O'Keefe St. Common Area Issues

245 E. O'Keefe St. Common Area Issues





City of East Palo Alto
Rent Stabilization Program

RESPONSE TO PETITION

Francisco Hernandez, Sallyani Cuthbert, Cannon Webster
Petitioner(s)

vs. **Case Number: 20240008**
Woodland Park Communities
Respondent(s)

Property Located at 245 E. O'Keefe Street Unit 15, East Palo Alto, CA 94303

Respondent phone and/or email: c/o Corie Calfee, 510-809-8001, ccalfee@opterralaw.com

____ A. **I do not oppose my Tenant's petition for Rent Adjustment and Rebate.** This means the rent adjustment and rebate for this unit will be made on the basis of the information presented by the petitioner.

x B. **I oppose my tenant's petition for Rent Adjustment and Rebate.** This means that a hearing will be scheduled to decide the matter and both sides can present evidence to support their position. Please explain below or in an attachment your opposition to the petition for a rent adjustment and provide any documents to support your position. If you are objecting to a proposed capital improvement on the basis of affordability, specifically note this below.

Please see attached

Per Regulation 2000 and for purposes of this petition/request, I authorize to be served at:
Please see attached . (PZ)
(Email Address) (Initials)

I also understand that I can electronically submit my filings related to this petition/request to the Rent Stabilization Program at rentprogram@cityofepa.org

I declare under penalty of perjury that the foregoing is true and correct to the best of my knowledge and belief. Executed on 11/4/24 at East Palo Alto, CA

By: Pabel Zumarraga
(Name and Signature)

Your Response to Petition must be received at the following address by **November 4, 2024.**

City of East Palo Alto Attn: Rent Stabilization Program 2415 University Avenue, 2nd Floor East Palo Alto, CA 94303	For more information, contact: Rent Stabilization Program Tel: (650) 853-3114 rentprogram@cityofepa.org

YOU CAN ALSO SUBMIT YOUR RESPONSE VIA EMAIL AT: rentprogram@cityofepa.org

Opposition to Petition

Woodland Park opposes this petition for rent reduction and rebate. Woodland Park maintains the premises in a good and habitable condition. Each time that Petitioner notified Respondent of a problem in the premises, Respondent addressed that problem in a timely fashion. For problems that Petitioner did not reasonably notify Respondent and give Respondent an opportunity to correct, no rent rebate is available. Petitioner bears the burden of proof to demonstrate the landlord was provided with reasonable notice and an opportunity to correct the conditions, and yet failed to do so. Petitioner has not met this burden. Respondent has responded to and corrected in a timely fashion the problems identified by Petitioner, except to the extent and when Petitioner has prevented Respondent from providing requested services.

Woodland Park has also charged rent as allowed by the Rent Stabilization Ordinance, and at no time has exceeded the Maximum Allowable Rent. There has not been any rent ceiling violation. No rent rebate is appropriate.

Service addresses

ccalfee@opterralaw.com
stacie.roebuck@greystar.com
woodlandparkcagm@greystar.com
woodlandparkcamgr@greystar.com
wpcompliance@greystar.com

PROOF OF SERVICE

I, the undersigned, declare that I am employed in the County of San Mateo, State of California. I am over the age of eighteen years and not a party to the within cause. My business address is 5 Newell Court, East Palo Alto, CA 94303.

Re: 245 E. O'Keefe St., Unit 15, East Palo Alto, CA 94303
Case No. 20240008

On November 4, 2024, I served the following documents:

a) Response to Petition Form

[ ] **BY PERSONAL DELIVERY** by delivering a true copy thereof enclosed in a sealed envelope, to the person(s) at the address(es) set forth below:

[ ] **BY MAIL** by placing a true copy thereof enclosed in a sealed envelope, with postage thereon fully prepaid, in the United States mail at East Palo Alto, CA, to the person(s) at the address(es) set forth below:

[X] **BY EMAIL** Pursuant to Section 2000 of the Rules and Regulations implementing the Rent Stabilization and Just Cause for Eviction Ordinance of 2010, I served the above listed documents to the below listed email address(es):

Francisco Hernandez Franciscohernandez0176@gmail.com Sallyani Cuthbert cuthbertally@gmail.com	Rent Stabilization Program rentprogram@cityofepa.org

[ ] **BY FACSIMILE TRANSMISSION** by transmitting a true copy thereof by facsimile transmission from facsimile number (650) 853-3115 to the interested parties to said action at the facsimile number(s) shown below:

[ ] **BY CERTIFIED MAIL** by depositing in the mail at the U.S. Post Office located at _____ a true copy thereof enclosed in a sealed envelope, with fully prepaid postage thereon for certified mail, to the person (s) at the address(es) set forth below:

I declare under penalty of perjury that the foregoing is true and correct. Executed this 4th day of November, 2024, in East Palo Alto, CA.

Pabel Zumarraga
Senior Business Manager

For Office Use Only
Date Received:

RECEIVED
SEP 18 2024
CITY OF EAST PALO ALTO
RENT STABILIZATION

Ciudad de East Palo Alto
Programa de Estabilización de Renta
2415 University Avenue, East Palo Alto, CA 94303
P: 650-853-3114 F: 650-853-3115 correo electrónico: rentprogram@cityofepa.org
www.ci.east-palo-alto.ca.us/rentprogram

APLICACIÓN DEL INQUILINO — INFORMACIÓN GENERAL

Adjunte Solicitudes por Violaciones del Límite de Renta para asegurar un Ajuste de Renta Individual y/o Descuento; Reducción de Mantenimiento y Servicios; Incumplimiento de Garantía Implícita de Habitabilidad; y Aprobación de Retención del Alquiler.

Proporcione la información solicitada a continuación. Adjunte hojas adicionales si es necesario.

1. **Información de la Propiedad:**

Dirección: 345 O'Keefe St **Apt. #** 18 **Código Postal:** 94303

2. **Información del Inquilino:** Llene los datos para todos los inquilinos en la unidad rentada que están buscando un ajuste de alquiler, descuento o retención.

Fecha de Inquilinato: 9-1-2010

Nombe(s)	Teléfono(s)	Correo Electrónico(s)
Fredy Roman	650-507-9745	fredyroman07@gmail.com
Ana Cardona	650-468-7194	
Becky Roman		

Cada inquilino mencionado arriba debe firmar la certificación en la página 3 para ser considerado como una de las partes en esta aplicación.

3. **Persona u organización autorizada para representarlo/a, si existe:**

Nombre: _____ **Teléfono(s):** _____

Dirección: _____ **Ciudad:** _____

Estado: _____ **Código Postal:** _____ **Correo Electrónico:** _____

4. **Base para la Solicitud**: Marque la razón(es) de su solicitud. Marque solamente el casillero que aplica. Complete la solicitud correspondiente y proporcione la información necesaria solicitada.

☐ **Petición A — Violación de Límite de Renta** (para reducción de renta y/o devolución por cobros de renta por encima de la renta máxima permitida)

☑ **Petición B— Reducciones de mantenimiento, servicio, y/o habitabilidad** (cuando hay una disminución en servicios de vivienda, incluyendo mantenimiento que el propietario no ha subsanado después de dar aviso razonable, el incumplimiento del contrato de alquiler, o de los códigos de construcción y vivienda, Garantía de Habitabilidad de California y otros requisitos legales para el alquiler de vivienda)

☐ **Petición C — Aprobación para Retener la Renta** (el propietario no registró la unidad con el Programa de Estabilización de Renta)

☐ **Otro —** Adjunte una hoja explicando sus razones para la solicitud y las secciones pertinentes de la Ordenanza y/o regulaciones.

5. **Yo elijo mediación (Opcional):** ☐

a. Ambas partes deben estar de acuerdo a la mediación; si no, el asunto será referido a un Examinador de Audiencia. El proceso de mediación no es obligatorio, es decir que las partes no estan obligados a llegar a un acuerdo,. Si no se llega a un acuerdo a través de mediacion, entonces el asunto se referirá al Examinador de Audiencia.

b. Si el asunto se resuelve a través de la mediación, el mediador preparará una estipulación que establece los términos del acuerdo que será ejecutado por las partes. Esta disposición a partir de entonces se convertirá en una orden de la Junta de Estabilización de Alquileres. Las partes que estipulan renuncian a cualquier derecho de audiencia o apelación sobre las cuestiones contenidas en la petición que han sido cubiertas por la estipulación. Asuntos relacionados con la petición que no esten contemplados en la estipulación no se consideran resultos y cualquiera de las partes puede solicitar una audiencia sobre los asuntos no resueltos.

6. **Consolidación**: Si esta solicitud se ha presentado junto con las peticiones de los inquilinos de otras unidades en la misma propiedad, por favor liste los números de los apartamentos de las unidades en conjunto. 207, 208

201 E O'Keefe St Apts. 107, 108, 109, 110, 201, 202, 204, 206
301 E O'Keefe St Apts. 1, 2, 4, 5, 6, 9, 10, 11, 12, 14, 15, 16, 18, 20, 21
245 E O'Keefe St Apts. 1, 4, 12, 14, 15, 18, 19

7. **Certificación**: ***Declaro bajo pena de perjurio que la información anterior en esta aplicación, solicitud y adjuntos es verdadera y correcta en la medida de mi conocimiento. Esta declaración se ejecuta bajo las leyes del Estado de California.***

Firma	Imprima su nombre	Fecha
Fredy Roman	Fredy Roman	9/11/2024

Adjunte páginas adicionales si hay más firmando esta aplicación en la misma propiedad, indique la dirección y unidad de cada inquilino firmando esta solicitud.

PETITION B–Reductions in Maintenance and Services, Habitability Problems, and/or Failure to Provide Maintenance and Services Required by Law

COPY

Rental unit address: 245 E O'Keefe St, Unit 18

Date you moved into this rental unit: 9-1-2010

1. I am seeking (check all that apply): ☒ **A Rent Reduction** ☐ **A Rent Rebate**

2. Check if you have any of the following habitability, maintenance and/or problems, or list other problems with your unit that your landlord failed to correct in a reasonable timeframe. (Attach additional pages if needed)

HABITABILITY PROBLEMS: (Failure to comply with the "Warranty of Habitability" set forth in California Civil Code Sec. 1941.1.)

☐ Ineffective waterproofing to prevent wet or moldy walls

☐ Inadequate weather protection of roof and exterior walls or ceiling, including broken windows and doors.

☒ Defective plumbing, drains, sewage system or toilet facilities.

☐ Loss of or insufficient hot water or water supply.

☐ Defective or broken heater or gas facilities.

☐ Unsafe or inoperative electrical lighting, wiring or outlets and other equipment.

☒ Building, yard, garage, hallways, stairs, and common areas are not clean, sanitary, or free from all accumulations of debris, filth, rubbish, garbage, rodents, and vermin, such as cockroaches or rats.

☐ Inadequate trash receptacles in clean condition and good repair.

☒ Floors; stairways, or railings are broken, rotting, or missing.

MAINTENANCE-RELATED CONDITIONS:

☒ Broken locks or security devices on the windows or doors

☒ Holes in floors, walls or ceilings.

☒ Defective plumbing, drains, sewage system or toilet, sink, bathtub or shower.

☒ Carpets or other floor coverings with holes, cracks, gaps, shredded or disintegrated material.

☒ Deteriorated/broken cabinets or drawers.

☒ Deteriorated countertops.

PETITION B – Reductions in Maintenance and Services, Habitability Problems, and/or Failure to Provide Maintenance and Services Required by Law

- [x] Window coverings with stains, holes, tears, or disintegrating fabric, or window coverings that have been removed.
- [x] Defective or inoperative appliance in unit.
- [x] Peeling, crumbling, stained, worn, scraped or cracked paint or peeling, torn, stained wall covering.
- [x] Missing or cracked, broken tile.
- [x] Bathtub or shower with glazing chipped or peeling.
- [x] Broken fan or vent.
- [ ] Inoperative/missing exterior lights.

Other:_____

Other:_____

CODE VIOLATIONS:

- [x] Failure to comply with code violations that materially affect tenants' health and safety, including Health and Safety Code Sec. 17920.3. (Attach copy of Notice to Correct from City Building Inspector or Code Enforcement Officer, or County Environmental Health Inspector.)

LOSS OF OR REDUCED HOUSING SERVICES:

- [ ] Parking.
- [ ] Broken or defective security gates, door or fencing.
- [x] Defective or inoperative elevator.
- [ ] Broken or defective intercom.
- [ ] Storage.
- [ ] Laundry facilities.
- [x] Swimming pool or recreational facilities.
- [x] Play areas, yards, patios, balconies.
- [x] Landscaping or yard-care services.
- [ ] Broken or missing mailbox.
- [ ] No on-site resident manager services for rental properties with16 or more units.

PETITION B–Reductions in Maintenance and Services, Habitability Problems, and/or Failure to Provide Maintenance and Services Required by Law

Other: _____

Other: _____

3. For each of the problems checked above, describe where the problem exists, and the nature and cause of each problem. (Attach additional pages if necessary.)

1. The refridgerator is rusty on the outside and the light bulb inside is not working. It is not cooling well. 2.The bathtub is leaking water and it is also spilling on the floor. 3. The kitchen vent hood is not working well and is not drawing in air. 4. Rats in the public area are climbing onto my balcony as well. 5. The windows are damaged and are letting in moisture and air. They also need the window screens. 6. The sliding balcony door is not in good conditition and the screen or the mosquito net is not good. 8. There are termites in the ceiling. 9. The kitchen floor is giving way. 10. The bathroom floor is damaged. 11. The bathroom sliding doors are not working properly. 12.The entire floor of the apartment moves a lot and there is a lot of noise. I do not feel safe. 13. The carpet was very old in my apartment and when my wife asked for maintenance, I was told that they would increase my rent if they fixed it. So I decided to change it myself and paid $8000.

4. For each of the problems presented in this petition, specify whether you have already notified your landlord, and how your landlord was notified of each problem, whether verbally or in writing. If you know the name of the landlord or manger that you informed of a problem, include the name of this person. If you notified your landlord in writing of a problem and you have a copy of the notice, attach a copy.

Tenant notified landlord: ■ **verbally** ☐ **in writing (attach copy)**

If you did not notify the landlord, provide the timeframe in which the landlord knew or should have known about each problem. Explain how they knew about the problem.

The bell on the stove was notified to them since the year 2018.

Regarding the windows they were notified since 2020.

We also notified them regarding the fridge.

failures in almost all of the maintenance services.

5. Describe specifically how you and your family have been affected by the problems cited in this petition. In what ways has your use and enjoyment of and benefit from your rental unit been impaired by each of the problems? (Attach additional pages if necessary.)

The managers at Woodland Park have ignored all of my requests. None of my requests have been taken into consideration. I have reported each and every one of them like for example everything that affects our health, the oxidation in the fridge. In my unit there are many issues that need to be addressed in order to be habitable. Now more than ever since my wife and I have a newborn. The smoke from the

PETITION B–Reductions in Maintenance and Services, Habitability Problems, and/or Failure to Provide Maintenance and Services Required by Law

6. What documentation do you have for the existence of each of the problems cited in this petition?

We have photographs and videos of the damaged things. The termites in our unit are also a great problem that have existed form many years.

☑ I wish to have the Rent Program Administrator or Hearing Examiner determine whether my unit has been properly registered and whether my landlord failed to comply with the Rent Stabilization Ordinance or regulations adopted by the Rent Board to implement the Ordinance. If it is found that my landlord has not properly registered my rental unit or failed to comply with the Ordinance and regulations, I wish to contest any increases in my rent until compliance is met.

☐ I wish to have the Hearing Examiner conduct an inspection of the problems cited in this petition if a hearing is held to make a determination on the issues raised in this petition.

PETITION B – Reductions in Maintenance and Services, Habitability Problems, and/or Failure to Provide Maintenance and Services Required by Law

7. To calculate the amount you believe your rent should be reduced and/or be rebated to you, complete the following table with the information requested for each maintenance, service, or habitability problem that you claim. For each problem, provide the date it began, or the first date you had knowledge of the problem. Then provide the date your landlord first knew of or was notified of the problem, or should have known about the problem. If a problem has already been corrected, provide the date the correction was made or completed. (Attach additional pages if necessary.) State the percent you think your rent should be reduced for each item given its impact on your use and enjoyment of your rented home and its rental value.

Unit Address: 245 E. O'Keefe St, Unit 18

List Each Problem	Date Problem First Noticed	Date Owner Informed (or Should Have Known) of Problem	Date Problem Corrected (If not corrected, leave blank)	Number of Months Problem Existed	Rent Paid During Period Each Problem Existed	Percent Reduction in Rent Requested
The fridge	11/12/2015			10 years	$1050.00	30 %
The floor	11/25/2015			12 years	$1150.00	30 %
The bell of				5 years	$1400.00	10 %
the stove	9/25/20			4 years	$1400.00	10 %
					$	%
Windows	8/20/2023			1 year	$1460.00	10 %
					$	%
					$	%

8. If you seek reimbursement for out-of-pocket expenses you incurred as a result of the above reductions in maintenance and service, enter the amount of reimbursement requested: $8000.00 on floors. (Submit documentation for each expense, and how it relates to the maintenance or service reduction reported.)

PETICIÓN B–Reducciones en el Mantenimiento y Servicios, Problemas de Habitabilidad, y/o Falla en Proveer Mantenimiento y Servicios Requeridos por la Ley

Dirección de la Unidad de Renta: 245 okeefe st #18

Fecha en que se mudó a esta unida de Renta: 9-1-2010

1. Estoy pidiendo (Marque lo que aplique): ☒ **Una Reducción de la Renta** ☐ **Una Devolución**

2. Marque si usted tiene algunos de los siguientes problemas de habitabilidad, mantenimiento, o haga una lista de otros problemas en su unidad que el propietario falló en corregir en un lapso de tiempo razonable. (Adjunte páginas adicionales si necesita).

PROBLEMAS DE HABITABILIDAD: (Falló en cumplir con la "Garantía de Habitabilidad" establecida en el Código Civil de Sec. 1941.1.)

☐ Impermeabilización inefectiva para prevenir paredes húmedas o con moho.

☐ Protección inadecuada en contra del tiempo del techo y las paredes exteriores o el cielo raso, incluyendo ventanas rotas y puertas.

☒ Defectos en la plomería, drenajes, sistema cloacal o instalaciones sanitarias.

☐ Pérdida o insuficiencia de agua caliente o provisión de agua.

☐ Defectos o rotura en el calefactor o las instalaciones de gas.

☐ Alumbrado eléctrico, cableado o toma corrientes y otro equipamiento inseguros o inoperantes.

☒ El edificio, el área verde, garaje, pasillos, escaleras y áreas comunes no están limpias, higiénicas o libres de toda acumulación de desechos, suciedad, basura, desperdicios, roedores y alimañas como cucarachas o ratas.

☐ Receptáculos de basura inadecuados en condiciones limpias y bien reparadas.

☒ Pisos; escaleras o pasamanos rotos, pudriéndose o faltantes. ;

CONDICIONES RELACIONADAS AL MANTENIMIENTO:

☒ Cerraduras o dispositivos de seguridad rotos en las ventanas o puertas.

☒ Agujeros en los pisos, paredes o cielos rasos.

☒ Defectos en la plomería, drenajes, sistema cloacal o inodoro, lavabo, bañera o ducha.

☒ Alfombras u otros revestimientos del piso con agujeros, rajaduras, faltantes, material desintegrado o deshilachado.

☒ Armarios o cajones deteriorados / rotos.

☒ Mesones deteriorados.

PETICIÓN B – Reducciones en el Mantenimiento y Servicios, Problemas de Habitabilidad, y/o Falla para Proveer Mantenimiento y Servicios Requeridos por la Ley

☐ Coberturas de las ventanas con manchas, agujeros, roturas o tela desintegrada, o cobertura de ventanas que han sido removidas.

☐ Aparato electrodoméstico defectuoso o inoperante en la unidad. .

☐ Pintura pelándose, cayéndose, manchada, gastada, raspada o rajada o el revestimiento de la pared pelándose, arrancado, manchado.

☐ Cerámicos faltantes, rajados, rotos.

☐ Bañera o ducha con vidriado astillado o pelándose.

☐ Ventiladores o ventilación rota.

☐ Luces exteriores que no funcionan/ faltantes.

Otro: _____

Otro: _____

VIOLACIONES DEL CÓDIGO:

☐ Incumplimiento del código con las violaciones que afectan materialmente a la salud y seguridad de los inquilinos, incluyendo el Código de Salud y Seguridad Sec. 17920.3 (Adjuntar copia de Notificación para Corregir del Inspector de Construcción de la Ciudad o el Oficial de Aplicación del Código, o Inspector de Salud Ambiental del Condado.)

PÉRDIDA O REDUCCIÓN DE LOS SERVICIOS DE VIVIENDA:

☐ Estacionamiento

☐ Portón de seguridad, puertas o cercado rotos o defectuosos.

☒ Elevador defectuoso o inoperante.

☐ Intercomunicador roto o defectuoso.

☐ Depósito.

☐ Instalaciones de lavandería.

☒ Alberca o instalaciones de recreación.

☒ Áreas de juego, jardín, patios, balcones.

☒ Servicios de cuidado del jardín y del paisaje.

☐ Buzones de correo roto o faltante.

☐ Servicios de administración de las propiedades en renta con 16 o más unidades que no vive en el lugar.

PETICIÓN B–Reducciones en el Mantenimiento y Servicios, Problemas de Habitabilidad, y/o Falla para Proveer Mantenimiento y Servicios Requeridos por la Ley

Otra: _____

Otra: _____

3. Para cada problema marcado arriba, describa dónde existe el problema y la naturaleza y causa de cada problema. (Adjunte hojas adicionales si es necesario.)

1. El refrigerador está lleno de oxido por fuera y el foco de adentro no sirve. No está enfriando bien.
2. La tina del baño está filtrando agua y también se riega en el piso.
3. La campana de ventilación de la cocina no está funcionando bien y no absorbe el aire.
4. Las ratas en el área pública suben a mi balcón también.
5. Las ventanas estan danadas y dejan pasar la humedad y el aire. Tambien necesitan todos los screens de las ventanas
6. La puerta deslizable del balcon no esta en buenas condiciones y el screen de la puerta o el mosquitero no esta bien.
8. Ahi termitas en el techo. 9. El piso de la cocina esta danado.
10. El piso del bano esta danado. 11. Las puertas deslizables del bano estan fucionando mal.
12. Todo el piso de el apartamento se mueve mucho y hae mucho ruido no se siente seguro.
13. La alfombra era muy vieja en mi apartamento y, al hacerle a mi esposa, hice una solicitud de mantenimiento y me dijeron que me aumentarían el alquiler si la arreglaban. Así que decidí cambiarlo yo mismo y pagué 8.000 dólares.

4. Para cada problema presentado en esta petición, especifique si usted ya ha notificado al propietario, y cómo el propietario fue notificado de cada problema, si fue verbalmente o por escrito. Si usted conoce el nombre del propietario o administrador a quien usted le informó de un problema, incluya el nombre de esta persona. Si usted notificó al propietario por escrito de un problema y usted tiene una copia de la notificación, adjunte una copia.

El Inquilino notificó al propietario: ☑ **verbalmente** ☐ **por escrito (Adjunte copia)**

Si usted no le notificó al propietario, provea el período de tiempo en el cual el propietario supo o debería haber sabido sobre cada problema. Explique como ellos supieron del problema.

Campana De la Estufa Se les Notificó Desde El Año 2018.

De las Ventanas Se les Notificó Desde El 2020

la Refrigeradora tambien Se les Notificó

PETICIÓN B – Reducciones en el Mantenimiento y Servicios, Problemas de Habitabilidad, y/o Falla para Proveer Mantenimiento y Servicios Requeridos por la Ley

Fallas Casi en todas
los Servicios de mantenimiento

5. Describa específicamente como usted y su familia han sido afectados por los problemas citados en esta petición. ¿De qué maneras cada uno de los problemas le ha perjudicado a usted en el uso, disfrute y beneficio de la unidad rentada? (Adjunte hojas adicionales si es necesario.)

los manejadores de Woodland Park an ignorado todas mis Peticiones

Ninguna de mis Peticiones Son tomadas en cuenta.

he Reportado cada una de Ellas Como Por Ejemplo todo lo que afecta Nuetra Salud/ El Oxido en El Refrigerador.

En mi vnidad hay muchos Problemas que necesitan Ser Corregidos Para que Sea avitable

hay mas que Nunca que mi ESPosa y yo tenemos una bebé Recien Nacida.

El humo de los fumadores tambien Es un verdadero Problema Para NoSotros.

PETICIÓN B–Reducciones en el Mantenimiento y Servicios, Problemas de Habitabilidad, y/o Falla para Proveer Mantenimiento y Servicios Requeridos por la Ley

7. Para calcular la cantidad que usted cree que su renta debería ser reducida y/o reembolsada a usted, complete la siguiente tabla con la información pedida para cada mantenimiento, servicio o problema de habitabilidad que usted reclama. Para cada problema, provea la fecha en que comenzó o la primera fecha que usted tuvo conocimiento del problema. Luego provea la fecha en que el propietario se enteró o fue notificado del problema, o debería haber sabido sobre el problema. Si un problema ya ha sido corregido, provea la fecha en que la corrección fue hecha o completada. (Adjunte hojas adicionales si es necesario.) Diga el porcentaje que usted piensa que su renta debería ser reducida por cada punto, considerando el impacto causado en su uso y disfrute de su casa rentada y el valor de la renta.

Dirección de la Unidad: 245 Okeef St #18

Lista de Cada Problema	Fecha que el Problema Primero fue Notificado	Fecha que el Dueño fue Informado (o debería haber sabido) del Problema	Fecha que el Problema fue corregido (Si no está corregido, déjelo en blanco)	Número de meses que el Problema Existió	Renta Pagada Durante el Periodo que Cada Problema Existió	Porcentaje Requerido de Reducción en la Renta
El Refrigerador	11/12/2015			10 Años	$ 1050	30 %
El Piso	11/25/2015			12 Años	$ 1,150	30 %
la campana de la Estufa				5 Años	$ 1,400	10 %
	9/25/20			4 años	$ 1,100	10 %
					$	%
Ventanas	8/20/23			1 año	$ 1,160	10 %
					$	%
					$	%

8. Si usted busca un reintegro de los gastos de bolsillo en los que usted incurrió como resultado de las reducciones mencionadas en el mantenimiento y los servicios, entre la cantidad de reembolso solicitado: $ 8,000. (Presentar la documentación de cada gasto, y cómo se relaciona con el mantenimiento o la reducción en el servicio que se ha reportado.) Gaste en poner Piso.

PETICIÓN B – Reducciones en el Mantenimiento y Servicios, Problemas de Habitabilidad, y/o Falla para Proveer Mantenimiento y Servicios Requeridos por la Ley

6. ¿Qué documentación tiene usted para la existencia de cada problema citado en esta petición?

Nosotros contamos con fotografias y videos de las cosas dañadas

las termitas En mi unidad son tambien un gran Problema que por muchos AÑOS han Existido.

☒ Yo deseo que el Administrador del Programa de Rentas o Examinador a cargo de la Audiencia determine si mi unidad fue registrada adecuadamente, y si el propietario falló en cumplir con la Ordenanza de Estabilización de Rentas, o las regulaciones adoptadas por la Mesa de Rentas para implementar la Ordenanza. Si se encuentra que el propietario no ha registrado adecuadamente mi unidad de renta o falló en cumplir con la Ordenanza y las regulaciones, deseo disputar cualquier aumento en mi renta hasta que se logre la conformidad.

☒ Yo deseo que el Examinador de la Audiencia realice una inspección de los problemas citados en esta petición si es que se realizará una audiencia para determinar los asuntos aquí presentados.

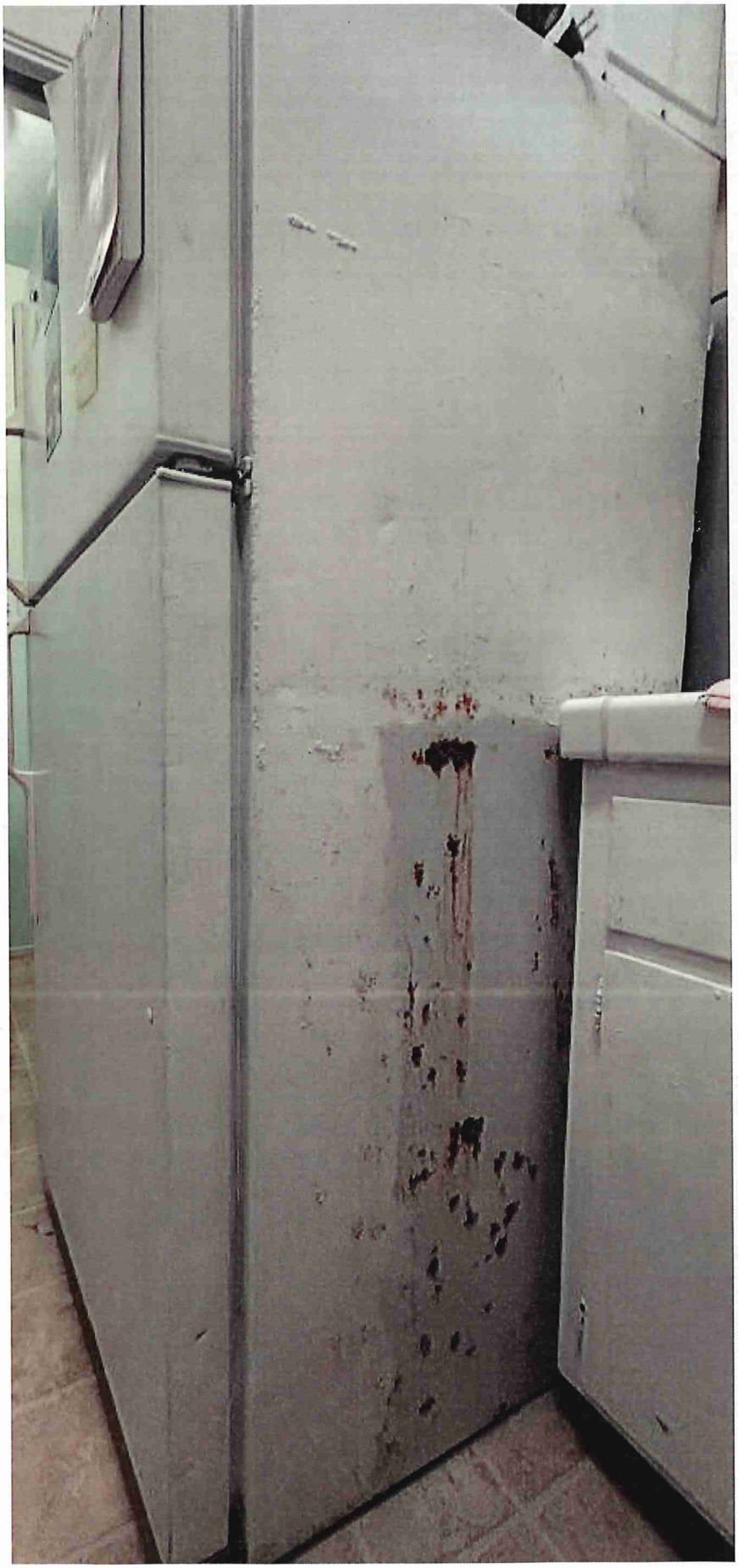
Response 3 Addendum:

245 E Okeefe St. Common Area Issues:

- There have been unidentified people who have been able to enter our common areas in our building. This poses a security risk to us and we have requested that our property management take more serious our request for greater security measures like a walking patrol and security cameras.
- The plumbing needs to be addressed. Sometimes water comes out with an unpleasant smell or as brownwater especially when it rains.
- There are rats in the common areas that need to be addressed
- There is onsite storage in the building that needs to be administered amongst residents
- The covering for the parking spots leak water when it rains, are cracked and sway heavily when there is any wind. The parking lot gets flooded with water when it rains.
- Throughout the whole building, the water/hot water is shut off with limited advance notice

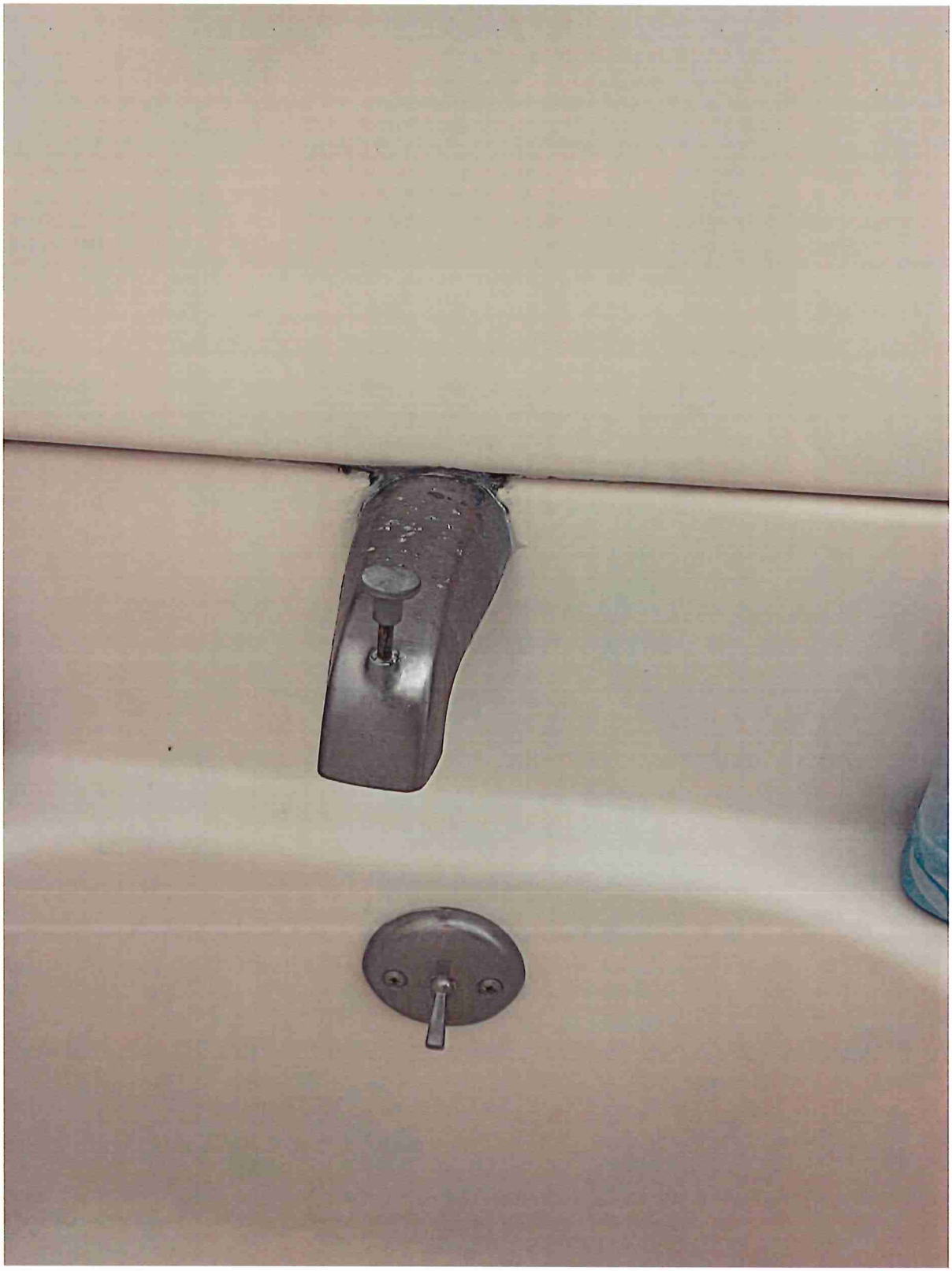
Problemas de áreas comunes en 245 E Okeefe St:

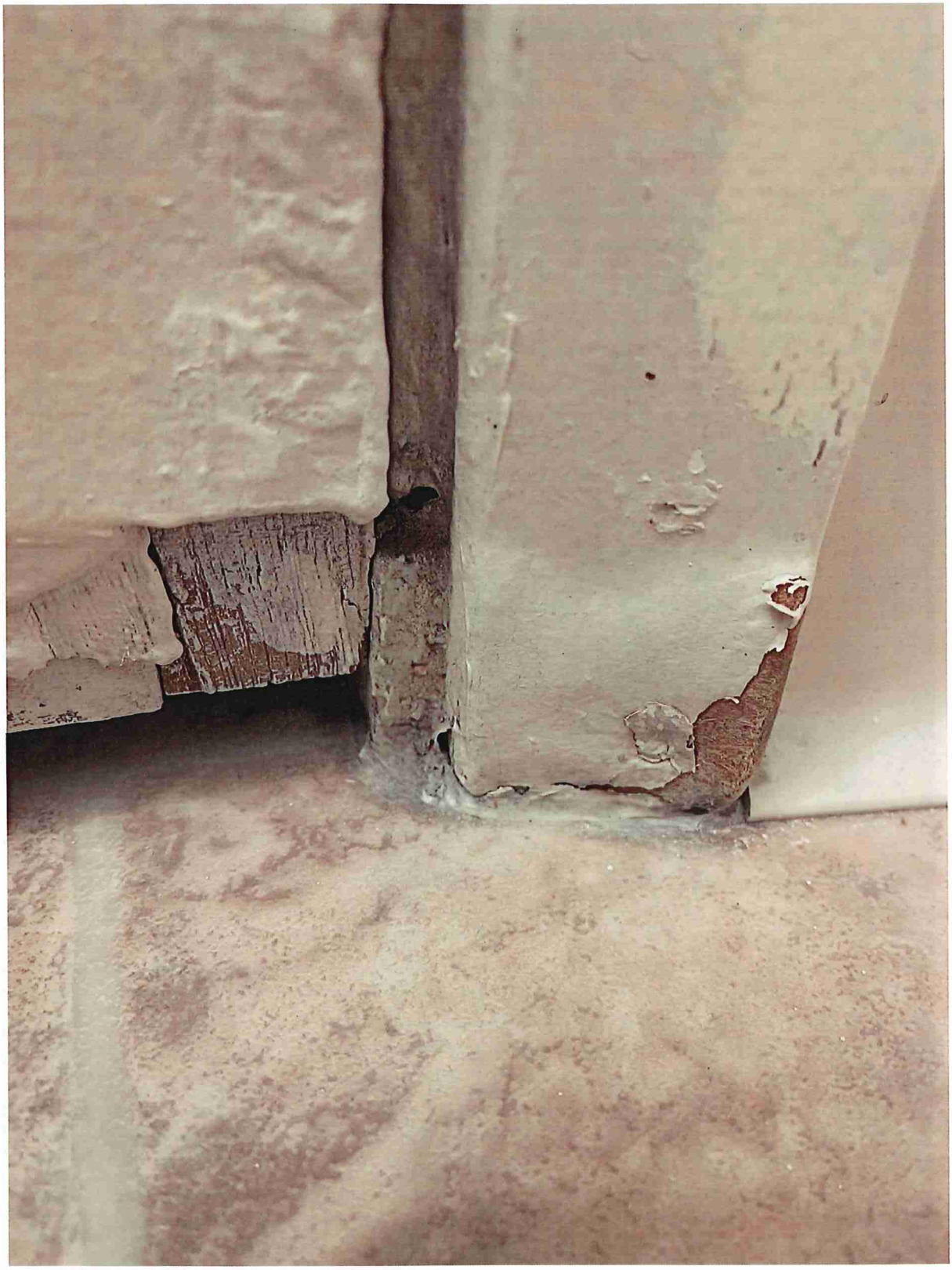
- Ha habido personas no identificadas que han podido acceder a nuestras zonas comunes de nuestro edificio. Esto representa un riesgo de seguridad para nosotros y hemos solicitado que la administración de nuestra propiedad tome más en serio nuestra solicitud de mayores medidas de seguridad, como una patrulla ambulante y cámaras de seguridad.
- Es necesario abordar la plomería. A veces el agua sale con un olor desagradable o color marrón, especialmente cuando llueve.
- Hay ratas en las áreas comunes que deben abordarse.
- Hay almacenamiento en el edificio que debe ser administrado entre los residentes.
- Las cubiertas de las plazas de aparcamiento pierden agua cuando llueve, están agrietadas y se balancean mucho cuando hay viento. El estacionamiento se inunda de agua cuando llueve.
- En todo el edificio, el agua/agua caliente se corta con previo aviso limitado.















245 E. O'Keefe St. Common Area Issues

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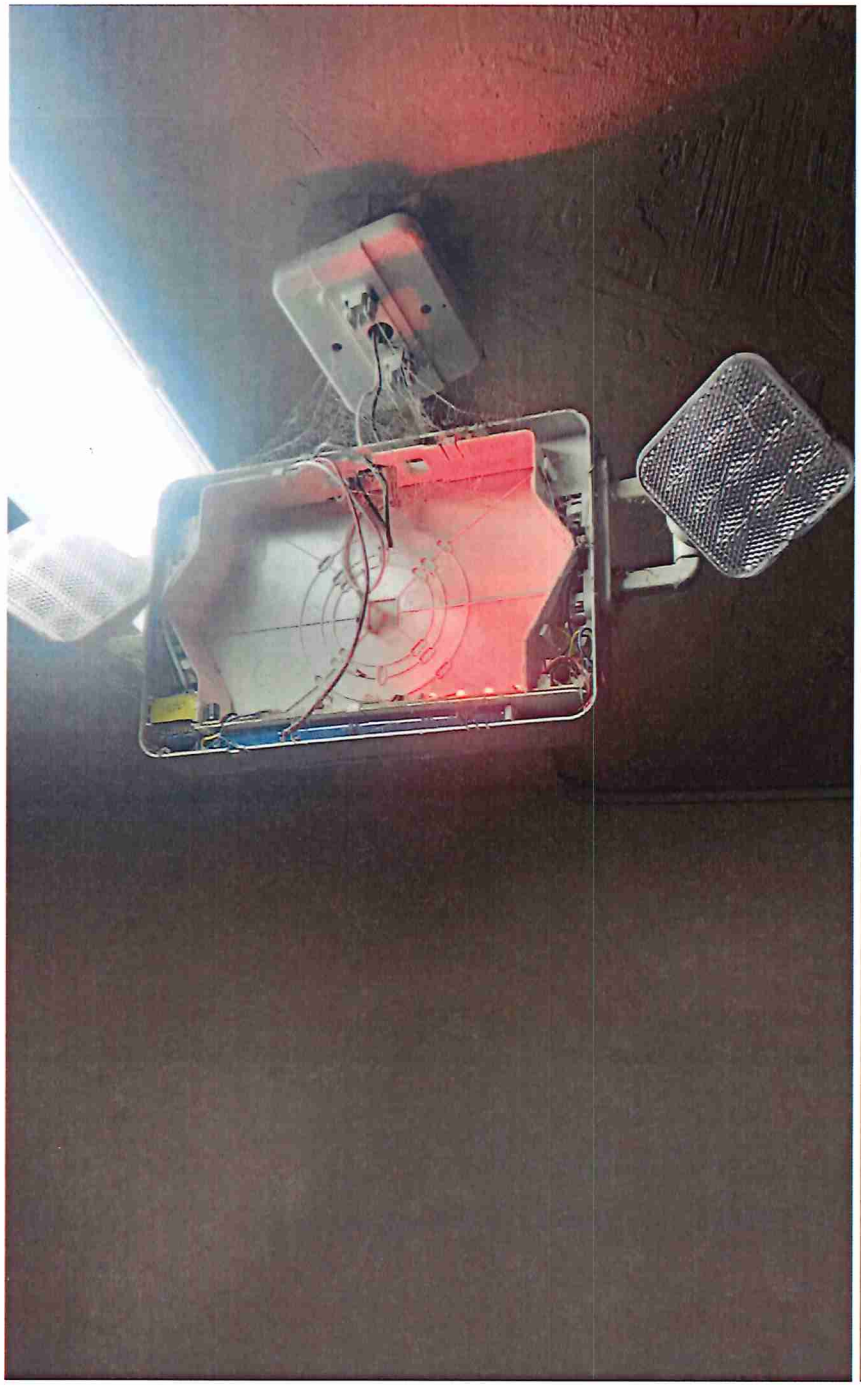
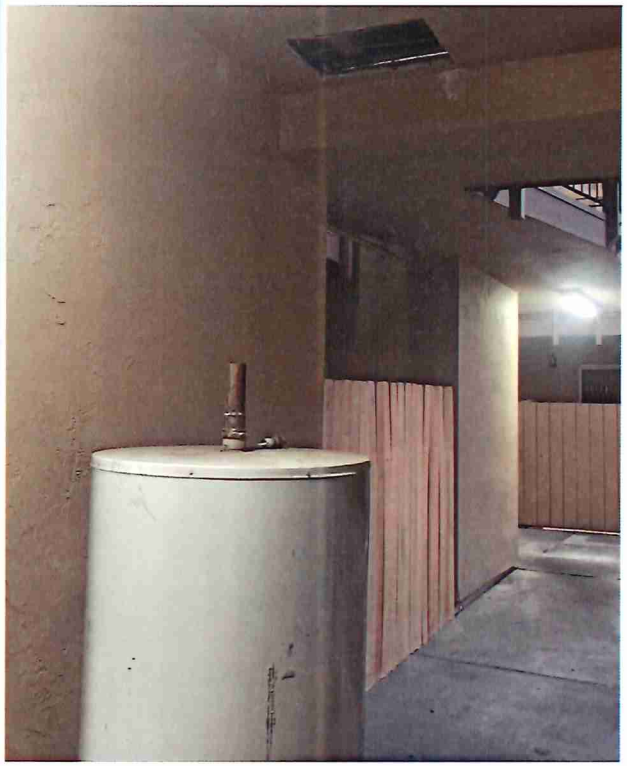
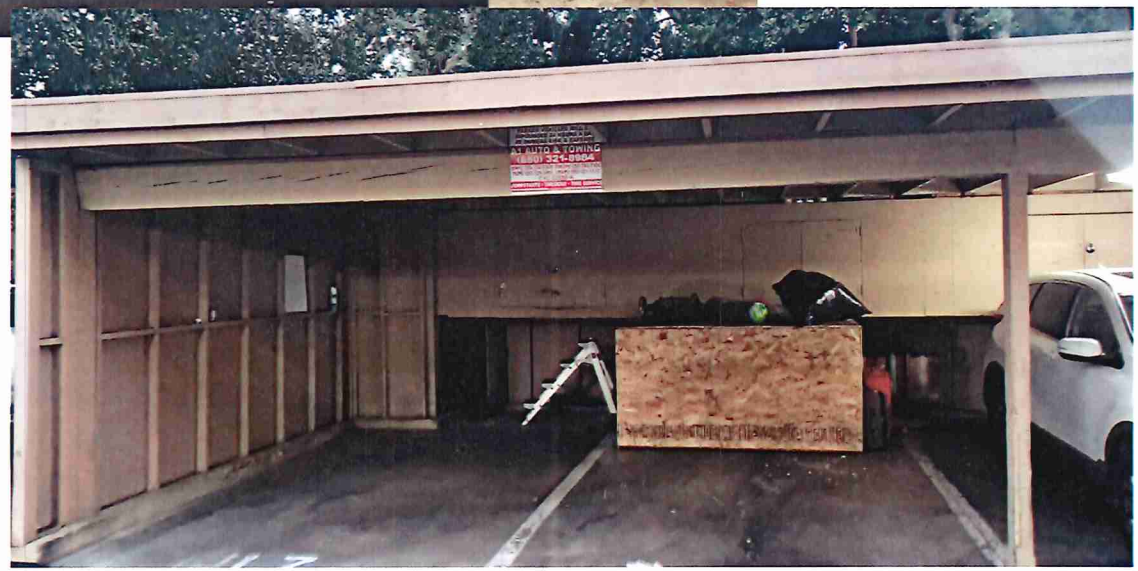




245 E. O'Keefe St. Common Area Issues

245 E. O'Keefe St. Common Area Issues





245 E. O'Keefe St. Common Area Issues

The sealed off elevator area

City of East Palo Alto
Rent Stabilization Program

RESPONSE TO PETITION

Fredy Roman, Ana Cardana, Becky Roman
Petitioner(s)

vs. **Case Number: 20240009**
Woodland Park Communities
Respondent(s)

Property Located at 245 E. O'Keefe Street Unit 18, East Palo Alto, CA 94303

Respondent phone and/or email: c/o Corie Calfee, 510-809-8001, ccalfee@opterralaw.com

____ A. **I do not oppose my Tenant's petition for Rent Adjustment and Rebate.** This means the rent adjustment and rebate for this unit will be made on the basis of the information presented by the petitioner.

x___ B. **I oppose my tenant's petition for Rent Adjustment and Rebate.** This means that a hearing will be scheduled to decide the matter and both sides can present evidence to support their position. Please explain below or in an attachment your opposition to the petition for a rent adjustment and provide any documents to support your position. If you are objecting to a proposed capital improvement on the basis of affordability, specifically note this below.

Please see attached

Per Regulation 2000 and for purposes of this petition/request, I authorize to be served at:
Please see attached . (PZ)
(Email Address) (Initials)

I also understand that I can electronically submit my filings related to this petition/request to the Rent Stabilization Program at rentprogram@cityofepa.org

I declare under penalty of perjury that the foregoing is true and correct to the best of my knowledge and belief. Executed on 11/4/24 at East Palo Alto, CA

By: Pabel Zumarraga
(Name and Signature)

Your Response to Petition must be received at the following address by **November 4, 2024.**

City of East Palo Alto Attn: Rent Stabilization Program 2415 University Avenue, 2nd Floor East Palo Alto, CA 94303	For more information, contact: Rent Stabilization Program Tel: (650) 853-3114 rentprogram@cityofepa.org

YOU CAN ALSO SUBMIT YOUR RESPONSE VIA EMAIL AT: rentprogram@cityofepa.org

Opposition to Petition

Woodland Park opposes this petition for rent reduction and rebate. Woodland Park maintains the premises in a good and habitable condition. Each time that Petitioner notified Respondent of a problem in the premises, Respondent addressed that problem in a timely fashion. For problems that Petitioner did not reasonably notify Respondent and give Respondent an opportunity to correct, no rent rebate is available. Petitioner bears the burden of proof to demonstrate the landlord was provided with reasonable notice and an opportunity to correct the conditions, and yet failed to do so. Petitioner has not met this burden. Respondent has responded to and corrected in a timely fashion the problems identified by Petitioner, except to the extent and when Petitioner has prevented Respondent from providing requested services.

Woodland Park has also charged rent as allowed by the Rent Stabilization Ordinance, and at no time has exceeded the Maximum Allowable Rent. There has not been any rent ceiling violation. No rent rebate is appropriate.

Service addresses

ccalfee@opterralaw.com
stacie.roebuck@greystar.com
woodlandparkcagm@greystar.com
woodlandparkcamgr@greystar.com
wpcompliance@greystar.com

PROOF OF SERVICE

I, the undersigned, declare that I am employed in the County of San Mateo, State of California. I am over the age of eighteen years and not a party to the within cause. My business address is 5 Newell Court, East Palo Alto, CA 94303.

Re: 245 E. O'Keefe St., Unit 18, East Palo Alto, CA 94303
Case No. 20240009

On November 4, 2024, I served the following documents:

a) Response to Petition Form

[ ] **BY PERSONAL DELIVERY** by delivering a true copy thereof enclosed in a sealed envelope, to the person(s) at the address(es) set forth below:

[ ] **BY MAIL** by placing a true copy thereof enclosed in a sealed envelope, with postage thereon fully prepaid, in the United States mail at East Palo Alto, CA, to the person(s) at the address(es) set forth below:

[X] **BY EMAIL** Pursuant to Section 2000 of the Rules and Regulations implementing the Rent Stabilization and Just Cause for Eviction Ordinance of 2010, I served the above listed documents to the below listed email address(es):

Fredy Roman Fredyroma07@gmail.com	Rent Stabilization Program rentprogram@cityofepa.org

[ ] **BY FACSIMILE TRANSMISSION** by transmitting a true copy thereof by facsimile transmission from facsimile number (650) 853-3115 to the interested parties to
said action at the facsimile number(s) shown below:

[ ] **BY CERTIFIED MAIL** by depositing in the mail at the U.S. Post Office located at _____a true copy thereof enclosed in a sealed envelope, with fully prepaid postage thereon for certified mail, to the person (s) at the address(es) set forth below:

I declare under penalty of perjury that the foregoing is true and correct. Executed this 4th day of November, 2024, in East Palo Alto, CA.

Pabel Zumarraga
Senior Business Manager

RECEIVED

Office Use Only
Date Received: SEP 18 2024
By: CITY OF EAST PALO ALTO RENT STABILIZATION

City of East Palo Alto
Rent Stabilization Program
2415 University Avenue, East Palo Alto, CA 94303
Phone: 650-853-3114 Fax: 650-853-3115 Email: rentprogram@cityofepa.org
www.ci.east-palo-alto.ca.us/rentprogram

TENANT PETITION APPLICATION FORM — GENERAL INFORMATION

Attach Petitions for Rent Ceiling Violations to Secure an Individual Rent Adjustment and/or Rent Rebate; Maintenance and Service Reductions; Breach of Implied Warranty of Habitability; and Approval for Rent Withholding.

Provide the information requested below. You may attach additional sheets if necessary.

1. **Rental Unit Address:**

Address: 245 E. Okeefe St. **Apt. #** 19 **Zip code:** 94303

2. **Tenant Information**: Fill in the following information for **all** adult tenants in the rental unit who are petitioning for a rent adjustment, rebate or withholding.

Date of Initial Occupancy: Jan 1 1993

Name(s)	Phone(s)	Email Address
Tonga Victoria	6506839346	tongavictoria4@gmail.com

(Each Tenant listed above must sign the certification on page 3 in order to be considered one of the parties filing this petition.)

Per Regulation 2000 and for the purposes of this petition, I authorize to be served at:

tongavictoria4@gmail.com
Email Address

TV
Initials

I also understand that I can electronically submit my filings related to this petition to the Rent Stabilization Program at rentprogram@cityofepa.org

3. **Person or organization authorized to represent you, if any:**

Name: _____ **Phone(s):** _____

Address: _____ **City:** _____

State: _____ **Zip:** _____ **Email:** _____

4. **Basis for petition**: Check the reason(s) for filing your petition. Check only the boxes which apply. Complete the corresponding Petition(s) and provide supporting information as requested.

Petition A — Rent Ceiling Violation (to seek a rent reduction and/or rebate for rent overcharges above Maximum Allowable Rent)

☒ **Petition B— Reductions in Maintenance, Service, and/or Habitability** (when there are decreases in Housing Services, including maintenance, that the landlord has failed to correct after given reasonable notice; failure to comply with rental agreement or with building and housing codes, California Warranty of Habitability, and other legal requirements for rental of housing)

☐ **Petition C — Petition for Approval to Withhold Rent** (for Landlord's Failure to Register with the Rent Stabilization Program)

☐ **Other** — Attach sheet(s) explaining your grounds for petitioning and relevant sections of the Rent Stabilization Ordinance and/or regulations.

5. Select to pursue mediation (Optional): ☐

a. Both parties must agree to mediation; if not the matter will be referred to a Hearing Examiner. The mediation process is non-binding, meaning that parties are not required to reach an agreement. Should this matter be deemed unresolved by the Mediator, the matter shall be referred to a Hearing Examiner.

b. Should this matter be resolved through mediation, the Mediator shall prepare a stipulation setting forth the terms of the agreement to be executed by the parties. This stipulation shall thereafter become an order of the Rent Stabilization Board. Each party executing such a stipulation will be deemed to have waived any right to a hearing or appeal on the issues in the petition that are addressed by the stipulation. Issues in the petition that are not addressed by the stipulation are not considered resolved, and either party may request a hearing on these unresolved issues.

6. Consolidation: If this petition is being submitted together with petitions from tenants in other units on the same property, please list apartment numbers of units petitioning together.

201 E O'Keefe St
301 E O'Keefe St
215 E O'Keefe St

7. Certification: ***I declare under penalty of perjury that the foregoing information in this petition, schedules and attachment is true and correct to the best of my knowledge and belief. This statement is executed under the laws of the State of California.***

Signature	Print Name	Date
[signature]	Tonya Victoria	8/31/21

Attach additional pages if there are more signing this petition at the same property, listing the tenant address and unit for each tenant signing the petition.

PETITION B – Reductions in Maintenance and Services, Habitability Problems, and/or Failure to Provide Maintenance and Services Required by Law

Rental unit address: 245 E. Okeefe St. 19 E. Palo Alto 94303

Date you moved into this rental unit: Jan 1 1993

1. I am seeking (check all that apply): ☒ **A Rent Reduction** ☒ **A Rent Rebate**

2. Check if you have any of the following habitability, maintenance and/or problems, or list other problems with your unit that your landlord failed to correct in a reasonable timeframe. (Attach additional pages if needed)

HABITABILITY PROBLEMS: (Failure to comply with the "Warranty of Habitability" set forth in California Civil Code Sec. 1941.1.)

☐ Ineffective waterproofing to prevent wet or moldy walls

☐ Inadequate weather protection of roof and exterior walls or ceiling, including broken windows and doors.

☒ Defective plumbing, drains, sewage system or toilet facilities.

☒ Loss of or insufficient hot water or water supply.

☒ Defective or broken heater or gas facilities.

☒ Unsafe or inoperative electrical lighting, wiring or outlets and other equipment.

☒ Building, yard, garage, hallways, stairs, and common areas are not clean, sanitary, or free from all accumulations of debris, filth, rubbish, garbage, rodents, and vermin, such as cockroaches or rats.

☒ Inadequate trash receptacles in clean condition and good repair.

☒ Floors; stairways, or railings are broken, rotting, or missing.

MAINTENANCE-RELATED CONDITIONS:

☒ Broken locks or security devices on the windows or doors 1111

☒ Holes in floors, walls or ceilings.

☒ Defective plumbing, drains, sewage system or toilet, sink, bathtub or shower.

☒ Carpets or other floor coverings with holes, cracks, gaps, shredded or disintegrated material.

☒ Deteriorated/broken cabinets or drawers.

☒ Deteriorated countertops.

PETITION B – Reductions in Maintenance and Services, Habitability Problems, and/or Failure to Provide Maintenance and Services Required by Law

- [x] Window coverings with stains, holes, tears, or disintegrating fabric, or window coverings that have been removed.
- [x] Defective or inoperative appliance in unit.
- [x] Peeling, crumbling, stained, worn, scraped or cracked paint or peeling, torn, stained wall covering.
- [x] Missing or cracked, broken tile.
- [x] Bathtub or shower with glazing chipped or peeling.
- [x] Broken fan or vent.
- [x] Inoperative/missing exterior lights.

Other: Rat feces in balcony

Other: _____

CODE VIOLATIONS:

- [x] Failure to comply with code violations that materially affect tenants' health and safety, including Health and Safety Code Sec. 17920.3. (Attach copy of Notice to Correct from City Building Inspector or Code Enforcement Officer, or County Environmental Health Inspector.)

LOSS OF OR REDUCED HOUSING SERVICES:

- [ ] Parking.
- [x] Broken or defective security gates, door or fencing.
- [x] Defective or inoperative elevator.
- [x] Broken or defective intercom.
- [x] Storage.
- [x] Laundry facilities.
- [x] Swimming pool or recreational facilities.
- [x] Play areas, yards, patios, balconies.
- [x] Landscaping or yard-care services.
- [x] Broken or missing mailbox.
- [ ] No on-site resident manager services for rental properties with16 or more units.

PETITION B – Reductions in Maintenance and Services, Habitability Problems, and/or Failure to Provide Maintenance and Services Required by Law

Other: _____

Other: _____

3. For each of the problems checked above, describe where the problem exists, and the nature and cause of each problem. (Attach additional pages if necessary.)

Rusty old broken kitchen and bathroom appliances
Rusty old broken windows
Moldy sink and no dry area
Broken cabinets
Stained and deteriorated walls and carpentry

4. For each of the problems presented in this petition, specify whether you have already notified your landlord, and how your landlord was notified of each problem, whether verbally or in writing. If you know the name of the landlord or manger that you informed of a problem, include the name of this person. If you notified your landlord in writing of a problem and you have a copy of the notice, attach a copy.

Tenant notified landlord: [X] **verbally** [X] **in writing (attach copy)**

If you did not notify the landlord, provide the timeframe in which the landlord knew or should have known about each problem. Explain how they knew about the problem.

Called on phone.

PETITION B – Reductions in Maintenance and Services, Habitability Problems, and/or Failure to Provide Maintenance and Services Required by Law

5. Describe specifically how you and your family have been affected by the problems cited in this petition. In what ways has your use and enjoyment of and benefit from your rental unit been impaired by each of the problems? (Attach additional pages if necessary.)

No pool or play area.
The heating causes sickness for daughter
No dishwasher
old bathroom appliances in unsanitary
Moldy bathroom and kitchen is disgusting!

PETITION B – Reductions in Maintenance and Services, Habitability Problems, and/or Failure to Provide Maintenance and Services Required by Law

7. To calculate the amount you believe your rent should be reduced and/or be rebated to you, complete the following table with the information requested for each maintenance, service, or habitability problem that you claim. For each problem, provide the date it began, or the first date you had knowledge of the problem. Then provide the date your landlord first knew of or was notified of the problem, or should have known about the problem. If a problem has already been corrected, provide the date the correction was made or completed. (Attach additional pages if necessary.) State the percent you think your rent should be reduced for each item given its impact on your use and enjoyment of your rented home and its rental value.

Unit Address: 245 E. Okeefe St. 19 East Palo Alto Ca 94303

List Each Problem	Date Problem First Noticed	Date Owner Informed (or Should Have Known) of Problem	Date Problem Corrected (If not corrected, leave blank)	Number of Months Problem Existed	Rent Paid During Period Each Problem Existed	Percent Reduction in Rent Requested
Moldy bathroom sink	June 1 2010	JUN 11 2020		11 years	$ 1200	30 %
Moldy kitchen sink	June 11 2021	JUNE 11 2020		3 years	$ 1500	10 %
Broken cabinets	June 11 2021	JUNE 11 2020		3 years	$ 1500	10 %
Ripped carpets	June 11 2021	JUNE 11 2021		3 yrs	$ 1500	10 %
Ripped walls	June 11 2021	JUNE 11 2021		3 yrs	$ 1500	10 %
Broken window locks	June 11 2021	JUNE 11 2021		3 yrs	$ 1500	10 %
Rat feces on balcony	June 11 2021	JUNE 11 2021		3 yrs	$ 1500	10 %
Elevator not working	JUN 1993	JUN 1993		30 yrs	$ 800	40 %

8. If you seek reimbursement for out-of-pocket expenses you incurred as a result of the above reductions in maintenance and service, enter the amount of reimbursement requested: $_____. (Submit documentation for each expense, and how it relates to the maintenance or service reduction reported.)

PETITION B – Reductions in Maintenance and Services, Habitability Problems, and/or Failure to Provide Maintenance and Services Required by Law

6. What documentation do you have for the existence of each of the problems cited in this petition?

See photos.

☑ I wish to have the Rent Program Administrator or Hearing Examiner determine whether my unit has been properly registered and whether my landlord failed to comply with the Rent Stabilization Ordinance or regulations adopted by the Rent Board to implement the Ordinance. If it is found that my landlord has not properly registered my rental unit or failed to comply with the Ordinance and regulations, I wish to contest any increases in my rent until compliance is met.

☒ I wish to have the Hearing Examiner conduct an inspection of the problems cited in this petition if a hearing is held to make a determination on the issues raised in this petition.

Response 3 Addendum:

245 E Okeefe St. Common Area Issues:

- There have been unidentified people who have been able to enter our common areas in our building. This poses a security risk to us and we have requested that our property management take more serious our request for greater security measures like a walking patrol and security cameras.
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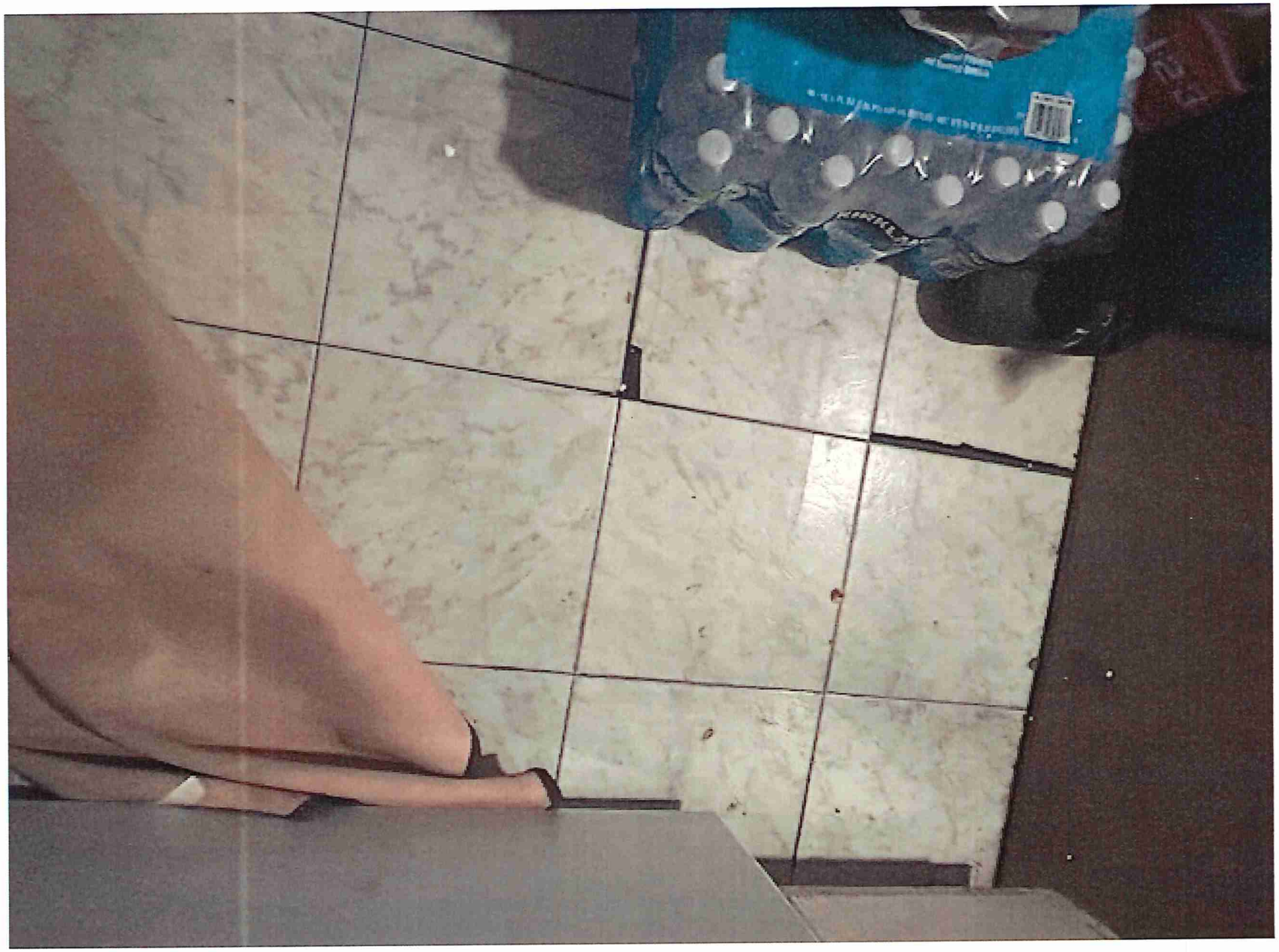
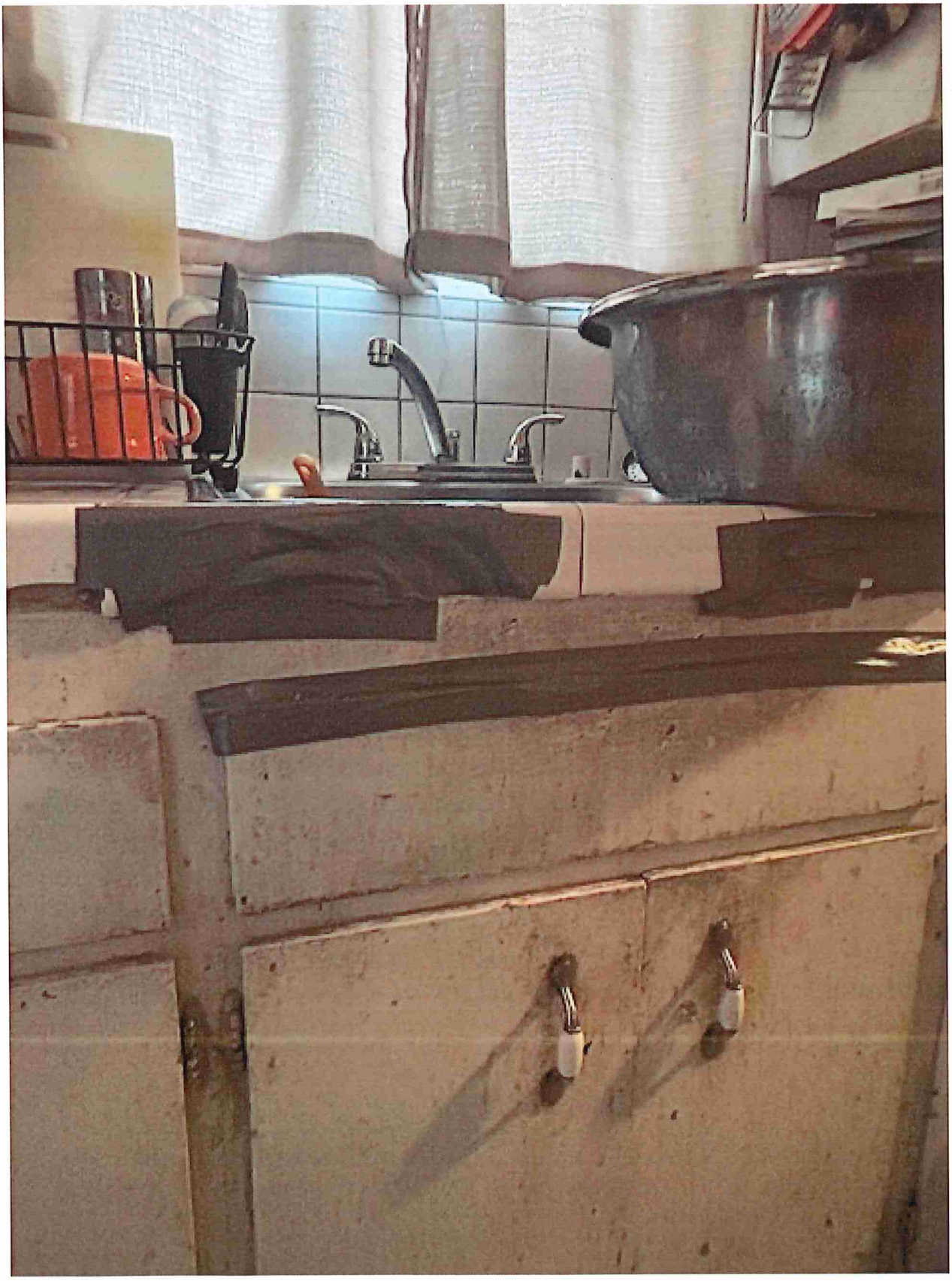
- Es necesario abordar la plomería. A veces el agua sale con un olor desagradable o color marrón, especialmente cuando llueve.
- Hay ratas en las áreas comunes que deben abordarse.
- Hay almacenamiento en el edificio que debe ser administrado entre los residentes.
- Las cubiertas de las plazas de aparcamiento pierden agua cuando llueve, están agrietadas y se balancean mucho cuando hay viento. El estacionamiento se inunda de agua cuando llueve.
- En todo el edificio, el agua/agua caliente se corta con previo aviso limitado.

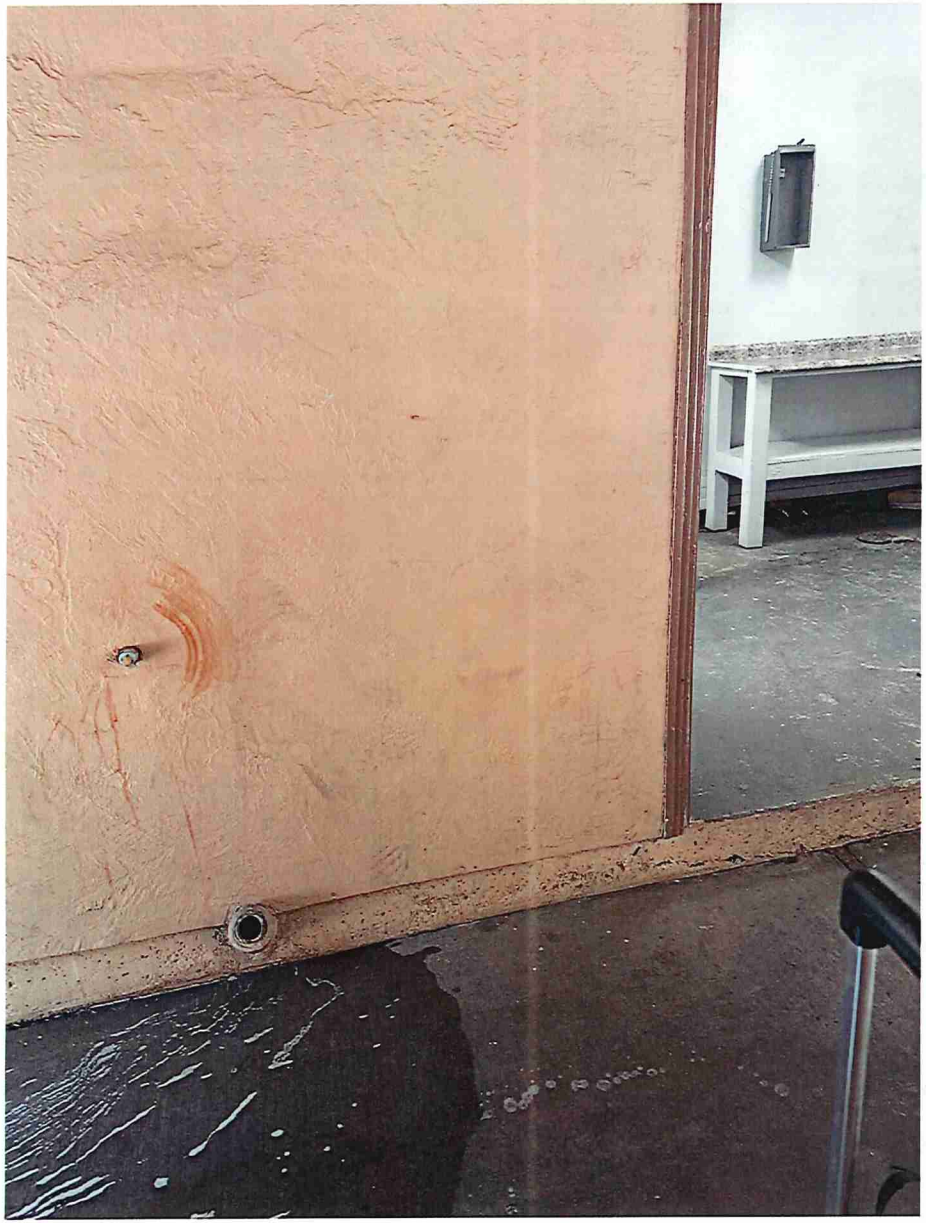


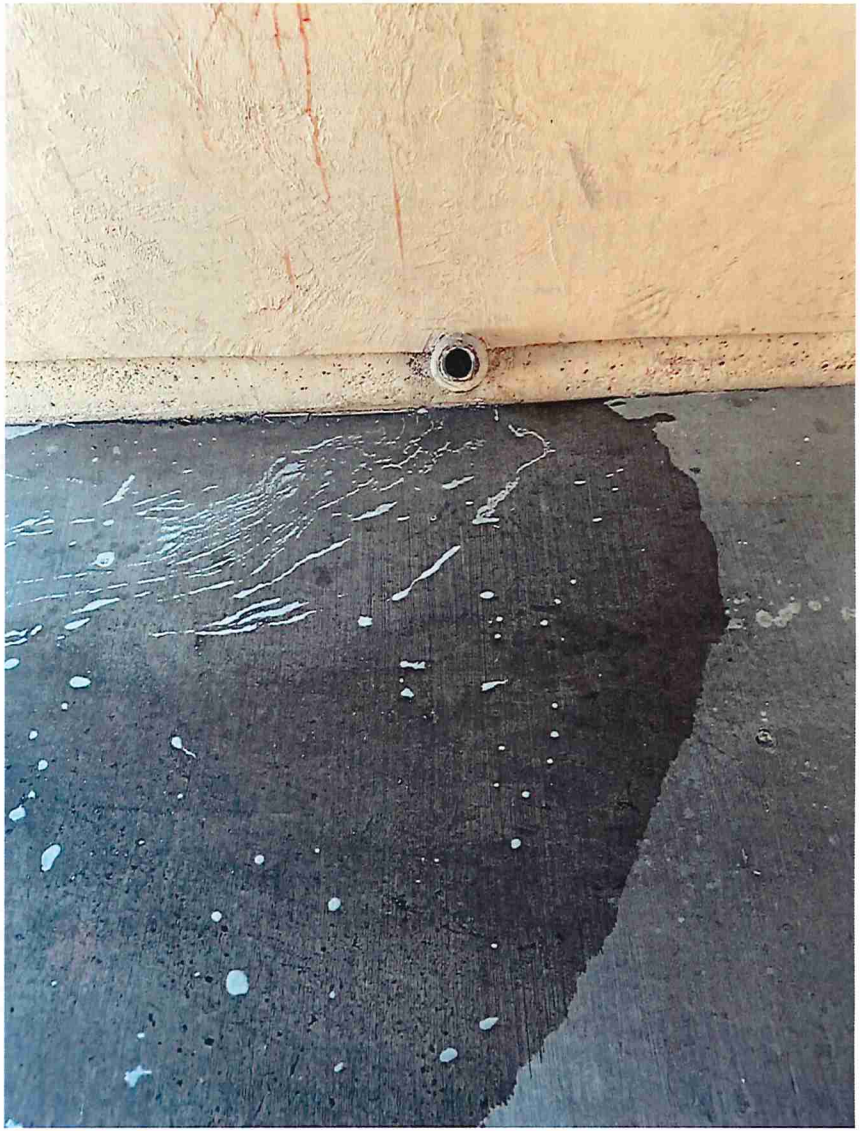




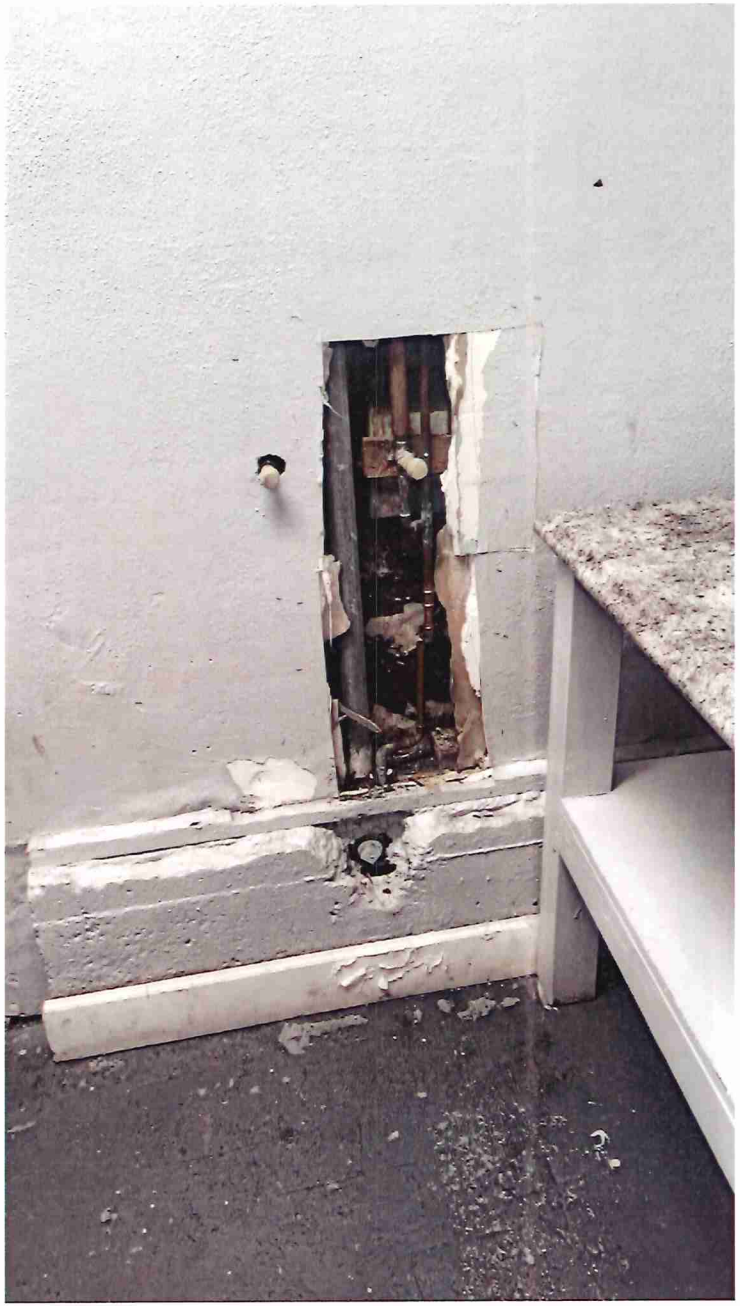


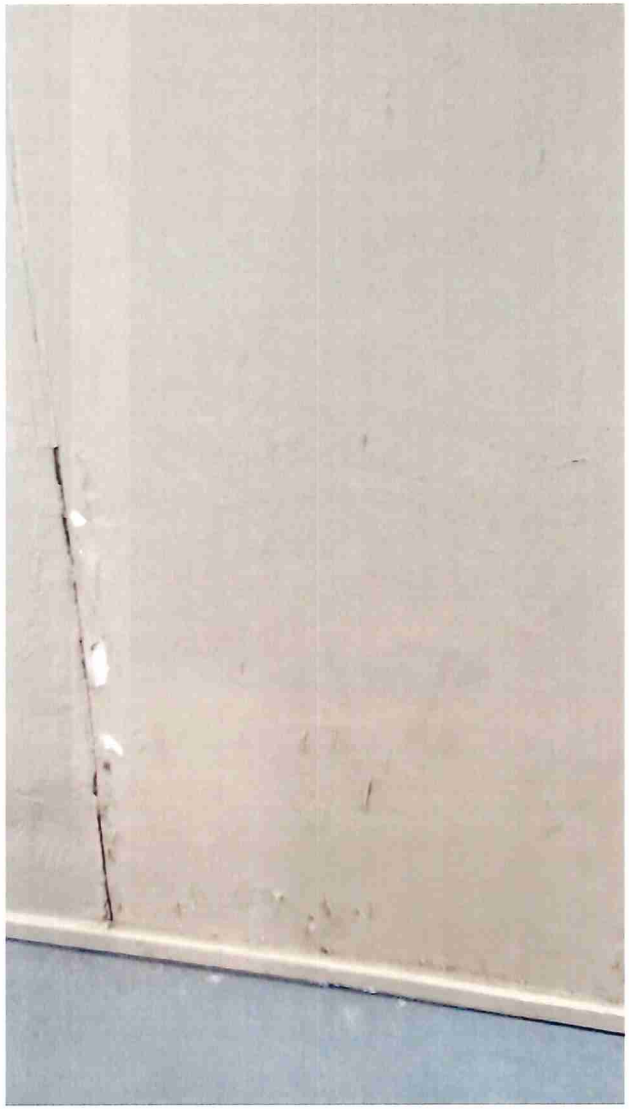
245 E. O'Keefe St. Common Area Issues





245 E. O'Keefe St. Common Area Issues

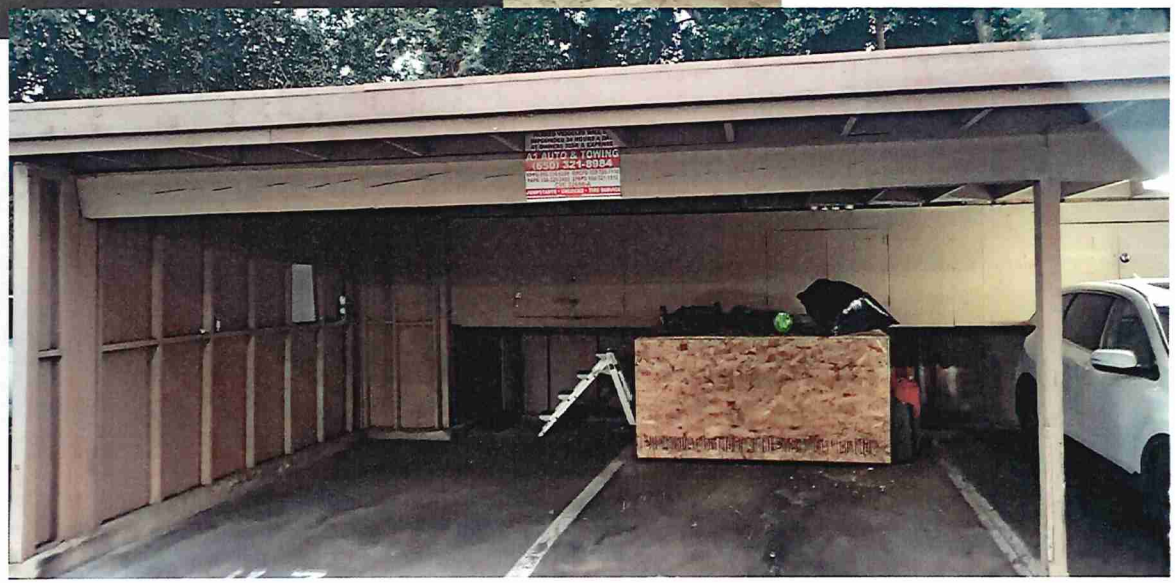




The sealed off elevator area

245 E. O'Keefe St. Common Area Issues



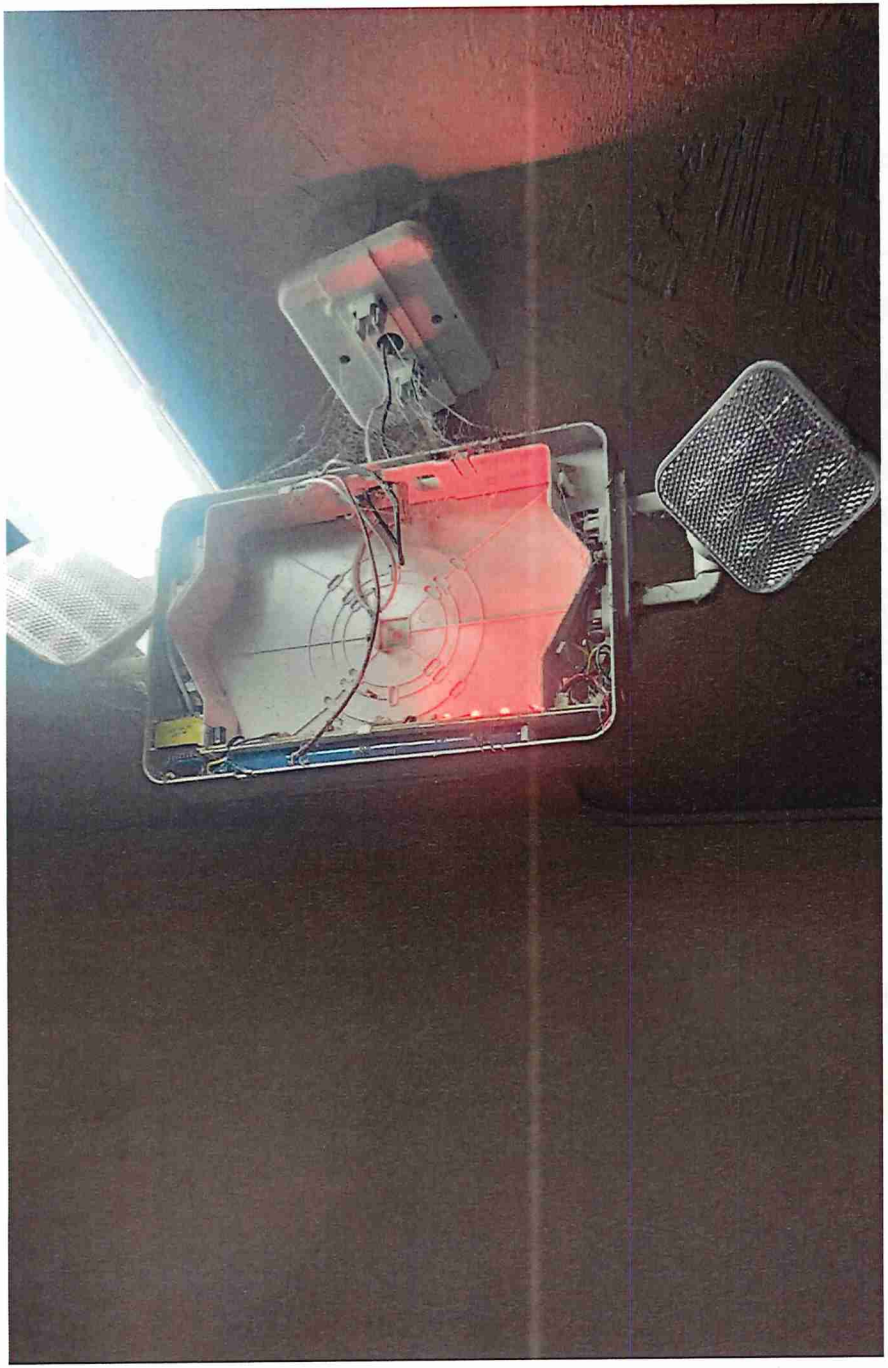


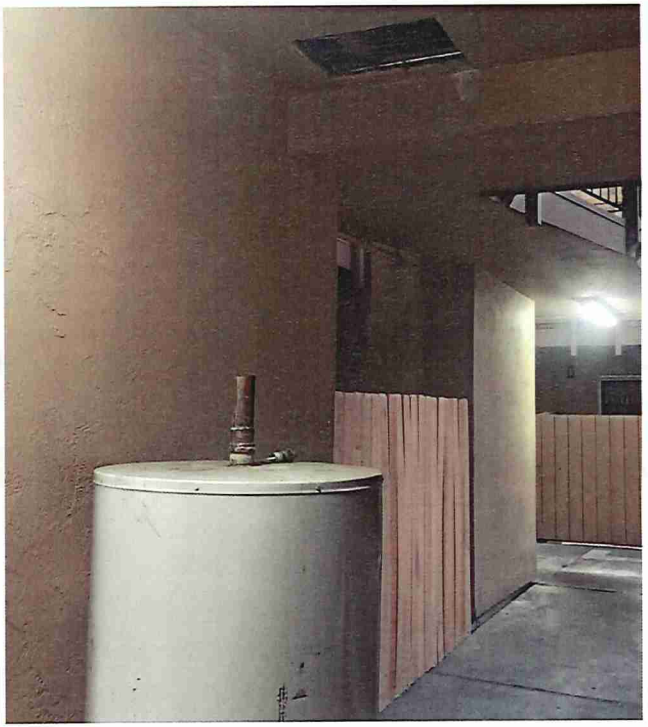
245 E. O'Keefe St. Common Area Issues





245 E. O'Keefe St. Common Area Issues





245 E. O'Keefe St. Common Area Issues



City of East Palo Alto
Rent Stabilization Program

RESPONSE TO PETITION

Tonga Victoria
Petitioner(s)

vs. **Case Number: 20240011**
Woodland Park Communities
Respondent(s)

Property Located at 245 E. O'Keefe Street Unit 19, East Palo Alto, CA 94303

Respondent phone and/or email: c/o Corie Calfee, 510-809-8001, ccalfee@opterralaw.com

____ A. **I do not oppose my Tenant's petition for Rent Adjustment and Rebate.** This means the rent adjustment and rebate for this unit will be made on the basis of the information presented by the petitioner.

x B. **I oppose my tenant's petition for Rent Adjustment and Rebate.** This means that a hearing will be scheduled to decide the matter and both sides can present evidence to support their position. Please explain below or in an attachment your opposition to the petition for a rent adjustment and provide any documents to support your position. If you are objecting to a proposed capital improvement on the basis of affordability, specifically note this below.

Please see attached

Per Regulation 2000 and for purposes of this petition/request, I authorize to be served at:
Please see attached . (PZ)
(Email Address) (Initials)

I also understand that I can electronically submit my filings related to this petition/request to the Rent Stabilization Program at rentprogram@cityofepa.org

I declare under penalty of perjury that the foregoing is true and correct to the best of my knowledge and belief. Executed on 11/4/24 at East Palo Alto, CA

By: Pabel Zumarraga
(Name and Signature)

Your Response to Petition must be received at the following address by **November 4, 2024.**

City of East Palo Alto Attn: Rent Stabilization Program 2415 University Avenue, 2nd Floor East Palo Alto, CA 94303	For more information, contact: Rent Stabilization Program Tel: (650) 853-3114 rentprogram@cityofepa.org

YOU CAN ALSO SUBMIT YOUR RESPONSE VIA EMAIL AT: rentprogram@cityofepa.org

Opposition to Petition

Woodland Park opposes this petition for rent reduction and rebate. Woodland Park maintains the premises in a good and habitable condition. Each time that Petitioner notified Respondent of a problem in the premises, Respondent addressed that problem in a timely fashion. For problems that Petitioner did not reasonably notify Respondent and give Respondent an opportunity to correct, no rent rebate is available. Petitioner bears the burden of proof to demonstrate the landlord was provided with reasonable notice and an opportunity to correct the conditions, and yet failed to do so. Petitioner has not met this burden. Respondent has responded to and corrected in a timely fashion the problems identified by Petitioner, except to the extent and when Petitioner has prevented Respondent from providing requested services.

Woodland Park has also charged rent as allowed by the Rent Stabilization Ordinance, and at no time has exceeded the Maximum Allowable Rent. There has not been any rent ceiling violation. No rent rebate is appropriate.

Service addresses

ccalfee@opterralaw.com
stacie.roebuck@greystar.com
woodlandparkcagm@greystar.com
woodlandparkcamgr@greystar.com
wpcompliance@greystar.com

PROOF OF SERVICE

I, the undersigned, declare that I am employed in the County of San Mateo, State of California. I am over the age of eighteen years and not a party to the within cause. My business address is 5 Newell Court, East Palo Alto, CA 94303.

Re: 245 E. O'Keefe St., Unit 19, East Palo Alto, CA 94303 Case No. 20240011

On November 4, 2024, I served the following documents:

a) Response to Petition Form

[ ] **BY PERSONAL DELIVERY** by delivering a true copy thereof enclosed in a sealed envelope, to the person(s) at the address(es) set forth below:

[ ] **BY MAIL** by placing a true copy thereof enclosed in a sealed envelope, with postage thereon fully prepaid, in the United States mail at East Palo Alto, CA, to the person(s) at the address(es) set forth below:

[X] **BY EMAIL** Pursuant to Section 2000 of the Rules and Regulations implementing the Rent Stabilization and Just Cause for Eviction Ordinance of 2010, I served the above listed documents to the below listed email address(es):

Tonga Victoria Tongavictoria4@gmail.com	Rent Stabilization Program rentprogram@cityofepa.org

[ ] **BY FACSIMILE TRANSMISSION** by transmitting a true copy thereof by facsimile transmission from facsimile number (650) 853-3115 to the interested parties to said action at the facsimile number(s) shown below:

[ ] **BY CERTIFIED MAIL** by depositing in the mail at the U.S. Post Office located at _____ a true copy thereof enclosed in a sealed envelope, with fully prepaid postage thereon for certified mail, to the person (s) at the address(es) set forth below:

I declare under penalty of perjury that the foregoing is true and correct. Executed this 4th day of November, 2024, in East Palo Alto, CA.

Pabel Zumarraga
Senior Business Manager

Earleen Jenkins v. Woodland Park Communities
Case No 20240012

Respondent's Exhibit List

Exhibit #	Title	Page #
A	Lease Agreement	R001
B	Current Ledger	R003
C	Historic Ledger (covering February 2016-July 2021, if applicable)	R007
D	Work Order Overview Report	R015
E	Work Orders	R018
F	Woodland Park Witness List	R076

Exhibit A

[Not Available]

Exhibit B

Resident Ledger

GREYSTAR®

Date: 02/12/2025

Code	t2439910	**Property**	cawoopa2	**Lease From**	07/01/2015
Name	Earleen Jenkins	**Unit**	209-1	**Lease To**	06/30/2016
Address	245 East OKeefe Street	**Status**	Current	**Move In**	03/28/2007
	1	**Rent**	1319.11	**Move Out**	
City	East Palo Alto, CA 94303	**Phone (H)**	(650) 656-7903	**Phone (W)**	(650) 283-5474

Date	Chg Code	Post Month	Description	Charge	Payment	Balance	Chg/Rec
03/28/2007	secdep	07/2021	Security deposits received	300.00		300.00	67401485
03/28/2007		07/2021	Security deposits received		300.00	0.00	21611700
04/01/2020	rent	07/2021	Leased Rent (04/2020)	1,001.31		1,001.31	67403746
05/01/2020	rent	07/2021	Leased Rent (05/2020)	1,150.50		2,151.81	67404158
07/01/2020	rent	07/2021	Leased Rent (07/2020)	1,150.50		3,302.31	67405014
08/01/2020	rent	07/2021	Leased Rent (08/2020)	1,150.50		4,452.81	67405448
09/01/2020	rent	07/2021	Leased Rent (09/2020)	1,027.46		5,480.27	67405883
10/01/2020	rent	07/2021	Leased Rent (10/2020)	850.50		6,330.77	67406249
11/01/2020	rent	07/2021	Leased Rent (11/2020)	850.50		7,181.27	67406666
12/01/2020	rent	07/2021	Leased Rent (12/2020)	1,176.96		8,358.23	67407097
02/01/2021	rent	07/2021	Leased Rent (02/2021)	376.96		8,735.19	67408149
03/01/2021	rent	07/2021	Leased Rent (03/2021)	376.96		9,112.15	67408791
04/01/2021	rent	07/2021	Leased Rent (04/2021)	176.96		9,289.11	67409489
08/01/2021	rent	08/2021	Base Rent (08/2021)	1,176.96		10,466.07	68472960
08/05/2021		08/2021	chk# 1089 41239418 :CHECKscan Payment		176.96	10,289.11	21913661
08/05/2021		08/2021	chk# 1089 41239407 :CHECKscan Payment		1,000.00	9,289.11	21913662
09/01/2021	rent	09/2021	Base Rent (09/2021)	1,176.96		10,466.07	69787719
09/08/2021		09/2021	chk# 1089 41244126 :CHECKscan Payment		1,000.00	9,466.07	22317746
09/08/2021		09/2021	chk# 1089 41244137 :CHECKscan Payment		176.96	9,289.11	22317747
10/01/2021	rent	10/2021	Base Rent (10/2021)	1,176.96		10,466.07	71275176
10/07/2021		10/2021	chk# 1084 36723440 :CHECKscan Payment		1,000.00	9,466.07	22722257
10/27/2021		11/2021	chk# 603216 :CHECKscan Payment - Samaritan House		5,000.00	4,466.07	22875950
11/01/2021	rent	11/2021	Base Rent (11/2021)	1,176.96		5,643.03	72855908
11/16/2021		11/2021	chk# 1089 41253344 :CHECKscan Payment		1,000.00	4,643.03	23223736
11/16/2021		11/2021	chk# 1089 41253828 :CHECKscan Payment		100.00	4,543.03	23223737
12/01/2021	rent	12/2021	Base Rent (12/2021)	1,192.26		5,735.29	74133021
12/06/2021		12/2021	chk# 1089 41258162 :CHECKscan Payment		1,000.00	4,735.29	23546129
12/06/2021		12/2021	chk# 1089 41258173 :CHECKscan Payment		100.00	4,635.29	23546130
01/01/2022	rent	01/2022	Base Rent (01/2022)	1,192.26		5,827.55	101382624
01/05/2022		01/2022	chk# 1089 41262727 :CHECKscan Payment		1,000.00	4,827.55	23918235
01/05/2022		01/2022	chk# 1089 41262738 :CHECKscan Payment		100.00	4,727.55	23918236
01/10/2022	latefee	01/2022	Late Fee Charge (01/2022)	35.00		4,762.55	101716139
02/01/2022	rent	02/2022	Base Rent (02/2022)	1,192.26		5,954.81	102876610
02/11/2022	latefee	02/2022	Late Fees	35.00		5,989.81	103263712
03/01/2022	rent	03/2022	Base Rent (03/2022)	1,192.26		7,182.07	104458338
03/11/2022	latefee	03/2022	Late Fees	35.00		7,217.07	104858673
04/01/2022	rent	04/2022	Base Rent (04/2022)	1,192.26		8,409.33	106114526
04/11/2022	latefee	04/2022	Late Fees	35.00		8,444.33	106540064
05/01/2022	rent	05/2022	Base Rent (05/2022)	1,192.26		9,636.59	107839742
05/04/2022		05/2022	chk# 1089 93767432 :CHECKscan Payment		1,000.00	8,636.59	25587143
05/04/2022		05/2022	chk# 1089 93767443 :CHECKscan Payment		192.26	8,444.33	25587144
05/12/2022		05/2022	chk# 403021 :CHECKscan Payment - Samaritan House		1,192.26	7,252.07	25671722
06/01/2022	rent	06/2022	Base Rent (06/2022)	1,192.26		8,444.33	109369425
06/08/2022		06/2022	chk# 1089 93789146 :CHECKscan Payment		1,000.00	7,444.33	26078061

06/08/2022		06/2022	chk# 1089 93789157 :CHECKscan Payment		192.26	7,252.07	26078062
06/27/2022		07/2022	chk# 0063573513 :CHECKscan Payment - COVID 19 Rent Relief		4,762.55	2,489.52	26224316
07/01/2022	rent	07/2022	Base Rent (07/2022)	1,192.26		3,681.78	111089049
07/06/2022		07/2022	chk# 1089 93792446 :CHECKscan Payment		1,000.00	2,681.78	26499227
07/06/2022		07/2022	chk# 1089 93792457 :CHECKscan Payment		192.26	2,489.52	26499228
08/01/2022	rent	08/2022	Base Rent (08/2022)	1,192.26		3,681.78	112772419
08/05/2022		08/2022	chk# 1089 :CHECKscan Payment		1,000.00	2,681.78	26980151
08/05/2022		08/2022	chk# 1089 :CHECKscan Payment		192.26	2,489.52	26980152
09/01/2022	rent	09/2022	Base Rent (09/2022)	1,192.26		3,681.78	114459209
09/06/2022		09/2022	chk# 1090 :CHECKscan Payment		192.26	3,489.52	27444608
09/06/2022		09/2022	chk# 1090 :CHECKscan Payment		1,000.00	2,489.52	27444609
09/20/2022		09/2022	chk# 803326 :CHECKscan Payment - Samaritan House		2,489.52	0.00	27594290
10/01/2022	rent	10/2022	Base Rent (10/2022)	1,192.26		1,192.26	116177604
10/06/2022		10/2022	chk# 1090 63306792 :CHECKscan Payment		1,000.00	192.26	27939087
10/06/2022		10/2022	chk# 1090 63306803 :CHECKscan Payment		192.26	0.00	27939088
11/01/2022	rent	11/2022	Base Rent (11/2022)	1,192.26		1,192.26	117929476
11/07/2022		11/2022	chk# 1090 :CHECKscan Payment		1,000.00	192.26	28415658
11/07/2022		11/2022	chk# 1090 :CHECKscan Payment		192.26	0.00	28415659
12/01/2022	rent	12/2022	Base Rent (12/2022)	1,192.26		1,192.26	119233599
12/06/2022		12/2022	chk# 1090 :CHECKscan Payment		1,000.00	192.26	28865330
12/06/2022		12/2022	chk# 1090 :CHECKscan Payment		192.26	0.00	28865331
01/01/2023	rent	01/2023	Base Rent (01/2023)	1,192.26		1,192.26	121827200
01/11/2023	latefee	01/2023	Late Fees	35.00		1,227.26	122084817
01/11/2023		01/2023	chk# 1090 :CHECKscan Payment		1,000.00	227.26	29446319
01/11/2023		01/2023	chk# 1090 :CHECKscan Payment		192.26	35.00	29446320
02/01/2023	rent	02/2023	Base Rent (02/2023)	1,192.26		1,227.26	123308077
02/06/2023		02/2023	chk# 1090 :CHECKscan Payment		1,000.00	227.26	29877321
02/06/2023		02/2023	chk# 1090 :CHECKscan Payment		192.26	35.00	29877322
03/01/2023	rent	03/2023	Base Rent (03/2023)	1,192.26		1,227.26	125103084
03/04/2023		03/2023	chk# 1090 63314855 :CHECKscan Payment		1,000.00	227.26	30332440
03/04/2023		03/2023	chk# 1090 63314866 :CHECKscan Payment		192.26	35.00	30332441
04/01/2023	rent	04/2023	Base Rent (04/2023)	1,192.26		1,227.26	126889231
04/04/2023		04/2023	chk# 1090 85955253 :CHECKscan Payment		1,000.00	227.26	30816428
04/04/2023		04/2023	chk# 1090 85955264 :CHECKscan Payment		192.26	35.00	30816429
05/01/2023	rent	05/2023	Base Rent (05/2023)	1,192.26		1,227.26	128802540
05/06/2023		05/2023	chk# 1090 63316593 :CHECKscan Payment		1,000.00	227.26	31302796
05/06/2023		05/2023	chk# 1090 63316604 :CHECKscan Payment		192.26	35.00	31302797
06/01/2023	rent	06/2023	Base Rent (06/2023)	1,192.26		1,227.26	130264154
06/07/2023		06/2023	chk# 1090 :CHECKscan Payment		1,000.00	227.26	31775628
06/07/2023		06/2023	chk# 1090 :CHECKscan Payment		192.26	35.00	31775629
07/01/2023	rent	07/2023	Base Rent (07/2023)	1,192.26		1,227.26	132068510
07/09/2023		07/2023	chk# 016712 :CHECKscan Payment		1,294.79	(67.53)	32257501
07/19/2023	rent	07/2023	July's rent prorated adjustment	102.25		34.72	132641518
08/01/2023	rent	08/2023	Base Rent (08/2023)	1,294.51		1,329.23	133800247
08/04/2023		08/2023	chk# 1090 98139810 :CHECKscan Payment		294.51	1,034.72	32704971
08/04/2023		08/2023	chk# 1090 98139800 :CHECKscan Payment		1,000.00	34.72	32704972
08/15/2023		08/2023	chk# 1090 98131120 :CHECKscan Payment		34.72	0.00	32794534
09/01/2023	rent	09/2023	Base Rent (09/2023)	1,294.51		1,294.51	135617006
09/06/2023	rent	09/2023	Base Rent	(102.25)		1,192.26	136110074
09/06/2023		09/2023	chk# 90 :CHECKscan Payment		192.26	1,000.00	33209710
09/06/2023		09/2023	chk# 90 :CHECKscan Payment		1,000.00	0.00	33209711
10/01/2023	rent	10/2023	Base Rent (10/2023)	1,192.26		1,192.26	137314708
10/04/2023		10/2023	chk# 90 :CHECKscan Payment		1,000.00	192.26	33683184
10/04/2023		10/2023	chk# 90 :CHECKscan Payment		192.26	0.00	33683185
10/09/2023	rent	10/2023	rent increase for July was supposed to be rescinded	(102.25)		(102.25)	138012229
11/01/2023	rent	11/2023	Base Rent (11/2023)	1,192.26		1,090.01	139343807
11/07/2023		11/2023	chk# 1090 98152350 :CHECKscan Payment		1,000.00	90.01	34225138
11/07/2023		11/2023	chk# 1090 98152361 :CHECKscan Payment		192.26	(102.25)	34225140
12/01/2023	rent	12/2023	Base Rent (12/2023)	1,294.51		1,192.26	141068285
12/07/2023		12/2023	chk# 1091 74337514 :CHECKscan Payment		1,000.00	192.26	34703080
12/07/2023		12/2023	chk# 1091 74337525 :CHECKscan Payment		294.51	(102.25)	34703081
01/01/2024	rent	01/2024	Base Rent (01/2024)	1,294.51		1,192.26	143426555

01/09/2024		01/2024	chk# 90 :CHECKscan Payment		294.51	897.75	35187022
01/09/2024		01/2024	chk# 90 :CHECKscan Payment		1,000.00	(102.25)	35187023
02/01/2024	rent	02/2024	Base Rent (02/2024)	1,294.51		1,192.26	144949508
02/08/2024		02/2024	chk# 40196000297786 :CHECKscan Payment		1,000.00	192.26	35704784
02/08/2024		02/2024	chk# 40196000297795 :CHECKscan Payment		294.51	(102.25)	35704785
03/01/2024	rent	03/2024	Base Rent (03/2024)	1,294.51		1,192.26	146947170
03/11/2024	latefee	03/2024	Late Fees	35.00		1,227.26	147676841
03/11/2024		03/2024	chk# 1091 74341254 :CHECKscan Payment		1,000.00	227.26	36245522
03/11/2024		03/2024	chk# 1091 74341265 :CHECKscan Payment		294.51	(67.25)	36245523
04/01/2024	rent	04/2024	Base Rent (04/2024)	1,294.51		1,227.26	148959724
04/10/2024		04/2024	chk# 1091 74355587 :CHECKscan Payment		294.51	932.75	36759551
04/10/2024		04/2024	chk# 1091 74355576 :CHECKscan Payment		1,000.00	(67.25)	36759552
05/01/2024	rent	05/2024	Base Rent (05/2024)	1,294.51		1,227.26	151267324
05/08/2024		05/2024	chk# 1091 74343366 :CHECKscan Payment		294.51	932.75	37287113
05/08/2024		05/2024	chk# 1091 74343355 :CHECKscan Payment		1,000.00	(67.25)	37287114
06/01/2024	rent	06/2024	Base Rent (06/2024)	1,294.51		1,227.26	153434517
06/05/2024		06/2024	chk# 1092 38805786 :CHECKscan Payment		1,000.00	227.26	37815549
06/05/2024		06/2024	chk# 1092 38805797 :CHECKscan Payment		294.51	(67.25)	37815550
07/01/2024	rent	07/2024	Base Rent (07/2024)	1,294.51		1,227.26	155735821
07/11/2024	latefee	07/2024	Late Fees	35.00		1,262.26	156297274
07/16/2024		07/2024	chk# 90 :CHECKscan Payment		1,000.00	262.26	38511401
07/16/2024		07/2024	chk# 90 :CHECKscan Payment		227.26	35.00	38511403
08/01/2024	rent	08/2024	Base Rent (08/2024)	1,294.51		1,329.51	157987426
08/07/2024		08/2024	chk# 1092 38823232 :CHECKscan Payment		35.00	1,294.51	39042876
08/11/2024	latefee	08/2024	Late Fees	35.00		1,329.51	158641378
08/13/2024		08/2024	chk# 1092 38824079 :CHECKscan Payment		294.51	1,035.00	39098846
08/13/2024		08/2024	chk# 1092 38824068 :CHECKscan Payment		1,000.00	35.00	39098848
09/01/2024	rent	09/2024	Base Rent (09/2024)	1,294.51		1,329.51	160381863
09/11/2024	latefee	09/2024	Late Fees	35.00		1,364.51	161010321
09/17/2024		09/2024	chk# 1092 92645033 :CHECKscan Payment		294.51	1,070.00	39758457
09/17/2024		09/2024	chk# 1092 92645022 :CHECKscan Payment		1,000.00	70.00	39758458
10/01/2024	rent	10/2024	Base Rent (10/2024)	1,294.51		1,364.51	162702958
10/08/2024		10/2024	chk# 1092 92647167 :CHECKscan Payment		1,000.00	364.51	40281253
10/08/2024		10/2024	chk# 1092 92647178 :CHECKscan Payment		294.51	70.00	40281254
11/01/2024	rent	11/2024	Base Rent (11/2024)	1,294.51		1,364.51	165123576
11/07/2024		11/2024	chk# 1092 92652139 :CHECKscan Payment		1,000.00	364.51	40875634
11/07/2024		11/2024	chk# 1092 92652140 :CHECKscan Payment		294.51	70.00	40875635
12/01/2024	rent	12/2024	Base Rent (12/2024)	1,294.51		1,364.51	167460840
12/01/2024	rent	12/2024	Rental Increase December 2024	24.60		1,389.11	167935761
12/05/2024		12/2024	chk# 1092 92656792 :CHECKscan Payment		1,000.00	389.11	41420084
12/05/2024		12/2024	chk# 1092 92656803 :CHECKscan Payment		319.11	70.00	41420085
12/20/2024	latefee	01/2025	reversing 2 late fees for August and September	70.00		140.00	168212561
12/20/2024	latefee	01/2025	reversing incorrect late fee charge	(70.00)		70.00	168212575
12/20/2024	latefee	01/2025	reversing 2 late fees for August and September	(70.00)		0.00	168212583
01/01/2025	rent	01/2025	Base Rent (01/2025)	1,319.11		1,319.11	170138809
01/06/2025		01/2025	chk# 1092 92660873 :CHECKscan Payment		1,000.00	319.11	41991469
01/06/2025		01/2025	chk# 1092 92660884 :CHECKscan Payment		319.11	0.00	41991470
02/01/2025	rent	02/2025	Base Rent (02/2025)	1,319.11		1,319.11	172161789
02/09/2025		02/2025	chk# 90 :CHECKscan Payment		1,000.00	319.11	42637465
02/09/2025		02/2025	chk# 90 :CHECKscan Payment		319.11	0.00	42637466

Exhibit C

R008

Resident Ledger

Earleen Jenkins

245 East OKeefe Street
1
East Palo Alto, CA, 94303

Date:	8/11/2021
Resident Code:	t1559524
Property:	014420
Unit:	209-1
Status:	Current
Rent:	$1,176.96
Deposit:	$300.00
Move In Date:	03/28/07
Move Out Date:	
Due Day:	1
Tel Num(Office)	
Tel Num(Home)	

Date	Post Mo	Description	Charges	Payments	Balance
		Balance Forward			**0.00**
02/17/16	12/2015			300.00	(300.00)
02/17/16	12/2015	Load Security Deposit	300.00		0.00
03/01/16	3/2016	Leased Rent (03/2016)	1,024.70		1,024.70
03/01/16	3/2016	Other income (03/2016)	9.75		1,034.45
03/04/16	3/2016	Chk# 1110		1,034.45	0.00
04/01/16	4/2016	Leased Rent (04/2016)	1,024.70		1,024.70
04/01/16	4/2016	Other income (04/2016)	9.75		1,034.45
04/04/16	4/2016	Chk# 1112 - Reapplied Receipt		1,034.45	0.00
04/06/16	4/2016	Late fees	50.00		50.00
04/08/16	4/2016	Resident paid on time.	(50.00)		0.00
05/01/16	5/2016	Leased Rent (05/2016)	1,024.70		1,024.70
05/01/16	5/2016	Other income (05/2016)	9.75		1,034.45
05/04/16	5/2016	Chk# 1114 - :CHECKscan Payment		1,034.45	0.00
06/01/16	6/2016	Leased Rent (06/2016)	1,024.70		1,024.70
06/01/16	6/2016	Other income (06/2016)	9.75		1,034.45
06/03/16	6/2016	Chk# 1116 - :CHECKscan Payment		1,034.45	0.00
07/01/16	7/2016	Chk# 1117 - :CHECKscan Payment		1,059.04	(1,059.04)
07/01/16	7/2016	Leased Rent (07/2016)	1,049.29		(9.75)
07/01/16	7/2016	Other income (07/2016)	9.75		0.00
08/01/16	8/2016	Leased Rent (08/2016)	1,049.29		1,049.29
08/01/16	8/2016	Other income (08/2016)	9.75		1,059.04
08/04/16	8/2016	Chk# 1119 - :CHECKscan Payment		1,059.04	0.00
09/01/16	9/2016	Leased Rent (09/2016)	1,049.29		1,049.29
09/01/16	9/2016	Other income (09/2016)	9.75		1,059.04
09/02/16	9/2016	Chk# 1120 - :CHECKscan Payment		1,059.04	0.00
10/01/16	10/2016	Leased Rent (10/2016)	1,049.29		1,049.29
10/01/16	10/2016	Other income (10/2016)	9.75		1,059.04
10/04/16	10/2016	Chk# 1121 - :CHECKscan Payment		1,059.04	0.00
11/01/16	11/2016	Leased Rent (11/2016)	1,049.29		1,049.29
11/01/16	11/2016	Other income (11/2016)	9.75		1,059.04
11/04/16	11/2016	Chk# 1124 - :CHECKscan Payment		1,059.04	0.00
12/01/16	12/2016	Leased Rent (12/2016)	1,049.29		1,049.29
12/01/16	12/2016	Other income (12/2016)	9.75		1,059.04

R009

Resident Ledger

Earleen Jenkins

245 East OKeefe Street
1
East Palo Alto, CA, 94303

Date:	8/11/2021
Resident Code:	t1559524
Property:	014420
Unit:	209-1
Status:	Current
Rent:	$1,176.96
Deposit:	$300.00
Move In Date:	03/28/07
Move Out Date:	
Due Day:	1
Tel Num(Office)	
Tel Num(Home)	

Date	Post Mo	Description	Charges	Payments	Balance
12/02/16	12/2016	Chk# 1128 - :CHECKscan Payment		1,059.04	0.00
01/01/17	1/2017	Leased Rent (01/2017)	1,059.04		1,059.04
01/04/17	1/2017	Chk# 1129 - :CHECKscan Payment		1,059.04	0.00
02/01/17	2/2017	Leased Rent (02/2017)	1,059.04		1,059.04
02/03/17	2/2017	Chk# 1130 - :CHECKscan Payment		1,059.04	0.00
03/01/17	3/2017	Leased Rent (03/2017)	1,059.04		1,059.04
03/02/17	3/2017	Chk# 1131 - :CHECKscan Payment		1,059.04	0.00
04/01/17	4/2017	Leased Rent (04/2017)	1,059.04		1,059.04
04/04/17	4/2017	Chk# 1132 - :CHECKscan Payment		1,059.04	0.00
05/01/17	5/2017	Leased Rent (05/2017)	1,059.04		1,059.04
05/04/17	5/2017	Chk# 1135 - :CHECKscan Payment		1,059.00	0.04
05/05/17	5/2017	Late fees	100.00		100.04
06/01/17	6/2017	Leased Rent (06/2017)	1,059.04		1,159.08
06/02/17	6/2017	Chk# 1133 - :CHECKscan Payment		1,059.00	100.08
06/05/17	6/2017	Late fees	100.00		200.08
06/22/17	6/2017	rent paid on time	(100.00)		100.08
07/01/17	7/2017	Leased Rent (07/2017)	1,087.63		1,187.71
07/04/17	7/2017	Chk# 107843561386 - :CHECKscan Payment		1,000.00	187.71
07/04/17	7/2017	1078 43561397 - :CHECKscan Payment		87.63	100.08
07/05/17	7/2017	Late fees	100.00		200.08
07/06/17	7/2017	may and july 2017 base rent pd on time. approved by bm and srbm.	(200.00)		0.08
08/01/17	8/2017	Leased Rent (08/2017)	1,087.63		1,087.71
08/05/17	8/2017	Late fees	100.00		1,187.71
08/05/17	11/2017	Paid rent on time	(100.00)		1,087.71
08/07/17	8/2017	1076 56551079 - :CHECKscan Payment		1,000.00	87.71
08/07/17	8/2017	1076 56551080 - :CHECKscan Payment		87.71	0.00
09/01/17	9/2017	Leased Rent (09/2017)	1,087.63		1,087.63
09/05/17	9/2017	Chk# 107843574795 - :CHECKscan Payment		1,000.00	87.63
09/05/17	9/2017	1078 43574806 - :CHECKscan Payment		87.63	0.00
09/05/17	9/2017	Late fees	100.00		100.00
09/05/17	9/2017	rent paid on time	(100.00)		0.00
10/01/17	10/2017	Leased Rent (10/2017)	1,087.63		1,087.63
10/04/17	10/2017	Chk# 40176407746470 - :CHECKscan Payment		1,000.00	87.63
10/04/17	10/2017	Chk# 40176407746488 - :CHECKscan Payment		87.63	0.00

R010

Resident Ledger

Earleen Jenkins

245 East OKeefe Street
1
East Palo Alto, CA, 94303

Date:	8/11/2021
Resident Code:	t1559524
Property:	014420
Unit:	209-1
Status:	Current
Rent:	$1,176.96
Deposit:	$300.00
Move In Date:	03/28/07
Move Out Date:	
Due Day:	1
Tel Num(Office)	
Tel Num(Home)	

Date	Post Mo	Description	Charges	Payments	Balance
11/01/17	11/2017	Leased Rent (11/2017)	1,087.63		1,087.63
11/04/17	11/2017	Chk# 107843583375 - :CHECKscan Payment		1,000.00	87.63
11/04/17	11/2017	Chk# 1078 - :CHECKscan Payment		87.63	0.00
11/05/17	11/2017	Late fees	100.00		100.00
11/05/17	11/2017	Paid rent on time	(100.00)		0.00
12/01/17	12/2017	Leased Rent (12/2017)	1,087.63		1,087.63
12/04/17	12/2017	Chk# 107989653761 - :CHECKscan Payment		1,000.00	87.63
12/04/17	12/2017	Chk# 107989653772 - :CHECKscan Payment		87.63	0.00
12/05/17	12/2017	Late fees	100.00		100.00
12/05/17	12/2017	Late fee waived, paid rent on time	(100.00)		0.00
01/01/18	1/2018	Leased Rent (01/2018)	1,087.63		1,087.63
01/04/18	1/2018	Chk# 90 - :CHECKscan Payment		1,000.00	87.63
01/04/18	1/2018	1079 89659063 - :CHECKscan Payment		87.63	0.00
02/01/18	2/2018	Leased Rent (02/2018)	1,087.63		1,087.63
02/04/18	2/2018	Chk# 90 - :CHECKscan Payment		1,000.00	87.63
02/04/18	2/2018	Chk# 90 - :CHECKscan Payment		87.63	0.00
03/01/18	3/2018	Leased Rent (03/2018)	1,087.63		1,087.63
03/04/18	3/2018	Chk# 90 - :CHECKscan Payment		1,000.00	87.63
03/04/18	3/2018	Chk# 90 - :CHECKscan Payment		87.63	0.00
03/05/18	3/2018	Late fees	100.00		100.00
03/08/18	3/2018	late fee waived resident paid rent on time	(100.00)		0.00
04/01/18	4/2018	Leased Rent (04/2018)	1,087.63		1,087.63
04/05/18	4/2018	Late fees	100.00		1,187.63
04/05/18	5/2018	Incorrect late fee charge amount	(100.00)		1,087.63
04/06/18	5/2018	Correctec late fee charge	25.00		1,112.63
04/13/18	4/2018	1073 65656080 - :CHECKscan Payment		100.00	1,012.63
04/18/18	4/2018	Chk# 110793 - :CHECKscan Payment		1,087.63	(75.00)
05/01/18	5/2018	Leased Rent (05/2018)	1,087.63		1,012.63
05/05/18	5/2018	Late fees	100.00		1,112.63
05/05/18	5/2018	Incorrect late fee charge amount	(100.00)		1,012.63
05/06/18	5/2018	Corrected late fee charge	25.00		1,037.63
05/14/18	5/2018	Chk# 00006140 - :CHECKscan Payment		1,187.63	(150.00)
06/01/18	6/2018	Leased Rent (06/2018)	1,087.63		937.63
06/05/18	6/2018	1079 89681448 - :CHECKscan Payment		1,000.00	(62.37)

R011

Resident Ledger

Earleen Jenkins

245 East OKeefe Street
1
East Palo Alto, CA, 94303

Date:	8/11/2021
Resident Code:	t1559524
Property:	014420
Unit:	209-1
Status:	Current
Rent:	$1,176.96
Deposit:	$300.00
Move In Date:	03/28/07
Move Out Date:	
Due Day:	1
Tel Num(Office)	
Tel Num(Home)	

Date	Post Mo	Description	Charges	Payments	Balance
06/05/18	7/2018	Chk# 90 - Reapplied Receipt		87.63	(150.00)
07/01/18	7/2018	Leased Rent (07/2018)	1,119.17		969.17
07/05/18	7/2018	Chk# 90 - :CHECKscan Payment		1,000.00	(30.83)
07/05/18	7/2018	Chk# 90 - :CHECKscan Payment		119.17	(150.00)
08/01/18	8/2018	Leased Rent (08/2018)	1,119.17		969.17
08/06/18	8/2018	1073 65655518 - :CHECKscan Payment		1,000.00	(30.83)
08/06/18	8/2018	1073 65655529 - :CHECKscan Payment		119.17	(150.00)
09/01/18	9/2018	Leased Rent (09/2018)	1,119.17		969.17
09/05/18	9/2018	1073 65678420 - :CHECKscan Payment		1,000.00	(30.83)
09/05/18	1/2020	1073 65678431 - Reapplied Receipt		119.17	(150.00)
10/01/18	10/2018	Leased Rent (10/2018)	1,119.17		969.17
10/05/18	10/2018	Chk# 90 - :CHECKscan Payment		1,000.00	(30.83)
10/05/18	10/2018	1082 69685271 - :CHECKscan Payment		119.17	(150.00)
11/01/18	11/2018	Leased Rent (11/2018)	1,119.17		969.17
11/07/18	11/2018	1073 65681555 - :CHECKscan Payment		1,000.00	(30.83)
11/07/18	11/2018	1073 65681566 - :CHECKscan Payment		119.17	(150.00)
12/01/18	12/2018	Leased Rent (12/2018)	1,119.17		969.17
12/03/18	12/2018	Chk# 0027718243 - :CHECKscan Payment		1,000.00	(30.83)
12/03/18	12/2018	Chk# 0027715793 - :CHECKscan Payment		119.17	(150.00)
12/11/18	12/2018	Late fees	35.00		(115.00)
01/01/19	1/2019	Leased Rent (01/2019)	1,119.17		1,004.17
01/03/19	1/2019	1082 69701650 - :CHECKscan Payment		1,000.00	4.17
01/03/19	1/2019	Chk# 108269701661 - :CHECKscan Payment		119.17	(115.00)
02/01/19	2/2019	Leased Rent (02/2019)	1,119.17		1,004.17
02/04/19	2/2019	1082 69707667 - :CHECKscan Payment		1,000.00	4.17
02/04/19	2/2019	1082 69707678 - :CHECKscan Payment		119.17	(115.00)
03/01/19	3/2019	Leased Rent (03/2019)	1,119.17		1,004.17
03/05/19	3/2019	1081 10507549 - :CHECKscan Payment		1,000.00	4.17
03/05/19	3/2019	1081 10507550 - :CHECKscan Payment		119.17	(115.00)
04/01/19	4/2019	Leased Rent (04/2019)	1,119.17		1,004.17
04/05/19	4/2019	1083 86491697 - :CHECKscan Payment		1,000.00	4.17
04/05/19	4/2019	1083 86491708 - :CHECKscan Payment		119.17	(115.00)
05/01/19	5/2019	Leased Rent (05/2019)	1,119.17		1,004.17
05/06/19	5/2019	1082 69712529 - :CHECKscan Payment		1,000.00	4.17

R012

Resident Ledger

Earleen Jenkins

245 East OKeefe Street
1
East Palo Alto, CA, 94303

Date:	8/11/2021
Resident Code:	t1559524
Property:	014420
Unit:	209-1
Status:	Current
Rent:	$1,176.96
Deposit:	$300.00
Move In Date:	03/28/07
Move Out Date:	
Due Day:	1
Tel Num(Office)	
Tel Num(Home)	

Date	Post Mo	Description	Charges	Payments	Balance
05/06/19	5/2019	1082 69712530 - :CHECKscan Payment		119.17	(115.00)
05/08/19	5/2019	paid on time 12/2018	(35.00)		(150.00)
06/01/19	6/2019	Leased Rent (06/2019)	1,119.17		969.17
06/10/19	6/2019	1083 86510782 - :CHECKscan Payment		900.00	69.17
06/10/19	6/2019	Chk# 108386511520 - :CHECKscan Payment		223.36	(154.19)
06/11/19	6/2019	Late fees	35.00		(119.19)
07/01/19	7/2019	Leased Rent (07/2019)	1,150.50		1,031.31
07/08/19	7/2019	1083 86515193 - :CHECKscan Payment		1,000.00	31.31
07/08/19	7/2019	1083 86515204 - :CHECKscan Payment		150.50	(119.19)
08/01/19	8/2019	Leased Rent (08/2019)	1,150.50		1,031.31
08/07/19	8/2019	1083 86520473 - :CHECKscan Payment		1,000.00	31.31
08/07/19	8/2019	1083 86520495 - :CHECKscan Payment		150.50	(119.19)
09/01/19	9/2019	Leased Rent (09/2019)	1,150.50		1,031.31
09/05/19	9/2019	1083 86526369 - :CHECKscan Payment		1,000.00	31.31
09/05/19	9/2019	1083 86526370 - :CHECKscan Payment		150.50	(119.19)
10/01/19	10/2019	Leased Rent (10/2019)	1,150.50		1,031.31
10/04/19	10/2019	1085 37906169 - :CHECKscan Payment		1,000.00	31.31
10/04/19	10/2019	1085 37906170 - :CHECKscan Payment		150.50	(119.19)
11/01/19	11/2019	Leased Rent (11/2019)	1,150.50		1,031.31
11/11/19	11/2019	Chk# 108537919402 - :CHECKscan Payment		1,000.00	31.31
11/11/19	11/2019	1085 37919413 - :CHECKscan Payment		185.50	(154.19)
11/11/19	11/2019	Late fees	35.00		(119.19)
12/01/19	12/2019	Leased Rent (12/2019)	1,150.50		1,031.31
12/11/19	12/2019	Chk# 108537924913 - :CHECKscan Payment		1,000.00	31.31
12/11/19	12/2019	Chk# 108537924924 - :CHECKscan Payment		185.50	(154.19)
01/01/20	1/2020	Leased Rent (01/2020)	1,150.50		996.31
01/11/20	1/2020	Late fees	35.00		1,031.31
01/15/20	1/2020	Chk# 108537929929 - :CHECKscan Payment		1,000.00	31.31
01/15/20	1/2020	1085 37929930 - :CHECKscan Payment		180.50	(149.19)
02/01/20	2/2020	Leased Rent (02/2020)	1,150.50		1,001.31
02/11/20	2/2020	Late fees	35.00		1,036.31
02/14/20	2/2020	2090 70377582 - :CHECKscan Payment		1,000.00	36.31
02/14/20	2/2020	2090 70377593 - :CHECKscan Payment		185.50	(149.19)
03/01/20	3/2020	Leased Rent (03/2020)	1,150.50		1,001.31

R013

Resident Ledger

Earleen Jenkins

245 East OKeefe Street
1
East Palo Alto, CA, 94303

Date:	8/11/2021
Resident Code:	t1559524
Property:	014420
Unit:	209-1
Status:	Current
Rent:	$1,176.96
Deposit:	$300.00
Move In Date:	03/28/07
Move Out Date:	
Due Day:	1
Tel Num(Office)	
Tel Num(Home)	

Date	Post Mo	Description	Charges	Payments	Balance
03/11/20	3/2020	Late fees	35.00		1,036.31
03/16/20	3/2020	1085 37916234 - :CHECKscan Payment		1,000.00	36.31
03/16/20	3/2020	1085 37941040 - :CHECKscan Payment		185.50	(149.19)
04/01/20	4/2020	Leased Rent (04/2020)	1,150.50		1,001.31
04/11/20	4/2020	Late fees	35.00		1,036.31
04/20/20	4/2020	Reverse Late Fee from April	(35.00)		1,001.31
05/01/20	5/2020	Leased Rent (05/2020)	1,150.50		2,151.81
06/01/20	6/2020	Leased Rent (06/2020)	1,150.50		3,302.31
06/02/20	6/2020	1087 43445283 - :CHECKscan Payment		1,000.00	2,302.31
06/02/20	6/2020	1087 43445294 - :CHECKscan Payment		150.50	2,151.81
07/01/20	7/2020	Leased Rent (07/2020)	1,150.50		3,302.31
08/01/20	8/2020	Leased Rent (08/2020)	1,150.50		4,452.81
09/01/20	9/2020	Leased Rent (09/2020)	1,150.50		5,603.31
10/01/20	10/2020	Leased Rent (10/2020)	1,150.50		6,753.81
10/02/20	10/2020	1087 43449122 - :CHECKscan Payment		300.00	6,453.81
11/01/20	11/2020	Leased Rent (11/2020)	1,150.50		7,604.31
11/04/20	11/2020	1087 43479614 - :CHECKscan Payment		300.00	7,304.31
12/01/20	12/2020	Leased Rent (12/2020)	1,176.96		8,481.27
12/01/20	12/2020	COVID-19 Payment Plan (12/2020)	786.03		9,267.30
12/02/20	12/2020	Covid-19 payment plan total amount	(4,716.18)		4,551.12
12/07/20	12/2020	Chk# 108403785567 - :CHECKscan Payment		700.00	3,851.12
01/01/21	1/2021	Leased Rent (01/2021)	1,176.96		5,028.08
01/01/21	1/2021	COVID-19 Payment Plan (01/2021)	786.03		5,814.11
01/06/21	1/2021	1087 43451531 - :CHECKscan Payment		600.00	5,214.11
01/09/21	1/2021	Reversal of covidpp credits	3,144.12		8,358.23
02/01/21	2/2021	Leased Rent (02/2021)	1,176.96		9,535.19
02/04/21	2/2021	1084 36719040 - :CHECKscan Payment		800.00	8,735.19
03/01/21	3/2021	Leased Rent (03/2021)	1,176.96		9,912.15
03/05/21	3/2021	1084 36718621 - :CHECKscan Payment		800.00	9,112.15
04/01/21	4/2021	Leased Rent (04/2021)	1,176.96		10,289.11
04/06/21	4/2021	Chk# 108436730721 - :CHECKscan Payment		1,000.00	9,289.11
05/01/21	5/2021	Leased Rent (05/2021)	1,176.96		10,466.07
05/05/21	5/2021	Chk# 108436721008 - :CHECKscan Payment		1,000.00	9,466.07
05/05/21	5/2021	1084 36721019 - :CHECKscan Payment		176.96	9,289.11

R014

Resident Ledger

Earleen Jenkins

245 East OKeefe Street
1
East Palo Alto, CA, 94303

Date:	8/11/2021
Resident Code:	t1559524
Property:	014420
Unit:	209-1
Status:	Current
Rent:	$1,176.96
Deposit:	$300.00
Move In Date:	03/28/07
Move Out Date:	
Due Day:	1
Tel Num(Office)	
Tel Num(Home)	

Date	Post Mo	Description	Charges	Payments	Balance
06/01/21	6/2021	Leased Rent (06/2021)	1,176.96		10,466.07
06/04/21	6/2021	1084 36739323 - :CHECKscan Payment		1,000.00	9,466.07
06/04/21	6/2021	Chk# 108436739334 - :CHECKscan Payment		176.96	9,289.11
07/01/21	7/2021	Leased Rent (07/2021)	1,176.96		10,466.07
07/07/21	7/2021	1089 41234897 - :CHECKscan Payment		1,000.00	9,466.07
07/07/21	7/2021	1089 41234908 - :CHECKscan Payment		176.96	9,289.11

Current	30 Days	60 Days	Over 90	Current Owed
0.00	**0.00**	**0.00**	**9,289.11**	**9,289.11**

Exhibit D

Work Order Cost Analysis Details

Property : Woodland Park (cawoopa2)

Unit : 209-1

WO#	Property	Unit	Priority	Status	Category	Brief Desc.	Call Date	Scheduled Date	Completed Date	Amount
6189613	cawoopa2	209-1	High	Work Completed	Pest Control	PEST - Termites	08/03/2022		08/09/2022	0
6204534	cawoopa2	209-1	Emergency	Work Completed		Tub Faucet Dripping	08/08/2022	08/08/2022	08/15/2022	0
6243947	cawoopa2	209-1	High	Work Completed	Plumbing	SERVICE-LOW WATER PRESSURE	08/19/2022	08/22/2022	09/06/2022	0
6243951	cawoopa2	209-1	High	Work Completed	Plumbing	SERVICE-SINK IS BACKED UP	08/19/2022	08/22/2022	08/22/2022	0
6243954	cawoopa2	209-1	Medium	Work Completed	Appliance Repair	SERVICE-DRIP PANS	08/19/2022	08/22/2022	08/22/2022	0
6265801	cawoopa2	209-1	High	Work Completed	Plumbing	SERVICE Kitchen sink backed up	08/26/2022	08/26/2022	09/07/2022	0
6265818	cawoopa2	209-1		Work Completed	Pest Control	TERMITES	08/26/2022		10/20/2022	0
6423958	cawoopa2	209-1	Emergency	Work Completed		Shower Low Water Pressure	10/17/2022	10/17/2022	10/25/2022	0
6522643	cawoopa2	209-1	High	Work Completed	Plumbing	SERVICE-BATHROOM SINk BACKED UP	11/14/2022	11/14/2022	11/27/2022	0
6522650	cawoopa2	209-1		Work Completed	Building Exterior	SERVICE-FRONT DOOR PAINTED	11/14/2022	11/14/2022	12/05/2022	0
6522654	cawoopa2	209-1		Work Completed	Window Replace / Repair	SERVICE-SCREENS	11/14/2022	11/14/2022	12/05/2022	0
6649349	cawoopa2	209-1	Emergency	Work Completed	Appliance Repair	GS Standard Appliance Repair	12/31/2022	01/02/2023	01/17/2023	0
6841193	cawoopa2	209-1	Emergency	Work Completed	Appliance Repair	SERVICE-FRIDGE IS OFF	03/06/2023	03/07/2023	03/08/2023	0
7384358	cawoopa2	209-1	Low	Work Completed	Appliance Repair	Garbage disposal	08/31/2023	09/01/2023	09/01/2023	0
7399930	cawoopa2	209-1	Emergency	Work Completed	Plumbing	emergency-the sink is leaking	09/05/2023	09/06/2023	09/06/2023	0
7538748	cawoopa2	209-1	Emergency	Work Completed	Locks / Keys	Front door PTE 650-656-7903 call be	10/18/2023	10/19/2023	10/22/2023	0
7552352	cawoopa2	209-1		Work Completed	Locks / Keys	service- front door lock loose	10/23/2023	10/23/2023	10/26/2023	0
7552357	cawoopa2	209-1		Work Completed	Pest Control	MOTHS	10/23/2023		10/23/2023	0
7552361	cawoopa2	209-1		Work Completed	Window Replace / Repair	service-bedroom window	10/23/2023	10/23/2023	10/26/2023	0
7552367	cawoopa2	209-1		Work Completed	Window Replace / Repair	service-bathroom window	10/23/2023	10/23/2023	10/26/2023	0
7569966	cawoopa2	209-1		Work Completed	Locks / Keys	SERVICE-FRONT DOOR LOCK LOOSE	10/29/2023	10/30/2023	11/01/2023	0
7590684	cawoopa2	209-1	Low	Work Completed	Locks / Keys	lock	11/03/2023	11/04/2023	11/24/2023	0
7946900	cawoopa2	209-1	Medium	Work Completed	Appliance Repair	service-change the stove plates	03/01/2024	03/01/2024	03/05/2024	0
7958959	cawoopa2	209-1		Work Completed	Smoke or CO Detector	Serv- carbon Monoxide	03/05/2024	03/05/2024	03/07/2024	0
8429827	cawoopa2	209-1	Emergency	Work Completed	Pest Control	GS Standard Pest Control	06/25/2024		07/01/2024	0
8693902	cawoopa2	209-1	Emergency	Work Completed	Plumbing	The bathroom ceiling is leaking	08/22/2024	08/26/2024	08/27/2024	0
Total: 26										**0**

Work Order Cost Analysis Details

Property : Woodland Park (cawoopa2)

Unit : 209-1

WO#	Property	Unit	Priority	Status	Category	Brief Desc.	Call Date	Scheduled Date	Completed Date	Amount
8968242	cawoopa2	209-1		Work Completed	Community Amenities	Requesting elevator to come back	10/28/2024	11/01/2024	11/26/2024	0
8968247	cawoopa2	209-1		Work Completed	Building Exterior	Opened exterior wall	10/28/2024	11/01/2024	11/14/2024	0
8968253	cawoopa2	209-1		Work Completed	Building Exterior	Carport Beam damaged	10/28/2024	11/01/2024	11/14/2024	0
8968258	cawoopa2	209-1		Work Completed	Community Amenities	Emergency Exit signs damaged	10/28/2024	11/01/2024	11/14/2024	0
9127675	cawoopa2	209-1	Emergency	Work Completed	Locks / Keys	unsecured door	12/08/2024	12/09/2024	12/11/2024	0
9138940	cawoopa2	209-1	High	Work Completed	Locks / Keys	emergency-the door lock	12/11/2024	12/11/2024	12/13/2024	0
9156966	cawoopa2	209-1	Emergency	Work Completed	Plumbing	CALL B4 ENTRY 650-815-1860	12/16/2024	12/16/2024	01/17/2025	0
9173150	cawoopa2	209-1	Emergency	Work Completed	Building Interior	Door lock	12/19/2024	12/19/2024	12/20/2024	0
9203843	cawoopa2	209-1	Low	Work Completed	Water Intrusion	Moisture and discoloration	12/30/2024		01/17/2025	0
9345536	cawoopa2	209-1		Work Completed	Locks / Keys	Serv- front door lock	01/30/2025	01/30/2025	02/05/2025	0
Total: 10										**0**

Exhibit E

Woodland Park
5 Newell Ct
East Palo Alto,CA 94303
Office (650) 566-2000x

Work Order No. 6189613
Date Call: 8/3/2022 5:20:00 PM

Status Work Completed

Date Completed: 8/9/2022 3:10:00 PM
Brief Desc: PEST - Termites

Job Site: cawoopa2/209-1
245 East OKeefe Street
1
East Palo Alto,CA 94303

Caller Name: Earleen Jenkins
Caller Phone:
Occupant: Jenkins (t2439910)
Home (650) 283-5474x
Office (650) 656-7903x
Mobile (650) 441-4887x

Priority: High
Ok to enter? YES
Category: Pest Control

Access Notes: PTE

Problem Description: PTE

Residents son Bryan Jenkins called to make a report about his mothers apartment having termites in the bedroom window seal.

Bryan Jenkins
650 283-5474

OG

Parts & Labor

Quantity/ Hours	Item Type/ Employee Name	Description	Unit Price	Total

Total

Authorized by: _____
Signed by _____
Dated _____
Invoice No. _____

Technician Notes: Unable to determine termite activity. Further inspection required.

Woodland Park
5 Newell Ct
East Palo Alto,CA 94303
Office (650) 566-2000x

Work Order No. 6204534
Date Call: 8/8/2022 3:12:00 PM
Date Scheduled: 8/8/2022 5:25:56 PM

Status Work Completed

Date Completed: 8/15/2022 3:32:00 PM
Brief Desc: Tub Faucet Dripping

Job Site: cawoopa2/209-1
245 East OKeefe Street
1
East Palo Alto,CA 94303

Caller Name: Earleen Jenkins
Caller Phone:
Occupant: Jenkins (t2439910)
Home (650) 283-5474x
Office (650) 656-7903x
Mobile (650) 441-4887x

Priority: Emergency
Ok to enter? NO

Problem Description: no PTE pls call 650-283-5474
The faucet is dripping for the tub.
EA

Parts & Labor

Quantity/ Hours	Item Type/ Employee Name	Description	Unit Price	Total
0.0000	Torres	Torres	0.00	0.00
0.0000	Torres	Torres	0.00	0.00
0.0000	Torres	Torres	0.00	0.00
			Total	0.00

Authorized by: _____
Signed by _____
Dated _____
Invoice No. _____

Technician Notes: [eduardo.torres@greystar.com 8/11/22 3:12 PM]
nobody home no permission to enter living message in the door to resident call me take photo.

[eduardo.torres@greystar.com 8/11/22 7:53 PM]
bathroom tub replace 3 valves the pipe of spout is broken
I call to Trejos to fix
Trejos plumbing call me says the pipe inside is broken tomorrow replace the new valve take photos.

[eduardo.torres@greystar.com 8/12/22 12:05 PM]
Trejos plumbing call me says the resident cancel today and says to Trejos ok 8/15/22 replace the bathroom tub valve.

[eduardo.torres@greystar.com 8/15/22 3:32 PM]
Trejos plumbing call me says is done the bathroom tub valve faucet take photos

Woodland Park
5 Newell Ct
East Palo Alto,CA 94303
Office (650) 566-2000x

Work Order No. 6243944
Date Call: 8/19/2022 5:56:00 PM

Date Scheduled: 8/22/2022 8:20:00 AM

Status Canceled

Date Canceled: 9/13/2022 9:15:13 AM

Brief Desc: SERVICE- REGLAZE

Job Site: cawoopa2/209-1
245 East OKeefe Street
1
East Palo Alto,CA 94303

Caller Name: Earleen Jenkins

Caller Phone:
Occupant: Jenkins (t2439910)
Home (650) 283-5474x
Office (650) 656-7903x
Mobile (650) 441-4887x

Priority: Medium
Ok to enter? NO
Category: Plumbing

SubCategory: Tub

Access Notes: NO PTE call 650 283-5474

Problem Description: NO PTE CALL 650 283 5475

Tub needs to be inspected for possible reglazing.

also inspect tub for re caulking

drain in the tub needs to be replaced its very old

OG

Parts & Labor

Quantity/ Hours	Item Type/ Employee Name	Description	Unit Price	Total
0.0000	Blanco		0.00	0.00
			Total	0.00

Authorized by: _____
Signed by _____
Dated _____
Invoice No. _____

Technician Notes: resident will call back when he is ready.

Woodland Park
5 Newell Ct
East Palo Alto,CA 94303
Office (650) 566-2000x

Work Order No. 6243947
Date Call: 8/19/2022 6:05:00 PM
Date Scheduled: 8/22/2022 8:21:00 AM
Status Work Completed
Date Completed: 9/6/2022 12:07:51 PM
Brief Desc: SERVICE- LOW WATER PRESSURE

Job Site: cawoopa2/209-1
245 East OKeefe Street
1
East Palo Alto,CA 94303

Caller Name: Earleen Jenkins
Caller Phone:
Occupant: Jenkins (t2439910)
Home (650) 283-5474x
Office (650) 656-7903x
Priority: High
Mobile (650) 441-4887x
Ok to enter? NO
Category: Plumbing
SubCategory: Tub

Access Notes: NO PTE

Problem Description: NO PTE CALL 650 283-5474

resident reports that water pressure in tub is low. please inspect

OG

Parts & Labor

Quantity/ Hours	Item Type/ Employee Name	Description	Unit Price	Total
147.0700	Torres	Torres	0.00	0.00
			Total	0.00

Authorized by: _____
Signed by _____
Dated _____
Invoice No. _____

Technician Notes: [eduardo.torres@greystar.com 8/31/22 12:57 PM]
nobody home no permission to enter living message in the door the resident call office to appointment take photo.

Water pressure is fine, shower head and water pressure are working under condition.

Woodland Park
5 Newell Ct
East Palo Alto,CA 94303
Office (650) 566-2000x

Work Order No. 6243951
Date Call: 8/19/2022 6:07:00 PM
Date Scheduled: 8/22/2022 8:21:00 AM
Date Completed: 8/22/2022 10:42:00 AM
Brief Desc: SERVICE- SINK IS BACKED UP

Status Work Completed

Job Site: cawoopa2/209-1
245 East OKeefe Street
1
East Palo Alto,CA 94303

Caller Name: Earleen Jenkins
Caller Phone:
Occupant: Jenkins (t2439910)
Home (650) 283-5474x
Office (650) 656-7903x
Mobile (650) 441-4887x

Priority: High
Ok to enter? NO
Category: Plumbing
SubCategory: Bath Sink

Access Notes: NO PTE CALL

Problem Description: NO PTE 650 283-5474

resident reported sink is backed up please inspect.

OG

Parts & Labor

Quantity/ Hours	Item Type/ Employee Name	Description	Unit Price	Total
0.0000	Torres	Torres	0.00	0.00
			Total	0.00

Authorized by: _____
Signed by _____
Dated _____
Invoice No. _____

Technician Notes: [eduardo.torres@greystar.com 8/22/22 10:42 AM]
the bathroom sink the water running well.

Woodland Park
5 Newell Ct
East Palo Alto,CA 94303
Office (650) 566-2000x

Work Order No. 6243954
Date Call: 8/19/2022 6:08:00 PM
Date Scheduled: 8/22/2022 8:22:00 AM

Status Work Completed

Date Completed: 8/22/2022 10:41:00 AM
Brief Desc: SERVICE- DRIP PANS

Job Site: cawoopa2/209-1
245 East OKeefe Street
1
East Palo Alto,CA 94303

Caller Name: Earleen Jenkins
Caller Phone:
Occupant: Jenkins (t2439910)
Home (650) 283-5474x
Office (650) 656-7903x
Mobile (650) 441-4887x

Priority: Medium
Ok to enter? NO
Category: Appliance Repair
SubCategory: Stove

Access Notes: NO PTE

Problem Description: NO PTE CALL 650 283-5474

resident reported her drip pans need to be replaced. please inspect.

OG

Parts & Labor

Quantity/ Hours	Item Type/ Employee Name	Description	Unit Price	Total
0.0000	Torres	Torres	0.00	0.00
			Total	0.00

Authorized by: _____
Signed by _____
Dated _____
Invoice No. _____

Technician Notes: [eduardo.torres@greystar.com 8/22/22 10:41 AM]
stove replace 2 large burners and 4 drip pans take photo

Woodland Park
5 Newell Ct
East Palo Alto,CA 94303
Office (650) 566-2000x

Work Order No. 6265801
Date Call: 8/26/2022 3:38:00 PM
Date Scheduled: 8/26/2022 4:08:00 PM

Status Work Completed

Date Completed: 9/7/2022 12:05:00 PM
Brief Desc: SERVICE Kitchen sink backed up

Job Site: cawoopa2/209-1
245 East OKeefe Street
1
East Palo Alto,CA 94303

Caller Name: Earleen Jenkins
Caller Phone:
Occupant: Jenkins (t2439910)
Home (650) 283-5474x
Office (650) 656-7903x
Mobile (650) 441-4887x

Priority: High
Ok to enter? NO
Category: Plumbing
SubCategory: Kitchen Sink

Access Notes: No PTE 650 283-5474

Problem Description: No PTE 650 283-5474

back flow in kitchen sink and bad smell coming out of it

OG

Parts & Labor

Quantity/ Hours	Item Type/ Employee Name	Description	Unit Price	Total
0.0000	Torres	Torres	0.00	0.00
			Total	0.00

Authorized by: _____
Signed by _____
Dated _____
Invoice No. _____

Technician Notes: we cleaned the garbage disposal because it was really dirty and had a lot of dirty water

Woodland Park
5 Newell Ct
East Palo Alto,CA 94303
Office (650) 566-2000x

Work Order No. 6265818
Date Call: 8/26/2022 3:41:00 PM

Status Work Completed

Date Completed: 10/20/2022 11:22:00 AM
Brief Desc: TERMITES

Job Site: cawoopa2/209-1
245 East OKeefe Street
1
East Palo Alto,CA 94303

Caller Name: Earleen Jenkins

Caller Phone:
Occupant: Jenkins (t2439910)
Home (650) 283-5474x
Office (650) 656-7903x
Mobile (650) 441-4887x

Ok to enter? NO
Category: Pest Control

Problem Description: Near the windows is the kitchen bathroom and the bedroom windows
JL

Parts & Labor

Quantity/ Hours	Item Type/ Employee Name	Description	Unit Price	Total

Total

Authorized by: _____
Signed by _____
Dated _____
Invoice No. _____

Technician Notes: 10/17 BANNER we are unable to inspect for termites

Woodland Park
5 Newell Ct
East Palo Alto,CA 94303
Office (650) 566-2000x

Work Order No. 6423958
Date Call: 10/17/2022 1:44:00 PM
Date Scheduled: 10/17/2022 3:12:26 PM

Status Work Completed

Date Completed: 10/25/2022 3:29:00 PM
Brief Desc: Shower Low Water Pressure

Job Site: cawoopa2/209-1
245 East OKeefe Street
1
East Palo Alto,CA 94303

Caller Name: Earleen Jenkins
Caller Phone: (650) 283-5474x
Occupant: Jenkins (t2439910)
Home (650) 283-5474x
Office (650) 656-7903x
Mobile (650) 441-4887x

Priority: Emergency
Ok to enter? YES

Access Notes: PTE

Problem Description: PTE
The shower water pressure is very low. Inspect shower head and valves.
EAC

Parts & Labor

Quantity/ Hours	Item Type/ Employee Name	Description	Unit Price	Total
0.0000	Torres	Torres	0.00	0.00
			Total	0.00

Authorized by: _____
Signed by _____
Dated _____
Invoice No. _____

Technician Notes: [eduardo.torres@greystar.com 10/25/22 3:29 PM]
bathroom replace the shower head take photos.

Woodland Park
5 Newell Ct
East Palo Alto,CA 94303
Office (650) 566-2000x

Work Order No. 6522643
Date Call: 11/14/2022 5:46:00 PM
Date Scheduled: 11/14/2022 5:54:24 PM
Date Completed: 11/27/2022 12:11:00 PM
Brief Desc: SERVICE- BATHROOM SINk BACKED UP

Status Work Completed

Job Site: cawoopa2/209-1
245 East OKeefe Street
1
East Palo Alto,CA 94303

Caller Name: Earleen Jenkins
Caller Phone: (650) 283-5474x
Occupant: Jenkins (t2439910)
Home (650) 283-5474x
Office (650) 656-7903x
Mobile (650) 441-4887x

Priority: High
Ok to enter? NO
Category: Plumbing
SubCategory: Bath Sink

Access Notes: NO PTE

Problem Description: NO PTE

bathroom sink is backed up

bryan
650 283 5474

OG

Parts & Labor

Quantity/ Hours	Item Type/ Employee Name	Description	Unit Price	Total
0.0000	Torres	Torres	0.00	0.00
0.0000	Torres	Torres	0.00	0.00
0.0000	Torres	Torres	0.00	0.00
			Total	0.00

Authorized by: _____
Signed by _____
Dated _____
Invoice No. _____

Technician Notes: [eduardo.torres@greystar.com 11/20/22 11:33 AM]
nobody home no permission to enter living message in the door to resident call office when is in home take photos

[eduardo.torres@greystar.com 11/22/22 4:35 PM]
nobody home no permission to enter living message in the door to resident call me take photo

[eduardo.torres@greystar.com 11/27/22 12:11 PM]
Check the bathroom sink running water is not clogged.

Woodland Park
5 Newell Ct
East Palo Alto,CA 94303
Office (650) 566-2000x

Work Order No. 6522650
Date Call: 11/14/2022 5:48:00 PM
Date Scheduled: 11/14/2022 5:54:41 PM

Status Work Completed

Date Completed: 12/5/2022 8:31:00 PM
Brief Desc: SERVICE- FRONT DOOR PAINTED

Job Site: cawoopa2/209-1
245 East OKeefe Street
1
East Palo Alto,CA 94303

Caller Name: Earleen Jenkins
Caller Phone: (650) 283-5474x
Occupant: Jenkins (t2439910)
Home (650) 283-5474x
Office (650) 656-7903x
Mobile (650) 441-4887x

Ok to enter? NO
Category: Building Exterior
SubCategory: Front Door

Access Notes: NO PTE

Problem Description: PTE

front door needs to be painted again a brown color

Bryan
650 283 5474

OG

Parts & Labor

Quantity/ Hours	Item Type/ Employee Name	Description	Unit Price	Total
0.0000	Torres	Torres	0.00	0.00
0.0000	Torres	Torres	0.00	0.00
0.0000	Torres	Torres	0.00	0.00
			Total	0.00

Authorized by: _____
Signed by _____
Dated _____
Invoice No. _____

Technician Notes: [eduardo.torres@greystar.com 11/20/22 11:34 AM]
nobody home no permission to enter living message in the door to resident call office

[eduardo.torres@greystar.com 11/22/22 4:35 PM]
nobody home no permission to enter living message in the door to resident call me take photo

[eduardo.torres@greystar.com 12/5/22 8:31 PM]
Check the entrance door the resident used two tone paint. he is responsible for painting the front door in the original color the order was canceled

Woodland Park
5 Newell Ct
East Palo Alto,CA 94303
Office (650) 566-2000x

Work Order No. 6522654
Date Call: 11/14/2022 5:49:00 PM
Date Scheduled: 11/14/2022 5:55:02 PM

Status Work Completed

Date Completed: 12/5/2022 9:09:00 PM
Brief Desc: SERVICE- SCREENS

Job Site: cawoopa2/209-1
245 East OKeefe Street
1
East Palo Alto,CA 94303

Caller Name: Earleen Jenkins
Caller Phone: (650) 283-5474x
Occupant: Jenkins (t2439910)
Home (650) 283-5474x
Office (650) 656-7903x
Mobile (650) 441-4887x

Ok to enter? NO
Category: Window Replace / Repair
SubCategory: Screens

Access Notes: NO PTE

Problem Description: NO PTE

SCREENS IN ALL WINDOWS NEED TO BE REPLACED

Bryan
650 283 5474

OG

Parts & Labor

Quantity/ Hours	Item Type/ Employee Name	Description	Unit Price	Total
0.0000	Torres	Torres	0.00	0.00
0.0000	Torres	Torres	0.00	0.00
0.0000	Torres	Torres	0.00	0.00
0.0000	Torres	Torres	0.00	0.00
			Total	0.00

Authorized by: _____
Signed by _____
Dated _____
Invoice No. _____

Technician Notes: [eduardo.torres@greystar.com 11/20/22 11:35 AM]
nobody home no permission to enter living message in the door to resident call office to an appointment take photo

[eduardo.torres@greystar.com 11/22/22 4:36 PM]
nobody home no permission to enter living message in the door to resident call me take photo.

[eduardo.torres@greystar.com 11/27/22 12:12 PM]
the resident says tomorrow 11/28/22 10:00 am. replace the screens.

[eduardo.torres@greystar.com 12/5/22 9:08 PM]
the screen mesh of the 2 bedrooms, living room and the bedroom.

Woodland Park
5 Newell Ct
East Palo Alto,CA 94303
Office (650) 566-2000x

Work Order No. 6649349
Date Call: 12/31/2022 12:17:00 PM

Date Scheduled: 1/2/2023 9:04:00 AM

Status Work Completed

Date Completed: 1/17/2023 6:26:00 PM
Brief Desc: GS Standard Appliance Repair

Job Site: cawoopa2/209-1
245 East OKeefe Street
1
East Palo Alto,CA 94303

Caller Name: Earleen Jenkins

Caller Phone: (650) 283-5474x
Occupant: Jenkins (t2439910)
Home (650) 283-5474x
Office (650) 656-7903x
Mobile (650) 441-4887x

Priority: Emergency
Ok to enter? YES
Category: Appliance Repair

SubCategory: Stove

Problem Description: PTE
Stove not work
LR

Parts & Labor

Quantity/ Hours	Item Type/ Employee Name	Description	Unit Price	Total
0.0000	Torres	Torres	0.00	0.00
0.0000	Torres	Torres	0.00	0.00
			Total	0.00

Authorized by: _____
Signed by _____
Dated _____
Invoice No. _____

Technician Notes: [eduardo.torres@greystar.com 1/17/23 2:17 PM]
nobody home living message in the door to resident call me for an appointment take photo

[eduardo.torres@greystar.com 1/17/23 6:26 PM]
I chek the oven is not working properly Enrique approve replace
replace the new stove take photos.

Woodland Park
5 Newell Ct
East Palo Alto,CA 94303
Office (650) 566-2000x

Work Order No. 6841193
Date Call: 3/6/2023 5:47:00 PM
Date Scheduled: 3/7/2023 8:42:00 AM
Date Completed: 3/8/2023 3:38:54 PM
Brief Desc: SERVICE- FRIDGE IS OFF

Status Work Completed

Job Site: cawoopa2/209-1
245 East OKeefe Street
1
East Palo Alto,CA 94303

Caller Name: Earleen Jenkins
Caller Phone: (650) 283-5474x
Occupant: Jenkins (t2439910)
Home (650) 283-5474x
Office (650) 656-7903x
Mobile (650) 441-4887x

Priority: Emergency
Ok to enter? NO
Category: Appliance Repair
SubCategory: Refrigerator

Access Notes: PTE:no POC at home PETS:no Alarms:no

NO PTE CALL

Problem Description: UPDATE 3/07/23 4:53 pm CST. Resident requests ETA.
The refrigerator stopped working at 5:40 yesterday, he mentioned that the electrical box needs to check.
ph# (650) 656-7903
Priority: routine
CMelendez/RCC

NO PTE CALL BEFORE

Fridge is not working its completley off and wont turn on

Brian Jenkins
650 656 7903

OG

Parts & Labor

Quantity/ Hours	Item Type/ Employee Name	Description	Unit Price	Total
20.4500	Torres	Torres	0.00	0.00
			Total	0.00

Authorized by: _____
Signed by _____
Dated _____
Invoice No. _____

Technician Notes: [eduardo.torres@greystar.com 3/7/23 6:20 PM]
I come and chek the refrigerator and I said let check the braker is in closet but he have a lot thing there and he don't wanna move nothing and he said me out he want a new refrigerator and I talk to enrique about that .

resident is no cooperating with the technician knows the the fridge works because resident trips the breaker for a new one . fridge work fine resident just wants a new one, the resident was told to speak with management.

Woodland Park
5 Newell Ct
East Palo Alto,CA 94303
Office (650) 566-2000x

Work Order No. 7094393
Date Call: 6/5/2023 5:22:00 PM

Date Scheduled: 6/5/2023 5:42:00 PM

Status Canceled

Date Canceled: 6/22/2023 3:51:10 PM

Brief Desc: tub service 6/19/2023

Job Site: cawoopa2/209-1
245 East OKeefe Street
1
East Palo Alto,CA 94303

Caller Name: Earleen Jenkins

Caller Phone: (650) 283-5474x
Occupant: Jenkins (t2439910)
Home (650) 283-5474x
Office (650) 656-7903x
Mobile (650) 441-4887x

Ok to enter? NO
Category: Plumbing

Problem Description: Call first
The tub it needs to be painted. please inspect
Brian
(650) 656-7903
AR

Parts & Labor

Quantity/ Hours	Item Type/ Employee Name	Description	Unit Price	Total
0.0000	Torres		0.00	0.00
			Total	0.00

Authorized by: _____
Signed by _____
Dated _____
Invoice No. _____

Technician Notes: RESIDENT CANCELLED.

Woodland Park
5 Newell Ct
East Palo Alto,CA 94303
Office (650) 566-2000x

Work Order No. 7094397
Date Call: 6/5/2023 5:24:00 PM

Status Canceled

Date Canceled: 6/5/2023 5:44:18 PM

Brief Desc: tub drain service

Job Site: cawoopa2/209-1
245 East OKeefe Street
1
East Palo Alto,CA 94303

Caller Name: Earleen Jenkins

Caller Phone: (650) 283-5474x
Occupant: Jenkins (t2439910)
Home (650) 283-5474x
Office (650) 656-7903x
Mobile (650) 441-4887x

Ok to enter? NO
Category: Plumbing

Problem Description: Call first
Tub's drain its rusty and pretty old. please inspect
Brian
(650) 656-7903
AR

Parts & Labor

Quantity/ Hours	Item Type/ Employee Name	Description	Unit Price	Total
0.0000	Bedolla		0.00	0.00
			Total	0.00

Authorized by: _____
Signed by _____
Dated _____
Invoice No. _____

Technician Notes: DUPLICATE REQUEST.

Woodland Park
5 Newell Ct
East Palo Alto,CA 94303
Office (650) 566-2000x

Work Order No. 7384358
Date Call: 8/31/2023 3:54:00 PM
Date Scheduled: 9/1/2023 8:25:46 AM

Status Work Completed

Date Completed: 9/1/2023 4:45:00 PM
Brief Desc: Garbage disposal

Job Site: cawoopa2/209-1
245 East OKeefe Street
1
East Palo Alto,CA 94303

Caller Name: Bryan Jenkins
Caller Phone: (650) 656-7903x
Occupant: Jenkins (t2439910)
Home (650) 283-5474x
Office (650) 656-7903x
Mobile (650) 441-4887x

Priority: Low
Ok to enter? NO
Category: Appliance Repair
SubCategory: Garbage Disposal

Access Notes: PTE: no call firsts POC son will be home PETS: No ALARMS: No

Problem Description: Tenant's son reports that the Garbage disposal is out. LMendoza/RCC

Parts & Labor

Quantity/ Hours	Item Type/ Employee Name	Description	Unit Price	Total
0.0000	Tello	Tello	0.00	0.00
			Total	0.00

Authorized by: _____
Signed by _____
Dated _____
Invoice No. _____

Technician Notes: [jose.tello@greystar.com 9/1/23, 4:44 PM]
Fixed garbage disposal. Works good now

Woodland Park
5 Newell Ct
East Palo Alto,CA 94303
Office (650) 566-2000x

Work Order No. 7399930
Date Call: 9/5/2023 4:43:00 PM
Date Scheduled: 9/6/2023 2:36:04 PM

Status Work Completed

Date Completed: 9/6/2023 4:33:00 PM
Brief Desc: emergency-the sink is leaking

Job Site: cawoopa2/209-1
245 East OKeefe Street
1
East Palo Alto,CA 94303

Caller Name: Earleen Jenkins
Caller Phone: (650) 283-5474x
Occupant: Jenkins (t2439910)
Home (650) 283-5474x
Office (650) 656-7903x
Mobile (650) 441-4887x

Priority: Emergency
Ok to enter? NO
Category: Plumbing
SubCategory: Kitchen Sink

Access Notes: the resident thinks is beter 10;30

Problem Description:
NO PTE
Call first
(650)6567903
the resident reported the sink is leaking under the gabinet needs to be repair and inspect.
DD

Parts & Labor

Quantity/ Hours	Item Type/ Employee Name	Description	Unit Price	Total
0.0000	Gutierrez	Gutierrez	0.00	0.00
			Total	0.00

Authorized by: _____
Signed by _____
Dated _____
Invoice No. _____

Technician Notes: Se areclo el liqeo del pitrac

Woodland Park
5 Newell Ct
East Palo Alto,CA 94303
Office (650) 566-2000x

Work Order No. 7538748
Date Call: 10/18/2023 5:42:00 PM
Date Scheduled: 10/19/2023 8:45:57 AM
Status Work Completed
Date Completed: 10/22/2023 12:17:00 PM
Brief Desc: Front door PTE 650-656-7903 call be

Job Site: cawoopa2/209-1
245 East OKeefe Street
1
East Palo Alto,CA 94303

Caller Name: Brian Jenkins
Caller Phone: (650) 656-7903x
Occupant: Jenkins (t2439910)
Home (650) 283-5474x
Office (650) 656-7903x
Priority: Emergency
Mobile (650) 441-4887x
Ok to enter? NO
Category: Locks / Keys
SubCategory: Change Lock

Access Notes: PTE 650-656-7903 call before entry

Problem Description: UPDATE; Resident would like a ETA as this door is unsecured + DATE: 10-20-23 + TIME: 6:48PM SPayton/RCC

PTE 650-656-7903 call before entry
Tenant states that their front door locks have been tampered with as shes been in the hospital , she would lik ethem replaced before a break in ocurrs

Parts & Labor

Quantity/ Hours	Item Type/ Employee Name	Description	Unit Price	Total
0.0000	Fernando	Fernando	0.00	0.00
			Total	0.00

Authorized by: _____
Signed by _____
Dated _____
Invoice No. _____

Technician Notes: Replaced dead bolt and front door lock but the front door lock is only temporary becasuee we do not have the front door locks right now

Woodland Park
5 Newell Ct
East Palo Alto,CA 94303
Office (650) 566-2000x

Work Order No. 7552352
Date Call: 10/23/2023 4:51:00 PM
Date Scheduled: 10/23/2023 5:00:24 PM

Status Work Completed

Date Completed: 10/26/2023 11:54:00 AM
Brief Desc: service- front door lock loose

Job Site: cawoopa2/209-1
245 East OKeefe Street
1
East Palo Alto,CA 94303

Caller Name: Earleen Jenkins
Caller Phone: (650) 283-5474x
Occupant: Jenkins (t2439910)
Home (650) 283-5474x
Office (650) 656-7903x
Mobile (650) 441-4887x

Ok to enter? NO
Category: Locks / Keys
SubCategory: Front Door Key

Problem Description: NO PTE

front door lock is loose please repair last work order tech said they did not have locks at the moment but resident is wondering if that has changed

Brian jenkins
6506567903

OG

Parts & Labor

Quantity/ Hours	Item Type/ Employee Name	Description	Unit Price	Total
0.0000	Gutierrez	Gutierrez	0.00	0.00
			Total	0.00

Authorized by: _____
Signed by _____
Dated _____
Invoice No. _____

Technician Notes: Replaced front door locks

Woodland Park
5 Newell Ct
East Palo Alto,CA 94303
Office (650) 566-2000x

Work Order No. 7552357
Date Call: 10/23/2023 4:54:00 PM

Status Work Completed

Date Completed: 10/23/2023 4:55:00 PM
Brief Desc: MOTHS

Job Site: cawoopa2/209-1
245 East OKeefe Street
1
East Palo Alto,CA 94303

Caller Name: Earleen Jenkins

Caller Phone: (650) 283-5474x
Occupant: Jenkins (t2439910)
Home (650) 283-5474x
Office (650) 656-7903x
Mobile (650) 441-4887x

Ok to enter? NO
Category: Pest Control

Parts & Labor

Quantity/ Hours	Item Type/ Employee Name	Description	Unit Price	Total

Total

Authorized by: _____
Signed by _____
Dated _____
Invoice No. _____

Technician Notes: cancel

Woodland Park
5 Newell Ct
East Palo Alto,CA 94303
Office (650) 566-2000x

Work Order No. 7552361
Date Call: 10/23/2023 4:54:00 PM

Date Scheduled: 10/23/2023 5:00:52 PM

Status Work Completed

Date Completed: 10/26/2023 12:03:00 PM
Brief Desc: service- bedroom window

Job Site: cawoopa2/209-1
245 East OKeefe Street
1
East Palo Alto,CA 94303

Caller Name: Earleen Jenkins

Caller Phone: (650) 283-5474x
Occupant: Jenkins (t2439910)
Home (650) 283-5474x
Office (650) 656-7903x
Mobile (650) 441-4887x

Ok to enter? NO
Category: Window Replace / Repair

Problem Description: NO PTE

bedroom window is broken and needs new screen

Brian Jenkins
650 656 7903

OG

Parts & Labor

Quantity/ Hours	Item Type/ Employee Name	Description	Unit Price	Total
0.0000	Gutierrez	Gutierrez	0.00	0.00
			Total	0.00

Authorized by: _____
Signed by _____
Dated _____
Invoice No. _____

Technician Notes: I took pictures of all the windows and none are broken how ever i adjusted all the screens so they are not taped and won't fall out

Woodland Park
5 Newell Ct
East Palo Alto,CA 94303
Office (650) 566-2000x

Work Order No. 7552367
Date Call: 10/23/2023 4:56:00 PM
Date Scheduled: 10/23/2023 5:01:12 PM

Status Work Completed

Date Completed: 10/26/2023 11:58:00 AM
Brief Desc: service- bathroom window

Job Site: cawoopa2/209-1
245 East OKeefe Street
1
East Palo Alto,CA 94303

Caller Name: Earleen Jenkins
Caller Phone: (650) 283-5474x
Occupant: Jenkins (t2439910)
Home (650) 283-5474x
Office (650) 656-7903x
Mobile (650) 441-4887x

Ok to enter? NO
Category: Window Replace / Repair
SubCategory: Screens

Problem Description: NO PTE

bathroom window screen needs to be replaced

Brian jenkins
6506567903

OG

Parts & Labor

Quantity/ Hours	Item Type/ Employee Name	Description	Unit Price	Total
0.0000	Gutierrez	Gutierrez	0.00	0.00
			Total	0.00

Authorized by: _____
Signed by _____
Dated _____
Invoice No. _____

Technician Notes: The bathroom screen works good just needed to be re adjusted and screws in

Woodland Park
5 Newell Ct
East Palo Alto,CA 94303
Office (650) 566-2000x

Work Order No. 7569966
Date Call: 10/29/2023 1:47:00 PM
Date Scheduled: 10/30/2023 8:39:45 AM
Date Completed: 11/1/2023 12:00:00 PM
Brief Desc: SERVICE- FRONT DOOR LOCK LOOSE

Status Work Completed

Job Site: cawoopa2/209-1
245 East OKeefe Street
1
East Palo Alto,CA 94303

Caller Name: Earleen Jenkins
Caller Phone: (650) 283-5474x
Occupant: Jenkins (t2439910)
Home (650) 283-5474x
Office (650) 656-7903x
Mobile (650) 441-4887x

Ok to enter? NO
Category: Locks / Keys
SubCategory: Front Door Key

Problem Description: NO PTE CALL BEFORE YOU GO

front door lock is still loose the deadbolt please repair

Brian jenkins
6506567903

OG

Parts & Labor

Quantity/ Hours	Item Type/ Employee Name	Description	Unit Price	Total
0.0000	Gutierrez	Gutierrez	0.00	0.00
			Total	0.00

Authorized by: _____
Signed by _____
Dated _____
Invoice No. _____

Technician Notes: Se arecloron las chapas dela puerta prinsipal

Woodland Park
5 Newell Ct
East Palo Alto,CA 94303
Office (650) 566-2000x

Work Order No. 7590684
Date Call: 11/3/2023 10:47:00 PM
Date Scheduled: 11/4/2023 4:10:57 PM

Status Work Completed

Date Completed: 11/24/2023 10:53:00 AM
Brief Desc: lock

Job Site: cawoopa2/209-1
245 East OKeefe Street
1
East Palo Alto,CA 94303

Caller Name: Brian Jenkins
Caller Phone: (650) 656-7903x
Occupant: Jenkins (t2439910)
Home (650) 283-5474x
Office (650) 656-7903x
Mobile (650) 441-4887x

Priority: Low
Ok to enter? NO
Category: Locks / Keys
SubCategory: Lock Repair

Access Notes: pte-no; please call ahead
pets-no
alarms-no

Problem Description: UPDATE 5:33 PM CST 11/22/2023 Mr. Jenkins called back once again to report that the lock is very loose and the mechanism is weak, making a potential break-in very easy. Please call ahead of time. VIlie/RCC

UPDATE 11/17/2023 8:35 PM CST. The door is unable to open. The internal mechanism is not working. He needs help as soon as possible. Please, call first. DCASTRO/RCC

repeat- wo 7569966
Reported the door is not safe and the upper lock is very loose, can be broken in at any time. Sent to SRF as courtesy.
Also, said the tech did not completely fix/replace the bottom lock as there is no key for the front part of the bottom lock and they can't use that lock to secure the door. INasaudean/RCC

Parts & Labor

Quantity/ Hours	Item Type/ Employee Name	Description	Unit Price	Total
0.0000	Gutierrez	Gutierrez	0.00	0.00
			Total	0.00

Authorized by: _____
Signed by _____
Dated _____
Invoice No. _____

Technician Notes: Sele puso una chapa nueba Ala puerta prinsipal

Woodland Park
5 Newell Ct
East Palo Alto,CA 94303
Office (650) 566-2000x

Work Order No. 7946900
Date Call: 3/1/2024 3:57:00 PM
Date Scheduled: 3/1/2024 4:05:00 PM

Status Work Completed

Date Completed: 3/5/2024 8:22:22 AM
Brief Desc: service-change the stove plates

Job Site: cawoopa2/209-1
245 East OKeefe Street
1
East Palo Alto,CA 94303

Caller Name: Earleen Jenkins
Caller Phone:
Occupant: Jenkins (t2439910)
Home (650) 283-5474x
Office (650) 656-7903x
Mobile (650) 441-4887x

Priority: Medium
Ok to enter? YES
Category: Appliance Repair
SubCategory: Stove

Problem Description: NO PTE they are in home
650 656 7903
the resident want a new stove plates the others are damage and old

Parts & Labor

Quantity/ Hours	Item Type/ Employee Name	Description	Unit Price	Total
0.0000	Hernandez		0.00	0.00
			Total	0.00

Authorized by: _____
Signed by _____
Dated _____
Invoice No. _____

Technician Notes: replaced drip pans

Woodland Park
5 Newell Ct
East Palo Alto,CA 94303
Office (650) 566-2000x

Work Order No. 7958959
Date Call: 3/5/2024 12:15:00 PM

Date Scheduled: 3/5/2024 2:31:00 PM

Status Work Completed

Date Completed: 3/7/2024 8:58:37 AM
Brief Desc: Serv- carbon Monoxide

Job Site: cawoopa2/209-1
245 East OKeefe Street
1
East Palo Alto,CA 94303

Caller Name: Earleen Jenkins

Caller Phone:
Occupant: Jenkins (t2439910)
Home (650) 283-5474x
Office (650) 656-7903x
Mobile (650) 441-4887x

Ok to enter? YES
Category: Smoke or CO Detector
SubCategory: Carbon Monoxide Detector

Problem Description: PTE

carbon Monoxide needs to be replaced

OG

Parts & Labor

Quantity/ Hours	Item Type/ Employee Name	Description	Unit Price	Total
0.0000	Hernandez		0.00	0.00
			Total	0.00

Authorized by: _____
Signed by _____
Dated _____
Invoice No. _____

Technician Notes: replaced c02 Detector

Woodland Park
5 Newell Ct
East Palo Alto,CA 94303
Office (650) 566-2000x

Work Order No. 8429827
Date Call: 6/25/2024 10:56:00 AM

Status Work Completed

Date Completed: 7/1/2024 3:23:00 PM
Brief Desc: GS Standard Pest Control

Job Site: cawoopa2/209-1
245 East OKeefe Street
1
East Palo Alto,CA 94303

Caller Name: Earleen Jenkins
Caller Phone:
Occupant: Jenkins (t2439910)
Home (650) 283-5474x
Office (650) 656-7903x
Mobile (650) 441-4887x

Priority: Emergency
Ok to enter? YES
Category: Pest Control
SubCategory: Routine

Problem Description: Rats

Parts & Labor

Quantity/ Hours	Item Type/ Employee Name	Description	Unit Price	Total

Total

Authorized by: _____
Signed by _____
Dated _____
Invoice No. _____

Technician Notes: 7/1 BANNER exterior activity only

Woodland Park
5 Newell Ct
East Palo Alto,CA 94303
Office (650) 566-2000x

Work Order No. 8693902
Date Call: 8/22/2024 7:59:00 PM
Date Scheduled: 8/26/2024 9:24:00 AM
Date Completed: 8/27/2024 4:22:25 PM
Brief Desc: The bathroom ceiling is leaking

Job Site: cawoopa2/209-1
245 East OKeefe Street
1
East Palo Alto,CA 94303

Status Work Completed

Caller Name: Brian Jenkins
Caller Phone: (650) 656-7903x
Occupant: Jenkins (t2439910)
Home (650) 283-5474x
Office (650) 656-7903x
Mobile (650) 441-4887x

Priority: Emergency
Ok to enter? NO
Category: Plumbing

Access Notes: PTE: No, please call first PETS: No, ALARMS: No

Problem Description: The resident is calling to report that the ceiling in the bathroom is leaking again from the same spot as last time. This is a recurring situation and it comes above the tub and the bathroom. SVillegas/RCC

Parts & Labor

Quantity/ Hours	Item Type/ Employee Name	Description	Unit Price	Total

Total

Authorized by: _____
Signed by _____
Dated _____
Invoice No. _____

Technician Notes: RESIDENT ADVISED THEIRS NO LEAK

Woodland Park
5 Newell Ct
East Palo Alto,CA 94303
Office (650) 566-2000x

Work Order No. 8968150
Date Call: 10/28/2024 5:17:00 PM
Date Scheduled: 11/1/2024 12:40:00 PM
Date Canceled: 11/26/2024 4:23:53 PM
Brief Desc: Kitchen Stove not working
Job Site: cawoopa2/209-1
245 East OKeefe Street
1
East Palo Alto,CA 94303

Status Canceled

Caller Name: Earleen Jenkins
Caller Phone:
Occupant: Jenkins (t2439910)
Home (650) 283-5474x
Office (650) 656-7903x
Mobile (650) 441-4887x

Ok to enter? NO
Category: Appliance Repair
SubCategory: Stove

Problem Description: PTE - NO, CALL FIRST. Kitchen stove not working well

Parts & Labor

Quantity/ Hours	Item Type/ Employee Name	Description	Unit Price	Total
0.0000	Bedolla		0.00	0.00
			Total	0.00

Authorized by: _____
Signed by _____
Dated _____
Invoice No. _____

Technician Notes: 10/30/2024 Resident did not let us in, stated he was sick and wanted to reschedule. 11/05/2024 Resident advised he didn't want anyone at his house at the time, said he had things to do. 11/11/2024 Resident did not allow us in said that he was busy and hasn't cleaned his apartment to come back next week. 11/19/2024 Inspected unit with Stephen Low from county health department, Resident did not allow us access said he had family members coming over and he didn't want anyone in his unit.

Woodland Park
5 Newell Ct
East Palo Alto,CA 94303
Office (650) 566-2000x

Work Order No. 8968156
Date Call: 10/28/2024 5:18:00 PM
Date Scheduled: 11/1/2024 12:40:00 PM
Date Canceled: 11/26/2024 4:24:18 PM
Brief Desc: Kitchen Ceiling Fan not working
Job Site: cawoopa2/209-1
245 East OKeefe Street
1
East Palo Alto,CA 94303

Status Canceled

Caller Name: Earleen Jenkins
Caller Phone:
Occupant: Jenkins (t2439910)
Home (650) 283-5474x
Office (650) 656-7903x
Mobile (650) 441-4887x

Ok to enter? NO
Category: Building Interior

Problem Description: PTE - NO, CALL FIRST. Kitchen Ceiling Fan not working

Parts & Labor

Quantity/ Hours	Item Type/ Employee Name	Description	Unit Price	Total
0.0000	Bedolla		0.00	0.00
			Total	0.00

Authorized by: _____
Signed by _____
Dated _____
Invoice No. _____

Technician Notes: 10/30/2024 Resident did not let us in, stated he was sick and wanted to reschedule. 11/05/2024 Resident advised he didn't want anyone at his house at the time, said he had things to do. 11/11/2024 Resident did not allow us in said that he was busy and hasn't cleaned his apartment to come back next week. 11/19/2024 Inspected unit with Stephen Low from county health department, Resident did not allow us access said he had family members coming over and he didn't want anyone in his unit.

Woodland Park
5 Newell Ct
East Palo Alto,CA 94303
Office (650) 566-2000x

Work Order No. 8968160
Date Call: 10/28/2024 5:19:00 PM
Date Scheduled: 11/1/2024 12:41:00 PM
Date Canceled: 11/26/2024 4:24:41 PM
Brief Desc: Kitchen Outlets not working
Job Site: cawoopa2/209-1
245 East OKeefe Street
1
East Palo Alto,CA 94303

Status Canceled

Caller Name: Earleen Jenkins
Caller Phone:
Occupant: Jenkins (t2439910)
Home (650) 283-5474x
Office (650) 656-7903x
Mobile (650) 441-4887x

Ok to enter? NO
Category: Electrical Repair
SubCategory: Outlet

Problem Description: PTE - NO, CALL FIRST. Kitchen Outlets not working

Parts & Labor

Quantity/ Hours	Item Type/ Employee Name	Description	Unit Price	Total
0.0000	Bedolla		0.00	0.00
			Total	0.00

Authorized by: _____
Signed by _____
Dated _____
Invoice No. _____

Technician Notes: 10/30/2024 Resident did not let us in, stated he was sick and wanted to reschedule. 11/05/2024 Resident advised he didn't want anyone at his house at the time, said he had things to do. 11/11/2024 Resident did not allow us in said that he was busy and hasn't cleaned his apartment to come back next week. 11/19/2024 Inspected unit with Stephen Low from county health department, Resident did not allow us access said he had family members coming over and he didn't want anyone in his unit.

Woodland Park
5 Newell Ct
East Palo Alto,CA 94303
Office (650) 566-2000x

Work Order No. 8968164
Date Call: 10/28/2024 5:20:00 PM
Date Scheduled: 11/1/2024 12:41:00 PM
Date Canceled: 11/26/2024 4:26:02 PM
Brief Desc: Kitchen needs paint
Job Site: cawoopa2/209-1
245 East OKeefe Street
1
East Palo Alto,CA 94303

Status Canceled

Caller Name: Earleen Jenkins
Caller Phone:
Occupant: Jenkins (t2439910)
Home (650) 283-5474x
Office (650) 656-7903x
Mobile (650) 441-4887x

Ok to enter? NO
Category: Painting

Problem Description: PTE - NO, CALL FIRST. Kitchen needs paint

Parts & Labor

Quantity/ Hours	Item Type/ Employee Name	Description	Unit Price	Total
0.0000	Bedolla		0.00	0.00
			Total	0.00

Authorized by: _____
Signed by _____
Dated _____
Invoice No. _____

Technician Notes: 10/30/2024 Resident did not let us in, stated he was sick and wanted to reschedule. 11/05/2024 Resident advised he didn't want anyone at his house at the time, said he had things to do. 11/11/2024 Resident did not allow us in said that he was busy and hasn't cleaned his apartment to come back next week. 11/19/2024 Inspected unit with Stephen Low from county health department, Resident did not allow us access said he had family members coming over and he didn't want anyone in his unit.

Woodland Park
5 Newell Ct
East Palo Alto,CA 94303
Office (650) 566-2000x

Work Order No. 8968168
Date Call: 10/28/2024 5:20:00 PM
Date Scheduled: 11/1/2024 12:42:00 PM
Date Canceled: 11/26/2024 4:26:47 PM
Brief Desc: Bathtub has rust and discoloration
Job Site: cawoopa2/209-1
245 East OKeefe Street
1
East Palo Alto,CA 94303

Status Canceled

Caller Name: Earleen Jenkins
Caller Phone:
Occupant: Jenkins (t2439910)
Home (650) 283-5474x
Office (650) 656-7903x
Mobile (650) 441-4887x

Ok to enter? NO
Category: Painting

Problem Description: PTE - NO, CALL FIRST. Bathtub has rust and discoloration

Parts & Labor

Quantity/ Hours	Item Type/ Employee Name	Description	Unit Price	Total
0.0000	Bedolla		0.00	0.00
			Total	0.00

Authorized by: _____
Signed by _____
Dated _____
Invoice No. _____

Technician Notes: 10/30/2024 Resident did not let us in, stated he was sick and wanted to reschedule. 11/05/2024 Resident advised he didn't want anyone at his house at the time, said he had things to do. 11/11/2024 Resident did not allow us in said that he was busy and hasn't cleaned his apartment to come back next week. 11/19/2024 Inspected unit with Stephen Low from county health department, Resident did not allow us access said he had family members coming over and he didn't want anyone in his unit.

Woodland Park
5 Newell Ct
East Palo Alto,CA 94303
Office (650) 566-2000x

Work Order No. 8968176
Date Call: 10/28/2024 5:21:00 PM

Date Scheduled: 11/1/2024 12:42:00 PM

Status Canceled

Date Canceled: 11/26/2024 4:27:06 PM

Brief Desc: Medicine Cabinet replacement

Job Site: cawoopa2/209-1
245 East OKeefe Street
1
East Palo Alto,CA 94303

Caller Name: Earleen Jenkins

Caller Phone:
Occupant: Jenkins (t2439910)
Home (650) 283-5474x
Office (650) 656-7903x
Mobile (650) 441-4887x

Ok to enter? NO
Category: Cabinets and Drawers

Problem Description: PTE - NO, CALL FIRST. Medicine Cabinet needs to be replaced

Parts & Labor

Quantity/ Hours	Item Type/ Employee Name	Description	Unit Price	Total
0.0000	Bedolla		0.00	0.00
			Total	0.00

Authorized by: _____
Signed by _____
Dated _____
Invoice No. _____

Technician Notes: 10/30/2024 Resident did not let us in, stated he was sick and wanted to reschedule. 11/05/2024 Resident advised he didn't want anyone at his house at the time, said he had things to do. 11/11/2024 Resident did not allow us in said that he was busy and hasn't cleaned his apartment to come back next week. 11/19/2024 Inspected unit with Stephen Low from county health department, Resident did not allow us access said he had family members coming over and he didn't want anyone in his unit.

Woodland Park
5 Newell Ct
East Palo Alto,CA 94303
Office (650) 566-2000x

Work Order No. 8968181
Date Call: 10/28/2024 5:22:00 PM
Date Scheduled: 11/1/2024 12:43:00 PM
Date Canceled: 11/26/2024 4:27:30 PM
Brief Desc: Bathroom needs caulking
Job Site: cawoopa2/209-1
245 East OKeefe Street
1
East Palo Alto,CA 94303

Status Canceled

Caller Name: Earleen Jenkins
Caller Phone:
Occupant: Jenkins (t2439910)
Home (650) 283-5474x
Office (650) 656-7903x
Mobile (650) 441-4887x

Ok to enter? NO
Category: Painting

Problem Description: PTE - NO, CALL FIRST. Bathroom needs caulking

Parts & Labor

Quantity/ Hours	Item Type/ Employee Name	Description	Unit Price	Total
0.0000	Bedolla		0.00	0.00
			Total	0.00

Authorized by: _____
Signed by _____
Dated _____
Invoice No. _____

Technician Notes: 10/30/2024 Resident did not let us in, stated he was sick and wanted to reschedule. 11/05/2024 Resident advised he didn't want anyone at his house at the time, said he had things to do. 11/11/2024 Resident did not allow us in said that he was busy and hasn't cleaned his apartment to come back next week. 11/19/2024 Inspected unit with Stephen Low from county health department, Resident did not allow us access said he had family members coming over and he didn't want anyone in his unit.

Woodland Park
5 Newell Ct
East Palo Alto,CA 94303
Office (650) 566-2000x

Work Order No. 8968185
Date Call: 10/28/2024 5:23:00 PM
Date Scheduled: 11/1/2024 12:43:00 PM
Date Canceled: 11/26/2024 4:28:15 PM
Brief Desc: Bedroom Outlets not working
Job Site: cawoopa2/209-1
245 East OKeefe Street
1
East Palo Alto,CA 94303

Status Canceled

Caller Name: Earleen Jenkins
Caller Phone:
Occupant: Jenkins (t2439910)
Home (650) 283-5474x
Office (650) 656-7903x
Mobile (650) 441-4887x

Ok to enter? NO
Category: Electrical Repair
SubCategory: Outlet

Problem Description: PTE - NO, CALL FIRST. Bedroom outlets not working

Parts & Labor

Quantity/ Hours	Item Type/ Employee Name	Description	Unit Price	Total
0.0000	Bedolla		0.00	0.00
0.0000	Bedolla		0.00	0.00
0.0000	Bedolla		0.00	0.00
			Total	0.00

Authorized by: _____
Signed by _____
Dated _____
Invoice No. _____

Technician Notes: 10/30/2024 Resident did not let us in, stated he was sick and wanted to reschedule. 11/05/2024 Resident advised he didn't want anyone at his house at the time, said he had things to do. 11/11/2024 Resident did not allow us in said that he was busy and hasn't cleaned his apartment to come back next week. 11/19/2024 Inspected unit with Stephen Low from county health department, Resident did not allow us access said he had family members coming over and he didn't want anyone in his unit.

Woodland Park
5 Newell Ct
East Palo Alto,CA 94303
Office (650) 566-2000x

Work Order No. 8968187
Date Call: 10/28/2024 5:23:00 PM
Date Scheduled: 11/1/2024 12:43:00 PM
Date Canceled: 11/26/2024 4:33:25 PM
Brief Desc: Windows need to be weatherized

Status Canceled

Job Site: cawoopa2/209-1
245 East OKeefe Street
1
East Palo Alto,CA 94303

Caller Name: Earleen Jenkins
Caller Phone:
Occupant: Jenkins (t2439910)
Home (650) 283-5474x
Office (650) 656-7903x
Mobile (650) 441-4887x

Ok to enter? NO
Category: Window Replace / Repair
SubCategory: Window Issue

Problem Description: PTE - NO, CALL FIRST. Windows need to be weatherized

Parts & Labor

Quantity/ Hours	Item Type/ Employee Name	Description	Unit Price	Total
0.0000	Bedolla		0.00	0.00
			Total	0.00

Authorized by: _____
Signed by _____
Dated _____
Invoice No. _____

Technician Notes: 10/30/2024 Resident did not let us in, stated he was sick and wanted to reschedule. 11/05/2024 Resident advised he didn't want anyone at his house at the time, said he had things to do. 11/11/2024 Resident did not allow us in said that he was busy and hasn't cleaned his apartment to come back next week. 11/19/2024 Inspected unit with Stephen Low from county health department, Resident did not allow us access said he had family members coming over and he didn't want anyone in his unit.

Woodland Park
5 Newell Ct
East Palo Alto,CA 94303
Office (650) 566-2000x

Work Order No. 8968192
Date Call: 10/28/2024 5:24:00 PM
Date Scheduled: 11/1/2024 12:44:00 PM
Date Canceled: 11/26/2024 4:33:52 PM
Brief Desc: Locks on doors are old and loose
Job Site: cawoopa2/209-1
245 East OKeefe Street
1
East Palo Alto,CA 94303

Status Canceled

Caller Name: Earleen Jenkins
Caller Phone:
Occupant: Jenkins (t2439910)
Home (650) 283-5474x
Office (650) 656-7903x
Mobile (650) 441-4887x

Ok to enter? NO
Category: Locks / Keys
SubCategory: Apartment Lock Issue

Problem Description: PTE - NO, CALL FIRST. Locks on doors are old and loose

Parts & Labor

Quantity/ Hours	Item Type/ Employee Name	Description	Unit Price	Total
0.0000	Bedolla		0.00	0.00
			Total	0.00

Authorized by: _____
Signed by _____
Dated _____
Invoice No. _____

Technician Notes: 10/30/2024 Resident did not let us in, stated he was sick and wanted to reschedule. 11/05/2024 Resident advised he didn't want anyone at his house at the time, said he had things to do. 11/11/2024 Resident did not allow us in said that he was busy and hasn't cleaned his apartment to come back next week. 11/19/2024 Inspected unit with Stephen Low from county health department, Resident did not allow us access said he had family members coming over and he didn't want anyone in his unit.

Woodland Park
5 Newell Ct
East Palo Alto,CA 94303
Office (650) 566-2000x

Work Order No. 8968201
Date Call: 10/28/2024 5:25:00 PM
Date Scheduled: 11/1/2024 12:44:00 PM
Date Canceled: 11/26/2024 4:34:17 PM
Brief Desc: Building is poorly lit
Job Site: cawoopa2/209-1
245 East OKeefe Street
1
East Palo Alto,CA 94303

Status Canceled

Caller Name: Earleen Jenkins
Caller Phone:
Occupant: Jenkins (t2439910)
Home (650) 283-5474x
Office (650) 656-7903x
Mobile (650) 441-4887x

Ok to enter? NO
Category: Community Amenities

Problem Description: Need better lights or replace bulbs in the building

Parts & Labor

Quantity/ Hours	Item Type/ Employee Name	Description	Unit Price	Total
0.0000	Bedolla		0.00	0.00
			Total	0.00

Authorized by: _____
Signed by _____
Dated _____
Invoice No. _____

Technician Notes: 10/30/2024 Resident did not let us in, stated he was sick and wanted to reschedule. 11/05/2024 Resident advised he didn't want anyone at his house at the time, said he had things to do. 11/11/2024 Resident did not allow us in said that he was busy and hasn't cleaned his apartment to come back next week. 11/19/2024 Inspected unit with Stephen Low from county health department, Resident did not allow us access said he had family members coming over and he didn't want anyone in his unit.

Woodland Park
5 Newell Ct
East Palo Alto,CA 94303
Office (650) 566-2000x

Work Order No. 8968205
Date Call: 10/28/2024 5:26:00 PM
Date Scheduled: 11/1/2024 12:45:00 PM
Date Canceled: 11/26/2024 4:36:40 PM
Brief Desc: Termites in unit
Job Site: cawoopa2/209-1
245 East OKeefe Street
1
East Palo Alto,CA 94303

Status Canceled

Caller Name: Earleen Jenkins
Caller Phone:
Occupant: Jenkins (t2439910)
Home (650) 283-5474x
Office (650) 656-7903x
Mobile (650) 441-4887x

Ok to enter? NO
Category: Pest Control

Problem Description: PTE - NO, CALL FIRST. Termites in unit

Parts & Labor

Quantity/ Hours	Item Type/ Employee Name	Description	Unit Price	Total
0.0000	Bedolla		0.00	0.00
0.0000	Bedolla		0.00	0.00
0.0000	Bedolla		0.00	0.00
			Total	0.00

Authorized by: _____
Signed by _____
Dated _____
Invoice No. _____

Technician Notes: 10/30/2024 Resident did not let us in, stated he was sick and wanted to reschedule. 11/05/2024 Resident advised he didn't want anyone at his house at the time, said he had things to do. 11/11/2024 Resident did not allow us in said that he was busy and hasn't cleaned his apartment to come back next week. 11/19/2024 Inspected unit with Stephen Low from county health department, Resident did not allow us access said he had family members coming over and he didn't want anyone in his unit.

Woodland Park
5 Newell Ct
East Palo Alto,CA 94303
Office (650) 566-2000x

Work Order No. 8968242
Date Call: 10/28/2024 5:35:00 PM
Date Scheduled: 11/1/2024 12:45:00 PM
Date Completed: 11/26/2024 4:35:26 PM
Brief Desc: Requesting elevator to come back

Status Work Completed

Job Site: cawoopa2/209-1
245 East OKeefe Street
1
East Palo Alto,CA 94303

Caller Name: Earleen Jenkins
Caller Phone:
Occupant: Jenkins (t2439910)
Home (650) 283-5474x
Office (650) 656-7903x
Mobile (650) 441-4887x

Ok to enter? NO
Category: Community Amenities
SubCategory: Elevators

Problem Description: Requesting elevator to come back

Parts & Labor

Quantity/ Hours	Item Type/ Employee Name	Description	Unit Price	Total
0.0000	Bedolla		0.00	0.00
			Total	0.00

Authorized by: _____
Signed by _____
Dated _____
Invoice No. _____

Technician Notes: 10/28/2024 Elevator has been out of commission for over 10 years and it was decommissioned by state.

Woodland Park
5 Newell Ct
East Palo Alto,CA 94303
Office (650) 566-2000x

Work Order No. 8968247
Date Call: 10/28/2024 5:37:00 PM

Date Scheduled: 11/1/2024 12:45:00 PM

Status Work Completed

Date Completed: 11/14/2024 5:19:38 PM
Brief Desc: Opened exterior wall

Job Site: cawoopa2/209-1
245 East OKeefe Street
1
East Palo Alto,CA 94303

Caller Name: Earleen Jenkins

Caller Phone:
Occupant: Jenkins (t2439910)
Home (650) 283-5474x
Office (650) 656-7903x
Mobile (650) 441-4887x

Ok to enter? NO
Category: Building Exterior

Problem Description: Opened exterior wall

Parts & Labor

Quantity/ Hours	Item Type/ Employee Name	Description	Unit Price	Total
0.2500	Bedolla		0.00	0.00
			Total	0.00

Authorized by: _____
Signed by _____
Dated _____
Invoice No. _____

Technician Notes: 10/30/2024 INSPECTED BUILDING EXTERIOR DID NOT FIND ANY EXTERIOR HOLES ON STUCCO. RESIDENT ADVISED IT WAS FIXED BACK IN AUGUST.

Woodland Park
5 Newell Ct
East Palo Alto,CA 94303
Office (650) 566-2000x

Work Order No. 8968253
Date Call: 10/28/2024 5:38:00 PM
Date Scheduled: 11/1/2024 12:46:00 PM
Date Completed: 11/14/2024 5:26:12 PM
Brief Desc: Carport Beam damaged
Job Site: cawoopa2/209-1
245 East OKeefe Street
1
East Palo Alto,CA 94303

Status Work Completed

Caller Name: Earleen Jenkins
Caller Phone:
Occupant: Jenkins (t2439910)
Home (650) 283-5474x
Office (650) 656-7903x
Mobile (650) 441-4887x

Ok to enter? NO
Category: Building Exterior

Problem Description: Carport beam damaged

Parts & Labor

Quantity/ Hours	Item Type/ Employee Name	Description	Unit Price	Total
0.5000	Bedolla		0.00	0.00
			Total	0.00

Authorized by: _____
Signed by _____
Dated _____
Invoice No. _____

Technician Notes: 10/30/2024 Inspected beam on carport theirs no damage. Advised resident if he knew which beam was damaged but he said their wasn't any issues.

Woodland Park
5 Newell Ct
East Palo Alto,CA 94303
Office (650) 566-2000x

Work Order No. 8968258
Date Call: 10/28/2024 5:39:00 PM
Date Scheduled: 11/1/2024 12:46:00 PM
Date Completed: 11/14/2024 5:15:41 PM
Brief Desc: Emergency Exit signs damaged

Status Work Completed

Job Site: cawoopa2/209-1
245 East OKeefe Street
1
East Palo Alto,CA 94303

Caller Name: Earleen Jenkins
Caller Phone:
Occupant: Jenkins (t2439910)
Home (650) 283-5474x
Office (650) 656-7903x
Mobile (650) 441-4887x

Ok to enter? NO
Category: Community Amenities

Problem Description: Emergency Exit signs damaged

Parts & Labor

Quantity/ Hours	Item Type/ Employee Name	Description	Unit Price	Total
0.5000	Bedolla		0.00	0.00
			Total	0.00

Authorized by: _____
Signed by _____
Dated _____
Invoice No. _____

Technician Notes: 10/30/2024--Replaced damaged exit sign.

Woodland Park
5 Newell Ct
East Palo Alto,CA 94303
Office (650) 566-2000x

Work Order No. 8968266
Date Call: 10/28/2024 5:41:00 PM
Date Scheduled: 11/1/2024 12:50:00 PM
Date Canceled: 11/26/2024 4:35:53 PM
Brief Desc: Front door lock replacement
Job Site: cawoopa2/209-1
245 East OKeefe Street
1
East Palo Alto,CA 94303

Status Canceled

Caller Name: Earleen Jenkins
Caller Phone:
Occupant: Jenkins (t2439910)
Home (650) 283-5474x
Office (650) 656-7903x
Mobile (650) 441-4887x

Ok to enter? NO
Category: Locks / Keys
SubCategory: Front Door Key

Problem Description: PTE - NO, CALL FIRST. Front door lock needs replacing

Parts & Labor

Quantity/ Hours	Item Type/ Employee Name	Description	Unit Price	Total
0.0000	Bedolla		0.00	0.00
			Total	0.00

Authorized by: _____
Signed by _____
Dated _____
Invoice No. _____

Technician Notes: 10/30/2024 Resident did not let us in, stated he was sick and wanted to reschedule. 11/05/2024 Resident advised he didn't want anyone at his house at the time, said he had things to do. 11/11/2024 Resident did not allow us in said that he was busy and hasn't cleaned his apartment to come back next week. 11/19/2024 Inspected unit with Stephen Low from county health department, Resident did not allow us access said he had family members coming over and he didn't want anyone in his unit.

Woodland Park
5 Newell Ct
East Palo Alto,CA 94303
Office (650) 566-2000x

Work Order No. 8968271
Date Call: 10/28/2024 5:42:00 PM
Date Scheduled: 11/1/2024 12:46:00 PM
Date Canceled: 11/26/2024 4:37:00 PM
Brief Desc: New Fridge
Job Site: cawoopa2/209-1
245 East OKeefe Street
1
East Palo Alto,CA 94303

Status Canceled

Caller Name: Earleen Jenkins
Caller Phone:
Occupant: Jenkins (t2439910)
Home (650) 283-5474x
Office (650) 656-7903x
Mobile (650) 441-4887x

Ok to enter? NO
Category: Appliance Repair
SubCategory: Refrigerator

Problem Description: PTE - NO, CALL FIRST. Requesting New Fridge

Parts & Labor

Quantity/ Hours	Item Type/ Employee Name	Description	Unit Price	Total
0.0000	Bedolla		0.00	0.00
			Total	0.00

Authorized by: _____
Signed by _____
Dated _____
Invoice No. _____

Technician Notes: 10/30/2024 Resident did not let us in, stated he was sick and wanted to reschedule. 11/05/2024 Resident advised he didn't want anyone at his house at the time, said he had things to do. 11/11/2024 Resident did not allow us in said that he was busy and hasn't cleaned his apartment to come back next week. 11/19/2024 Inspected unit with Stephen Low from county health department, Resident did not allow us access said he had family members coming over and he didn't want anyone in his unit.

Woodland Park
5 Newell Ct
East Palo Alto,CA 94303
Office (650) 566-2000x

Work Order No. 9127675
Date Call: 12/8/2024 8:42:00 PM

Date Scheduled: 12/9/2024 8:43:00 AM

Status Work Completed

Date Completed: 12/11/2024 9:10:13 AM
Brief Desc: unsecured door

Job Site: cawoopa2/209-1
245 East OKeefe Street
1
East Palo Alto,CA 94303

Caller Name: Earleen Jenkins
Caller Phone: (650) 815-1860x
Occupant: Jenkins (t2439910)
Home (650) 283-5474x
Office (650) 656-7903x
Mobile (650) 441-4887x

Priority: Emergency
Ok to enter? NO
Category: Locks / Keys
SubCategory: Apartment Lock Issue

Access Notes: NA
PTE-N, Alarms-N, Pets-N
He will be home

Problem Description: UPDATE :12/11 at 10:06 AM CST
Resident's son stated that the lock is now jammed and broken and needs to be replaced. He would like for someone to come out before 10 if possible.
THunt/RCC

Resident's son called as he claims someone seems to be trying to break in as the deadbolt mechanism is chipped up as he set up a trap and it has been tampered with and the is no bottom lock to secure the door. Please contact.
CLudusan/RCC

Parts & Labor

Quantity/ Hours	Item Type/ Employee Name	Description	Unit Price	Total

Total

Authorized by: _____
Signed by _____
Dated _____
Invoice No. _____

Technician Notes: 12/9/24 no residente en appt. no contesto telefono
12/10/24 hoy se riviso locks con residente y estan bien
residente quiere que le cambien parte del trim de la puerta de entrada
Pedro

Woodland Park
5 Newell Ct
East Palo Alto,CA 94303
Office (650) 566-2000x

Work Order No. 9138918
Date Call: 12/11/2024 11:01:00 AM

Date Scheduled: 12/11/2024 1:24:00 PM

Status Canceled

Date Canceled: 12/23/2024 2:37:53 PM

Brief Desc: energency-the pipe is leaking

Job Site: cawoopa2/209-1
245 East OKeefe Street
1
East Palo Alto,CA 94303

Caller Name: Earleen Jenkins

Caller Phone: (650) 815-1860x
Occupant: Jenkins (t2439910)
Home (650) 283-5474x
Office (650) 656-7903x
Mobile (650) 441-4887x

Priority: Emergency
Ok to enter? NO
Category: Building Interior

Access Notes: PTE: N (Would prefer if they call) Pets: N Alarms: N

Problem Description:
UPDATE: 11:08 PM CST 12/18/2024 Resident's son Brian called back about WO as the issue has gotten worse. its has been leaking for about 7 days from the ceiling above then tub and they are concerned the ceiling might fall on them, please contact. Ph 6508151860.
CLudusan/RCC
UPDATE 8:11 PM CST 12/12/2024: Caller, Brian Jenkins, requested an ETA. States that the water is coming from unit 6, the unit above. This is happening in the bathroom into the tub area. Ph# 6508151860
CQuiros/RCC

HE IS IN HOME
PTE
650 8151860
emergency the ceiling is leaking needs to be inspect ASAP seems like the ceiling is almost fell
DD

Parts & Labor

Quantity/ Hours	Item Type/ Employee Name	Description	Unit Price	Total

Total

Authorized by: _____
Signed by _____
Dated _____
Invoice No. _____

Technician Notes: duplicate request please refer to work order # 9156966

Woodland Park
5 Newell Ct
East Palo Alto,CA 94303
Office (650) 566-2000x

Work Order No. 9138940
Date Call: 12/11/2024 11:04:00 AM
Date Scheduled: 12/11/2024 1:26:00 PM

Status Work Completed

Date Completed: 12/13/2024 9:08:45 AM
Brief Desc: emergency-the door lock

Job Site: cawoopa2/209-1
245 East OKeefe Street
1
East Palo Alto,CA 94303

Caller Name: Earleen Jenkins
Caller Phone:
Occupant: Jenkins (t2439910)
Home (650) 283-5474x
Office (650) 656-7903x
Mobile (650) 441-4887x

Priority: High
Ok to enter? YES
Category: Locks / Keys
SubCategory: Apartment Lock Issue

Problem Description: HE IS IN HOME
PTE
650 8151860
THE DOOR LOCK IS DAMGE WHEN HE insert the key the key get stuck

Parts & Labor

Quantity/ Hours	Item Type/ Employee Name	Description	Unit Price	Total

Total

Authorized by: _____
Signed by _____
Dated _____
Invoice No. _____

Technician Notes: replaced front door lock

Woodland Park
5 Newell Ct
East Palo Alto,CA 94303
Office (650) 566-2000x

Work Order No. 9156966
Date Call: 12/16/2024 12:10:00 PM
Date Scheduled: 12/16/2024 12:43:00 PM

Status Work Completed

Date Completed: 1/17/2025 8:46:02 AM
Brief Desc: CALL B4 ENTRY 650-815-1860

Job Site: cawoopa2/209-1
245 East OKeefe Street
1
East Palo Alto,CA 94303

Caller Name: Brayan Jenkins
Caller Phone: (650) 815-1860x
Occupant: Jenkins (t2439910)
Home (650) 283-5474x

		Office	(650) 656-7903x
Priority:	Emergency	**Mobile**	(650) 441-4887x
Ok to enter?	NO		
Category:	Plumbing		

Access Notes: PTE: No, POC is home. Please call him before arrival. - PETS: NO - Alarms: NO

Problem Description: UPDATE 12/26/2024 at 6:14pm CST. Resident requesting ETA. I confirmed the access instructions. AHernandez/RCC

UPDATE 12/19/24 04:15 pm CST

The tenant states that the situation is getting worse, it is coming from the unit above. coming from the ceiling

Access instructions updated.

MSanchez/RCC

650-815-1860
RESIDENT REPORTING A LEAK IN THE BATHROOM ABOVE THE BATHTUB

Parts & Labor

Quantity/ Hours	Item Type/ Employee Name	Description	Unit Price	Total
0.0000	Blanco		0.00	0.00
			Total	0.00

Authorized by: _____
Signed by _____
Dated _____
Invoice No. _____

Technician Notes: 12/16/2024 Resident advised that their was not leak.

12/18/2024 Resident did not let us in because he was sick and didn't want anyone in.

12/22/2024 Resident was upset and yelled at Pedro. advised he does not want us doing work because his not happy right now.

12/26/2024 Replaced broken overflow from unit above. Also replace spout.

12/29/2024 Replaced sheet rock and painted

Woodland Park
5 Newell Ct
East Palo Alto,CA 94303
Office (650) 566-2000x

Work Order No. 9173150
Date Call: 12/19/2024 2:20:00 PM
Date Scheduled: 12/19/2024 2:25:00 PM

Status Work Completed

Date Completed: 12/20/2024 11:40:03 AM
Brief Desc: Door lock

Job Site: cawoopa2/209-1
245 East OKeefe Street
1
East Palo Alto,CA 94303

Caller Name: Brayan Jenkins
Caller Phone: (650) 815-1860x
Occupant: Jenkins (t2439910)
Home (650) 283-5474x
Office (650) 656-7903x
Mobile (650) 441-4887x

Priority: Emergency
Ok to enter? NO
Category: Building Interior
SubCategory: Door Repair

Access Notes: PTE: No, POC is home - PETS: NO - Alarms: NO

Problem Description: The tenant states that the lock for the front door is not working, the technician installed a new lock but the installation was not done properly, the lock feels very loose, and the deadbolt at the top is loose as well, so the tenant cannot secure the door.

MSanchez/RCC

Parts & Labor

Quantity/ Hours	Item Type/ Employee Name	Description	Unit Price	Total
0.0000	Macias		0.00	0.00
			Total	0.00

Authorized by: _____
Signed by _____
Dated _____
Invoice No. _____

Technician Notes: repaired door knob and deadbolt

Woodland Park
5 Newell Ct
East Palo Alto,CA 94303
Office (650) 566-2000x

Work Order No. 9203843
Date Call: 12/30/2024 10:30:00 AM

Status Work Completed

Date Completed: 1/17/2025 8:46:26 AM
Brief Desc: Moisture and discoloration

Job Site: cawoopa2/209-1
245 East OKeefe Street
1
East Palo Alto,CA 94303

Caller Name: Brain Jenkins
Caller Phone: (650) 815-1816x
Occupant: Jenkins (t2439910)
Home (650) 283-5474x
Office (650) 656-7903x
Mobile (650) 441-4887x

Priority: Low
Ok to enter? NO
Category: Water Intrusion
SubCategory: Internal (from within apt)

Access Notes: PTE: No, POC is home. Please call him before arrival. - PETS: NO - Alarms: NO

Problem Description: Mr. Jenkins called as there is moisture and discoloration in the bathroom in the shower are where that was a leak. He said that the shower can't be used and he claimed that that is an emergency. He wants to have the tech call him ASAP.
TPetrisor/RCC

Parts & Labor

Quantity/ Hours	Item Type/ Employee Name	Description	Unit Price	Total

Total

Authorized by: _____
Signed by _____
Dated _____
Invoice No. _____

Technician Notes: 12/16/2024 Resident advised that their was not leak.

12/18/2024 Resident did not let us in because he was sick and didn't want anyone in.

12/22/2024 Resident was upset and yelled at Pedro. advised he does not want us doing work because his not happy right now.

12/26/2024 Replaced broken overflow from unit above. Also replace spout.

12/29/2024 Replaced sheet rock and painted

Woodland Park
5 Newell Ct
East Palo Alto,CA 94303
Office (650) 566-2000x

Work Order No. 9345530
Date Call: 1/30/2025 5:00:00 PM

Date Scheduled: 1/30/2025 6:07:23 PM

Status Scheduled

Brief Desc: Serv- toilet takes long to fill

Job Site: cawoopa2/209-1
245 East OKeefe Street
1
East Palo Alto,CA 94303

Caller Name: Earleen Jenkins

Caller Phone:
Occupant: Jenkins (t2439910)
Home (650) 283-5474x
Office (650) 656-7903x
Mobile (650) 441-4887x

Ok to enter? NO
Category: Plumbing

SubCategory: Toilet

Technician Notes
Time: _____ **Date:** _____
Material: _____

Problem Description: NO PTE

toilet takes long to fill up

650 815 1860

OF

Parts & Labor

Quantity/ Hours	Item Type/ Employee Name	Description	Unit Price	Total

Total

Authorized by: _____
Signed by _____
Dated _____
Invoice No. _____

Woodland Park
5 Newell Ct
East Palo Alto,CA 94303
Office (650) 566-2000x

Work Order No. 9345535
Date Call: 1/30/2025 5:01:00 PM

Date Scheduled: 1/30/2025 6:08:18 PM

Status Scheduled

Brief Desc: Serv- bathroom wall has hole

Job Site: cawoopa2/209-1
245 East OKeefe Street
1
East Palo Alto,CA 94303

Caller Name: Earleen Jenkins

Caller Phone:
Occupant: Jenkins (t2439910)
Home (650) 283-5474x
Office (650) 656-7903x
Mobile (650) 441-4887x

Ok to enter? NO
Category: Building Interior

SubCategory: Sheetrock

Technician Notes
Time: _____ **Date:** _____
Material: _____

Problem Description: NO PTE

bathroom wall has a hole

650 815 1860

OF

Parts & Labor

Quantity/ Hours	Item Type/ Employee Name	Description	Unit Price	Total

Total

Authorized by: _____
Signed by _____
Dated _____
Invoice No. _____

Woodland Park
5 Newell Ct
East Palo Alto,CA 94303
Office (650) 566-2000x

Work Order No. 9345536
Date Call: 1/30/2025 5:02:00 PM

Date Scheduled: 1/30/2025 6:09:09 PM

Status Work Completed

Date Completed: 2/5/2025 4:18:00 PM
Brief Desc: Serv- front door lock

Job Site: cawoopa2/209-1
245 East OKeefe Street
1
East Palo Alto,CA 94303

Caller Name: Earleen Jenkins

Caller Phone:
Occupant: Jenkins (t2439910)
Home (650) 283-5474x
Office (650) 656-7903x
Mobile (650) 441-4887x

Ok to enter? NO
Category: Locks / Keys

SubCategory: Front Door Key

Problem Description: NO PTE

front door lock is not locking properly

650 815 1860

OF

Parts & Labor

Quantity/ Hours	Item Type/ Employee Name	Description	Unit Price	Total

Total

Authorized by: _____
Signed by _____
Dated _____
Invoice No. _____

Technician Notes: 2/5 work order was placed by a person who was not on the lease which we will not be able to change locks if earleen does not request

Woodland Park
5 Newell Ct
East Palo Alto,CA 94303
Office (650) 566-2000x

Work Order No. 9372134
Date Call: 2/5/2025 4:18:00 PM

Date Scheduled: 2/5/2025 4:34:26 PM

Status Scheduled

Brief Desc: service-te door frame is broken

Job Site: cawoopa2/209-1
245 East OKeefe Street
1
East Palo Alto,CA 94303

Caller Name: Earleen Jenkins

Caller Phone:
Occupant: Jenkins (t2439910)
Home (650) 283-5474x
Office (650) 656-7903x
Mobile (650) 441-4887x

Priority: High
Ok to enter? YES
Category: Building Exterior

Technician Notes
Time: _____ **Date:** _____
Material: _____

Problem Description: NO PTE
Brian Jenkins
the front door frame is broken please do not change the lock just repair the frame

650 815 1860

DD

Parts & Labor

Quantity/ Hours	Item Type/ Employee Name	Description	Unit Price	Total

Total

Authorized by: _____
Signed by _____
Dated _____
Invoice No. _____

Exhibit F

Woodland Park Witness List

Stacie Roebuck, Regional Manager
Aura Andrade, General Manager
Enrique Bedolla, Maintenance Manager

Earleen Jenkins v. Woodland Park Communities
Case No 20240012

Respondent's Exhibit List

Exhibit #	Title	Page #
G	Ledger through May 2, 2025	R078
H	Ledger May 1, 2025 through July 15, 2025	R083

Exhibit G

Resident Ledger

GREYSTAR®

Date: 07/15/2025

Code	t2439910	**Property**	cawoopa2	**Lease From**	07/01/2015
Name	Earleen Jenkins	**Unit**	209-1	**Lease To**	06/30/2016
Address	245 East OKeefe Street	**Status**	Past	**Move In**	03/28/2007
	1	**Rent**	1319.11	**Move Out**	04/21/2025
City	East Palo Alto, CA 94303	**Phone (H)**	(650) 656-7903	**Phone (W)**	(650) 283-5474

Date	Chg Code	Post Month	Description	Charge	Payment	Balance	Chg/Rec
03/28/2007	secdep	07/2021	Security deposits received	300.00		300.00	67401485
03/28/2007		07/2021	Security deposits received		300.00	0.00	21611700
04/01/2020	rent	07/2021	Leased Rent (04/2020)	1,001.31		1,001.31	67403746
05/01/2020	rent	07/2021	Leased Rent (05/2020)	1,150.50		2,151.81	67404158
07/01/2020	rent	07/2021	Leased Rent (07/2020)	1,150.50		3,302.31	67405014
08/01/2020	rent	07/2021	Leased Rent (08/2020)	1,150.50		4,452.81	67405448
09/01/2020	rent	07/2021	Leased Rent (09/2020)	1,027.46		5,480.27	67405883
10/01/2020	rent	07/2021	Leased Rent (10/2020)	850.50		6,330.77	67406249
11/01/2020	rent	07/2021	Leased Rent (11/2020)	850.50		7,181.27	67406666
12/01/2020	rent	07/2021	Leased Rent (12/2020)	1,176.96		8,358.23	67407097
02/01/2021	rent	07/2021	Leased Rent (02/2021)	376.96		8,735.19	67408149
03/01/2021	rent	07/2021	Leased Rent (03/2021)	376.96		9,112.15	67408791
04/01/2021	rent	07/2021	Leased Rent (04/2021)	176.96		9,289.11	67409489
08/01/2021	rent	08/2021	Base Rent (08/2021)	1,176.96		10,466.07	68472960
08/05/2021		08/2021	chk# 1089 41239418 :CHECKscan Payment		176.96	10,289.11	21913661
08/05/2021		08/2021	chk# 1089 41239407 :CHECKscan Payment		1,000.00	9,289.11	21913662
09/01/2021	rent	09/2021	Base Rent (09/2021)	1,176.96		10,466.07	69787719
09/08/2021		09/2021	chk# 1089 41244126 :CHECKscan Payment		1,000.00	9,466.07	22317746
09/08/2021		09/2021	chk# 1089 41244137 :CHECKscan Payment		176.96	9,289.11	22317747
10/01/2021	rent	10/2021	Base Rent (10/2021)	1,176.96		10,466.07	71275176
10/07/2021		10/2021	chk# 1084 36723440 :CHECKscan Payment		1,000.00	9,466.07	22722257
10/27/2021		11/2021	chk# 603216 :CHECKscan Payment - Samaritan House		5,000.00	4,466.07	22875950
11/01/2021	rent	11/2021	Base Rent (11/2021)	1,176.96		5,643.03	72855908
11/16/2021		11/2021	chk# 1089 41253344 :CHECKscan Payment		1,000.00	4,643.03	23223736
11/16/2021		11/2021	chk# 1089 41253828 :CHECKscan Payment		100.00	4,543.03	23223737
12/01/2021	rent	12/2021	Base Rent (12/2021)	1,192.26		5,735.29	74133021
12/06/2021		12/2021	chk# 1089 41258162 :CHECKscan Payment		1,000.00	4,735.29	23546129
12/06/2021		12/2021	chk# 1089 41258173 :CHECKscan Payment		100.00	4,635.29	23546130
01/01/2022	rent	01/2022	Base Rent (01/2022)	1,192.26		5,827.55	101382624
01/05/2022		01/2022	chk# 1089 41262727 :CHECKscan Payment		1,000.00	4,827.55	23918235
01/05/2022		01/2022	chk# 1089 41262738 :CHECKscan Payment		100.00	4,727.55	23918236
01/10/2022	latefee	01/2022	Late Fee Charge (01/2022)	35.00		4,762.55	101716139
02/01/2022	rent	02/2022	Base Rent (02/2022)	1,192.26		5,954.81	102876610
02/11/2022	latefee	02/2022	Late Fees	35.00		5,989.81	103263712
03/01/2022	rent	03/2022	Base Rent (03/2022)	1,192.26		7,182.07	104458338
03/11/2022	latefee	03/2022	Late Fees	35.00		7,217.07	104858673
04/01/2022	rent	04/2022	Base Rent (04/2022)	1,192.26		8,409.33	106114526
04/11/2022	latefee	04/2022	Late Fees	35.00		8,444.33	106540064
05/01/2022	rent	05/2022	Base Rent (05/2022)	1,192.26		9,636.59	107839742
05/04/2022		05/2022	chk# 1089 93767432 :CHECKscan Payment		1,000.00	8,636.59	25587143
05/04/2022		05/2022	chk# 1089 93767443 :CHECKscan Payment		192.26	8,444.33	25587144
05/12/2022		05/2022	chk# 403021 :CHECKscan Payment - Samaritan House		1,192.26	7,252.07	25671722
06/01/2022	rent	06/2022	Base Rent (06/2022)	1,192.26		8,444.33	109369425
06/08/2022		06/2022	chk# 1089 93789146 :CHECKscan Payment		1,000.00	7,444.33	26078061

06/08/2022		06/2022	chk# 1089 93789157 :CHECKscan Payment		192.26	7,252.07	26078062
06/27/2022		07/2022	chk# 0063573513 :CHECKscan Payment - COVID 19 Rent Relief		4,762.55	2,489.52	26224316
07/01/2022	rent	07/2022	Base Rent (07/2022)	1,192.26		3,681.78	111089049
07/06/2022		07/2022	chk# 1089 93792446 :CHECKscan Payment		1,000.00	2,681.78	26499227
07/06/2022		07/2022	chk# 1089 93792457 :CHECKscan Payment		192.26	2,489.52	26499228
08/01/2022	rent	08/2022	Base Rent (08/2022)	1,192.26		3,681.78	112772419
08/05/2022		08/2022	chk# 1089 :CHECKscan Payment		1,000.00	2,681.78	26980151
08/05/2022		08/2022	chk# 1089 :CHECKscan Payment		192.26	2,489.52	26980152
09/01/2022	rent	09/2022	Base Rent (09/2022)	1,192.26		3,681.78	114459209
09/06/2022		09/2022	chk# 1090 :CHECKscan Payment		192.26	3,489.52	27444608
09/06/2022		09/2022	chk# 1090 :CHECKscan Payment		1,000.00	2,489.52	27444609
09/20/2022		09/2022	chk# 803326 :CHECKscan Payment - Samaritan House		2,489.52	0.00	27594290
10/01/2022	rent	10/2022	Base Rent (10/2022)	1,192.26		1,192.26	116177604
10/06/2022		10/2022	chk# 1090 63306792 :CHECKscan Payment		1,000.00	192.26	27939087
10/06/2022		10/2022	chk# 1090 63306803 :CHECKscan Payment		192.26	0.00	27939088
11/01/2022	rent	11/2022	Base Rent (11/2022)	1,192.26		1,192.26	117929476
11/07/2022		11/2022	chk# 1090 :CHECKscan Payment		1,000.00	192.26	28415658
11/07/2022		11/2022	chk# 1090 :CHECKscan Payment		192.26	0.00	28415659
12/01/2022	rent	12/2022	Base Rent (12/2022)	1,192.26		1,192.26	119233599
12/06/2022		12/2022	chk# 1090 :CHECKscan Payment		1,000.00	192.26	28865330
12/06/2022		12/2022	chk# 1090 :CHECKscan Payment		192.26	0.00	28865331
01/01/2023	rent	01/2023	Base Rent (01/2023)	1,192.26		1,192.26	121827200
01/11/2023	latefee	01/2023	Late Fees	35.00		1,227.26	122084817
01/11/2023		01/2023	chk# 1090 :CHECKscan Payment		1,000.00	227.26	29446319
01/11/2023		01/2023	chk# 1090 :CHECKscan Payment		192.26	35.00	29446320
02/01/2023	rent	02/2023	Base Rent (02/2023)	1,192.26		1,227.26	123308077
02/06/2023		02/2023	chk# 1090 :CHECKscan Payment		1,000.00	227.26	29877321
02/06/2023		02/2023	chk# 1090 :CHECKscan Payment		192.26	35.00	29877322
03/01/2023	rent	03/2023	Base Rent (03/2023)	1,192.26		1,227.26	125103084
03/04/2023		03/2023	chk# 1090 63314855 :CHECKscan Payment		1,000.00	227.26	30332440
03/04/2023		03/2023	chk# 1090 63314866 :CHECKscan Payment		192.26	35.00	30332441
04/01/2023	rent	04/2023	Base Rent (04/2023)	1,192.26		1,227.26	126889231
04/04/2023		04/2023	chk# 1090 85955253 :CHECKscan Payment		1,000.00	227.26	30816428
04/04/2023		04/2023	chk# 1090 85955264 :CHECKscan Payment		192.26	35.00	30816429
05/01/2023	rent	05/2023	Base Rent (05/2023)	1,192.26		1,227.26	128802540
05/06/2023		05/2023	chk# 1090 63316593 :CHECKscan Payment		1,000.00	227.26	31302796
05/06/2023		05/2023	chk# 1090 63316604 :CHECKscan Payment		192.26	35.00	31302797
06/01/2023	rent	06/2023	Base Rent (06/2023)	1,192.26		1,227.26	130264154
06/07/2023		06/2023	chk# 1090 :CHECKscan Payment		1,000.00	227.26	31775628
06/07/2023		06/2023	chk# 1090 :CHECKscan Payment		192.26	35.00	31775629
07/01/2023	rent	07/2023	Base Rent (07/2023)	1,192.26		1,227.26	132068510
07/09/2023		07/2023	chk# 016712 :CHECKscan Payment		1,294.79	(67.53)	32257501
07/19/2023	rent	07/2023	July's rent prorated adjustment	102.25		34.72	132641518
08/01/2023	rent	08/2023	Base Rent (08/2023)	1,294.51		1,329.23	133800247
08/04/2023		08/2023	chk# 1090 98139810 :CHECKscan Payment		294.51	1,034.72	32704971
08/04/2023		08/2023	chk# 1090 98139800 :CHECKscan Payment		1,000.00	34.72	32704972
08/15/2023		08/2023	chk# 1090 98131120 :CHECKscan Payment		34.72	0.00	32794534
09/01/2023	rent	09/2023	Base Rent (09/2023)	1,294.51		1,294.51	135617006
09/06/2023	rent	09/2023	Base Rent	(102.25)		1,192.26	136110074
09/06/2023		09/2023	chk# 90 :CHECKscan Payment		192.26	1,000.00	33209710
09/06/2023		09/2023	chk# 90 :CHECKscan Payment		1,000.00	0.00	33209711
10/01/2023	rent	10/2023	Base Rent (10/2023)	1,192.26		1,192.26	137314708
10/04/2023		10/2023	chk# 90 :CHECKscan Payment		1,000.00	192.26	33683184
10/04/2023		10/2023	chk# 90 :CHECKscan Payment		192.26	0.00	33683185
10/09/2023	rent	10/2023	rent increase for July was supposed to be rescinded	(102.25)		(102.25)	138012229
11/01/2023	rent	11/2023	Base Rent (11/2023)	1,192.26		1,090.01	139343807
11/07/2023		11/2023	chk# 1090 98152350 :CHECKscan Payment		1,000.00	90.01	34225138
11/07/2023		11/2023	chk# 1090 98152361 :CHECKscan Payment		192.26	(102.25)	34225140
12/01/2023	rent	12/2023	Base Rent (12/2023)	1,294.51		1,192.26	141068285
12/07/2023		12/2023	chk# 1091 74337514 :CHECKscan Payment		1,000.00	192.26	34703080
12/07/2023		12/2023	chk# 1091 74337525 :CHECKscan Payment		294.51	(102.25)	34703081
01/01/2024	rent	01/2024	Base Rent (01/2024)	1,294.51		1,192.26	143426555

01/09/2024		01/2024	chk# 90 :CHECKscan Payment		294.51	897.75	35187022
01/09/2024		01/2024	chk# 90 :CHECKscan Payment		1,000.00	(102.25)	35187023
02/01/2024	rent	02/2024	Base Rent (02/2024)	1,294.51		1,192.26	144949508
02/08/2024		02/2024	chk# 40196000297786 :CHECKscan Payment		1,000.00	192.26	35704784
02/08/2024		02/2024	chk# 40196000297795 :CHECKscan Payment		294.51	(102.25)	35704785
03/01/2024	rent	03/2024	Base Rent (03/2024)	1,294.51		1,192.26	146947170
03/11/2024	latefee	03/2024	Late Fees	35.00		1,227.26	147676841
03/11/2024		03/2024	chk# 1091 74341254 :CHECKscan Payment		1,000.00	227.26	36245522
03/11/2024		03/2024	chk# 1091 74341265 :CHECKscan Payment		294.51	(67.25)	36245523
04/01/2024	rent	04/2024	Base Rent (04/2024)	1,294.51		1,227.26	148959724
04/10/2024		04/2024	chk# 1091 74355587 :CHECKscan Payment		294.51	932.75	36759551
04/10/2024		04/2024	chk# 1091 74355576 :CHECKscan Payment		1,000.00	(67.25)	36759552
05/01/2024	rent	05/2024	Base Rent (05/2024)	1,294.51		1,227.26	151267324
05/08/2024		05/2024	chk# 1091 74343366 :CHECKscan Payment		294.51	932.75	37287113
05/08/2024		05/2024	chk# 1091 74343355 :CHECKscan Payment		1,000.00	(67.25)	37287114
06/01/2024	rent	06/2024	Base Rent (06/2024)	1,294.51		1,227.26	153434517
06/05/2024		06/2024	chk# 1092 38805786 :CHECKscan Payment		1,000.00	227.26	37815549
06/05/2024		06/2024	chk# 1092 38805797 :CHECKscan Payment		294.51	(67.25)	37815550
07/01/2024	rent	07/2024	Base Rent (07/2024)	1,294.51		1,227.26	155735821
07/11/2024	latefee	07/2024	Late Fees	35.00		1,262.26	156297274
07/16/2024		07/2024	chk# 90 :CHECKscan Payment		1,000.00	262.26	38511401
07/16/2024		07/2024	chk# 90 :CHECKscan Payment		227.26	35.00	38511403
08/01/2024	rent	08/2024	Base Rent (08/2024)	1,294.51		1,329.51	157987426
08/07/2024		08/2024	chk# 1092 38823232 :CHECKscan Payment		35.00	1,294.51	39042876
08/11/2024	latefee	08/2024	Late Fees	35.00		1,329.51	158641378
08/13/2024		08/2024	chk# 1092 38824079 :CHECKscan Payment		294.51	1,035.00	39098846
08/13/2024		08/2024	chk# 1092 38824068 :CHECKscan Payment		1,000.00	35.00	39098848
09/01/2024	rent	09/2024	Base Rent (09/2024)	1,294.51		1,329.51	160381863
09/11/2024	latefee	09/2024	Late Fees	35.00		1,364.51	161010321
09/17/2024		09/2024	chk# 1092 92645033 :CHECKscan Payment		294.51	1,070.00	39758457
09/17/2024		09/2024	chk# 1092 92645022 :CHECKscan Payment		1,000.00	70.00	39758458
10/01/2024	rent	10/2024	Base Rent (10/2024)	1,294.51		1,364.51	162702958
10/08/2024		10/2024	chk# 1092 92647167 :CHECKscan Payment		1,000.00	364.51	40281253
10/08/2024		10/2024	chk# 1092 92647178 :CHECKscan Payment		294.51	70.00	40281254
11/01/2024	rent	11/2024	Base Rent (11/2024)	1,294.51		1,364.51	165123576
11/07/2024		11/2024	chk# 1092 92652139 :CHECKscan Payment		1,000.00	364.51	40875634
11/07/2024		11/2024	chk# 1092 92652140 :CHECKscan Payment		294.51	70.00	40875635
12/01/2024	rent	12/2024	Base Rent (12/2024)	1,294.51		1,364.51	167460840
12/01/2024	rent	12/2024	Rental Increase December 2024	24.60		1,389.11	167935761
12/05/2024		12/2024	chk# 1092 92656792 :CHECKscan Payment		1,000.00	389.11	41420084
12/05/2024		12/2024	chk# 1092 92656803 :CHECKscan Payment		319.11	70.00	41420085
12/20/2024	latefee	01/2025	reversing 2 late fees for August and September	70.00		140.00	168212561
12/20/2024	latefee	01/2025	reversing incorrect late fee charge	(70.00)		70.00	168212575
12/20/2024	latefee	01/2025	reversing 2 late fees for August and September	(70.00)		0.00	168212583
01/01/2025	rent	01/2025	Base Rent (01/2025)	1,319.11		1,319.11	170138809
01/06/2025		01/2025	chk# 1092 92660873 :CHECKscan Payment		1,000.00	319.11	41991469
01/06/2025		01/2025	chk# 1092 92660884 :CHECKscan Payment		319.11	0.00	41991470
02/01/2025	rent	02/2025	Base Rent (02/2025)	1,319.11		1,319.11	172161789
02/09/2025		02/2025	chk# 90 :CHECKscan Payment		1,000.00	319.11	42637465
02/09/2025		02/2025	chk# 90 :CHECKscan Payment		319.11	0.00	42637466
03/01/2025	rent	03/2025	Base Rent (03/2025)	1,319.11		1,319.11	174621233
03/06/2025		03/2025	chk# 1092 92670542 :CHECKscan Payment		1,000.00	319.11	43224722
03/06/2025		03/2025	chk# 1092 92670553 :CHECKscan Payment		319.11	0.00	43224723
04/01/2025	rent	04/2025	Base Rent (04/2025)	1,319.11		1,319.11	177136739
04/07/2025		04/2025	chk# 1093 :CHECKscan Payment		1,000.00	319.11	43923684
04/07/2025		04/2025	chk# 1093 :CHECKscan Payment		319.11	0.00	43923685
05/02/2025	secdep	05/2025	:Security Deposits credit	(300.00)		(300.00)	180205464
05/02/2025	rent	05/2025	Base Rent (04/2025) Credit 9 days	(395.73)		(695.73)	180205465
05/02/2025	depref	05/2025	Amount to be refunded	695.73		0.00	180205466
05/02/2025	adminfee	05/2025	Sale Unit Deposit Hold	695.73		695.73	180205474
05/02/2025	depref	05/2025	Adjustment to amount to be refunded	(695.73)		0.00	180205475

Exhibit H

Resident Ledger



Date: 07/15/2025

Code	t0014190	**Property**	245okeef	**Lease From**	03/28/2007
Name	Earleen Jenkins	**Unit**	01	**Lease To**	04/27/2008
Address	245 E Okeefe St 01	**Status**	Current	**Move In**	03/28/2007
		Rent	1319.11	**Move Out**	
City	East Palo Alto, CA 94303	**Phone (H)**	(650) 283-5474	**Phone (W)**	(650) 441-4887

Date	Chg Code	Description	Charge	Payment	Balance	Chg/Rec
03/28/2007	deposit	:Posted by QuickTrans (deposit)	300.00		300.00	1122314
03/28/2007		chk# :QuickTrans :Posted by QuickTrans		300.00	0.00	667181
05/01/2025	rent	Rent (05/2025)	1,319.11		1,319.11	1124172
05/05/2025		chk# 1093 28559681 :CHECKscan Payment		1,000.00	319.11	671460
05/05/2025		chk# 1093 28559692 :CHECKscan Payment		319.11	0.00	671461
06/01/2025	rent	Rent (06/2025)	1,319.11		1,319.11	1132956
06/06/2025	late	Late Fee (06/2025)	75.00		1,394.11	1137681
06/16/2025		chk# 1093 28564070 :CHECKscan Payment		319.11	1,075.00	676672
06/16/2025		chk# 1093 28564060 :CHECKscan Payment		1,000.00	75.00	676673
07/01/2025	rent	Rent (07/2025)	1,319.11		1,394.11	1143436
07/05/2025		chk# 1092 20033373 :CHECKscan Payment		1,000.00	394.11	680516
07/05/2025		chk# 1092 20033384 :CHECKscan Payment		319.11	75.00	680517

Oscar Reyes v. Woodland Park Communities
Case No 20240012

Respondent's Exhibit List

Exhibit #	Title	Page #
A	Lease Agreement	R001
B	Current Ledger	R040
C	Historic Ledger (covering February 2016-July 2021, if applicable)	R044
D	Work Order Overview Report	R046
E	Work Orders	R049
F	Woodland Park Witness List	R092

Exhibit A

City of East Palo Alto
Office of the City Manager
Rent Stabilization Program
2415 University Avenue, 2nd Floor
East Palo Alto, CA 94303
Tel: 650-853-3114 / Fax: 650-853-3115
rentprogram@cityofepa.org

NOTICE OF ORDINANCE AT COMMENCEMENT OF TENANCY

Section 6 of the East Palo Alto Rent Stabilization and Just Cause of Eviction Ordinance of 2010 requires landlords provide residential tenants with a written notice of this Ordinance at the commencement of any tenancy.

RENTS AND RENT INCREASES

How Much Can Rents be Increased Each Year:

The Rent Stabilization Board determines the percentage increase each year, the Annual General Adjustment ("AGA"), that landlords can raise rents for tenants in regulated rental units. **The percentage of rent increase allowed**, including for all fees for regulated housing services, **for the 2022-2023 program year is 4.2%.**

Landlords, who are in compliance with the Ordinance, may increase rents between July 1 and June 30 of each program year by the amount of the AGA after giving a proper 30-day notice to a tenant. A landlord is eligible to increase rents using AGAs only if the landlord:

1. Registers all units in the same property with the Rent Stabilization Program;
2. Substantially complies with the Rent Stabilization Ordinance and/or orders or regulations issued under the Ordinance, including not charging more than the maximum allowed rent; and
3. Ensures the rental unit complies with the implied warranty of habitability; and completes all repairs ordered by the City.

Fees paid to a landlord for regulated housing services such as parking or utilities are generally part of the rent. An increase in fees for housing services, or charges for additional services that were not included in a tenant's initial rental agreement, are generally considered rent increases and must conform to the requirements for raising rents.

Accumulating AGAs for Future Rent Increases:

Landlords may raise rents by a lesser amount than allowed by the AGA or choose not to raise rents in any given year, and in that event, they may apply the AGA for future use to raise a tenant's rent. Rent increases may not exceed **10%** in any 12-month period.

Certificate of Maximum Allowable Rent ("MAR"):

Certificates are issued upon Initial Registration of a rental unit, upon occupancy by a new tenant, and upon individual request. They are not issued every year. Based on information submitted by landlords, the Rent Stabilization Administrator calculates the Maximum Allowable Rent in the Certificates issued for rental units that have been properly registered with the City. A tenant cannot be charged rent, including any fees for regulated housing services, that exceeds the MAR for the timeframe specified in the Certificate issued for their unit.

RIGHT TO PETITION FOR VIOLATIONS OF ORDINANCE

A tenant can file petition A, B and/or C when their landlord violates the requirements of the City's Rent Stabilization Ordinance. A tenant may file a petition seeking a rent reduction or a rebate for rent already paid for the following reasons:

File Petition A for a Rent Reduction and Rebate for Maximum Allowable Rent Violations: This petition may be filed when rent is being charged over the Maximum Allowable Rent for a regulated rental unit. A tenant can also file Petition A if their landlord failed to properly register the unit.

File Petition B for Rent Reduction and Rebate for Housing Service Reductions, including Maintenance and Breach of Implied Warranty of Habitability: This petition may be filed when the tenant experiences habitability and/or maintenance problems, and/or reductions in services that have not been corrected in a reasonable time.

File Petition C for Approval to Withhold Rent for Landlord's Failure to Register a Unit with the Rent Stabilization Program: Tenants may contact the Rent Program to find out if their rental unit is properly registered and for more

information about this provision in the Ordinance.

PROTECTIONS AGAINST EVICTONS WITHOUT CAUSE

Evictions are only permitted for the specific reasons cited in the Ordinance. Evictions not meeting these requirements can be contested in any action to recover possession of a rental unit in court.

Landlords must specify at least one of the permitted grounds for eviction listed in the Ordinance in a written notice of termination of tenancy. Permitted grounds for eviction include failing to pay rent, violating the lease, or engaging in disorderly or destructive conduct, among other reasons.

The landlord must file with the Rent Board a copy of any termination of tenancy and unlawful detainer action within five calendar days after the tenant has been served with such a notice.

TENANT PROTECTION ORDINANCE (Codified in Section 14.02 of the Municipal Code):
In May 2014, the City Council adopted the Tenant Protection Ordinance ("TPO") to further protect tenants. The TPO requires landlords to provide tenants a tenant rights information sheet, to give keys to every adult occupant in the rental unit, and to replace locks before a new tenancy begins. The TPO prohibits landlords from discriminating against families with children or based on the student or non-student status of housing applicants and tenants. It also prohibits landlords from harassing or taking retaliatory action against tenants. The TPO confirms tenants' rights to organize and to distribute literature related to tenancy issues. The TPO also provides for relocation assistance when units are to be demolished or removed or tenants have to temporarily relocate due to necessary repairs.

FOR MORE INFORMATION ABOUT THE ORDINANCE

Contact the Rent Stabilization Program at (650) 853-3114 or rentprogram@cityofepa.org; or the City's website at: www.cityofepa.org/rentprogram. You may also visit us at 2415 University Avenue, 2nd floor between 8:00 a.m. – 5:00 p.m.

For legal advice or representation, you may contact Legal Aid Society of San Mateo County for an appointment at (650) 517-8911; or Community Legal Services in East Palo Alto at (650) 326-6440; or go to 1861 Bay Road, East Palo Alto.

I received a copy of this notice on **September 1, 2023**.

Signed by Oscar S. Reyes Juarez
Fri Sep 1 2023 05:11:10 PM PDT
Key: 17FF6F19; IP Address: 173.8.185.182

Oscar S. Reyes Juarez *(Resident)* *Date*

Signed by Elida A. Candia Chavez
Fri Sep 1 2023 05:11:11 PM PDT
Key: 41DBA6DC; IP Address: 173.8.185.182

Elida A. Candia Chavez *(Resident)* *Date*

CALIFORNIA LEASE AGREEMENT

1.

LANDLORD NAME:	**Woodland Park Property Owner, LLC doing business as Woodland Park Communities**
LANDLORD'S AGENT:	**Greystar California, Inc.**
LANDLORD ADDRESS:	**45 Newell Road, East Palo Alto, CA 94303**
PHONE/E-MAIL:	**(650) 566-2000 / woodlandparkca@greystar.com**

2.

RESIDENT NAME(S):	**Oscar S. Reyes Juarez and Elida A. Candia Chavez (individually and collectively, "Resident")**
OTHER OCCUPANT(S):	
RESIDENT ADDRESS:	**245 East OKeefe Street, East Palo Alto, CA 94303**
	UNIT: **(the "Premises") #12** PARKING SPACE: **#BJ-3** MAILBOX: **#12**

3.

INITIAL TERM:	**1 year**	❑ Lease Renewal:
	START DATE: September 1, 2023	**END DATE: August 31, 2024**
	MOVE-IN DATE: September 1, 2023	

4.

MONTHLY CHARGES	
Base Rent	$2,400.00
Trash	$35.00
Water	$25.00
Sewer	$40.00
Renter's Insurance	$12.22
TOTAL RENT	**$2,512.22**

5.

DEPOSITS	
Deposit	$600.00
TOTAL	**$600.00**

6.

KEYS:	❑ UNIT	**2**	❑ MAIL	**1**
	❑ REMOTE	**0**	❑ POOL	**0**
	❑ GARAGE	**0**	❑ STORAGE	**0**
	❑ CARD	**0**	❑ COMMON AREA	**0**

This Lease is entered into on the date signed, by and between the above-named parties (collectively, "Parties"). The party executing this Lease as the Landlord's Agent is acting as the managing agent for the owner of **Woodland Park** (the "Community"). Each person living in the Premises that is 18 years of age or older must sign the Lease as a resident. Each Resident states that they are of legal age to enter into a binding Lease for lodging. All others living in the Premises must be designated as Occupants. Each person signing the Lease is jointly and severally liable for all the various resident obligations under the Lease. Every individual resident, including all co-residents, is responsible for the entire rental amount and other obligations, even if, as roommates, individual residents have made arrangements among themselves to allocate the rent or other payments or obligations.

Landlord hereby leases and Resident hereby hires and takes the Premises for the term specified and subject to all of the terms and provisions set forth herein.

A. TERM OF LEASE

7. **INITIAL TERM:** The initial term of this Lease shall commence on the Start Date and end on the End Date as outlined in Section 3 and shall **automatically continue as a tenancy from month-to-month upon expiration of the initial term.**

8. **LEASE EXPIRATION:** Either party may terminate this Lease on the End Date or after the initial term by giving the other party at least **thirty (30) days'** written notice of its intention to terminate the tenancy, subject to California Civil Code sections 1946, et seq. In the absence of written notice of termination, or a new lease, after the expiration of the initial term, the tenancy shall become month-to-month subject to a rental increase and applicable fees as allowed under local and state law. Resident agrees to pay all rent up to and including the end of any **thirty (30) day** (or, as applicable, sixty (60) day) notice period (which may not occur before the end of the initial Lease term) or until the Premises are re-occupied, whichever occurs first.

9. **FAILURE TO VACATE AFTER NOTICE:** If Resident gives written notice to vacate the Premises and fails to completely vacate prior to the expiration of the notice, Landlord shall be entitled to commence legal proceedings to recover possession of the Premises and Resident shall be liable, unless otherwise prohibited by law, in addition to all other damages provided for under this Lease, for the daily rent based on a pro-ration of the monthly rent for each day Resident remains in the Premises. In addition, Landlord may collect costs for loss suffered from future resident losses, legal costs, lost rent, and other expenses, and any other amount allowed by law.

10. **OPTION FOR EARLY TERMINATION:** Resident is expected to remain a Resident for the entire initial term. If Resident fails to do so, Resident will be responsible to Landlord for all damages provided by law, including (but not limited to) rent due through the end of the initial term, minus rents paid by a replacement resident (if any). This amount will vary depending upon how long it takes Landlord to find a replacement resident which typically cannot be determined in advance of move-out.

To avoid this uncertainty, Resident may choose to exercise an Early Termination Option. Resident understands and acknowledges that Landlord is not legally obligated to allow early termination of the Lease unless provided for pursuant to law. To exercise this option, Resident must deliver to Landlord:

i. A written notice stating that Resident has elected to exercise the Early Termination Option;
ii. An early termination option payment of **$3,600.00**;
iii. An executed agreement for repayment of concessions received prior to the early termination (if applicable, see Concession Addendum); and
iv. Payment of rent and other amounts due through the new End Date.

When Landlord has (1) received the written notice and the Early Termination Option payment and (2) signed the notice, the End Date will be amended. The new End Date will be the date specified in the notice which must be at least **thirty** days after the written election and

payment are given to Landlord. Exercise of the Early Termination Option will affect only Resident's rent obligations after the new End Date. Resident must comply with all other Lease obligations.

The notice will not move the End Date forward if:

i. Resident is in default under the Lease at the time that Resident gives notice of Resident's exercise of the option;
ii. Resident provides the notice unaccompanied by the Early Termination Option payment; or
iii. Resident does not properly exercise the Early Termination Option by following the procedures specified above, but vacates the Premises before the End Date specified in the Lease.

11. **EARLY TERMINATION:** In the event Resident vacates the Premises before the End Date, and fails to exercise the Early Termination Option as specified above. Resident shall be liable for all rent owed for the remainder of the initial term minus amounts paid by a replacement resident (if any), plus any other amounts as specified by law.

12. **DELAY OF POSSESSION:** If the Landlord, for any reason, cannot deliver the possession of the Premises to Resident at the Move-In Date, this Lease shall not be void or voidable, nor shall Landlord be liable to Resident for any loss or damages resulting therefrom; but in that event there shall be a per diem deduction of rent covering the period between the Move-In Date and the time when Landlord can deliver possession.

13. **FAILURE TO MAKE PAYMENTS PRIOR TO COMMENCEMENT:** If Resident fails to make any payment due prior to the Start Date of Lease shown in Section 3, Landlord has no duty to provide possession of the Premises, and Landlord may apply any and all previously made payments to amounts due to Landlord.

B. PAYMENTS, DEPOSITS, AND FEES

14. **MONTHLY RENT PAYMENT:** The total rent is set forth in Section 4.
    i. All rent payments are due in advance on or before the 1st day of each month. It is Resident's responsibility to be certain that each payment is actually received by Landlord on or before its due date. Use of a rental payment drop box is for Resident's convenience - the risk of receipt of funds by Landlord when such box is used is Resident's risk, and not Landlord's risk. If any rent payment is made late, it will be subject to all applicable charges and may be rejected by Landlord.
    ii. Initial payment due for move in must be made in the form of a cashier's check. Except as otherwise provided, all subsequent rent payments shall be made by **check, cashier's check, money order, or through the online payment portal**. No cash or post-dated checks will be accepted.
    iii. Payments must be made payable to **Woodland Park** and may be personally delivered to the Business Manager, Assistant Business Manager or Sales Associate at 5 Newell Court or at 2041 Euclid Ave., East Palo Alto, CA 94303. On non-holidays, the business hours, which remain subject to change, when rent payments may be made personally are: **Mon and Wed, 9AM - 6PM, Tues 10AM - 6PM, Thurs and Fri 9AM - 7PM, Sat and Sun 10AM - 5PM**.
    iv. Unless Resident notifies Landlord otherwise by written notation on the rent payment, Landlord shall apply all of the payments made in the order of priority Landlord determines. Landlord reserves the right at any time to change payment procedures and policies.
    v. If Resident makes any payment by check, it may be converted into an electronic funds transfer ("EFT"). This means Landlord will copy the check and use the account information on it to electronically debit Resident's account for the amount of the check. The debit from Resident's account will usually occur within 24 hours, and may occur as early as the same day as Landlord receives payment. The debit will be shown on Resident's regular account statement. Resident will not receive the original check back. Landlord will destroy the original check, but will keep a copy of it to the extent required by applicable laws. If the EFT cannot be processed for technical reasons, Resident authorizes Landlord to process the copy in place of the original check. If the EFT cannot be completed because of insufficient funds, Landlord may require payment in certified funds as required below.
    vi. If the Start Date occurs on other than the first day of a calendar month or the End Date occurs on other than the last day of a calendar month, then the rent for that month shall be prorated on a daily basis.

15. **LATE CHARGE AND NSF CHARGE:** Landlord and Resident agree that when Resident fails to pay rent on time, or when Resident pays rent by a check which payment is subsequently dishonored by the bank, the actual cost to Landlord is difficult or impossible to ascertain, but the Parties agree that Landlord does, in the event of late payment or in the event of a dishonored check, incur certain costs, including without limitation, communication with Resident, additional bookkeeping and administrative charges, bank charges, and lost opportunity costs of the late payment. After making a reasonable endeavor to estimate accurately the approximate costs associated with such a breach, which the Parties agree is difficult or impossible to ascertain, the Parties agree that, any time the rent for any given month is paid after the **4th** day of such month, Resident will in that month pay to Landlord, as additional rent due with the late payment, a late charge in the sum of **35.00** and further agree that, in the event of a dishonored check, Resident will pay to Landlord, as additional rent due with the payment required to replace the dishonored check, an NSF fee in the sum of **$25.00**. The Parties agree that the payment of these sums does not constitute a license to pay rent late nor does it constitute a license to pay by dishonored check. Rent remains due on the first day of the month and there is no grace period for the payment of rent. A three-day notice to pay rent or quit may be served at any time after the first day of the month irrespective of the existence of the late charges as set forth in this section. If such notice is served after the **10th** day of the month, it may include the late charge and NSF charge, if applicable, which charges, as set forth above, are payable as additional rent. Furthermore, if Resident does not pay by the end of the **10th** day of the month, Resident may only pay by cashier's check or electronic payment (if offered). Landlord will not accept a personal check after the **10th** day of the month, or in response to a notice to pay rent or quit, or a notice to perform covenant or quit requiring payment. Landlord may terminate this Lease for failure to pay late charges and may terminate this Lease for non-payment of rent. If Resident gives Landlord two payments that are returned for nonpayment during the term of this Lease, then the future rent shall be payable by cashier's check for the remainder of the term.

16. **SECURITY DEPOSITS:**
    i. Resident shall pay to Landlord, as security, the amount set forth in Section 5, which sum shall not exceed the maximum permitted by California Civil Code Section 1950.5. This sum shall be applied and accounted for in accordance with the provisions of California Civil Code Section 1950.5 and any other applicable statutes. Landlord shall not be obligated to pay Resident interest in connection with such security deposit, unless specifically required by applicable law.
    ii. It is understood that the security deposit is applicable to all Residents jointly, and Landlord does not account for it until the passing of the permissible statutory period after all Residents have vacated the Premises. Any refund due may be made payable jointly to all Residents and it shall be the responsibility of all Residents to work out between themselves the manner of dividing said security deposit. If Landlord chooses to make the refund to any one of the Residents individually, in legal contemplation the payment shall be deemed to have been made to all Residents and Landlord shall have no liability to any one or group of Residents for failure of any Resident to divide such refund equitably.

iii. If the security deposit is later increased by agreement of the Parties for any reason (such as the installation of a waterbed or relating to a pet), the additional security deposit will be disbursed by Landlord in accordance with this section at the end of the statutory period following the end of Resident's tenancy. Removal of the waterbed or pet, or whatever caused the increase in the deposit, will not be grounds for early disbursement of the security deposit.

C. RESIDENT DEFAULT

17. **DEFAULT BY RESIDENT:** Resident shall be guilty of material breach of this Lease if Resident: (a) fails to pay any rent or other sums payable under this Lease on the date it becomes due; (b) defaults in the performance of or breach of any other provision, term, covenant or condition of this Lease; (c) vacates or abandons the Premises before expiration of the full term of this Lease, or any extension of the term; (d) permits the leasehold interest of Resident to be levied upon or attached by process of law; or (e) makes an assignment for the benefit of creditors.

18. **REMEDIES:** Upon the occurrence of any default by Resident, Landlord may exercise any right or remedy which Landlord may have at law or in equity, each and all of which are cumulative and nonexclusive. This may include giving Resident notice to correct or cure such default, taking action to recover possession of the Premises via the eviction process or otherwise, and/or terminating the Lease, all in accordance with applicable law. Additionally, Landlord shall be entitled to recover from Resident all damages incurred by Landlord by reason of Resident's default. Without limitation on the foregoing, upon the occurrence of any event of default by Resident, Landlord shall have the option to pursue any one or more of the following remedies, each and all of which shall be cumulative and nonexclusive:
   i. Terminate this Lease and Resident's right to possession of the Premises and recover from Resident all damages allowed at law or in equity, including those allowed under Civil Code Section 1951.2 including:
      a. The worth at the time of award of the unpaid rent which had been earned at time of termination;
      b. The worth at the time of award of the amount by which the unpaid rent which would have been earned after termination until the time of award exceeds the amount of such rental loss that the Resident proves could have been reasonably avoided;
      c. Subject to subsection (iii), the worth at the time of award of the amount by which the unpaid rent for the balance of the term after the time of award exceeds the amount of such rental loss that the Resident proves could be reasonably avoided; and
      d. Any other amount necessary to compensate the Landlord for all the detriment proximately caused by the Resident's failure to perform Resident's obligations under the Lease or which in the ordinary course of things would be likely to result therefrom.
   ii. The "worth at the time of award" of the amounts referred to in paragraphs (a) and (b) of subsection (i) is computed by allowing interest at **10% per year**, but no greater than the maximum interest rate permitted by law. The worth at the time of award of the amount referred to in paragraph (c) of subsection (i) is computed by discounting such amount at the discount rate of the Federal Reserve Bank of San Francisco at the time of award plus 1 percent.
   iii. Landlord may recover damages that include the worth at the time of award of the amount by which the unpaid rent of the balance of the term after the time of award, exceeds the amount of rental loss for the same period Resident proves could be reasonably avoided.
   iv. Efforts by the Landlord to mitigate the damages caused by the Resident's breach of the Lease do not waive the Landlord's rights to recover damages under this section.
   v. Nothing in this section affects the right of the Landlord under a Lease to indemnification for liability arising prior to the termination of the Lease for personal injuries or property damage where the Lease provides for such indemnification.
   vi. Landlord has the remedy described in California Civil Code Section 1951.4 (Landlord may continue Lease in effect after Resident's breach and abandonment and recover rent as it becomes due, if Resident has the right to sublet or assign, subject only to reasonable limitations). Accordingly, if Landlord does not elect to terminate this Lease on account of any default by Resident, Landlord may, from time to time, without terminating this Lease, enforce all of its rights and remedies under this Lease, including the right to recover all rent as it becomes due.

19. **DAMAGE BY RESIDENT:** If any damage or destruction to the Premises, building, or Community is caused by Resident, Occupants, guests or invitees, such damage shall be considered a breach of Lease. Resident further agrees to pay rent for the period the Premises is damaged whether or not habitable, if such damage is caused by Resident, Occupants, guests or invitees. Any such damage or destruction of the Premises caused by Resident, Occupants, guests or invitees constitutes grounds for termination of the Lease; additionally such actions will not create any right of rent reduction. Resident shall pay for any expenses, including the costs of repairing such damage or destruction.

20. **RESIDENT INFORMATION:** If Resident has supplied information to Landlord by means of a rental application or similar instrument, Landlord has relied upon the statements set forth in said application or instrument in deciding to rent the Premises to Resident. Resident covenants that all such information is accurate and was given voluntarily and knowingly by Resident. It is agreed that, if Landlord subsequently discovers any misstatements of fact in the application or instrument, any such misstatements shall be deemed a material breach of this Lease. In the event that Resident submits information to verify Resident's income, Resident hereby certifies the accuracy of such information and further agrees that accurate information regarding family income, family composition and any other related eligibility requirements shall be deemed substantial and material obligations of Resident's tenancy; that Resident will comply with all requests for information with respect thereto from Landlord or any mortgagee; that Resident's failure to provide accurate information shall be a default by Resident, which shall entitle Landlord to pursue all rights and remedies set forth in the **"DEFAULT BY RESIDENT"** section or otherwise permitted by law, and that Resident's failure to furnish accurate and current information could subject Resident to civil liability.

21. **COMPLIANCE WITH APPLICABLE LAWS:** Resident agrees not to engage in or permit unlawful activities in the Premises, in the common areas or on the grounds of the Community or permit the Premises or Community to be used for any purpose which violates local, state or federal law. Resident, Occupants, guests or invitees and any other person under Resident's control shall not engage in or facilitate criminal activity, including drug-related criminal activity, on or near the Premises. "Drug-related criminal activity" means illegal manufacture, sale, distribution, use or possession with intent to manufacture, sell, distribute, or use a controlled substance (as defined in Section 102 of the Controlled Substances Act (21 U.S.C. 802)). Resident, Occupants, guests or invitees or other person under Resident's control shall not engage in any act of violence or threats of violence, including, but not limited to, the unlawful discharge of firearms, on or near the Premises. Resident agrees to reimburse and indemnify Landlord for all fines or other penalties incurred by Landlord as a result of Resident's violation of any statute, ordinance, regulation or other governmental restriction. This provision constitutes written notice to cease any breach of this section, including, without limitation, being so disorderly as to destroy the peace, quiet, comfort, or safety of the Landlord or other tenants of the building or Community or, where the Premises are a single family dwelling, the peace, quiet, comfort or safety of the owner or residents of an adjacent property. Such disorderly conduct includes violations of state and federal criminal law that destroy the peace, quiet, comfort, or safety of the landlord or other tenants of the building or Community containing the rental unit, or, where the Premises are a single family dwelling, the peace, quiet, comfort or safety of the owner or residents of an adjacent property.

22. **COMPLIANCE WITH POLICIES:** If indicated on the last page of this Lease with respect to Attachments/Addenda, Resident acknowledges receipt of a copy of the Community Policies, which Community Policies are incorporated into and made a part of this Lease, Resident agrees to abide by said Community Policies in all respects. Any Community Policies may be changed with thirty days' notice and Resident agrees to abide by any such changes. Failure to comply with the Community Policies shall be deemed a breach of this Lease.

D. PREMISES:

23. **CONDITION OF PREMISES:** Resident has inspected the Premises and acknowledges that the Premises are in good and habitable order and repair with all appliances and equipment in good working order at the time Resident is given occupancy. Resident also agrees that Landlord has made no promise to decorate, alter, repair or improve the Premises, except as listed on the Move In/Move Out Inspection Form.

24. **RESTRICTIONS ON ALTERATIONS:** Without the prior written consent of Landlord, Resident agrees not to make any alterations or improvements to the Premises, including, without limitation (i) changing or removing any part of the appliances, fixtures, or equipment; (ii) painting, installing wallpaper, or adhering contact paper; (iii) installing appliances including washing machines, dishwashers, dryers, fans, heaters, or air conditioners; or (iv) adding window coverings, foil draperies, or non-standard window coverings. In no event can any personal property, alterations, or improvements block entrance to or egress from the Premises, create a health or safety hazard or interfere with walkways or utility service equipment. All additions, fixtures and improvements shall be Landlord's property and shall remain upon the Premises after the termination of the Lease unless Landlord, as a condition to allowing Resident to make such alteration, requires that the Premises be restored to the condition existing prior to such alteration or addition.

25. **MAINTENANCE:** Resident is responsible to notify Landlord in writing, delivered personally or submitted online (except in the event of an emergency, in which case by telephone), if maintenance issues arise in or around the Premises. Maintenance requests will be handled after office hours only in an emergency. The on-duty maintenance associate will determine the appropriate course of action. Resident shall replace light bulbs and replace broken, damaged, or missing articles that Landlord has furnished.
To maintain the Premises, Resident agrees to:
   i. Keep the Premises clean.
   ii. Use all appliances, fixtures, and equipment in a safe manner and only for the purposes for which they are intended.
   iii. Refrain from destroying, defacing, damaging or removing any part of the Premises, common areas, Community or grounds.
   iv. Refrain from making any repairs without Landlord's prior written consent.
   v. Maintain a minimum of 50 degrees inside the Premises at all times to prevent water lines from freezing during winter months.
   vi. Dispose of all garbage, waste and recyclable materials in designated containers and/or designated areas and in accordance with applicable law and Landlord's instructions. Large items may not be disposed of in garbage containers or common areas.
   vii. Keep all ingress and egress routes clear and unobstructed and at all times.
   viii. Practice safe use of electrical cords, outlets, and appliances.

26. **DUTY TO CLEAN AND VENTILATE:** Resident hereby acknowledges that mold and mildew can grow in the Premises if the Premises are not properly ventilated and maintained. Resident acknowledges that it is important that Resident regularly allow air to circulate in the Premises. Resident agrees to regularly allow air to circulate in the Premises by using bathroom fan(s), using ceiling fans, where available, and regularly opening the windows and/or sliding doors where available. Since it is common for mold and mildew to grow even if a small amount of moisture builds up, Resident agrees to regularly wipe down areas where moisture sometimes accumulates and clean all toilets, sinks, countertops, bathroom walls, windows, windowsills, patio doors, showers, bathtubs and tile or linoleum floors with a household cleaner on at least a bi-weekly basis. Resident further agrees to notify Landlord immediately whenever Resident learns of any condition which could lead to a build-up of moisture in the Premises, including, but not limited to plumbing leaks, broken window or door seals, accumulation of rainwater or other moisture around windows or doors, broken water lines or sprinklers, inoperable fans, doors, or windows, and any failure or malfunction in the heating, ventilation, or air-conditioning system, if any, in the Premises, storage room, garage, or common area. If Resident notices mold, mildew, or other organic growth in the Premises, Resident agrees to notify Landlord, in writing, immediately. Resident agrees to take the following steps to prevent the growth of mildew, mold, and organic growth in the Premises:
   i. In damp or rainy weather, keep windows and doors closed.
   ii. If possible, maintain a temperature of between 50° and 80° Fahrenheit within the Premises at all times.
   iii. Use the pre-installed bathroom fan or alternative ventilation when bathing or showering and allow the fan to run until all excess moisture has vented from the bathroom.
   iv. Use the exhaust fan in the kitchen when cooking or while the dishwasher is running. Allow the fan to run until all excess moisture has vented from the kitchen.
   v. Use care when watering houseplants. If spills occur, dry up excess water immediately.
   vi. When washing clothes in warm or hot water, watch to make sure condensation does not build up within the washer and dryer closet. If condensation does accumulate, dry with a fan or towel.
   vii. Thoroughly dry any spills on carpeting.
   viii. Do not allow damp or moist stacks of clothes or other cloth materials to lie in piles for an extended period of time.
   ix. Do not overfill closets or storage areas to allow for proper ventilation.
   x. Do not overfill the Premises or block with personal property ventilation from fans, windows, or doors.
   xi. Vacuum and dust the Premises on a regular basis to remove household dirt and debris that contribute to mold growth.

   Any failure to comply with the requirements of this section shall be deemed a material breach of this Lease. In addition, Resident shall be liable to Landlord for any damage resulting from Resident's failure to comply with the requirements of this section.

27. **PESTS AND PEST CONTROL:**
   i. The Premises and/or the common areas may be covered by a contract for periodic pest control by a registered structural pest control company. If so, pursuant to applicable law, concurrently with signing this Lease, Resident is being provided with a copy of the legally required notice provided by the registered pest control company under Business and Professions Code §8538 and California Civil Code §1940.8. Resident accepts all risks and hazards associated with chemicals used on the Premises that are stated in the notice attached to this Lease.
   ii. Resident and Landlord have inspected the Premises prior to leasing and acknowledge there is no visible evidence of the presence or infestation of insects or vermin, including bedbugs, in the Premises. Resident agrees to inspect all personal belongings for signs of bedbugs or other insects or vermin prior to bringing personal belongings into the apartment and further agrees not to bring into

the Premises any belongings which Resident suspects may be infested with bedbugs, insects, or other vermin.

iii. Resident agrees to maintain the Premises in a manner that prevents the occurrence of an infestation of insects and vermin, including bedbugs, and comply with policies relating to the prevention of infestations. Resident further agrees to report any signs of bedbugs, ants, fleas, roaches, or other insects or vermin immediately to Landlord.

iv. If Resident allows individuals or items carrying bedbugs, fleas, roaches, or other insects or vermin into the Premises, or has an infestation that cannot be traced to another source, such infestation will be deemed damage to the Premises and Resident will be responsible for all costs of treatment to the Premises, Resident's personal belongings, and neighboring units as necessary to eradicate the infestation. Resident will also be responsible for any damages caused to the Premises or to any of Resident's personal property, including without limitation furniture, clothing, and personal belongings, caused by pests or the treatment of pests. The choice of treatment shall be at the discretion of Landlord in consultation with Landlord's pest control vendor, if any.

v. Resident agrees to cooperate with all pest control efforts at and within the Premises and the Community. Resident shall follow all instructions from Landlord and/or Landlord's pest control vendor, if any, with respect to treatment and eradication of pests, whether infestation is within the Premises, a neighboring unit, or elsewhere in the Community. The Premises must be properly prepared for any treatment. Resident acknowledges that preparations for treatments can be time consuming and difficult. Resident nonetheless agrees to fully prepare the Premises in a timely manner at its own cost and expense for the treatment and eradication of pests until the pest infestation is fully abated. Resident further agrees to coordinate the cleaning and/or disposal of Resident's personal property with the treatment being performed, so as to protect against a re-infestation of any pests. Resident agrees to follow the recommended readiness procedures, including allowing full access for treatment(s). Resident agrees that the choice of pest control vendors, if any, and the implementation of a treatment plan, including the application of pesticides, is exclusively that of Landlord. Resident agrees not to treat the Premises, building, or Community with pesticides without the written authorization of Landlord.

vi. Resident is required to report, in writing, any suspected infestations to Landlord immediately after discovery. Resident shall report any signs of any infestations, including, but not limited to any household member experiencing any bites, seeing any insects or vermin within the Premises, or seeing any feces or other detritus relating to insects.

vii. Resident represents to Landlord that Resident is not aware that bed bugs were present in Resident's last residence and that if bed bugs were present in any of their furniture, clothing, or other personal property, the bed bugs have been eradicated. Resident agrees that this representation to Landlord is a material inducement to Landlord leasing the Premises to Resident.

28. KEYS, LOCKS, AND ACCESS DEVICES:

i. **Keys and Locks:** Resident agrees not to change or add any locks or gates on any doors or windows to the Premises without prior written consent of Landlord. If Landlord, in its sole discretion, approves a request to install locks, Resident agrees to immediately provide Landlord with a key for each lock. On or before the end of the term, Resident agrees to return all keys to the Premises to Landlord. Landlord may charge Resident **$25.00** for each key that is lost or not returned.

ii. **Access:** Resident agrees to promptly notify Landlord in writing of any problem, defect, malfunction or failure of door locks, window latches, controlled access gates, intrusion alarms, and any other security device. Resident agrees to be responsible for all fines, penalties and other charges resulting from or attributable to the alarm, including false alarm charges. It is understood that Landlord is not responsible for providing access to the Premises after office hours. Resident is responsible for contacting a locksmith, at Resident's expense, to gain access to the Premises in the event of lockout. If Resident has called a locksmith, Landlord must be notified and then change locks at Resident's expense.

iii. **Access Devices:** If Resident has received gate cards, fitness, restroom and/or entry gate keys as indicated in Section 6 of this Lease, Resident understands that if any of these items are lost or not returned upon move out, that the following fees will apply:
Gate Access Device **$0.00** Key Fob **$0.00** Entry Gate Key **$50.00**

29. LOCATION: Upon reasonable notice, Landlord shall have the right to transfer Resident to another unit that is comparable to the Premises, upon which transfer the other unit shall automatically become the Premises under this Lease, which shall remain in full force and effect. Resident acknowledges and agrees that such comparable unit shall be deemed to provide the same housing services as the original Premises and that such transfer is not an eviction.

30. CONDITION UPON TERMINATION: Upon termination of the Lease, or the termination of Resident's right to occupy the Premises, Resident shall deliver all keys, access cards, and remotes to Landlord and move out of the Premises, leaving them in substantially the same clean, undamaged, and ready-to-rent condition as existed on the Start Date, less ordinary wear and tear. If the Premises are not returned in such condition, Landlord may charge Resident for the costs to repair any damage and to put the Premises back in the condition they were in upon the Start Date, less ordinary wear and tear. Resident is responsible for replacement of any damaged or missing items and for payment of all costs to clean or repair any portion of the Premises, carpeting, flooring, wall coverings, paint, counters, trim, window treatment, doors, windows, or appliances which are damaged, dirty, or unsanitary. Cleaning and repair of any damage due to smoking of any kind is not considered ordinary wear and tear. Resident is responsible for removing all trash and other items of personal property from the Premises. Failure to do so will constitute a condition that exceeds ordinary wear and tear. Resident will not be considered as having moved out, vacated and surrendered possession of the Premises until Resident has removed all personal belongings from the Premises and returned all keys, access cards and remotes. If Resident moves out and fails to return all keys, access cards and remotes, Resident agrees that the move-out date shall be determined by Landlord in Landlord's reasonable judgment and that Resident will be charged for any missing keys, access cards and remotes. If Resident leaves personal property in the Premises after move-out or if Resident places personal property in areas of the Community not designated for Resident's exclusive use, Landlord can determine that such property has been abandoned and can take steps to remove or dispose of the property consistent with applicable laws.

31. ENTRY: Landlord has the right to enter the Premises as allowed by law, including, without limitation, in case of emergency, to make desired, necessary or agreed repairs, decorations, alterations, renovations, or improvements, to supply necessary or agreed services, to test smoke detectors, to exhibit the dwelling unit to prospective or actual purchasers, mortgagees, tenants, workmen or contractors, or for any other purposes permitted by California Civil Code section 1954 (and any other applicable statutes or amendments which might be enacted subsequent to the execution of this Lease). Landlord also has the right to enter the Premises in order to make an inspection pursuant to subdivision (f) of Civil Code section 1950.5 when Resident has abandoned or surrendered the Premises and pursuant to court order. Resident agrees that if Resident denies Landlord access to the Premises when Landlord is in compliance with statutory requirements and entitled to access, any such denial of access shall be deemed a material breach of this Lease. The Parties agree that 24 hours' notice is presumed reasonable, although the Parties acknowledge that a shorter time period may also be reasonable under some circumstances. Landlord will serve Resident with written notice before entry unless:

i. Entry is due to an emergency, surrender or abandonment of the Premises, or

ii. Resident and Landlord agree orally to an entry to make agreed repairs or supply agreed services at an approximate day and time within one week of the oral agreement, or

iii. Resident is present and consents to entry at the time of entry, or
iv. To exhibit the Premises to prospective or actual purchasers of the property, provided that Landlord has notified Resident in writing within 120 days of the oral notice that the property is for sale and that Resident may be contacted to allow for an inspection.

32. **SMOKE DETECTORS:** The Premises have been equipped with smoke detectors. The smoke detectors have been tested prior to Resident's move in to ensure they are operational. Resident agrees not to interfere with the presence or operability of any smoke detector and to report immediately to Landlord, in writing, any defects in the condition of any smoke detectors. Resident agrees that if a smoke detector is battery operated, pursuant to California Civil Code Section 1942.1, as part of the consideration of the rental, Resident assumes responsibility to: (a) ensure the battery is in operating condition at all times; and (b) replace the battery as needed. Under no circumstances shall Resident remove the battery of a smoke detector without immediately replacing the battery with a new one.

33. **CARBON-MONOXIDE DEVICES:** If a carbon-monoxide device has been installed within the Premises, Resident acknowledges that the carbon-monoxide device was operable at the time Resident took possession of the Premises. Resident is responsible for notifying Landlord if Resident becomes aware of an inoperable or deficient carbon-monoxide device within the Premises. Landlord shall correct any reported deficiencies or inoperabilities in the carbon-monoxide device. Resident further agrees that, if the carbon-monoxide device is battery operated, pursuant to California Civil Code Section 1942.1, as part of the consideration of the rental, Resident assumes responsibility to: (a) ensure the battery is in operating condition at all times; and (b) replace the battery as needed. Under no circumstances shall Resident remove the battery of a carbon-monoxide device without immediately replacing the battery with a new one.

34. **SATELLITE DISHES:** If satellite dishes are allowed in the Community they must be one meter or less in size and may not be affixed to the patio or balcony of the Premises. Resident is specifically prohibited from making physical modifications to the Premises and is prohibited from installing said satellite dish in the common areas of the Community, including, but not limited to, outside walls, roofs, window sills, common balconies or stairways. Resident will be responsible for damages caused by the satellite dish, including the cost of removal if in any violation of any satellite guidelines. Resident shall install, use, maintain and remove a satellite dish in a manner which is consistent with industry standards and shall be liable for any damage or injury sustained as a result of the negligent installation, maintenance, use or removal of said satellite dish. Allowable locations may not provide an optimal signal or any signal at all.

35. **WATERBEDS AND AQUARIUMS:** Waterbeds and water tanks holding 30 or more gallons may only be installed in the Premises with prior written consent from Landlord. Prior to installation, a valid waterbed insurance policy or certificate of insurance for property damage must be obtained. The policy shall be issued by a company licensed to do business in California and possessing a Best's Insurance Report rating of "B" or higher. The insurance policy shall be maintained in full force and effect until the waterbed/water tank is permanently removed from the Premises. The policy shall be written for no less than **one hundred thousand dollars ($100,000.00)** of coverage. The policy shall cover, up to the limits of the policy, replacement value of all property damage, including loss of use, incurred by the Landlord or other residents caused by or arising out of the ownership, maintenance, use, or removal of the waterbed/water tank, except for any damage caused intentionally or at the direction of the insured, or for any damage caused by or resulting from fire. Landlord may require Resident to produce evidence of insurance at any time. The insurance carrier shall give Landlord notice of cancellation or non renewal 10 days prior to this action. The waterbed/tank shall conform to the pounds-per-square foot weight limitation and placement as dictated by the floor load capacity of the Premises. The weight shall be distributed on a pedestal or frame which is equivalent to the dimensions of the mattress itself. Resident shall install, maintain and remove the waterbed/tank, including, but not limited to, the mattress and frame, according to standard methods of installation, maintenance, and removal as prescribed by the manufacturer, retailer, or state law, whichever provides the higher degree of safety. Resident shall notify Landlord in writing of the intent to install, remove, or move the waterbed/tank. The notice shall be delivered at least 24 hours prior to the installation, removal, or movement. The Landlord has the right to be present at the time of installation, removal, or movement. If the waterbed/water tank is installed or moved by any person other than Resident, Resident shall deliver to Landlord a written installation receipt stating the installer's name, address, and business affiliation.

E. LIMITATION ON LIABILITY:

36. **LIABILITY:** Landlord shall not be liable to Resident, Occupants, or to any guests or invitees of Resident for any damage or losses to person or property arising from any cause including, but not limited to, theft, burglary, assault, vandalism, fire, flood, water leaks, rain, hail, ice, snow, smoke, lightning, wind, explosion, interruption of utilities, earthquake, or any other condition over which the Landlord has no control. To the extent allowed by law, Resident agrees to assume all risk of harm, and waive all claims against Landlord, resulting from use of common area amenities. To the extent allowed by law, use of the common area amenities is at the sole risk of Resident, Occupants, guests or invitees.

37. **INDEMNITY/HOLD HARMLESS:** Resident and Occupants agree to indemnify and hold Landlord harmless, from any claims arising out of any death or injury to any person, or any damage to property, if such injury or damage is caused directly or indirectly by the act, omission, negligence, or fault of Resident, Occupants, or Resident's guests or invitee(s).

38. **HOUSING SERVICES:** The furnishing by Landlord to Resident of any storage space, use of laundry, electronic access controls and gates, or any other common area facilities outside the Premises shall be deemed to be furnished gratuitously and Landlord makes no representations or guarantees as to the availability, adequacy, or fitness of such space, service, or facilities. Resident acknowledges that Landlord will not provide lifeguard service at swimming facilities, if any, and Resident agrees to take adequate and reasonable care in use of all recreational facilities to ensure the safety of Resident, Occupants, guests or invitees. All guests and invitees must be accompanied by a Resident or Occupant to use recreational facilities and amenities. Resident, Occupants, guests, and invitees shall comply with all signs posted by Landlord in and around the common areas and Community. Landlord may ban any Resident, Occupant, guest or invitee from using any amenity at the Community if such persons fail to abide by posted signs or rules relating to those areas and Resident shall not be entitled to any rent reduction or offset if the loss of amenity privileges is the result of the conduct of Resident, Occupants, guests or invitees. Landlord makes no representations, warranties or guarantees express or implied, regarding the presence or quality of reception of electronic communication or information retrieving devices within the Premises or Community.

39. **EMINENT DOMAIN OR CONDEMNATION:** Should the land wheron the building containing the Premises is situated, or any part thereof, or any portion of the Community, be condemned or taken for public use, then, in that event, upon the taking of the same for such public use, this Lease, at the option of Landlord, shall be deemed null and void, and the term shall cease and come to an end, notwithstanding anything to the contrary herein, and without apportionment of the award. Resident shall not be entitled to receive any sum, or portion thereof, constituting any award arising out of any such eminent domain or condemnation.

40. **SIGNIFICANT DAMAGE TO OR DESTRUCTION OF PREMISES:**
i. If the Premises or property are damaged by fire, flood or other casualty, necessitating repairs that require Resident to vacate the Premises for any length of time, in the sole and absolute discretion of Landlord, Landlord shall have the option either (1) to repair the damage or otherwise restore the Premises, with this Agreement continuing in full force and effect, or (2) give notice to Resident,

at any time after such damage occurs or repairs become necessary, terminating this Agreement as of a date to be specified in such notice. Landlord shall not be required to repair any damage by fire or other cause or to make any repairs of any property installed in the Premises by Resident.

ii. If Landlord elects to terminate, this Lease shall expire and all interest of the Resident in the Premises shall terminate and Landlord shall have no obligation to pay lodging costs or other expenses to Resident after the termination date. If Landlord elects to repair the damage and/or make the significant repairs and continue this Lease in full force and effect, the "Duty to Cooperate" and "Significant Repairs" sections, below, shall apply.

41. **SIGNIFICANT REPAIRS:**

i. If the Premises require significant renovations, improvements or repairs (such as, by way of example only and not by way of any limitation, tenting for termites, treating for pests or other vermin, replacing plumbing or electrical wiring, repairing fire damage, etc.) which require Resident to vacate the Premises for any length of time, Resident must vacate the Premises as needed and otherwise cooperate with Landlord in its efforts to perform the work. To the extent possible, Landlord shall give Resident at least ten days written notice of the need to vacate the Premises, which notice shall include Landlord's best estimation of the length of time Landlord anticipates Resident will need to be absent from the Premises.

ii. Resident agrees to vacate the Premises for the time necessary for the work to be completed and, if Resident needs to be absent from the Premises for more than 8 hours in any 24 hour period, relocate to alternative housing of the Landlord's choosing. Landlord shall be responsible to pay for the alternative housing; however, Resident will remain responsible for all rent while Landlord is paying for alternative accommodations. If Resident elects to relocate temporarily to lodging other than that designated by Landlord, then Landlord shall have no obligation to pay the cost of such housing, which shall be at Resident's sole cost and expense; although Resident shall have no obligation to pay rent during the time the Premises are not available to Resident during the repairs if Landlord is not paying for the alternative lodging, except as provided below. Resident shall return to the Premises once Landlord advises Resident that the work has been completed. Landlord shall have no obligation to pay for alternative housing or waive rent after Landlord has advised Resident that Resident may return to the Premises.

iii. If the work or repairs are required because of the conduct of Resident or the conduct of Occupants, invitees or guests (such as misuse of plumbing, causing a fire, etc.), then Landlord shall be relieved of its obligation to pay for alternative accommodations set forth above and Resident shall remain responsible for both rent and the cost of alternative lodging during the time when Resident must vacate the Premises for any work to be completed.

42. **DUTY TO COOPERATE:** Failure to vacate the Premises or otherwise cooperate with Landlord's efforts to conduct repairs, renovations or other improvements in the Community is a material breach of this Lease and grounds for termination of this Agreement.

43. **SAFETY CONCERNS:**

i. Landlord makes no representations or guarantees to Resident concerning the security of the Premises or the Community. Landlord is under no obligation to Resident to provide any security measure or take any action not required by statute. The presence of courtesy patrols, patrol cars, access gates, surveillance cameras or other deterrents do not guarantee that crime can or will be prevented. Landlord reserves the right to reduce, modify or eliminate any such measures (other than those statutorily required) at any time; and Resident agrees that such action shall not be a breach of any obligation or warranty on the part of Landlord. All such measures are subject to personnel absenteeism, human error, mechanical malfunctions and tampering. Resident is responsible for planning and taking action with respect to the safety of Resident and personal property as if such systems and deterrents did not exist.

ii. Landlord may install surveillance cameras in some common areas. These cameras may or may not be monitored and the footage recorded by these cameras may or may not be kept by Landlord for any length of time. Landlord may remove such cameras, or install additional cameras, at any time without notice to Resident. Footage from any cameras belongs to Landlord and shall not be released to any resident although such footage may be released to law enforcement personnel, insurance adjusters or others with legitimate business needs for such footage in the sole discretion of Landlord and without the consent of any individuals recorded by such footage.

iii. Landlord has no obligation to obtain criminal background checks on any residents and bears no responsibility or liability related to the criminal background or actions (whether past, present or future) of any person, even if Landlord has actually run a criminal background check on applicants. Resident agrees to hold Landlord harmless from claims arising out of criminal acts of other residents or third parties. Resident shall not rely on the fact that Landlord may have run a criminal background check on residents or any other applicant when deciding whether to enter into this Lease. Background checks are limited to the information actually reviewed and are not a guarantee that a person with a criminal background does not reside at the Community or that someone living in the Community will not commit a crime in the future. Landlord has not made and does not make any representations as to the background of any existing or future resident and Landlord is under no obligation to run background checks on any existing resident or future applicant.

iv. Resident agrees to report immediately all suspected or actual criminal activity to the appropriate local law enforcement agencies and, after doing so, to Landlord, and shall provide Landlord with such law enforcement agency's incident report number upon request. If Resident receives a copy of any law enforcement agency's incident report for an incident that occurred on the property and said incident impacted the Premises, the Community or other residents in the Community, Resident shall provide a copy of said incident report to Landlord upon request.

44. **INSURANCE:** Landlord does not maintain insurance to cover (a) Resident's personal injury, (b) loss or damage to Resident's personal property, or (c) Resident's liability for injury, loss or damage caused to others by Resident (or Occupants or guests). Resident is not a co-insured, a beneficiary, or an implied beneficiary under any insurance policy maintained by Landlord. Unless prior to the Start Date, Resident provides Landlord with written proof of a policy of liability insurance issued by an authorized insurance company that provides Resident with a minimum policy coverage amount of $100,000 per occurrence and names Landlord as an Interested Party, Resident hereby elects for Landlord to enroll Resident in a service program administered by Landlord and backed by a liability coverage program administered by an insurance company selected by Landlord. Resident agrees to reimburse Landlord for the actual cost of such program. The premium payment made by Landlord on Resident's behalf will be considered rent. Landlord reserves the right to hold Resident liable for any loss in excess of the insurance proceeds paid by the insurer. If Resident maintains its own liability insurance, Resident shall provide proof of such insurance to Landlord upon Landlord's request. Resident's failure to provide such proof within three days of a request therefor shall constitute an election by Resident for Landlord to enroll Resident in the service program specified above, at the then-current actual cost of the service program.

45. **MEGAN'S LAW:** Pursuant to Section 290.46 of the Penal Code, information about specified registered sex offenders is made available to the public via internet web site maintained by the Department of Justice at www.meganslaw.ca.gov. Depending on an

offender's criminal history, this information will include either the address at which the offender resides or the community of residence and the zip code in which the offender resides. Since the information is equally available to residents and Landlord, and Landlord cannot discriminate against registered sex offenders pursuant to Penal Code Section 290.46 et seq., Landlord has not made any inquiry of any applicant or resident as to whether he or she is a registered sex offender. Resident is advised to take whatever reasonable and lawful actions Resident believes necessary to protect household members or guests against any potential harm. This includes talking to any children or individuals with a diminished capacity about how to deal with strangers and similar topics. Resident is advised that Landlord may not notify Resident if Landlord learns or is advised that a registered sex offender is living in the Community.

46. **ENVIRONMENTAL INDEMNIFICATION:** To the extent allowed by law, Resident expressly assumes and accepts any and all risks involved or related to the presence in the Premises, common areas, and Community of any and all health affecting substances, and any power lines in the vicinity of the Premises. Resident waives all claims and causes of action of any kind or nature, at law or in equity, including, but not limited to, claims or causes of action arising by statute, ordinance, rule, regulation or similar provision, against Landlord and Landlord's agents, principals, employees, legal representatives, affiliates, assignees, successors in title, partners, shareholders, officers, directors, parents, members and managers (herein collectively called the "Landlord Affiliates") with respect to any health hazard occurring in connection with the presence in the Premises, common areas, or Community of materials containing potentially health affecting substances, and claims arising out of or based upon any potentially health affecting substances brought, or allowed to be brought, into the Premises, common areas, or Community by any Resident, Occupant, guest, or invitee. Resident agrees to defend, indemnify and hold harmless the Landlord Affiliates against and from any and all actions, causes of action, claims, demands, liabilities, losses, damages and expenses of whatsoever kind, including, but not limited to, attorneys' fees at both the trial and appellate levels, that any or all of the Landlord Affiliates may at any time sustain or incur by reason of any and all claims asserted against them arising out of potentially health affecting substances brought or allowed to be brought into the Community by any Resident, Occupant, guest, or invitee.

47. **PROPOSITION 65 WARNING:** The Premises, common areas, and Community may contain chemicals known to the State of California to cause cancer, birth defects, and other reproductive harm. These chemicals may be contained in emissions and fumes from building materials, products and materials used to maintain the property, and emissions, fumes, and smoke from Resident and guest activities, including but not limited to the use of motor vehicles, barbecues, and tobacco products. These chemicals may include, but are not limited to carbon monoxide, formaldehyde, tobacco smoke, unleaded gasoline, soot, tars, and mineral oils.

    For more information please contact OEHHA at (916) 445-6900 or visit http://www.oehha.org/prop65/pdf/Prop65tenants.pdf for additional information from the California Environmental Protection Agency's Office of Environmental Health Hazard.

48. **LEAD-BASED PAINT WARNING:** Housing built before 1978 may contain lead-based paint. Lead from paint chips and dust can pose health hazards if not managed properly. Lead exposure is especially harmful to young children and pregnant women. Lead poisoning in young children may produce permanent neurological damage, including learning disabilities, reduced intelligence quotient, behavioral problems, and impaired memory. Before renting pre-1978 housing, Landlords must disclose the presence of known lead-based paint and/or lead-based paint hazards in the Unit. Residents must also receive a federally approved pamphlet on lead poisoning prevention. By Resident signing this Lease, they acknowledge receipt of Protect Your Family from Lead in Your Home pamphlet.
    i. Presence of lead-based paint or lead-based paint hazards: Known lead-based paint and/or lead-based paint hazards are present in the housing.
    ii. Landlord has reports or records pertaining to lead-based and/or lead-based paint hazards in the Premises and has made available to Resident all available records and reports upon Resident's request.

49. **ASBESTOS DISCLOSURE:** Before 1981, asbestos was commonly used in construction. This Community was built before 1981 and asbestos may be present. Asbestos is a chemical known to cause cancer. Asbestos may be present in sprayed on acoustical ceiling material, insulation, fire proofing and floor tiles in the Premises and/or buildings of the Community. Disturbing or damaging certain interior Premises, common areas, and/or Community surfaces may increase the potential exposure to asbestos. Resident may not pierce, damage, disturb, or remove any portions of the Premises, common areas, and/or Community known or suspected to contain asbestos. Resident must notify Landlord immediately in writing if any portion of the Premises, common areas, and/or Community known or suspected to contain asbestos are pierced, damaged, disturbed or removed. Landlord has instituted an operations and maintenance program directed at maintaining the Community in accordance with any applicable federal and state safety requirements regarding asbestos-containing material. This program is designed (among other things) to prevent release of asbestos fibers into the air; minimize disturbance of damage to asbestos-containing materials; monitor the conditions of materials and air in the building; and regulate maintenance, renovation and construction activities. No matter how small the percentage of such material may be, Resident, Occupants, guests, or invitees shall comply with such rules and regulations as Landlord from time to time may prescribe in connection with Landlord's operations and maintenance program, including without limitation to the following:
    i. Hazardous Materials: Resident shall not take or allow any action which in any way damages or disturbs all or part of the ceiling, flooring, walls, insulation in the Premises, including but not limited to: Piercing the surface of the ceiling, flooring, walls or insulation by drilling or any other method; hanging plants, mobiles, or other objects from the ceiling; allowing any objects to come into contact with the ceiling; permitting water or any other liquid to come into contact with the ceiling; painting or undertaking any repairs or improvements with respect to the ceiling or floor tiles; or undertaking any activity which results in building vibration which may damage the ceiling.
    ii. Resident shall notify Landlord immediately in writing: If there is any damage to or deterioration of the ceiling, flooring, walls or insulation of the Premises, including (without limitation) loose, cracking, hanging, or dislodged material, water leaks, or stains in the ceiling, flooring, walls or insulation.

50. **CREDIT REPORTING:** Resident is notified that Resident's performance as a tenant of this Community may be reported to credit reporting agencies.

51. **SOCIAL MEDIA:** Landlord maintains an online presence through its website and social media. This online presence includes, but is not limited to, displaying images from community events organized by Landlord. From time to time Landlord will capture still ("photo") and moving ("video") images at these events. Resident hereby acknowledges that by attending these events Resident accepts and agrees to the potential of being depicted in those images and further agrees to permit Landlord to use Resident's, Occupants', guests' or invitees' likenesses, without compensation, for the limited purpose of Landlord's online presence. Please note that Landlord respects Resident's privacy and at Resident's written request Landlord will remove any image depicting Resident, Occupants, guests or invitees.

F. COMMUNITY CONSIDERATION

52. **USE OF PREMISES:** Resident agrees to use the Premises solely as a private residence. Storage areas, parking areas, balconies, patios, outdoor areas, and decks shall not be used for occupancy. Resident shall not use the Premises as a business address, nor shall

Resident conduct business activities on the Premises. Conducting business activities includes, without limitation, using the Premises as a mailing address for a business enterprise, having a business telephone line in the Premises, having business clients meet with Resident at the Premises, having business stationery setting forth the address of the Premises as a business address, assembling or manufacturing any product upon the Premises, or otherwise holding out the Premises as the address of any business. Resident may, however, insofar as it is consistent with the restrictions set forth in this section, and with the written consent of Landlord, use a portion of the Premises as a "home office." Nothing set forth herein shall be deemed as disallowing any use of the Premises that cannot be prohibited legally.

53. **CONDUCT OF RESIDENT:** Resident agrees not to harass, annoy, or endanger any other resident, neighbor, or other person, or create or maintain a nuisance, or disturb the peace or solitude or quiet enjoyment of any other resident, neighbor or other person, or commit waste in or about the Premises. Resident further agrees not to harass, verbally abuse, denigrate or otherwise disrespect Landlord's employees, agents and/or contractors or interfere with the operations of the Community or the work of Landlord's employees or agents. Resident agrees to keep the volume of any activity, radio, stereo, electronic equipment, television or musical instrument at such a level which will not disturb the other residents at any time. Any noise, disturbance, or activity which would, in the sole and absolute discretion of Landlord, be reasonably likely to annoy or disturb other residents is strictly prohibited. 53. Certain acts are considered to be contrary to the safety, well-being, peace, and enjoyment of the other residents of the Community. These include, but are not limited to, the use, possession or sale of illegal drugs or controlled substances and the carrying or exhibiting of firearms in the Community. Such acts are prohibited. The carrying or exhibiting of firearms may be permitted with written consent of Landlord if doing so is required by law or job necessity. Resident shall not deface or damage any part of the Premises or the common areas or the Community or permit the same to be done. Resident shall not keep in the Community any flammable or explosive materials or any substance considered dangerous, hazardous, or toxic under any governmental law or regulation. Resident shall not do or permit anything to be done in the Premises that may be deemed hazardous or which will cause a cancellation of or an increase in the premiums for any insurance for the Community. Resident is responsible for the conduct of Occupants, guests, and invitees, including without limitation any minors, while they are in the Premises and in the Community. A Resident conducting any of the activities set forth in this section, or who allows Occupants, guests, or invitees to conduct any of said activities shall be deemed in violation of this Agreement, and said activity shall be grounds for termination of this Agreement. This provision constitutes written notice to cease any breach of this section, including, without limitation, committing or permitting to exist a nuisance in the Premises, building, or Community.

54. **PARKING:** Resident, Occupants, guests, and invitees shall follow the Parking Rules and Regulations, as the same may be amended from time to time. Landlord shall not be liable for any damage or loss to motor vehicles, the contents of motor vehicles, or personal property of Residents, Occupants, guests, or invitees. Failure to follow the Parking Rules and Regulations and posted signs relating to parking and operation of vehicles will result in the towing of the offending vehicle at the cost of the vehicle owner.

55. **OCCUPANTS:** Any person staying in the Premises for longer than two weeks or 20 nonconsecutive days out of the year shall be considered to be occupying the Premises. The Premises shall be occupied only by the person(s) indicated in Section 2. No other persons have permission to occupy the Premises unless such permission is in writing and signed by Landlord. Landlord's acceptance of rent from any other individual shall be deemed to be the payment of rent on behalf of the Resident and shall not constitute permission for the person making the payment to occupy the Premises. Should any person not named in Section 2 make any claim of right to possession of the Premises, any such person shall be deemed to be the guest or invitee of the named Resident and their claim to right of possession shall be denied. Any Occupant, named in Section 2, who is not a signatory to this Lease shall be deemed to be an invitee of Resident, who is a signatory to this Lease. Accordingly, if any such Occupant is not named in any unlawful detailer action to regain possession of the Premises, and if any such individual thereafter makes a claim to right of possession of the Premises, that claim shall be denied on the basis that said individual is the invitee of the named Resident and does not have an independent claim to right of possession of the Premises.

56. **GUESTS:** Any person occupying the Premises shall be considered an unauthorized occupant in violation of this Lease unless that person has completed a rental application, been approved, and been added to the Lease.

57. **ASSIGNMENT AND SUBLETTING:** Resident shall not assign this Lease nor sublet all or any part of the Premises without Landlord's written consent. Resident shall not sublet all or any part of the Premises on a short-term basis, including without limitation through Air BNB or any other short-term rental program. Permitting any person not named as an Occupant or as a Resident in this Lease to occupy the Premises shall be deemed an improper subletting of the Premises and shall subject the tenancy to termination. This provision constitutes written notice to cease any breach of this section, which breach is incurable pursuant to state law. Any attempted subletting or assignment in violation of this provision shall be void. In the event that no original Resident remains in residency at the Premises, Landlord may reset the rent in accordance with the Civil Code and Rent Stabilization Ordinance.

58. **PETS:** No pets are permitted in the Premises without the prior written consent of the Landlord through an Animal Addendum to this Lease. Permission to keep a pet may be granted, denied, or revoked in Landlord's sole discretion. Except to the extent written permission has been given, pets may not be brought upon the Premises, whether such pets belong to Resident or to any other person. The presence of any pets for which written permission has not been given and is not currently in force, even if such pets are "just visiting" shall be deemed a material breach of this Lease. This policy does not apply to accommodation or service animals. A disabled individual who requires an animal in order to be able to use and enjoy the Premises or the Community should contact Landlord before bringing the animal onto the Premises and request an accommodation to this Lease provision. All accommodation requests will be processed in accordance with applicable laws. Resident is responsible for reimbursing Landlord for the costs of repairing damage to the Premises, common areas, or Community caused by animal(s) under the control of or visiting Resident. Resident must promptly notify Landlord of any damage caused by animals.

59. **CLOTHESLINES/DRYING RACKS:** If the Premises has a private patio, deck, or balcony, which is enclosed by a fence, railing, or other structure, Resident is permitted to hang clothing, blankets or other laundry on the patio, deck, or balcony subject to the following rules and conditions:
    - **i.** No more than two drying lines/racks may be in use at any one time.
    - **ii.** Items may not be left on the drying lines/racks for more than 24 hours (i.e., all items must be removed within 24 hours of being put out on the drying lines/racks).
    - **iii.** Drying lines/racks must be free standing.
    - **iv.** No drying lines or racks may be attached or affixed in any manner to any portion of the building, fence, railing, wall, building support structure, or light fixtures.
    - **v.** Drying lines/racks cannot be higher than the patio, balcony, or deck fence or railing.
    - **vi.** Drying lines/racks cannot be clearly visible from the sidewalk or street.

vii. Drying lines/racks cannot block entrance to or egress from the Premises, create a health or safety hazard or interfere with walkways or utility service equipment.
viii. Drying lines/racks cannot interfere with the maintenance of the Community.
ix. Clothes may not be draped over fence or balcony railings, or hung from any building fixtures.

If the private patio or balcony is not enclosed by a fence, railing, or other structure, Resident is not permitted to hang clothing, blankets, or any other laundry on the patio, deck, or balcony.

G. UTILITIES AND HOT WATER

60. **UTILITIES:** Utility services shall be provided directly from the utility provider or, at the sole discretion of Landlord, on a sub-metering, square footage, or other allocation basis. Landlord reserves the right to modify the method by which the utilities are furnished to the Premises or billed to Resident during the term of this Lease and may modify billing Resident for utilities previously included in the rent by giving Resident a 30 day written notice.

The following terms shall apply:
i. Resident agrees to pay all charges for utilities for the Premises for the term of the Lease. Charges may be assessed by the utility provider or Landlord or Landlord's designated Billing Party in the case of utilities billed to Resident by Landlord in connection with Resident's use of utilities.
ii. Resident shall not use any utility in a wasteful, unreasonable, or hazardous manner and agrees to comply with all utility conservation efforts implemented by Landlord.
iii. Landlord is not liable for claims arising from utility service outages, interruptions, or fluctuations in utilities provided to the Premises not reasonably within Landlord's control.
iv. For any utility which Resident is responsible for paying directly to the utility provider, Resident must contact the utility company prior to move-in to have the services placed in Resident's name no later than ten (10) business day following move-in. Resident shall continue to contract with the utility provider throughout the term for continuous utility service. Resident's failure to make necessary arrangements for Resident's utility service may result in an interruption of services and Resident's failure to transfer utility services to Resident's name or failure to have continuous utility service may be, at Landlord's discretion, considered a material breach of this Lease and will permit Landlord to terminate the Lease. If Resident fails to pay any utility charges that are to be paid by Resident, Landlord may, at its option, pay such charges to retain continuing utilities service. If Landlord does so, any such charges may be billed to Resident by Landlord and said billing shall become due and payable, in full, as additional rent together with the regular monthly rent payment on the first day of the month next following the date of such billing. Resident will also be subject to an additional charge of **$50.00** for each billing cycle during which Resident has failed to become the customer of record with the utility provider(s).
v. Resident shall not use any utilities in the common areas for their own personal use without written consent of the Landlord.
vi. Resident agrees not to disturb, tamper, adjust, or disconnect any utility service, sub-metering device or system.

61. **HOT WATER:** The following will apply.
i. The water temperature in the Premises is set at 120 degrees Fahrenheit or below. When the water temperature is 120 degrees Fahrenheit, or below, bacteria may enter the water heater or associated plumbing and accumulate. If Resident desires the thermostat to remain at 120 degrees Fahrenheit, or below, Resident assumes any and all risks associated with any bacterial growth in the water heater or associated plumbing.
ii. Resident should be aware that some units may be equipped with an HVAC heating system which operates on hot water. To achieve full heating potential, it may be necessary to increase the temperature of the water heater during the colder months of the year. Resident should also be aware that some units operate on centralized hot water systems which service multiple units and as such individual adjustments in temperatures will not be possible.
iii. If Resident desires the water temperature in the Premises to be higher than 120 degrees Fahrenheit and the Premises has an individual hot water heater, Resident will request, in writing, the temperature of the hot water heater to be adjusted by Landlord, and Resident shall specify the desired temperature at which Landlord is requested to set the thermostat.
iv. Resident understands that if the temperature is set above 120 degrees Fahrenheit, that the water released from the taps in the Premises may scald or burn anyone using water, and potentially cause severe injury.
v. Resident may not tamper with, or adjust the water temperature thermostat in the Premises in any way without written authorization from Landlord.
vi. Resident agrees to indemnify and hold Landlord harmless in any action involving any injury related to the temperature of the water, the water system or the associated plumbing in the Premises.

H. ADDITIONAL TERMS

62. **REQUESTS FOR ACCOMMODATIONS OR MODIFICATIONS:** A disabled person shall be provided reasonable accommodations or reasonable modifications to the extent necessary to provide the disabled person with an opportunity to use and occupy the Premises in a manner equal to that of a non-disabled person. If Resident believes Resident, Occupant, or a member of Resident's household requires an accommodation or modification as a result of a disability, Resident should contact Landlord to begin the interactive process.

63. **MILITARY:** Military personnel on active duty may terminate this lease under Federal law if:
i. Resident becomes a member of the Armed Forces of the United States after Resident enters into the Lease; or
ii. Resident is or becomes a member of the Armed Forces of the United States and receives:
   a. Orders for a permanent change of station; or
   b. Orders to deploy for a period of at least 90 days.

Landlord fully supports its residents who are active-duty or reserve military personnel. Resident must give Landlord written notice of termination. For rentals when rent is paid monthly, the termination becomes effective 30 days after the first date on which the next rent payment is due after the termination notice is delivered and no further rent will be owed following the expiration of the notice period (or the actual move-out date, if later). Resident must furnish the Landlord with proof to establish that Resident qualifies for this limited exception. Proof may consist of any official military orders, or any notification, certification, or verification from the service member's commanding officer, with respect to the service member's current or future military duty status. Military permission for base housing does not constitute a permanent change-of-station order.

64. **OFFICE OF FOREIGN ASSETS CONTROL:** Resident represents and warrants that Resident and each person or entity owning an interest in Resident is

i. Not currently identified on the Specially Designated Nationals and Blocked Persons List maintained by the Office of Foreign Assets Control, Department of the Treasury ("OFAC") and/or on any other similar list maintained by OFAC pursuant to any authorizing statute, executive order or regulation (collectively, the "List").
ii. Not a person or entity with whom a citizen of the United States is prohibited to engage in transactions by any trade embargo, economic sanction, or other prohibition of United States law, regulation, or Executive Order of the President of the United States.
iii. None of the funds or other assets of Resident constitute property of, or are beneficially owned, directly or indirectly, by any Embargoed Person (as hereinafter defined).
iv. No Embargoed Person has any interest of any nature whatsoever in Resident (whether directly or indirectly).
v. None of the funds of Resident have been derived from any unlawful activity with the result that the investment in Resident is prohibited by law or that the Lease is in violation of law.
vi. Resident has implemented procedures, and will consistently apply those procedures, to ensure the foregoing representations and warranties remain true and correct at all times. The term "Embargoed Person" means any person, entity or government subject to trade restrictions under U.S. law, including but not limited to, the International Emergency Economic Powers Act, 50 U.S.C. § 1701 et seq., The Trading with the Enemy Act, 50 U.S.C. App. 1 at seq., and any Executive Orders or regulations promulgated there under with the result that the investment in Resident is prohibited by law or Resident is in violation of law.

Resident covenants and agree(s):

i. To comply with all requirements of law relating to money laundering, anti-terrorism, trade embargo and economic sanctions, now or hereafter in effect.
ii. To immediately notify Landlord in writing if any of the representations, warranties or covenants set forth in this section or the preceding section are no longer true or have been breached or if Landlord has a reasonable basis to believe that they may no longer be true or have been breached.
iii. Not to use funds from any "Prohibited Person" (as such term is defined in the September 24, 2001, Executive Order Blocking Property and Prohibiting Transactions with Persons Who Commit, Threaten to Commit, or Support Terrorism) to make any payment due to Landlord.
iv. At the request of Landlord, Resident may be asked to provide such information to determine Resident's compliance with the terms hereof.
v. Resident hereby acknowledges and agrees that Resident's inclusion on the List at any time during the lease term shall be a material default of the Lease. Notwithstanding anything herein to the contrary, Resident shall not permit the Premises or any portion thereof to be used or occupied by any person or entity on the List or by any Embargoed Person (on a permanent, temporary or transient basis), and any such use or occupancy of the Premises by any such person or entity shall be a material default of the Lease.

65. **NON-DISCRIMINATION:** There shall be no discrimination against or segregation of, any persons on account of race, color, national origin, ancestry, creed, religion, gender, gender identity, gender expression, sexual orientation, genetic information, marital status, familial status, age, source of income, handicap, disability, citizenship status, immigration status, primary language spoken or any other protected classification under state or federal law, in the sale, lease, sublease, transfer, use, occupancy, tenure or enjoyment of the Premises, nor shall the Landlord or any person claiming under or through Landlord, establish or permit any such practice or practices of discrimination or segregation with reference to the selection, location, number, use or occupancy of tenants, lessees, or vendees of the Premises.

66. **TIME IS OF THE ESSENCE:** Time is of the essence with respect to the provisions of this Lease. This provision shall be interpreted in its strictest sense irrespective of the relative hardship to the Parties.

67. **SUCCESSORS:** If the property is sold or the ownership interest otherwise transferred, the successor in interest of Landlord shall be deemed the assignee of all rights arising under this Lease, and shall be entitled to enforce the provisions of this Lease against Resident. Nothing in this provision shall be construed as conflicting or superseding the foregoing subordination or as requiring a continuation of the tenancy in the event of a foreclosure or other involuntary transfer of ownership.

68. **SUBORDINATION:** This Lease shall, without further act on the part of Resident, be subject and subordinate to the lien of any mortgage and/or any deed of trust or other encumbrance which may now exist, upon, or which may hereafter be placed by Landlord upon, the leased Premises or property including the Premises.

69. **ATTORNMENT:** Resident hereby agrees that Resident will recognize as its Landlord under this Lease and shall attorn to any person succeeding to the interest of Landlord in respect of the land and the buildings on or in which the Premises is contained upon any foreclosure of any mortgage upon such land or buildings or upon the execution of any deed in lieu of such foreclosure in respect of such mortgage. If requested, Resident shall execute and deliver an instrument or instruments confirming its attornment as provided for herein; provided, however, that no such mortgagee or successor-in-interest shall be bound by any payment of rent for more than one 1 month in advance, or any amendment or modification of this Lease made without the express written consent of such mortgagee.

70. **ESTOPPEL CERTIFICATE:** Resident agrees that within five (5) days of Landlord's request, Resident must execute and deliver to Landlord a written statement certifying that this Lease is unmodified and in full force and effect (or if modified, describing the modification). Any prospective or actual property purchaser may rely upon Resident's written statement. Should Resident fail to deliver a statement within the specified time, it will be conclusively presumed that the Lease is unmodified and in full force and effect, except as otherwise indicated, and there are no uncured defaults in Landlord's performance, and any other details specified by Landlord originally requested of Resident.

71. **CONTENTS OF THIS LEASE:** The failure of Landlord to insist upon strict performance of any of the covenants and agreements of this Lease or any addenda thereto, or to exercise any rights arising under this Lease, shall not be construed to be a waiver of Landlord's right to subsequently enforce any such provision or to insist upon any such right. The fact that Landlord may have accepted late payment(s) on one or more occasions shall not be deemed a waiver of Landlord's right to insist upon timely payment or rent or to exercise any remedy available for late payment of rent. Acceptance of rent following a breach of this Agreement shall not be deemed to constitute a waiver of such breach. No custom or practice which may develop between the Parties in the course of the tenancy shall be construed to waive the right of Landlord to enforce any provision of this Lease.

72. **SEVERABILITY AND PROVISIONS REQUIRED BY LAW:** If a provision or section of this Lease is legally invalid, or declared by a court to be unenforceable, such provision or section will be deemed deleted and the rest of this Lease will remain in effect. To the extent any provision of this Lease is in direct conflict with any provisions of applicable law, such provision is hereby deleted. Any provision specifically required by applicable law which is not included in this Lease is hereby inserted as an additional provision of this Lease, but only to the extent required by applicable law and then only so long as the provision of the applicable law is not repealed or held invalid by a court of competent jurisdiction.

73. **ENTIRE AGREEMENT:** This Lease, including all addenda executed by both Parties, sets forth the entire agreement among the Parties with respect to the matters set forth in it. It shall not be altered nor modified unless such alteration or modification is in writing and signed by all signatories to this Lease. No verbal agreements or representations have been made or relied upon by either party or any agent or employee of either party, and neither party nor any agent or employee of either party is entitled to alter any provisions of this Lease by any verbal representations or agreements to be made subsequent to the execution of this Lease. The foregoing notwithstanding, if Resident holds over after the expiration of the Lease term on a month-to-month basis, Landlord may change any provision of this Lease without the consent of Resident in the manner prescribed by California Civil Code Section 827.

74. **SECTION HEADINGS:** The section headings are inserted only for convenience and are not intended to define or limit the scope or intent of any clause.

75. **NOTICES:**
   i. Any notice that Landlord gives to Resident shall be deemed properly served (whether or not actually received by Resident) if served in the manner prescribed in Code of Civil Procedure Section 1162. Except as prohibited by law, if Landlord fails to serve the notice in accordance with the provisions of Code of Civil Procedure Section 1162, but Resident actually receives the notice, the actual receipt shall be deemed to cure any defects in the manner of service and the notice shall be deemed properly and personally served. Service upon any Resident of the Premises shall be deemed valid service upon all Residents - it is not necessary to serve each Resident individually unless otherwise required by law.
   ii. Any notice that Resident gives to Landlord shall be given to the business manager, assistant business manager, or sales associates, who are authorized to manage the Premises, at the management office(s) located at 5 Newell Court or at 2041 Euclid Ave., East Palo Alto, CA 94303 during normal business hours. The telephone number is **(650) 566-2000**. On non-holidays, the business hours, which remain subject to change, are: **Mon and Wed, 9AM - 6PM, Tues 10AM - 6PM, Thurs and Fri 9AM - 7PM, Sat and Sun 10AM - 5PM**.
   iii. The persons designated above are the persons authorized by the owner to act for an on behalf of the owner for the purpose of service of process and for the purpose of receiving and giving receipts for all notices and demands.

76. **JOINT AND SEVERAL LIABILITY AND AUTHORITY:** In the event of more than one Resident, each Resident is jointly and severally liable for each provision of this Lease and service of any notice or demand upon one shall constitute notice to each other Resident. All persons signing this Lease as Resident shall remain jointly and severally liable for all obligations arising under it, whether or not they remain in actual possession of the Premises. The giving by any individual Resident of a notice of termination of tenancy shall not terminate the Lease as to that Resident unless all Residents vacate the Premises by the agreed date. Landlord may, however, treat any such notice as a notice binding against all Residents of the Premises, and may institute unlawful detainer proceedings against all Residents if they do not restore possession of the Premises to Landlord on or before the end of the notice period. Conversely, Landlord may, at its sole option, if one or more Resident gives notice, but all Residents do not return possession of the Premises to Landlord within the notice period, continue the tenancy in effect and, if Landlord does so, all Residents, including the Resident giving notice, shall remain fully liable for all obligations arising hereunder whether or not they remain in occupancy of the Premises.

77. **ELECTRONIC SIGNATURES:** The Parties agree that they may enter into this Lease by electronic means, although traditional hard copies with wet signatures may be used instead at the option of Landlord. Resident agrees and acknowledges that if Resident is entering into this Lease with Landlord by electronic means, doing so is not conditioned on Resident's agreement to conduct the leasing transaction electronically.

78. **ATTACHMENTS/ADDENDA:** Resident(s) acknowledges receipt of a copy of the attachments/addenda listed in this section, which are incorporated into and made part of this Lease. Resident(s) agrees to abide by said attachments/addenda in all respects. Any failure to comply with any of the attachments shall be deemed a breach of this Lease. If there is a conflict between these policies and the Lease, the Lease shall govern.

1	Acknowledgement RE Use of Medical Marijuana
2	Addendum Re Use of Medical Marijuana
3	Because We Care
4	Community Policies
5	Flood Zone Disclosure
6	Information About Bed Bugs and Pest Control Policies
7	Mold/Mildew Addendum
8	Move-In/Move-Out Inspection Form
9	Notice of Ordinance at Commencement of Tenancy
10	Parking Rules and Regulations
11	Pet Addendum
12	Proposition 65 Addendum - CA
13	RLI - Assurant Cover360
14	Resident Security Notice and Acknowledgment
15	Utilities Waiver
16	Security Deposit Agreement

SIGNATURES:

The undersigned expressly understands that after the initial term, the tenancy may automatically continue from month to month.

Signed by Oscar S. Reyes Juarez
Fri Sep 1 2023 05:16:17 PM PDT
Key: 17FF6F19; IP Address: 173.8.185.182

Oscar S. Reyes Juarez *(Resident)* *Date*

Signed by Elida A. Candia Chavez
Fri Sep 1 2023 05:16:18 PM PDT
Key: 41DBA6DC; IP Address: 173.8.185.182

Elida A. Candia Chavez *(Resident)* *Date*

Signed by Aura Andrade
Tue Sep 5 2023 04:13:43 PM PDT
Key: 0CB7821E; IP Address: 173.13.163.254

(Owner/Agent) *Date*

ACKNOWLEDGEMENT RE USE OF MEDICAL MARIJUANA

Resident acknowledges receipt and understanding of the attached policies concerning use of Medical Marijuana. If applicable, Resident agrees to complete the Addendum for any Resident, Occupant, invitee, or guest who requires a Medical Marijuana Accommodation. If the accommodation is not applicable, Resident is not required to complete the Addendum and it will remain solely as an informative section of the lease, not an Acknowledgment of any sort.

Signed by Oscar S. Reyes Juarez
Fri Sep 1 2023 05:08:37 PM PDT
Key: 17FF6F19; IP Address: 173.8.185.182

Oscar S. Reyes Juarez *(Resident)* *Date*

Signed by Elida A. Candia Chavez
Fri Sep 1 2023 05:08:39 PM PDT
Key: 41DBA6DC; IP Address: 173.8.185.182

Elida A. Candia Chavez *(Resident)* *Date*

Signed by Aura Andrade
Tue Sep 5 2023 04:13:47 PM PDT
Key: 0CB7821E; IP Address: 173.13.163.254

(Owner/Agent) *Date*

ADDENDUM RE USE OF MEDICAL MARIJUANA

This document is an addendum to the Lease Agreement dated **September 1, 2023** between **Oscar S. Reyes Juarez and Elida A. Candia Chavez** and **Woodland Park** for the Unit # **12** located at **245 East OKeefe Street East Palo Alto, CA 94303**.

I have read the following and agree to adhere to the below rules and regulations for Medical Marijuana use at the Community:

1. I have a physical or mental impairment that limits one (or more) major life activity. As a result of my disability, I require the use of Medical Marijuana. A copy of the Medical Marijuana Card is attached and incorporated by reference into this Addendum. I agree to notify Landlord if the Medical Marijuana Card is revoked or expires and understand that this Agreement terminates immediately upon revocation or expiration of the Medical Marijuana Card.
2. The Office of Environmental Health Hazard Assessment and the California Environmental Protection Agency list marijuana smoke as a carcinogen. In 2009, the Carcinogen Identification Committee determined that marijuana smoke was shown to cause cancer, and was added to the Proposition 65 list, pursuant to Title 27, California Code of Regulations, section 25305(a)(1) (formerly Title 22, California Code of Regulations, section 12305(a)(1)).
3. I UNDERSTAND THAT ANY SECONDHAND MARIJUANA SMOKE THAT DRIFTS INTO THE WINDOWS OF OTHER UNITS, THROUGH THE VENTS, UNDER ANOTHER RESIDENT'S DOOR, ONTO A BALCONY, OR IN A COMMON AREA (INCLUDING FITNESS CENTER AND POOL/SPA) IS PROHIBITED. I AGREE TO CONFINE THE SMOKE TO MY PREMISES AND AGREE THAT ANY SMOKE THAT AFFECTS A NEIGHBORING RESIDENT WILL BE DEEMED A NUISANCE. I UNDERSTAND THAT I WILL BE REQUIRED TO TAKE THE MEDICATION IN AN ALTERNATE MEANS AND/OR SMOKE IN AN ALTERNATE LOCATION IF THE SMOKE DISTURBS ANY NEIGHBORING RESIDENT.
4. I understand that there are reasonable alternate means to take the medication, including (among others) edibles, tinctures, beverages, cannabis oils, and pills. Landlord understands that each individual's medical situation is different and will address the specific situation and alternate means to take the medication with advice from the prescribing physician.
5. The distribution and/or sale of marijuana or any other narcotic or illegal substance is a violation of the Lease and basis for termination of tenancy.
6. Resident is prohibited from making any unauthorized modifications to the Premises, including indoor irrigation systems or any other alteration that may increase the moisture and/or humidity levels or risk of fire in the Premises, building or Community.
7. This Addendum may be modified for any reason at any time without Resident's approval in accordance with State and Federal law.
8. Except as expressly modified hereunder, the remaining terms and conditions of the Lease as previously amended shall remain in full force and effect.
9. Resident hereby acknowledges that this addendum is incorporated into the Lease.
10. The Parties hereto represent and acknowledge that in executing this Agreement they do not rely upon and have not relied upon any representation made by the other party with regard to the subject matter of this Addendum, or its effects, other than those representations specifically set forth herein. No supplement, modification, or amendment of this Addendum shall be binding unless executed in writing by both Parties.

This Addendum may be executed in counterparts and facsimile copies of same shall be admissible for all purposes and shall be deemed an original.

Signed by Oscar S. Reyes Juarez
Fri Sep 1 2023 05:08:57 PM PDT
Key: 17FF6F19; IP Address: 173.8.185.182

Oscar S. Reyes Juarez *(Resident)* *Date*

Signed by Elida A. Candia Chavez
Fri Sep 1 2023 05:08:59 PM PDT
Key: 41DBA6DC; IP Address: 173.8.185.182

Elida A. Candia Chavez *(Resident)* *Date*

Signed by Aura Andrade
Tue Sep 5 2023 04:14:09 PM PDT
Key: 0CB7821E; IP Address: 173.13.163.254

(Owner/Agent) *Date*

BECAUSE WE CARE

At **Woodland Park**, we care about our residents' safety. We would like you to be aware of some important guidelines for your safety and protecting your personal property. Keep in mind that security is provided by local law enforcement agencies, much as it is for the other communities in the surrounding area. You should always proceed as if safety systems do not exist. The best safety measures you can take are the ones you can perform yourself as a matter of common sense. We have worked with local law enforcement agencies to develop a list of their recommendations for prudent practices regarding your personal safety. We provide this list as a convenience to you, without making any representation or warranty, and subject to the Lessee Security Notice & Acknowledgement:

PERSONAL SAFETY/INSIDE YOUR HOME

1. Lock your doors and windows, even when you're home.
2. If you have a deadbolt or night latch, use them even when you're home.
3. Never answer your door unless you know who is on the other side by looking through a peephole or window. If you don't know the person, talk to them without opening the door, and don't open the door unless you're satisfied with their identity.
4. If you are worried because you have lost a key, ask the management to rekey the locks. You have the right to do so, provided that you pay the cost of rekeying in advance.
5. Keep the telephone numbers for the police and emergency medical services handy.
6. Check your smoke detector periodically to ensure it is working.
7. Report to the management (in writing, dated and signed) any malfunction of safety devices outside your home such as broken gatelocks, burned-out stairwell and parking lot lights, etc.
8. Close your curtains or blinds at night.
9. Let friends know when you're going to be gone for an extended period of time. Ask your neighbors to keep an eye on your home, because the management cannot assume that responsibility.
10. Mark or engrave valuable personal possessions for identification.
11. Be careful to whom you lend or give your keys.
12. When lighting candles, always use holders that are sturdy to avoid tipping and keep candles 12" away from flammable objects such as curtains or pillows. Never leave a candle unattended. Extinguish them prior to sleeping or leaving your home.
13. Do not leave cooking items unattended. If a grease fire should break out, place a metal lid over the flames. Do not use glass since the heat from the fire could cause the glass to break. Smother the fire with a liberal amount of baking soda if it is relatively small and contained. Do NOT attempt to extinguish a grease fire with water; this will only cause the burning oil to splash and spread the flames.

PERSONAL SAFETY/OUTSIDE YOUR HOME

1. Lock your doors while you're gone. That means dead bolts too!
2. Leave a radio playing very softly when you're not at home.
3. Close and lock your windows when you're gone. Don't forget the sliding glass doors. Purchase a lamp timer at the hardware store, and set the time when you're not home in the evening or when you're on vacation.
4. Try not to walk outside alone at night.
5. Don't hide your front door key under the doormat. It's usually the first place a burglar will look.
6. If you have an entry code, don't give your code to guests or strangers.
7. Arrange for your newspaper delivery to be stopped when you're on vacation.

PERSONAL SAFETY/USING YOUR CAR

1. Lock your car doors when you're driving. Lock the doors and roll up the windows when you leave the car parked.
2. Don't leave visible items in the car, such as purses, briefcases, packages, money, etc.
3. Don't leave your keys in the car.
4. No matter where you are, always carry your key ring in your hand when you walk to the car. Don't ever stand by the car fumbling for keys.

5. Look in the back seat before you get in the car.
6. Don't stop alone at night at an automatic teller or gas station.

Signed by Oscar S. Reyes Juarez
Fri Sep 1 2023 05:09:18 PM PDT
Key: 17FF6F19; IP Address: 173.8.185.182

Oscar S. Reyes Juarez *(Resident)* *Date*

Signed by Elida A. Candia Chavez
Fri Sep 1 2023 05:09:20 PM PDT
Key: 41DBA6DC; IP Address: 173.8.185.182

Elida A. Candia Chavez *(Resident)* *Date*

Signed by Aura Andrade
Tue Sep 5 2023 04:14:13 PM PDT
Key: 0CB7821E; IP Address: 173.13.163.254

(Owner/Agent) *Date*

COMMUNITY POLICIES

This document is an addendum to the California Lease Agreement ("Lease") dated **September 1, 2023** between **Oscar S. Reyes Juarez and Elida A. Candia Chavez** ("Resident") and **Woodland Park** ("Landlord") for the **Unit #12** ("Premises") located at **245 East OKeefe Street, East Palo Alto, CA 94303**.

In order to maintain and promote the Community, Landlord has established the following policies for the comfort and convenience of all residents. These Community Policies may be modified by written notice to residents.

1. **Service Requests:** All requests for service should be made in writing, delivered personally, sent via electronic mail, or submitted to the online resident portal. In an emergency, call 911 directly for help. Notify the Landlord immediately after.

2. **Laundry Facilities:** Laundry facilities are for the exclusive use by Resident and Occupants during the hours posted. Items should not be left unattended in the laundry area. Landlord is not responsible for loss or damage to personal items and clothing. To ensure the washers and dryers are working when needed, please follow the posted operating instructions carefully and treat the machines with care. If any of the laundry machines are not working properly, please notify Landlord immediately, so service can be arranged. A few additional tips:
   - **i.** Do not put plastic items in the dryer.
   - **ii.** Always clean the lint screen prior to use.
   - **iii.** Never operate the dryer without a lint screen,
   - **iv.** Refrain from overloading the washing machine or dryer. Do not use laundry facilities to wash or dry bulky items such as comforters.
   - **v.** We recommend leaving washer door open after cycle for better ventilation.
   - **vi.** Always clean the lint screen prior to using the dryer and never operate it without a lint filter.
   - **vii.** Never dry items that have come into contact with flammable substances like cooking oil, gasoline, paint thinner, or alcohol.

3. **Appliances:** The following policies must be followed with regard to appliances.
   - **i.** Appliances shall not be removed from the Premises, common areas, or Community.
   - **ii.** The disposal should only be used for the purpose for which it was designed. The following items should not be put in the disposal: metal, string, grease, coffee grounds, nut shells, fruit pits, corn on the cob, and potato peel.
   - **iii.** The bathroom fixtures should only be used for the purpose for which they were designed. The following items should not be disposed of in the toilets: diapers, paper towels, sanitary napkins, tampons, food, baby wipes and rags. Resident shall be held responsible for any repairs or damage resulting from the disposal of such items in the toilet. If Resident puts any other foreign objects in bathroom or plumbing fixtures, Resident shall reimburse Landlord for any repairs or damage caused by the same.
   - **iv.** Dishwashers should not be overloaded and only detergents made for automatic dishwashers should be used. We recommend using a rinse agent to improve drying and reduce spots and build up in dishwasher.
   - **v.** To keep the oven clean, use mild detergents following each use and do not use hard abrasives on chrome or glass parts of the oven.
   - **vi.** On the stove, never place foil under the burner pans.

4. **Interior Alterations:** Resident must obtain the prior written approval of Landlord before making any interior alteration. Any expenses incurred to restore the Premises will be at Resident's expense. Resident may not use nails when hanging pictures, mirrors, or other wall hangings. Please use adhesive hangers.

5. **Window Coverings and Signs:** Resident shall not use blankets, sheets, foil or non-standard window coverings in place of draperies or blinds. Except as permitted by law, Residents shall not place objects on window or window sill which are visible from the outside.

6. **Community Equipment and Facilities:** Recreational facilities may include business centers, fitness rooms, swimming pools and community rooms. Residents, Occupants, guests and invitees shall abide by all rules and regulations for the use of the recreational facilities. Resident, Occupants, guests and invitees will avoid conduct that Landlord deems inappropriate or disruptive. Any person in violation of these rules will be asked to vacate the area immediately. Failure to adhere strictly to the posted rules and regulations is acknowledged as grounds for suspension of privileges or termination of the tenancy in accordance with law. Landlord may change the rules and regulations at Landlord's discretion. Exercise care when enjoying the recreation facilities/equipment. Landlord is not responsible for physical injuries that result from the use of the recreational facilities/equipment. Any damages to any of the recreational facilities/equipment caused by Resident, Occupants, guests or invitees will result in Resident being responsible for the cost of repairing the damages. Take caution to lock/close common area doors and gates. No pets are allowed in any of the recreational facilities.

7. **Communities with Pools:** Resident is required to limit guests to no more than two at a time and accompany them to the pool. Visitors not accompanied by Resident will be asked to leave. Glass containers are not allowed in the pool area. Please help keep the pool area clean. Proper pool attire, such as bathing suits and swim trunks, is required. Children who are not toilet trained must wear a swim diaper. Cut-off jeans, T-shirts and non-swim diapers are not allowed. Additional pool policies and hours are posted by the pool. For safety reasons, do not swim alone.

8. **Patios and Balconies:** Resident shall comply with the following rules:
   - **i.** Patios and balconies are to be kept neat and orderly at all times.
   - **ii.** The installation of sunshades, blinds or hanging fabrics is not allowed.
   - **iii.** The construction of walls, ceilings, or other permanent attachments to the patio or balcony is not permitted.
   - **iv.** Patios and balconies may not be used as bedrooms.
   - **v.** No storage of any personal property or trash containers is allowed.
   - **vi.** All plants must be free-standing and have saucers underneath them. Hanging plants are not permitted.
   - **vii.** No motorcycles are allowed to be kept on any patios or balconies at any time.
   - **viii.** Unapproved bike hooks are not permitted and will be removed.
   - **ix.** Only furniture designed for outdoor use is permitted.

9. **Trash Removal:** Containers are located at various places throughout the Community. Residents shall secure trash and place it in a designated container. Residents shall not place trash on the ground if dumpster is full and should proceed to the next closest container to dispose of the trash. Resident shall not place large articles, such as furniture, for trash removal and Resident shall make alternate arrangements with a private disposal service to pick up such item at Resident's expense. Recyclable materials shall be separated from trash and disposed of in the recycling receptacles. Boxes should be recycled and broken down before disposal. Resident shall not dispose of hazardous materials in any container or other location at the Community. Resident shall only dispose of refuse in compliance with applicable laws. Resident may be charged a fee for not following these guidelines. Do not store trash on porches, balconies or in the hallways unless it is an approved container provided by the Landlord and is served regularly by the Landlord or a third party vendor.

10. **Recycling:** Resident agrees to comply with all present and future Community policies, laws, orders and regulations of all state, federal, municipal and local governments regarding the collection, sorting, separation, and recycling of waste products, garbage, refuse and trash.

11. **Barbeques:** The use or storage of any charcoal burner, liquid petroleum, gas fueled or any other open flame cooking devices are prohibited in the Premises, including on any patio or balcony.

12. **Loitering:** No unnecessary loitering in laundry facilities, recreation areas, leasing office, amenity areas, parking areas, or other common areas.

13. **Recreational Equipment:** Skateboards, motorcycles, bicycles and similar vehicles may not be stored in entry ways or under stairs without prior written permission from Landlord. Skateboards, roller-blades or other similar recreational equipment usage in Premises and in common areas is prohibited.

14. **Posting Flyers:** Resident is not authorized to distribute advertising, information or any other type of flyer, door-to-door, on cars, anywhere else in the building or throughout the Community, except as authorized by law. Landlord may designate a place for such items to be displayed and remove items that are not in keeping with the nature of the Community, as determined by Landlord.

15. **Garage and Storage:** Parking areas may only be used to park the Resident's registered, operational personal vehicle(s) in accordance with the Lease and Parking Rules and Regulations. Resident shall not use any parking area as storage for equipment, personal items, containers, vehicle parts or inoperable vehicles. In addition, Resident will not under any circumstances use any parking area or storage space to store flammable or toxic chemicals and/or waste. The parking area and storage space may not be used for occupancy. If Resident violates these requirements Resident agrees to immediately reimburse the Landlord for any costs associated with the removal of the unauthorized materials and immediately vacate the parking area or storage. Resident further agrees to be liable for any and all damage caused by Resident's carelessness or negligent driving, which may result in the destruction of the storage space and/or parking area or to any other vehicle near garage or storage space. The Landlord shall not be liable for any loss, theft, damages and or destruction of any personal property contained in any parking area or storage space. Nor shall the Landlord be held liable for or held responsible for any injury to any Resident, Occupant, guest or invitee resulting from the use of any parking area and/or storage space.

16. **Solicitors and Salespeople:** Solicitors are not allowed in the Community, except as authorized by law. Residents shall report all solicitors or salespeople to the Landlord immediately.

17. **Car Wash and Repair:** Vehicle repairs, including oil changes, and washing of vehicles are prohibited in the common areas and Community unless there is a designated area provided by Landlord.

18. **Moving of Furniture:** Landlord may designate the time and method for moving items to and from the Premises such as any furniture, merchandise, goods, freight or other such items. Residents may not move furniture to and from the Premises through the lobby, patio doors, or through the use of elevators (if available) without Landlord's permission. If elevators are installed at the Community, Landlord does not guaranty that the elevators will be available for use by Resident nor shall Landlord be liable for any loss resulting from the unavailability of elevator service.

19. **Notification of Changes:** Resident shall notify Landlord immediately in writing with any change to Resident's employer, employer telephone number, alternate phone numbers, emergency contact and other pertinent information.

Resident and Landlord represent that they have read this Addendum, understand the terms and conditions contained herein, and agree to the terms and conditions contained herein.

Signed by Oscar S. Reyes Juarez
Fri Sep 1 2023 05:09:57 PM PDT
Key: 17FF6F19; IP Address: 173.8.185.182

Oscar S. Reyes Juarez *(Resident)* *Date*

Signed by Elida A. Candia Chavez
Fri Sep 1 2023 05:09:59 PM PDT
Key: 41DBA6DC; IP Address: 173.8.185.182

Elida A. Candia Chavez *(Resident)* *Date*

Signed by Aura Andrade
Tue Sep 5 2023 04:14:40 PM PDT
Key: 0CB7821E; IP Address: 173.13.163.254

(Owner/Agent) *Date*

FLOOD AREA DISCLOSURE

(1) SPECIAL FLOOD HAZARD AREA OR AREA OF POTENTIAL FLOODING. If the address of the Premises is listed below, the owner has knowledge that this property is located in a special flood hazard area or area of potential flooding:

640 Circle Drive
1609 Woodland Ave
1908 Cooley Ave
1909/1911 Cooley Ave
1703/1707 Woodland Ave
652/654 Scofield Ave
1643 Woodland Ave
1901 Cooley Ave
1908 Capital Ave
1902 Capital Ave
1920 Capital Ave
1916/1918 Capital Ave
1949 Cooley Ave
1941 Cooley Ave
1934 Capital Ave
1957 Cooley Ave
685 Scofield Ave
1820 Clarke Ave
1839 Woodland Ave
1835/1837 Woodland Ave
1823/1825 Woodland Ave
1807 Woodland Ave
1851 Woodland Ave
1859 Woodland Ave
1787 Woodland Ave
1821 Clarke Ave
1785 Woodland Ave
1805 Clarke Ave
1827 Clarke Ave
1914 Cooley Ave
1826 Clarke Ave

If the address of the Premises is not listed above, the owner has no knowledge that this property is located in a special flood hazard area or area of potential flooding.

(2) INFORMATION ABOUT HAZARDS. Resident can obtain information about hazards, including flood hazards that may affect the property from the internet website for the California Office of Emergency Services ("OES"). OES maintains a website called "My Hazards" that is available online at: http://myhazards.caloes.ca.gov.

(3) INSURANCE. Owner's insurance does not cover the loss of Resident's personal possessions or any relocation expenses. It is recommended that the Resident consider purchasing renter's insurance and flood insurance to insure Resident's possessions from loss due to fire, flood, or other risk of loss and to maintain such insurance throughout the term of the tenancy.

(4) ADEQUACY OF INFORMATION. Owner is not required to provide additional information concerning the flood hazards to the property. The information provided here is deemed adequate to inform the Resident pursuant to California Government Code section 8589.45.

By signing below, Resident acknowledges that Resident has received and reviewed this Flood Area Disclosure.

Signed by Oscar S. Reyes Juarez
Fri Sep 1 2023 05:10:13 PM PDT
Key: 17FF6F19; IP Address: 173.8.185.182

Oscar S. Reyes Juarez *(Resident)* *Date*

Signed by Elida A. Candia Chavez
Fri Sep 1 2023 05:10:17 PM PDT
Key: 41DBA6DC; IP Address: 173.8.185.182

Elida A. Candia Chavez *(Resident)* *Date*

Signed by Aura Andrade
Tue Sep 5 2023 04:14:43 PM PDT
Key: 0CB7821E; IP Address: 173.13.163.254

(Owner/Agent) *Date*

INFORMATION ABOUT BEDBUGS AND PEST CONTROL POLICIES

This document is an addendum to the Lease Agreement dated **September 1, 2023** between **Oscar S. Reyes Juarez and Elida A. Candia Chavez** and **Woodland Park** for the Unit **#12** located at **245 East OKeefe Street, East Palo Alto, CA 94303**.

1. In recent times, bed bugs have become a re-emerging problem nationwide. One reason for these increasing problems is that it is easy for persons to spread the problem unknowingly. Bed bugs readily hide in small crevices and are notorious hitch-hikers. Bed bugs are often transferred by purchasing used furniture and through travel in luggage and in hotel beds and linens.

2. Landlord provides the following information about bedbugs pursuant to California Civil Code Section 1954.603:

   a) Bed Bug Appearance: Bed bugs have six legs. Adult bed bugs have flat bodies about 1/4 of an inch in length. Their color can vary from red and brown to copper colored. Young bed bugs are very small. Their bodies are about 1/16 of an inch in length. They have almost no color. When a bed bug feeds, its body swells, may lengthen, and becomes bright red, sometimes making it appear to be a different insect. Bed bugs do not fly. They can either crawl or be carried from place to place on objects, people, or animals. Bed bugs can be hard to find and identify because they are tiny and try to stay hidden.

   b) Life Cycle and Reproduction: An average bed bug lives for about 10 months. Female bed bugs lay one to five eggs per day. Bed bugs grow to full adulthood in about 21 days.

   c) Bed bugs can survive for months without feeding.

   d) Bed bug Bites: Because bed bugs usually feed at night, most people are bitten in their sleep and do not realize they were bitten. A person's reaction to insect bites is an immune response and so varies from person to person. Sometimes the red welts caused by the bites will not be noticed until many days after a person was bitten, if at all.

   e) Common signs and symptoms of a possible bed bug infestation:

   - Small red to reddish brown fecal spots on mattresses, box springs, bed frames, mattresses, linens, upholstery, or walls.
   - Molted bed bug skins, white, sticky eggs, or empty eggshells.
   - Very heavily infested areas may have a characteristically sweet odor.
   - Red, itchy bite marks, especially on the legs, arms, and other body parts exposed while sleeping. However, some people do not show bed bug lesions on their bodies even though bed bugs may have fed on them.

   f) For more information, see the Internet Web sites of the United States Environmental Protection Agency and the National Pest Management Association.

3. The best strategy for effective pest control is prevention. The following are recommended steps in the prevention of infestations by insects and vermin, including bed bugs: (1) Clean Premises regularly, including vacuuming mattresses; (2) Clean up clutter to help reduce the number of places insects like bed bugs can hide; (3) Carefully and thoroughly inspect used furniture or clothes you acquire and bring into the Premises; Ask the person from whom you acquire the items if the items were checked and treated for bed bugs; (4) Do not bring discarded furniture, mattresses or clothing into the Premises; and (5) When traveling or staying in hotels, avoid places which do not appear to be cleaned regularly.

4. If the Premises or neighboring Premises are infested with vermin or insects, including bed bugs, Landlord may hire a pest control professional to develop a treatment plan and apply pesticides. The Premises must be properly prepared for any treatment and Resident must cooperate with the implementation of the treatment plan.

Resident and Landlord represent that they have read this Addendum, understands the terms and conditions contained herein, and agree to the terms and conditions contained herein.

Signed by Oscar S. Reyes Juarez
Fri Sep 1 2023 05:10:29 PM PDT
Key: 17FF6F19; IP Address: 173.8.185.182

Oscar S. Reyes Juarez *(Resident)* *Date*

Signed by Elida A. Candia Chavez
Fri Sep 1 2023 05:10:31 PM PDT
Key: 41DBA6DC; IP Address: 173.8.185.182

Elida A. Candia Chavez *(Resident)* *Date*

Signed by Aura Andrade
Tue Sep 5 2023 04:14:46 PM PDT
Key: 0CB7821E; IP Address: 173.13.163.254

(Owner/Agent) *Date*

MOLD/MILDEW ADDENDUM

This document is an addendum to the Lease Agreement dated **September 1, 2023** between **Oscar S. Reyes Juarez and Elida A. Candia Chavez** and **Woodland Park** for the Unit #**12** located at **245 East OKeefe Street, East Palo Alto, CA 94303**.

Resident acknowledges that it is necessary for Resident to provide appropriate climate control, keep the Unit clean, and take other measures to retard and prevent mold and mildew from accumulating in the Unit. Resident agrees to clean and dust the Unit on a regular basis and to remove visible moisture accumulation on windows, walls, and other surfaces as soon as reasonably possible. Resident agrees not to block or cover any of the heating, ventilation or air conditioning ducts in the Unit. Resident also agrees to immediately report to Landlord: (i) any evidence of a water leak or excessive moisture in the Unit, as well as in any storage room, garage or other common area; (ii) any evidence of mold- or mildew-like growth that cannon be removed by simply applying a common household cleaner and wiping the area; (iii) any failure or malfunction in the heating, ventilation or air conditioning system in the Unit; and (iv) any inoperable doors or windows. Resident further agrees that Resident shall be responsible for damage to the Unit and Resident's property as well as personal injury to Resident, other occupants or Resident's guests, resulting from Resident's failure to comply with the terms of this Addendum.

A default under the terms of this Addendum shall be deemed a material default under the terms of the Lease, and Landlord shall be entitled to exercise all rights and remedies at law or in equity. Except as specifically stated herein, all other terms and conditions of the Lease shall remain unchanged. In the event of any conflict between the terms of this Addendum and the terms of the Lease, the terms of this Addendum shall control. Any term that is capitalized but not defined in this Addendum that capitalized and defined in the Lease shall have the same meaning for purposes of this Addendum as it has for purposes of the Lease.

Resident(s) acknowledges to have read this Addendum and understands the terms and conditions contained herein.

Signed by Oscar S. Reyes Juarez
Fri Sep 1 2023 05:10:41 PM PDT
Key: 17FF6F19; IP Address: 173.8.185.182

Oscar S. Reyes Juarez *(Resident)* *Date*

Signed by Elida A. Candia Chavez
Fri Sep 1 2023 05:10:43 PM PDT
Key: 41DBA6DC; IP Address: 173.8.185.182

Elida A. Candia Chavez *(Resident)* *Date*

Signed by Aura Andrade
Tue Sep 5 2023 04:14:49 PM PDT
Key: 0CB7821E; IP Address: 173.13.163.254

(Owner/Agent) *Date*

PARKING RULES AND REGULATIONS

1. Each resident may only use the assigned parking space associated with that resident's lease and parking permit. Any vehicle parked in a parking space other than the assigned space is subject to immediate tow at the owner's expense. If you are not sure which space is yours, please ask the Management Office.
2. Every vehicle, including motorcycles, parked in an assigned **Woodland Park** parking space must have a visible, valid **Woodland Park** parking permit.
3. The **Woodland Park** Management Office at **5 Newell Court, East Palo Alto, CA 94303** issues parking permits. Generally, one parking permit will be issued for each assigned parking space. The make, model, color, and license plate number for each vehicle must be provided to obtain a parking permit.
4. The parking permit, including the permit identification number, must be fully visible at all times that the vehicle is parked at **Woodland Park**. Be sure not to cover the permit identification number.
5. If a resident's vehicle information changes or there are any other changes affecting the parking permit, the Management Office will reissue the parking permit. Upon reissue, the original parking permit will no longer be valid. All updated information must be provided to the Management Office.
6. If a parking permit must be reissued due to loss or theft, the resident will be charged a replacement fee for reissuance of the permit. Upon reissue, the original parking permit will no longer be valid. If the original parking permit is found in any vehicle parked at **Woodland Park**, that vehicle will be subject to immediate tow at the owner's expense. Reproduction or alteration of a parking permit is a direct violation of the Parking Rules. Any vehicle parked at **Woodland Park** with a reproduced or altered parking permit will be subject to immediate tow at the owner's expense.
7. No vehicle may be parked at any time in a fire lane, red zone, or any other area marked "NO PARKING." No vehicle may be parked so as to block any other parking space, sidewalk, driveway, or garage entrance. Any vehicle parked in violation of these rules is subject to immediate tow at the owner's expense.
8. Certain parking spaces are marked as guest and visitor parking spaces. Vehicles cannot be parked in guest and visitor spaces for more than 72 hours, unless the Management Office has provided prior written approval. An unapproved vehicle parked in a guest or visitor space for more than 72 hours is subject to immediate tow at the owner's expense. It is the resident's responsibility to advise guests and visitors of the Parking Rules.
9. Residents and their guests and visitors may park their vehicles in the parking spaces marked "**Woodland Park** Management Office" outside of Management Office hours; however, these vehicles must be moved during Management Office hours (signs are posted with the times). Any vehicle parked in the Management Office parking spaces during office hours are subject to immediate tow at the owner's expense.
10. Motorcycles must be parked in parking spaces. Motorcycles must affix the parking permit so that it is visible on the front area of the vehicle. Motorcycles may not be stored in units, on walkways, in courtyards, or on balconies. All parking rules and regulations apply to motorcycles.
11. All vehicles parked at **Woodland Park** must be in good operating condition and currently registered and licensed. Vehicles leaking any fluids will be subject to clean up fees. Any vehicle that is lacking any part or equipment necessary to operate safely, including without limitation, an engine, transmission, wheels, tires, doors, or windshield is subject to tow at the owner's expense. Management will attempt to provide 72 hours of notice before towing any such vehicle. Vehicle repair and maintenance in parking spaces and driveways is strictly prohibited.
12. Storage of personal property is not allowed in parking spaces. Management reserves the right to remove personal property left in parking spaces with no prior warning. Parking spaces and adjacent areas are to be neat and clean at all times.
13. Vehicles are not to be covered. Management will remove and discard covers.
14. Management is not responsible for theft or damage to any vehicle or personal property in the parking areas.
15. Boats, large trucks, RV's or trailers are not to be parked in the parking areas.
16. Bicycles must be parked in designated bicycle racks or inside a Resident's unit. Bicycles may not be stored or parked in common walkways or by the resident's front door.

Please remember to always lock your vehicle and never leave valuables in your car. Management is not responsible for loss or damage. Park at your own risk.

IF YOUR VEHICLE IS TOWED...

You have rights if your vehicle gets towed. Please consult the **California** Vehicle Code to fully understand your rights, as this is only an overview and the law may change at any time.

Generally, prior to paying any towing and storage-related fees, you have the right to:

- Receive an itemized invoice of actual charges.
- Receive your personal property, at no charge, during normal business hours.
- Retrieve your vehicle during the first 72 hours of storage and not pay a lien fee.
- Request a copy of the Towing Fees and Access Notice.
- Pay by cash or valid bank credit card
- Inspect your vehicle or have your insurance carrier inspect your vehicle at the storage facility, at no charge, during normal business hours.

You generally have the right to have the vehicle released to you upon (1) payment of all towing and storage-related fees, (2) presentation of a valid photo identification, (3) presentation of reliable documentation showing that you are the owner of the vehicle or that the owner has authorized you to take possession of the vehicle, and (4), if applicable, presentation of any required police or law enforcement release documents.

If you do not pay the towing and storage-related fees or you abandon your vehicle at the towing company, the towing company may sell your vehicle and any money received will be applied to towing and storage-related fees that have accumulated against your vehicle. You are still responsible for paying the towing company any outstanding balance due on any of these fees once the sale is complete.

If your vehicle was damaged during storage or towing, the owner of the vehicle may recover for any damage to the vehicle resulting from any intentional or negligent act of a person causing the removal of, or removing, the vehicle.

If the towing company violates the law, you may be able to bring a lawsuit in court, generally in small claims court. The towing company may be civilly liable for damages up to two times the amount charged, not to exceed $500, and possibly more for certain violations.

Signed by Oscar S. Reyes Juarez
Fri Sep 1 2023 05:11:30 PM PDT
Key: 17FF6F19; IP Address: 173.8.185.182

Oscar S. Reyes Juarez *(Resident)* *Date*

Signed by Elida A. Candia Chavez
Fri Sep 1 2023 05:11:31 PM PDT
Key: 41DBA6DC; IP Address: 173.8.185.182

Elida A. Candia Chavez *(Resident)* *Date*

PET ADDENDUM

This document is an addendum to the California Lease Agreement ("Lease") dated **September 1, 2023** between **Oscar S. Reyes Juarez and Elida A. Candia Chavez** ("Resident") and **Woodland Park** ("Landlord") for the **Unit # 12** ("Premises") located at **245 East OKeefe Street, East Palo Alto, CA 94303**.

Pets, including unauthorized or visiting pets, are not permitted on the Premises without prior written consent from Landlord. This addendum constitutes written consent for the pet(s) described below in the "Pet Description."

Pet Description

Resident and Landlord agree as follows:

1. Resident agrees to pay **$0.00** per month per pet in Pet Rent per month on or before the first of each month with Monthly Rent. Pet Rent is additional "rent" for all purposes.
2. If a pet is added during the lease term, Resident agrees to pay **$50.00** in Pet Rent per pet per month and will be required to pay an additional deposit of **$500.00**.
3. The additional deposit shall be subject to full inspection of the Premises upon Resident's move out and shall be considered an additional deposit pursuant to the Lease terms.
4. Resident shall be liable for all damages to Premises, common areas, or Community and all expenses caused by or in connection with pet, including without limitation the presence of fleas.
5. Pet will not be permitted outside the Premises unless restrained by a leash. Resident must control pet activity while in the Premises.
6. Pets may not be left or tied on balconies, porches, or patios and these areas must be kept clean and free of pet waste.
7. Resident is responsible for immediate and proper cleaning up and disposal of pet waste. Please note that landscape pesticides and chemicals are used on the grounds of the Community and therefore special care should be taken when walking pets.
8. If pet is a cat, an appropriate litter box shall be maintained and a scratching post should be provided. Resident must place soiled cat litter in a securely tied trash bag for disposal.
9. If Resident does not clean up after pet, Resident will be fined **$50.00** per occurrence.
10. Pets shall not weigh over **50 Pounds** full grown.
11. The number of pets per unit is limited to **2**.
12. Resident shall not permit and represents that pet will not cause any damage, discomfort, annoyance, nuisance or in any way inconvenience, or cause complaints from, any other resident.
13. All pets must have all current, required vaccinations. Upon request from Landlord, Resident must provide proof of vaccinations to Landlord.
14. It is strongly recommended that all pets have an identification tag showing current address and telephone number on their collar. Dogs are required to have a current license and an identification tag at all times.
15. Resident agrees to comply with all applicable ordinances, regulations and laws governing pets.
16. In addition, Resident shall comply with the following policies:
    - **i.** Except as further restricted by law, the following types of pets are permissible: cats, dogs, hamsters, guinea pigs, rabbits, birds, fish, non-poisonous or non-venomous amphibians, and non-poisonous or non-venomous reptiles. Permitted birds must be kept caged and permitted fish, amphibians, and reptiles must remain in in a tank/aquarium at all times.
    - **ii.** All pets must be spayed/neutered.
    - **iii.** Resident shall prevent any fleas or other infestation of the Premises, building and Community.
    - **iv.** Birds shall not be let out of cages.
    - **v.** Resident must obtain prior written consent from Landlord to have fish tanks over **30 gallons**. Fish tanks must be placed in a safe area inside of the Premises.
    - **vi.** Dangerous, illegal, exotic or poisonous animals (as determined solely by Landlord) are not permitted on the Premises.
    - **vii.** Residents are not allowed to keep endangered species.
    - **viii.** Feral animals cannot be fed or kept on the Premises, common areas, or Community.
    - **ix.** Resident shall not allow any pet in the Community that has exhibited any sign of aggressive behavior or aggressive tendencies towards any person.

x. Resident shall not allow any pet in the Community that is a Restricted Breed. Restricted Breeds are Alaskan Malamute, Boxer, Chow Chow, Dalmatian, Doberman Pinscher, German Shepperd, Belgian Malinois, Husky breeds, Pit-Bull breeds, Staffordshire Terrier, Presa Canario, Rottweiler and wolf hybrids..

17. This addendum shall terminate without affecting the Lease or Resident's responsibilities under the Lease and Resident shall remove the pet immediately if any of the following occurs:

i. Payment of Pet Rent is delinquent.

ii. The pet displays aggressive behavior.

iii. Landlord perceives the pet to be dangerous or disruptive to premises, common areas, or Community, other residents, guest or employees.

iv. Resident fails to provide proof of current, required vaccinations upon request from Landlord.

v. Upon thirty (30) days' notice by either party to the other of intent to terminate this Addendum.

18. Companion and/or Service Animal: Landlord will review any request for accommodation to the pet policies, including the need for a companion or service animal. Additional information may be requested while engaging in the interactive process to determine the need for the accommodation. If a companion or service animal is required, the Resident will be provided a Companion Animal and/or Service Animal Addendum & Agreement detailing the terms and conditions.

19. Resident agrees to hold harmless and indemnify Landlord from all liability pertaining to pets on the property and Resident shall hold Landlord harmless and indemnify Landlord for any and all damages or costs in connection with pet.

Resident and Landlord represent that they have read this Addendum, understand the terms and conditions contained herein, and agree to the terms and conditions contained herein.

Signed by Oscar S. Reyes Juarez
Fri Sep 1 2023 05:12:03 PM PDT
Key: 17FF6F19; IP Address: 173.8.185.182

Oscar S. Reyes Juarez *(Resident)* *Date*

Signed by Elida A. Candia Chavez
Fri Sep 1 2023 05:12:07 PM PDT
Key: 41DBA6DC; IP Address: 173.8.185.182

Elida A. Candia Chavez *(Resident)* *Date*

Signed by Aura Andrade
Tue Sep 5 2023 04:14:52 PM PDT
Key: 0CB7821E; IP Address: 173.13.163.254

(Owner/Agent) *Date*

PROPOSITION 65 ADDENDUM

This document is an addendum to the Lease Agreement dated **September 1, 2023** between **Oscar S. Reyes Juarez and Elida A. Candia Chavez** and **Woodland Park** for the **Unit # 12** located at **245 East OKeefe Street, East Palo Alto, CA 94303**.

⚠ WARNING:

Building materials such as insulation, pressed wood materials, finishes, or adhesives on the Residential Community can expose you to chemicals including **formaldehyde** which is/are known to the State of California to cause cancer.

Exhaust fumes on roadways and in parking areas on the Residential Community can expose you to chemicals including **carbon-monoxide** which is/are known to the State of California to cause birth defects or other reproductive harm.

Cigarettes, cigars, pipes, cigarillos, hand-rolled cigarettes (such as bidis) and clove cigarettes (kreteks) produce tobacco smoke, which even when experienced second hand on the Residential Community can expose you to chemicals including **acetaldehyde, acrylamide, arsenic, benzene, and carbon monoxide** which is/are known to the State of California to cause cancer and **acetaldehyde, acrylamide, arsenic, benzene, and carbon monoxide** which is/are known to the State of California to cause birth defects or other reproductive harm.

Swimming Pool(s), spa, water features on the Residential Community can expose you to chemicals including **chloroform which can be formed when the disinfectant chlorine in the pool, spa, fountain reacts with organic compounds that may be in the water such as dirt, sweat, skin cells, etc. and** which is/are known to the State of California to cause cancer and birth defects or other reproductive harm.

Talk to your landlord or the building owner about how and when you could be exposed to these chemicals in your building. For additional information go to www.P65Warnings.ca.gov/apartments.

Resident(s) acknowledges to have read this Addendum and understands the terms and conditions contained herein.

Signed by Oscar S. Reyes Juarez
Fri Sep 1 2023 05:12:21 PM PDT
Key: 17FF6F19; IP Address: 173.8.185.182

Oscar S. Reyes Juarez *(Resident)* *Date*

Signed by Elida A. Candia Chavez
Fri Sep 1 2023 05:12:23 PM PDT
Key: 41DBA6DC; IP Address: 173.8.185.182

Elida A. Candia Chavez *(Resident)* *Date*

Signed by Aura Andrade
Tue Sep 5 2023 04:14:56 PM PDT
Key: 0CB7821E; IP Address: 173.13.163.254

(Owner/Agent) *Date*

LEASE ADDENDUM
PERSONAL LIABILITY INSURANCE REQUIRED

1. **Addendum.** This is an addendum to the Lease for Apt. No. **12** at **245 East OKeefe Street, East Palo Alto, CA 94303**

   The effective date of this Addendum is **September 1, 2023**.

2. **Insurance Acknowledgment.** You acknowledge that we do not maintain insurance to protect you against personal injury, loss or damage to your personal property or to cover your own liability for injury, loss or damage you (or your occupants or guests) may cause others. You also acknowledge that you may be responsible to others (including us) for the full cost of any injury, loss or damage caused by your negligent actions or the negligent actions of your occupants or guests, including but not limited to damage caused by fire, smoke, explosion or water damage liability.

3. **Required Renters Insurance Policy.** You are required to purchase and maintain a renter's personal liability insurance policy which provides limits of liability to third parties in an amount not less than **$100,000.00** per occurrence through an insurance company or insurance agent authorized to issue insurance in this state. Proof of coverage must be submitted for all leaseholders. Such insurance policies are often referred to as "renter's insurance policies or "liability-only insurance policies." Most renter's insurance policies contain personal liability coverage and also personal property coverage for your own property. You are only required to have personal liability insurance, however we highly recommend that you obtain coverage for your personal property too. Personal property coverage protects your property in the event of theft, fire or weather-related loss to your property. The required personal liability insurance policy must cover all residents in your unit. The policy must identify Insurance Tracking, **P.O. Box 100513, Florence, SC, 29502** as a "Party of Interest" or "Interested Party" where the "Party of Interest" or "Interested Party" must be notified within ten (10) days after your insurance company or agent renews, cancels or non-renews your policy. When insurance providers are paperless and only submit communications electronically, they are required to submit policy documents to **greystar@assurant.com**. Failure to include Insurance Tracking as the "Party or Interest" or "Interested Party" with the above-listed address and/or **greystar@assurant.com** will constitute a breach of this Lease.

4. **Insurance Election.** If you choose not to purchase insurance through the carrier of your choice or are unable to secure satisfactory personal liability insurance coverage, you have the option to obtain insurance coverage under an insurance program issued by an insurance carrier we have partnered with. As a resident of this property, you automatically qualify for this coverage with our preferred insurance provider with no underwriting or lengthy application. Participation in this program allows you to conveniently pay the insurance charges with your monthly rent. Following your execution of this Lease, you will be sent a link via email or text message to an online insurance portal where you must either enroll in the insurance program offered by our preferred insurance provider or upload proof of insurance if you already have insurance or if you decide to purchase the insurance through a carrier or agency other than our preferred insurance provider.

   If you choose to participate in this preferred insurance provider's program, you agree that you will be charged **$14.50** monthly with your rent to cover the costs of securing personal liability coverage in an amount of **$100,000.00** and personal property coverage in an amount of **$10,000.00**. The insurance company will issue a certificate of insurance to you that will describe the limits, conditions and terms of the coverage provided. A description of the insurance coverage and the insurance carrier are available by visiting the online insurance portal. If you have questions regarding the insurance program, including other available options, please call **(800) 249-1104**.

   If you decide not to enroll in the preferred insurance provider's program described above, you will be required to upload proof of insurance coverage via the link you receive by email from **donotreply.pol@assurant.com** to meet the Lease's insurance requirement. If you do not have access to upload your proof of insurance, you must contact the leasing office and the on-site staff may be able to provide you with an alternative method (e.g. business center computer, iPad, etc.).

5. **Freedom of Choice.** At all times, you are able to purchase insurance through the carrier or agency of your choice and are not required to purchase insurance through a particular carrier or agency, including the preferred provider. However, the insurance you purchase must meet the Lease's minimum requirements at all times. By signing this Addendum you consent to the sharing of information with our preferred insurance provider, which includes, but is not limited to, your name, address, lease status/expiration, current renter's insurance policy information, email address and telephone number(s).

6. **Subrogation Allowed.** You acknowledge that subrogation is allowed by all parties and that this Addendum supersedes any language to the contrary in the Lease. Accordingly, our commercial insurance carrier may make a claim against you for losses it pays as a result of your negligence, and your insurance carrier may make a claim against us for losses it pays as a result of our negligence. We retain the right to hold you responsible for any loss in excess of your insurance coverage.

7. **Your Insurance Coverage.** By signing this Addendum, you acknowledge that you have purchased (or agree to purchase) the insurance described above or you have agreed to participate in the insurance program. If you purchase insurance through a carrier or agency other than the preferred insurance provider, you must provide proof of insurance via the online insurance portal prior to taking possession of the apartment. You further acknowledge that you will keep your insurance

policy in-force for the entire term of the Lease. If any material terms of your insurance policy change, you agree to promptly provide proof of the modified policy terms to **greystar@assurant.com**.

8. **Default.** Unless otherwise prohibited by law, and subject to any right to cure a default under the Lease, any default under the terms of this Addendum shall be deemed a material default of the Lease, and we are entitled to exercise all rights and remedies under the law. If you fail to obtain and maintain personal liability insurance as required by this Addendum, you will be in violation of your Lease. In such event, we may send a written notice to you demanding that you cure the violation by purchasing the required insurance and providing evidence of coverage to us. If you fail to supply evidence of such insurance to us on or before the specified date set forth in your notice, we reserve the right to obtain personal liability insurance coverage on your behalf, and to charge you monthly for the amount of the insurance charges (**$10.75**). This is an insurance program provided to us by an insurance company we have partnered with and provides **$100,000.00** in personal liability insurance to you but **does not include any personal property coverage to protect your property from any loss or damage, including but not limited to from theft, fire or weather**. You may cancel your participation in this insurance program at any time if you purchase your own personal liability insurance policy or renter's insurance policy and provide proof of coverage to **greystar@assurant.com**. Upon your enrollment in the insurance program set forth in this paragraph, the insurance company will deliver you an insurance certificate evidencing and describing the coverage.

9. **Miscellaneous.**

   a. Except as specifically stated in this Addendum, all other terms and conditions of the Lease shall remain unchanged.

   b. The insurance required by the Lease Contract is not required by any law. Your obligation to provide insurance stems solely from the Lease Contract.

   c. In the event of any conflict between the terms of this Addendum and the terms of the Lease, the terms of this Addendum shall control.

   d. The insurance required by the Lease is not an attempt to limit our liability for our own negligence or your liability for your own negligence.

   e. **CAS Insurance Agency, LLC**, a licensed insurance agency and affiliate of property manager, may receive compensation on policies issued by the preferred insurance provider for administrative, brokerage or marketing support. Owner may be receiving compensation or other payments from **CAS Insurance Agency, LLC** or one of its affiliates where permitted by law.

   f. The insurance required by the Lease is not in lieu of, or in any way a component of, any security deposit required by the Lease.

   g. **You understand that the personal liability insurance coverage set forth in paragraph 8 may cost more than similar insurance you can purchase on your own and will only cover you for your own liability for injury, loss or damage caused by you (or, in some cases, your occupants or guests) to others and DOES NOT INCLUDE COVERAGE FOR PERSONAL INJURY OR LOSS OR DAMAGE TO YOU OR YOUR PERSONAL PROPERTY. THE PERSONAL LIABILITY INSURANCE DESCRIBED IN PARAGRAPH 8 IS LIMITED IN SCOPE AND MAY NOT FULLY PROTECT YOUR INTERESTS.**

   h. You agree that you have not received any oral representations from Owner or any representative of Owner which are inconsistent with or not contained in the Lease Contract, the addenda attached to the Lease Contract, or in the Rules and Regulations. If you have received any such oral representations, you agree that you did not rely on them to decide to enter in the Lease Contract or this Addendum.

   i. You must refer to the actual insurance policy or certificate for a complete description of the coverage, as this Addendum only provides a general summary. If you have an annual renter's insurance policy and decide to switch to the insurance program offered by our preferred insurance provider, please compare the terms of coverage between the two policies, as not all policies are the same and coverage may differ.

   j. By signing this Addendum, you consent to receive communications from the insurance company via email, text, or other electronic means with respect to insurance related matters.

By signing below, you acknowledge and agree to be bound to the terms of this Addendum.

Signed by Oscar S. Reyes Juarez
Fri Sep 1 2023 05:12:43 PM PDT
Key: 17FF6F19; IP Address: 173.8.185.182

Oscar S. Reyes Juarez *(Resident)* *Date*

Signed by Elida A. Candia Chavez
Fri Sep 1 2023 05:12:45 PM PDT
Key: 41DBA6DC; IP Address: 173.8.185.182

Elida A. Candia Chavez *(Resident)* *Date*

Signed by Aura Andrade
Tue Sep 5 2023 04:14:59 PM PDT
Key: 0CB7821E; IP Address: 173.13.163.254

(Owner/Agent) *Date*

RESIDENT SECURITY NOTICE & ACKNOWLEDGMENT

NOTICE TO RESIDENT: Landlord does not promise, warrant, or guarantee the safety or security of the Resident, Occupants, or their personal property against the criminal actions of other residents or third parties. Each Resident has the responsibility to protect himself or herself and to maintain appropriate insurance to protect his or her belongings.

It is a fact that no security system, courtesy patrol or electronic security device can guarantee protection against crime. Even elaborate security systems are subject to mechanical malfunction, tampering, human error or personnel absenteeism, and can be defeated or avoided by clever criminals. Therefore, Lessees should always proceed on the assumption that no security systems exist. The best safety measures are those precautions that can be performed as a matter of common sense and habit.

If security systems, security devices, or walk-through/drive-through services are employed at this community, no representation is being made that they will be effective to prevent injury, theft or vandalism. Such personnel, if provided, cannot physically be every place at every moment. Usually, such personnel are unarmed independent contractors and have no greater authority under the law to restrain or arrest criminals than the ordinary citizen. Therefore, Landlord does not warrant that any security systems, security devices, or services employed at this community will discourage or prevent breaches of security, intrusions, thefts, or incidents of violent crime. Further, Landlord reserves the right to reduce, modify or eliminate any security system, security devices or services (other than those statutorily required) at any time; and Resident agrees that such action shall not be a breach of any obligation or warranty on the part of Landlord.

Resident agrees to promptly notify Landlord in writing of any problem, defect, malfunction or failure of door locks, window latches, controlled access gates, intrusion alarms, and any other security-related device. If Resident's home is equipped with an intrusion alarm, Resident agrees to be responsible for all fines, penalties and other charges resulting from or attributable to the alarm, including false alarm charges.

ACKNOWLEDGMENT BY RESIDENT: I have read, understood and agree with the above notice. I have received no representation or warranties, either express or implied, as to any security or any security system on the property. Landlord has not in any way stated or implied to me that security of person or property was provided, promised, or guaranteed or that the Community was or will be free from crime. I further acknowledge that Landlord is not obligated under any circumstances to respond to any signal from an intrusion alarm system. The responsibility for protecting me, my property, and my family, guests and invitees from acts of crime is the sole responsibility of myself and law enforcement agencies.

I agree to release and hold harmless Landlord from claims arising out of criminal acts of other residents and third parties. I agree that Landlord shall not be liable to me based upon any claim that security was not provided, subject to Landlord's compliance with state statutes regarding door locks and window latches. Resident acknowledges that the foregoing shall also be binding upon Resident's heirs, successors, and assigns.

Representatives of Landlord have no authority to make changes or modifications in the terms of this document, except when in writing and signed.

Signed by Oscar S. Reyes Juarez
Fri Sep 1 2023 05:12:57 PM PDT
Key: 17FF6F19; IP Address: 173.8.185.182

Oscar S. Reyes Juarez *(Resident)* *Date*

Signed by Elida A. Candia Chavez
Fri Sep 1 2023 05:12:59 PM PDT
Key: 41DBA6DC; IP Address: 173.8.185.182

Elida A. Candia Chavez *(Resident)* *Date*

Signed by Aura Andrade
Tue Sep 5 2023 04:15:04 PM PDT
Key: 0CB7821E; IP Address: 173.13.163.254

(Owner/Agent) *Date*

UTILITIES WAIVER

This document is an addendum to the California Lease Agreement dated **September 1, 2023** between **Oscar S. Reyes Juarez and Elida A. Candia Chavez** and **Woodland Park** for the Unit #**12** located at **245 East OKeefe Street, East Palo Alto, CA 94303**.

In order to allow my community to track our whole building utility data, which will be used to determine what upgrades can be done to reduce utility expenses in each unit, I hereby grant authority for **Woodland Park Property Owner, LLC doing business as Woodland Park Communities**, the owner of **Woodland Park** to obtain the usage and utility detail for my utility accounts during my tenancy at this location for the sole purpose of benchmarking through the Energy Star® Portfolio Manager system. In order to do this, I agree to grant my Landlord the right to sign my account up to electronically receive utility data, where necessary, and to receive my account details as necessary to accomplish such benchmarking. Where available, such details will be collected in aggregate so that no unit information is available, and no unit information will be distributed except as required by law, nor used for any **marketing** purposes.

Therefore, I hereby authorize any utility provider serving my Premises, located at **245 East OKeefe Street #12, East Palo Alto, CA 94303** to provide such utility details and history about the accounts tied to my Premises upon request through the term of this Lease, and including up to the 24 months prior to the signing of this agreement.

I understand that by signing below I am waiving my right to privacy, both actual and perceived, under Federal, State and Local statutes regarding the release of my utility data and agree to hold all parties involved harmless from any potential right to privacy violations.

Resident(s) acknowledges to have read this Addendum and understands the terms and conditions contained herein.

Signed by Oscar S. Reyes Juarez
Fri Sep 1 2023 05:13:11 PM PDT
Key: 17FF6F19; IP Address: 173.8.185.182

Oscar S. Reyes Juarez *(Resident)* *Date*

Signed by Elida A. Candia Chavez
Fri Sep 1 2023 05:13:12 PM PDT
Key: 41DBA6DC; IP Address: 173.8.185.182

Elida A. Candia Chavez *(Resident)* *Date*

Signed by Aura Andrade
Tue Sep 5 2023 04:15:08 PM PDT
Key: 0CB7821E; IP Address: 173.13.163.254

(Owner/Agent) *Date*

SECURITY DEPOSIT AGREEMENT

This Agreement is made this day, **September 1, 2023**, by and between **Woodland Park** (hereinafter referred to as "Lessor"), Lessor of the complex in which the "Premises", as hereinafter defined, are located, acting pursuant to express written authority given by the owner of such complex, and **Oscar S. Reyes Juarez and Elida A. Candia Chavez** (hereinafter referred to as "Lessee"), in connection with the Lease Agreement (the "Lease") between Lessor and Lessee for: **Woodland Park** (the "Premises").

1. **Security Deposit.** Lessor hereby acknowledges receipt from Lessee of the sum of: **$600.00** (Security Deposit) which represents the security deposit payment under the Lease, which shall hereinafter be defined as "Security Deposit". Lessor will hold the Security Deposit for the faithful performance by Lessee of his/her obligations under the Lease, including payment of rent, and cleaning and repair of the Premises after its surrender.

2. **Refund of Security Deposit.** Lessor shall deduct from the Security Deposit all monies expended as a result of any breach of the lease or this agreement, including but not limited to the following:
   - **A.** Vacate completely the entire Premises by Lessee on or before the date specified in the required written **30 day** move-out notice.
   - **B.** Expiration of the term of the Lease, or termination or cancellation of the Lease in accordance with the express provisions thereof.
   - **C.** Payment by Lessee of all rental required under the Lease, up to and including the date of expiration or termination of the term of the Lease, or the full move-out notice period, whichever is longer.
   - **D.** The Premises, including all kitchen appliances (refrigerator, oven, range, dishwasher, and microwave) and including all baths, closets, storage areas, patios/balconies, etc. have been thoroughly cleaned, so as to be in the same condition as they were in on the commencement date of the term of Lease, normal wear and tear excepted.
   - **E.** No defects or damage to the Premises, whether caused by Lessee, pets, or otherwise, unless shown on a written list of damages and defects signed by Lessee at the commencement of the Lease term.
   - **F.** Observance and performance by Lessee of all of the other covenants and obligations to be kept or performed by Lessee under the Lease up to and including the date of expiration or termination of the Lease term.
   - **G.** Observation and performance by Lessee of all rules and regulations to be kept and performed by Lessee under the Lease, including, without limitation, those rules and regulations pertaining to pets.
   - **H. LESSEE has given LESSOR thirty days written notice prior to the date of expiration or termination of the term of the Lease.**
   - **I.** Lessee has provided Lessor with a written copy of the forwarding address of Lessee.

3. **Deductions.** Within twenty-one (21) days after Lessee has vacated the Premises, Lessor shall furnish Lessee with an itemized written statement of the basis for, and the amount of, any security received and the disposition of such security to Lessee.

4. **Move-Out Procedures.** When Lessee moves out of the Premises, an inspection of the condition of same shall be made after all of the personal effects of Lessee have been removed. Lessee should accompany Lessor during said inspection to help resolve any problems that may arise. Failure of Lessee to do so shall constitute a concurrence by Lessee in Lessor's assessment of charges for damages or cleaning. After inspection by Lessor, appropriate charges will be assessed by Lessor for any missing items; damages or repairs to the Premises, or its contents (normal wear and tear excepted) with the exception of those items listed on the Move-In/Move-Out Inspection Report attached to this agreement; insufficient light bulbs; scratches, burns, or holes in the walls, doors, floors, draperies, carpets and/or furniture; and for cleaning the Premises (including all kitchen appliances). Lessee shall be charged for each unreturned key (mail-box key and garage remote), and charged for replacing locks if all door keys to the Premises are not returned to Lessor.

Signed by Oscar S. Reyes Juarez
Fri Sep 1 2023 05:13:27 PM PDT
Key: 17FF6F19; IP Address: 173.8.185.182

Oscar S. Reyes Juarez *(Resident)* *Date*

Signed by Elida A. Candia Chavez
Fri Sep 1 2023 05:13:30 PM PDT
Key: 41DBA6DC; IP Address: 173.8.185.182

Elida A. Candia Chavez *(Resident)* *Date*

Signed by Aura Andrade
Tue Sep 5 2023 04:15:12 PM PDT
Key: 0CB7821E; IP Address: 173.13.163.254

(Owner/Agent) *Date*

R037

MOVE-IN/MOVE-OUT INSPECTION FORM

Resident Name(s)	Move-In Inspection Date	Move-In Inspection By	Move-In Date
Oscar S. Reyes Juarez and Elida A. Candia Chavez			September 1, 2023
Address	**Move-Out Inspection Date**	**Move-Out Inspection By**	**Move-Out Date**
245 East OKeefe Street #12, East Palo Alto, CA 94303			

The condition of this Unit is clean, free of any visible pest, undamaged, in good working order and adequate for customary use unless otherwise noted hereon. Use condition codes and comments to describe exceptions and mark NA for items not applicable.

CONDITION CODES: • **EXC** - Excellent • **FR** - Fair • **PR** - Poor • **NCL** - Needs cleaning • **REP** - Replace • **PE** - Pest • **NR** - Needs repair • **PT** - Needs painting • **SCR** - Scratched • **CLN** - Clean • **NEW** - New

	MOVE-IN INSPECTION		PRE MOVE-OUT INSPECTION		MOVEOUT INSPECTION	
KITCHEN	CODE	COMMENT	CODE	COMMENT	CODE	COMMENT
Walls/Ceiling						
Floor						
Hood/Filter/Vent						
Counter Top						
Sink/Disposal						
Cabinets/Drawers						
Shelves						
Windows/Screens						
Window Treatment						
Light Fixtures						
Refrigerator						
Dishwasher						
Stove/Oven						
Microwave						
Other:						
DINING ROOM	CODE	COMMENT	CODE	COMMENT	CODE	COMMENT
Walls/Ceiling						
Floor						
Window Treatment						
Closet/Doors	PR	hard to open				
Window/Screen						
Fixtures/Fan						
Other						
LIVING ROOM	CODE	COMMENT	CODE	COMMENT	CODE	COMMENT
Walls/Ceiling						
Floor						
Window Treatment						
Closet/Doors						
Window/Screen						
Fixtures/Fan						
Fireplace						
Other						
BATHROOM (ONE)	CODE	COMMENT	CODE	COMMENT	CODE	COMMENT
Walls/Ceiling						
Floor						
Cabinets/Drawers						
Door						
Mirror						
Tub/Shower						
Sink/Faucet						
Countertop						
Toilet						
Towel Rack						
Fixtures/Exhaust Fan						
Other						
BATHROOM (TWO)	CODE	COMMENT	CODE	COMMENT	CODE	COMMENT
Walls/Ceiling						
Floor						
Cabinets/Drawers						
Door						
Mirror						
Tub/Shower						
Sink/Faucet						
Countertop						
Toilet						
Towel Rack						
Fixtures/Exhaust Fan						
Other						

R038

BEDROOM (ONE)	CODE	COMMENT	CODE	COMMENT	CODE	COMMENT
Walls/Ceiling						
Floor						
Closet/Doors						
Windows/Screen						
Window Treatment						
Fixtures/Fan						
Other						
BEDROOM (TWO)	CODE	COMMENT	CODE	COMMENT	CODE	COMMENT
Walls/Ceiling						
Floor						
Closet/Doors						
Windows/Screen						
Window Treatment						
Fixtures/Fan						
Other						
BEDROOM (THREE)	CODE	COMMENT	CODE	COMMENT	CODE	COMMENT
Walls/Ceiling						
Floor						
Closet/Doors						
Windows/Screen						
Window Treatment						
Fixtures/Fan						
Other						
ADDITIONAL ROOM	CODE	COMMENT	CODE	COMMENT	CODE	COMMENT
Walls/Ceiling						
Floor						
Closet/Doors						
Window/Screen						
Window Treatment						
Fixtures/Fan						
Other						
ENTRY/PATIO/ BALCONY	CODE	COMMENT	CODE	COMMENT	CODE	COMMENT
Walls/Ceiling						
Doors						
Window/Screen						
Window Treatment						
Fixtures/Fan						
Other						
GARAGE/CARPORT	CODE	COMMENT	CODE	COMMENT	CODE	COMMENT
Remote/Opener						
Other						
MECHANICAL	CODE	COMMENT	CODE	COMMENT	CODE	COMMENT
Air Conditioner						
Smoke Detector						
Locks						
Other						

ACCESS DEVICES	Move In Count	Move Out Count
Door		
Common Area		
Mailbox		
Fob		
Amenity		
Other		

Any security deposit shall be held by the Landlord for Resident who is party to the Lease. The claim of a Resident to the security deposit shall be prior to the claim of any creditor for the Landlord. **(Civil Code Section 1950.5(d)).**

From the time of the Pre Move-Out Inspection until the termination of the tenancy, the Resident may remedy the deficiencies identified in a manner consistent with the rights and obligations of the Parties under the Lease, in order to avoid deductions from the security deposit.

The law allows the Landlord to use the security deposit for legal deductions itemized in this statement that are not corrected by the Resident prior to the termination of tenancy or that were not identified during the time of the Pre Move-Out Inspection and for damages to the Premises/Community. A final itemized statement will be provided to Resident.

Move-In Inspection:

Oscar Reyes 09/01/2023
(Resident) *Date*

Elida Candia 09/01/2023
(Resident) *Date*

9/01/23
(Agent for Owner) *Date*

Pre Move-Out Inspection:

(Resident) *Date*

(Resident) *Date*

(Agent for Owner) *Date*

Move-Out Inspection

(Resident) *Date*

(Resident) *Date*

(Agent for Owner) *Date*

Exhibit B

Resident Ledger

GREYSTAR®

Date: 02/12/2025

Code	t2858807	**Property**	cawoopa2	**Lease From**	09/01/2023
Name	Oscar Reyes Juarez	**Unit**	209-12	**Lease To**	08/31/2024
Address	245 East OKeefe Street	**Status**	Past	**Move In**	09/01/2023
	12	**Rent**	2400.00	**Move Out**	12/24/2024
City	East Palo Alto, CA 94303	**Phone (H)**		**Phone (W)**	

Date	Chg Code	Post Month	Description	Charge	Payment	Balance	Chg/Rec
08/28/2023	appfee	09/2023	Application Fee(2 Occupants)	90.00		90.00	135188481
09/01/2023	secdep	09/2023	Security Deposit	300.00		390.00	136070624
09/01/2023	trash	09/2023	Trash Charge for 30 days	35.00		425.00	136070625
09/01/2023	rent	09/2023	Rent for 30 days	2,400.00		2,825.00	136070626
09/01/2023	sewerrb	09/2023	Sewer Charge for 30 days	40.00		2,865.00	136070627
09/01/2023	waterrb	09/2023	Water Charge for 30 days	25.00		2,890.00	136070628
09/05/2023	rentins	09/2023	Renter's Insurance	12.22		2,902.22	136070651
09/05/2023		09/2023	chk# 90 :CHECKscan Payment		400.00	2,502.22	33194184
09/05/2023		09/2023	chk# 9585505976 :CHECKscan Payment		2,820.00	(317.78)	33194185
09/30/2023		10/2023	chk# 206853351 Debit Card On-Line Payment ; Mobile Web - Resident Services		2,512.22	(2,830.00)	33440700
10/01/2023	trash	10/2023	Trash Rebill (10/2023)	35.00		(2,795.00)	137803195
10/01/2023	sewerrb	10/2023	Sewer Rebill (10/2023)	40.00		(2,755.00)	137803196
10/01/2023	rent	10/2023	Base Rent (10/2023)	2,400.00		(355.00)	137803197
10/01/2023	rentins	10/2023	Renter's Insurance (10/2023)	12.22		(342.78)	137803198
10/01/2023	waterrb	10/2023	Water Rebill (10/2023)	25.00		(317.78)	137803199
11/01/2023	sewerrb	11/2023	Sewer Rebill (11/2023)	40.00		(277.78)	139556706
11/01/2023	waterrb	11/2023	Water Rebill (11/2023)	25.00		(252.78)	139556707
11/01/2023	trash	11/2023	Trash Rebill (11/2023)	35.00		(217.78)	139556708
11/01/2023	rentins	11/2023	Renter's Insurance (11/2023)	12.22		(205.56)	139556709
11/01/2023	rent	11/2023	Base Rent (11/2023)	2,400.00		2,194.44	139556710
11/02/2023		11/2023	chk# 212498126 Debit Card On-Line Payment ; Mobile App - Resident Services		2,194.44	0.00	34105245
12/01/2023	rentins	12/2023	Renter's Insurance (12/2023)	12.22		12.22	141483242
12/01/2023	sewerrb	12/2023	Sewer Rebill (12/2023)	40.00		52.22	141483243
12/01/2023	waterrb	12/2023	Water Rebill (12/2023)	25.00		77.22	141483244
12/01/2023	rent	12/2023	Base Rent (12/2023)	2,400.00		2,477.22	141483245
12/01/2023	trash	12/2023	Trash Rebill (12/2023)	35.00		2,512.22	141483246
12/01/2023		12/2023	chk# 216497611 Debit Card On-Line Payment ; Mobile App - Resident Services		2,512.22	0.00	34536164
01/01/2024	rent	01/2024	Base Rent (01/2024)	2,400.00		2,400.00	143093075
01/01/2024	waterrb	01/2024	Water Rebill (01/2024)	25.00		2,425.00	143093076
01/01/2024	trash	01/2024	Trash Rebill (01/2024)	35.00		2,460.00	143093077
01/01/2024	sewerrb	01/2024	Sewer Rebill (01/2024)	40.00		2,500.00	143093078
01/01/2024	rentins	01/2024	Renter's Insurance (01/2024)	12.22		2,512.22	143093079
01/03/2024		01/2024	chk# 221422047 Debit Card On-Line Payment ; Mobile App - Resident Services		2,512.22	0.00	35095875
02/01/2024	rentins	02/2024	Renter's Insurance (02/2024)	12.22		12.22	145220840
02/01/2024	trash	02/2024	Trash Rebill (02/2024)	35.00		47.22	145220841
02/01/2024	rent	02/2024	Base Rent (02/2024)	2,400.00		2,447.22	145220842
02/01/2024	sewerrb	02/2024	Sewer Rebill (02/2024)	40.00		2,487.22	145220843
02/01/2024	waterrb	02/2024	Water Rebill (02/2024)	25.00		2,512.22	145220844
02/04/2024		02/2024	chk# 225895526 Debit Card On-Line Payment ; Mobile App - Resident Services		2,512.22	0.00	35626581
03/01/2024	trash	03/2024	Trash Rebill (03/2024)	35.00		35.00	147189466

03/01/2024	waterrb	03/2024	Water Rebill (03/2024)	25.00		60.00	147189467
03/01/2024	rentins	03/2024	Renter's Insurance (03/2024)	12.22		72.22	147189468
03/01/2024	rent	03/2024	Base Rent (03/2024)	2,400.00		2,472.22	147189469
03/01/2024	sewerrb	03/2024	Sewer Rebill (03/2024)	40.00		2,512.22	147189470
03/02/2024		03/2024	chk# 229567713 Debit Card On-Line Payment ; Mobile App - Resident Services		2,512.22	0.00	36091841
04/01/2024	rent	04/2024	Base Rent (04/2024)	2,400.00		2,400.00	149314053
04/01/2024	trash	04/2024	Trash Rebill (04/2024)	35.00		2,435.00	149314054
04/01/2024	waterrb	04/2024	Water Rebill (04/2024)	25.00		2,460.00	149314055
04/01/2024	sewerrb	04/2024	Sewer Rebill (04/2024)	40.00		2,500.00	149314056
04/01/2024	rentins	04/2024	Renter's Insurance (04/2024)	12.22		2,512.22	149314057
04/05/2024		04/2024	chk# 234957102 Debit Card On-Line Payment ; Mobile App - Resident Services		2,512.22	0.00	36719960
05/01/2024	trash	05/2024	Trash Rebill (05/2024)	35.00		35.00	151474219
05/01/2024	rent	05/2024	Base Rent (05/2024)	2,400.00		2,435.00	151474220
05/01/2024	sewerrb	05/2024	Sewer Rebill (05/2024)	40.00		2,475.00	151474221
05/01/2024	waterrb	05/2024	Water Rebill (05/2024)	25.00		2,500.00	151474222
05/01/2024	rentins	05/2024	Renter's Insurance (05/2024)	12.22		2,512.22	151474223
05/04/2024		05/2024	chk# 239034800 Debit Card On-Line Payment ; Mobile App - Resident Services		2,512.22	0.00	37236752
06/01/2024	trash	06/2024	Trash Rebill (06/2024)	35.00		35.00	153691850
06/01/2024	rent	06/2024	Base Rent (06/2024)	2,400.00		2,435.00	153691851
06/01/2024	sewerrb	06/2024	Sewer Rebill (06/2024)	40.00		2,475.00	153691852
06/01/2024	waterrb	06/2024	Water Rebill (06/2024)	25.00		2,500.00	153691853
06/01/2024	rentins	06/2024	Renter's Insurance (06/2024)	12.22		2,512.22	153691854
06/01/2024		06/2024	chk# 242197675 Debit Card On-Line Payment ; Mobile App - Resident Services		2,512.22	0.00	37656370
07/01/2024	trash	07/2024	Trash Rebill (07/2024)	35.00		35.00	156004441
07/01/2024	rent	07/2024	Base Rent (07/2024)	2,400.00		2,435.00	156004442
07/01/2024	sewerrb	07/2024	Sewer Rebill (07/2024)	40.00		2,475.00	156004443
07/01/2024	waterrb	07/2024	Water Rebill (07/2024)	25.00		2,500.00	156004444
07/01/2024	rentins	07/2024	Renter's Insurance (07/2024)	12.22		2,512.22	156004445
07/01/2024		07/2024	chk# 246485699 Debit Card On-Line Payment ; Mobile App - Resident Services		2,512.22	0.00	38244853
08/01/2024	rent	08/2024	Base Rent (08/2024)	2,400.00		2,400.00	157711421
08/01/2024	rentins	08/2024	Renter's Insurance (08/2024)	12.22		2,412.22	157711422
08/01/2024	waterrb	08/2024	Water Rebill (08/2024)	25.00		2,437.22	157711423
08/01/2024	trashrb	08/2024	Trash Rebill (08/2024)	35.00		2,472.22	157711424
08/01/2024	sewerrb	08/2024	Sewer Rebill (08/2024)	40.00		2,512.22	157711425
08/01/2024		08/2024	chk# Flex - 2620022 Flex Receipt - YA1618603864241		2,512.22	0.00	38817483
09/01/2024	trashrb	09/2024	Trash Rebill (09/2024)	35.00		35.00	160665495
09/01/2024	rent	09/2024	Base Rent (09/2024)	2,400.00		2,435.00	160668700
09/01/2024	sewerrb	09/2024	Sewer Rebill (09/2024)	40.00		2,475.00	160668701
09/01/2024	waterrb	09/2024	Water Rebill (09/2024)	25.00		2,500.00	160668702
09/01/2024	rentins	09/2024	Renter's Insurance (09/2024)	12.22		2,512.22	160668703
09/01/2024		09/2024	chk# 255168396 Debit Card On-Line Payment ; Mobile App - Resident Services		2,512.22	0.00	39441886
10/01/2024	trashrb	10/2024	Trash Rebill (10/2024)	35.00		35.00	162994180
10/01/2024	rent	10/2024	Base Rent (10/2024)	2,400.00		2,435.00	163037478
10/01/2024	sewerrb	10/2024	Sewer Rebill (10/2024)	40.00		2,475.00	163037479
10/01/2024	waterrb	10/2024	Water Rebill (10/2024)	25.00		2,500.00	163037480
10/01/2024	rentins	10/2024	Renter's Insurance (10/2024)	12.22		2,512.22	163037481
10/04/2024		10/2024	chk# 260750038 Debit Card On-Line Payment ; Mobile App - Resident Services		2,512.22	0.00	40237641
11/01/2024	rent	11/2024	Base Rent (11/2024)	2,400.00		2,400.00	165422390
11/01/2024	sewerrb	11/2024	Sewer Rebill (11/2024)	40.00		2,440.00	165422391
11/01/2024	waterrb	11/2024	Water Rebill (11/2024)	25.00		2,465.00	165422392
11/01/2024	rentins	11/2024	Renter's Insurance (11/2024)	12.22		2,477.22	165422393
11/01/2024	trashrb	11/2024	Trash Rebill (11/2024)	35.00		2,512.22	165449123
11/01/2024		11/2024	chk# 263835547 Debit Card On-Line Payment ; Mobile App - Resident Services		2,512.22	0.00	40715217
12/01/2024	rent	12/2024	Base Rent (12/2024) :Write Off by Charge Ctrl#170241450	2,400.00		2,400.00	167777460
12/01/2024	sewerrb	12/2024	Sewer Rebill (12/2024) :Write Off by Charge Ctrl#170241451	40.00		2,440.00	167777461

12/01/2024	waterrb	12/2024	Water Rebill (12/2024) :Write Off by Charge Ctrl#170241439	25.00		2,465.00	167777462
12/01/2024	rentins	12/2024	Renter's Insurance (12/2024) :Write Off by Charge Ctrl#170241441	12.22		2,477.22	167777463
12/01/2024	trashrb	12/2024	Trash Rebill (12/2024) :Write Off by Charge Ctrl#170241440	35.00		2,512.22	167785011
01/02/2025	secdep	01/2025	:Security Deposits credit	(300.00)		2,212.22	170224595
01/02/2025	rent	01/2025	Base Rent (12/2024) Credit 7 days	(541.94)		1,670.28	170224596
01/02/2025	rentins	01/2025	Renter's Insurance (12/2024) Credit 7 days	(2.76)		1,667.52	170224597
01/02/2025	waterrb	01/2025	Water Rebill (12/2024) Credit 7 days	(5.65)		1,661.87	170224598
01/02/2025	trashrb	01/2025	Trash Rebill (12/2024) Credit 7 days	(7.90)		1,653.97	170224599
01/02/2025	sewerrb	01/2025	Sewer Rebill (12/2024) Credit 7 days	(9.03)		1,644.94	170224600
01/02/2025	damages	01/2025	Carpet Damage-Enzyme Seal for Urine Smell :Write Off by Charge Ctrl#170241442	80.00		1,724.94	170224601
01/02/2025	damages	01/2025	Carpet Replacement-Livingroom and Bedroom :Write Off by Charge Ctrl#170241443	882.75		2,607.69	170224602
01/02/2025	damages	01/2025	Cleaning-Regular Clean :Write Off by Charge Ctrl#170241444	200.00		2,807.69	170224603
01/02/2025	damages	01/2025	Damage-Pest Control :Write Off by Charge Ctrl#170241445	200.00		3,007.69	170224604
01/02/2025	damages	01/2025	Damage-Patch Holes :Write Off by Charge Ctrl#170241446	25.00		3,032.69	170224605
01/02/2025	damages	01/2025	Damage-Remove boards on Patio :Write Off by Charge Ctrl#170241447	100.00		3,132.69	170224606
01/02/2025	damages	01/2025	Paint-Full paint :Write Off by Charge Ctrl#170241448	305.00		3,437.69	170224607
01/02/2025	damages	01/2025	Trash Out :Write Off by Charge Ctrl#170241449	50.00		3,487.69	170224608
01/03/2025	waterrb	01/2025	:Write Off Charge Ctrl#167777462 Posted by custom task	(25.00)		3,462.69	170241439
01/03/2025	trashrb	01/2025	:Write Off Charge Ctrl#167785011 Posted by custom task	(35.00)		3,427.69	170241440
01/03/2025	rentins	01/2025	:Write Off Charge Ctrl#167777463 Posted by custom task	(12.22)		3,415.47	170241441
01/03/2025	damages	01/2025	:Write Off Charge Ctrl#170224601 Posted by custom task	(80.00)		3,335.47	170241442
01/03/2025	damages	01/2025	:Write Off Charge Ctrl#170224602 Posted by custom task	(882.75)		2,452.72	170241443
01/03/2025	damages	01/2025	:Write Off Charge Ctrl#170224603 Posted by custom task	(200.00)		2,252.72	170241444
01/03/2025	damages	01/2025	:Write Off Charge Ctrl#170224604 Posted by custom task	(200.00)		2,052.72	170241445
01/03/2025	damages	01/2025	:Write Off Charge Ctrl#170224605 Posted by custom task	(25.00)		2,027.72	170241446
01/03/2025	damages	01/2025	:Write Off Charge Ctrl#170224606 Posted by custom task	(100.00)		1,927.72	170241447
01/03/2025	damages	01/2025	:Write Off Charge Ctrl#170224607 Posted by custom task	(305.00)		1,622.72	170241448
01/03/2025	damages	01/2025	:Write Off Charge Ctrl#170224608 Posted by custom task	(50.00)		1,572.72	170241449
01/03/2025	wo-rent	01/2025	:Write Off Charge Ctrl#167777460 Posted by custom task	(1,532.72)		40.00	170241450
01/03/2025	sewerrb	01/2025	:Write Off Charge Ctrl#167777461 Posted by custom task	(40.00)		0.00	170241451

Exhibit C

[Not Applicable]

Exhibit D

Work Order Cost Analysis Details

Property : Woodland Park (cawoopa2)

Unit : 209-12

WO#	Property	Unit	Priority	Status	Category	Brief Desc.	Call Date	Scheduled Date	Completed Date	Amount
7422779	cawoopa2	209-12	Make Ready	Work Completed	Building Interior	wheels on closet door missing	09/12/2023	09/12/2023	09/12/2023	0
7433454	cawoopa2	209-12	High	Work Completed	Locks / Keys	service-make a copy of the mailbox	09/15/2023	09/15/2023	09/18/2023	0
7445130	cawoopa2	209-12	Make Ready	Work Completed	Make Ready Concerns	Bathroom Bar	09/19/2023	09/19/2023	09/20/2023	0
7470569	cawoopa2	209-12	Make Ready	Work Completed	Building Interior	sink in kitchen	09/27/2023	09/27/2023	09/27/2023	0
7649958	cawoopa2	209-12	Emergency	Work Completed	HVAC Repair	Living Room	11/25/2023	11/25/2023	11/25/2023	0
7860521	cawoopa2	209-12		Work Completed	Appliance Repair	Closet	02/02/2024	02/05/2024	02/07/2024	0
7899381	cawoopa2	209-12		Work Completed	Plumbing	Other	02/15/2024		02/15/2024	0
8166336	cawoopa2	209-12		Work Completed	Cabinets and Drawers	Kitchen	05/03/2024	05/03/2024	05/04/2024	0
8220111	cawoopa2	209-12	High	Work Completed	Cabinets and Drawers	service-the closet door in the room	05/16/2024	05/16/2024	05/22/2024	0
8533433	cawoopa2	209-12		Work Completed	Community Amenities	elevator	07/17/2024		07/22/2024	0
8538284	cawoopa2	209-12		Work Completed	Appliance Repair	Closet	07/18/2024	07/19/2024	07/22/2024	0
8730299	cawoopa2	209-12	Emergency	Work Completed	Internal Inspection	Mold Remediation	08/31/2024	08/31/2024	09/04/2024	0
8730303	cawoopa2	209-12	Emergency	Work Completed	Appliance Repair	GS Standard Appliance Repair	08/31/2024	08/31/2024	09/04/2024	0
8730305	cawoopa2	209-12	Emergency	Work Completed	Building Interior	Repair Needed	08/31/2024	08/31/2024	09/06/2024	0
8730314	cawoopa2	209-12	High	Work Completed	Internal Inspection	Repair Needed	08/31/2024	08/31/2024	09/06/2024	0
8730317	cawoopa2	209-12	Emergency	Work Completed	Pest Control	GS Standard Pest Control	08/31/2024		09/16/2024	0
8755623	cawoopa2	209-12	Emergency	Work Completed	Painting	Mold Remediation	09/06/2024	09/06/2024	09/18/2024	0
8755627	cawoopa2	209-12	Emergency	Work Completed	Appliance Repair	GS Standard Appliance Repair	09/06/2024	09/06/2024	09/18/2024	0
8755634	cawoopa2	209-12	Emergency	Work Completed	Locks / Keys	Repair Needed	09/06/2024	09/06/2024	09/18/2024	0
8755642	cawoopa2	209-12	Emergency	Work Completed	Appliance Repair	Repair Needed	09/06/2024	09/06/2024	09/18/2024	0
8886990	cawoopa2	209-12		Work Completed	Pest Control	TREAT	10/07/2024		09/30/2024	0
Total: 21										**0**

Work Order Cost Analysis Details

Property : Woodland Park (cawoopa2)

Unit : 209-12

WO#	Property	Unit	Priority	Status	Category	Brief Desc.	Call Date	Scheduled Date	Completed Date	Amount
8755623	cawoopa2	209-12	Emergency	Work Completed	Painting	Mold Remediation	09/06/2024	09/06/2024	09/18/2024	0
8755627	cawoopa2	209-12	Emergency	Work Completed	Appliance Repair	GS Standard Appliance Repair	09/06/2024	09/06/2024	09/18/2024	0
8755634	cawoopa2	209-12	Emergency	Work Completed	Locks / Keys	Repair Needed	09/06/2024	09/06/2024	09/18/2024	0
8755642	cawoopa2	209-12	Emergency	Work Completed	Appliance Repair	Repair Needed	09/06/2024	09/06/2024	09/18/2024	0
8886990	cawoopa2	209-12		Work Completed	Pest Control	TREAT	10/07/2024		09/30/2024	0
8972160	cawoopa2	209-12		Work Completed	Appliance Repair	Rust inside	10/29/2024		11/01/2024	0
8972165	cawoopa2	209-12		Work Completed	Vinyl Repair	Bedroom Carpet Damaged	10/29/2024		11/25/2024	0
8972170	cawoopa2	209-12		Work Completed	Water Intrusion	Discoloration on walls	10/29/2024		11/01/2024	0
8972174	cawoopa2	209-12		Work Completed	Building Interior	Closet Doors are bad	10/29/2024		11/01/2024	0
8972179	cawoopa2	209-12		Work Completed	Appliance Repair	Stove or Bathroom Fan damaged	10/29/2024		11/01/2024	0
8972184	cawoopa2	209-12		Work Completed	Pest Control	Roaches in Building NOT IN UNIT	10/29/2024		11/11/2024	0
8972194	cawoopa2	209-12		Work Completed	Building Interior	Bathroom Handle	10/29/2024	11/01/2024	11/11/2024	0
9212210	cawoopa2	209-12		Work Completed		GS Standard Cleaning	01/01/2025	12/24/2024	01/02/2025	0
9212211	cawoopa2	209-12	Make Ready	Work Completed		GS Standard Trash Out	01/01/2025	12/24/2024	01/02/2025	0
9212212	cawoopa2	209-12	Make Ready	Work Completed		GS Standard Pest Control	01/01/2025	12/24/2024	01/02/2025	0
9212213	cawoopa2	209-12	Make Ready	Work Completed		GS Standard Flooring	01/01/2025	12/24/2024	01/02/2025	0
9212214	cawoopa2	209-12	Make Ready	Work Completed		GS Standard Paint	01/01/2025	12/24/2024	01/02/2025	0
9212215	cawoopa2	209-12	Make Ready	Work Completed		GS Standard Appliance Repair	01/01/2025	12/24/2024	01/02/2025	0
9212216	cawoopa2	209-12	Make Ready	Work Completed		GS Standard Carpentry	01/01/2025	12/24/2024	01/02/2025	0
9212217	cawoopa2	209-12	Make Ready	Work Completed		GS Standard Electrical	01/01/2025	12/24/2024	01/02/2025	0
9212218	cawoopa2	209-12	Make Ready	Work Completed		GS Standard Locks/Keys	01/01/2025	12/24/2024	01/02/2025	0
Total: 21										**0**

Exhibit E

Woodland Park
5 Newell Ct
East Palo Alto,CA 94303
Office (650) 566-2000x

Work Order No. 7422779
Date Call: 9/12/2023 10:53:00 AM

Date Scheduled: 9/12/2023 11:32:30 AM

Status Work Completed

Date Completed: 9/12/2023 1:56:00 PM
Brief Desc: wheels on closet door missing

Job Site: cawoopa2/209-12
245 East OKeefe Street
12
East Palo Alto,CA 94303

Caller Name: Oscar Reyes Juarez

Caller Phone:
Occupant: Reyes Juarez (t2858807)

Priority: Make Ready
Ok to enter? YES
Category: Building Interior

Mobile (650) 454-4198x

Problem Description: closet doors

Parts & Labor

Quantity/ Hours	Item Type/ Employee Name	Description	Unit Price	Total
0.0000	Gutierrez	Gutierrez	0.00	0.00
			Total	0.00

Authorized by: _____
Signed by _____
Dated _____
Invoice No. _____

Technician Notes: Se areclaron las puertas del close

Woodland Park
5 Newell Ct
East Palo Alto,CA 94303
Office (650) 566-2000x

Work Order No. 7433454
Date Call: 9/15/2023 11:17:00 AM
Date Scheduled: 9/15/2023 2:46:00 PM

Status Work Completed

Date Completed: 9/18/2023 4:33:00 PM
Brief Desc: service-make a copy of the mailbox

Job Site: cawoopa2/209-12
245 East OKeefe Street
12
East Palo Alto,CA 94303

Caller Name: Oscar Reyes Juarez
Caller Phone:
Occupant: Reyes Juarez (t2858807)

Priority: High
Ok to enter? YES
Category: Locks / Keys
Mobile (650) 454-4198x
SubCategory: Mail Box Key

Problem Description: (650)4544198
the resident reported when he came to live her the leaseng agent don give to he a mailbox key so he does not have a mailbox key he needs one copy.
\DD

Parts & Labor

Quantity/ Hours	Item Type/ Employee Name	Description	Unit Price	Total
0.0000	Fernando	Fernando	0.00	0.00
			Total	0.00

Authorized by: _____
Signed by _____
Dated _____
Invoice No. _____

Technician Notes: Repaced mailbox lock and gave keys to residents

Woodland Park
5 Newell Ct
East Palo Alto,CA 94303
Office (650) 566-2000x

Work Order No. 7445130
Date Call: 9/19/2023 11:31:00 AM
Date Scheduled: 9/19/2023 2:13:53 PM

Status Work Completed

Date Completed: 9/20/2023 2:38:00 PM
Brief Desc: Bathroom Bar

Job Site: cawoopa2/209-12
245 East OKeefe Street
12
East Palo Alto,CA 94303

Caller Name: Oscar Reyes Juarez
Caller Phone:
Occupant: Reyes Juarez (t2858807)

Priority: Make Ready
Ok to enter? YES
Category: Make Ready Concerns
Mobile (650) 454-4198x

Problem Description: The curtain bar in the bathroom is loose

Parts & Labor

Quantity/ Hours	Item Type/ Employee Name	Description	Unit Price	Total
0.0000	Gutierrez	Gutierrez	0.00	0.00
			Total	0.00

Authorized by: _____
Signed by _____
Dated _____
Invoice No. _____

Technician Notes: Selepuso una barra de cortina nueba en el baño

Woodland Park
5 Newell Ct
East Palo Alto,CA 94303
Office (650) 566-2000x

Work Order No. 7470569
Date Call: 9/27/2023 11:16:00 AM

Date Scheduled: 9/27/2023 3:04:20 PM

Status Work Completed

Date Completed: 9/27/2023 4:49:00 PM
Brief Desc: sink in kitchen

Job Site: cawoopa2/209-12
245 East OKeefe Street
12
East Palo Alto,CA 94303

Caller Name: Oscar Reyes Juarez

Caller Phone:
Occupant: Reyes Juarez (t2858807)

Priority: Make Ready
Ok to enter? YES
Category: Building Interior

Mobile (650) 454-4198x

Problem Description: Sink in kitchen is dripping

Parts & Labor

Quantity/ Hours	Item Type/ Employee Name	Description	Unit Price	Total
0.0000	Gutierrez	Gutierrez	0.00	0.00
			Total	0.00

Authorized by: _____
Signed by _____
Dated _____
Invoice No. _____

Technician Notes: Se areclo la fose dela cosina

Woodland Park
5 Newell Ct
East Palo Alto,CA 94303
Office (650) 566-2000x

Work Order No. 7649958
Date Call: 11/25/2023 9:19:00 AM

Date Scheduled: 11/25/2023 10:58:17 AM

Status Work Completed

Date Completed: 11/25/2023 4:07:00 PM
Brief Desc: Living Room

Job Site: cawoopa2/209-12
245 East OKeefe Street
12
East Palo Alto,CA 94303

Caller Name: Oscar Reyes Juarez

Caller Phone: (650) 454-4198x
Occupant: Reyes Juarez (t2858807)

Priority: Emergency
Ok to enter? YES
Category: HVAC Repair

Mobile (650) 454-4198x

Problem Description: El calentón no está funcionando

Parts & Labor

Quantity/ Hours	Item Type/ Employee Name	Description	Unit Price	Total
0.0000	Gutierrez	Gutierrez	0.00	0.00
			Total	0.00

Authorized by: _____
Signed by _____
Dated _____
Invoice No. _____

Technician Notes: Se ensendio el calenton

Woodland Park
5 Newell Ct
East Palo Alto,CA 94303
Office (650) 566-2000x

Work Order No. 7860521
Date Call: 2/2/2024 3:38:00 PM
Date Scheduled: 2/5/2024 8:03:00 AM
Date Completed: 2/7/2024 9:34:16 AM
Brief Desc: Closet

Status Work Completed

Job Site: cawoopa2/209-12
245 East OKeefe Street
12
East Palo Alto,CA 94303

Caller Name: Oscar Reyes Juarez
Caller Phone: (650) 454-4198x
Occupant: Reyes Juarez (t2858807)
Mobile (650) 454-4198x

Ok to enter? YES
Category: Appliance Repair

Problem Description: Se callo la puerta no tenia los tornillos correspondientes

Parts & Labor

Quantity/ Hours	Item Type/ Employee Name	Description	Unit Price	Total
0.0000	Hernandez		0.00	0.00
			Total	0.00

Authorized by: _____
Signed by _____
Dated _____
Invoice No. _____

Technician Notes: adjusted and repaired door

Woodland Park
5 Newell Ct
East Palo Alto,CA 94303
Office (650) 566-2000x

Work Order No. 7899381
Date Call: 2/15/2024 1:31:00 PM

Status Work Completed

Date Completed: 2/15/2024 5:30:36 PM
Brief Desc: Other

Job Site: cawoopa2/209-12
245 East OKeefe Street
12
East Palo Alto,CA 94303

Caller Name: Oscar Reyes Juarez

Caller Phone: (650) 454-4198x
Occupant: Reyes Juarez (t2858807)

Mobile (650) 454-4198x

Ok to enter? YES
Category: Plumbing

Problem Description: No hay agua quisiera saber

Parts & Labor

Quantity/ Hours	Item Type/ Employee Name	Description	Unit Price	Total

Total

Authorized by: _____
Signed by _____
Dated _____
Invoice No. _____

Technician Notes: REPLACED 100 GALLON WATER HEATER

Woodland Park
5 Newell Ct
East Palo Alto,CA 94303
Office (650) 566-2000x

Work Order No. 8166336
Date Call: 5/3/2024 12:02:00 PM

Date Scheduled: 5/3/2024 4:10:07 PM

Status Work Completed

Date Completed: 5/4/2024 4:00:00 PM
Brief Desc: Kitchen

Job Site: cawoopa2/209-12
245 East OKeefe Street
12
East Palo Alto,CA 94303

Caller Name: Oscar Reyes Juarez

Caller Phone: (650) 454-4198x
Occupant: Reyes Juarez (t2858807)

Mobile (650) 454-4198x

Ok to enter? YES
Category: Cabinets and Drawers

Problem Description: Se dañó el tornillo

Parts & Labor

Quantity/ Hours	Item Type/ Employee Name	Description	Unit Price	Total
0.0000	Gutierrez	Gutierrez	0.00	0.00
			Total	0.00

Authorized by: _____
Signed by _____
Dated _____
Invoice No. _____

Technician Notes: Selepuso bisagras nuebas ala puerta del gabinete dela cosina

Woodland Park
5 Newell Ct
East Palo Alto,CA 94303
Office (650) 566-2000x

Work Order No. 8220111
Date Call: 5/16/2024 3:32:00 PM

Date Scheduled: 5/16/2024 3:57:00 PM

Status Work Completed

Date Completed: 5/22/2024 12:16:03 PM
Brief Desc: service-the closet door in the room

Job Site: cawoopa2/209-12
245 East OKeefe Street
12
East Palo Alto,CA 94303

Caller Name: Oscar Reyes Juarez
Caller Phone:
Occupant: Reyes Juarez (t2858807)

Priority: High
Ok to enter? YES
Category: Cabinets and Drawers

Mobile (650) 454-4198x

Problem Description: PTE
650 4544198
the resident reported the closet door is hard toclose and open nedds to be inspect and repair
DD

Parts & Labor

Quantity/ Hours	Item Type/ Employee Name	Description	Unit Price	Total

Total

Authorized by: _____
Signed by _____
Dated _____
Invoice No. _____

Technician Notes: repaired closet doors

Woodland Park
5 Newell Ct
East Palo Alto,CA 94303
Office (650) 566-2000x

Work Order No. 8533433
Date Call: 7/17/2024 8:38:00 PM

Status Work Completed

Date Completed: 7/22/2024 8:37:07 AM
Brief Desc: elevator

Job Site: cawoopa2/209-12
245 East OKeefe Street
12
East Palo Alto,CA 94303

Caller Name: Oscar Reyes Juarez
Caller Phone: (650) 454-4198x
Occupant: Reyes Juarez (t2858807)

Mobile (650) 454-4198x

Ok to enter? YES
Category: Community Amenities

Access Notes: No funciona el extractor

Problem Description: El extractor

Parts & Labor

Quantity/ Hours	Item Type/ Employee Name	Description	Unit Price	Total

Total

Authorized by: _____
Signed by _____
Dated _____
Invoice No. _____

Technician Notes: unclogged disposal

Woodland Park
5 Newell Ct
East Palo Alto,CA 94303
Office (650) 566-2000x

Work Order No. 8538284
Date Call: 7/18/2024 8:04:00 PM
Date Scheduled: 7/19/2024 9:06:00 AM
Status Work Completed
Date Completed: 7/22/2024 8:37:33 AM
Brief Desc: Closet
Job Site: cawoopa2/209-12
245 East OKeefe Street
12
East Palo Alto,CA 94303

Caller Name: Oscar Reyes Juarez
Caller Phone: (650) 454-4198x
Occupant: Reyes Juarez (t2858807)
Mobile (650) 454-4198x
Ok to enter? YES
Category: Appliance Repair
SubCategory: Washer

Problem Description: En extractor de comida del sink está malo y se está tapando y no puedo lavar traste

Parts & Labor

Quantity/ Hours	Item Type/ Employee Name	Description	Unit Price	Total

Total

Authorized by: _____
Signed by _____
Dated _____
Invoice No. _____

Technician Notes: unclogged disposal

Woodland Park
5 Newell Ct
East Palo Alto,CA 94303
Office (650) 566-2000x

Work Order No. 8730299
Date Call: 8/31/2024 2:41:00 PM

Date Scheduled: 8/31/2024 2:50:00 PM

Status Work Completed

Date Completed: 9/4/2024 5:49:58 PM
Brief Desc: Mold Remediation

Job Site: cawoopa2/209-12
245 East OKeefe Street
12
East Palo Alto,CA 94303

Caller Name: Oscar Reyes Juarez

Caller Phone:
Occupant: Reyes Juarez (t2858807)

Priority: Emergency
Ok to enter? YES
Category: Internal Inspection

Mobile (650) 454-4198x

Problem Description: the problem of humidity in the walls

Parts & Labor

Quantity/ Hours	Item Type/ Employee Name	Description	Unit Price	Total

Total

Authorized by: _____
Signed by _____
Dated _____
Invoice No. _____

Technician Notes: resident said it was fine as is since they have to much items in that area

Woodland Park
5 Newell Ct
East Palo Alto,CA 94303
Office (650) 566-2000x

Work Order No. 8730303
Date Call: 8/31/2024 2:42:00 PM

Date Scheduled: 8/31/2024 2:51:00 PM

Status Work Completed

Date Completed: 9/4/2024 5:51:43 PM
Brief Desc: GS Standard Appliance Repair

Job Site: cawoopa2/209-12
245 East OKeefe Street
12
East Palo Alto,CA 94303

Caller Name: Oscar Reyes Juarez
Caller Phone:
Occupant: Reyes Juarez (t2858807)

Priority: Emergency
Ok to enter? YES
Category: Appliance Repair
Mobile (650) 454-4198x
SubCategory: Refrigerator

Problem Description: the refrigerator has rust

Parts & Labor

Quantity/ Hours	Item Type/ Employee Name	Description	Unit Price	Total

Total

Authorized by: _____
Signed by _____
Dated _____
Invoice No. _____

Technician Notes: fridge is in good conditions just has large stain on it. works fine

Woodland Park
5 Newell Ct
East Palo Alto,CA 94303
Office (650) 566-2000x

Work Order No. 8730314
Date Call: 8/31/2024 2:45:00 PM

Date Scheduled: 8/31/2024 2:52:00 PM

Status Work Completed

Date Completed: 9/6/2024 10:21:47 AM
Brief Desc: Repair Needed

Job Site: cawoopa2/209-12
245 East OKeefe Street
12
East Palo Alto,CA 94303

Caller Name: Oscar Reyes Juarez

Caller Phone:
Occupant: Reyes Juarez (t2858807)

Priority: High
Ok to enter? YES
Category: Internal Inspection

Mobile (650) 454-4198x

Problem Description: Inspect the unit's extractors, the message is not clear as to which one it is.
(8 el extractor se vive danando constantemente)

Parts & Labor

Quantity/ Hours	Item Type/ Employee Name	Description	Unit Price	Total

Total

Authorized by: _____
Signed by _____
Dated _____
Invoice No. _____

Technician Notes: replaced filter
sealed tub surround
put screws on shower
installed towl rack.

Woodland Park
5 Newell Ct
East Palo Alto,CA 94303
Office (650) 566-2000x

Work Order No. 8730305
Date Call: 8/31/2024 2:43:00 PM
Date Scheduled: 8/31/2024 2:52:00 PM

Status Work Completed

Date Completed: 9/6/2024 10:22:49 AM
Brief Desc: Repair Needed

Job Site: cawoopa2/209-12
245 East OKeefe Street
12
East Palo Alto,CA 94303

Caller Name: Oscar Reyes Juarez
Caller Phone:
Occupant: Reyes Juarez (t2858807)

Priority: Emergency
Ok to enter? YES
Category: Building Interior
Mobile (650) 454-4198x
SubCategory: Door Repair

Problem Description: Inspect closet doors

Parts & Labor

Quantity/ Hours	Item Type/ Employee Name	Description	Unit Price	Total

Total

Authorized by: _____
Signed by _____
Dated _____
Invoice No. _____

Technician Notes: repaired doors that were hitting on the floor, shaved them and adjusted wheels.

Woodland Park
5 Newell Ct
East Palo Alto,CA 94303
Office (650) 566-2000x

Work Order No. 8730317
Date Call: 8/31/2024 2:46:00 PM

Status Work Completed

Date Completed: 9/16/2024 10:41:00 AM
Brief Desc: GS Standard Pest Control

Job Site: cawoopa2/209-12
245 East OKeefe Street
12
East Palo Alto,CA 94303

Caller Name: Oscar Reyes Juarez
Caller Phone:
Occupant: Reyes Juarez (t2858807)

Priority: Emergency
Ok to enter? YES
Category: Pest Control

Mobile (650) 454-4198x

Problem Description: Roaches in the building

Parts & Labor

Quantity/ Hours	Item Type/ Employee Name	Description	Unit Price	Total

Total

Authorized by: _____
Signed by _____
Dated _____
Invoice No. _____

Technician Notes: 9/16 BANNER low activity recommend single treatment

Woodland Park
5 Newell Ct
East Palo Alto,CA 94303
Office (650) 566-2000x

Work Order No. 8755642
Date Call: 9/6/2024 10:37:00 AM

Date Scheduled: 9/6/2024 12:01:00 PM

Status Work Completed

Date Completed: 9/18/2024 9:14:07 AM
Brief Desc: Repair Needed

Job Site: cawoopa2/209-12
245 East OKeefe Street
12
East Palo Alto,CA 94303

Caller Name: Oscar Reyes Juarez

Caller Phone:
Occupant: Reyes Juarez (t2858807)

Priority: Emergency
Ok to enter? YES
Category: Appliance Repair

Mobile (650) 454-4198x

Problem Description: Check the kitchen and bathroom extractors, there is no clarity in the request

Parts & Labor

Quantity/ Hours	Item Type/ Employee Name	Description	Unit Price	Total

Total

Authorized by: _____
Signed by _____
Dated _____
Invoice No. _____

Technician Notes: replaced kitchen finlter in bathroom and kitchen.

Woodland Park
5 Newell Ct
East Palo Alto,CA 94303
Office (650) 566-2000x

Work Order No. 8755634
Date Call: 9/6/2024 10:36:00 AM

Date Scheduled: 9/6/2024 12:00:00 PM

Status Work Completed

Date Completed: 9/18/2024 9:15:11 AM
Brief Desc: Repair Needed

Job Site: cawoopa2/209-12
245 East OKeefe Street
12
East Palo Alto,CA 94303

Caller Name: Oscar Reyes Juarez

Caller Phone:
Occupant: Reyes Juarez (t2858807)

Priority: Emergency
Ok to enter? YES
Category: Locks / Keys

Mobile (650) 454-4198x

Problem Description: Check the closet doors

Parts & Labor

Quantity/ Hours	Item Type/ Employee Name	Description	Unit Price	Total

Total

Authorized by: _____
Signed by _____
Dated _____
Invoice No. _____

Technician Notes: removed closet door and shave it down.

Woodland Park
5 Newell Ct
East Palo Alto,CA 94303
Office (650) 566-2000x

Work Order No. 8755627
Date Call: 9/6/2024 10:35:00 AM

Date Scheduled: 9/6/2024 12:00:00 PM

Status Work Completed

Date Completed: 9/18/2024 9:16:35 AM
Brief Desc: GS Standard Appliance Repair

Job Site: cawoopa2/209-12
245 East OKeefe Street
12
East Palo Alto,CA 94303

Caller Name: Oscar Reyes Juarez
Caller Phone:
Occupant: Reyes Juarez (t2858807)

Priority: Emergency
Ok to enter? YES
Category: Appliance Repair
Mobile (650) 454-4198x
SubCategory: Refrigerator

Problem Description: Refrigerator has rust

Parts & Labor

Quantity/ Hours	Item Type/ Employee Name	Description	Unit Price	Total

Total

Authorized by: _____
Signed by _____
Dated _____
Invoice No. _____

Technician Notes: fridge has 2 stains in front. Fridge is cooling property no issues.

Woodland Park
5 Newell Ct
East Palo Alto,CA 94303
Office (650) 566-2000x

Work Order No. 8755623
Date Call: 9/6/2024 10:34:00 AM

Date Scheduled: 9/6/2024 11:58:00 AM

Status Work Completed

Date Completed: 9/18/2024 9:17:36 AM
Brief Desc: Mold Remediation

Job Site: cawoopa2/209-12
245 East OKeefe Street
12
East Palo Alto,CA 94303

Caller Name: Oscar Reyes Juarez

Caller Phone:
Occupant: Reyes Juarez (t2858807)

Priority: Emergency
Ok to enter? YES
Category: Painting

Mobile (650) 454-4198x

Problem Description: The unit has humidity problems,

Parts & Labor

Quantity/ Hours	Item Type/ Employee Name	Description	Unit Price	Total

Total

Authorized by: _____
Signed by _____
Dated _____
Invoice No. _____

Technician Notes: Resident states she has no discoloration issues. I advised the resident to properly ventilate.

Woodland Park
5 Newell Ct
East Palo Alto,CA 94303
Office (650) 566-2000x

Work Order No. 8886990
Date Call: 10/7/2024 4:52:00 PM

Status Work Completed

Date Completed: 9/30/2024 4:52:00 PM
Brief Desc: TREAT

Job Site: cawoopa2/209-12
245 East OKeefe Street
12
East Palo Alto,CA 94303

Caller Name: Oscar Reyes Juarez
Caller Phone:
Occupant: Reyes Juarez (t2858807)

Mobile (650) 454-4198x

Ok to enter? YES
Category: Pest Control

Problem Description: roaches

Parts & Labor

Quantity/ Hours	Item Type/ Employee Name	Description	Unit Price	Total

Total

Authorized by: _____
Signed by _____
Dated _____
Invoice No. _____

Technician Notes: 9/30 BANNER no prep no treat

Woodland Park
5 Newell Ct
East Palo Alto,CA 94303
Office (650) 566-2000x

Work Order No. 8755623
Date Call: 9/6/2024 10:34:00 AM

Date Scheduled: 9/6/2024 11:58:00 AM

Status Work Completed

Date Completed: 9/18/2024 9:17:36 AM
Brief Desc: Mold Remediation

Job Site: cawoopa2/209-12
245 East OKeefe Street
12
East Palo Alto,CA 94303

Caller Name: Oscar Reyes Juarez

Caller Phone:
Occupant: Reyes Juarez (t2858807)

Priority: Emergency
Ok to enter? YES
Category: Painting

Mobile (650) 454-4198x

Problem Description: The unit has humidity problems,

Parts & Labor

Quantity/ Hours	Item Type/ Employee Name	Description	Unit Price	Total

Total

Authorized by: _____
Signed by _____
Dated _____
Invoice No. _____

Technician Notes: Resident states she has no discoloration issues. I advised the resident to properly ventilate.

Woodland Park
5 Newell Ct
East Palo Alto,CA 94303
Office (650) 566-2000x

Work Order No. 8755627
Date Call: 9/6/2024 10:35:00 AM

Date Scheduled: 9/6/2024 12:00:00 PM

Status Work Completed

Date Completed: 9/18/2024 9:16:35 AM
Brief Desc: GS Standard Appliance Repair

Job Site: cawoopa2/209-12
245 East OKeefe Street
12
East Palo Alto,CA 94303

Caller Name: Oscar Reyes Juarez

Caller Phone:
Occupant: Reyes Juarez (t2858807)

Priority: Emergency
Ok to enter? YES
Category: Appliance Repair

Mobile (650) 454-4198x

SubCategory: Refrigerator

Problem Description: Refrigerator has rust

Parts & Labor

Quantity/ Hours	Item Type/ Employee Name	Description	Unit Price	Total

Total

Authorized by: _____
Signed by _____
Dated _____
Invoice No. _____

Technician Notes: fridge has 2 stains in front. Fridge is cooling property no issues.

Woodland Park
5 Newell Ct
East Palo Alto,CA 94303
Office (650) 566-2000x

Work Order No. 8755634
Date Call: 9/6/2024 10:36:00 AM

Date Scheduled: 9/6/2024 12:00:00 PM

Status Work Completed

Date Completed: 9/18/2024 9:15:11 AM
Brief Desc: Repair Needed

Job Site: cawoopa2/209-12
245 East OKeefe Street
12
East Palo Alto,CA 94303

Caller Name: Oscar Reyes Juarez

Caller Phone:
Occupant: Reyes Juarez (t2858807)

Priority: Emergency
Ok to enter? YES
Category: Locks / Keys

Mobile (650) 454-4198x

Problem Description: Check the closet doors

Parts & Labor

Quantity/ Hours	Item Type/ Employee Name	Description	Unit Price	Total

Total

Authorized by: _____
Signed by _____
Dated _____
Invoice No. _____

Technician Notes: removed closet door and shave it down.

Woodland Park
5 Newell Ct
East Palo Alto,CA 94303
Office (650) 566-2000x

Work Order No. 8755642
Date Call: 9/6/2024 10:37:00 AM

Date Scheduled: 9/6/2024 12:01:00 PM

Status Work Completed

Date Completed: 9/18/2024 9:14:07 AM
Brief Desc: Repair Needed

Job Site: cawoopa2/209-12
245 East OKeefe Street
12
East Palo Alto,CA 94303

Caller Name: Oscar Reyes Juarez

Caller Phone:
Occupant: Reyes Juarez (t2858807)

Priority: Emergency
Ok to enter? YES
Category: Appliance Repair

Mobile (650) 454-4198x

Problem Description: Check the kitchen and bathroom extractors, there is no clarity in the request

Parts & Labor

Quantity/ Hours	Item Type/ Employee Name	Description	Unit Price	Total

Total

Authorized by: _____
Signed by _____
Dated _____
Invoice No. _____

Technician Notes: replaced kitchen finlter in bathroom and kitchen.

Woodland Park
5 Newell Ct
East Palo Alto,CA 94303
Office (650) 566-2000x

Work Order No. 8886990
Date Call: 10/7/2024 4:52:00 PM

Status Work Completed

Date Completed: 9/30/2024 4:52:00 PM
Brief Desc: TREAT

Job Site: cawoopa2/209-12
245 East OKeefe Street
12
East Palo Alto,CA 94303

Caller Name: Oscar Reyes Juarez
Caller Phone:
Occupant: Reyes Juarez (t2858807)

Mobile (650) 454-4198x

Ok to enter? YES
Category: Pest Control

Problem Description: roaches

Parts & Labor

Quantity/ Hours	Item Type/ Employee Name	Description	Unit Price	Total

Total

Authorized by: _____
Signed by _____
Dated _____
Invoice No. _____

Technician Notes: 9/30 BANNER no prep no treat

Woodland Park
5 Newell Ct
East Palo Alto,CA 94303
Office (650) 566-2000x

Work Order No. 8972160
Date Call: 10/29/2024 3:28:00 PM

Status Work Completed

Date Completed: 11/1/2024 12:45:55 PM
Brief Desc: Rust inside

Job Site: cawoopa2/209-12
245 East OKeefe Street
12
East Palo Alto,CA 94303

Caller Name: Oscar Reyes Juarez
Caller Phone:
Occupant: Reyes Juarez (t2858807)

Mobile (650) 454-4198x

Ok to enter? NO
Category: Appliance Repair
SubCategory: Refrigerator

Problem Description: PTE - NO, CALL FIRST

Parts & Labor

Quantity/ Hours	Item Type/ Employee Name	Description	Unit Price	Total
0.2500	Bedolla		0.00	0.00
			Total	0.00

Authorized by: _____
Signed by _____
Dated _____
Invoice No. _____

Technician Notes: 10/30/2024 Refrigerator has stain in the front of the fridge on the outside not the inside but of it but it's working fine, both freezer and fridge maintain product cool.

Woodland Park
5 Newell Ct
East Palo Alto,CA 94303
Office (650) 566-2000x

Work Order No. 8972165
Date Call: 10/29/2024 3:29:00 PM

Status Work Completed

Date Completed: 11/25/2024 2:09:33 PM
Brief Desc: Bedroom Carpet Damaged

Job Site: cawoopa2/209-12
245 East OKeefe Street
12
East Palo Alto,CA 94303

Caller Name: Oscar Reyes Juarez
Caller Phone:
Occupant: Reyes Juarez (t2858807)

Mobile (650) 454-4198x

Ok to enter? NO
Category: Vinyl Repair

Access Notes: resident states he would like to cancel this order due to not being able to prep and he will be putting in his 30 day notice

Problem Description: PTE - NO, CALL FIRST

Parts & Labor

Quantity/ Hours	Item Type/ Employee Name	Description	Unit Price	Total
481.0000	Bedolla		0.00	0.00
			Total	0.00

Authorized by: _____
Signed by _____
Dated _____
Invoice No. _____

Technician Notes: 10/30/2024-- Resident denied knowing anything about the carpet, said her husband will call us.
11/05/2024 Contacted resident about the carpet and she advised she doesn't want it fixed because she has 3 beds in the bedroom and it is difficult for her and kids to move it.
11/19/2024 Resident denied carpet repairs/replacement said maybe next summer.

Woodland Park
5 Newell Ct
East Palo Alto,CA 94303
Office (650) 566-2000x

Work Order No. 8972170
Date Call: 10/29/2024 3:30:00 PM

Status Work Completed

Date Completed: 11/1/2024 12:48:27 PM
Brief Desc: Discoloration on walls

Job Site: cawoopa2/209-12
245 East OKeefe Street
12
East Palo Alto,CA 94303

Caller Name: Oscar Reyes Juarez
Caller Phone:
Occupant: Reyes Juarez (t2858807)

Mobile (650) 454-4198x

Ok to enter? NO
Category: Water Intrusion
SubCategory: Internal (from within apt)

Problem Description: PTE - NO, CALL FIRST

Parts & Labor

Quantity/ Hours	Item Type/ Employee Name	Description	Unit Price	Total
0.2500	Bedolla		0.00	0.00
			Total	0.00

Authorized by: _____
Signed by _____
Dated _____
Invoice No. _____

Technician Notes: 10/30/2024 Inspected walls in bathroom, bedroom and living room, resident advised that she keeps her house clean and she doesn't know why her husband entered the work order.

Woodland Park
5 Newell Ct
East Palo Alto,CA 94303
Office (650) 566-2000x

Work Order No. 8972174
Date Call: 10/29/2024 3:31:00 PM

Status Work Completed

Date Completed: 11/1/2024 12:49:55 PM
Brief Desc: Closet Doors are bad

Job Site: cawoopa2/209-12
245 East OKeefe Street
12
East Palo Alto,CA 94303

Caller Name: Oscar Reyes Juarez
Caller Phone:
Occupant: Reyes Juarez (t2858807)

Mobile (650) 454-4198x

Ok to enter? NO
Category: Building Interior
SubCategory: Door Repair

Problem Description: PTE - NO, CALL FIRST

Parts & Labor

Quantity/ Hours	Item Type/ Employee Name	Description	Unit Price	Total
0.2500	Bedolla		0.00	0.00
			Total	0.00

Authorized by: _____
Signed by _____
Dated _____
Invoice No. _____

Technician Notes: 10/30/2024 Inspected closet doors and they are working fine, resident confirmed not having any issues after maintenance repaired on September 6th, 2024

Woodland Park
5 Newell Ct
East Palo Alto,CA 94303
Office (650) 566-2000x

Work Order No. 8972179
Date Call: 10/29/2024 3:32:00 PM

Status Work Completed

Date Completed: 11/1/2024 12:51:25 PM
Brief Desc: Stove or Bathroom Fan damaged

Job Site: cawoopa2/209-12
245 East OKeefe Street
12
East Palo Alto,CA 94303

Caller Name: Oscar Reyes Juarez
Caller Phone:
Occupant: Reyes Juarez (t2858807)

Mobile (650) 454-4198x

Ok to enter? NO
Category: Appliance Repair
SubCategory: Stove Exhaust Fan

Problem Description: PTE - NO, CALL FIRST

Parts & Labor

Quantity/ Hours	Item Type/ Employee Name	Description	Unit Price	Total
0.2500	Bedolla		0.00	0.00
			Total	0.00

Authorized by: _____
Signed by _____
Dated _____
Invoice No. _____

Technician Notes: 10/30/2024 Inspected extractor in bathroom and kitchen and they are working fine. Filter was replaced back in September 6th and resident stated maintenance fixed the extractor issue.

Woodland Park
5 Newell Ct
East Palo Alto,CA 94303
Office (650) 566-2000x

Work Order No. 8972184
Date Call: 10/29/2024 3:33:00 PM

Status Work Completed

Date Completed: 11/11/2024 2:27:00 PM
Brief Desc: Roaches in Building NOT IN UNIT

Job Site: cawoopa2/209-12
245 East OKeefe Street
12
East Palo Alto,CA 94303

Caller Name: Oscar Reyes Juarez
Caller Phone:
Occupant: Reyes Juarez (t2858807)

Mobile (650) 454-4198x

Ok to enter? NO
Category: Pest Control

Problem Description: PTE - NO, CALL FIRST

Parts & Labor

Quantity/ Hours	Item Type/ Employee Name	Description	Unit Price	Total

Total

Authorized by: _____
Signed by _____
Dated _____
Invoice No. _____

Technician Notes: 11/11 banner no to low activity seen at this time recommend follow up inspection to check monitors tenats did not prep for inspection inconclusive activity monitors placed scheduled for 11/18

Woodland Park
5 Newell Ct
East Palo Alto,CA 94303
Office (650) 566-2000x

Work Order No. 8972194
Date Call: 10/29/2024 3:34:00 PM
Date Scheduled: 11/1/2024 12:52:00 PM
Date Completed: 11/11/2024 2:32:55 PM
Brief Desc: Bathroom Handle
Job Site: cawoopa2/209-12
245 East OKeefe Street
12
East Palo Alto,CA 94303

Status Work Completed

Caller Name: Oscar Reyes Juarez
Caller Phone:
Occupant: Reyes Juarez (t2858807)
Mobile (650) 454-4198x

Ok to enter? NO
Category: Building Interior
SubCategory: Door Repair

Problem Description: PTE - NO, CALL FIRST TOWEL BAR

Parts & Labor

Quantity/ Hours	Item Type/ Employee Name	Description	Unit Price	Total
1.2500	Bedolla		0.00	0.00
			Total	0.00

Authorized by: _____
Signed by _____
Dated _____
Invoice No. _____

Technician Notes: 10/30/2024-- replaced bedroom door, resident broke door made a hole. Door to be charged back to resident.

Woodland Park
5 Newell Ct
East Palo Alto,CA 94303
Office (650) 566-2000x

Work Order No. 9212210
Date Call: 1/1/2025 1:05:00 PM

Date Scheduled: 12/24/2024 12:00:00 AM

Status Work Completed

Date Completed: 1/2/2025 8:26:33 AM
Brief Desc: GS Standard Cleaning

Job Site: cawoopa2/209-12
245 East OKeefe Street
12
East Palo Alto,CA 94303

Caller Name: Oscar Reyes Juarez

Caller Phone:

Ok to enter? YES

Problem Description: Generated WO Information for Inspection #9578
House Cleaning Needed?
Clean
Detail Notes: [Xitlalic de Anda 12/31/2024 1:16 PM]
full cleaning

Parts & Labor

Quantity/ Hours	Item Type/ Employee Name	Description	Unit Price	Total

Total

Authorized by: _____
Signed by _____
Dated _____
Invoice No. _____

Technician Notes: completed

Woodland Park
5 Newell Ct
East Palo Alto,CA 94303
Office (650) 566-2000x

Work Order No. 9212211
Date Call: 1/1/2025 1:05:00 PM

Date Scheduled: 12/24/2024 12:00:00 AM

Status Work Completed

Date Completed: 1/2/2025 8:27:14 AM
Brief Desc: GS Standard Trash Out

Job Site: cawoopa2/209-12
245 East OKeefe Street
12
East Palo Alto,CA 94303

Caller Name: Oscar Reyes Juarez

Caller Phone:

Priority: Make Ready
Ok to enter? YES

Problem Description: Generated WO Information for Inspection #9578
Trash and/or Furniture Left in Apartment?
Remove Trash
Detail Notes: [Xitlalic de Anda 12/31/2024 1:16 PM]
$50 trash out

Parts & Labor

Quantity/ Hours	Item Type/ Employee Name	Description	Unit Price	Total

Total

Authorized by: _____
Signed by _____
Dated _____
Invoice No. _____

Technician Notes: completed

Woodland Park
5 Newell Ct
East Palo Alto,CA 94303
Office (650) 566-2000x

Work Order No. 9212212
Date Call: 1/1/2025 1:05:00 PM

Date Scheduled: 12/24/2024 12:00:00 AM

Status Work Completed

Date Completed: 1/2/2025 8:29:27 AM
Brief Desc: GS Standard Pest Control

Job Site: cawoopa2/209-12
245 East OKeefe Street
12
East Palo Alto,CA 94303

Caller Name: Oscar Reyes Juarez

Caller Phone:

Priority: Make Ready
Ok to enter? YES

Problem Description: Generated WO Information for Inspection #9578
Pest Control Needed?
Pest Control Needed
Detail Notes: [Xitlalic de Anda 12/31/2024 1:17 PM]
no pest visible but pest control inspection is mandatory

Parts & Labor

Quantity/ Hours	Item Type/ Employee Name	Description	Unit Price	Total

Total

Authorized by: _____
Signed by _____
Dated _____
Invoice No. _____

Technician Notes: completed

Woodland Park
5 Newell Ct
East Palo Alto,CA 94303
Office (650) 566-2000x

Work Order No. 9212213
Date Call: 1/1/2025 1:05:00 PM

Date Scheduled: 12/24/2024 12:00:00 AM

Status Work Completed

Date Completed: 1/2/2025 8:29:45 AM
Brief Desc: GS Standard Flooring

Job Site: cawoopa2/209-12
245 East OKeefe Street
12
East Palo Alto,CA 94303

Caller Name: Oscar Reyes Juarez

Caller Phone:

Priority: Make Ready
Ok to enter? YES

Problem Description: Generated WO Information for Inspection #9578
Flooring
Replace
Detail Notes: [Xitlalic de Anda 12/31/2024 1:18 PM]
living room carpet very dirty and there's a hole as well

[Xitlalic de Anda 12/31/2024 1:18 PM]
Bedroom carpet has a hole & smells like urine.

Parts & Labor

Quantity/ Hours	Item Type/ Employee Name	Description	Unit Price	Total

Total

Authorized by: _____
Signed by _____
Dated _____
Invoice No. _____

Technician Notes: completed

Woodland Park
5 Newell Ct
East Palo Alto,CA 94303
Office (650) 566-2000x

Work Order No. 9212214
Date Call: 1/1/2025 1:05:00 PM
Date Scheduled: 12/24/2024 12:00:00 AM

Status Work Completed

Date Completed: 1/2/2025 8:30:10 AM
Brief Desc: GS Standard Paint

Job Site: cawoopa2/209-12
245 East OKeefe Street
12
East Palo Alto,CA 94303

Caller Name: Oscar Reyes Juarez
Caller Phone:

Priority: Make Ready
Ok to enter? YES

Problem Description:
Generated WO Information for Inspection #9578
Living/Dining Room > Walls
Repair
Detail Notes: [Xitlalic de Anda 12/31/2024 1:21 PM]
living room wall has a hole needs to be patched
Bedroom > Walls
Paint
Detail Notes: [Xitlalic de Anda 12/31/2024 1:24 PM]
all walls need to be repainted
Bathroom > Walls
Paint
Detail Notes: [Xitlalic de Anda 1/1/2025 1:05 PM]
discoloration in walls
Patio/Balcony > Walls
Repair
Detail Notes: [Xitlalic de Anda 12/31/2024 1:39 PM]
boarding needs to be removed

Parts & Labor

Quantity/ Hours	Item Type/ Employee Name	Description	Unit Price	Total

Total

Authorized by: _____
Signed by _____
Dated _____
Invoice No. _____

Technician Notes: completed

Woodland Park
5 Newell Ct
East Palo Alto,CA 94303
Office (650) 566-2000x

Work Order No. 9212215
Date Call: 1/1/2025 1:05:00 PM

Date Scheduled: 12/24/2024 12:00:00 AM

Status Work Completed

Date Completed: 1/2/2025 8:30:31 AM
Brief Desc: GS Standard Appliance Repair

Job Site: cawoopa2/209-12
245 East OKeefe Street
12
East Palo Alto,CA 94303

Caller Name: Oscar Reyes Juarez

Caller Phone:

Priority: Make Ready
Ok to enter? YES

Problem Description: Generated WO Information for Inspection #9578
Kitchen > Refrigerator
Repair
Detail Notes: [Xitlalic de Anda 12/31/2024 1:23 PM]
fridge rusty needs to be painted

Parts & Labor

Quantity/ Hours	Item Type/ Employee Name	Description	Unit Price	Total

Total

Authorized by: _____
Signed by _____
Dated _____
Invoice No. _____

Technician Notes: completed

Woodland Park
5 Newell Ct
East Palo Alto,CA 94303
Office (650) 566-2000x

Work Order No. 9212216
Date Call: 1/1/2025 1:05:00 PM

Date Scheduled: 12/24/2024 12:00:00 AM

Status Work Completed

Date Completed: 1/2/2025 8:26:51 AM
Brief Desc: GS Standard Carpentry

Job Site: cawoopa2/209-12
245 East OKeefe Street
12
East Palo Alto,CA 94303

Caller Name: Oscar Reyes Juarez

Caller Phone:

Priority: Make Ready
Ok to enter? YES

Problem Description: Generated WO Information for Inspection #9578
Bathroom > Caulking
Repair
Detail Notes: [Xitlalic de Anda 12/31/2024 1:35 PM]
caulking needed for bathtub

Parts & Labor

Quantity/ Hours	Item Type/ Employee Name	Description	Unit Price	Total

Total

Authorized by: _____
Signed by _____
Dated _____
Invoice No. _____

Technician Notes: completed

Woodland Park
5 Newell Ct
East Palo Alto,CA 94303
Office (650) 566-2000x

Work Order No. 9212217
Date Call: 1/1/2025 1:05:00 PM

Date Scheduled: 12/24/2024 12:00:00 AM

Status Work Completed

Date Completed: 1/2/2025 8:30:53 AM
Brief Desc: GS Standard Electrical

Job Site: cawoopa2/209-12
245 East OKeefe Street
12
East Palo Alto,CA 94303

Caller Name: Oscar Reyes Juarez

Caller Phone:

Priority: Make Ready
Ok to enter? YES

Problem Description: Generated WO Information for Inspection #9578
HVAC > Replace Batteries?
Replace Batteries
Detail Notes: [Xitlalic de Anda 12/31/2024 2:52 PM]
replace batteried

Parts & Labor

Quantity/ Hours	Item Type/ Employee Name	Description	Unit Price	Total

Total

Authorized by: _____
Signed by _____
Dated _____
Invoice No. _____

Technician Notes: completed

Woodland Park
5 Newell Ct
East Palo Alto,CA 94303
Office (650) 566-2000x

Work Order No. 9212218
Date Call: 1/1/2025 1:05:00 PM

Date Scheduled: 12/24/2024 12:00:00 AM

Status Work Completed

Date Completed: 1/2/2025 8:31:21 AM
Brief Desc: GS Standard Locks/Keys

Job Site: cawoopa2/209-12
245 East OKeefe Street
12
East Palo Alto,CA 94303

Caller Name: Oscar Reyes Juarez

Caller Phone:

Priority: Make Ready
Ok to enter? YES

Problem Description: Generated WO Information for Inspection #9578
Safety/Lock/Key > Need to Change Mailbox Locks and Keys?
Change Locks
Detail Notes: [Xitlalic de Anda 12/31/2024 2:55 PM]
mandatory lock change

Parts & Labor

Quantity/ Hours	Item Type/ Employee Name	Description	Unit Price	Total

Total

Authorized by: _____
Signed by _____
Dated _____
Invoice No. _____

Technician Notes: completed

Exhibit F

Woodland Park Witness List

Stacie Roebuck, Regional Manager
Aura Andrade, General Manager
Enrique Bedolla, Maintenance Manager

Oscar Reyes v. Woodland Park Communities
Case No 20240012

Respondent's Exhibit List

Exhibit #	Title	Page #
G	Ledger through end of tenancy	R093

Exhibit G

Resident Ledger

GREYSTAR®

Date: 07/28/2025

Code	t2858807	**Property**	cawoopa2	**Lease From**	09/01/2023
Name	Oscar Reyes Juarez	**Unit**	209-12	**Lease To**	08/31/2024
Address	245 East OKeefe Street	**Status**	Past	**Move In**	09/01/2023
	12	**Rent**	2400.00	**Move Out**	12/24/2024
City	East Palo Alto, CA 94303	**Phone (H)**		**Phone (W)**	

Date	Chg Code	Post Month	Description	Charge	Payment	Balance	Chg/Rec
08/28/2023	appfee	09/2023	Application Fee(2 Occupants)	90.00		90.00	135188481
09/01/2023	secdep	09/2023	Security Deposit	300.00		390.00	136070624
09/01/2023	trash	09/2023	Trash Charge for 30 days	35.00		425.00	136070625
09/01/2023	rent	09/2023	Rent for 30 days	2,400.00		2,825.00	136070626
09/01/2023	sewerrb	09/2023	Sewer Charge for 30 days	40.00		2,865.00	136070627
09/01/2023	waterrb	09/2023	Water Charge for 30 days	25.00		2,890.00	136070628
09/05/2023	rentins	09/2023	Renter's Insurance	12.22		2,902.22	136070651
09/05/2023		09/2023	chk# 90 :CHECKscan Payment		400.00	2,502.22	33194184
09/05/2023		09/2023	chk# 9585505976 :CHECKscan Payment		2,820.00	(317.78)	33194185
09/30/2023		10/2023	chk# 206853351 Debit Card On-Line Payment ; Mobile Web - Resident Services		2,512.22	(2,830.00)	33440700
10/01/2023	trash	10/2023	Trash Rebill (10/2023)	35.00		(2,795.00)	137803195
10/01/2023	sewerrb	10/2023	Sewer Rebill (10/2023)	40.00		(2,755.00)	137803196
10/01/2023	rent	10/2023	Base Rent (10/2023)	2,400.00		(355.00)	137803197
10/01/2023	rentins	10/2023	Renter's Insurance (10/2023)	12.22		(342.78)	137803198
10/01/2023	waterrb	10/2023	Water Rebill (10/2023)	25.00		(317.78)	137803199
11/01/2023	sewerrb	11/2023	Sewer Rebill (11/2023)	40.00		(277.78)	139556706
11/01/2023	waterrb	11/2023	Water Rebill (11/2023)	25.00		(252.78)	139556707
11/01/2023	trash	11/2023	Trash Rebill (11/2023)	35.00		(217.78)	139556708
11/01/2023	rentins	11/2023	Renter's Insurance (11/2023)	12.22		(205.56)	139556709
11/01/2023	rent	11/2023	Base Rent (11/2023)	2,400.00		2,194.44	139556710
11/02/2023		11/2023	chk# 212498126 Debit Card On-Line Payment ; Mobile App - Resident Services		2,194.44	0.00	34105245
12/01/2023	rentins	12/2023	Renter's Insurance (12/2023)	12.22		12.22	141483242
12/01/2023	sewerrb	12/2023	Sewer Rebill (12/2023)	40.00		52.22	141483243
12/01/2023	waterrb	12/2023	Water Rebill (12/2023)	25.00		77.22	141483244
12/01/2023	rent	12/2023	Base Rent (12/2023)	2,400.00		2,477.22	141483245
12/01/2023	trash	12/2023	Trash Rebill (12/2023)	35.00		2,512.22	141483246
12/01/2023		12/2023	chk# 216497611 Debit Card On-Line Payment ; Mobile App - Resident Services		2,512.22	0.00	34536164
01/01/2024	rent	01/2024	Base Rent (01/2024)	2,400.00		2,400.00	143093075
01/01/2024	waterrb	01/2024	Water Rebill (01/2024)	25.00		2,425.00	143093076
01/01/2024	trash	01/2024	Trash Rebill (01/2024)	35.00		2,460.00	143093077
01/01/2024	sewerrb	01/2024	Sewer Rebill (01/2024)	40.00		2,500.00	143093078
01/01/2024	rentins	01/2024	Renter's Insurance (01/2024)	12.22		2,512.22	143093079
01/03/2024		01/2024	chk# 221422047 Debit Card On-Line Payment ; Mobile App - Resident Services		2,512.22	0.00	35095875
02/01/2024	rentins	02/2024	Renter's Insurance (02/2024)	12.22		12.22	145220840
02/01/2024	trash	02/2024	Trash Rebill (02/2024)	35.00		47.22	145220841
02/01/2024	rent	02/2024	Base Rent (02/2024)	2,400.00		2,447.22	145220842
02/01/2024	sewerrb	02/2024	Sewer Rebill (02/2024)	40.00		2,487.22	145220843
02/01/2024	waterrb	02/2024	Water Rebill (02/2024)	25.00		2,512.22	145220844
02/04/2024		02/2024	chk# 225895526 Debit Card On-Line Payment ; Mobile App - Resident Services		2,512.22	0.00	35626581
03/01/2024	trash	03/2024	Trash Rebill (03/2024)	35.00		35.00	147189466

03/01/2024	waterrb	03/2024	Water Rebill (03/2024)	25.00		60.00	147189467
03/01/2024	rentins	03/2024	Renter's Insurance (03/2024)	12.22		72.22	147189468
03/01/2024	rent	03/2024	Base Rent (03/2024)	2,400.00		2,472.22	147189469
03/01/2024	sewerrb	03/2024	Sewer Rebill (03/2024)	40.00		2,512.22	147189470
03/02/2024		03/2024	chk# 229567713 Debit Card On-Line Payment ; Mobile App - Resident Services		2,512.22	0.00	36091841
04/01/2024	rent	04/2024	Base Rent (04/2024)	2,400.00		2,400.00	149314053
04/01/2024	trash	04/2024	Trash Rebill (04/2024)	35.00		2,435.00	149314054
04/01/2024	waterrb	04/2024	Water Rebill (04/2024)	25.00		2,460.00	149314055
04/01/2024	sewerrb	04/2024	Sewer Rebill (04/2024)	40.00		2,500.00	149314056
04/01/2024	rentins	04/2024	Renter's Insurance (04/2024)	12.22		2,512.22	149314057
04/05/2024		04/2024	chk# 234957102 Debit Card On-Line Payment ; Mobile App - Resident Services		2,512.22	0.00	36719960
05/01/2024	trash	05/2024	Trash Rebill (05/2024)	35.00		35.00	151474219
05/01/2024	rent	05/2024	Base Rent (05/2024)	2,400.00		2,435.00	151474220
05/01/2024	sewerrb	05/2024	Sewer Rebill (05/2024)	40.00		2,475.00	151474221
05/01/2024	waterrb	05/2024	Water Rebill (05/2024)	25.00		2,500.00	151474222
05/01/2024	rentins	05/2024	Renter's Insurance (05/2024)	12.22		2,512.22	151474223
05/04/2024		05/2024	chk# 239034800 Debit Card On-Line Payment ; Mobile App - Resident Services		2,512.22	0.00	37236752
06/01/2024	trash	06/2024	Trash Rebill (06/2024)	35.00		35.00	153691850
06/01/2024	rent	06/2024	Base Rent (06/2024)	2,400.00		2,435.00	153691851
06/01/2024	sewerrb	06/2024	Sewer Rebill (06/2024)	40.00		2,475.00	153691852
06/01/2024	waterrb	06/2024	Water Rebill (06/2024)	25.00		2,500.00	153691853
06/01/2024	rentins	06/2024	Renter's Insurance (06/2024)	12.22		2,512.22	153691854
06/01/2024		06/2024	chk# 242197675 Debit Card On-Line Payment ; Mobile App - Resident Services		2,512.22	0.00	37656370
07/01/2024	trash	07/2024	Trash Rebill (07/2024)	35.00		35.00	156004441
07/01/2024	rent	07/2024	Base Rent (07/2024)	2,400.00		2,435.00	156004442
07/01/2024	sewerrb	07/2024	Sewer Rebill (07/2024)	40.00		2,475.00	156004443
07/01/2024	waterrb	07/2024	Water Rebill (07/2024)	25.00		2,500.00	156004444
07/01/2024	rentins	07/2024	Renter's Insurance (07/2024)	12.22		2,512.22	156004445
07/01/2024		07/2024	chk# 246485699 Debit Card On-Line Payment ; Mobile App - Resident Services		2,512.22	0.00	38244853
08/01/2024	rent	08/2024	Base Rent (08/2024)	2,400.00		2,400.00	157711421
08/01/2024	rentins	08/2024	Renter's Insurance (08/2024)	12.22		2,412.22	157711422
08/01/2024	waterrb	08/2024	Water Rebill (08/2024)	25.00		2,437.22	157711423
08/01/2024	trashrb	08/2024	Trash Rebill (08/2024)	35.00		2,472.22	157711424
08/01/2024	sewerrb	08/2024	Sewer Rebill (08/2024)	40.00		2,512.22	157711425
08/01/2024		08/2024	chk# Flex - 2620022 Flex Receipt - YA1618603864241		2,512.22	0.00	38817483
09/01/2024	trashrb	09/2024	Trash Rebill (09/2024)	35.00		35.00	160665495
09/01/2024	rent	09/2024	Base Rent (09/2024)	2,400.00		2,435.00	160668700
09/01/2024	sewerrb	09/2024	Sewer Rebill (09/2024)	40.00		2,475.00	160668701
09/01/2024	waterrb	09/2024	Water Rebill (09/2024)	25.00		2,500.00	160668702
09/01/2024	rentins	09/2024	Renter's Insurance (09/2024)	12.22		2,512.22	160668703
09/01/2024		09/2024	chk# 255168396 Debit Card On-Line Payment ; Mobile App - Resident Services		2,512.22	0.00	39441886
10/01/2024	trashrb	10/2024	Trash Rebill (10/2024)	35.00		35.00	162994180
10/01/2024	rent	10/2024	Base Rent (10/2024)	2,400.00		2,435.00	163037478
10/01/2024	sewerrb	10/2024	Sewer Rebill (10/2024)	40.00		2,475.00	163037479
10/01/2024	waterrb	10/2024	Water Rebill (10/2024)	25.00		2,500.00	163037480
10/01/2024	rentins	10/2024	Renter's Insurance (10/2024)	12.22		2,512.22	163037481
10/04/2024		10/2024	chk# 260750038 Debit Card On-Line Payment ; Mobile App - Resident Services		2,512.22	0.00	40237641
11/01/2024	rent	11/2024	Base Rent (11/2024)	2,400.00		2,400.00	165422390
11/01/2024	sewerrb	11/2024	Sewer Rebill (11/2024)	40.00		2,440.00	165422391
11/01/2024	waterrb	11/2024	Water Rebill (11/2024)	25.00		2,465.00	165422392
11/01/2024	rentins	11/2024	Renter's Insurance (11/2024)	12.22		2,477.22	165422393
11/01/2024	trashrb	11/2024	Trash Rebill (11/2024)	35.00		2,512.22	165449123
11/01/2024		11/2024	chk# 263835547 Debit Card On-Line Payment ; Mobile App - Resident Services		2,512.22	0.00	40715217
12/01/2024	rent	12/2024	Base Rent (12/2024) :Write Off by Charge Ctrl#170241450	2,400.00		2,400.00	167777460
12/01/2024	sewerrb	12/2024	Sewer Rebill (12/2024) :Write Off by Charge Ctrl#170241451	40.00		2,440.00	167777461

12/01/2024	waterrb	12/2024	Water Rebill (12/2024) :Write Off by Charge Ctrl#170241439	25.00		2,465.00	167777462
12/01/2024	rentins	12/2024	Renter's Insurance (12/2024) :Write Off by Charge Ctrl#170241441	12.22		2,477.22	167777463
12/01/2024	trashrb	12/2024	Trash Rebill (12/2024) :Write Off by Charge Ctrl#170241440	35.00		2,512.22	167785011
01/02/2025	secdep	01/2025	:Security Deposits credit	(300.00)		2,212.22	170224595
01/02/2025	rent	01/2025	Base Rent (12/2024) Credit 7 days	(541.94)		1,670.28	170224596
01/02/2025	rentins	01/2025	Renter's Insurance (12/2024) Credit 7 days	(2.76)		1,667.52	170224597
01/02/2025	waterrb	01/2025	Water Rebill (12/2024) Credit 7 days	(5.65)		1,661.87	170224598
01/02/2025	trashrb	01/2025	Trash Rebill (12/2024) Credit 7 days	(7.90)		1,653.97	170224599
01/02/2025	sewerrb	01/2025	Sewer Rebill (12/2024) Credit 7 days	(9.03)		1,644.94	170224600
01/02/2025	damages	01/2025	Carpet Damage-Enzyme Seal for Urine Smell :Write Off by Charge Ctrl#170241442	80.00		1,724.94	170224601
01/02/2025	damages	01/2025	Carpet Replacement-Livingroom and Bedroom :Write Off by Charge Ctrl#170241443	882.75		2,607.69	170224602
01/02/2025	damages	01/2025	Cleaning-Regular Clean :Write Off by Charge Ctrl#170241444	200.00		2,807.69	170224603
01/02/2025	damages	01/2025	Damage-Pest Control :Write Off by Charge Ctrl#170241445	200.00		3,007.69	170224604
01/02/2025	damages	01/2025	Damage-Patch Holes :Write Off by Charge Ctrl#170241446	25.00		3,032.69	170224605
01/02/2025	damages	01/2025	Damage-Remove boards on Patio :Write Off by Charge Ctrl#170241447	100.00		3,132.69	170224606
01/02/2025	damages	01/2025	Paint-Full paint :Write Off by Charge Ctrl#170241448	305.00		3,437.69	170224607
01/02/2025	damages	01/2025	Trash Out :Write Off by Charge Ctrl#170241449	50.00		3,487.69	170224608
01/03/2025	waterrb	01/2025	:Write Off Charge Ctrl#167777462 Posted by custom task	(25.00)		3,462.69	170241439
01/03/2025	trashrb	01/2025	:Write Off Charge Ctrl#167785011 Posted by custom task	(35.00)		3,427.69	170241440
01/03/2025	rentins	01/2025	:Write Off Charge Ctrl#167777463 Posted by custom task	(12.22)		3,415.47	170241441
01/03/2025	damages	01/2025	:Write Off Charge Ctrl#170224601 Posted by custom task	(80.00)		3,335.47	170241442
01/03/2025	damages	01/2025	:Write Off Charge Ctrl#170224602 Posted by custom task	(882.75)		2,452.72	170241443
01/03/2025	damages	01/2025	:Write Off Charge Ctrl#170224603 Posted by custom task	(200.00)		2,252.72	170241444
01/03/2025	damages	01/2025	:Write Off Charge Ctrl#170224604 Posted by custom task	(200.00)		2,052.72	170241445
01/03/2025	damages	01/2025	:Write Off Charge Ctrl#170224605 Posted by custom task	(25.00)		2,027.72	170241446
01/03/2025	damages	01/2025	:Write Off Charge Ctrl#170224606 Posted by custom task	(100.00)		1,927.72	170241447
01/03/2025	damages	01/2025	:Write Off Charge Ctrl#170224607 Posted by custom task	(305.00)		1,622.72	170241448
01/03/2025	damages	01/2025	:Write Off Charge Ctrl#170224608 Posted by custom task	(50.00)		1,572.72	170241449
01/03/2025	wo-rent	01/2025	:Write Off Charge Ctrl#167777460 Posted by custom task	(1,532.72)		40.00	170241450
01/03/2025	sewerrb	01/2025	:Write Off Charge Ctrl#167777461 Posted by custom task	(40.00)		0.00	170241451

Tomas Jimenez v. Woodland Park Communities
Case No 20240007

Respondent's Exhibit List

Exhibit #	Title	Page #
A	Lease Agreement	R001
B	Current Ledger	R014
C	Historic Ledger (covering February 2016-July 2021, if applicable)	R019
D	Work Order Overview Report	R030
E	Work Orders	R034
F	Woodland Park Witness List	R099

Exhibit A

LEASE AGREEMENT

THIS LEASE AGREEMENT is made and entered into **October 6, 2008** between **245 Okeefe, LLC** "Owner/Agent", whose address and phone number are **5 Newell Court, East Palo Alto, CA 94303 (650) 324-6180**, and **Tomas Jimenez**, "Resident."

THE PARTIES AGREE AS FOLLOWS:

1. **PREMISES:** Subject to the terms and conditions of this Lease Agreement, Owner rents to Resident and Resident rents from Owner, for residential use only, the premises ("Premises") located at **245 E. O'Keefe Street #14, East Palo Alto, CA 94303**, The term "Property" in this Lease Agreement shall mean all the land, building(s) and common areas owned by Owner/Agent upon which the Rental Unit is located.

2. **RENT AND UTILITIES:** Rent is due on or before the **1st** day of each and every month, whether or not the first day of the month falls on a Saturday, Sunday, or legal holiday, at **$1,300.00** per month, beginning on **October 20, 2008**, payable at **5 Newell Court, East Palo Alto, CA 94303**. Payments made in person may be delivered to Owner/Agent **9am and 5pm Monday through Friday**. On weekends and holidays, payment may be placed at the drop box at: _____ . Acceptable methods of payment: ❑ Personal Check ❑ Cashier's Check ❑ Money Order ❑ EFT/Credit (see Owner/Agent for details) and ❑ Cash.

   (a) If in any month rent is paid after the **1st** of the month, there will be a late charge of **$100.00** assessed for such late payment if payment is not received in full of all charges prior to the **5th** day of that month. The parties have deemed the foregoing late charge to be a reasonable estimate of the amount of damages suffered by Owner/Agent by reason of Resident's late payment of rent, as it would be impracticable or extremely difficult to determine the actual damages suffered by Owner/Agent in the event of such a late payment.

   (b) Pursuant to California law, if Resident passes a check on insufficient funds, Resident will be liable to Owner/Agent for the amount of the check and a service charge of **$25.00**, for the first check passed on insufficient funds, and **$35.00** for each subsequent check passed on insufficient funds.

   (c) If Resident has previously attempted to pay Owner/Agent with a check drawn on insufficient funds or if Resident has instructed the drawee to stop payment on a check, draft, or order for the payment of money, Resident shall thereafter be required to use money orders or certified funds as the exclusive form of payment of rent or deposit of security.

   (d) Resident is responsible for delivering the rent on time. Failure of the U.S. Post Office or private carrier to deliver the rent on time will not result in a waiver of the breach of lease provisions contained herein.

   (e) UTILITIES: Resident shall pay for all utilities, services and other charges as set forth in Section 5 of this Lease Agreement and by the due date set forth in Section 5(e) of this Lease Agreement.

   (f) PARKING: Resident acknowledges and agrees that parking is not provided for under this Lease Agreement and is not included in Resident's rent. Should Resident desire to purchase a monthly parking permit for one or more vehicles from Owner (subject to availability thereof and with the express understanding there is no assurance that parking will be available), Resident must enter into a separate agreement (the "Parking Agreement") which will govern the purchase of the parking permit(s). While a Parking Agreement does not constitute a part of this Lease Agreement, a default under a Parking Agreement shall constitute a default under this Lease Agreement.

   (g) RENT CONTROL: If the Property is subject to rent control, Resident shall pay monthly its share of the then-current rent stabilization fee.

3. **SECURITY DEPOSIT:** Resident shall deposit with Owner/Agent, as a security deposit, the sum of **$1,300.00** prior to taking possession of the unit, which sum shall not exceed the maximum permitted by California Civil Code Section 1950.5. During the term of tenancy, Resident agrees to replenish the security deposit upon three (3) days written notice, by an amount equal to the amount deducted by Owner, in Owner's sole and absolute discretion, to cover the cost of rectifying any damage and paying any expense for which Tenant is responsible. Resident shall not use the security deposit to pay any month's rent, nor shall it constitute a measure of Owner's damages in the event of Resident's default. The security deposit shall be applied and accounted for in accordance with California Civil Code Section 1950.5 and any other applicable statutes.

4. **TERM:** The term of this Lease Agreement is for **6 months**, beginning on **October 20, 2008** (the "Commencement Date") and ending on **April 19, 2009** (the "Termination Date"), at which time this Lease Agreement shall terminate without further notice. Any holding over by Resident after the Termination Date shall result in Resident being liable to Owner/Agent for daily rental damages equal to the current market value of the unit, divided by 30. A "month-to-month" tenancy subject to the terms and conditions of this Lease Agreement shall be created only if Owner/Agent accepts rent from Resident thereafter, and if so accepted, Resident may terminate the tenancy by serving by Owner/Agent with a written 30-day Notice of Termination. Except as prohibited by law, Owner/Agent may terminate the month-to-month tenancy by serving

Resident with a 30-day Notice of Termination (pursuant to California Civil Code Section 1946.1) if Resident has resided in the Premises for less than one year, or a 60-day Notice of Termination, if Resident has resided in the Premises for one year or more.

5. **UTILITIES:** Resident's monthly rent does not include any charges for the monthly utilities services provided to Resident, including, without limitation, sewer, water, trash, gas or electric services. Resident shall pay all monthly utilities charges pursuant to the terms of this Section 5.

   (a) **SEWER, WATER AND TRASH SERVICES:** Resident shall pay a flat monthly utilities charge for sewer, water and trash services (in addition to any charges for gas and electric services, as set forth in Section 5(b) below). The flat rate shall initially be **$50.00** per month, but may be increased from time to time to reflect increases in costs for sewer, water and trash services. Further, the Premises may subsequently be separately metered (or Resident otherwise directly billed) for such services (in accordance with provisions substantively equivalent to the provisions of Sections 5(b)(2) and 5(b)(3), respectively, hereof), in which case Resident shall not be obligated to pay the flat rate, but must instead pay the amount billed for such services. Provided, however, if water services are separately metered, Resident must pay both the amount billed for water service and the flat rate. Resident shall immediately notify Owner of any water leak.

   (b) **GAS AND ELECTRIC SERVICES:** The monthly utilities charge for gas and electric services shall be calculated, billed and paid in accordance with this Section 5(b).

      (1) No Meter: Flat Rate: If the Premises is not separately metered for gas or electric services, Resident shall pay a flat monthly utilities charge for gas and electricity (in addition to any charges for sewer, water and trash services, as set forth in above). The flat rate shall initially be **$50.00** per month if the Premises is not separately metered for either gas or electric services, or **$25.00** per month if the Premises is separately metered for either gas or electric services, but not both. This flat rate may be increased from time to time to reflect increases in costs for gas and electric services. Further, the Premises may subsequently be separately metered for gas and/or electric services, in which case Resident shall pay the amount billed for such services (as set forth in Sections 5(b)(2) and 5(b)(3), below).

      (2) Separate Meter: Direct Billing by Utility Provider: If Resident is directly billed for gas or electricity services, Resident shall pay the entire amount due each month (as indicated on the utilities bill) to the utilities provider at the address set forth in the utilities bill. Resident acknowledges that failure to do so shall constitute a default under this Lease Agreement. Resident must transfer any directly billed service into their name before the Commencement Date. If Resident is directly billed for either gas or electricity services (but not both), Resident shall pay, in addition to the amount set forth on the utilities bill, the flat rate set forth in Section 5(b)(1) above for the utility service which is not separately metered. If Resident is directly billed for both gas and electricity services, Resident shall not be obligated to pay the flat rate set forth in Section 5(b)(1), but must pay the entire amount due each month to the utilities provider(s).

      (3) Separate Meter: Submetering: If separate gas or electricity submeters are installed and placed in operation at the Premises, at any time before or after the date of this Lease Agreement, Resident shall pay its proportionate share of the total monthly charges for gas and electric services, which will be calculated as set forth in this Section 5(b)(3). If either a gas or an electricity submeter is installed and placed in operation at the Premises (but not both), Resident shall pay, in addition to its proportionate share of the submetered utility service, the flat rate set forth in Section 5(b)(1) above for the utility service which is not submetered. If both gas and electricity submeters are installed and placed in operation at the Premises, Resident shall not be obligated to pay the flat rate set forth in Section 5(b)(1), but must pay its proportionate share of the submetered utility services.

         (i) Resident's monthly utility bill shall be based on actual readings as recorded by the energy allocation equipment and submeter for the Premises. Utilities shall be calculated at the average rate per therm or ccf (for gas utility services) or per kwh (for electricity services) at the time of consumption. Utilities shall be calculated as follows: the master metered utility provider's total monthly charges for utility service (less Premises base charges or customer service charges if applicable), divided by the total monthly consumption of that utility measured by the utility provider, multiplied by the Resident's total monthly consumption as recorded by the energy allocation equipment and submeter for the Premises.

         (ii) If any utility provider's rate structure includes a base charge, Resident shall be billed, and shall be responsible for paying, the base charge applicable to that Premises. If the utility provider's rate structure includes customer service charge(s), Resident shall be billed, and shall be responsible for paying, the amount of the customer service charge(s) divided by the total number of apartments, including vacant units, that can receive service through the master meter serving the Property. Resident hereby agrees to pay the monthly service charges or other administrative fees shown on the Resident's utility bill.

         (iii) Resident may receive an estimated utilities bill if a submeter becomes inoperative until repairs can be made,

and Resident acknowledges that estimated utilities will be reconciled on future billings. Resident acknowledges that if, upon correction of an estimated utilities bill, the previous bill(s) overstated charges, Resident shall be entitled to an account credit reflecting the overstated charges and if, upon correction of an estimated utilities bill, the previous bill(s) understated charges, Resident shall be responsible for paying the amount of such underpayment.

(c) Resident acknowledges and agrees that the billing method for Resident's utility services may be modified from time to time to reflect the Premises' current utilities metering method (e.g. if Resident currently pays a flat rate for utilities services, one or more of the utilities may later be separately metered, submetered or directly billed to Resident, at which time Resident shall pay, in lieu of the flat rate or a portion thereof, the amount of those utilities separately metered, submetered or directly billed to Resident, in accordance with Section 5(b)(2) or 5(b)(3), respectively, above).

(d) Resident acknowledges that Owner cannot guarantee the level of charges for directly billed or submetered utilities services, which will vary over time depending on the Resident's usage characteristics, changes in the rates imposed by the utility provider that provides service to Owner and other factors.

(e) Resident hereby understands and agrees that Resident must deliver payment of the entire amount due each month to the Owner (or the utilities provider, if Resident is directly billed for either gas and/or electricity services) by the due date specified on the utility bill (or, for flat-rate charges, in advance on the 1st day of each and every month). Late payment charges and insufficient funds charges, as set forth in Section 2 of this Lease Agreement, shall be assessed if payment is not received when due.

6. OCCUPANTS: This Premises shall not be occupied by more persons than listed for the **1 Bed / 1 Bath** apartment indicated in the "Maximum Number of Occupants."

Type of Apartment	Maximum Number of Occupants
Studio	2
Junior	3
One Bedroom	3
Two Bedroom	5
Three Bedroom	7

The Premises is a **1 Bed / 1 Bath** apartment. The Premises shall be occupied only by the following named person(s):

Name	Birthdate
Tomas Jimenez	04/9/1971

Occupancy of the Premises by a person other than those persons listed above for a period exceeding 72 hours shall be a material breach of this Lease Agreement.

7. PROHIBITIONS: Without Owner/Agent's prior written permission, no pets or waterbeds shall be kept or allowed in or about the Premises.

8. QUIET ENJOYMENT: Resident shall not violate any criminal or civil law, ordinance or statute in the use and occupancy of the Premises (including laws governing the possession, use or sale of illegal drugs or laws governing prostitution), commit waste or nuisance, annoy, molest or interfere with any other Resident or neighbor. Any such action may result in the immediate termination of this Lease Agreement as provided herein and by law. Possession of any illegal drug (including marijuana, whether or not obtained with a prescription) either within Resident's unit or on Resident's possession while Resident is anywhere on the Property, shall be grounds for immediate eviction. Resident and Owner agree that such violation is a non-curable violation of this Lease Agreement, and that a breach of this prohibition is a "material" breach of this Agreement. Further, it shall be a non-curable breach of this Lease Agreement (and thus cause for immediate eviction) for Resident, any guest of Resident, or anyone who resides with Resident at the Premises, to do any of the following: (a) to have in their possession, or be under the influence of, any illegal drug (including marijuana, whether or not obtained with a prescription) while on or near the Property, or within the City of East Palo Alto; or (b) to engage in any drug-related or other criminal activity while on or near the Property, or within the City of East Palo Alto. Furthermore, it shall be a non-curable breach of this Lease Agreement (and thus cause for immediate eviction) for any guest of Resident to engage in any drug-related or other criminal activity while on the Property. Resident understands that Resident is strictly liable for the conduct of guests and will be evicted even if Resident did not know, could not foresee, or could not control behavior by the others mentioned in this paragraph. Resident shall also abide by the rules set forth in the Resident Policies Addendum attached hereto.

9. REPAIRS AND ALTERATIONS: Except as provided by law, no repairs, decorating or alterations shall be done by

Resident without Owner/Agent's prior written consent. Resident must notify Owner/Agent in writing of any repairs, decorating, or alterations contemplated and must receive Owner/Agent's prior written consent befote making such repairs, decorating, or alterations. Decorations include, but are not limited to, painting and wallpapering. Resident shall hold Owner/Agent harmless and indemnify Owner/Agent as to any mechanics lien recordation or proceeding caused by Resident. Resident may not make any alterations to cable or telephone inside wiring (such as may occur when changing telecommunications providers or adding phone lines) without prior written consent of the Owner/Agent. The notice shall include the name, address, and telephone number of any new telecommunication provider. Resident agrees to pay all costs resulting from the alteration and agrees to pay to the Owner/Agent any costs associated with restoring the inside wiring to the condition at the time of move-in, except for reasonable wear and tear. Upon 24 hours' notice, Resident shall lend Owner the keys to the Premises for the purpose of having a duplicate made for Owner/Agent's use. Should the law require that Owner make alterations for the reasonable accommodations of Resident, such alterations shall be made at Resident's sole cost and expense. Any and all alterations, shall, upon Resident's move-out, become the property of Owner and remain on the Premises; provided, however, that Owner may remove any and all alterations made for or by Resident and Resident shall be responsible for the cost of (A) repairing all damage to the Premises caused by their removal and/or (B) returning the Premises to its original condition.

10. **ACCEPTANCE OF PREMISES:** Resident has inspected the Premises, furnishings and equipment, and has found them to be satisfactory and accepts them in their "as is" condition. All plumbing, heating and electrical systems are operative and deemed satisfactory. Owner/Agent makes no representations whatsoever regarding the condition of the Premises or the Property. Resident and Owner/Agent have noted the presence of certain personal property of Owner at the Premises as identified in the Move In/Move Out Addendum.

11. **CARE, CLEANING, MAINTENANCE AND INSURANCE:** Resident agrees to leave the Premises and furniture, furnishings and appliances, and fixtures, which are rented for Resident's exclusive use, in good order and condition and in the same condition as each was received, subject to reasonable wear and tear. Upon move-out, Resident agrees to return the Premises to the same level of cleanliness it was in at the inception of the tenancy ree of all trash and personal property not belonging to Owner. It is agreed that all dirt, holes, tears, burns and stains of any size or amount in the carpets, drapes, walls, fixture or any other part of the Premises do not constitute reasonable wear and tear. Any personal property left behind by Resident and not belonging to Owner may be thrown away by Owner without liability. Further, if Resident leaves large items in the unit or on the Property upon move out (or in or near the trash or elsewhere on the Property at any time), Resident shall be charged per Owner's move out schedule of costs as of the time of move-out, which is available upon move in and may be revised from time to time in Owner's sole and absolute discretion. Resident shall pay Owner/Agent for costs to repair, replace or rebuild any portion of the Premises damaged by the Resident, Resident's guests or invitees, including the charges specified in the Repairs and Replacements Addendum for any damaged property.

    Resident acknowledges that: (A) Owner's insurance may not cover loss from damage to Resident's personal property caused by plumbing leaks, fire, theft, rain, acts of God, acts of others, and/or any other causes, nor shall Owner be liable for such losses; and (B) Resident shall not hold Owner liable for any such losses, whether or not Owner's insurance covers the loss. Resident agrees to obtain Resident's own insurance to cover any losses to personal property. This paragraph does not intend to waive Owner's duty to guard against personal injury or property damage where that duty cannot be waived by Resident. However, since Resident's obtaining of insurance is considered additional consideration to Owner for this Lease Agreement, if Resident does not obtain a renter's policy for a minimum of $100,000 coverage, Resident waives any losses that would have been paid by such a policy, if Resident does not obtain said policy.

    Resident shall deposit all garbage in a clean and sanitary manner into the proper receptacles as provided and shall cooperate in keeping the trash container area neat and clean. Resident shall be responsible for keeping out of the kitchen sink bones, toothpicks, match sticks, celery, grease, metal vegetable ties, and all other items that may tend to cause stoppage of the sink and garbage disposal. Resident shall pay for the cleaning and/or clearing of any plumbing fixtures or water pipes, necessitated by the misuse or non-maintenance.

12. **WAIVER OF BREACH:** The waiver of either party of any breach shall not be construed to be a continuing waiver of any subsequent breach. The receipt by Owner/Agent of rent with the knowledge of any default by Resident of any breach of any term covenant or condition of this Lease Agreement shall not be deemed a waiver of such breach r of any subsequent breaches. Owner's failure to require compliance with the terms of this Lease Agreement and to exercise any right granted by this Lease Agreement shall not be construed as a waiver by Owner of said term, condition and/or right; and shall not affect the validity or enforceability of any provision of this Lease Agreement. No waiver by either party of the provisions herein shall be deemed to have been made unless expressed in writing and signed by all parties to this Lease Agreement.

13. **JOINT AND SEVERAL LIABILITY:** The undersigned Resident(s), whether or not in actual possession of the Premises, are jointly and severally liable for all obligations under this Lease Agreement, and shall indemnify Owner/Agent for liability arising prior to the termination of the Lease Agreement for personal injuries or property damage caused or permitted by

Resident(s), their guests and invitees. This does not waive "Owner/Agent's duty of care" to prevent personal injury or property damage where that duty is imposed by law.

14. **ENTRY:** California law allows Owner/Agent or his/her employee(s) to enter the Premises for certain purposes during normal business hours. The Owner/Agent will provide written notice to the Resident prior to the entry of the dwelling unit whenever required by state law. (Civil Code Section 1954.) Resident's non-compliance with Owner/Agent's lawful request for entry is a material breach of this Lease Agreement that may be cause for immediate termination as provided herein and by law.

15. **NO SUBLETTING OR ASSIGNMENT:**
    (a) No portion of the Premises shall be sublet, licensed or otherwise rented to a person not a party to this Lease Agreement, nor shall this Lease Agreement be assigned. Any attempted subletting, licensing, rental or assignment by Resident shall, at the election of Owner/Agent, be an irremediable breach of this Lease Agreement and cause for immediate termination as provided herein and by law. Resident shall not take in or allow occupancy by any person, whether that person is deemed a boarder, lodger, roommate or guest; and furthermore said occupancy shall be deemed an illegal subtenancy.
    (b) In the event the rental unit is assigned or sublet by Resident, whether Resident permanently resides in the rental unit or not, then the rent for the Premises shall be increased by thirty-five (35%) without further notice from Owner. This provision is pursuant to Civil Code Section 1954.53(d). Owner shall elect the option of either collecting the increased rent or enforcing the provisions of Section 15(a), above. If Owner elects to enforce the provisions of Section 15(a), but a court of competent jurisdiction rules that Owner has waived the provisions for any reason, then Resident agrees to pay the 35% increased rent from the time that the assignment/subletting first occurred.

16. **BREACH OF LEASE:** In the event that Resident breaches this Lease Agreement, Owner/Agent shall be allowed at Owner/Agent's discretion, but not by way of limitation, to exercise any or all remedies provided Owner/Agent by California Civil Code Section 1951.2 and 1951.4. Damages Owner/Agent "may recover" include the worth at the time of the award of the amount by which the unpaid rent for the balance of the term after the time of award, or for any shorter period of time specified in the Lease Agreement, exceeds the amount of such rental loss for the same period that the Resident proves could be reasonably avoided. Resident's default under any "Additional Agreement" (as defined in Section 25 hereof) shall constitute a default under this Lease Agreement. There is no grace period with respect to the payment of rent. Accordingly, without limitation on any other obligation of Resident under this Lease Agreement, Resident's failure to pay rent on the first day of a month constitutes a breach of this Lease Agreement.

17. **ESTOPPEL CERTIFICATE:** Within ten (10) days after written request is mailed to Resident, including in the event of the sale, financing or restructuring of ownership of the Property, Resident agrees to execute and deliver to Owner an estoppel certificate on the form submitted by Owner: (A) acknowledging whether this Lease Agreement has been modified and, if so, stating all the modifications; (B) stating the amount of the current rent Resident is paying and the amount Resident has paid as prepaid rent and security deposit; (C) stating whether or not Resident is then aware of any violation of law in the operation of the building, and/or has any claim against Owner; and (D) stating requests for other information relevant to Resident's occupancy of the Premises. Failure to comply shall be deemed Resident's acknowledgement that the certificate as submitted by Owner/Agent is true and correct and may be relied upon by any lender or purchaser.

18. **SMOKE DETECTION DEVICE:** The Premises are equipped with a functioning smoke detection device(s), and Resident shall be responsible for testing the device weekly and immediately reporting any problems, maintenance or need for repairs to Owner/Agent. If battery operated, Resident is responsible for changing the detector's battery as necessary. Owner/Agent shall have a right to enter the Premises to check and maintain the smoke detection device as provided by law.

19. **NOTICE:** Pursuant to Section 290.46 of the Penal Code, information about specified registered sex offenders is made available to the public via an Internet Web site maintained by the Department of Justice at www.meganslaw.ca.gov. Depending on an offender's criminal history, this information will include either the address at which the offender resides or the community of residence and ZIP Code in which he or she resides.

20. **ADDENDA:** By initialing as provided, Resident acknowledges receipt of the following applicable addenda, as indicated, copies of which are attached hereto, and are incorporated as part of this Lease Agreement. Please note that any Parking Agreement is a separate agreement and is not an addenda hereto.

- ☒ Asbestos Addendum
- ☒ Emergency Procedure Information For Tenants
- ☒ Lead Paint Disclosure
- ☒ Move-In/Move-Out Itemized Statement
- ☒ Pest Control Notice
- ☒ Resident Policies and House Rules Addendum
- ☒ California Proposition 65 Warning
- ☒ Lead Paint Booklet
- ☒ Move-In Summary
- ☒ Parking Agreement
- ☒ Repairs and Replacements
- ☒ Vehicle Registration

21. **ENTIRE AGREEMENT:** This Lease Agreement, which includes all attachments referred to above, constitutes the entire agreement between the parties and cannot be modified except in writing and signed by all parties, except as permitted by applicable law. Neither Owner/Agent, nor any agent or employee of Owner/Agent has made any representations or promises other than those set forth herein. All determinations, consents and approvals by Owner/Agent in connection with this Lease shall be in its sole and absolute discretion.

22. **CREDIT REPORTS:** A negative credit report reflecting on your credit history may be submitted to a credit reporting agency if you fail to fulfill the terms of your credit obligations. Resident expressly authorizes Owner/Agent (including a collection agency) to obtain Resident's consumer credit report, which Owner/Agent may use if attempting to collect past due rent payments, late fees, or other charges from Resident, both during the term of the Lease Agreement and thereafter.

23. **ATTORNEYS' FEES:** If any legal action or proceeding is brought by either party to enforce any part of this Lease Agreement, each party's costs of said enforcement shall be the responsibilities of that respective party and no other party.

24. **SATELLITE ANTENNA/DISHES:** Resident shall not install, or permit any other person or entity to install, any kind of satellite dish or antenna on the Premises or anywhere on the Property.

25. **ADDITIONAL AGREEMENTS:** From time to time during the term of this lease, any renewal, expansion or extension thereof or any month to month tenancy arising after the Termination Date, Resident may rent or purchase from Owner/Agent certain other services which are not included in Resident's rent. By way of example and without limitation, these services may include parking, cable television, concierge services, furniture rental and washer/dryer rental. Resident covenants and agrees to perform any and all of its obligations under any agreement executed in connection with those services (each an "Additional Agreement"), and acknowledges and agrees that a default by Resident under any Additional Agreement shall constitute a default under this Lease Agreement. For the avoidance of doubt and without limitation, a Parking Agreement constitutes an Additional Agreement.

26. **RENT PAYMENT BY NON-TENANT:** If Owner accepts rent from any person not a Resident, whether or not the person occupies the Premises, said acceptance: (A) shall not constitute a waiver or modification of Section 15 of this Lease Agreement, (B) shall not be used to establish said person's right to possession of the premises; and (C) shall be interpreted only as an accommodation to Resident.

27. **RESPONSIBILITY/INDEMNIFICATION:** The undersigned Resident is/are jointly and severally responsible and liable for all obligations under this Lease Agreement and shall indemnify Owner from any liability created by Resident's and/or Resident's guests' conduct. In addition, Resident shall indemnify and hold Owner free and harmless from any and all liability arising by reason of the death or injury of any person or damage to any property caused or allegedly caused by (A) some act or omission of Resident or any person in, on or about the Property with the permission of Resident; and (B) any matter connected with Resident's occupation and use of the Premises.

28. **NO WAIVER DURING LITIGATION:** In the event that Owner accepts rent from Resident while Owner and Resident are involved in litigated based on a 3 Day Notice to Pay Rent or Quit, acceptance of said rent by Owner shall not be considered a waiver by Owner of the default upon which the 3 Day Notice to Pay Rent or Quit was based. Rather, said rent payment shall be received by Owner in trust and shall be subject to jurisdiction of the court wherein said manner is pending. Owner shall be allowed to commingle said rent payment funds with Owner's regular funds as long as Owner keeps an accurate accounting of money received from Resident during litigation.

29. **APPLICATION MISREPRESENTATION:** Any material misrepresentation or omission made by Resident in Resident's rental application will constitute a material noncurable breach of this Lease Agreement.

30. **LOCKING OF ENTRANCE DOORS:** Owner reserves the right to close and keep locked all entrance and exit doors of the building during such hours as Owner may deem it advisable for the adequate protection of the Property and the personal property of Owner and Resident. It shall be a material breach of this Lease Agreement for any Resident to prop open any entrance or exit door.

31. **LEAD DISCLOSURE:** Many homes and apartments built before 1978 may have paint that contains lead (called lead-based paint). Lead from paint chips and dust can cause serious hazards if not taken care of properly. The law

requires that Resident receive certain information before renting pre-1978 housing. By signing this Lease Agreement, Resident acknowledges that Owner has provided Resident with such information. Additionally, upon Resident's request, Owner will provide Resident with the EPA booklet entitled "Protect Your Family From Lead In Your Home." Any known lead-based paint or lead hazards at the Premises, if any, are hereby disclosed: _____.

32. WAIVER OF PUNITIVE DAMAGES:

(This paragraph is applicable only if initialed below by the parties.)

It is recognized that neither the Resident's nor the Owner's insurance company pays for an award of punitive damages. Thus, it is not possible for either party to insure against such a loss. Both parties feel it is in their best interest to mutually waive the right to collect punitive damages against the other and hereby elect to do so. Therefore, it is agreed that neither a judge nor a jury shall have the power or authority to award punitive or exemplary damages in any litigation between the parties, against either party. For purposes of establishing the enforceability of this waiver of punitive damages, the parties have elected to have federal law apply as a choice of law. Thus the legality of this waiver will be judged under federal law and not state or city laws. In the event that for any reason this mutual waiver of punitive damages is not upheld, then both parties agree that there should be a reasonable limit on the amount that either party shall recover against the other. Such limit shall be one (1) times the amount of actual damages awarded.

Tomas Jimenez (Resident) 10/9/08 Date (Owner/Agent) 10/24/08 Date

33. ATTORNEY'S ADVICE: Each of the parties hereto acknowledges that either (1) the terms of this Lease Agreement have been explained to them by their respective counsel and that they execute this Lease Agreement in reliance upon advice of their respective counsel, or (2) that they have been given the opportunity to consult an attorney and have decided not to do so; and warrant that they will not at a later time attempt to set this Lease Agreement aside because they were not represented by an attorney.

34. HEADINGS: The captions and headings used in this Lease Agreement are for convenience only and do not in any way limit, amplify or otherwise modify the provisions of this Lease Agreement.

The undersigned Resident(s) acknowledge(s) having read and understood the foregoing, and receipt of a duplicate original. Only may sign this Lease Agreement on behalf of Owner/Agent. If the signatory is not , this Lease Agreement is of no effect.

Tomas Jimenez (Resident) 10/9/08 Date (Owner/Agent) 10/24/08 Date

ASBESTOS ADDENDUM

This document is an Addendum and is part of the Rental/Lease Agreement, dated **October 6, 2008** between **245 Okeefe, LLC** (Owner/Agent) and **Tomas Jimenez**, (Resident) for the premises located at **245 E. O'Keefe Street #14, East Palo Alto, CA 94303**.

☒ This property **may** contain asbestos.

OR

❑ This property contains asbestos. This hazardous substance is contained in some of the original building materials and in some of the products and materials used to maintain the property. Disturbance or damage to certain interior apartment surfaces may increase the potential exposure to these substances.

1. Resident(s) or their guests, employees and contractors shall not take or permit any action which in any way damages or disturbs the ceiling in the Premises or any part thereof, including without limitation:
   - **(i)** piercing the surface of the ceiling by drilling or any other method;
   - **(ii)** hanging plants, mobiles, or other objects from the ceiling;
   - **(iii)** attaching any fixtures to the ceiling;
   - **(iv)** allowing any objects to come in contact with the ceiling;
   - **(v)** permitting water or any liquid, other than ordinary steam condensation, to come into contact with the ceiling;
   - **(vi)** painting, cleaning, or undertaking any repairs of any portion of the ceiling;
   - **(vii)** replacing light fixtures;
   - **(viii)** undertaking any activity which results in building vibration which may cause damage to the ceiling.
2. Resident(s) shall notify Owner and Agents immediately in writing: (i) if there is any damage to or deterioration of the ceiling in the Premises or any portion thereof, including without limitation flaking, loose, cracking, hanging or dislodged material, water leaks, or stains in the ceiling; or (ii) upon the occurrence of any of the events described in Paragraph 1 above.

The undersigned Resident(s) acknowledge(s) having read and understood the foregoing.

Tomas Jimenez 10/9/08

Tomas Jimenez (Resident) *Date*

[signature] 10/24/08

(Owner/Agent) *Date*

CALIFORNIA'S PROPOSITION 65 WARNING

California's Proposition 65 (Safe Drinking Water and Toxic Enforcement Act of 1986) requires businesses with 10 or more employees to provide warnings prior to exposing individuals to chemicals known to the State to cause cancer, and/or birth defects or other reproductive harm.

These types of chemicals are found within this establishment. This brochure provides you with information on what chemicals are present and what your exposures to them might be.

Warning

This Facility Contains Chemicals Known to the State of California To Cause Cancer and/or Birth Defects Or Other Reproductive Harm.

Second Hand Tobacco Smoke and Tobacco Products.

Tobacco products and tobacco smoke and its by-products contain many chemicals that are known to the State of California to cause cancer, and birth defects or other reproductive harm. Smoking is permitted in certain common and private areas.

Furnishings, Hardware, and Electrical Components.

Room furnishings and building materials contain formaldehyde, which is known to the State of California to cause cancer. Furniture, foams, brass keys, electrical power cords, carpeting, carpet padding, wall coverings, wood surfaces, and vinyl, contain a number of chemicals, including lead, and formaldehyde, known to cause cancer, and/or birth defects or other reproductive harm. Their presence in these materials can lead to exposures. Certain molds that may be present contain chemicals, including sterigmatocystin, known to the State of California to cause cancer.

Combustion Sources.

Combustion sources such as gas stoves, fireplaces, and barbeques contain or produce a large number chemicals, including acetaldehyde, benzene and carbon monoxide, known to the State of California to cause cancer, and/or birth defects or other reproductive harm which are found in the air of this complex. Any time organic matter such as gas, charcoal or wood is burned, Proposition 65-listed chemicals are released into the air.

Construction and Maintenance Materials.

Construction and maintenance materials contain Proposition 65-listed chemicals, such as roofing materials manufactured with vinyl chloride monomer, benzene and ceramic fibers, which are known to cause cancer, or birth defects or other reproductive harm. Construction materials used in walls, floors, ceilings and outside cladding contain chemicals, such as formaldehyde resin, asbestos, arsenic, cadmium and creosote, which are released as gases or vapors during normal degradation or deterioration, and as dust or particulate when disturbed during repairs, maintenance or renovation, all of which can lead to exposures.

Certain Products Used In Cleaning And Related Activities.

Certain cleaning products used for special cleaning purposes such as graffiti removal and spot and stain lifters contain chlorinated solvents including perchloroethylene and urinal odor cakes contain paradichlorobenzene which are Proposition 65-listed chemicals known to cause cancer or birth defects or other reproductive harm.

Swimming Pools and Hot Tubs.

The use and maintenance of a variety of recreational activities and facilities such as swimming pools and hot tubs where chlorine and bromine are used in the disinfecting process can cause exposures to chloroform and bromoform which are chemicals known to the State of California to cause cancer.

Paint and Painted Surfaces.

Certain paints and painted surfaces contain chemicals, such as lead and crystalline silica, that are known to the State of California to cause cancer, and/or birth defects or other reproductive harm. Lead-based paint chips may be ingested and crystalline silica may be released into the air and lead to exposures.

Engine Related Exposures.

The operation and maintenance of engines, including automobiles, vans, maintenance vehicles, recreational vehicles, and other small internal combustion engines are associated with this residential rental facility. Motor vehicle rental fuels and engine exhaust contain many Proposition 65-listed chemicals, including benzene, carbon monoxide and, for diesel engines, diesel exhaust, which are known to the State to cause cancer, and/or birth defects or other reproductive harm. In parking structures and garages, exhaust fumes can concentrate, increasing your exposure to these chemicals.

Pest Control and Landscaping.

Pests control and landscaping products used to control insects and weeds contain resmethrin, mycobutonil, triforine and arsenic trioxide which are known to the State to cause cancer and/or birth defects or other reproductive harm.

Sources of Chemical Exposures

California's Proposition 65 has identified hundreds of chemicals known to the State of California to cause cancer, and/or birth defects or other reproductive harm. The law requires that businesses with 10 or more employees warn you prior to knowingly and intentionally exposing you to any of these chemicals when the exposure is over a certain level. While many exposures are associated with industrial activities and chemicals, everyday items and even the air we breathe routinely contain many of these chemicals. This brochure provides warning and information regarding exposures to these chemicals that occur in this facility. In many instances, we do not have information specific to this facility. Instead we have relied upon experts in this field to tell us where and to which chemicals these exposures might occur. For other exposures to listed chemicals, enough is known to identify specific areas of exposure.

The regulations implementing Proposition 65 offer warnings for various circumstances. Some of those warnings you may see in this residential rental property include the following:

General - Warning: This Facility Contains Chemicals Known to the State of California To Cause Cancer, And Birth Defects Or Other Reproductive Harm.

Foods and Beverages - Warning: Chemicals Known To The State of California To Cause Cancer, Or Birth Defects Or Other Reproductive Harm May Be Present In Foods Or Beverages Sold Or Served Here.

Alcohol - Warning: Drinking Distilled Spirits, Beer, Coolers, Wine, And Other Alcoholic Beverages May Increase Cancer Risk, And, During Pregnancy, Can Cause Birth Defects.

EMERGENCY PROCEDURE INFORMATION FOR TENANTS

IN CASE OF FIRE USE STAIRWAY FOR EXIT DO NOT USE ELEVATOR

IF YOU ARE ABLE TO LEAVE YOUR ROOM

- Close your unit door, and take your unit key with you.
- If there is smoke, stay low to the ground.
- Use stairways to evacuate.
- Never use elevators during a fire. They could stop at floors that contain fire. Handicapped persons should proceed to stairwell for assistance.
- Pull the closest fire alarm and warn other people in the area.
- If there is a telephone available, dial 911.

IF TRAPPED IN YOUR ROOM

- If your front door is hot, don't open it.
- Call the Fire Department at 911.
- Wedge cloth material along the bottom of the door to keep smoke out.
- Close as many doors as possible between you and the fire.
- Block air conditioning vents if there is smoke coming in.
- Open windows cautiously so as not to allow outside smoke to enter the room. Remember, if you have broken the window, you cannot close it again if you need to.

Smoke detectors are provided for your personal safety. Anyone who willfully and maliciously tampers with, damages, breaks, or removes any required smoke detector shall be guilty of a misdemeanor. Any person who willfully and maliciously sends, gives, transmits, or sounds any false alarm of fire is guilty of a misdemeanor.

TARGET HOUSING RENTAL AGREEMENT/LEASE ADDENDUM
DISCLOSURE OF INFORMATION ON
LEAD-BASED PAINT AND LEAD-BASED PAINT HAZARDS

Lead Warning Statement

Housing built before 1978 may contain lead-based paint. Lead from paint, paint chips, and dust can pose health hazards if not taken care of properly. Lead exposure is especially harmful to young children and pregnant women. Before renting pre-1978 housing, landlords must disclose the presence of known lead-based paint and lead-based paint hazards in the dwelling. Lessees must also receive a Federally approved pamphlet on lead poisoning prevention. **NOTE: The existence of lead on the rental property is not, by itself, cause for termination of the tenancy. (Public Law 102-550 sec. 1018(c))**

Lessor's Disclosure

(a) Presence of lead-based paint or lead-based paint hazards:

- ☒ Lessor has no knowledge of lead-based paint and/or lead-based paint hazards in the housing.
- ☐ Known lead-based paint and/or lead-based paint hazards are present in the housing.

(b) Records and reports available to the Lessor:

- ☒ Lessor has no reports or records pertaining to lead-based paint and/or lead-based paint hazards in the housing.
- ☐ Lessor has provided the Resident with all available records and reports pertaining to lead-based paint and/or lead-based paint hazards in the housing.

Agent's* Acknowledgment (initial)

(c) _____ Agent has informed the Lessor of his/her obligations under 42 U.S.C. 4852(d), and the Agent is aware of his/her responsibility to ensure compliance.

* The term Agent is defined as any party who enters into a contract with the Lessor, including anyone who enters into a contract with a representative of the Lessor for the purpose of leasing housing. An on-site resident manager may act as the Agent if authorized to do so by either the Lessor or the property management company.

Lessee's Acknowledgment (initial)

(d) _____ Lessee has received copies of all information listed above.

(e) _____ Lessee has received the pamphlet *Protect Your Family from Lead in Your Home.*

Certification of Accuracy

The following parties have reviewed the information above to certify, to the best of their knowledge, that the information provided by the signatory is true and accurate.

Tomas Jimenez 10/9/08

Tomas Jimenez *(Lessee)* ***Date*** ***(Owner/Agent)*** ***Date***

10/24/08

Exhibit B

Resident Ledger

GREYSTAR®

Date: 02/12/2025

Code	t2439914	**Property**	cawoopa2	**Lease From**	07/01/2015
Name	Tomas Jimenez	**Unit**	209-14	**Lease To**	06/30/2016
Address	245 East OKeefe Street	**Status**	Current	**Move In**	10/20/2008
	14	**Rent**	1603.66	**Move Out**	
City	East Palo Alto, CA 94303	**Phone (H)**		**Phone (W)**	

Date	Chg Code	Post Month	Description	Charge	Payment	Balance	Chg/Rec
10/20/2008	secdep	07/2021	Security deposits received	1,400.00		1,400.00	67401489
10/20/2008		07/2021	Security deposits received		1,400.00	0.00	21611704
03/01/2021	carport	07/2021	Carport Fees (03/2021)	0.18		0.18	67408792
07/01/2021	rent	07/2021	Leased Rent (07/2021)	407.88		408.06	67412113
07/01/2021	carport	07/2021	Carport Fees (07/2021)	50.00		458.06	67412114
07/01/2021	waterrb	07/2021	Water Reimbursement (07/2021)	50.00		508.06	67412115
08/01/2021	carport	08/2021	Carport Income (08/2021)	50.00		558.06	68472968
08/01/2021	waterrb	08/2021	Water Rebill (08/2021)	50.00		608.06	68472969
08/01/2021	rent	08/2021	Base Rent (08/2021)	1,420.72		2,028.78	68472970
08/04/2021		08/2021	chk# 0166 :CHECKscan Payment		1,520.00	508.78	21892292
09/01/2021	rent	09/2021	Base Rent (09/2021)	1,420.72		1,929.50	69808354
09/01/2021	waterrb	09/2021	Water Rebill (09/2021)	50.00		1,979.50	69808355
09/01/2021	carport	09/2021	Carport Income (09/2021)	50.00		2,029.50	69808356
09/02/2021		09/2021	chk# 0119 :CHECKscan Payment		500.00	1,529.50	22235383
09/07/2021		09/2021	chk# 0134 :CHECKscan Payment		1,030.00	499.50	22303991
09/27/2021		10/2021	chk# 0133 :CHECKscan Payment		520.00	(20.50)	22443132
10/01/2021	carport	10/2021	Carport Income (10/2021)	50.00		29.50	71265511
10/01/2021	waterrb	10/2021	Water Rebill (10/2021)	50.00		79.50	71265512
10/01/2021	rent	10/2021	Base Rent (10/2021)	1,420.72		1,500.22	71265513
10/06/2021		10/2021	chk# 0136 :CHECKscan Payment		1,510.00	(9.78)	22706555
11/01/2021	carport	11/2021	Carport Income (11/2021)	50.00		40.22	72855916
11/01/2021	waterrb	11/2021	Water Rebill (11/2021)	50.00		90.22	72855917
11/01/2021	rent	11/2021	Base Rent (11/2021)	1,420.72		1,510.94	72855918
11/02/2021		11/2021	chk# 0137 :CHECKscan Payment		1,520.00	(9.06)	23073509
12/01/2021	rent	12/2021	Base Rent (12/2021)	1,439.83		1,430.77	74135638
12/01/2021	carport	12/2021	Carport Income (12/2021)	50.00		1,480.77	74135639
12/01/2021	waterrb	12/2021	Water Rebill (12/2021)	50.00		1,530.77	74135640
12/02/2021		12/2021	chk# 0058621698 :CHECKscan Payment - COVID-19 Rent Relief		1,420.72	110.05	23469838
12/02/2021		12/2021	chk# 0058624742 :CHECKscan Payment - COVID-19 Rent Relief		499.50	(389.45)	23469839
01/01/2022	waterrb	01/2022	Water Rebill (01/2022)	50.00		(339.45)	101326461
01/01/2022	carport	01/2022	Carport Income (01/2022)	50.00		(289.45)	101328994
01/01/2022	rent	01/2022	Base Rent (01/2022)	1,439.83		1,150.38	101334209
01/05/2022		01/2022	chk# 0140 :CHECKscan Payment		1,155.00	(4.62)	23918365
02/01/2022	carport	02/2022	Carport Income (02/2022)	50.00		45.38	102848152
02/01/2022	rent	02/2022	Base Rent (02/2022)	1,439.83		1,485.21	102848153
02/01/2022	waterrb	02/2022	Water Rebill (02/2022)	50.00		1,535.21	102848154
02/04/2022		02/2022	chk# 0167 :CHECKscan Payment		1,550.00	(14.79)	24337423
03/01/2022	waterrb	03/2022	Water Rebill (03/2022)	50.00		35.21	104457677
03/01/2022	rent	03/2022	Base Rent (03/2022)	1,439.83		1,475.04	104457678
03/01/2022	carport	03/2022	Carport Income (03/2022)	50.00		1,525.04	104457679
03/04/2022		03/2022	chk# 0169 :CHECKscan Payment		1,540.00	(14.96)	24733563
04/01/2022	rent	04/2022	Base Rent (04/2022)	1,439.83		1,424.87	106142558
04/01/2022	waterrb	04/2022	Water Rebill (04/2022)	50.00		1,474.87	106142559
04/01/2022	carport	04/2022	Carport Income (04/2022)	50.00		1,524.87	106142560

04/05/2022		04/2022	chk# 0170 :CHECKscan Payment		1,540.00	(15.13)	25168727
05/01/2022	waterrb	05/2022	Water Rebill (05/2022)	50.00		34.87	107825121
05/01/2022	carport	05/2022	Carport Income (05/2022)	50.00		84.87	107825122
05/01/2022	rent	05/2022	Base Rent (05/2022)	1,439.83		1,524.70	107825123
05/05/2022		05/2022	chk# 0171 :CHECKscan Payment		1,540.00	(15.30)	25601177
06/01/2022	rent	06/2022	Base Rent (06/2022)	1,439.83		1,424.53	109363005
06/01/2022	waterrb	06/2022	Water Rebill (06/2022)	50.00		1,474.53	109363006
06/01/2022	carport	06/2022	Carport Income (06/2022)	50.00		1,524.53	109363007
06/08/2022		06/2022	chk# 0172 :CHECKscan Payment		1,550.00	(25.47)	26079405
07/01/2022	rent	07/2022	Base Rent (07/2022)	1,439.83		1,414.36	111065241
07/01/2022	waterrb	07/2022	Water Rebill (07/2022)	50.00		1,464.36	111065242
07/01/2022	carport	07/2022	Carport Income (07/2022)	50.00		1,514.36	111065243
07/02/2022		07/2022	chk# 0174 :CHECKscan Payment		1,555.00	(40.64)	26433653
08/01/2022	rent	08/2022	Base Rent (08/2022)	1,439.83		1,399.19	112773685
08/01/2022	carport	08/2022	Carport Income (08/2022)	50.00		1,449.19	112773686
08/01/2022	waterrb	08/2022	Water Rebill (08/2022)	50.00		1,499.19	112773687
08/01/2022		08/2022	chk# 0175 :CHECKscan Payment		1,550.00	(50.81)	26822876
08/22/2022		08/2022	chk# 0065106814 :CHECKscan Payment - COVID-19 RENT RELIEF		4,673.49	(4,724.30)	27128784
09/01/2022	rent	09/2022	Base Rent (09/2022)	1,439.83		(3,284.47)	114460774
09/01/2022	waterrb	09/2022	Water Rebill (09/2022)	50.00		(3,234.47)	114460775
09/01/2022	carport	09/2022	Carport Income (09/2022)	50.00		(3,184.47)	114460776
10/01/2022	carport	10/2022	Carport Income (10/2022)	50.00		(3,134.47)	116182043
10/01/2022	waterrb	10/2022	Water Rebill (10/2022)	50.00		(3,084.47)	116182044
10/01/2022	rent	10/2022	Base Rent (10/2022)	1,439.83		(1,644.64)	116182045
11/01/2022	carport	11/2022	Carport Income (11/2022)	50.00		(1,594.64)	117924365
11/01/2022	rent	11/2022	Base Rent (11/2022)	1,439.83		(154.81)	117924366
11/01/2022	waterrb	11/2022	Water Rebill (11/2022)	50.00		(104.81)	117924367
11/30/2022		12/2022	chk# 0176 :CHECKscan Payment		1,540.00	(1,644.81)	28610872
12/01/2022	carport	12/2022	Carport Income (12/2022)	50.00		(1,594.81)	119233687
12/01/2022	waterrb	12/2022	Water Rebill (12/2022)	50.00		(1,544.81)	119233688
12/01/2022	rent	12/2022	Base Rent (12/2022)	1,439.83		(104.98)	119233689
01/01/2023	waterrb	01/2023	Water Rebill (01/2023)	50.00		(54.98)	121789248
01/01/2023	carport	01/2023	Carport Income (01/2023)	50.00		(4.98)	121794169
01/01/2023	rent	01/2023	Base Rent (01/2023)	1,439.83		1,434.85	121803835
01/02/2023		01/2023	chk# 0177 :CHECKscan Payment		1,550.00	(115.15)	29289109
01/31/2023		02/2023	chk# 0178 :CHECKscan Payment - february rent		1,540.00	(1,655.15)	29611575
02/01/2023	waterrb	02/2023	Water Rebill (02/2023)	50.00		(1,605.15)	123269898
02/01/2023	carport	02/2023	Carport Income (02/2023)	50.00		(1,555.15)	123269899
02/01/2023	rent	02/2023	Base Rent (02/2023)	1,439.83		(115.32)	123269900
03/01/2023	waterrb	03/2023	Water Rebill (03/2023)	50.00		(65.32)	125095742
03/01/2023	rent	03/2023	Base Rent (03/2023)	1,439.83		1,374.51	125095743
03/01/2023	carport	03/2023	Carport Income (03/2023)	50.00		1,424.51	125095744
03/06/2023		03/2023	chk# 0180 :CHECKscan Payment		1,540.00	(115.49)	30356873
04/01/2023	rent	04/2023	Base Rent (04/2023)	1,439.83		1,324.34	126889742
04/01/2023	carport	04/2023	Carport Income (04/2023)	50.00		1,374.34	126889743
04/01/2023	waterrb	04/2023	Water Rebill (04/2023)	50.00		1,424.34	126889744
04/02/2023		04/2023	chk# 0144 :CHECKscan Payment		1,540.00	(115.66)	30750744
05/01/2023	rent	05/2023	Base Rent (05/2023)	1,439.83		1,324.17	128529588
05/01/2023	waterrb	05/2023	Water Rebill (05/2023)	50.00		1,374.17	128529589
05/01/2023	carport	05/2023	Carport Income (05/2023)	50.00		1,424.17	128529590
05/01/2023		05/2023	chk# 184382435 Credit Card On-Line Payment ; Mobile Web - Resident Services		1,424.17	0.00	31180212
06/01/2023	carport	06/2023	Carport Income (06/2023)	50.00		50.00	130232281
06/01/2023	waterrb	06/2023	Water Rebill (06/2023)	50.00		100.00	130232282
06/01/2023	rent	06/2023	Base Rent (06/2023)	1,439.83		1,539.83	130232283
06/01/2023		06/2023	chk# 188240246 Recurring Credit Card Payment;		1,539.83	0.00	31589579
07/01/2023	waterrb	07/2023	Water Rebill (07/2023)	50.00		50.00	132010169
07/01/2023	rent	07/2023	Base Rent (07/2023)	1,439.83		1,489.83	132010170
07/01/2023	carport	07/2023	Carport Income (07/2023)	50.00		1,539.83	132010171
07/01/2023		07/2023	chk# 192766236 Recurring Credit Card Payment;		1,539.83	0.00	32068235
07/19/2023	rent	07/2023	July's rent prorated adjustment	123.49		123.49	132641594
08/01/2023	rent	08/2023	Base Rent (08/2023)	1,563.32		1,686.81	133830004

08/01/2023	waterrb	08/2023	Water Rebill (08/2023)	50.00		1,736.81	133830005
08/01/2023	carport	08/2023	Carport Income (08/2023)	50.00		1,786.81	133830006
08/02/2023		08/2023	chk# 198354378 Credit Card On-Line Payment ; Web - Resident Services		1,786.81	0.00	32622447
09/01/2023	rent	09/2023	Base Rent (09/2023)	1,563.32		1,563.32	135601109
09/01/2023	waterrb	09/2023	Water Rebill (09/2023)	50.00		1,613.32	135601110
09/01/2023	carport	09/2023	Carport Income (09/2023)	50.00		1,663.32	135601111
09/07/2023		09/2023	chk# 0182 :CHECKscan Payment		1,663.32	0.00	33225138
09/18/2023	rent	09/2023	Rescinded July 2023 Increase	(123.49)		(123.49)	136272664
09/18/2023	rent	09/2023	Rescinded Rent Increase (08/2023)	(123.49)		(246.98)	136272691
09/18/2023	rent	09/2023	Rescinded Rent Increase (09/2023)	(123.49)		(370.47)	136272696
10/01/2023	rent	10/2023	Base Rent (10/2023)	1,439.83		1,069.36	137308637
10/01/2023	carport	10/2023	Carport Income (10/2023)	50.00		1,119.36	137308638
10/01/2023	waterrb	10/2023	Water Rebill (10/2023)	50.00		1,169.36	137308639
10/07/2023		10/2023	chk# 0183 :CHECKscan Payment		1,170.00	(0.64)	33733442
11/01/2023	waterrb	11/2023	Water Rebill (11/2023)	50.00		49.36	139316035
11/01/2023	carport	11/2023	Carport Income (11/2023)	50.00		99.36	139316036
11/01/2023	rent	11/2023	Base Rent (11/2023)	1,439.83		1,539.19	139316384
11/08/2023		11/2023	chk# 0184 :CHECKscan Payment		1,540.00	(0.81)	34234578
12/01/2023	rent	12/2023	Base Rent (12/2023)	1,571.89		1,571.08	141066940
12/01/2023	carport	12/2023	Carport Income (12/2023)	50.00		1,621.08	141066941
12/01/2023	waterrb	12/2023	Water Rebill (12/2023)	50.00		1,671.08	141066942
12/07/2023		12/2023	chk# 0185 :CHECKscan Payment		1,671.89	(0.81)	34704517
01/01/2024	carport	01/2024	Carport Income (01/2024)	50.00		49.19	143339459
01/01/2024	waterrb	01/2024	Water Rebill (01/2024)	50.00		99.19	143340812
01/01/2024	rent	01/2024	Base Rent (01/2024)	1,571.89		1,671.08	143355961
01/07/2024		01/2024	chk# 0186 :CHECKscan Payment		1,671.89	(0.81)	35162901
02/01/2024	carport	02/2024	Carport Income (02/2024)	50.00		49.19	144951957
02/01/2024	rent	02/2024	Base Rent (02/2024)	1,571.89		1,621.08	144951958
02/01/2024	waterrb	02/2024	Water Rebill (02/2024)	50.00		1,671.08	144951959
02/08/2024		02/2024	chk# 00162 :CHECKscan Payment		1,672.00	(0.92)	35700946
03/01/2024	carport	03/2024	Carport Income (03/2024)	50.00		49.08	146939218
03/01/2024	rent	03/2024	Base Rent (03/2024)	1,571.89		1,620.97	146939219
03/01/2024	waterrb	03/2024	Water Rebill (03/2024)	50.00		1,670.97	146939220
03/07/2024		03/2024	chk# 00163 :CHECKscan Payment		1,673.00	(2.03)	36210887
04/01/2024	rent	04/2024	Base Rent (04/2024)	1,571.89		1,569.86	148966319
04/01/2024	carport	04/2024	Carport Income (04/2024)	50.00		1,619.86	148966320
04/01/2024	waterrb	04/2024	Water Rebill (04/2024)	50.00		1,669.86	148966321
04/08/2024		04/2024	chk# 00164 :CHECKscan Payment		1,673.00	(3.14)	36741498
05/01/2024	rent	05/2024	Base Rent (05/2024)	1,571.89		1,568.75	151415926
05/01/2024	waterrb	05/2024	Water Rebill (05/2024)	50.00		1,618.75	151416334
05/01/2024	carport	05/2024	Carport Income (05/2024)	50.00		1,668.75	151416747
05/06/2024		05/2024	chk# 0187 :CHECKscan Payment		1,673.00	(4.25)	37259118
06/01/2024	carport	06/2024	Carport Income (06/2024)	50.00		45.75	153595886
06/01/2024	waterrb	06/2024	Water Rebill (06/2024)	50.00		95.75	153595887
06/01/2024	rent	06/2024	Base Rent (06/2024)	1,571.89		1,667.64	153621080
06/03/2024		06/2024	chk# 00165 :CHECKscan Payment		1,673.00	(5.36)	37753240
07/01/2024	rent	07/2024	Base Rent (07/2024)	1,571.89		1,566.53	155918114
07/01/2024	carport	07/2024	Carport Income (07/2024)	50.00		1,616.53	155919265
07/01/2024	waterrb	07/2024	Water Rebill (07/2024)	50.00		1,666.53	155919266
07/07/2024		07/2024	chk# 00166 :CHECKscan Payment		1,673.00	(6.47)	38422714
08/01/2024	rent	08/2024	Base Rent (08/2024)	1,571.89		1,565.42	158190305
08/01/2024	waterrb	08/2024	Water Rebill (08/2024)	50.00		1,615.42	158210018
08/01/2024	carport	08/2024	Carport Income (08/2024)	50.00		1,665.42	158210019
08/05/2024		08/2024	chk# 00167 :CHECKscan Payment		1,673.00	(7.58)	39008510
09/01/2024	rent	09/2024	Base Rent (09/2024)	1,571.89		1,564.31	160581989
09/01/2024	carport	09/2024	Carport Income (09/2024)	50.00		1,614.31	160582384
09/01/2024	waterrb	09/2024	Water Rebill (09/2024)	50.00		1,664.31	160582385
09/05/2024		09/2024	chk# 00168 :CHECKscan Payment		1,673.00	(8.69)	39637583
10/01/2024	rent	10/2024	Base Rent (10/2024)	1,571.89		1,563.20	162927453
10/01/2024	carport	10/2024	Carport Income (10/2024)	50.00		1,613.20	162951370
10/01/2024	waterrb	10/2024	Water Rebill (10/2024)	50.00		1,663.20	162951371

10/07/2024		10/2024	chk# 00169 :CHECKscan Payment		1,673.00	(9.80)	40265664
11/01/2024	rent	11/2024	Base Rent (11/2024)	1,571.89		1,562.09	165350018
11/01/2024	carport	11/2024	Carport Income (11/2024)	50.00		1,612.09	165375325
11/01/2024	waterrb	11/2024	Water Rebill (11/2024)	50.00		1,662.09	165375326
11/07/2024		11/2024	chk# 00176 :CHECKscan Payment		1,673.00	(10.91)	40878330
12/01/2024	rent	12/2024	Base Rent (12/2024)	1,571.89		1,560.98	167696216
12/01/2024	carport	12/2024	Carport Income (12/2024)	50.00		1,610.98	167706893
12/01/2024	waterrb	12/2024	Water Rebill (12/2024)	50.00		1,660.98	167706894
12/01/2024	rent	12/2024	Rental Increase December 2024	31.77		1,692.75	167960622
12/08/2024		12/2024	chk# 00171 :CHECKscan Payment		1,704.00	(11.25)	41453051
01/01/2025	rent	01/2025	Base Rent (01/2025)	1,603.66		1,592.41	170010211
01/01/2025	carport	01/2025	Carport Income (01/2025)	50.00		1,642.41	170016943
01/01/2025	waterrb	01/2025	Water Rebill (01/2025)	50.00		1,692.41	170016978
01/05/2025		01/2025	chk# 00172 :CHECKscan Payment		1,704.00	(11.59)	41972029
02/01/2025	rent	02/2025	Base Rent (02/2025)	1,603.66		1,592.07	172392332
02/01/2025	carport	02/2025	Carport Income (02/2025)	50.00		1,642.07	172396850
02/01/2025	waterrb	02/2025	Water Rebill (02/2025)	50.00		1,692.07	172396851
02/06/2025		02/2025	chk# 00174 :CHECKscan Payment		1,704.00	(11.93)	42605977

Exhibit C

R020

Resident Ledger

Tomas Jimenez

245 East OKeefe Street
14
East Palo Alto, CA, 94303

Date:	8/13/2021
Resident Code:	t1559528
Property:	014420
Unit:	209-14
Status:	Current
Rent:	$1,420.72
Deposit:	$1,400.00
Move In Date:	10/20/08
Move Out Date:	
Due Day:	1
Tel Num(Office)	
Tel Num(Home)	

Date	Post Mo	Description	Charges	Payments	Balance
		Balance Forward			**0.00**
02/17/16	12/2015			1,400.00	(1,400.00)
02/17/16	12/2015	ppd - Load Prepaid Balance		2.50	(1,402.50)
02/17/16	12/2015	Load Security Deposit	1,400.00		(2.50)
03/01/16	3/2016	Leased Rent (03/2016)	1,232.84		1,230.34
03/01/16	3/2016	Other income (03/2016)	9.75		1,240.09
03/01/16	3/2016	Carport Fees (03/2016)	50.00		1,290.09
03/01/16	3/2016	Water Reimbursement (03/2016)	50.00		1,340.09
03/02/16	3/2016	17-377820092		1,000.00	340.09
03/02/16	3/2016	17-377820093		345.00	(4.91)
03/31/16	3/2016	17-377820282 - Money Order.		1,000.00	(1,004.91)
03/31/16	3/2016	17-377820283 - Money Order.		345.00	(1,349.91)
04/01/16	4/2016	Leased Rent (04/2016)	1,232.84		(117.07)
04/01/16	4/2016	Other income (04/2016)	9.75		(107.32)
04/01/16	4/2016	Carport Fees (04/2016)	50.00		(57.32)
04/01/16	4/2016	Water Reimbursement (04/2016)	50.00		(7.32)
05/01/16	5/2016	Leased Rent (05/2016)	1,232.84		1,225.52
05/01/16	5/2016	Other income (05/2016)	9.75		1,235.27
05/01/16	5/2016	Carport Fees (05/2016)	50.00		1,285.27
05/01/16	5/2016	Water Reimbursement (05/2016)	50.00		1,335.27
05/02/16	5/2016	Chk# 40174015017405 - :CHECKscan Payment		1,000.00	335.27
05/02/16	5/2016	Chk# 40174015017414 - :CHECKscan Payment		345.00	(9.73)
06/01/16	6/2016	Chk# 35164411334 - :CHECKscan Payment		500.00	(509.73)
06/01/16	6/2016	Chk# 35164411325 - :CHECKscan Payment		500.00	(1,009.73)
06/01/16	6/2016	Chk# 35164411343 - :CHECKscan Payment		345.00	(1,354.73)
06/01/16	6/2016	Leased Rent (06/2016)	1,232.84		(121.89)
06/01/16	6/2016	Other income (06/2016)	9.75		(112.14)
06/01/16	6/2016	Carport Fees (06/2016)	50.00		(62.14)
06/01/16	6/2016	Water Reimbursement (06/2016)	50.00		(12.14)
07/01/16	7/2016	Leased Rent (07/2016)	1,263.62		1,251.48
07/01/16	7/2016	Other income (07/2016)	9.75		1,261.23
07/01/16	7/2016	Carport Fees (07/2016)	50.00		1,311.23
07/01/16	7/2016	Water Reimbursement (07/2016)	50.00		1,361.23
07/02/16	7/2016	1072 65793460 - :CHECKscan Payment		1,000.00	361.23

Resident Ledger

Tomas Jimenez

245 East OKeefe Street
14
East Palo Alto, CA, 94303

Date:	8/13/2021
Resident Code:	t1559528
Property:	014420
Unit:	209-14
Status:	Current
Rent:	$1,420.72
Deposit:	$1,400.00
Move In Date:	10/20/08
Move Out Date:	
Due Day:	1
Tel Num(Office)	
Tel Num(Home)	

Date	Post Mo	Description	Charges	Payments	Balance
07/02/16	7/2016	1072 65793470 - :CHECKscan Payment		375.00	(13.77)
08/01/16	8/2016	Leased Rent (08/2016)	1,263.62		1,249.85
08/01/16	8/2016	Other income (08/2016)	9.75		1,259.60
08/01/16	8/2016	Carport Fees (08/2016)	50.00		1,309.60
08/01/16	8/2016	Water Reimbursement (08/2016)	50.00		1,359.60
08/03/16	8/2016	1072 65799916 - :CHECKscan Payment		1,000.00	359.60
08/03/16	8/2016	1072 65799927 - :CHECKscan Payment		374.00	(14.40)
09/01/16	9/2016	Leased Rent (09/2016)	1,263.62		1,249.22
09/01/16	9/2016	Other income (09/2016)	9.75		1,258.97
09/01/16	9/2016	Carport Fees (09/2016)	50.00		1,308.97
09/01/16	9/2016	Water Reimbursement (09/2016)	50.00		1,358.97
09/03/16	9/2016	1072 65805757 - :CHECKscan Payment		1,000.00	358.97
09/03/16	9/2016	1072 65805768 - :CHECKscan Payment		374.00	(15.03)
10/01/16	10/2016	Leased Rent (10/2016)	1,263.62		1,248.59
10/01/16	10/2016	Other income (10/2016)	9.75		1,258.34
10/01/16	10/2016	Carport Fees (10/2016)	50.00		1,308.34
10/01/16	10/2016	Water Reimbursement (10/2016)	50.00		1,358.34
10/03/16	10/2016	Chk# 40174580863056 - :CHECKscan Payment		1,000.00	358.34
10/03/16	10/2016	Chk# 40174580863065 - :CHECKscan Payment		375.00	(16.66)
11/01/16	11/2016	Leased Rent (11/2016)	1,263.62		1,246.96
11/01/16	11/2016	Other income (11/2016)	9.75		1,256.71
11/01/16	11/2016	Carport Fees (11/2016)	50.00		1,306.71
11/01/16	11/2016	Water Reimbursement (11/2016)	50.00		1,356.71
11/03/16	11/2016	Chk# 40174915649403 - :CHECKscan Payment		1,000.00	356.71
11/03/16	11/2016	Chk# 40174915649412 - :CHECKscan Payment		375.00	(18.29)
12/01/16	12/2016	Leased Rent (12/2016)	1,263.62		1,245.33
12/01/16	12/2016	Other income (12/2016)	9.75		1,255.08
12/01/16	12/2016	Carport Fees (12/2016)	50.00		1,305.08
12/01/16	12/2016	Water Reimbursement (12/2016)	50.00		1,355.08
12/04/16	12/2016	1072 65813920 - :CHECKscan Payment		1,000.00	355.08
12/04/16	12/2016	1072 65813930 - :CHECKscan Payment		378.00	(22.92)
01/01/17	1/2017	Leased Rent (01/2017)	1,273.37		1,250.45
01/01/17	1/2017	Carport Fees (01/2017)	50.00		1,300.45
01/01/17	1/2017	Water Reimbursement (01/2017)	50.00		1,350.45

R022

Resident Ledger

Tomas Jimenez

245 East OKeefe Street
14
East Palo Alto, CA, 94303

Date:	8/13/2021
Resident Code:	t1559528
Property:	014420
Unit:	209-14
Status:	Current
Rent:	$1,420.72
Deposit:	$1,400.00
Move In Date:	10/20/08
Move Out Date:	
Due Day:	1
Tel Num(Office)	
Tel Num(Home)	

Date	Post Mo	Description	Charges	Payments	Balance
01/04/17	1/2017	1075 38893066 - :CHECKscan Payment		1,000.00	350.45
01/04/17	1/2017	1075 38893077 - :CHECKscan Payment		375.00	(24.55)
02/01/17	2/2017	Leased Rent (02/2017)	1,273.37		1,248.82
02/01/17	2/2017	Carport Fees (02/2017)	50.00		1,298.82
02/01/17	2/2017	Water Reimbursement (02/2017)	50.00		1,348.82
02/04/17	2/2017	1075 38898918 - :CHECKscan Payment		1,000.00	348.82
02/04/17	2/2017	1075 38898929 - :CHECKscan Payment		375.00	(26.18)
02/05/17	2/2017	Late fees	100.00		73.82
02/06/17	2/2017	Resident paid rent on time	(100.00)		(26.18)
03/01/17	3/2017	Chk# 40174581704385 - :CHECKscan Payment		1,000.00	(1,026.18)
03/01/17	3/2017	Chk# 40174581704394 - :CHECKscan Payment		375.00	(1,401.18)
03/01/17	3/2017	Leased Rent (03/2017)	1,273.37		(127.81)
03/01/17	3/2017	Carport Fees (03/2017)	50.00		(77.81)
03/01/17	3/2017	Water Reimbursement (03/2017)	50.00		(27.81)
04/01/17	4/2017	Leased Rent (04/2017)	1,273.37		1,245.56
04/01/17	4/2017	Carport Fees (04/2017)	50.00		1,295.56
04/01/17	4/2017	Water Reimbursement (04/2017)	50.00		1,345.56
04/03/17	4/2017	Chk# 40175634029025 - :CHECKscan Payment		1,000.00	345.56
04/03/17	4/2017	Chk# 40175634029034 - :CHECKscan Payment		375.00	(29.44)
05/01/17	5/2017	Chk# 40175634030960 - :CHECKscan Payment		1,000.00	(1,029.44)
05/01/17	5/2017	Chk# 40175634030978 - :CHECKscan Payment		375.00	(1,404.44)
05/01/17	5/2017	Leased Rent (05/2017)	1,273.37		(131.07)
05/01/17	5/2017	Carport Fees (05/2017)	50.00		(81.07)
05/01/17	5/2017	Water Reimbursement (05/2017)	50.00		(31.07)
06/01/17	6/2017	Leased Rent (06/2017)	1,273.37		1,242.30
06/01/17	6/2017	Carport Fees (06/2017)	50.00		1,292.30
06/01/17	6/2017	Water Reimbursement (06/2017)	50.00		1,342.30
06/02/17	6/2017	Chk# 11008923 - :CHECKscan Payment		1,375.00	(32.70)
07/01/17	7/2017	Leased Rent (07/2017)	1,309.10		1,276.40
07/01/17	7/2017	Carport Fees (07/2017)	50.00		1,326.40
07/01/17	7/2017	Water Reimbursement (07/2017)	50.00		1,376.40
07/03/17	7/2017	Chk# 11009033 - :CHECKscan Payment		1,411.00	(34.60)
08/01/17	8/2017	Chk# 18009458 - :CHECKscan Payment		1,410.00	(1,444.60)
08/01/17	8/2017	Leased Rent (08/2017)	1,309.10		(135.50)

R023

Resident Ledger

Tomas Jimenez

245 East OKeefe Street
14
East Palo Alto, CA, 94303

Date:	8/13/2021
Resident Code:	t1559528
Property:	014420
Unit:	209-14
Status:	Current
Rent:	$1,420.72
Deposit:	$1,400.00
Move In Date:	10/20/08
Move Out Date:	
Due Day:	1
Tel Num(Office)	
Tel Num(Home)	

Date	Post Mo	Description	Charges	Payments	Balance
08/01/17	8/2017	Carport Fees (08/2017)	50.00		(85.50)
08/01/17	8/2017	Water Reimbursement (08/2017)	50.00		(35.50)
09/01/17	9/2017	Leased Rent (09/2017)	1,309.10		1,273.60
09/01/17	9/2017	Carport Fees (09/2017)	50.00		1,323.60
09/01/17	9/2017	Water Reimbursement (09/2017)	50.00		1,373.60
09/05/17	9/2017	Late fees	100.00		1,473.60
09/05/17	11/2017	Resident paid September's rent on time	(100.00)		1,373.60
09/07/17	9/2017	Chk# 177		1,411.00	(37.40)
10/01/17	10/2017	Leased Rent (10/2017)	1,309.10		1,271.70
10/01/17	10/2017	Carport Fees (10/2017)	50.00		1,321.70
10/01/17	10/2017	Water Reimbursement (10/2017)	50.00		1,371.70
10/02/17	10/2017	Chk# 18009882 - :CHECKscan Payment		1,411.00	(39.30)
10/31/17	11/2017	Chk# 18010058 - :CHECKscan Payment		1,411.00	(1,450.30)
11/01/17	11/2017	Leased Rent (11/2017)	1,309.10		(141.20)
11/01/17	11/2017	Carport Fees (11/2017)	50.00		(91.20)
11/01/17	11/2017	Water Reimbursement (11/2017)	50.00		(41.20)
12/01/17	12/2017	Leased Rent (12/2017)	1,309.10		1,267.90
12/01/17	12/2017	Carport Fees (12/2017)	50.00		1,317.90
12/01/17	12/2017	Water Reimbursement (12/2017)	50.00		1,367.90
12/04/17	12/2017	Chk# 00002179 - :CHECKscan Payment		1,411.00	(43.10)
01/01/18	1/2018	Leased Rent (01/2018)	1,309.10		1,266.00
01/01/18	1/2018	Carport Fees (01/2018)	50.00		1,316.00
01/01/18	1/2018	Water Reimbursement (01/2018)	50.00		1,366.00
01/03/18	1/2018	Chk# 11009608 - :CHECKscan Payment		1,411.00	(45.00)
02/01/18	2/2018	Leased Rent (02/2018)	1,309.10		1,264.10
02/01/18	2/2018	Carport Fees (02/2018)	50.00		1,314.10
02/01/18	2/2018	Water Reimbursement (02/2018)	50.00		1,364.10
02/03/18	2/2018	Chk# 0184 - :CHECKscan Payment		1,411.00	(46.90)
03/01/18	3/2018	Leased Rent (03/2018)	1,309.10		1,262.20
03/01/18	3/2018	Carport Fees (03/2018)	50.00		1,312.20
03/01/18	3/2018	Water Reimbursement (03/2018)	50.00		1,362.20
03/03/18	3/2018	Chk# 0185 - :CHECKscan Payment		1,411.00	(48.80)
04/01/18	4/2018	Leased Rent (04/2018)	1,309.10		1,260.30
04/01/18	4/2018	Carport Fees (04/2018)	50.00		1,310.30

R024

Resident Ledger

Tomas Jimenez

245 East OKeefe Street
14
East Palo Alto, CA, 94303

Date:	8/13/2021
Resident Code:	t1559528
Property:	014420
Unit:	209-14
Status:	Current
Rent:	$1,420.72
Deposit:	$1,400.00
Move In Date:	10/20/08
Move Out Date:	
Due Day:	1
Tel Num(Office)	
Tel Num(Home)	

Date	Post Mo	Description	Charges	Payments	Balance
04/01/18	4/2018	Water Reimbursement (04/2018)	50.00		1,360.30
04/02/18	4/2018	Chk# 18011083 - :CHECKscan Payment		1,411.00	(50.70)
05/01/18	5/2018	Leased Rent (05/2018)	1,309.10		1,258.40
05/01/18	5/2018	Carport Fees (05/2018)	50.00		1,308.40
05/01/18	5/2018	Water Reimbursement (05/2018)	50.00		1,358.40
05/02/18	5/2018	Chk# 0187 - :CHECKscan Payment		1,411.00	(52.60)
06/01/18	6/2018	Leased Rent (06/2018)	1,309.10		1,256.50
06/01/18	6/2018	Carport Fees (06/2018)	50.00		1,306.50
06/01/18	6/2018	Water Reimbursement (06/2018)	50.00		1,356.50
06/03/18	6/2018	Chk# 11010139		1,411.00	(54.50)
07/01/18	7/2018	Leased Rent (07/2018)	1,348.51		1,294.01
07/01/18	7/2018	Carport Fees (07/2018)	50.00		1,344.01
07/01/18	7/2018	Water Reimbursement (07/2018)	50.00		1,394.01
07/02/18	7/2018	Chk# 18011809 - :CHECKscan Payment		1,450.00	(55.99)
08/01/18	8/2018	Leased Rent (08/2018)	1,348.51		1,292.52
08/01/18	8/2018	Carport Fees (08/2018)	50.00		1,342.52
08/01/18	8/2018	Water Reimbursement (08/2018)	50.00		1,392.52
08/03/18	8/2018	Chk# 0102 - :CHECKscan Payment		1,450.00	(57.48)
09/01/18	9/2018	Leased Rent (09/2018)	1,348.51		1,291.03
09/01/18	9/2018	Carport Fees (09/2018)	50.00		1,341.03
09/01/18	9/2018	Water Reimbursement (09/2018)	50.00		1,391.03
09/05/18	9/2018	Chk# 0103 - :CHECKscan Payment		1,450.00	(58.97)
10/01/18	10/2018	Leased Rent (10/2018)	1,348.51		1,289.54
10/01/18	10/2018	Carport Fees (10/2018)	50.00		1,339.54
10/01/18	10/2018	Water Reimbursement (10/2018)	50.00		1,389.54
10/04/18	10/2018	Chk# 0104 - :CHECKscan Payment		1,450.00	(60.46)
11/01/18	11/2018	Leased Rent (11/2018)	1,348.51		1,288.05
11/01/18	11/2018	Carport Fees (11/2018)	50.00		1,338.05
11/01/18	11/2018	Water Reimbursement (11/2018)	50.00		1,388.05
11/07/18	11/2018	Chk# 18012722		1,450.00	(61.95)
12/01/18	12/2018	Chk# 18012960 - :CHECKscan Payment		1,450.00	(1,511.95)
12/01/18	12/2018	Leased Rent (12/2018)	1,348.51		(163.44)
12/01/18	12/2018	Carport Fees (12/2018)	50.00		(113.44)
12/01/18	12/2018	Water Reimbursement (12/2018)	50.00		(63.44)

R025

Resident Ledger

Tomas Jimenez

245 East OKeefe Street
14
East Palo Alto, CA, 94303

Date:	8/13/2021
Resident Code:	t1559528
Property:	014420
Unit:	209-14
Status:	Current
Rent:	$1,420.72
Deposit:	$1,400.00
Move In Date:	10/20/08
Move Out Date:	
Due Day:	1
Tel Num(Office)	
Tel Num(Home)	

Date	Post Mo	Description	Charges	Payments	Balance
01/01/19	1/2019	Leased Rent (01/2019)	1,348.51		1,285.07
01/01/19	1/2019	Carport Fees (01/2019)	50.00		1,335.07
01/01/19	1/2019	Water Reimbursement (01/2019)	50.00		1,385.07
01/04/19	1/2019	Chk# 0126 - :CHECKscan Payment		1,450.00	(64.93)
02/01/19	2/2019	Leased Rent (02/2019)	1,348.51		1,283.58
02/01/19	2/2019	Carport Fees (02/2019)	50.00		1,333.58
02/01/19	2/2019	Water Reimbursement (02/2019)	50.00		1,383.58
02/02/19	2/2019	Chk# 11011271 - :CHECKscan Payment		1,450.00	(66.42)
03/01/19	3/2019	Leased Rent (03/2019)	1,348.51		1,282.09
03/01/19	3/2019	Carport Fees (03/2019)	50.00		1,332.09
03/01/19	3/2019	Water Reimbursement (03/2019)	50.00		1,382.09
03/05/19	3/2019	Chk# 0188 - :CHECKscan Payment		1,450.00	(67.91)
04/01/19	4/2019	Leased Rent (04/2019)	1,348.51		1,280.60
04/01/19	4/2019	Carport Fees (04/2019)	50.00		1,330.60
04/01/19	4/2019	Water Reimbursement (04/2019)	50.00		1,380.60
04/04/19	4/2019	Chk# 0189 - :CHECKscan Payment		1,450.00	(69.40)
05/01/19	5/2019	Leased Rent (05/2019)	1,348.51		1,279.11
05/01/19	5/2019	Carport Fees (05/2019)	50.00		1,329.11
05/01/19	5/2019	Water Reimbursement (05/2019)	50.00		1,379.11
05/03/19	5/2019	Chk# 0191 - :CHECKscan Payment		1,450.00	(70.89)
06/01/19	6/2019	Leased Rent (06/2019)	1,348.51		1,277.62
06/01/19	6/2019	Carport Fees (06/2019)	50.00		1,327.62
06/01/19	6/2019	Water Reimbursement (06/2019)	50.00		1,377.62
06/05/19	6/2019	Chk# 0193 - :CHECKscan Payment		1,450.00	(72.38)
07/01/19	7/2019	Leased Rent (07/2019)	1,387.66		1,315.28
07/01/19	7/2019	Carport Fees (07/2019)	50.00		1,365.28
07/01/19	7/2019	Water Reimbursement (07/2019)	50.00		1,415.28
07/02/19	7/2019	Chk# 0195 - :CHECKscan Payment		1,498.00	(82.72)
08/01/19	8/2019	Leased Rent (08/2019)	1,387.66		1,304.94
08/01/19	8/2019	Carport Fees (08/2019)	50.00		1,354.94
08/01/19	8/2019	Water Reimbursement (08/2019)	50.00		1,404.94
08/05/19	8/2019	Chk# 0196 - :CHECKscan Payment		1,440.00	(35.06)
09/01/19	9/2019	Leased Rent (09/2019)	1,387.66		1,352.60
09/01/19	9/2019	Carport Fees (09/2019)	50.00		1,402.60

Resident Ledger

Tomas Jimenez

245 East OKeefe Street
14
East Palo Alto, CA, 94303

Date:	8/13/2021
Resident Code:	t1559528
Property:	014420
Unit:	209-14
Status:	Current
Rent:	$1,420.72
Deposit:	$1,400.00
Move In Date:	10/20/08
Move Out Date:	
Due Day:	1
Tel Num(Office)	
Tel Num(Home)	

Date	Post Mo	Description	Charges	Payments	Balance
09/01/19	9/2019	Water Reimbursement (09/2019)	50.00		1,452.60
09/04/19	9/2019	Chk# 0101 - :CHECKscan Payment		1,500.00	(47.40)
10/01/19	10/2019	Leased Rent (10/2019)	1,387.66		1,340.26
10/01/19	10/2019	Carport Fees (10/2019)	50.00		1,390.26
10/01/19	10/2019	Water Reimbursement (10/2019)	50.00		1,440.26
10/03/19	10/2019	Chk# 0102 - :CHECKscan Payment		1,500.00	(59.74)
11/01/19	11/2019	Leased Rent (11/2019)	1,387.66		1,327.92
11/01/19	11/2019	Carport Fees (11/2019)	50.00		1,377.92
11/01/19	11/2019	Water Reimbursement (11/2019)	50.00		1,427.92
11/04/19	11/2019	Chk# 0105 - :CHECKscan Payment		1,440.00	(12.08)
12/01/19	12/2019	Leased Rent (12/2019)	1,387.66		1,375.58
12/01/19	12/2019	Carport Fees (12/2019)	50.00		1,425.58
12/01/19	12/2019	Water Reimbursement (12/2019)	50.00		1,475.58
12/02/19	12/2019	Chk# 108537921130 - :CHECKscan Payment		1,000.00	475.58
12/02/19	12/2019	Chk# 108537921140 - :CHECKscan Payment		500.00	(24.42)
01/01/20	1/2020	Leased Rent (01/2020)	1,387.66		1,363.24
01/01/20	1/2020	Carport Fees (01/2020)	50.00		1,413.24
01/01/20	1/2020	Water Reimbursement (01/2020)	50.00		1,463.24
01/05/20	1/2020	Chk# 0106 - :CHECKscan Payment		1,500.00	(36.76)
02/01/20	2/2020	Leased Rent (02/2020)	1,387.66		1,350.90
02/01/20	2/2020	Carport Fees (02/2020)	50.00		1,400.90
02/01/20	2/2020	Water Reimbursement (02/2020)	50.00		1,450.90
02/04/20	2/2020	Chk# 0108 - :CHECKscan Payment		1,500.00	(49.10)
03/01/20	3/2020	Leased Rent (03/2020)	1,387.66		1,338.56
03/01/20	3/2020	Carport Fees (03/2020)	50.00		1,388.56
03/01/20	3/2020	Water Reimbursement (03/2020)	50.00		1,438.56
03/02/20	3/2020	Chk# 0109 - :CHECKscan Payment		1,500.00	(61.44)
04/01/20	4/2020	Leased Rent (04/2020)	1,387.66		1,326.22
04/01/20	4/2020	Carport Fees (04/2020)	50.00		1,376.22
04/01/20	4/2020	Water Reimbursement (04/2020)	50.00		1,426.22
04/11/20	4/2020	Late fees	35.00		1,461.22
04/14/20	4/2020	Chk# 0184 - :CHECKscan Payment		1,500.00	(38.78)
04/20/20	4/2020	Reverse Late Fee from April	(35.00)		(73.78)
05/01/20	5/2020	Leased Rent (05/2020)	1,387.66		1,313.88

Resident Ledger

Tomas Jimenez

245 East OKeefe Street
14
East Palo Alto, CA, 94303

Date:	8/13/2021
Resident Code:	t1559528
Property:	014420
Unit:	209-14
Status:	Current
Rent:	$1,420.72
Deposit:	$1,400.00
Move In Date:	10/20/08
Move Out Date:	
Due Day:	1
Tel Num(Office)	
Tel Num(Home)	

Date	Post Mo	Description	Charges	Payments	Balance
05/01/20	5/2020	Carport Fees (05/2020)	50.00		1,363.88
05/01/20	5/2020	Water Reimbursement (05/2020)	50.00		1,413.88
05/06/20	5/2020	Chk# 0161 - :CHECKscan Payment		1,500.00	(86.12)
06/01/20	6/2020	Leased Rent (06/2020)	1,387.66		1,301.54
06/01/20	6/2020	Carport Fees (06/2020)	50.00		1,351.54
06/01/20	6/2020	Water Reimbursement (06/2020)	50.00		1,401.54
06/15/20	6/2020	1087 43455910 - :CHECKscan Payment		1,000.00	401.54
06/15/20	6/2020	1087 43455920 - :CHECKscan Payment		100.00	301.54
06/29/20	7/2020	Chk# 800546 - :CHECKscan Payment		1,401.54	(1,100.00)
07/01/20	7/2020	Leased Rent (07/2020)	1,387.66		287.66
07/01/20	7/2020	Carport Fees (07/2020)	50.00		337.66
07/01/20	7/2020	Water Reimbursement (07/2020)	50.00		387.66
07/06/20	7/2020	Chk# 0162 - :CHECKscan Payment		400.00	(12.34)
08/01/20	8/2020	Leased Rent (08/2020)	1,387.66		1,375.32
08/01/20	8/2020	Carport Fees (08/2020)	50.00		1,425.32
08/01/20	8/2020	Water Reimbursement (08/2020)	50.00		1,475.32
08/04/20	8/2020	Chk# 0111 - :CHECKscan Payment		1,490.00	(14.68)
09/01/20	9/2020	Leased Rent (09/2020)	1,387.66		1,372.98
09/01/20	9/2020	Carport Fees (09/2020)	50.00		1,422.98
09/01/20	9/2020	Water Reimbursement (09/2020)	50.00		1,472.98
09/04/20	9/2020	Chk# 0112 - :CHECKscan Payment		1,500.00	(27.02)
10/01/20	10/2020	Leased Rent (10/2020)	1,387.66		1,360.64
10/01/20	10/2020	Carport Fees (10/2020)	50.00		1,410.64
10/01/20	10/2020	Water Reimbursement (10/2020)	50.00		1,460.64
10/02/20	10/2020	Chk# 0163 - :CHECKscan Payment		1,460.00	0.64
11/01/20	11/2020	Leased Rent (11/2020)	1,387.66		1,388.30
11/01/20	11/2020	Carport Fees (11/2020)	50.00		1,438.30
11/01/20	11/2020	Water Reimbursement (11/2020)	50.00		1,488.30
11/02/20	11/2020	Chk# 0165 - :CHECKscan Payment		1,500.00	(11.70)
12/01/20	12/2020	Leased Rent (12/2020)	1,420.72		1,409.02
12/01/20	12/2020	Carport Fees (12/2020)	50.00		1,459.02
12/01/20	12/2020	Water Reimbursement (12/2020)	50.00		1,509.02
12/07/20	12/2020	Chk# 0114 - :CHECKscan Payment		1,500.00	9.02
01/01/21	1/2021	Leased Rent (01/2021)	1,420.72		1,429.74

R028

Resident Ledger

Tomas Jimenez

245 East OKeefe Street
14
East Palo Alto, CA, 94303

Date:	8/13/2021
Resident Code:	t1559528
Property:	014420
Unit:	209-14
Status:	Current
Rent:	$1,420.72
Deposit:	$1,400.00
Move In Date:	10/20/08
Move Out Date:	
Due Day:	1
Tel Num(Office)	
Tel Num(Home)	

Date	Post Mo	Description	Charges	Payments	Balance
01/01/21	1/2021	Carport Fees (01/2021)	50.00		1,479.74
01/01/21	1/2021	Water Reimbursement (01/2021)	50.00		1,529.74
01/04/21	1/2021	Chk# 0123 - :CHECKscan Payment		1,035.00	494.74
01/19/21	1/2021	Chk# 0113 - :CHECKscan Payment		500.00	(5.26)
02/01/21	2/2021	Leased Rent (02/2021)	1,420.72		1,415.46
02/01/21	2/2021	Carport Fees (02/2021)	50.00		1,465.46
02/01/21	2/2021	Water Reimbursement (02/2021)	50.00		1,515.46
02/04/21	2/2021	Chk# 0124 - :CHECKscan Payment		700.00	815.46
02/22/21	3/2021	Chk# 0117 - :CHECKscan Payment		816.00	(0.54)
03/01/21	3/2021	Leased Rent (03/2021)	1,420.72		1,420.18
03/01/21	3/2021	Carport Fees (03/2021)	50.00		1,470.18
03/01/21	3/2021	Water Reimbursement (03/2021)	50.00		1,520.18
03/04/21	3/2021	Chk# 0118 - :CHECKscan Payment		1,520.00	0.18
04/01/21	4/2021	Leased Rent (04/2021)	1,420.72		1,420.90
04/01/21	4/2021	Carport Fees (04/2021)	50.00		1,470.90
04/01/21	4/2021	Water Reimbursement (04/2021)	50.00		1,520.90
04/05/21	4/2021	Chk# 0116 - :CHECKscan Payment		800.00	720.90
04/26/21	5/2021	Chk# 0126 - :CHECKscan Payment		725.00	(4.10)
05/01/21	5/2021	Leased Rent (05/2021)	1,420.72		1,416.62
05/01/21	5/2021	Carport Fees (05/2021)	50.00		1,466.62
05/01/21	5/2021	Water Reimbursement (05/2021)	50.00		1,516.62
05/04/21	5/2021	Chk# 0127 - :CHECKscan Payment		1,000.00	516.62
05/20/21	5/2021	Chk# 0128 - :CHECKscan Payment		525.00	(8.38)
06/01/21	6/2021	Leased Rent (06/2021)	1,420.72		1,412.34
06/01/21	6/2021	Carport Fees (06/2021)	50.00		1,462.34
06/01/21	6/2021	Water Reimbursement (06/2021)	50.00		1,512.34
06/04/21	6/2021	Chk# 0130 - :CHECKscan Payment		1,000.00	512.34
06/21/21	6/2021	Chk# 0120 - :CHECKscan Payment		525.00	(12.66)
07/01/21	7/2021	Leased Rent (07/2021)	1,420.72		1,408.06
07/01/21	7/2021	Carport Fees (07/2021)	50.00		1,458.06
07/01/21	7/2021	Water Reimbursement (07/2021)	50.00		1,508.06
07/06/21	7/2021	Chk# 0131 - :CHECKscan Payment		1,000.00	508.06

R029

Resident Ledger

Tomas Jimenez

245 East OKeefe Street
14
East Palo Alto, CA, 94303

Date:	8/13/2021
Resident Code:	t1559528
Property:	014420
Unit:	209-14
Status:	Current
Rent:	$1,420.72
Deposit:	$1,400.00
Move In Date:	10/20/08
Move Out Date:	
Due Day:	1
Tel Num(Office)	
Tel Num(Home)	

Current	30 Days	60 Days	Over 90	Current Owed
0.00	-4.28	-4.28	516.62	508.06

Exhibit D

Work Order Cost Analysis Details

Property : Woodland Park (cawoopa2)

Unit : 209-14

WO#	Property	Unit	Priority	Status	Category	Brief Desc.	Call Date	Scheduled Date	Completed Date	Amount
4739669	cawoopa2	209-14	Emergency	Work Completed	Plumbing	service - kitchen sink backed up	07/21/2020	07/22/2020	07/22/2020	0
4739742	cawoopa2	209-14	Emergency	Work Completed	Window Replace / Repair	service: window not closing	07/23/2020	07/23/2020	07/25/2020	0
4740121	cawoopa2	209-14	Emergency	Work Completed	Window Replace / Repair	Service: Windows	08/03/2020	08/03/2020	09/28/2020	0
4742446	cawoopa2	209-14	Routine	Work Completed	Pest Control	service - Termites	09/28/2020	09/28/2020	10/08/2020	0
4745926	cawoopa2	209-14		Work Completed	Window Replace / Repair	Service: Window lets cold in	01/02/2021	01/02/2021	01/14/2021	0
4748915	cawoopa2	209-14	Emergency	Work Completed	Plumbing	Service: clogged tub	03/19/2021	03/20/2021	03/23/2021	0
4749031	cawoopa2	209-14		Work Completed	Window Replace / Repair	service; living room window screen	03/24/2021	03/24/2021	03/25/2021	0
4749743	cawoopa2	209-14		Work Completed	Building Interior	Service: Bathroom door knob	04/11/2021	04/12/2021	04/20/2021	0
5256059	cawoopa2	209-14		Work Completed	Plumbing	Bathroom Sink	11/19/2021	11/19/2021	11/19/2021	0
5310037	cawoopa2	209-14	Emergency	Work Completed	Plumbing	Kitchen Sink Back Up	12/10/2021	12/10/2021	12/13/2021	0
5310043	cawoopa2	209-14	High	Work Completed		Kitchen Sink Faucet	12/10/2021	12/10/2021	12/13/2021	0
5447990	cawoopa2	209-14	Emergency	Work Completed	Plumbing	E service: toilet leak	01/13/2022	01/13/2022	01/13/2022	0
5498756	cawoopa2	209-14	High	Work Completed	Internal Inspection	1st Floor Laundry Flooding	01/26/2022	01/26/2022	02/01/2022	0
5752819	cawoopa2	209-14		Work Completed	Electrical Repair	Service - Smoke/CO2 Detector	04/11/2022	04/11/2022	04/21/2022	0
6264567	cawoopa2	209-14	Emergency	Work Completed	Building Exterior	Repair Needed	08/26/2022	08/26/2022	08/26/2022	0
6266138	cawoopa2	209-14	High	Work Completed	Building Exterior	Grounds-ceiling repair	08/26/2022		09/12/2022	0
6617058	cawoopa2	209-14		Work Completed	Locks / Keys	Emergency-locks	12/19/2022	12/19/2022	12/19/2022	0
6668989	cawoopa2	209-14	Emergency	Work Completed	HVAC Repair	HVAC heater	01/06/2023	01/09/2023	01/09/2023	0
6990998	cawoopa2	209-14	High	Work Completed	Plumbing	Service-shower	04/30/2023	05/01/2023	05/03/2023	0
6998678	cawoopa2	209-14	High	Work Completed	Plumbing	the kitchen sink is leaking i	05/02/2023	05/03/2023	05/04/2023	0
6998682	cawoopa2	209-14	High	Work Completed	Plumbing	service-the bathroom sink is leakin	05/02/2023	05/03/2023	05/05/2023	0
6998689	cawoopa2	209-14	Medium	Work Completed	Appliance Repair	service-the Vanity door	05/02/2023	05/03/2023	05/08/2023	0
7007683	cawoopa2	209-14	Emergency	Work Completed	Plumbing	Plumbing Kitchen Sink	05/05/2023		05/06/2023	0
7010604	cawoopa2	209-14	Emergency	Work Completed	Plumbing	kitchen clogged	05/07/2023	05/08/2023	05/08/2023	0
7550859	cawoopa2	209-14	High	Work Completed	Community Amenities	Lighting in parking	10/23/2023		12/04/2023	0
7869869	cawoopa2	209-14	Emergency	Work Completed	Building Exterior	LIGHTIN IN PATIO	02/05/2024	02/06/2024	02/09/2024	0
7897460	cawoopa2	209-14	Emergency	Work Completed	Plumbing	No hot water	02/14/2024		02/15/2024	0
7960279	cawoopa2	209-14	High	Work Completed	Building Interior	Repair Needed	03/05/2024	03/06/2024	03/08/2024	0
7960285	cawoopa2	209-14	Emergency	Work Completed	Painting	GS Standard Paint	03/05/2024	03/06/2024	03/12/2024	0

Work Order Cost Analysis Details

Property : Woodland Park (cawoopa2)

Unit : 209-14

WO#	Property	Unit	Priority	Status	Category	Brief Desc.	Call Date	Scheduled Date	Completed Date	Amount
7977201	cawoopa2	209-14	High	Work Completed	Water Intrusion	Water is getting into walls	03/11/2024	03/11/2024	03/18/2024	0
8315174	cawoopa2	209-14	High	Work Completed	Plumbing	Serv- clogged sink	06/03/2024	06/03/2024	06/06/2024	0
8789298	cawoopa2	209-14	Emergency	Work Completed	Smoke or CO Detector	Repair Needed	09/14/2024	09/14/2024	09/18/2024	0
8789303	cawoopa2	209-14	Emergency	Work Completed	Painting	Mold Remediation	09/14/2024	09/14/2024	09/18/2024	0
8789307	cawoopa2	209-14	Emergency	Work Completed	Cabinets and Drawers	GS Standard Carpentry	09/14/2024	09/14/2024	09/27/2024	0
8789318	cawoopa2	209-14	Emergency	Work Completed	Water Intrusion	GS Standard Plumbing	09/14/2024	09/14/2024	09/27/2024	0
8789331	cawoopa2	209-14	Emergency	Work Completed	Plumbing	GS Standard Plumbing	09/14/2024	09/14/2024	09/27/2024	0
8789343	cawoopa2	209-14	Emergency	Work Completed	Community Amenities	Repair Needed	09/14/2024	09/14/2024	09/24/2024	0
8911380	cawoopa2	209-14	Emergency	Work Completed	Plumbing	EMERG-CLOGGED SINK	10/14/2024	10/14/2024	10/14/2024	0
Total: 38										**0**

Work Order Cost Analysis Details

Property : Woodland Park (cawoopa2)

Unit : 209-14

WO#	Property	Unit	Priority	Status	Category	Brief Desc.	Call Date	Scheduled Date	Completed Date	Amount
8789298	cawoopa2	209-14	Emergency	Work Completed	Smoke or CO Detector	Repair Needed	09/14/2024	09/14/2024	09/18/2024	0
8789303	cawoopa2	209-14	Emergency	Work Completed	Painting	Mold Remediation	09/14/2024	09/14/2024	09/18/2024	0
8789307	cawoopa2	209-14	Emergency	Work Completed	Cabinets and Drawers	GS Standard Carpentry	09/14/2024	09/14/2024	09/27/2024	0
8789318	cawoopa2	209-14	Emergency	Work Completed	Water Intrusion	GS Standard Plumbing	09/14/2024	09/14/2024	09/27/2024	0
8789326	cawoopa2	209-14	Emergency	Work Completed	Window Replace / Repair	Repair Needed	09/14/2024	09/14/2024	11/04/2024	0
8789331	cawoopa2	209-14	Emergency	Work Completed	Plumbing	GS Standard Plumbing	09/14/2024	09/14/2024	09/27/2024	0
8789343	cawoopa2	209-14	Emergency	Work Completed	Community Amenities	Repair Needed	09/14/2024	09/14/2024	09/24/2024	0
8911380	cawoopa2	209-14	Emergency	Work Completed	Plumbing	EMERG-CLOGGED SINK	10/14/2024	10/14/2024	10/14/2024	0
8968279	cawoopa2	209-14		Work Completed	Window Replace / Repair	Kitchen Window broken	10/28/2024		11/25/2024	0
8968280	cawoopa2	209-14		Work Completed	Cabinets and Drawers	Broken Cabinet	10/28/2024		11/01/2024	0
8968285	cawoopa2	209-14		Work Completed	Water Intrusion	Bathroom Discoloration on walls	10/28/2024		11/01/2024	0
8968287	cawoopa2	209-14		Work Completed	Painting	Hole in the bathroom	10/28/2024		11/01/2024	0
8968296	cawoopa2	209-14		Work Completed	Painting	Corner behind the toilet is broken	10/28/2024		11/01/2024	0
8968314	cawoopa2	209-14		Work Completed	Window Replace / Repair	Bedroom Window screen repair	10/28/2024		11/01/2024	0
8968316	cawoopa2	209-14		Work Completed	Window and Blinds	Living Room Window broken	10/28/2024		11/25/2024	0
8968321	cawoopa2	209-14		Work Completed	Painting	Heater wall needs paint	10/28/2024		11/04/2024	0
8968327	cawoopa2	209-14		Work Completed	Community Amenities	Paint whole building	10/28/2024		11/01/2024	0
8968329	cawoopa2	209-14		Work Completed	Appliance Repair	Dryer doesnt work	10/28/2024		11/11/2024	0
8968334	cawoopa2	209-14		Work Completed	Community Amenities	Hole in laundry room wall	10/28/2024		11/01/2024	0
8968339	cawoopa2	209-14		Work Completed	Community Amenities	Mailbox is not secure	10/28/2024		11/01/2024	0
8968346	cawoopa2	209-14		Work Completed	Smoke or CO Detector	replace monoxide detector	10/28/2024		11/01/2024	0
8968349	cawoopa2	209-14		Work Completed	Water Intrusion	Discoloratin in bathroom	10/28/2024		11/01/2024	0
8968352	cawoopa2	209-14		Work Completed	Plumbing	Bathroom water leaks into parking	10/28/2024		11/01/2024	0
9107430	cawoopa2	209-14	Emergency	Work Completed	Smoke or CO Detector	CO2 Detctor	12/03/2024		12/04/2024	0
9312062	cawoopa2	209-14	Emergency	Work Completed	Smoke or CO Detector	CO Detector Test	01/22/2025	01/22/2025	01/23/2025	0
Total: 25										**0**

Exhibit E

Woodland Park
5 Newell Ct
East Palo Alto,CA 94303
Office (650) 566-2000x

Work Order No. 4739669
Date Call: 7/21/2020 5:49:50 PM

Date Scheduled: 7/22/2020 7:50:00 AM

Status Work Completed
To
Woodland Park Maintenance
45 Newell Rd
East Palo Alto,CA 94303

Date Completed: 7/22/2020 2:50:00 PM
Brief Desc: service - kitchen sink backed up

Job Site: cawoopa2/209-14
245 East OKeefe Street
14
East Palo Alto,CA 94303

Caller Name: Tomas Jimenez
Caller Phone: (650) 796-5977x
Occupant: Jimenez (t2439914)

Priority: Emergency
Ok to enter? YES
Category: Plumbing
Mobile (650) 796-5977x
SubCategory: Kitchen Sink

Problem Description: pte

kitchen sink is backed up when using garbage disposal

Parts & Labor

Quantity/ Hours	Item Type/ Employee Name	Description	Unit Price	Total
0.7500			0.00	0.00
			Total	0.00

Authorized by: _____
Signed by _____
Dated _____
Invoice No. _____

Technician Notes:
[etorres5 7/22/20 11:40 AM]
check the kitchen sink used the snake is not working the water back. call Mike He Man to fix it.

[etorres5 7/22/20 2:50 PM]
Melissa call me He Man is done kitchen sink.

Resident is satisfied with work completed 07/23 - JC

Woodland Park
5 Newell Ct
East Palo Alto,CA 94303
Office (650) 566-2000x

Work Order No. 4739742
Date Call: 7/23/2020 1:13:24 PM

Date Scheduled: 7/23/2020 1:52:00 PM

Status Work Completed
To
Woodland Park Maintenance
45 Newell Rd
East Palo Alto,CA 94303

Date Completed: 7/25/2020 5:26:00 PM
Brief Desc: service: window not closing

Job Site: cawoopa2/209-14
245 East OKeefe Street
14
East Palo Alto,CA 94303

Caller Name:

Caller Phone: (650) 796-5977x
Occupant: Jimenez (t2439914)

Priority: Emergency
Ok to enter? YES
Category: Window Replace / Repair

Mobile (650) 796-5977x

Problem Description: PTE

Window does not close all the way and cold air comes in

Confirmation declined by Tomas Jimenez

Parts & Labor

Quantity/ Hours	Item Type/ Employee Name	Description	Unit Price	Total
0.0000			0.00	0.00
			Total	0.00

Authorized by: _____
Signed by _____
Dated _____
Invoice No. _____

Technician Notes: window is closing fine dont see no air gap

Woodland Park
5 Newell Ct
East Palo Alto,CA 94303
Office (650) 566-2000x

Work Order No. 4740121
Date Call: 8/3/2020 12:29:53 PM

Date Scheduled: 8/3/2020 12:35:00 PM

Status Work Completed
To
Woodland Park Maintenance
45 Newell Rd
East Palo Alto,CA 94303

Date Completed: 9/28/2020 8:47:00 AM
Brief Desc: Service: Windows

Job Site: cawoopa2/209-14
245 East OKeefe Street
14
East Palo Alto,CA 94303

Caller Name:

Caller Phone: (650) 796-5977x
Occupant: Jimenez (t2439914)

Priority: Emergency
Ok to enter? YES
Category: Window Replace / Repair

Mobile (650) 796-5977x

Access Notes: window install completed

Problem Description: Resident is reporting that a tech came to inspect the window last week but it is very loose. Possibly missing a strip to secure it better when it is opened. He showed me a video, showing that it is really loose still.

YES PTE 650-796-5977

VY 08/03/20 WO# provided to resident

Parts & Labor

Quantity/ Hours	Item Type/ Employee Name	Description	Unit Price	Total
0.0000			0.00	0.00
			Total	0.00

Authorized by: _____
Signed by _____
Dated _____
Invoice No. _____

Technician Notes: Resident is reporting that a tech came to inspect the window last week but it is very loose. Possibly missing a strip to secure it better when it is opened. He showed me a video, showing that it is really loose still.

YES PTE 650-796-5977

VY 08/03/20 WO# provided to resident

window has to be fully replaced /window install completed

Woodland Park
5 Newell Ct
East Palo Alto,CA 94303
Office (650) 566-2000x

Work Order No. 4742446
Date Call: 9/28/2020 1:49:29 PM

Date Scheduled: 9/28/2020 2:17:00 PM

Status Work Completed
To
Woodland Park Maintenance
45 Newell Rd
East Palo Alto,CA 94303

Date Completed: 10/8/2020 7:16:12 PM
Brief Desc: service - Termites

Job Site: cawoopa2/209-14
245 East OKeefe Street
14
East Palo Alto,CA 94303

Caller Name: Tomas Jimenez

Caller Phone: (650) 796-5977x
Occupant: Jimenez (t2439914)

Priority: Routine
Ok to enter? YES
Category: Pest Control

Mobile (650) 796-5977x

Problem Description: PTE

Resident is requesting pest control visit for a termite inspection on his living room window.

Parts & Labor

Quantity/ Hours	Item Type/ Employee Name	Description	Unit Price	Total
0.0000			0.00	0.00
			Total	0.00

Authorized by: _____
Signed by _____
Dated _____
Invoice No. _____

Technician Notes: z

Woodland Park
5 Newell Ct
East Palo Alto,CA 94303
Office (650) 566-2000x

Work Order No. 4745926
Date Call: 1/2/2021 4:04:43 PM

Date Scheduled: 1/2/2021 5:20:45 PM

Status Work Completed
To
Woodland Park Maintenance
45 Newell Rd
East Palo Alto,CA 94303

Date Completed: 1/14/2021 4:12:00 PM
Brief Desc: Service: Window lets cold in

Job Site: cawoopa2/209-14
245 East OKeefe Street
14
East Palo Alto,CA 94303

Caller Name: Tomas Jimenez
Caller Phone: (650) 796-5977x
Occupant: Jimenez (t2439914)

Mobile (650) 796-5977x

Ok to enter? YES
Category: Window Replace / Repair
SubCategory: Window Lock Repair

Problem Description: PTE

Resident says that his window lets in cold air and he needs to have the heater on and it still gets cold. he is asking to have the window inspected and if cant be replaced at least for it to have weather proof strips

Parts & Labor

Quantity/ Hours	Item Type/ Employee Name	Description	Unit Price	Total
1.0167			0.00	0.00
			Total	0.00

Authorized by: _____
Signed by _____
Dated _____
Invoice No. _____

Technician Notes: [amacias2 1/14/21 4:12 PM]
se puso ensulacion a la bentana

Woodland Park
5 Newell Ct
East Palo Alto,CA 94303
Office (650) 566-2000x

Work Order No. 4748915
Date Call: 3/19/2021 7:08:42 PM

Date Scheduled: 3/20/2021 10:09:55 AM

Status Work Completed
To
Woodland Park Maintenance
45 Newell Rd
East Palo Alto,CA 94303

Date Completed: 3/23/2021 11:40:00 AM
Brief Desc: Service: clogged tub

Job Site: cawoopa2/209-14
245 East OKeefe Street
14
East Palo Alto,CA 94303

Caller Name: Tomas
Caller Phone: (650) 796-5977x
Occupant: Jimenez (t2439914)

Priority: Emergency
Ok to enter? YES
Category: Plumbing
Mobile (650) 796-5977x
SubCategory: Tub

Problem Description: PTE>>>

Residents tub is clogged and filled with water

WO by Guadalupe Perez

Parts & Labor

Quantity/ Hours	Item Type/ Employee Name	Description	Unit Price	Total
0.4167			0.00	0.00
0.9167			0.00	0.00
			Total	0.00

Authorized by: _____
Signed by _____
Dated _____
Invoice No. _____

Technician Notes: today came in for unclog tub
He in home, coment your
father no here,I'm no enter
have dog inside

unclog tub used snake for long
time have much hear at grown

Woodland Park
5 Newell Ct
East Palo Alto,CA 94303
Office (650) 566-2000x

Work Order No. 4749031
Date Call: 3/24/2021 10:53:59 AM

Date Scheduled: 3/24/2021 11:41:13 AM

Status Work Completed
To
Woodland Park Maintenance
45 Newell Rd
East Palo Alto,CA 94303

Date Completed: 3/25/2021 2:42:00 PM
Brief Desc: service; living room window screen

Job Site: cawoopa2/209-14
245 East OKeefe Street
14
East Palo Alto,CA 94303

Caller Name: tomas

Caller Phone: (650) 796-5977x
Occupant: Jimenez (t2439914)

Mobile (650) 796-5977x

Ok to enter? YES
Category: Window Replace / Repair

SubCategory: Replace Window Screen

Problem Description: PTE

Resident stated that his living room window screen needs to be replaced. He has been "fixing" it but it pops off all the time

wo: Veronika

Parts & Labor

Quantity/ Hours	Item Type/ Employee Name	Description	Unit Price	Total
0.7500			0.00	0.00
			Total	0.00

Authorized by: _____
Signed by _____
Dated _____
Invoice No. _____

Technician Notes: remove old screen ,make new screen take material in the shop

Woodland Park
5 Newell Ct
East Palo Alto,CA 94303
Office (650) 566-2000x

Work Order No. 4749743
Date Call: 4/11/2021 3:28:51 PM

Date Scheduled: 4/12/2021 8:17:54 AM

Status Work Completed
To
Woodland Park Maintenance
45 Newell Rd
East Palo Alto,CA 94303

Date Completed: 4/20/2021 1:39:00 PM
Brief Desc: Service: Bathroom door knob

Job Site: cawoopa2/209-14
245 East OKeefe Street
14
East Palo Alto,CA 94303

Caller Name: Tomas Jimenez
Caller Phone: (650) 796-5977x
Occupant: Jimenez (t2439914)

Mobile (650) 796-5977x

Ok to enter? YES
Category: Building Interior
SubCategory: Door Repair

Problem Description: PTE

The resident locked the bathroom door, He says he had to damage the bathroom knob door to enter.

Please inspected.

Daniel Giraldo / 4/11/2021

Parts & Labor

Quantity/ Hours	Item Type/ Employee Name	Description	Unit Price	Total
1.0167			0.00	0.00
			Total	0.00

Authorized by: _____
Signed by _____
Dated _____
Invoice No. _____

Technician Notes: [amacias2 4/20/21 1:39 PM]
se cambiao la chapas de bano

Woodland Park
5 Newell Ct
East Palo Alto,CA 94303
Office (650) 566-2000x

Work Order No. 5256059
Date Call: 11/19/2021 10:10:00 AM
Date Scheduled: 11/19/2021 10:16:00 AM
Date Completed: 11/19/2021 4:47:58 PM
Brief Desc: Bathroom Sink
Job Site: cawoopa2/209-14
245 East OKeefe Street
14
East Palo Alto,CA 94303

Status Work Completed

Caller Name: Tomas Jimenez
Caller Phone:
Occupant: Jimenez (t2439914)
Mobile (650) 796-5977x

Ok to enter? NO
Category: Plumbing

Problem Description: PTE
The bathroom sink is clogged and backed up and the tub is also a bit backed up. Please inspect both.
EA

Parts & Labor

Quantity/ Hours	Item Type/ Employee Name	Description	Unit Price	Total
0.5000	Corona		0.00	0.00
			Total	0.00

Authorized by: _____
Signed by _____
Dated _____
Invoice No. _____

Technician Notes: unclogged bathroom sink and bath tub.

Woodland Park
5 Newell Ct
East Palo Alto,CA 94303
Office (650) 566-2000x

Work Order No. 5310037
Date Call: 12/10/2021 2:58:00 PM
Date Scheduled: 12/10/2021 4:28:00 PM

Status Work Completed

Date Completed: 12/13/2021 8:29:50 AM
Brief Desc: Kitchen Sink Back Up

Job Site: cawoopa2/209-14
245 East OKeefe Street
14
East Palo Alto,CA 94303

Caller Name: Tomas Jimenez
Caller Phone:
Occupant: Jimenez (t2439914)

Priority: Emergency
Ok to enter? NO
Category: Plumbing

Mobile (650) 796-5977x

Problem Description: PTE
Kitchen sink is backed up and is coming out black.
EA

Parts & Labor

Quantity/ Hours	Item Type/ Employee Name	Description	Unit Price	Total
1.2500	Blanco		0.00	0.00
			Total	0.00

Authorized by: _____
Signed by _____
Dated _____
Invoice No. _____

Technician Notes: put silicone around kitchen sink.

Woodland Park
5 Newell Ct
East Palo Alto,CA 94303
Office (650) 566-2000x

Work Order No. 5310043
Date Call: 12/10/2021 2:59:00 PM
Date Scheduled: 12/10/2021 4:29:00 PM

Status Work Completed

Date Completed: 12/13/2021 8:32:56 AM
Brief Desc: Kitchen Sink Faucet

Job Site: cawoopa2/209-14
245 East OKeefe Street
14
East Palo Alto,CA 94303

Caller Name: Tomas Jimenez
Caller Phone:
Occupant: Jimenez (t2439914)

Priority: High
Ok to enter? NO
Mobile (650) 796-5977x

Problem Description: PTE
The kitchen sink faucet is loose and leaks water. Inspect caulking. The sink is also clogged
EA

Parts & Labor

Quantity/ Hours	Item Type/ Employee Name	Description	Unit Price	Total
1.0000	Blanco		0.00	0.00
			Total	0.00

Authorized by: _____
Signed by _____
Dated _____
Invoice No. _____

Technician Notes: unclogged kitchen sink drain.

Woodland Park
5 Newell Ct
East Palo Alto,CA 94303
Office (650) 566-2000x

Work Order No. 5447990
Date Call: 1/13/2022 9:54:24 AM
Date Scheduled: 1/13/2022 9:56:00 AM

Status Work Completed

Date Completed: 1/13/2022 5:06:09 PM
Brief Desc: E service: toilet leak

Job Site: cawoopa2/209-14
245 East OKeefe Street
14
East Palo Alto,CA 94303

Caller Name: Thomas Jimenez
Caller Phone: (650) 796-5977x
Occupant: Jimenez (t2439914)

Priority: Emergency
Ok to enter? YES
Category: Plumbing
Mobile (650) 796-5977x
SubCategory: Toilet

Problem Description: PTE

The toilet is leaking from bottom part

WO by Valeria Cardenas

Parts & Labor

Quantity/ Hours	Item Type/ Employee Name	Description	Unit Price	Total
1.0000	Blanco		0.00	0.00
			Total	0.00

Authorized by: _____
Signed by _____
Dated _____
Invoice No. _____

Technician Notes: Notes: toilet was removed and replaced a wax ring
Tech: pedro
Done 1/13/22

Woodland Park
5 Newell Ct
East Palo Alto,CA 94303
Office (650) 566-2000x

Work Order No. 5498756
Date Call: 1/26/2022 1:42:00 PM
Date Scheduled: 1/26/2022 1:57:00 PM

Status Work Completed

Date Completed: 2/1/2022 11:13:55 AM
Brief Desc: 1st Floor Laundry Flooding

Job Site: cawoopa2/209-14
245 East OKeefe Street
14
East Palo Alto,CA 94303

Caller Name: Tomas Jimenez
Caller Phone:
Occupant: Jimenez (t2439914)

Priority: High
Ok to enter? NO
Category: Internal Inspection

Mobile (650) 796-5977x

Problem Description: Resident reports that the first floor laundry room has water coming down the walls from the ceiling/floor above. Has video if needed.

Tomas Jiminez - (650) 796-5977

CO

Parts & Labor

Quantity/ Hours	Item Type/ Employee Name	Description	Unit Price	Total
3.0000	Blanco		0.00	0.00
			Total	0.00

Authorized by: _____
Signed by _____
Dated _____
Invoice No. _____

Technician Notes: REPLACED BROKEN 3 INCH COPPER LINE.

Woodland Park
5 Newell Ct
East Palo Alto,CA 94303
Office (650) 566-2000x

Work Order No. 5752819
Date Call: 4/11/2022 2:29:00 PM
Date Scheduled: 4/11/2022 2:37:00 PM
Date Completed: 4/21/2022 11:26:00 AM
Brief Desc: Service - Smoke/CO2 Detector

Status Work Completed

Job Site: cawoopa2/209-14
245 East OKeefe Street
14
East Palo Alto,CA 94303

Caller Name: Tomas Jimenez
Caller Phone:
Occupant: Jimenez (t2439914)
Mobile (650) 796-5977x

Ok to enter? NO
Category: Electrical Repair
SubCategory: Smoke Detector

Problem Description: PTE - Tomas Jimenez (650-796-5972) reports that the smoke tetector in the kitchen is beeping and the CO2 detector in his Living Room has a light on where it usually doesn't. CO

Parts & Labor

Quantity/ Hours	Item Type/ Employee Name	Description	Unit Price	Total
0.0167	Blanco	Blanco	0.00	0.00
			Total	0.00

Authorized by: _____
Signed by _____
Dated _____
Invoice No. _____

Technician Notes: smoke detector and carbon monoxide were installed resident had none

Woodland Park
5 Newell Ct
East Palo Alto,CA 94303
Office (650) 566-2000x

Work Order No. 6264567
Date Call: 8/26/2022 10:25:00 AM
Date Scheduled: 8/26/2022 11:05:46 AM
Date Completed: 8/26/2022 12:48:00 PM
Brief Desc: Repair Needed

Status Work Completed

Job Site: cawoopa2/209-14
245 East OKeefe Street
14
East Palo Alto,CA 94303

Caller Name: Tomas Jimenez
Caller Phone:
Occupant: Jimenez (t2439914)

Priority: Emergency
Ok to enter? YES
Category: Building Exterior
Mobile (650) 796-5977x
SubCategory: Patio Repair

Problem Description:
650-7965977
Tomas Jimenez

Mr. Tomas reports that this morning when he took out his truck he identified that there was a large concrete block that had fallen from the top of parking lot #2.

He reports that the area is wet and may continue to fall.

please inspect

LR

Parts & Labor

Quantity/ Hours	Item Type/ Employee Name	Description	Unit Price	Total
0.0000	Lopez	Lopez	0.00	0.00
			Total	0.00

Authorized by: _____
Signed by _____
Dated _____
Invoice No. _____

Technician Notes: someone was working on this and left a piece of drywall hanging I removed the rest

Woodland Park
5 Newell Ct
East Palo Alto,CA 94303
Office (650) 566-2000x

Work Order No. 6266138
Date Call: 8/26/2022 5:43:00 PM

Status Work Completed

Date Completed: 9/12/2022 11:00:03 AM
Brief Desc: Grounds- ceiling repair

Job Site: cawoopa2/209-14
245 East OKeefe Street
14
East Palo Alto,CA 94303

Caller Name: Tomas Jimenez
Caller Phone:
Occupant: Jimenez (t2439914)

Priority: High
Ok to enter? YES
Category: Building Exterior
Mobile (650) 796-5977x
SubCategory: Patio Repair

Problem Description: PTE
Tomas Jimenez
650-7965977
The upper part of parking lot #BJ2 is falling apart, pieces fell on his truck
LR

Parts & Labor

Quantity/ Hours	Item Type/ Employee Name	Description	Unit Price	Total
1.0000	Bedolla		0.00	0.00
			Total	0.00

Authorized by: _____
Signed by _____
Dated _____
Invoice No. _____

Technician Notes: replaced toilet wax ring leaking from unit 14.

Woodland Park
5 Newell Ct
East Palo Alto,CA 94303
Office (650) 566-2000x

Work Order No. 6617058
Date Call: 12/19/2022 9:51:00 AM
Date Scheduled: 12/19/2022 10:57:24 AM
Date Completed: 12/19/2022 12:28:00 PM
Brief Desc: Emergency-locks

Status Work Completed

Job Site: cawoopa2/209-14
245 East OKeefe Street
14
East Palo Alto,CA 94303

Caller Name: Tomas Jimenez
Caller Phone:
Occupant: Jimenez (t2439914)
Mobile (650) 796-5977x

Ok to enter? YES
Category: Locks / Keys
SubCategory: Lock Repair

Access Notes: (650)796-5977

Problem Description: PTE
The door handle lock is not working and needs to be replaced because the resident doesn't have a way to unlock it
A.V

Parts & Labor

Quantity/ Hours	Item Type/ Employee Name	Description	Unit Price	Total
0.0000	Torres	Torres	0.00	0.00
			Total	0.00

Authorized by: _____
Signed by _____
Dated _____
Invoice No. _____

Technician Notes: [eduardo.torres@greystar.com 12/19/22 12:28 PM]
entry door replace 1 lock because the pilot is broken take photo.

Woodland Park
5 Newell Ct
East Palo Alto,CA 94303
Office (650) 566-2000x

Work Order No. 6668989
Date Call: 1/6/2023 2:10:00 PM
Date Scheduled: 1/9/2023 8:36:12 AM

Status Work Completed

Date Completed: 1/9/2023 9:08:00 PM
Brief Desc: HVAC heater

Job Site: cawoopa2/209-14
245 East OKeefe Street
14
East Palo Alto,CA 94303

Caller Name:
Caller Phone: (650) 796-5977x
Occupant: Jimenez (t2439914)

Priority: Emergency
Ok to enter? YES
Category: HVAC Repair
Mobile (650) 796-5977x
SubCategory: Heater

Problem Description: PTE
Not working Heater
LR

Parts & Labor

Quantity/ Hours	Item Type/ Employee Name	Description	Unit Price	Total
0.0000	Torres	Torres	0.00	0.00
			Total	0.00

Authorized by: _____
Signed by _____
Dated _____
Invoice No. _____

Technician Notes: [eduardo.torres@greystar.com 1/9/23 9:07 PM]
check the turn on is working in 5 minutes turn off, replace the termostato the heater is working.

Woodland Park
5 Newell Ct
East Palo Alto,CA 94303
Office (650) 566-2000x

Work Order No. 6990998
Date Call: 4/30/2023 3:29:00 PM
Date Scheduled: 5/1/2023 8:06:00 AM

Status Work Completed

Date Completed: 5/3/2023 3:49:44 PM
Brief Desc: Service-shower

Job Site: cawoopa2/209-14
245 East OKeefe Street
14
East Palo Alto,CA 94303

Caller Name: Tomas Jimenez
Caller Phone: (650) 796-5977x
Occupant: Jimenez (t2439914)

Priority: High
Ok to enter? YES
Category: Plumbing
Mobile (650) 796-5977x
SubCategory: Shower

Problem Description: Resident called and said that when they shower the water in the tub is not draining. He said it goes down very slow.

Parts & Labor

Quantity/ Hours	Item Type/ Employee Name	Description	Unit Price	Total
1.0000	Torres		0.00	0.00
			Total	0.00

Authorized by: _____
Signed by _____
Dated _____
Invoice No. _____

Technician Notes: Unclogged the shower and unclogged the bathroom sink, clean the work area.

Woodland Park
5 Newell Ct
East Palo Alto,CA 94303
Office (650) 566-2000x

Work Order No. 6998678
Date Call: 5/2/2023 4:44:00 PM
Date Scheduled: 5/3/2023 9:58:00 AM

Status Work Completed

Date Completed: 5/4/2023 10:13:23 AM
Brief Desc: the kitchen sink is leaking i

Job Site: cawoopa2/209-14
245 East OKeefe Street
14
East Palo Alto,CA 94303

Caller Name: Tomas Jimenez
Caller Phone:
Occupant: Jimenez (t2439914)

Priority: High
Ok to enter? YES
Category: Plumbing
Mobile (650) 796-5977x
SubCategory: Kitchen Sink

Problem Description: PTE
(650)7965977
the resident called and reported the kitchen sink is leaking on the bottong needs to be repair.
DD

Parts & Labor

Quantity/ Hours	Item Type/ Employee Name	Description	Unit Price	Total
0.0000	Torres		0.00	0.00
			Total	0.00

Authorized by: _____
Signed by _____
Dated _____
Invoice No. _____

Technician Notes: replaced kitchen faucet.

Woodland Park
5 Newell Ct
East Palo Alto,CA 94303
Office (650) 566-2000x

Work Order No. 6998682
Date Call: 5/2/2023 4:52:00 PM
Date Scheduled: 5/3/2023 9:59:00 AM

Status Work Completed

Date Completed: 5/5/2023 8:15:03 AM
Brief Desc: service-the bathroom sink is leakin

Job Site: cawoopa2/209-14
245 East OKeefe Street
14
East Palo Alto,CA 94303

Caller Name: Tomas Jimenez
Caller Phone:
Occupant: Jimenez (t2439914)

Priority: High
Ok to enter? YES
Category: Plumbing
Mobile (650) 796-5977x
SubCategory: Bath Sink

Problem Description: PTE
(650)7965977
the resident called and reported the bathroom sink is leaking on the bottong needs to be repair.
DD

Parts & Labor

Quantity/ Hours	Item Type/ Employee Name	Description	Unit Price	Total
0.0000	Torres		0.00	0.00
			Total	0.00

Authorized by: _____
Signed by _____
Dated _____
Invoice No. _____

Technician Notes: replaced bathroom faucet.

Woodland Park
5 Newell Ct
East Palo Alto,CA 94303
Office (650) 566-2000x

Work Order No. 6998689
Date Call: 5/2/2023 4:53:00 PM
Date Scheduled: 5/3/2023 10:00:00 AM

Status Work Completed

Date Completed: 5/8/2023 9:01:27 AM
Brief Desc: service-the Vanity door

Job Site: cawoopa2/209-14
245 East OKeefe Street
14
East Palo Alto,CA 94303

Caller Name: Tomas Jimenez
Caller Phone:
Occupant: Jimenez (t2439914)

Priority: Medium
Ok to enter? YES
Category: Appliance Repair

Mobile (650) 796-5977x

Problem Description: PTE
(650)7965977
the resident called and reported the vanity door in the bathroom is damage needs to be repair
DD
la puerta del espejo del bano

Parts & Labor

Quantity/ Hours	Item Type/ Employee Name	Description	Unit Price	Total
0.0000	Torres		0.00	0.00
			Total	0.00

Authorized by: _____
Signed by _____
Dated _____
Invoice No. _____

Technician Notes: replaced medicine cabinet

Woodland Park
5 Newell Ct
East Palo Alto,CA 94303
Office (650) 566-2000x

Work Order No. 7007683
Date Call: 5/5/2023 5:50:00 PM

Status Work Completed

Date Completed: 5/6/2023 10:06:00 AM
Brief Desc: Plumbing Kitchen Sink

Job Site: cawoopa2/209-14
245 East OKeefe Street
14
East Palo Alto,CA 94303

Caller Name: Tomas Jimenez
Caller Phone: (650) 796-5977x
Occupant: Jimenez (t2439914)

Priority: Emergency
Ok to enter? YES
Category: Plumbing
Mobile (650) 796-5977x
SubCategory: Kitchen Sink

Problem Description:
PTE
Tomas Jimenez
(650) 796-5977
kitchen sink is clogged
LR

Parts & Labor

Quantity/ Hours	Item Type/ Employee Name	Description	Unit Price	Total
0.0000	Lopez	Lopez	0.00	0.00
			Total	0.00

Authorized by: _____
Signed by _____
Dated _____
Invoice No. _____

Technician Notes: unclogged kitchen sink I had to snaked it it felt like something hard was on the way. its draining now.

Woodland Park
5 Newell Ct
East Palo Alto,CA 94303
Office (650) 566-2000x

Work Order No. 7010604
Date Call: 5/7/2023 1:47:00 PM
Date Scheduled: 5/8/2023 7:47:00 AM

Status Work Completed

Date Completed: 5/8/2023 1:34:52 PM
Brief Desc: kitchen clogged

Job Site: cawoopa2/209-14
245 East OKeefe Street
14
East Palo Alto,CA 94303

Caller Name: Tomas Jimenez
Caller Phone:
Occupant: Jimenez (t2439914)

Priority: Emergency
Ok to enter? YES
Category: Plumbing
Mobile (650) 796-5977x
SubCategory: Kitchen Sink

Problem Description: PTE
resident called becuase his kitchen sink is clogged again, checking the system there is a work order for the same issue and it seems closed but the resident claimed that the sink was fix for couple hours only and now its clogged again.
Tomas Jimenez
(650) 796-5977
AR

Parts & Labor

Quantity/ Hours	Item Type/ Employee Name	Description	Unit Price	Total
0.0000	Torres		0.00	0.00
			Total	0.00

Authorized by: _____
Signed by _____
Dated _____
Invoice No. _____

Technician Notes: unclogged kitchen sink drain, ran snake twice.

Woodland Park
5 Newell Ct
East Palo Alto,CA 94303
Office (650) 566-2000x

Work Order No. 7550859
Date Call: 10/23/2023 11:40:00 AM

Status Work Completed

Date Completed: 12/4/2023 9:07:45 AM
Brief Desc: Lighting in parking

Job Site: cawoopa2/209-14
245 East OKeefe Street
14
East Palo Alto,CA 94303

Caller Name: Tomas Jimenez
Caller Phone:
Occupant: Jimenez (t2439914)

Priority: High
Ok to enter? YES
Category: Community Amenities
Mobile (650) 796-5977x
SubCategory: Grounds (General)

Problem Description: tenant came to report that the light fixture from 1-3 needs to be fixed as theres no light working & it gets extremely dark. as well as the second floor hallway. please inspect

resident came in 11/5/23 to ask about this work order he said that the hallway leading to parking stalls also doesnt turn on he thinks it might be an eletrical probelm

Parts & Labor

Quantity/ Hours	Item Type/ Employee Name	Description	Unit Price	Total

Total

Authorized by: _____
Signed by _____
Dated _____
Invoice No. _____

Technician Notes: replaced all missing lighting in the exterior

Woodland Park
5 Newell Ct
East Palo Alto,CA 94303
Office (650) 566-2000x

Work Order No. 7869869
Date Call: 2/5/2024 5:44:00 PM
Date Scheduled: 2/6/2024 8:54:00 AM

Status Work Completed

Date Completed: 2/9/2024 8:40:17 AM
Brief Desc: LIGHTIN IN PATIO

Job Site: cawoopa2/209-14
245 East OKeefe Street
14
East Palo Alto,CA 94303

Caller Name: Tomas Jimenez
Caller Phone:
Occupant: Jimenez (t2439914)

Priority: Emergency
Ok to enter? YES
Category: Building Exterior

Mobile (650) 796-5977x

Problem Description: LIGHTING IN PATIO NEEDS TO BE FIXED ITS EXTREMLY DARK

Parts & Labor

Quantity/ Hours	Item Type/ Employee Name	Description	Unit Price	Total
0.0000	Hernandez		0.00	0.00
			Total	0.00

Authorized by: _____
Signed by _____
Dated _____
Invoice No. _____

Technician Notes: replaced light bulbs in hallway

Woodland Park
5 Newell Ct
East Palo Alto,CA 94303
Office (650) 566-2000x

Work Order No. 7897460
Date Call: 2/14/2024 9:03:00 PM

Status Work Completed

Date Completed: 2/15/2024 5:29:13 PM
Brief Desc: No hot water

Job Site: cawoopa2/209-14
245 East OKeefe Street
14
East Palo Alto,CA 94303

Caller Name: Tomas Jimenez
Caller Phone: (650) 796-5977x
Occupant: Jimenez (t2439914)

Priority: Emergency
Ok to enter? YES
Category: Plumbing
Mobile (650) 796-5977x
SubCategory: Water Heater

Access Notes: PTE- yes Pets- dogs not secured Alarms- no

Problem Description: Resident stated that the unit has no hot water.
EKaitar/RCC

Parts & Labor

Quantity/ Hours	Item Type/ Employee Name	Description	Unit Price	Total

Total

Authorized by: _____
Signed by _____
Dated _____
Invoice No. _____

Technician Notes: REPLACED 100 GALLON WATER HEATER

Woodland Park
5 Newell Ct
East Palo Alto,CA 94303
Office (650) 566-2000x

Work Order No. 7960279
Date Call: 3/5/2024 5:22:00 PM
Date Scheduled: 3/6/2024 8:23:00 AM

Status Work Completed

Date Completed: 3/8/2024 9:02:05 AM
Brief Desc: Repair Needed

Job Site: cawoopa2/209-14
245 East OKeefe Street
14
East Palo Alto,CA 94303

Caller Name: Tomas Jimenez
Caller Phone: (650) 796-5977x
Occupant: Jimenez (t2439914)

Priority: High
Ok to enter? YES
Category: Building Interior
Mobile (650) 796-5977x
SubCategory: Door Repair

Problem Description: PTE
(650) 796-5977
Tomas Jimenez
kitchen cabinets need repair (lower)
LR

Parts & Labor

Quantity/ Hours	Item Type/ Employee Name	Description	Unit Price	Total
0.0000	Hernandez		0.00	0.00
			Total	0.00

Authorized by: _____
Signed by _____
Dated _____
Invoice No. _____

Technician Notes: repaired kitchen cabinet drawers door

Woodland Park
5 Newell Ct
East Palo Alto,CA 94303
Office (650) 566-2000x

Work Order No. 7960285
Date Call: 3/5/2024 5:25:00 PM

Date Scheduled: 3/6/2024 8:25:00 AM

Status Work Completed

Date Completed: 3/12/2024 8:22:39 AM
Brief Desc: GS Standard Paint

Job Site: cawoopa2/209-14
245 East OKeefe Street
14
East Palo Alto,CA 94303

Caller Name: Tomas Jimenez

Caller Phone: (650) 796-5977x
Occupant: Jimenez (t2439914)

Priority: Emergency
Ok to enter? YES
Category: Painting

Mobile (650) 796-5977x

Problem Description: PTE
(650) 796-5977
Tomas Jimenez
Inspect the bathroom, the walls and ceiling paint are peeling off due to mold.
LR

Parts & Labor

Quantity/ Hours	Item Type/ Employee Name	Description	Unit Price	Total
0.0000	Hernandez		0.00	0.00
			Total	0.00

Authorized by: _____
Signed by _____
Dated _____
Invoice No. _____

Technician Notes: painted bathroom

Woodland Park
5 Newell Ct
East Palo Alto,CA 94303
Office (650) 566-2000x

Work Order No. 7977201
Date Call: 3/11/2024 2:43:00 PM
Date Scheduled: 3/11/2024 3:22:00 PM

Status Work Completed

Date Completed: 3/18/2024 9:22:41 AM
Brief Desc: Water is getting into walls

Job Site: cawoopa2/209-14
245 East OKeefe Street
14
East Palo Alto,CA 94303

Caller Name: Tomas Jimenez
Caller Phone:
Occupant: Jimenez (t2439914)

Priority: High
Ok to enter? YES
Category: Water Intrusion

Mobile (650) 796-5977x

Problem Description: PTE- yes
Water is getting into the walls in the bathtub

Parts & Labor

Quantity/ Hours	Item Type/ Employee Name	Description	Unit Price	Total
0.0000	Hernandez		0.00	0.00
			Total	0.00

Authorized by: _____
Signed by _____
Dated _____
Invoice No. _____

Technician Notes: cleaned and seal tub enclosure, silicone

Woodland Park
5 Newell Ct
East Palo Alto,CA 94303
Office (650) 566-2000x

Work Order No. 8315174
Date Call: 6/3/2024 3:50:00 PM
Date Scheduled: 6/3/2024 4:32:00 PM

Status Work Completed

Date Completed: 6/6/2024 8:59:12 AM
Brief Desc: Serv- clogged sink

Job Site: cawoopa2/209-14
245 East OKeefe Street
14
East Palo Alto,CA 94303

Caller Name: Tomas Jimenez
Caller Phone:
Occupant: Jimenez (t2439914)

Priority: High
Ok to enter? YES
Category: Plumbing
Mobile (650) 796-5977x
SubCategory: Kitchen Sink

Problem Description: PTE

kitchen sink is clogged and when resident tries using GD water comes back up

Tomas
650 7965977

OG

Parts & Labor

Quantity/ Hours	Item Type/ Employee Name	Description	Unit Price	Total

Total

Authorized by: _____
Signed by _____
Dated _____
Invoice No. _____

Technician Notes: unclogged kitchen sink

Woodland Park
5 Newell Ct
East Palo Alto,CA 94303
Office (650) 566-2000x

Work Order No. 8789298
Date Call: 9/14/2024 9:57:00 AM
Date Scheduled: 9/14/2024 10:15:00 AM

Status Work Completed

Date Completed: 9/18/2024 9:12:33 AM
Brief Desc: Repair Needed

Job Site: cawoopa2/209-14
245 East OKeefe Street
14
East Palo Alto,CA 94303

Caller Name: Tomas Jimenez
Caller Phone:
Occupant: Jimenez (t2439914)

Priority: Emergency
Ok to enter? YES
Category: Smoke or CO Detector
Mobile (650) 796-5977x

Problem Description: Carbon monoxide alarms need to be replaced

Parts & Labor

Quantity/ Hours	Item Type/ Employee Name	Description	Unit Price	Total

Total

Authorized by: _____
Signed by _____
Dated _____
Invoice No. _____

Technician Notes: replaced co2 detector

Woodland Park
5 Newell Ct
East Palo Alto,CA 94303
Office (650) 566-2000x

Work Order No. 8789303
Date Call: 9/14/2024 9:59:00 AM

Date Scheduled: 9/14/2024 10:16:00 AM

Status Work Completed

Date Completed: 9/18/2024 9:11:56 AM
Brief Desc: Mold Remediation

Job Site: cawoopa2/209-14
245 East OKeefe Street
14
East Palo Alto,CA 94303

Caller Name: Tomas Jimenez

Caller Phone:
Occupant: Jimenez (t2439914)

Priority: Emergency
Ok to enter? YES
Category: Painting

Mobile (650) 796-5977x

Problem Description: Inspect the bathroom and say there is moisture on the walls

Parts & Labor

Quantity/ Hours	Item Type/ Employee Name	Description	Unit Price	Total

Total

Authorized by: _____
Signed by _____
Dated _____
Invoice No. _____

Technician Notes: No mold or mildew in bathroom at all

Woodland Park
5 Newell Ct
East Palo Alto,CA 94303
Office (650) 566-2000x

Work Order No. 8789307
Date Call: 9/14/2024 10:00:00 AM
Date Scheduled: 9/14/2024 10:18:00 AM

Status Work Completed

Date Completed: 9/27/2024 4:29:42 PM
Brief Desc: GS Standard Carpentry

Job Site: cawoopa2/209-14
245 East OKeefe Street
14
East Palo Alto,CA 94303

Caller Name: Tomas Jimenez
Caller Phone:
Occupant: Jimenez (t2439914)

Priority: Emergency
Ok to enter? YES
Category: Cabinets and Drawers
Mobile (650) 796-5977x
SubCategory: Kitchen

Problem Description: Kitchen cabinets need repair

Parts & Labor

Quantity/ Hours	Item Type/ Employee Name	Description	Unit Price	Total
0.0000	Blanco		0.00	0.00
			Total	0.00

Authorized by: _____
Signed by _____
Dated _____
Invoice No. _____

Technician Notes: replaced damaged hinges and drawer guides.

Woodland Park
5 Newell Ct
East Palo Alto,CA 94303
Office (650) 566-2000x

Work Order No. 8789318
Date Call: 9/14/2024 10:01:00 AM
Date Scheduled: 9/14/2024 10:19:00 AM

Status Work Completed

Date Completed: 9/27/2024 4:30:59 PM
Brief Desc: GS Standard Plumbing

Job Site: cawoopa2/209-14
245 East OKeefe Street
14
East Palo Alto,CA 94303

Caller Name: Tomas Jimenez
Caller Phone:
Occupant: Jimenez (t2439914)

Priority: Emergency
Ok to enter? YES
Category: Water Intrusion
Mobile (650) 796-5977x
SubCategory: External (from external src)

Problem Description: Inspect parking lot #BJ-2, ??resident claims there is a water leak reaching his vehicle

Parts & Labor

Quantity/ Hours	Item Type/ Employee Name	Description	Unit Price	Total
0.0000	Blanco		0.00	0.00
			Total	0.00

Authorized by: _____
Signed by _____
Dated _____
Invoice No. _____

Technician Notes: leak from parking stall was coming from bathroom subfloor damaged. caused by a bad toilet flange. Replaced subfloor and flange, also vinyl.

Woodland Park
5 Newell Ct
East Palo Alto,CA 94303
Office (650) 566-2000x

Work Order No. 8789326
Date Call: 9/14/2024 10:02:00 AM

Date Scheduled: 9/14/2024 10:20:22 AM

Status Scheduled

Brief Desc: Repair Needed

Job Site: cawoopa2/209-14
245 East OKeefe Street
14
East Palo Alto,CA 94303

Caller Name: Tomas Jimenez

Caller Phone:
Occupant: Jimenez (t2439914)

Priority: Emergency
Ok to enter? YES
Category: Window Replace / Repair

Mobile (650) 796-5977x
SubCategory: Replace

Technician Notes
Time: _____ **Date:** _____
Material: _____

Problem Description: Inspect the windows of the unit, it requires that they be checked, stating that they are broken

Parts & Labor

Quantity/ Hours	Item Type/ Employee Name	Description	Unit Price	Total

Total

Authorized by: _____
Signed by _____
Dated _____
Invoice No. _____

Woodland Park
5 Newell Ct
East Palo Alto,CA 94303
Office (650) 566-2000x

Work Order No. 8789331
Date Call: 9/14/2024 10:04:00 AM
Date Scheduled: 9/14/2024 10:21:00 AM

Status Work Completed

Date Completed: 9/27/2024 4:31:36 PM
Brief Desc: GS Standard Plumbing

Job Site: cawoopa2/209-14
245 East OKeefe Street
14
East Palo Alto,CA 94303

Caller Name: Tomas Jimenez
Caller Phone:
Occupant: Jimenez (t2439914)

Priority: Emergency
Ok to enter? YES
Category: Plumbing
Mobile (650) 796-5977x
SubCategory: Toilet

Problem Description: Replace the toilet, he claims it's broken

Parts & Labor

Quantity/ Hours	Item Type/ Employee Name	Description	Unit Price	Total

Total

Authorized by: _____
Signed by _____
Dated _____
Invoice No. _____

Technician Notes: leak from parking stall was coming from bathroom subfloor damaged. caused by a bad toilet flange. Replaced subfloor and flange, also vinyl.

Woodland Park
5 Newell Ct
East Palo Alto,CA 94303
Office (650) 566-2000x

Work Order No. 8789343
Date Call: 9/14/2024 10:05:00 AM
Date Scheduled: 9/14/2024 10:21:00 AM

Status Work Completed

Date Completed: 9/24/2024 2:01:00 PM
Brief Desc: Repair Needed

Job Site: cawoopa2/209-14
245 East OKeefe Street
14
East Palo Alto,CA 94303

Caller Name: Tomas Jimenez
Caller Phone:
Occupant: Jimenez (t2439914)

Priority: Emergency
Ok to enter? YES
Category: Community Amenities

Mobile (650) 796-5977x

Problem Description: Inspected the walls of the laundry room and they say there is a hole in the wall.

Parts & Labor

Quantity/ Hours	Item Type/ Employee Name	Description	Unit Price	Total
0.0000	Blanco		0.00	0.00
			Total	0.00

Authorized by: _____
Signed by _____
Dated _____
Invoice No. _____

Technician Notes: 9/18/2024--Drywall was repaired and painted in laundry room.

Woodland Park
5 Newell Ct
East Palo Alto,CA 94303
Office (650) 566-2000x

Work Order No. 8911380
Date Call: 10/14/2024 9:41:00 AM
Date Scheduled: 10/14/2024 10:13:00 AM

Status Work Completed

Date Completed: 10/14/2024 4:22:02 PM
Brief Desc: EMERG- CLOGGED SINK

Job Site: cawoopa2/209-14
245 East OKeefe Street
14
East Palo Alto,CA 94303

Caller Name: Tomas Jimenez
Caller Phone:
Occupant: Jimenez (t2439914)

Priority: Emergency
Ok to enter? YES
Category: Plumbing
Mobile (650) 796-5977x
SubCategory: Kitchen Sink

Problem Description: PTE

there kitchen sink is clogged they tried using the garbage disposal and that did not help the water just came back up again

650 7965977

OG

Parts & Labor

Quantity/ Hours	Item Type/ Employee Name	Description	Unit Price	Total

Total

Authorized by: _____
Signed by _____
Dated _____
Invoice No. _____

Technician Notes: unclogged kitchen sink drain

Woodland Park
5 Newell Ct
East Palo Alto,CA 94303
Office (650) 566-2000x

Work Order No. 8789298
Date Call: 9/14/2024 9:57:00 AM

Date Scheduled: 9/14/2024 10:15:00 AM

Status Work Completed

Date Completed: 9/18/2024 9:12:33 AM
Brief Desc: Repair Needed

Job Site: cawoopa2/209-14
245 East OKeefe Street
14
East Palo Alto,CA 94303

Caller Name: Tomas Jimenez
Caller Phone:
Occupant: Jimenez (t2439914)

Priority: Emergency
Ok to enter? YES
Category: Smoke or CO Detector

Mobile (650) 796-5977x

Problem Description: Carbon monoxide alarms need to be replaced

Parts & Labor

Quantity/ Hours	Item Type/ Employee Name	Description	Unit Price	Total

Total

Authorized by: _____
Signed by _____
Dated _____
Invoice No. _____

Technician Notes: replaced co2 detector

Woodland Park
5 Newell Ct
East Palo Alto,CA 94303
Office (650) 566-2000x

Work Order No. 8789303
Date Call: 9/14/2024 9:59:00 AM

Date Scheduled: 9/14/2024 10:16:00 AM

Status Work Completed

Date Completed: 9/18/2024 9:11:56 AM
Brief Desc: Mold Remediation

Job Site: cawoopa2/209-14
245 East OKeefe Street
14
East Palo Alto,CA 94303

Caller Name: Tomas Jimenez
Caller Phone:
Occupant: Jimenez (t2439914)

Priority: Emergency
Ok to enter? YES
Category: Painting

Mobile (650) 796-5977x

Problem Description: Inspect the bathroom and say there is moisture on the walls

Parts & Labor

Quantity/ Hours	Item Type/ Employee Name	Description	Unit Price	Total

Total

Authorized by: _____
Signed by _____
Dated _____
Invoice No. _____

Technician Notes: No mold or mildew in bathroom at all

Woodland Park
5 Newell Ct
East Palo Alto,CA 94303
Office (650) 566-2000x

Work Order No. 8789307
Date Call: 9/14/2024 10:00:00 AM
Date Scheduled: 9/14/2024 10:18:00 AM

Status Work Completed

Date Completed: 9/27/2024 4:29:42 PM
Brief Desc: GS Standard Carpentry

Job Site: cawoopa2/209-14
245 East OKeefe Street
14
East Palo Alto,CA 94303

Caller Name: Tomas Jimenez
Caller Phone:
Occupant: Jimenez (t2439914)

Priority: Emergency
Ok to enter? YES
Category: Cabinets and Drawers
Mobile (650) 796-5977x
SubCategory: Kitchen

Problem Description: Kitchen cabinets need repair

Parts & Labor

Quantity/ Hours	Item Type/ Employee Name	Description	Unit Price	Total
0.0000	Blanco		0.00	0.00
			Total	0.00

Authorized by: _____
Signed by _____
Dated _____
Invoice No. _____

Technician Notes: replaced damaged hinges and drawer guides.

Woodland Park
5 Newell Ct
East Palo Alto,CA 94303
Office (650) 566-2000x

Work Order No. 8789318
Date Call: 9/14/2024 10:01:00 AM
Date Scheduled: 9/14/2024 10:19:00 AM

Status Work Completed

Date Completed: 9/27/2024 4:30:59 PM
Brief Desc: GS Standard Plumbing

Job Site: cawoopa2/209-14
245 East OKeefe Street
14
East Palo Alto,CA 94303

Caller Name: Tomas Jimenez
Caller Phone:
Occupant: Jimenez (t2439914)

Priority: Emergency
Ok to enter? YES
Category: Water Intrusion
Mobile (650) 796-5977x
SubCategory: External (from external src)

Problem Description: Inspect parking lot #BJ-2, ??resident claims there is a water leak reaching his vehicle

Parts & Labor

Quantity/ Hours	Item Type/ Employee Name	Description	Unit Price	Total
0.0000	Blanco		0.00	0.00
			Total	0.00

Authorized by: _____
Signed by _____
Dated _____
Invoice No. _____

Technician Notes: leak from parking stall was coming from bathroom subfloor damaged. caused by a bad toilet flange. Replaced subfloor and flange, also vinyl.

Woodland Park
5 Newell Ct
East Palo Alto,CA 94303
Office (650) 566-2000x

Work Order No. 8789326
Date Call: 9/14/2024 10:02:00 AM

Date Scheduled: 9/14/2024 10:20:00 AM

Status Work Completed

Date Completed: 11/4/2024 12:59:08 PM
Brief Desc: Repair Needed

Job Site: cawoopa2/209-14
245 East OKeefe Street
14
East Palo Alto,CA 94303

Caller Name: Tomas Jimenez
Caller Phone:
Occupant: Jimenez (t2439914)

Priority: Emergency
Ok to enter? YES
Category: Window Replace / Repair

Mobile (650) 796-5977x

Problem Description: Inspect the windows of the unit, it requires that they be checked, stating that they are broken

Parts & Labor

Quantity/ Hours	Item Type/ Employee Name	Description	Unit Price	Total

Total

Authorized by: _____
Signed by _____
Dated _____
Invoice No. _____

Technician Notes: windows area not broken windows are working fine, they open and close correctly.

Woodland Park
5 Newell Ct
East Palo Alto,CA 94303
Office (650) 566-2000x

Work Order No. 8789331
Date Call: 9/14/2024 10:04:00 AM
Date Scheduled: 9/14/2024 10:21:00 AM

Status Work Completed

Date Completed: 9/27/2024 4:31:36 PM
Brief Desc: GS Standard Plumbing

Job Site: cawoopa2/209-14
245 East OKeefe Street
14
East Palo Alto,CA 94303

Caller Name: Tomas Jimenez
Caller Phone:
Occupant: Jimenez (t2439914)

Priority: Emergency
Ok to enter? YES
Category: Plumbing
Mobile (650) 796-5977x
SubCategory: Toilet

Problem Description: Replace the toilet, he claims it's broken

Parts & Labor

Quantity/ Hours	Item Type/ Employee Name	Description	Unit Price	Total

Total

Authorized by: _____
Signed by _____
Dated _____
Invoice No. _____

Technician Notes: leak from parking stall was coming from bathroom subfloor damaged. caused by a bad toilet flange. Replaced subfloor and flange, also vinyl.

Woodland Park
5 Newell Ct
East Palo Alto,CA 94303
Office (650) 566-2000x

Work Order No. 8789343
Date Call: 9/14/2024 10:05:00 AM
Date Scheduled: 9/14/2024 10:21:00 AM

Status Work Completed

Date Completed: 9/24/2024 2:01:00 PM
Brief Desc: Repair Needed

Job Site: cawoopa2/209-14
245 East OKeefe Street
14
East Palo Alto,CA 94303

Caller Name: Tomas Jimenez
Caller Phone:
Occupant: Jimenez (t2439914)

Priority: Emergency
Ok to enter? YES
Category: Community Amenities

Mobile (650) 796-5977x

Problem Description: Inspected the walls of the laundry room and they say there is a hole in the wall.

Parts & Labor

Quantity/ Hours	Item Type/ Employee Name	Description	Unit Price	Total
0.0000	Blanco		0.00	0.00
			Total	0.00

Authorized by: _____
Signed by _____
Dated _____
Invoice No. _____

Technician Notes: 9/18/2024--Drywall was repaired and painted in laundry room.

Woodland Park
5 Newell Ct
East Palo Alto,CA 94303
Office (650) 566-2000x

Work Order No. 8911380
Date Call: 10/14/2024 9:41:00 AM
Date Scheduled: 10/14/2024 10:13:00 AM

Status Work Completed

Date Completed: 10/14/2024 4:22:02 PM
Brief Desc: EMERG- CLOGGED SINK

Job Site: cawoopa2/209-14
245 East OKeefe Street
14
East Palo Alto,CA 94303

Caller Name: Tomas Jimenez
Caller Phone:
Occupant: Jimenez (t2439914)

Priority: Emergency
Ok to enter? YES
Category: Plumbing
Mobile (650) 796-5977x
SubCategory: Kitchen Sink

Problem Description: PTE

there kitchen sink is clogged they tried using the garbage disposal and that did not help the water just came back up again

650 7965977

OG

Parts & Labor

Quantity/ Hours	Item Type/ Employee Name	Description	Unit Price	Total

Total

Authorized by: _____
Signed by _____
Dated _____
Invoice No. _____

Technician Notes: unclogged kitchen sink drain

Woodland Park
5 Newell Ct
East Palo Alto,CA 94303
Office (650) 566-2000x

Work Order No. 8968279
Date Call: 10/28/2024 5:44:00 PM

Status Work Completed

Date Completed: 11/25/2024 2:02:00 PM
Brief Desc: Kitchen Window broken

Job Site: cawoopa2/209-14
245 East OKeefe Street
14
East Palo Alto,CA 94303

Caller Name: Tomas Jimenez
Caller Phone:
Occupant: Jimenez (t2439914)

Mobile (650) 796-5977x

Ok to enter? NO
Category: Window Replace / Repair

Problem Description: Kitchen Window Broken

Parts & Labor

Quantity/ Hours	Item Type/ Employee Name	Description	Unit Price	Total
2.0000	Bedolla		0.00	0.00
			Total	0.00

Authorized by: _____
Signed by _____
Dated _____
Invoice No. _____

Technician Notes: 10/30/2024 Window in kitchen works fine, resident has an AC on the window frame which doesn't allow it to fully close.

Woodland Park
5 Newell Ct
East Palo Alto,CA 94303
Office (650) 566-2000x

Work Order No. 8968280
Date Call: 10/28/2024 5:45:00 PM

Status Work Completed

Date Completed: 11/1/2024 2:55:05 PM
Brief Desc: Broken Cabinet

Job Site: cawoopa2/209-14
245 East OKeefe Street
14
East Palo Alto,CA 94303

Caller Name: Tomas Jimenez
Caller Phone:
Occupant: Jimenez (t2439914)

Mobile (650) 796-5977x

Ok to enter? NO
Category: Cabinets and Drawers
SubCategory: Kitchen

Problem Description: PTE - NO, CALL FIRST. Broken Cabinets

Parts & Labor

Quantity/ Hours	Item Type/ Employee Name	Description	Unit Price	Total
0.2500	Bedolla		0.00	0.00
			Total	0.00

Authorized by: _____
Signed by _____
Dated _____
Invoice No. _____

Technician Notes: 10/30/2024--Kitchen cabinets and drawers were inspected, they are in good condition. open and closed doors and drawers with no issues.

Woodland Park
5 Newell Ct
East Palo Alto,CA 94303
Office (650) 566-2000x

Work Order No. 8968285
Date Call: 10/28/2024 5:47:00 PM

Status Work Completed

Date Completed: 11/1/2024 2:58:39 PM
Brief Desc: Bathroom Discoloration on walls

Job Site: cawoopa2/209-14
245 East OKeefe Street
14
East Palo Alto,CA 94303

Caller Name: Tomas Jimenez
Caller Phone:
Occupant: Jimenez (t2439914)

Mobile (650) 796-5977x

Ok to enter? NO
Category: Water Intrusion

Problem Description: PTE - NO, CALL FIRST. Bathroom Discoloration on walls

Parts & Labor

Quantity/ Hours	Item Type/ Employee Name	Description	Unit Price	Total
0.2500	Bedolla		0.00	0.00
			Total	0.00

Authorized by: _____
Signed by _____
Dated _____
Invoice No. _____

Technician Notes: WO# 8968285 10/30/2024 Inspected bathroom walls and ceiling no discoloration, humidity or water leaks found. Resident advised it was taken care of by maintenance back in September.

Woodland Park
5 Newell Ct
East Palo Alto,CA 94303
Office (650) 566-2000x

Work Order No. 8968287
Date Call: 10/28/2024 5:48:00 PM

Status Work Completed

Date Completed: 11/1/2024 3:03:11 PM
Brief Desc: Hole in the bathroom

Job Site: cawoopa2/209-14
245 East OKeefe Street
14
East Palo Alto,CA 94303

Caller Name: Tomas Jimenez

Caller Phone:
Occupant: Jimenez (t2439914)

Mobile (650) 796-5977x

Ok to enter? NO
Category: Painting

Problem Description: Hole in the bathroom

Parts & Labor

Quantity/ Hours	Item Type/ Employee Name	Description	Unit Price	Total
0.2500	Bedolla		0.00	0.00
			Total	0.00

Authorized by: _____
Signed by _____
Dated _____
Invoice No. _____

Technician Notes: 10/30/2024 No holes in bathroom anywhere, back in September we repaired the hole on the floor next to toilet due to dry rot. Vinyl floor was replaced and subfloor was also replaced.

Woodland Park
5 Newell Ct
East Palo Alto,CA 94303
Office (650) 566-2000x

Work Order No. 8968296
Date Call: 10/28/2024 5:50:00 PM

Status Work Completed

Date Completed: 11/1/2024 3:05:05 PM
Brief Desc: Corner behind the toilet is broken

Job Site: cawoopa2/209-14
245 East OKeefe Street
14
East Palo Alto,CA 94303

Caller Name: Tomas Jimenez
Caller Phone:
Occupant: Jimenez (t2439914)

Mobile (650) 796-5977x

Ok to enter? NO
Category: Painting

Problem Description: PTE - NO, CALL FIRST. Corner behind the toilet is broken

Parts & Labor

Quantity/ Hours	Item Type/ Employee Name	Description	Unit Price	Total
0.2500	Bedolla		0.00	0.00
			Total	0.00

Authorized by: _____
Signed by _____
Dated _____
Invoice No. _____

Technician Notes: 10/30/2024 No holes in bathroom anywhere, back in September we repaired the hole on the floor next to toilet due to dry rot. Vinyl floor was replaced and subfloor was also replaced.

Woodland Park
5 Newell Ct
East Palo Alto,CA 94303
Office (650) 566-2000x

Work Order No. 8968314
Date Call: 10/28/2024 5:52:00 PM

Status Work Completed

Date Completed: 11/1/2024 3:09:29 PM
Brief Desc: Bedroom Window screen repair

Job Site: cawoopa2/209-14
245 East OKeefe Street
14
East Palo Alto,CA 94303

Caller Name: Tomas Jimenez
Caller Phone:
Occupant: Jimenez (t2439914)

Mobile (650) 796-5977x

Ok to enter? NO
Category: Window Replace / Repair

Problem Description: PTE - NO, CALL FIRST. Bedroom Window Screen repair

Parts & Labor

Quantity/ Hours	Item Type/ Employee Name	Description	Unit Price	Total
0.2500	Bedolla		0.00	0.00
			Total	0.00

Authorized by: _____
Signed by _____
Dated _____
Invoice No. _____

Technician Notes: 10/30/2024 Bedroom window screen is working fine, per resident it was installed back in September.

Woodland Park
5 Newell Ct
East Palo Alto,CA 94303
Office (650) 566-2000x

Work Order No. 8968316
Date Call: 10/28/2024 5:53:00 PM

Status Work Completed

Date Completed: 11/25/2024 2:06:29 PM
Brief Desc: Living Room Window broken

Job Site: cawoopa2/209-14
245 East OKeefe Street
14
East Palo Alto,CA 94303

Caller Name: Tomas Jimenez
Caller Phone:
Occupant: Jimenez (t2439914)

Mobile (650) 796-5977x

Ok to enter? NO
Category: Window and Blinds

Problem Description: PTE - NO, CALL FIRST. Living room window broken

Parts & Labor

Quantity/ Hours	Item Type/ Employee Name	Description	Unit Price	Total
0.2500	Bedolla		0.00	0.00
			Total	0.00

Authorized by: _____
Signed by _____
Dated _____
Invoice No. _____

Technician Notes: 10/30/2024 Livingroom window opens and closes correctly no issues.

Woodland Park
5 Newell Ct
East Palo Alto,CA 94303
Office (650) 566-2000x

Work Order No. 8968321
Date Call: 10/28/2024 5:54:00 PM

Status Work Completed

Date Completed: 11/4/2024 5:04:29 PM
Brief Desc: Heater wall needs paint

Job Site: cawoopa2/209-14
245 East OKeefe Street
14
East Palo Alto,CA 94303

Caller Name: Tomas Jimenez
Caller Phone:
Occupant: Jimenez (t2439914)

Mobile (650) 796-5977x

Ok to enter? NO
Category: Painting

Problem Description: PTE - NO, CALL FIRST. Heater wall needs paint

Parts & Labor

Quantity/ Hours	Item Type/ Employee Name	Description	Unit Price	Total

Total

Authorized by: _____
Signed by _____
Dated _____
Invoice No. _____

Technician Notes: 10/30/2024 Heater faceplate to be replaced 11/4/2024.

10/30/2024 Heater faceplate to be replaced 11/4/2024. 11/4/2024 Painted around the heater face plate.

Woodland Park
5 Newell Ct
East Palo Alto,CA 94303
Office (650) 566-2000x

Work Order No. 8968327
Date Call: 10/28/2024 5:55:00 PM

Status Work Completed

Date Completed: 11/1/2024 3:41:54 PM
Brief Desc: Paint whole building

Job Site: cawoopa2/209-14
245 East OKeefe Street
14
East Palo Alto,CA 94303

Caller Name: Tomas Jimenez
Caller Phone:
Occupant: Jimenez (t2439914)

Mobile (650) 796-5977x

Ok to enter? YES
Category: Community Amenities

Problem Description: Paint whole building

Parts & Labor

Quantity/ Hours	Item Type/ Employee Name	Description	Unit Price	Total
1.0000	Bedolla		0.00	0.00
			Total	0.00

Authorized by: _____
Signed by _____
Dated _____
Invoice No. _____

Technician Notes: 10/30/2024 Painted all common areas that needed painting. Areas like laundry room hallway and stair cases. All graffiti was also removed.

Woodland Park
5 Newell Ct
East Palo Alto,CA 94303
Office (650) 566-2000x

Work Order No. 8968329
Date Call: 10/28/2024 5:55:00 PM

Status Work Completed

Date Completed: 11/11/2024 2:52:49 PM
Brief Desc: Dryer doesnt work

Job Site: cawoopa2/209-14
245 East OKeefe Street
14
East Palo Alto,CA 94303

Caller Name: Tomas Jimenez
Caller Phone:
Occupant: Jimenez (t2439914)

Mobile (650) 796-5977x

Ok to enter? NO
Category: Appliance Repair

Problem Description: PTE - NO, CALL FIRST.

Parts & Labor

Quantity/ Hours	Item Type/ Employee Name	Description	Unit Price	Total
0.5000	Bedolla		0.00	0.00
			Total	0.00

Authorized by: _____
Signed by _____
Dated _____
Invoice No. _____

Technician Notes: 10/30/2024 Dryer was reported to WASH for repairs, will follow up on 11/05/2024.

11/5/2024 Dryer is working fine. Dryer had a sensor issue which was replaced.

Woodland Park
5 Newell Ct
East Palo Alto,CA 94303
Office (650) 566-2000x

Work Order No. 8968334
Date Call: 10/28/2024 5:56:00 PM

Status Work Completed

Date Completed: 11/1/2024 3:52:05 PM
Brief Desc: Hole in laundry room wall

Job Site: cawoopa2/209-14
245 East OKeefe Street
14
East Palo Alto,CA 94303

Caller Name: Tomas Jimenez
Caller Phone:
Occupant: Jimenez (t2439914)

Mobile (650) 796-5977x

Ok to enter? NO
Category: Community Amenities

Problem Description: Hole in laundry room wall

Parts & Labor

Quantity/ Hours	Item Type/ Employee Name	Description	Unit Price	Total
0.2500	Bedolla		0.00	0.00
			Total	0.00

Authorized by: _____
Signed by _____
Dated _____
Invoice No. _____

Technician Notes: 10/30/2024 Laundry room has no holes in ceiling or walls, checked behind washers and dryers and did not find any holes.

Woodland Park
5 Newell Ct
East Palo Alto,CA 94303
Office (650) 566-2000x

Work Order No. 8968339
Date Call: 10/28/2024 5:56:00 PM

Status Work Completed

Date Completed: 11/1/2024 3:56:19 PM
Brief Desc: Mailbox is not secure

Job Site: cawoopa2/209-14
245 East OKeefe Street
14
East Palo Alto,CA 94303

Caller Name: Tomas Jimenez
Caller Phone:
Occupant: Jimenez (t2439914)

Mobile (650) 796-5977x

Ok to enter? NO
Category: Community Amenities

Problem Description: Mailbox is not secure

Parts & Labor

Quantity/ Hours	Item Type/ Employee Name	Description	Unit Price	Total
0.2500	Bedolla		0.00	0.00
			Total	0.00

Authorized by: _____
Signed by _____
Dated _____
Invoice No. _____

Technician Notes: 10/30/2024 Mailbox lock to unit 14 is working, USPS box was secure, mailman locked boxes in the recent days according to resident.

Woodland Park
5 Newell Ct
East Palo Alto,CA 94303
Office (650) 566-2000x

Work Order No. 8968346
Date Call: 10/28/2024 5:57:00 PM

Status Work Completed

Date Completed: 11/1/2024 3:58:08 PM
Brief Desc: replace monoxide detector

Job Site: cawoopa2/209-14
245 East OKeefe Street
14
East Palo Alto,CA 94303

Caller Name: Tomas Jimenez
Caller Phone:
Occupant: Jimenez (t2439914)

Mobile (650) 796-5977x

Ok to enter? NO
Category: Smoke or CO Detector

Problem Description: PTE - NO, CALL FIRST.

Parts & Labor

Quantity/ Hours	Item Type/ Employee Name	Description	Unit Price	Total
0.2500	Bedolla		0.00	0.00
			Total	0.00

Authorized by: _____
Signed by _____
Dated _____
Invoice No. _____

Technician Notes: 10/30/2024 Unit has working smoke detectors and CO2 detectors. Tested all 3 and they work fine.

Woodland Park
5 Newell Ct
East Palo Alto,CA 94303
Office (650) 566-2000x

Work Order No. 8968349
Date Call: 10/28/2024 5:58:00 PM

Status Work Completed

Date Completed: 11/1/2024 4:04:31 PM
Brief Desc: Discoloratin in bathroom

Job Site: cawoopa2/209-14
245 East OKeefe Street
14
East Palo Alto,CA 94303

Caller Name: Tomas Jimenez
Caller Phone:
Occupant: Jimenez (t2439914)

Mobile (650) 796-5977x

Ok to enter? NO
Category: Water Intrusion

Problem Description: PTE - NO, CALL FIRST.

Parts & Labor

Quantity/ Hours	Item Type/ Employee Name	Description	Unit Price	Total
0.5000	Bedolla		0.00	0.00
			Total	0.00

Authorized by: _____
Signed by _____
Dated _____
Invoice No. _____

Technician Notes: 10/30/2024 Inspected bathroom walls and ceiling no discoloration, humidity or water leaks found. Resident advised it was taken care of by maintenance back in September.

Woodland Park
5 Newell Ct
East Palo Alto,CA 94303
Office (650) 566-2000x

Work Order No. 8968352
Date Call: 10/28/2024 5:58:00 PM

Status Work Completed

Date Completed: 11/1/2024 4:08:10 PM
Brief Desc: Bathroom water leaks into parking

Job Site: cawoopa2/209-14
245 East OKeefe Street
14
East Palo Alto,CA 94303

Caller Name: Tomas Jimenez

Caller Phone:
Occupant: Jimenez (t2439914)

Mobile (650) 796-5977x

Ok to enter? NO
Category: Plumbing

Problem Description: PTE - NO, CALL FIRST.

Parts & Labor

Quantity/ Hours	Item Type/ Employee Name	Description	Unit Price	Total
0.2500	Bedolla		0.00	0.00
			Total	0.00

Authorized by: _____
Signed by _____
Dated _____
Invoice No. _____

Technician Notes: 10/30/2024 Back in September we repaired the hole on the floor next to toilet due to dry rot. Vinyl floor was replaced and subfloor was also replaced. This issue was causing water to leak into the residents parking stall.

Woodland Park
5 Newell Ct
East Palo Alto,CA 94303
Office (650) 566-2000x

Work Order No. 9107430
Date Call: 12/3/2024 2:15:00 PM

Status Work Completed

Date Completed: 12/4/2024 5:16:56 PM
Brief Desc: CO2 Detctor

Job Site: cawoopa2/209-14
245 East OKeefe Street
14
East Palo Alto,CA 94303

Caller Name: Tomas Jimenez
Caller Phone:
Occupant: Jimenez (t2439914)

Priority: Emergency
Ok to enter? YES
Category: Smoke or CO Detector
Mobile (650) 796-5977x
SubCategory: Carbon Monoxide Detector

Problem Description: Please inpect c02 Detector and smoke dectors.

Parts & Labor

Quantity/ Hours	Item Type/ Employee Name	Description	Unit Price	Total

Total

Authorized by: _____
Signed by _____
Dated _____
Invoice No. _____

Technician Notes: co2 detector was installed
2 smoke alarm installed
Pedro

Woodland Park
5 Newell Ct
East Palo Alto,CA 94303
Office (650) 566-2000x

Work Order No. 9312062
Date Call: 1/22/2025 4:17:00 PM
Date Scheduled: 1/22/2025 4:37:00 PM

Status Work Completed

Date Completed: 1/23/2025 5:38:19 PM
Brief Desc: CO Detector Test

Job Site: cawoopa2/209-14
245 East OKeefe Street
14
East Palo Alto,CA 94303

Caller Name: Tomas Jimenez
Caller Phone:
Occupant: Jimenez (t2439914)

Priority: Emergency
Ok to enter? NO
Category: Smoke or CO Detector

Mobile (650) 796-5977x

Access Notes: NO PTE, please call.

Problem Description: Resident states possible CO leak. Please test to see that it is working.

Parts & Labor

Quantity/ Hours	Item Type/ Employee Name	Description	Unit Price	Total
0.0000	Bedolla		0.00	0.00
			Total	0.00

Authorized by: _____
Signed by _____
Dated _____
Invoice No. _____

Technician Notes: Installed new CO2/SMOKE DETECTORS. living-room and bedroom. Advised resident we would not turn on the heater due resident having personal belonging against the heater.

Exhibit F

Woodland Park Witness List

Stacie Roebuck, Regional Manager
Aura Andrade, General Manager
Enrique Bedolla, Maintenance Manager

Allison Cuthbert v. Woodland Park Communities
Case No 20240008

Respondent's Exhibit List

Exhibit #	Title	Page #
A	Lease Agreement	R001
B	Current Ledger	R040
C	Historic Ledger (covering February 2016-July 2021, if applicable)	R043
D	Work Order Overview Report	R045
E	Work Orders	R048
F	Witness List	R051

Exhibit A

CALIFORNIA LEASE AGREEMENT

1.

LANDLORD NAME:	**Woodland Park Property Owner, LLC doing business as Woodland Park Communities**
LANDLORD'S AGENT:	**Greystar California, Inc.**
LANDLORD ADDRESS:	**45 Newell Road, East Palo Alto, CA 94303**
PHONE/E-MAIL:	**(650) 566-2000 / woodlandparkca@greystar.com**

2.

RESIDENT NAME(S):	**Allison Cuthbert Sallyanne, Liam Dixon, and Aiden Downs (individually and collectively, "Resident")**
OTHER OCCUPANT(S):	
RESIDENT ADDRESS:	**245 East OKeefe Street, East Palo Alto, CA 94303**
	UNIT: **(the "Premises") #15** PARKING SPACE: **#BJ-10** MAILBOX: **#15**

3.

INITIAL TERM:	**1 year**	❑ Lease Renewal:
	START DATE: March 30, 2024	**END DATE: March 29, 2025**
	MOVE-IN DATE: March 30, 2024	

4.

MONTHLY CHARGES	
Base Rent	$2,950.00
Trash	$40.00
Water	$40.00
Sewer	$45.00
Renter's Insurance	$14.50
TOTAL RENT	**$3,089.50**

5.

DEPOSITS	
Deposit	$2,950.00
TOTAL	**$2,950.00**

6.

KEYS:	❑ UNIT	**2**	❑ MAIL	**1**
	❑ REMOTE	**0**	❑ POOL	**0**
	❑ GARAGE	**0**	❑ STORAGE	**0**
	❑ CARD	**0**	❑ COMMON AREA	**0**

This Lease is entered into on the date signed, by and between the above-named parties (collectively, "Parties"). The party executing this Lease as the Landlord's Agent is acting as the managing agent for the owner of **Woodland Park** (the "Community"). Each person living in the Premises that is 18 years of age or older must sign the Lease as a resident. Each Resident states that they are of legal age to enter into a binding Lease for lodging. All others living in the Premises must be designated as Occupants. Each person signing the Lease is jointly and severally liable for all the various resident obligations under the Lease. Every individual resident, including all co-residents, is responsible for the entire rental amount and other obligations, even if, as roommates, individual residents have made arrangements among themselves to allocate the rent or other payments or obligations.

Landlord hereby leases and Resident hereby hires and takes the Premises for the term specified and subject to all of the terms and provisions set forth herein.

A. TERM OF LEASE

7. **INITIAL TERM:** The initial term of this Lease shall commence on the Start Date and end on the End Date as outlined in Section 3 and shall **automatically continue as a tenancy from month-to-month upon expiration of the initial term.**

8. **LEASE EXPIRATION:** Either party may terminate this Lease on the End Date or after the initial term by giving the other party at least **thirty (30) days'** written notice of its intention to terminate the tenancy, subject to California Civil Code sections 1946, et seq. In the absence of written notice of termination, or a new lease, after the expiration of the initial term, the tenancy shall become month-to-month subject to a rental increase and applicable fees as allowed under local and state law. Resident agrees to pay all rent up to and including the end of any **thirty (30) day** (or, as applicable, sixty (60) day) notice period (which may not occur before the end of the initial Lease term) or until the Premises are re-occupied, whichever occurs first.

9. **FAILURE TO VACATE AFTER NOTICE:** If Resident gives written notice to vacate the Premises and fails to completely vacate prior to the expiration of the notice, Landlord shall be entitled to commence legal proceedings to recover possession of the Premises and Resident shall be liable, unless otherwise prohibited by law, in addition to all other damages provided for under this Lease, for the daily rent based on a pro-ration of the monthly rent for each day Resident remains in the Premises. In addition, Landlord may collect costs for loss suffered from future resident losses, legal costs, lost rent, and other expenses, and any other amount allowed by law.

10. **OPTION FOR EARLY TERMINATION:** Resident is expected to remain a Resident for the entire initial term. If Resident fails to do so, Resident will be responsible to Landlord for all damages provided by law, including (but not limited to) rent due through the end of the initial term, minus rents paid by a replacement resident (if any). This amount will vary depending upon how long it takes Landlord to find a replacement resident which typically cannot be determined in advance of move-out.

To avoid this uncertainty, Resident may choose to exercise an Early Termination Option. Resident understands and acknowledges that Landlord is not legally obligated to allow early termination of the Lease unless provided for pursuant to law. To exercise this option, Resident must deliver to Landlord:

i. A written notice stating that Resident has elected to exercise the Early Termination Option;
ii. An early termination option payment of **$4,425.00**;
iii. An executed agreement for repayment of concessions received prior to the early termination (if applicable, see Concession Addendum); and
iv. Payment of rent and other amounts due through the new End Date.

When Landlord has (1) received the written notice and the Early Termination Option payment and (2) signed the notice, the End Date will

be amended. The new End Date will be the date specified in the notice which must be at least **thirty** days after the written election and payment are given to Landlord. Exercise of the Early Termination Option will affect only Resident's rent obligations after the new End Date. Resident must comply with all other Lease obligations.

The notice will not move the End Date forward if:

i. Resident is in default under the Lease at the time that Resident gives notice of Resident's exercise of the option;

ii. Resident provides the notice unaccompanied by the Early Termination Option payment; or

iii. Resident does not properly exercise the Early Termination Option by following the procedures specified above, but vacates the Premises before the End Date specified in the Lease.

11. EARLY TERMINATION: In the event Resident vacates the Premises before the End Date, and fails to exercise the Early Termination Option as specified above. Resident shall be liable for all rent owed for the remainder of the initial term minus amounts paid by a replacement resident (if any), plus any other amounts as specified by law.

12. DELAY OF POSSESSION: If the Landlord, for any reason, cannot deliver the possession of the Premises to Resident at the Move-In Date, this Lease shall not be void or voidable, nor shall Landlord be liable to Resident for any loss or damages resulting therefrom; but in that event there shall be a per diem deduction of rent covering the period between the Move-In Date and the time when Landlord can deliver possession.

13. FAILURE TO MAKE PAYMENTS PRIOR TO COMMENCEMENT: If Resident fails to make any payment due prior to the Start Date of Lease shown in Section 3, Landlord has no duty to provide possession of the Premises, and Landlord may apply any and all previously made payments to amounts due to Landlord.

B. PAYMENTS, DEPOSITS, AND FEES

14. MONTHLY RENT PAYMENT: The total rent is set forth in Section 4.

i. All rent payments are due in advance on or before the 1st day of each month. It is Resident's responsibility to be certain that each payment is actually received by Landlord on or before its due date. Use of a rental payment drop box is for Resident's convenience - the risk of receipt of funds by Landlord when such box is used is Resident's risk, and not Landlord's risk. If any rent payment is made late, it will be subject to all applicable charges and may be rejected by Landlord.

ii. Initial payment due for move in must be made in the form of a cashier's check. Except as otherwise provided, all subsequent rent payments shall be made by **check, cashier's check, money order, or through the online payment portal**. No cash or post-dated checks will be accepted.

iii. Payments must be made payable to **Woodland Park** and may be personally delivered to the Business Manager, Assistant Business Manager or Sales Associate at 5 Newell Court or at 2041 Euclid Ave., East Palo Alto, CA 94303. On non-holidays, the business hours, which remain subject to change, when rent payments may be made personally are: **Mon and Wed, 9AM - 6PM, Tues 10AM - 6PM, Thurs and Fri 9AM - 7PM, Sat and Sun 10AM - 5PM**.

iv. Unless Resident notifies Landlord otherwise by written notation on the rent payment, Landlord shall apply all of the payments made in the order of priority Landlord determines. Landlord reserves the right at any time to change payment procedures and policies.

v. If Resident makes any payment by check, it may be converted into an electronic funds transfer ("EFT"). This means Landlord will copy the check and use the account information on it to electronically debit Resident's account for the amount of the check. The debit from Resident's account will usually occur within 24 hours, and may occur as early as the same day as Landlord receives payment. The debit will be shown on Resident's regular account statement. Resident will not receive the original check back. Landlord will destroy the original check, but will keep a copy of it to the extent required by applicable laws. If the EFT cannot be processed for technical reasons, Resident authorizes Landlord to process the copy in place of the original check. If the EFT cannot be completed because of insufficient funds, Landlord may require payment in certified funds as required below.

vi. If the Start Date occurs on other than the first day of a calendar month or the End Date occurs on other than the last day of a calendar month, then the rent for that month shall be prorated on a daily basis.

15. LATE CHARGE AND NSF CHARGE: Landlord and Resident agree that when Resident fails to pay rent on time, or when Resident pays rent by a check which payment is subsequently dishonored by the bank, the actual cost to Landlord is difficult or impossible to ascertain, but the Parties agree that Landlord does, in the event of late payment or in the event of a dishonored check, incur certain costs, including without limitation, communication with Resident, additional bookkeeping and administrative charges, bank charges, and lost opportunity costs of the late payment. After making a reasonable endeavor to estimate accurately the approximate costs associated with such a breach, which the Parties agree is difficult or impossible to ascertain, the Parties agree that, any time the rent for any given month is paid after the **4th** day of such month, Resident will in that month pay to Landlord, as additional rent due with the late payment, a late charge in the sum of **35.00** and further agree that, in the event of a dishonored check, Resident will pay to Landlord, as additional rent due with the payment required to replace the dishonored check, an NSF fee in the sum of **$25.00**. The Parties agree that the payment of these sums does not constitute a license to pay rent late nor does it constitute a license to pay by dishonored check. Rent remains due on the first day of the month and there is no grace period for the payment of rent. A three-day notice to pay rent or quit may be served at any time after the first day of the month irrespective of the existence of the late charges as set forth in this section. If such notice is served after the **10th** day of the month, it may include the late charge and NSF charge, if applicable, which charges, as set forth above, are payable as additional rent. Furthermore, if Resident does not pay by the end of the **10th** day of the month, Resident may only pay by cashier's check or electronic payment (if offered). Landlord will not accept a personal check after the **10th** day of the month, or in response to a notice to pay rent or quit, or a notice to perform covenant or quit requiring payment. Landlord may terminate this Lease for failure to pay late charges and may terminate this Lease for non-payment of rent. If Resident gives Landlord two payments that are returned for nonpayment during the term of this Lease, then the future rent shall be payable by cashier's check for the remainder of the term.

16. SECURITY DEPOSITS:

i. Resident shall pay to Landlord, as security, the amount set forth in Section 5, which sum shall not exceed the maximum permitted by California Civil Code Section 1950.5. This sum shall be applied and accounted for in accordance with the provisions of California Civil Code Section 1950.5 and any other applicable statutes. Landlord shall not be obligated to pay Resident interest in connection with such security deposit, unless specifically required by applicable law.

ii. It is understood that the security deposit is applicable to all Residents jointly, and Landlord does not account for it until the passing of the permissible statutory period after all Residents have vacated the Premises. Any refund due may be made payable jointly to all Residents and it shall be the responsibility of all Residents to work out between themselves the manner of dividing said security deposit. If Landlord chooses to make the refund to any one of the Residents individually, in legal contemplation the payment shall be

deemed to have been made to all Residents and Landlord shall have no liability to any one or group of Residents for failure of any Resident to divide such refund equitably.

iii. If the security deposit is later increased by agreement of the Parties for any reason (such as the installation of a waterbed or relating to a pet), the additional security deposit will be disbursed by Landlord in accordance with this section at the end of the statutory period following the end of Resident's tenancy. Removal of the waterbed or pet, or whatever caused the increase in the deposit, will not be grounds for early disbursement of the security deposit.

C. RESIDENT DEFAULT

17. DEFAULT BY RESIDENT: Resident shall be guilty of material breach of this Lease if Resident: (a) fails to pay any rent or other sums payable under this Lease on the date it becomes due; (b) defaults in the performance of or breach of any other provision, term, covenant or condition of this Lease; (c) vacates or abandons the Premises before expiration of the full term of this Lease, or any extension of the term; (d) permits the leasehold interest of Resident to be levied upon or attached by process of law; or (e) makes an assignment for the benefit of creditors.

18. REMEDIES: Upon the occurrence of any default by Resident, Landlord may exercise any right or remedy which Landlord may have at law or in equity, each and all of which are cumulative and nonexclusive. This may include giving Resident notice to correct or cure such default, taking action to recover possession of the Premises via the eviction process or otherwise, and/or terminating the Lease, all in accordance with applicable law. Additionally, Landlord shall be entitled to recover from Resident all damages incurred by Landlord by reason of Resident's default. Without limitation on the foregoing, upon the occurrence of any event of default by Resident, Landlord shall have the option to pursue any one or more of the following remedies, each and all of which shall be cumulative and nonexclusive:

i. Terminate this Lease and Resident's right to possession of the Premises and recover from Resident all damages allowed at law or in equity, including those allowed under Civil Code Section 1951.2 including:

- **a.** The worth at the time of award of the unpaid rent which had been earned at time of termination;
- **b.** The worth at the time of award of the amount by which the unpaid rent which would have been earned after termination until the time of award exceeds the amount of such rental loss that the Resident proves could have been reasonably avoided;
- **c.** Subject to subsection (iii), the worth at the time of award of the amount by which the unpaid rent for the balance of the term after the time of award exceeds the amount of such rental loss that the Resident proves could be reasonably avoided; and
- **d.** Any other amount necessary to compensate the Landlord for all the detriment proximately caused by the Resident's failure to perform Resident's obligations under the Lease or which in the ordinary course of things would be likely to result therefrom.

ii. The "worth at the time of award" of the amounts referred to in paragraphs (a) and (b) of subsection (i) is computed by allowing interest at **10% per year**, but no greater than the maximum interest rate permitted by law. The worth at the time of award of the amount referred to in paragraph (c) of subsection (i) is computed by discounting such amount at the discount rate of the Federal Reserve Bank of San Francisco at the time of award plus 1 percent.

iii. Landlord may recover damages that include the worth at the time of award of the amount by which the unpaid rent of the balance of the term after the time of award, exceeds the amount of rental loss for the same period Resident proves could be reasonably avoided.

iv. Efforts by the Landlord to mitigate the damages caused by the Resident's breach of the Lease do not waive the Landlord's rights to recover damages under this section.

v. Nothing in this section affects the right of the Landlord under a Lease to indemnification for liability arising prior to the termination of the Lease for personal injuries or property damage where the Lease provides for such indemnification.

vi. Landlord has the remedy described in California Civil Code Section 1951.4 (Landlord may continue Lease in effect after Resident's breach and abandonment and recover rent as it becomes due, if Resident has the right to sublet or assign, subject only to reasonable limitations). Accordingly, if Landlord does not elect to terminate this Lease on account of any default by Resident, Landlord may, from time to time, without terminating this Lease, enforce all of its rights and remedies under this Lease, including the right to recover all rent as it becomes due.

19. DAMAGE BY RESIDENT: If any damage or destruction to the Premises, building, or Community is caused by Resident, Occupants, guests or invitees, such damage shall be considered a breach of Lease. Resident further agrees to pay rent for the period the Premises is damaged whether or not habitable, if such damage is caused by Resident, Occupants, guests or invitees. Any such damage or destruction of the Premises caused by Resident, Occupants, guests or invitees constitutes grounds for termination of the Lease; additionally such actions will not create any right of rent reduction. Resident shall pay for any expenses, including the costs of repairing such damage or destruction.

20. RESIDENT INFORMATION: If Resident has supplied information to Landlord by means of a rental application or similar instrument, Landlord has relied upon the statements set forth in said application or instrument in deciding to rent the Premises to Resident. Resident covenants that all such information is accurate and was given voluntarily and knowingly by Resident. It is agreed that, if Landlord subsequently discovers any misstatements of fact in the application or instrument, any such misstatements shall be deemed a material breach of this Lease. In the event that Resident submits information to verify Resident's income, Resident hereby certifies the accuracy of such information and further agrees that accurate information regarding family income, family composition and any other related eligibility requirements shall be deemed substantial and material obligations of Resident's tenancy; that Resident will comply with all requests for information with respect thereto from Landlord or any mortgagee; that Resident's failure to provide accurate information shall be a default by Resident, which shall entitle Landlord to pursue all rights and remedies set forth in the **"DEFAULT BY RESIDENT"** section or otherwise permitted by law, and that Resident's failure to furnish accurate and current information could subject Resident to civil liability.

21. COMPLIANCE WITH APPLICABLE LAWS: Resident agrees not to engage in or permit unlawful activities in the Premises, in the common areas or on the grounds of the Community or permit the Premises or Community to be used for any purpose which violates local, state or federal law. Resident, Occupants, guests or invitees and any other person under Resident's control shall not engage in or facilitate criminal activity, including drug-related criminal activity, on or near the Premises. "Drug-related criminal activity" means illegal manufacture, sale, distribution, use or possession with intent to manufacture, sell, distribute, or use a controlled substance (as defined in Section 102 of the Controlled Substances Act (21 U.S.C. 802)). Resident, Occupants, guests or invitees or other person under Resident's control shall not engage in any act of violence or threats of violence, including, but not limited to, the unlawful discharge of firearms, on or near the Premises. Resident agrees to reimburse and indemnify Landlord for all fines or other penalties incurred by Landlord as a result of Resident's violation of any statute, ordinance, regulation or other governmental restriction. This provision constitutes written notice to cease any breach of this section, including, without limitation, being so disorderly as to destroy the peace, quiet, comfort, or safety of the Landlord or other tenants of the building or Community or, where the Premises are a single family dwelling, the peace, quiet, comfort or safety of the owner or residents of an adjacent property. Such disorderly conduct includes violations of state and federal criminal law that

destroy the peace, quiet, comfort, or safety of the landlord or other tenants of the building or Community containing the rental unit, or, where the Premises are a single family dwelling, the peace, quiet, comfort or safety of the owner or residents of an adjacent property.

22. COMPLIANCE WITH POLICIES: If indicated on the last page of this Lease with respect to Attachments/Addenda, Resident acknowledges receipt of a copy of the Community Policies, which Community Policies are incorporated into and made a part of this Lease, Resident agrees to abide by said Community Policies in all respects. Any Community Policies may be changed with thirty days' notice and Resident agrees to abide by any such changes. Failure to comply with the Community Policies shall be deemed a breach of this Lease.

D. PREMISES:

23. CONDITION OF PREMISES: Resident has inspected the Premises and acknowledges that the Premises are in good and habitable order and repair with all appliances and equipment in good working order at the time Resident is given occupancy. Resident also agrees that Landlord has made no promise to decorate, alter, repair or improve the Premises, except as listed on the Move In/Move Out Inspection Form.

24. RESTRICTIONS ON ALTERATIONS: Without the prior written consent of Landlord, Resident agrees not to make any alterations or improvements to the Premises, including, without limitation (i) changing or removing any part of the appliances, fixtures, or equipment; (ii) painting, installing wallpaper, or adhering contact paper; (iii) installing appliances including washing machines, dishwashers, dryers, fans, heaters, or air conditioners; or (iv) adding window coverings, foil draperies, or non-standard window coverings. In no event can any personal property, alterations, or improvements block entrance to or egress from the Premises, create a health or safety hazard or interfere with walkways or utility service equipment. All additions, fixtures and improvements shall be Landlord's property and shall remain upon the Premises after the termination of the Lease unless Landlord, as a condition to allowing Resident to make such alteration, requires that the Premises be restored to the condition existing prior to such alteration or addition.

25. MAINTENANCE: Resident is responsible to notify Landlord in writing, delivered personally or submitted online (except in the event of an emergency, in which case by telephone), if maintenance issues arise in or around the Premises. Maintenance requests will be handled after office hours only in an emergency. The on-duty maintenance associate will determine the appropriate course of action. Resident shall replace light bulbs and replace broken, damaged, or missing articles that Landlord has furnished.

To maintain the Premises, Resident agrees to:

- **i.** Keep the Premises clean.
- **ii.** Use all appliances, fixtures, and equipment in a safe manner and only for the purposes for which they are intended.
- **iii.** Refrain from destroying, defacing, damaging or removing any part of the Premises, common areas, Community or grounds.
- **iv.** Refrain from making any repairs without Landlord's prior written consent.
- **v.** Maintain a minimum of 50 degrees inside the Premises at all times to prevent water lines from freezing during winter months.
- **vi.** Dispose of all garbage, waste and recyclable materials in designated containers and/or designated areas and in accordance with applicable law and Landlord's instructions. Large items may not be disposed of in garbage containers or common areas.
- **vii.** Keep all ingress and egress routes clear and unobstructed and at all times.
- **viii.** Practice safe use of electrical cords, outlets, and appliances.

26. DUTY TO CLEAN AND VENTILATE: Resident hereby acknowledges that mold and mildew can grow in the Premises if the Premises are not properly ventilated and maintained. Resident acknowledges that it is important that Resident regularly allow air to circulate in the Premises. Resident agrees to regularly allow air to circulate in the Premises by using bathroom fan(s), using ceiling fans, where available, and regularly opening the windows and/or sliding doors where available. Since it is common for mold and mildew to grow even if a small amount of moisture builds up, Resident agrees to regularly wipe down areas where moisture sometimes accumulates and clean all toilets, sinks, countertops, bathroom walls, windows, windowsills, patio doors, showers, bathtubs and tile or linoleum floors with a household cleaner on at least a bi-weekly basis. Resident further agrees to notify Landlord immediately whenever Resident learns of any condition which could lead to a build-up of moisture in the Premises, including, but not limited to plumbing leaks, broken window or door seals, accumulation of rainwater or other moisture around windows or doors, broken water lines or sprinklers, inoperable fans, doors, or windows, and any failure or malfunction in the heating, ventilation, or air-conditioning system, if any, in the Premises, storage room, garage, or common area. If Resident notices mold, mildew, or other organic growth in the Premises, Resident agrees to notify Landlord, in writing, immediately. Resident agrees to take the following steps to prevent the growth of mildew, mold, and organic growth in the Premises:

- **i.** In damp or rainy weather, keep windows and doors closed.
- **ii.** If possible, maintain a temperature of between 50° and 80° Fahrenheit within the Premises at all times.
- **iii.** Use the pre-installed bathroom fan or alternative ventilation when bathing or showering and allow the fan to run until all excess moisture has vented from the bathroom.
- **iv.** Use the exhaust fan in the kitchen when cooking or while the dishwasher is running. Allow the fan to run until all excess moisture has vented from the kitchen.
- **v.** Use care when watering houseplants. If spills occur, dry up excess water immediately.
- **vi.** When washing clothes in warm or hot water, watch to make sure condensation does not build up within the washer and dryer closet. If condensation does accumulate, dry with a fan or towel.
- **vii.** Thoroughly dry any spills on carpeting.
- **viii.** Do not allow damp or moist stacks of clothes or other cloth materials to lie in piles for an extended period of time.
- **ix.** Do not overfill closets or storage areas to allow for proper ventilation.
- **x.** Do not overfill the Premises or block with personal property ventilation from fans, windows, or doors.
- **xi.** Vacuum and dust the Premises on a regular basis to remove household dirt and debris that contribute to mold growth.

Any failure to comply with the requirements of this section shall be deemed a material breach of this Lease. In addition, Resident shall be liable to Landlord for any damage resulting from Resident's failure to comply with the requirements of this section.

27. PESTS AND PEST CONTROL:

- **i.** The Premises and/or the common areas may be covered by a contract for periodic pest control by a registered structural pest control company. If so, pursuant to applicable law, concurrently with signing this Lease, Resident is being provided with a copy of the legally required notice provided by the registered pest control company under Business and Professions Code §8538 and California Civil Code §1940.8. Resident accepts all risks and hazards associated with chemicals used on the Premises that are stated in the notice attached to this Lease.

ii. Resident and Landlord have inspected the Premises prior to leasing and acknowledge there is no visible evidence of the presence or infestation of insects or vermin, including bedbugs, in the Premises. Resident agrees to inspect all personal belongings for signs of bedbugs or other insects or vermin prior to bringing personal belongings into the apartment and further agrees not to bring into the Premises any belongings which Resident suspects may be infested with bedbugs, insects, or other vermin.

iii. Resident agrees to maintain the Premises in a manner that prevents the occurrence of an infestation of insects and vermin, including bedbugs, and comply with policies relating to the prevention of infestations. Resident further agrees to report any signs of bedbugs, ants, fleas, roaches, or other insects or vermin immediately to Landlord.

iv. If Resident allows individuals or items carrying bedbugs, fleas, roaches, or other insects or vermin into the Premises, or has an infestation that cannot be traced to another source, such infestation will be deemed damage to the Premises and Resident will be responsible for all costs of treatment to the Premises, Resident's personal belongings, and neighboring units as necessary to eradicate the infestation. Resident will also be responsible for any damages caused to the Premises or to any of Resident's personal property, including without limitation furniture, clothing, and personal belongings, caused by pests or the treatment of pests. The choice of treatment shall be at the discretion of Landlord in consultation with Landlord's pest control vendor, if any.

v. Resident agrees to cooperate with all pest control efforts at and within the Premises and the Community. Resident shall follow all instructions from Landlord and/or Landlord's pest control vendor, if any, with respect to treatment and eradication of pests, whether infestation is within the Premises, a neighboring unit, or elsewhere in the Community. The Premises must be properly prepared for any treatment. Resident acknowledges that preparations for treatments can be time consuming and difficult. Resident nonetheless agrees to fully prepare the Premises in a timely manner at its own cost and expense for the treatment and eradication of pests until the pest infestation is fully abated. Resident further agrees to coordinate the cleaning and/or disposal of Resident's personal property with the treatment being performed, so as to protect against a re-infestation of any pests. Resident agrees to follow the recommended readiness procedures, including allowing full access for treatment(s). Resident agrees that the choice of pest control vendors, if any, and the implementation of a treatment plan, including the application of pesticides, is exclusively that of Landlord. Resident agrees not to treat the Premises, building, or Community with pesticides without the written authorization of Landlord.

vi. Resident is required to report, in writing, any suspected infestations to Landlord immediately after discovery. Resident shall report any signs of any infestations, including, but not limited to any household member experiencing any bites, seeing any insects or vermin within the Premises, or seeing any feces or other detritus relating to insects.

vii. Resident represents to Landlord that Resident is not aware that bed bugs were present in Resident's last residence and that if bed bugs were present in any of their furniture, clothing, or other personal property, the bed bugs have been eradicated. Resident agrees that this representation to Landlord is a material inducement to Landlord leasing the Premises to Resident.

28. KEYS, LOCKS, AND ACCESS DEVICES:

i. Keys and Locks: Resident agrees not to change or add any locks or gates on any doors or windows to the Premises without prior written consent of Landlord. If Landlord, in its sole discretion, approves a request to install locks, Resident agrees to immediately provide Landlord with a key for each lock. On or before the end of the term, Resident agrees to return all keys to the Premises to Landlord. Landlord may charge Resident **$25.00** for each key that is lost or not returned.

ii. Access: Resident agrees to promptly notify Landlord in writing of any problem, defect, malfunction or failure of door locks, window latches, controlled access gates, intrusion alarms, and any other security device. Resident agrees to be responsible for all fines, penalties and other charges resulting from or attributable to the alarm, including false alarm charges. It is understood that Landlord is not responsible for providing access to the Premises after office hours. Resident is responsible for contacting a locksmith, at Resident's expense, to gain access to the Premises in the event of lockout. If Resident has called a locksmith, Landlord must be notified and then change locks at Resident's expense.

iii. Access Devices: If Resident has received gate cards, fitness, restroom and/or entry gate keys as indicated in Section 6 of this Lease, Resident understands that if any of these items are lost or not returned upon move out, that the following fees will apply:
Gate Access Device **$0.00** Key Fob **$0.00** Entry Gate Key **$50.00**

29. LOCATION: Upon reasonable notice, Landlord shall have the right to transfer Resident to another unit that is comparable to the Premises, upon which transfer the other unit shall automatically become the Premises under this Lease, which shall remain in full force and effect. Resident acknowledges and agrees that such comparable unit shall be deemed to provide the same housing services as the original Premises and that such transfer is not an eviction.

30. CONDITION UPON TERMINATION: Upon termination of the Lease, or the termination of Resident's right to occupy the Premises, Resident shall deliver all keys, access cards, and remotes to Landlord and move out of the Premises, leaving them in substantially the same clean, undamaged, and ready-to-rent condition as existed on the Start Date, less ordinary wear and tear. If the Premises are not returned in such condition, Landlord may charge Resident for the costs to repair any damage and to put the Premises back in the condition they were in upon the Start Date, less ordinary wear and tear. Resident is responsible for replacement of any damaged or missing items and for payment of all costs to clean or repair any portion of the Premises, carpeting, flooring, wall coverings, paint, counters, trim, window treatment, doors, windows, or appliances which are damaged, dirty, or unsanitary. Cleaning and repair of any damage due to smoking of any kind is not considered ordinary wear and tear. Resident is responsible for removing all trash and other items of personal property from the Premises. Failure to do so will constitute a condition that exceeds ordinary wear and tear. Resident will not be considered as having moved out, vacated and surrendered possession of the Premises until Resident has removed all personal belongings from the Premises and returned all keys, access cards and remotes. If Resident moves out and fails to return all keys, access cards and remotes, Resident agrees that the move-out date shall be determined by Landlord in Landlord's reasonable judgment and that Resident will be charged for any missing keys, access cards and remotes. If Resident leaves personal property in the Premises after move-out or if Resident places personal property in areas of the Community not designated for Resident's exclusive use, Landlord can determine that such property has been abandoned and can take steps to remove or dispose of the property consistent with applicable laws.

31. ENTRY: Landlord has the right to enter the Premises as allowed by law, including, without limitation, in case of emergency, to make desired, necessary or agreed repairs, decorations, alterations, renovations, or improvements, to supply necessary or agreed services, to test smoke detectors, to exhibit the dwelling unit to prospective or actual purchasers, mortgagees, tenants, workmen or contractors, or for any other purposes permitted by California Civil Code section 1954 (and any other applicable statutes or amendments which might be enacted subsequent to the execution of this Lease). Landlord also has the right to enter the Premises in order to make an inspection pursuant to subdivision (f) of Civil Code section 1950.5 when Resident has abandoned or surrendered the Premises and pursuant to court order. Resident agrees that if Resident denies Landlord access to the Premises when Landlord is in compliance with statutory requirements and entitled to access, any such denial of access shall be deemed a material breach of this Lease. The Parties agree that 24 hours' notice is presumed reasonable, although the Parties acknowledge that a shorter time period may also be reasonable under some circumstances. Landlord will serve Resident with written notice before entry unless:

i. Entry is due to an emergency, surrender or abandonment of the Premises, or
ii. Resident and Landlord agree orally to an entry to make agreed repairs or supply agreed services at an approximate day and time within one week of the oral agreement, or
iii. Resident is present and consents to entry at the time of entry, or
iv. To exhibit the Premises to prospective or actual purchasers of the property, provided that Landlord has notified Resident in writing within 120 days of the oral notice that the property is for sale and that Resident may be contacted to allow for an inspection.

32. SMOKE DETECTORS: The Premises have been equipped with smoke detectors. The smoke detectors have been tested prior to Resident's move in to ensure they are operational. Resident agrees not to interfere with the presence or operability of any smoke detector and to report immediately to Landlord, in writing, any defects in the condition of any smoke detectors. Resident agrees that if a smoke detector is battery operated, pursuant to California Civil Code Section 1942.1, as part of the consideration of the rental, Resident assumes responsibility to: (a) ensure the battery is in operating condition at all times; and (b) replace the battery as needed. Under no circumstances shall Resident remove the battery of a smoke detector without immediately replacing the battery with a new one.

33. CARBON-MONOXIDE DEVICES: If a carbon-monoxide device has been installed within the Premises, Resident acknowledges that the carbon-monoxide device was operable at the time Resident took possession of the Premises. Resident is responsible for notifying Landlord if Resident becomes aware of an inoperable or deficient carbon-monoxide device within the Premises. Landlord shall correct any reported deficiencies or inoperabilities in the carbon-monoxide device. Resident further agrees that, if the carbon-monoxide device is battery operated, pursuant to California Civil Code Section 1942.1, as part of the consideration of the rental, Resident assumes responsibility to: (a) ensure the battery is in operating condition at all times; and (b) replace the battery as needed. Under no circumstances shall Resident remove the battery of a carbon-monoxide device without immediately replacing the battery with a new one.

34. SATELLITE DISHES: If satellite dishes are allowed in the Community they must be one meter or less in size and may not be affixed to the patio or balcony of the Premises. Resident is specifically prohibited from making physical modifications to the Premises and is prohibited from installing said satellite dish in the common areas of the Community, including, but not limited to, outside walls, roofs, window sills, common balconies or stairways. Resident will be responsible for damages caused by the satellite dish, including the cost of removal if in any violation of any satellite guidelines. Resident shall install, use, maintain and remove a satellite dish in a manner which is consistent with industry standards and shall be liable for any damage or injury sustained as a result of the negligent installation, maintenance, use or removal of said satellite dish. Allowable locations may not provide an optimal signal or any signal at all.

35. WATERBEDS AND AQUARIUMS: Waterbeds and water tanks holding 30 or more gallons may only be installed in the Premises with prior written consent from Landlord. Prior to installation, a valid waterbed insurance policy or certificate of insurance for property damage must be obtained. The policy shall be issued by a company licensed to do business in California and possessing a Best's Insurance Report rating of "B" or higher. The insurance policy shall be maintained in full force and effect until the waterbed/water tank is permanently removed from the Premises. The policy shall be written for no less than **one hundred thousand dollars ($100,000.00)** of coverage. The policy shall cover, up to the limits of the policy, replacement value of all property damage, including loss of use, incurred by the Landlord or other residents caused by or arising out of the ownership, maintenance, use, or removal of the waterbed/water tank, except for any damage caused intentionally or at the direction of the insured, or for any damage caused by or resulting from fire. Landlord may require Resident to produce evidence of insurance at any time. The insurance carrier shall give Landlord notice of cancellation or non renewal 10 days prior to this action. The waterbed/tank shall conform to the pounds-per-square foot weight limitation and placement as dictated by the floor load capacity of the Premises. The weight shall be distributed on a pedestal or frame which is equivalent to the dimensions of the mattress itself. Resident shall install, maintain and remove the waterbed/tank, including, but not limited to, the mattress and frame, according to standard methods of installation, maintenance, and removal as prescribed by the manufacturer, retailer, or state law, whichever provides the higher degree of safety. Resident shall notify Landlord in writing of the intent to install, remove, or move the waterbed/tank. The notice shall be delivered at least 24 hours prior to the installation, removal, or movement. The Landlord has the right to be present at the time of installation, removal, or movement. If the waterbed/water tank is installed or moved by any person other than Resident, Resident shall deliver to Landlord a written installation receipt stating the installer's name, address, and business affiliation.

E. LIMITATION ON LIABILITY:

36. LIABILITY: Landlord shall not be liable to Resident, Occupants, or to any guests or invitees of Resident for any damage or losses to person or property arising from any cause including, but not limited to, theft, burglary, assault, vandalism, fire, flood, water leaks, rain, hail, ice, snow, smoke, lightning, wind, explosion, interruption of utilities, earthquake, or any other condition over which the Landlord has no control. To the extent allowed by law, Resident agrees to assume all risk of harm, and waive all claims against Landlord, resulting from use of common area amenities. To the extent allowed by law, use of the common area amenities is at the sole risk of Resident, Occupants, guests or invitees.

37. INDEMNITY/HOLD HARMLESS: Resident and Occupants agree to indemnify and hold Landlord harmless, from any claims arising out of any death or injury to any person, or any damage to property, if such injury or damage is caused directly or indirectly by the act, omission, negligence, or fault of Resident, Occupants, or Resident's guests or invitee(s).

38. HOUSING SERVICES: The furnishing by Landlord to Resident of any storage space, use of laundry, electronic access controls and gates, or any other common area facilities outside the Premises shall be deemed to be furnished gratuitously and Landlord makes no representations or guarantees as to the availability, adequacy, or fitness of such space, service, or facilities. Resident acknowledges that Landlord will not provide lifeguard service at swimming facilities, if any, and Resident agrees to take adequate and reasonable care in use of all recreational facilities to ensure the safety of Resident, Occupants, guests or invitees. All guests and invitees must be accompanied by a Resident or Occupant to use recreational facilities and amenities. Resident, Occupants, guests, and invitees shall comply with all signs posted by Landlord in and around the common areas and Community. Landlord may ban any Resident, Occupant, guest or invitee from using any amenity at the Community if such persons fail to abide by posted signs or rules relating to those areas and Resident shall not be entitled to any rent reduction or offset if the loss of amenity privileges is the result of the conduct of Resident, Occupants, guests or invitees. Landlord makes no representations, warranties or guarantees express or implied, regarding the presence or quality of reception of electronic communication or information retrieving devices within the Premises or Community.

39. EMINENT DOMAIN OR CONDEMNATION: Should the land wheron the building containing the Premises is situated, or any part thereof, or any portion of the Community, be condemned or taken for public use, then, in that event, upon the taking of the same for such public use, this Lease, at the option of Landlord, shall be deemed null and void, and the term shall cease and come to an end, notwithstanding anything to the contrary herein, and without apportionment of the award. Resident shall not be entitled to receive any sum, or portion thereof, constituting any award arising out of any such eminent domain or condemnation.

40. SIGNIFICANT DAMAGE TO OR DESTRUCTION OF PREMISES:

i. If the Premises or property are damaged by fire, flood or other casualty, necessitating repairs that require Resident to vacate the Premises for any length of time, in the sole and absolute discretion of Landlord, Landlord shall have the option either (1) to repair the damage or otherwise restore the Premises, with this Agreement continuing in full force and effect, or (2) give notice to Resident, at any time after such damage occurs or repairs become necessary, terminating this Agreement as of a date to be specified in such notice. Landlord shall not be required to repair any damage by fire or other cause or to make any repairs of any property installed in the Premises by Resident.

ii. If Landlord elects to terminate, this Lease shall expire and all interest of the Resident in the Premises shall terminate and Landlord shall have no obligation to pay lodging costs or other expenses to Resident after the termination date. If Landlord elects to repair the damage and/or make the significant repairs and continue this Lease in full force and effect, the "Duty to Cooperate" and "Significant Repairs" sections, below, shall apply.

41. SIGNIFICANT REPAIRS:

i. If the Premises require significant renovations, improvements or repairs (such as, by way of example only and not by way of any limitation, tenting for termites, treating for pests or other vermin, replacing plumbing or electrical wiring, repairing fire damage, etc.) which require Resident to vacate the Premises for any length of time, Resident must vacate the Premises as needed and otherwise cooperate with Landlord in its efforts to perform the work. To the extent possible, Landlord shall give Resident at least ten days written notice of the need to vacate the Premises, which notice shall include Landlord's best estimation of the length of time Landlord anticipates Resident will need to be absent from the Premises.

ii. Resident agrees to vacate the Premises for the time necessary for the work to be completed and, if Resident needs to be absent from the Premises for more than 8 hours in any 24 hour period, relocate to alternative housing of the Landlord's choosing. Landlord shall be responsible to pay for the alternative housing; however, Resident will remain responsible for all rent while Landlord is paying for alternative accommodations. If Resident elects to relocate temporarily to lodging other than that designated by Landlord, then Landlord shall have no obligation to pay the cost of such housing, which shall be at Resident's sole cost and expense; although Resident shall have no obligation to pay rent during the time the Premises are not available to Resident during the repairs if Landlord is not paying for the alternative lodging, except as provided below. Resident shall return to the Premises once Landlord advises Resident that the work has been completed. Landlord shall have no obligation to pay for alternative housing or waive rent after Landlord has advised Resident that Resident may return to the Premises.

iii. If the work or repairs are required because of the conduct of Resident or the conduct of Occupants, invitees or guests (such as misuse of plumbing, causing a fire, etc.), then Landlord shall be relieved of its obligation to pay for alternative accommodations set forth above and Resident shall remain responsible for both rent and the cost of alternative lodging during the time when Resident must vacate the Premises for any work to be completed.

42. DUTY TO COOPERATE: Failure to vacate the Premises or otherwise cooperate with Landlord's efforts to conduct repairs, renovations or other improvements in the Community is a material breach of this Lease and grounds for termination of this Agreement.

43. SAFETY CONCERNS:

i. Landlord makes no representations or guarantees to Resident concerning the security of the Premises or the Community. Landlord is under no obligation to Resident to provide any security measure or take any action not required by statute. The presence of courtesy patrols, patrol cars, access gates, surveillance cameras or other deterrents do not guarantee that crime can or will be prevented. Landlord reserves the right to reduce, modify or eliminate any such measures (other than those statutorily required) at any time; and Resident agrees that such action shall not be a breach of any obligation or warranty on the part of Landlord. All such measures are subject to personnel absenteeism, human error, mechanical malfunctions and tampering. Resident is responsible for planning and taking action with respect to the safety of Resident and personal property as if such systems and deterrents did not exist.

ii. Landlord may install surveillance cameras in some common areas. These cameras may or may not be monitored and the footage recorded by these cameras may or may not be kept by Landlord for any length of time. Landlord may remove such cameras, or install additional cameras, at any time without notice to Resident. Footage from any cameras belongs to Landlord and shall not be released to any resident although such footage may be released to law enforcement personnel, insurance adjusters or others with legitimate business needs for such footage in the sole discretion of Landlord and without the consent of any individuals recorded by such footage.

iii. Landlord has no obligation to obtain criminal background checks on any residents and bears no responsibility or liability related to the criminal background or actions (whether past, present or future) of any person, even if Landlord has actually run a criminal background check on applicants. Resident agrees to hold Landlord harmless from claims arising out of criminal acts of other residents or third parties. Resident shall not rely on the fact that Landlord may have run a criminal background check on residents or any other applicant when deciding whether to enter into this Lease. Background checks are limited to the information actually reviewed and are not a guarantee that a person with a criminal background does not reside at the Community or that someone living in the Community will not commit a crime in the future. Landlord has not made and does not make any representations as to the background of any existing or future resident and Landlord is under no obligation to run background checks on any existing resident or future applicant.

iv. Resident agrees to report immediately all suspected or actual criminal activity to the appropriate local law enforcement agencies and, after doing so, to Landlord, and shall provide Landlord with such law enforcement agency's incident report number upon request. If Resident receives a copy of any law enforcement agency's incident report for an incident that occurred on the property and said incident impacted the Premises, the Community or other residents in the Community, Resident shall provide a copy of said incident report to Landlord upon request.

44. INSURANCE: Landlord does not maintain insurance to cover (a) Resident's personal injury, (b) loss or damage to Resident's personal property, or (c) Resident's liability for injury, loss or damage caused to others by Resident (or Occupants or guests). Resident is not a co-insured, a beneficiary, or an implied beneficiary under any insurance policy maintained by Landlord. Unless prior to the Start Date, Resident provides Landlord with written proof of a policy of liability insurance issued by an authorized insurance company that provides Resident with a minimum policy coverage amount of $100,000 per occurrence and names Landlord as an Interested Party, Resident hereby elects for Landlord to enroll Resident in a service program administered by Landlord and backed by a liability coverage program administered by an insurance company selected by Landlord. Resident agrees to reimburse Landlord for the actual cost of such program. The premium payment made by Landlord on Resident's behalf will be considered rent. Landlord reserves the right to hold Resident liable for any loss in excess of the insurance proceeds paid by the insurer. If Resident maintains its own liability insurance, Resident shall provide proof of such insurance to Landlord upon Landlord's request. Resident's failure to provide such proof within three days of a request therefor shall constitute an election by Resident for Landlord to enroll Resident in the service program specified above, at the then-current actual cost of the service program.

45. MEGAN'S LAW: Pursuant to Section 290.46 of the Penal Code, information about specified registered sex offenders is made available to the public via internet web site maintained by the Department of Justice at www.meganslaw.ca.gov. Depending on an offender's criminal history, this information will include either the address at which the offender resides or the community of residence and the zip code in which the offender resides. Since the information is equally available to residents and Landlord, and Landlord cannot discriminate against registered sex offenders pursuant to Penal Code Section 290.46 et seq., Landlord has not made any inquiry of any applicant or resident as to whether he or she is a registered sex offender. Resident is advised to take whatever reasonable and lawful actions Resident believes necessary to protect household members or guests against any potential harm. This includes talking to any children or individuals with a diminished capacity about how to deal with strangers and similar topics. Resident is advised that Landlord may not notify Resident if Landlord learns or is advised that a registered sex offender is living in the Community.

46. ENVIRONMENTAL INDEMNIFICATION: To the extent allowed by law, Resident expressly assumes and accepts any and all risks involved or related to the presence in the Premises, common areas, and Community of any and all health affecting substances, and any power lines in the vicinity of the Premises. Resident waives all claims and causes of action of any kind or nature, at law or in equity, including, but not limited to, claims or causes of action arising by statute, ordinance, rule, regulation or similar provision, against Landlord and Landlord's agents, principals, employees, legal representatives, affiliates, assignees, successors in title, partners, shareholders, officers, directors, parents, members and managers (herein collectively called the "Landlord Affiliates") with respect to any health hazard occurring in connection with the presence in the Premises, common areas, or Community of materials containing potentially health affecting substances, and claims arising out of or based upon any potentially health affecting substances brought, or allowed to be brought, into the Premises, common areas, or Community by any Resident, Occupant, guest, or invitee. Resident agrees to defend, indemnify and hold harmless the Landlord Affiliates against and from any and all actions, causes of action, claims, demands, liabilities, losses, damages and expenses of whatsoever kind, including, but not limited to, attorneys' fees at both the trial and appellate levels, that any or all of the Landlord Affiliates may at any time sustain or incur by reason of any and all claims asserted against them arising out of potentially health affecting substances brought or allowed to be brought into the Community by any Resident, Occupant, guest, or invitee.

47. PROPOSITION 65 WARNING: The Premises, common areas, and Community may contain chemicals known to the State of California to cause cancer, birth defects, and other reproductive harm. These chemicals may be contained in emissions and fumes from building materials, products and materials used to maintain the property, and emissions, fumes, and smoke from Resident and guest activities, including but not limited to the use of motor vehicles, barbecues, and tobacco products. These chemicals may include, but are not limited to carbon monoxide, formaldehyde, tobacco smoke, unleaded gasoline, soot, tars, and mineral oils.

For more information please contact OEHHA at (916) 445-6900 or visit http://www.oehha.org/prop65/pdf/Prop65tenants.pdf for additional information from the California Environmental Protection Agency's Office of Environmental Health Hazard.

48. LEAD-BASED PAINT WARNING: Housing built before 1978 may contain lead-based paint. Lead from paint chips and dust can pose health hazards if not managed properly. Lead exposure is especially harmful to young children and pregnant women. Lead poisoning in young children may produce permanent neurological damage, including learning disabilities, reduced intelligence quotient, behavioral problems, and impaired memory. Before renting pre-1978 housing, Landlords must disclose the presence of known lead-based paint and/or lead-based paint hazards in the Unit. Residents must also receive a federally approved pamphlet on lead poisoning prevention. By Resident signing this Lease, they acknowledge receipt of Protect Your Family from Lead in Your Home pamphlet.

- **i.** Presence of lead-based paint or lead-based paint hazards: Known lead-based paint and/or lead-based paint hazards are present in the housing.
- **ii.** Landlord has reports or records pertaining to lead-based and/or lead-based paint hazards in the Premises and has made available to Resident all available records and reports upon Resident's request.

49. ASBESTOS DISCLOSURE: Before 1981, asbestos was commonly used in construction. This Community was built before 1981 and asbestos may be present. Asbestos is a chemical known to cause cancer. Asbestos may be present in sprayed on acoustical ceiling material, insulation, fire proofing and floor tiles in the Premises and/or buildings of the Community. Disturbing or damaging certain interior Premises, common areas, and/or Community surfaces may increase the potential exposure to asbestos. Resident may not pierce, damage, disturb, or remove any portions of the Premises, common areas, and/or Community known or suspected to contain asbestos. Resident must notify Landlord immediately in writing if any portion of the Premises, common areas, and/or Community known or suspected to contain asbestos are pierced, damaged, disturbed or removed. Landlord has instituted an operations and maintenance program directed at maintaining the Community in accordance with any applicable federal and state safety requirements regarding asbestos-containing material. This program is designed (among other things) to prevent release of asbestos fibers into the air; minimize disturbance of damage to asbestos-containing materials; monitor the conditions of materials and air in the building; and regulate maintenance, renovation and construction activities. No matter how small the percentage of such material may be, Resident, Occupants, guests, or invitees shall comply with such rules and regulations as Landlord from time to time may prescribe in connection with Landlord's operations and maintenance program, including without limitation to the following:

- **i.** Hazardous Materials: Resident shall not take or allow any action which in any way damages or disturbs all or part of the ceiling, flooring, walls, insulation in the Premises, including but not limited to: Piercing the surface of the ceiling, flooring, walls or insulation by drilling or any other method; hanging plants, mobiles, or other objects from the ceiling; allowing any objects to come into contact with the ceiling; permitting water or any other liquid to come into contact with the ceiling; painting or undertaking any repairs or improvements with respect to the ceiling or floor tiles; or undertaking any activity which results in building vibration which may damage the ceiling.
- **ii.** Resident shall notify Landlord immediately in writing: If there is any damage to or deterioration of the ceiling, flooring, walls or insulation of the Premises, including (without limitation) loose, cracking, hanging, or dislodged material, water leaks, or stains in the ceiling, flooring, walls or insulation.

50. CREDIT REPORTING: Resident is notified that Resident's performance as a tenant of this Community may be reported to credit reporting agencies.

51. SOCIAL MEDIA: Landlord maintains an online presence through its website and social media. This online presence includes, but is not limited to, displaying images from community events organized by Landlord. From time to time Landlord will capture still ("photo") and moving ("video") images at these events. Resident hereby acknowledges that by attending these events Resident accepts and agrees to the potential of being depicted in those images and further agrees to permit Landlord to use Resident's, Occupants', guests' or invitees' likenesses, without compensation, for the limited purpose of Landlord's online presence. Please note that Landlord respects Resident's privacy and at Resident's written request Landlord will remove any image depicting Resident, Occupants, guests or invitees.

F. COMMUNITY CONSIDERATION

52. USE OF PREMISES: Resident agrees to use the Premises solely as a private residence. Storage areas, parking areas, balconies, patios, outdoor areas, and decks shall not be used for occupancy. Resident shall not use the Premises as a business address, nor shall Resident conduct business activities on the Premises. Conducting business activities includes, without limitation, using the Premises as a mailing address for a business enterprise, having a business telephone line in the Premises, having business clients meet with Resident at the Premises, having business stationery setting forth the address of the Premises as a business address, assembling or manufacturing any product upon the Premises, or otherwise holding out the Premises as the address of any business. Resident may, however, insofar as it is consistent with the restrictions set forth in this section, and with the written consent of Landlord, use a portion of the Premises as a "home office." Nothing set forth herein shall be deemed as disallowing any use of the Premises that cannot be prohibited legally.

53. CONDUCT OF RESIDENT: Resident agrees not to harass, annoy, or endanger any other resident, neighbor, or other person, or create or maintain a nuisance, or disturb the peace or solitude or quiet enjoyment of any other resident, neighbor or other person, or commit waste in or about the Premises. Resident further agrees not to harass, verbally abuse, denigrate or otherwise disrespect Landlord's employees, agents and/or contractors or interfere with the operations of the Community or the work of Landlord's employees or agents. Resident agrees to keep the volume of any activity, radio, stereo, electronic equipment, television or musical instrument at such a level which will not disturb the other residents at any time. Any noise, disturbance, or activity which would, in the sole and absolute discretion of Landlord, be reasonably likely to annoy or disturb other residents is strictly prohibited. 53. Certain acts are considered to be contrary to the safety, well-being, peace, and enjoyment of the other residents of the Community. These include, but are not limited to, the use, possession or sale of illegal drugs or controlled substances and the carrying or exhibiting of firearms in the Community. Such acts are prohibited. The carrying or exhibiting of firearms may be permitted with written consent of Landlord if doing so is required by law or job necessity. Resident shall not deface or damage any part of the Premises or the common areas or the Community or permit the same to be done. Resident shall not keep in the Community any flammable or explosive materials or any substance considered dangerous, hazardous, or toxic under any governmental law or regulation. Resident shall not do or permit anything to be done in the Premises that may be deemed hazardous or which will cause a cancellation of or an increase in the premiums for any insurance for the Community. Resident is responsible for the conduct of Occupants, guests, and invitees, including without limitation any minors, while they are in the Premises and in the Community. A Resident conducting any of the activities set forth in this section, or who allows Occupants, guests, or invitees to conduct any of said activities shall be deemed in violation of this Agreement, and said activity shall be grounds for termination of this Agreement. This provision constitutes written notice to cease any breach of this section, including, without limitation, committing or permitting to exist a nuisance in the Premises, building, or Community.

54. PARKING: Resident, Occupants, guests, and invitees shall follow the Parking Rules and Regulations, as the same may be amended from time to time. Landlord shall not be liable for any damage or loss to motor vehicles, the contents of motor vehicles, or personal property of Residents, Occupants, guests, or invitees. Failure to follow the Parking Rules and Regulations and posted signs relating to parking and operation of vehicles will result in the towing of the offending vehicle at the cost of the vehicle owner.

55. OCCUPANTS: Any person staying in the Premises for longer than two weeks or 20 nonconsecutive days out of the year shall be considered to be occupying the Premises. The Premises shall be occupied only by the person(s) indicated in Section 2. No other persons have permission to occupy the Premises unless such permission is in writing and signed by Landlord. Landlord's acceptance of rent from any other individual shall be deemed to be the payment of rent on behalf of the Resident and shall not constitute permission for the person making the payment to occupy the Premises. Should any person not named in Section 2 make any claim of right to possession of the Premises, any such person shall be deemed to be the guest or invitee of the named Resident and their claim to right of possession shall be denied. Any Occupant, named in Section 2, who is not a signatory to this Lease shall be deemed to be an invitee of Resident, who is a signatory to this Lease. Accordingly, if any such Occupant is not named in any unlawful detailer action to regain possession of the Premises, and if any such individual thereafter makes a claim to right of possession of the Premises, that claim shall be denied on the basis that said individual is the invitee of the named Resident and does not have an independent claim to right of possession of the Premises.

56. GUESTS: Any person occupying the Premises shall be considered an unauthorized occupant in violation of this Lease unless that person has completed a rental application, been approved, and been added to the Lease.

57. ASSIGNMENT AND SUBLETTING: Resident shall not assign this Lease nor sublet all or any part of the Premises without Landlord's written consent. Resident shall not sublet all or any part of the Premises on a short-term basis, including without limitation through Air BNB or any other short-term rental program. Permitting any person not named as an Occupant or as a Resident in this Lease to occupy the Premises shall be deemed an improper subletting of the Premises and shall subject the tenancy to termination. This provision constitutes written notice to cease any breach of this section, which breach is incurable pursuant to state law. Any attempted subletting or assignment in violation of this provision shall be void. In the event that no original Resident remains in residency at the Premises, Landlord may reset the rent in accordance with the Civil Code and Rent Stabilization Ordinance.

58. PETS: No pets are permitted in the Premises without the prior written consent of the Landlord through an Animal Addendum to this Lease. Permission to keep a pet may be granted, denied, or revoked in Landlord's sole discretion. Except to the extent written permission has been given, pets may not be brought upon the Premises, whether such pets belong to Resident or to any other person. The presence of any pets for which written permission has not been given and is not currently in force, even if such pets are "just visiting" shall be deemed a material breach of this Lease. This policy does not apply to accommodation or service animals. A disabled individual who requires an animal in order to be able to use and enjoy the Premises or the Community should contact Landlord before bringing the animal onto the Premises and request an accommodation to this Lease provision. All accommodation requests will be processed in accordance with applicable laws. Resident is responsible for reimbursing Landlord for the costs of repairing damage to the Premises, common areas, or Community caused by animal(s) under the control of or visiting Resident. Resident must promptly notify Landlord of any damage caused by animals.

59. CLOTHESLINES/DRYING RACKS: If the Premises has a private patio, deck, or balcony, which is enclosed by a fence, railing, or other structure, Resident is permitted to hang clothing, blankets or other laundry on the patio, deck, or balcony subject to the following rules and conditions:

- **i.** No more than two drying lines/racks may be in use at any one time.
- **ii.** Items may not be left on the drying lines/racks for more than 24 hours (i.e., all items must be removed within 24 hours of being put out on the drying lines/racks).
- **iii.** Drying lines/racks must be free standing.
- **iv.** No drying lines or racks may be attached or affixed in any manner to any portion of the building, fence, railing, wall, building support structure, or light fixtures.
- **v.** Drying lines/racks cannot be higher than the patio, balcony, or deck fence or railing.

vi. Drying lines/racks cannot be clearly visible from the sidewalk or street.
vii. Drying lines/racks cannot block entrance to or egress from the Premises, create a health or safety hazard or interfere with walkways or utility service equipment.
viii. Drying lines/racks cannot interfere with the maintenance of the Community.
ix. Clothes may not be draped over fence or balcony railings, or hung from any building fixtures.

If the private patio or balcony is not enclosed by a fence, railing, or other structure, Resident is not permitted to hang clothing, blankets, or any other laundry on the patio, deck, or balcony.

G. UTILITIES AND HOT WATER

60. UTILITIES: Utility services shall be provided directly from the utility provider or, at the sole discretion of Landlord, on a sub-metering, square footage, or other allocation basis. Landlord reserves the right to modify the method by which the utilities are furnished to the Premises or billed to Resident during the term of this Lease and may modify billing Resident for utilities previously included in the rent by giving Resident a 30 day written notice.

The following terms shall apply:
i. Resident agrees to pay all charges for utilities for the Premises for the term of the Lease. Charges may be assessed by the utility provider or Landlord or Landlord's designated Billing Party in the case of utilities billed to Resident by Landlord in connection with Resident's use of utilities.
ii. Resident shall not use any utility in a wasteful, unreasonable, or hazardous manner and agrees to comply with all utility conservation efforts implemented by Landlord.
iii. Landlord is not liable for claims arising from utility service outages, interruptions, or fluctuations in utilities provided to the Premises not reasonably within Landlord's control.
iv. For any utility which Resident is responsible for paying directly to the utility provider, Resident must contact the utility company prior to move-in to have the services placed in Resident's name no later than ten (10) business day following move-in. Resident shall continue to contract with the utility provider throughout the term for continuous utility service. Resident's failure to make necessary arrangements for Resident's utility service may result in an interruption of services and Resident's failure to transfer utility services to Resident's name or failure to have continuous utility service may be, at Landlord's discretion, considered a material breach of this Lease and will permit Landlord to terminate the Lease. If Resident fails to pay any utility charges that are to be paid by Resident, Landlord may, at its option, pay such charges to retain continuing utilities service. If Landlord does so, any such charges may be billed to Resident by Landlord and said billing shall become due and payable, in full, as additional rent together with the regular monthly rent payment on the first day of the month next following the date of such billing. Resident will also be subject to an additional charge of **$50.00** for each billing cycle during which Resident has failed to become the customer of record with the utility provider(s).
v. Resident shall not use any utilities in the common areas for their own personal use without written consent of the Landlord.
vi. Resident agrees not to disturb, tamper, adjust, or disconnect any utility service, sub-metering device or system.

61. HOT WATER: The following will apply.
i. The water temperature in the Premises is set at 120 degrees Fahrenheit or below. When the water temperature is 120 degrees Fahrenheit, or below, bacteria may enter the water heater or associated plumbing and accumulate. If Resident desires the thermostat to remain at 120 degrees Fahrenheit, or below, Resident assumes any and all risks associated with any bacterial growth in the water heater or associated plumbing.
ii. Resident should be aware that some units may be equipped with an HVAC heating system which operates on hot water. To achieve full heating potential, it may be necessary to increase the temperature of the water heater during the colder months of the year. Resident should also be aware that some units operate on centralized hot water systems which service multiple units and as such individual adjustments in temperatures will not be possible.
iii. If Resident desires the water temperature in the Premises to be higher than 120 degrees Fahrenheit and the Premises has an individual hot water heater, Resident will request, in writing, the temperature of the hot water heater to be adjusted by Landlord, and Resident shall specify the desired temperature at which Landlord is requested to set the thermostat.
iv. Resident understands that if the temperature is set above 120 degrees Fahrenheit, that the water released from the taps in the Premises may scald or burn anyone using water, and potentially cause severe injury.
v. Resident may not tamper with, or adjust the water temperature thermostat in the Premises in any way without written authorization from Landlord.
vi. Resident agrees to indemnify and hold Landlord harmless in any action involving any injury related to the temperature of the water, the water system or the associated plumbing in the Premises.

H. ADDITIONAL TERMS

62. REQUESTS FOR ACCOMMODATIONS OR MODIFICATIONS: A disabled person shall be provided reasonable accommodations or reasonable modifications to the extent necessary to provide the disabled person with an opportunity to use and occupy the Premises in a manner equal to that of a non-disabled person. If Resident believes Resident, Occupant, or a member of Resident's household requires an accommodation or modification as a result of a disability, Resident should contact Landlord to begin the interactive process.

63. MILITARY: Military personnel on active duty may terminate this lease under Federal law if:
i. Resident becomes a member of the Armed Forces of the United States after Resident enters into the Lease; or
ii. Resident is or becomes a member of the Armed Forces of the United States and receives:
a. Orders for a permanent change of station; or
b. Orders to deploy for a period of at least 90 days.

Landlord fully supports its residents who are active-duty or reserve military personnel. Resident must give Landlord written notice of termination. For rentals when rent is paid monthly, the termination becomes effective 30 days after the first date on which the next rent payment is due after the termination notice is delivered and no further rent will be owed following the expiration of the notice period (or the actual move-out date, if later). Resident must furnish the Landlord with proof to establish that Resident qualifies for this limited exception. Proof may consist of any official military orders, or any notification, certification, or verification from the service member's commanding officer, with respect to the service member's current or future military duty status. Military permission for base housing does not constitute a permanent change-of-station order.

64. OFFICE OF FOREIGN ASSETS CONTROL: Resident represents and warrants that Resident and each person or entity owning an

interest in Resident is

i. Not currently identified on the Specially Designated Nationals and Blocked Persons List maintained by the Office of Foreign Assets Control, Department of the Treasury ("OFAC") and/or on any other similar list maintained by OFAC pursuant to any authorizing statute, executive order or regulation (collectively, the "List").

ii. Not a person or entity with whom a citizen of the United States is prohibited to engage in transactions by any trade embargo, economic sanction, or other prohibition of United States law, regulation, or Executive Order of the President of the United States.

iii. None of the funds or other assets of Resident constitute property of, or are beneficially owned, directly or indirectly, by any Embargoed Person (as hereinafter defined).

iv. No Embargoed Person has any interest of any nature whatsoever in Resident (whether directly or indirectly).

v. None of the funds of Resident have been derived from any unlawful activity with the result that the investment in Resident is prohibited by law or that the Lease is in violation of law.

vi. Resident has implemented procedures, and will consistently apply those procedures, to ensure the foregoing representations and warranties remain true and correct at all times. The term "Embargoed Person" means any person, entity or government subject to trade restrictions under U.S. law, including but not limited to, the International Emergency Economic Powers Act, 50 U.S.C. § 1701 et seq., The Trading with the Enemy Act, 50 U.S.C. App. 1 at seq., and any Executive Orders or regulations promulgated there under with the result that the investment in Resident is prohibited by law or Resident is in violation of law.

Resident covenants and agree(s):

i. To comply with all requirements of law relating to money laundering, anti-terrorism, trade embargo and economic sanctions, now or hereafter in effect.

ii. To immediately notify Landlord in writing if any of the representations, warranties or covenants set forth in this section or the preceding section are no longer true or have been breached or if Landlord has a reasonable basis to believe that they may no longer be true or have been breached.

iii. Not to use funds from any "Prohibited Person" (as such term is defined in the September 24, 2001, Executive Order Blocking Property and Prohibiting Transactions with Persons Who Commit, Threaten to Commit, or Support Terrorism) to make any payment due to Landlord.

iv. At the request of Landlord, Resident may be asked to provide such information to determine Resident's compliance with the terms hereof.

v. Resident hereby acknowledges and agrees that Resident's inclusion on the List at any time during the lease term shall be a material default of the Lease. Notwithstanding anything herein to the contrary, Resident shall not permit the Premises or any portion thereof to be used or occupied by any person or entity on the List or by any Embargoed Person (on a permanent, temporary or transient basis), and any such use or occupancy of the Premises by any such person or entity shall be a material default of the Lease.

65. NON-DISCRIMINATION: There shall be no discrimination against or segregation of, any persons on account of race, color, national origin, ancestry, creed, religion, gender, gender identity, gender expression, sexual orientation, genetic information, marital status, familial status, age, source of income, handicap, disability, citizenship status, immigration status, primary language spoken or any other protected classification under state or federal law, in the sale, lease, sublease, transfer, use, occupancy, tenure or enjoyment of the Premises, nor shall the Landlord or any person claiming under or through Landlord, establish or permit any such practice or practices of discrimination or segregation with reference to the selection, location, number, use or occupancy of tenants, lessees, or vendees of the Premises.

66. TIME IS OF THE ESSENCE: Time is of the essence with respect to the provisions of this Lease. This provision shall be interpreted in its strictest sense irrespective of the relative hardship to the Parties.

67. SUCCESSORS: If the property is sold or the ownership interest otherwise transferred, the successor in interest of Landlord shall be deemed the assignee of all rights arising under this Lease, and shall be entitled to enforce the provisions of this Lease against Resident. Nothing in this provision shall be construed as conflicting or superseding the foregoing subordination or as requiring a continuation of the tenancy in the event of a foreclosure or other involuntary transfer of ownership.

68. SUBORDINATION: This Lease shall, without further act on the part of Resident, be subject and subordinate to the lien of any mortgage and/or any deed of trust or other encumbrance which may now exist, upon, or which may hereafter be placed by Landlord upon, the leased Premises or property including the Premises.

69. ATTORNMENT: Resident hereby agrees that Resident will recognize as its Landlord under this Lease and shall attorn to any person succeeding to the interest of Landlord in respect of the land and the buildings on or in which the Premises is contained upon any foreclosure of any mortgage upon such land or buildings or upon the execution of any deed in lieu of such foreclosure in respect of such mortgage. If requested, Resident shall execute and deliver an instrument or instruments confirming its attornment as provided for herein; provided, however, that no such mortgagee or successor-in-interest shall be bound by any payment of rent for more than one 1 month in advance, or any amendment or modification of this Lease made without the express written consent of such mortgagee.

70. ESTOPPEL CERTIFICATE: Resident agrees that within five (5) days of Landlord's request, Resident must execute and deliver to Landlord a written statement certifying that this Lease is unmodified and in full force and effect (or if modified, describing the modification). Any prospective or actual property purchaser may rely upon Resident's written statement. Should Resident fail to deliver a statement within the specified time, it will be conclusively presumed that the Lease is unmodified and in full force and effect, except as otherwise indicated, and there are no uncured defaults in Landlord's performance, and any other details specified by Landlord originally requested of Resident.

71. CONTENTS OF THIS LEASE: The failure of Landlord to insist upon strict performance of any of the covenants and agreements of this Lease or any addenda thereto, or to exercise any rights arising under this Lease, shall not be construed to be a waiver of Landlord's right to subsequently enforce any such provision or to insist upon any such right. The fact that Landlord may have accepted late payment(s) on one or more occasions shall not be deemed a waiver of Landlord's right to insist upon timely payment or rent or to exercise any remedy available for late payment of rent. Acceptance of rent following a breach of this Agreement shall not be deemed to constitute a waiver of such breach. No custom or practice which may develop between the Parties in the course of the tenancy shall be construed to waive the right of Landlord to enforce any provision of this Lease.

72. SEVERABILITY AND PROVISIONS REQUIRED BY LAW: If a provision or section of this Lease is legally invalid, or declared by a court to be unenforceable, such provision or section will be deemed deleted and the rest of this Lease will remain in effect. To the extent any provision of this Lease is in direct conflict with any provisions of applicable law, such provision is hereby deleted. Any provision specifically required by applicable law which is not included in this Lease is hereby inserted as an additional provision of this Lease, but only to the extent required by applicable law and then only so long as the provision of the applicable law is not repealed or held invalid by

a court of competent jurisdiction.

73. ENTIRE AGREEMENT: This Lease, including all addenda executed by both Parties, sets forth the entire agreement among the Parties with respect to the matters set forth in it. It shall not be altered nor modified unless such alteration or modification is in writing and signed by all signatories to this Lease. No verbal agreements or representations have been made or relied upon by either party or any agent or employee of either party, and neither party nor any agent or employee of either party is entitled to alter any provisions of this Lease by any verbal representations or agreements to be made subsequent to the execution of this Lease. The foregoing notwithstanding, if Resident holds over after the expiration of the Lease term on a month-to-month basis, Landlord may change any provision of this Lease without the consent of Resident in the manner prescribed by California Civil Code Section 827.

74. SECTION HEADINGS: The section headings are inserted only for convenience and are not intended to define or limit the scope or intent of any clause.

75. NOTICES:

i. Any notice that Landlord gives to Resident shall be deemed properly served (whether or not actually received by Resident) if served in the manner prescribed in Code of Civil Procedure Section 1162. Except as prohibited by law, if Landlord fails to serve the notice in accordance with the provisions of Code of Civil Procedure Section 1162, but Resident actually receives the notice, the actual receipt shall be deemed to cure any defects in the manner of service and the notice shall be deemed properly and personally served. Service upon any Resident of the Premises shall be deemed valid service upon all Residents - it is not necessary to serve each Resident individually unless otherwise required by law.

ii. Any notice that Resident gives to Landlord shall be given to the business manager, assistant business manager, or sales associates, who are authorized to manage the Premises, at the management office(s) located at 5 Newell Court or at 2041 Euclid Ave., East Palo Alto, CA 94303 during normal business hours. The telephone number is **(650) 566-2000**. On non-holidays, the business hours, which remain subject to change, are: **Mon and Wed, 9AM - 6PM, Tues 10AM - 6PM, Thurs and Fri 9AM - 7PM, Sat and Sun 10AM - 5PM**.

iii. The persons designated above are the persons authorized by the owner to act for an on behalf of the owner for the purpose of service of process and for the purpose of receiving and giving receipts for all notices and demands.

76. JOINT AND SEVERAL LIABILITY AND AUTHORITY: In the event of more than one Resident, each Resident is jointly and severally liable for each provision of this Lease and service of any notice or demand upon one shall constitute notice to each other Resident. All persons signing this Lease as Resident shall remain jointly and severally liable for all obligations arising under it, whether or not they remain in actual possession of the Premises. The giving by any individual Resident of a notice of termination of tenancy shall not terminate the Lease as to that Resident unless all Residents vacate the Premises by the agreed date. Landlord may, however, treat any such notice as a notice binding against all Residents of the Premises, and may institute unlawful detainer proceedings against all Residents if they do not restore possession of the Premises to Landlord on or before the end of the notice period. Conversely, Landlord may, at its sole option, if one or more Resident gives notice, but all Residents do not return possession of the Premises to Landlord within the notice period, continue the tenancy in effect and, if Landlord does so, all Residents, including the Resident giving notice, shall remain fully liable for all obligations arising hereunder whether or not they remain in occupancy of the Premises.

77. ELECTRONIC SIGNATURES: The Parties agree that they may enter into this Lease by electronic means, although traditional hard copies with wet signatures may be used instead at the option of Landlord. Resident agrees and acknowledges that if Resident is entering into this Lease with Landlord by electronic means, doing so is not conditioned on Resident's agreement to conduct the leasing transaction electronically.

78. ATTACHMENTS/ADDENDA: Resident(s) acknowledges receipt of a copy of the attachments/addenda listed in this section, which are incorporated into and made part of this Lease. Resident(s) agrees to abide by said attachments/addenda in all respects. Any failure to comply with any of the attachments shall be deemed a breach of this Lease. If there is a conflict between these policies and the Lease, the Lease shall govern.

1	Acknowledgement RE Use of Medical Marijuana
2	Addendum Re Use of Medical Marijuana
3	Because We Care
4	Community Policies
5	Flood Zone Disclosure
6	Information About Bed Bugs and Pest Control Policies
7	Mold/Mildew Addendum
8	Move-In/Move-Out Inspection Form
9	Notice of Ordinance at Commencement of Tenancy
10	Parking Rules and Regulations
11	Pet Addendum
12	Proposition 65 Addendum - CA
13	RLI - Assurant Cover360
14	Resident Security Notice and Acknowledgment
15	Utilities Waiver
16	Security Deposit Agreement

SIGNATURES:

The undersigned expressly understands that after the initial term, the tenancy may automatically continue from month to month.

AC	3/26/2024 11:58 AM PDT	LD	3/26/2024 03:03 PM PDT
Allison Cuthbert Sallyanne *(Resident)*	*Date*	Liam Dixon *(Resident)*	*Date*
AD	3/26/2024 12:19 PM PDT	Signed by Aura Andrade Mon Apr 1 2024 10:28:57 AM PDT Key: 0CB7821E; IP Address: 173.13.163.254	
Aiden Downs *(Resident)*	*Date*	*(Owner/Agent)*	*Date*

ACKNOWLEDGEMENT RE USE OF MEDICAL MARIJUANA

Resident acknowledges receipt and understanding of the attached policies concerning use of Medical Marijuana. If applicable, Resident agrees to complete the Addendum for any Resident, Occupant, invitee, or guest who requires a Medical Marijuana Accommodation. If the accommodation is not applicable, Resident is not required to complete the Addendum and it will remain solely as an informative section of the lease, not an Acknowledgment of any sort.

AC 3/26/2024 11:59 AM PDT

Allison Cuthbert Sallyanne *(Resident)* *Date*

LD 3/26/2024 03:03 PM PDT

Liam Dixon *(Resident)* *Date*

AD 3/26/2024 12:19 PM PDT

Aiden Downs *(Resident)* *Date*

Signed by Aura Andrade
Mon Apr 1 2024 10:29:00 AM PDT
Key: 0CB7821E; IP Address: 173.13.163.254

(Owner/Agent) *Date*

ADDENDUM RE USE OF MEDICAL MARIJUANA

This document is an addendum to the Lease Agreement dated **March 30, 2024** between **Allison Cuthbert Sallyanne, Liam Dixon, and Aiden Downs** and **Woodland Park** for the Unit # **15** located at **245 East OKeefe Street East Palo Alto, CA 94303**.

I have read the following and agree to adhere to the below rules and regulations for Medical Marijuana use at the Community:

1. I have a physical or mental impairment that limits one (or more) major life activity. As a result of my disability, I require the use of Medical Marijuana. A copy of the Medical Marijuana Card is attached and incorporated by reference into this Addendum. I agree to notify Landlord if the Medical Marijuana Card is revoked or expires and understand that this Agreement terminates immediately upon revocation or expiration of the Medical Marijuana Card.
2. The Office of Environmental Health Hazard Assessment and the California Environmental Protection Agency list marijuana smoke as a carcinogen. In 2009, the Carcinogen Identification Committee determined that marijuana smoke was shown to cause cancer, and was added to the Proposition 65 list, pursuant to Title 27, California Code of Regulations, section 25305(a)(1) (formerly Title 22, California Code of Regulations, section 12305(a)(1)).
3. I UNDERSTAND THAT ANY SECONDHAND MARIJUANA SMOKE THAT DRIFTS INTO THE WINDOWS OF OTHER UNITS, THROUGH THE VENTS, UNDER ANOTHER RESIDENT'S DOOR, ONTO A BALCONY, OR IN A COMMON AREA (INCLUDING FITNESS CENTER AND POOL/SPA) IS PROHIBITED. I AGREE TO CONFINE THE SMOKE TO MY PREMISES AND AGREE THAT ANY SMOKE THAT AFFECTS A NEIGHBORING RESIDENT WILL BE DEEMED A NUISANCE. I UNDERSTAND THAT I WILL BE REQUIRED TO TAKE THE MEDICATION IN AN ALTERNATE MEANS AND/OR SMOKE IN AN ALTERNATE LOCATION IF THE SMOKE DISTURBS ANY NEIGHBORING RESIDENT.
4. I understand that there are reasonable alternate means to take the medication, including (among others) edibles, tinctures, beverages, cannabis oils, and pills. Landlord understands that each individual's medical situation is different and will address the specific situation and alternate means to take the medication with advice from the prescribing physician.
5. The distribution and/or sale of marijuana or any other narcotic or illegal substance is a violation of the Lease and basis for termination of tenancy.
6. Resident is prohibited from making any unauthorized modifications to the Premises, including indoor irrigation systems or any other alteration that may increase the moisture and/or humidity levels or risk of fire in the Premises, building or Community.
7. This Addendum may be modified for any reason at any time without Resident's approval in accordance with State and Federal law.
8. Except as expressly modified hereunder, the remaining terms and conditions of the Lease as previously amended shall remain in full force and effect.
9. Resident hereby acknowledges that this addendum is incorporated into the Lease.
10. The Parties hereto represent and acknowledge that in executing this Agreement they do not rely upon and have not relied upon any representation made by the other party with regard to the subject matter of this Addendum, or its effects, other than those representations specifically set forth herein. No supplement, modification, or amendment of this Addendum shall be binding unless executed in writing by both Parties.

This Addendum may be executed in counterparts and facsimile copies of same shall be admissible for all purposes and shall be deemed an original.

AC	3/26/2024 12:00 PM PDT	LD	3/26/2024 03:03 PM PDT
Allison Cuthbert Sallyanne *(Resident)*	*Date*	Liam Dixon *(Resident)*	*Date*
AD	3/26/2024 12:20 PM PDT	Signed by Aura Andrade Mon Apr 1 2024 10:29:07 AM PDT Key: 0CB7821E; IP Address: 173.13.163.254	
Aiden Downs *(Resident)*	*Date*	*(Owner/Agent)*	*Date*

BECAUSE WE CARE

At **Woodland Park**, we care about our residents' safety. We would like you to be aware of some important guidelines for your safety and protecting your personal property. Keep in mind that security is provided by local law enforcement agencies, much as it is for the other communities in the surrounding area. You should always proceed as if safety systems do not exist. The best safety measures you can take are the ones you can perform yourself as a matter of common sense. We have worked with local law enforcement agencies to develop a list of their recommendations for prudent practices regarding your personal safety. We provide this list as a convenience to you, without making any representation or warranty, and subject to the Lessee Security Notice & Acknowledgement:

PERSONAL SAFETY/INSIDE YOUR HOME

1. Lock your doors and windows, even when you're home.

2. If you have a deadbolt or night latch, use them even when you're home.

3. Never answer your door unless you know who is on the other side by looking through a peephole or window. If you don't know the person, talk to them without opening the door, and don't open the door unless you're satisfied with their identity.

4. If you are worried because you have lost a key, ask the management to rekey the locks. You have the right to do so, provided that you pay the cost of rekeying in advance.

5. Keep the telephone numbers for the police and emergency medical services handy.

6. Check your smoke detector periodically to ensure it is working.

7. Report to the management (in writing, dated and signed) any malfunction of safety devices outside your home such as broken gatelocks, burned-out stairwell and parking lot lights, etc.

8. Close your curtains or blinds at night.

9. Let friends know when you're going to be gone for an extended period of time. Ask your neighbors to keep an eye on your home, because the management cannot assume that responsibility.

10. Mark or engrave valuable personal possessions for identification.

11. Be careful to whom you lend or give your keys.

12. When lighting candles, always use holders that are sturdy to avoid tipping and keep candles 12" away from flammable objects such as curtains or pillows. Never leave a candle unattended. Extinguish them prior to sleeping or leaving your home.

13. Do not leave cooking items unattended. If a grease fire should break out, place a metal lid over the flames. Do not use glass since the heat from the fire could cause the glass to break. Smother the fire with a liberal amount of baking soda if it is relatively small and contained. Do NOT attempt to extinguish a grease fire with water; this will only cause the burning oil to splash and spread the flames.

PERSONAL SAFETY/OUTSIDE YOUR HOME

1. Lock your doors while you're gone. That means dead bolts too!

2. Leave a radio playing very softly when you're not at home.

3. Close and lock your windows when you're gone. Don't forget the sliding glass doors. Purchase a lamp timer at the hardware store, and set the time when you're not home in the evening or when you're on vacation.

4. Try not to walk outside alone at night.

5. Don't hide your front door key under the doormat. It's usually the first place a burglar will look.

6. If you have an entry code, don't give your code to guests or strangers.

7. Arrange for your newspaper delivery to be stopped when you're on vacation.

PERSONAL SAFETY/USING YOUR CAR

1. Lock your car doors when you're driving. Lock the doors and roll up the windows when you leave the car parked.

2. Don't leave visible items in the car, such as purses, briefcases, packages, money, etc.

3. Don't leave your keys in the car.

4. No matter where you are, always carry your key ring in your hand when you walk to the car. Don't ever stand by the car fumbling for keys.

5. Look in the back seat before you get in the car.

6. Don't stop alone at night at an automatic teller or gas station.

AC	3/26/2024 12:01 PM PDT	LD	3/26/2024 03:04 PM PDT
Allison Cuthbert Sallyanne *(Resident)*	*Date*	Liam Dixon *(Resident)*	*Date*
AD	3/26/2024 12:20 PM PDT	**Signed by Aura Andrade** Mon Apr 1 2024 10:29:11 AM PDT Key: 0CB7821E; IP Address: 173.13.163.254	
Aiden Downs *(Resident)*	*Date*	*(Owner/Agent)*	*Date*

COMMUNITY POLICIES

This document is an addendum to the California Lease Agreement ("Lease") dated **March 30, 2024** between **Allison Cuthbert Sallyanne, Liam Dixon, and Aiden Downs** ("Resident") and **Woodland Park** ("Landlord") for the **Unit #15** ("Premises") located at **245 East OKeefe Street, East Palo Alto, CA 94303**.

In order to maintain and promote the Community, Landlord has established the following policies for the comfort and convenience of all residents. These Community Policies may be modified by written notice to residents.

1. **Service Requests:** All requests for service should be made in writing, delivered personally, sent via electronic mail, or submitted to the online resident portal. In an emergency, call 911 directly for help. Notify the Landlord immediately after.

2. **Laundry Facilities:** Laundry facilities are for the exclusive use by Resident and Occupants during the hours posted. Items should not be left unattended in the laundry area. Landlord is not responsible for loss or damage to personal items and clothing. To ensure the washers and dryers are working when needed, please follow the posted operating instructions carefully and treat the machines with care. If any of the laundry machines are not working properly, please notify Landlord immediately, so service can be arranged. A few additional tips:
   - **i.** Do not put plastic items in the dryer.
   - **ii.** Always clean the lint screen prior to use.
   - **iii.** Never operate the dryer without a lint screen,
   - **iv.** Refrain from overloading the washing machine or dryer. Do not use laundry facilities to wash or dry bulky items such as comforters.
   - **v.** We recommend leaving washer door open after cycle for better ventilation.
   - **vi.** Always clean the lint screen prior to using the dryer and never operate it without a lint filter.
   - **vii.** Never dry items that have come into contact with flammable substances like cooking oil, gasoline, paint thinner, or alcohol.

3. **Appliances:** The following policies must be followed with regard to appliances.
   - **i.** Appliances shall not be removed from the Premises, common areas, or Community.
   - **ii.** The disposal should only be used for the purpose for which it was designed. The following items should not be put in the disposal: metal, string, grease, coffee grounds, nut shells, fruit pits, corn on the cob, and potato peel.
   - **iii.** The bathroom fixtures should only be used for the purpose for which they were designed. The following items should not be disposed of in the toilets: diapers, paper towels, sanitary napkins, tampons, food, baby wipes and rags. Resident shall be held responsible for any repairs or damage resulting from the disposal of such items in the toilet. If Resident puts any other foreign objects in bathroom or plumbing fixtures, Resident shall reimburse Landlord for any repairs or damage caused by the same.
   - **iv.** Dishwashers should not be overloaded and only detergents made for automatic dishwashers should be used. We recommend using a rinse agent to improve drying and reduce spots and build up in dishwasher.
   - **v.** To keep the oven clean, use mild detergents following each use and do not use hard abrasives on chrome or glass parts of the oven.
   - **vi.** On the stove, never place foil under the burner pans.

4. **Interior Alterations:** Resident must obtain the prior written approval of Landlord before making any interior alteration. Any expenses incurred to restore the Premises will be at Resident's expense. Resident may not use nails when hanging pictures, mirrors, or other wall hangings. Please use adhesive hangers.

5. **Window Coverings and Signs:** Resident shall not use blankets, sheets, foil or non-standard window coverings in place of draperies or blinds. Except as permitted by law, Residents shall not place objects on window or window sill which are visible from the outside.

6. **Community Equipment and Facilities:** Recreational facilities may include business centers, fitness rooms, swimming pools and community rooms. Residents, Occupants, guests and invitees shall abide by all rules and regulations for the use of the recreational facilities. Resident, Occupants, guests and invitees will avoid conduct that Landlord deems inappropriate or disruptive. Any person in violation of these rules will be asked to vacate the area immediately. Failure to adhere strictly to the posted rules and regulations is acknowledged as grounds for suspension of privileges or termination of the tenancy in accordance with law. Landlord may change the rules and regulations at Landlord's discretion. Exercise care when enjoying the recreation facilities/equipment. Landlord is not responsible for physical injuries that result from the use of the recreational facilities/equipment. Any damages to any of the recreational facilities/equipment caused by Resident, Occupants, guests or invitees will result in Resident being responsible for the cost of repairing the damages. Take caution to lock/close common area doors and gates. No pets are allowed in any of the recreational facilities.

7. **Communities with Pools:** Resident is required to limit guests to no more than two at a time and accompany them to the pool. Visitors not accompanied by Resident will be asked to leave. Glass containers are not allowed in the pool area. Please help keep the pool area clean. Proper pool attire, such as bathing suits and swim trunks, is required. Children who are not toilet trained must wear a swim diaper. Cut-off jeans, T-shirts and non-swim diapers are not allowed. Additional pool policies and hours are posted by the pool. For safety reasons, do not swim alone.

8. **Patios and Balconies:** Resident shall comply with the following rules:
   - **i.** Patios and balconies are to be kept neat and orderly at all times.
   - **ii.** The installation of sunshades, blinds or hanging fabrics is not allowed.
   - **iii.** The construction of walls, ceilings, or other permanent attachments to the patio or balcony is not permitted.
   - **iv.** Patios and balconies may not be used as bedrooms.
   - **v.** No storage of any personal property or trash containers is allowed.
   - **vi.** All plants must be free-standing and have saucers underneath them. Hanging plants are not permitted.
   - **vii.** No motorcycles are allowed to be kept on any patios or balconies at any time.
   - **viii.** Unapproved bike hooks are not permitted and will be removed.
   - **ix.** Only furniture designed for outdoor use is permitted.

9. **Trash Removal:** Containers are located at various places throughout the Community. Residents shall secure trash and place it in a designated container. Residents shall not place trash on the ground if dumpster is full and should proceed to the next closest container to dispose of the trash. Resident shall not place large articles, such as furniture, for trash removal and Resident shall make alternate arrangements with a private disposal service to pick up such item at Resident's expense. Recyclable materials shall be separated from trash and disposed of in the recycling receptacles. Boxes should be recycled and broken down before disposal. Resident shall not dispose of hazardous materials in any container or other location at the Community. Resident shall only dispose of refuse in compliance with applicable laws. Resident may be charged a fee for not following these guidelines. Do not store trash on porches, balconies or in the hallways unless it is an approved container provided by the Landlord and is served regularly by the Landlord or a third party vendor.

10. **Recycling:** Resident agrees to comply with all present and future Community policies, laws, orders and regulations of all state, federal, municipal and local governments regarding the collection, sorting, separation, and recycling of waste products, garbage, refuse and trash.

11. **Barbeques:** The use or storage of any charcoal burner, liquid petroleum, gas fueled or any other open flame cooking devices are prohibited in the Premises, including on any patio or balcony.

12. **Loitering:** No unnecessary loitering in laundry facilities, recreation areas, leasing office, amenity areas, parking areas, or other common areas.

13. **Recreational Equipment:** Skateboards, motorcycles, bicycles and similar vehicles may not be stored in entry ways or under stairs without prior written permission from Landlord. Skateboards, roller-blades or other similar recreational equipment usage in Premises and in common areas is prohibited.

14. **Posting Flyers:** Resident is not authorized to distribute advertising, information or any other type of flyer, door-to-door, on cars, anywhere else in the building or throughout the Community, except as authorized by law. Landlord may designate a place for such items to be displayed and remove items that are not in keeping with the nature of the Community, as determined by Landlord.

15. **Garage and Storage:** Parking areas may only be used to park the Resident's registered, operational personal vehicle(s) in accordance with the Lease and Parking Rules and Regulations. Resident shall not use any parking area as storage for equipment, personal items, containers, vehicle parts or inoperable vehicles. In addition, Resident will not under any circumstances use any parking area or storage space to store flammable or toxic chemicals and/or waste. The parking area and storage space may not be used for occupancy. If Resident violates these requirements Resident agrees to immediately reimburse the Landlord for any costs associated with the removal of the unauthorized materials and immediately vacate the parking area or storage. Resident further agrees to be liable for any and all damage caused by Resident's carelessness or negligent driving, which may result in the destruction of the storage space and/or parking area or to any other vehicle near garage or storage space. The Landlord shall not be liable for any loss, theft, damages and or destruction of any personal property contained in any parking area or storage space. Nor shall the Landlord be held liable for or held responsible for any injury to any Resident, Occupant, guest or invitee resulting from the use of any parking area and/or storage space.

16. **Solicitors and Salespeople:** Solicitors are not allowed in the Community, except as authorized by law. Residents shall report all solicitors or salespeople to the Landlord immediately.

17. **Car Wash and Repair:** Vehicle repairs, including oil changes, and washing of vehicles are prohibited in the common areas and Community unless there is a designated area provided by Landlord.

18. **Moving of Furniture:** Landlord may designate the time and method for moving items to and from the Premises such as any furniture, merchandise, goods, freight or other such items. Residents may not move furniture to and from the Premises through the lobby, patio doors, or through the use of elevators (if available) without Landlord's permission. If elevators are installed at the Community, Landlord does not guaranty that the elevators will be available for use by Resident nor shall Landlord be liable for any loss resulting from the unavailability of elevator service.

19. **Notification of Changes:** Resident shall notify Landlord immediately in writing with any change to Resident's employer, employer telephone number, alternate phone numbers, emergency contact and other pertinent information.

Resident and Landlord represent that they have read this Addendum, understand the terms and conditions contained herein, and agree to the terms and conditions contained herein.

AC	3/26/2024 12:02 PM PDT	LD	3/26/2024 03:05 PM PDT
Allison Cuthbert Sallyanne *(Resident)*	*Date*	Liam Dixon *(Resident)*	*Date*
AD	3/26/2024 12:21 PM PDT	Signed by Aura Andrade Mon Apr 1 2024 10:29:14 AM PDT Key: 0CB7821E; IP Address: 173.13.163.254	
Aiden Downs *(Resident)*	*Date*	*(Owner/Agent)*	*Date*

FLOOD AREA DISCLOSURE

(1) SPECIAL FLOOD HAZARD AREA OR AREA OF POTENTIAL FLOODING. If the address of the Premises is listed below, the owner has knowledge that this property is located in a special flood hazard area or area of potential flooding:

640 Circle Drive
1609 Woodland Ave
1908 Cooley Ave
1909/1911 Cooley Ave
1703/1707 Woodland Ave
652/654 Scofield Ave
1643 Woodland Ave
1901 Cooley Ave
1908 Capital Ave
1902 Capital Ave
1920 Capital Ave
1916/1918 Capital Ave
1949 Cooley Ave
1941 Cooley Ave
1934 Capital Ave
1957 Cooley Ave
685 Scofield Ave
1820 Clarke Ave
1839 Woodland Ave
1835/1837 Woodland Ave
1823/1825 Woodland Ave
1807 Woodland Ave
1851 Woodland Ave
1859 Woodland Ave
1787 Woodland Ave
1821 Clarke Ave
1785 Woodland Ave
1805 Clarke Ave
1827 Clarke Ave
1914 Cooley Ave
1826 Clarke Ave

If the address of the Premises is not listed above, the owner has no knowledge that this property is located in a special flood hazard area or area of potential flooding.

(2) INFORMATION ABOUT HAZARDS. Resident can obtain information about hazards, including flood hazards that may affect the property from the internet website for the California Office of Emergency Services ("OES"). OES maintains a website called "My Hazards" that is available online at: http://myhazards.caloes.ca.gov.

(3) INSURANCE. Owner's insurance does not cover the loss of Resident's personal possessions or any relocation expenses. It is recommended that the Resident consider purchasing renter's insurance and flood insurance to insure Resident's possessions from loss due to fire, flood, or other risk of loss and to maintain such insurance throughout the term of the tenancy.

(4) ADEQUACY OF INFORMATION. Owner is not required to provide additional information concerning the flood hazards to the property. The information provided here is deemed adequate to inform the Resident pursuant to California Government Code section 8589.45.

By signing below, Resident acknowledges that Resident has received and reviewed this Flood Area Disclosure.

AC — 3/26/2024 12:02 PM PDT
Allison Cuthbert Sallyanne *(Resident)* *Date*

LD — 3/26/2024 03:06 PM PDT
Liam Dixon *(Resident)* *Date*

AD — 3/26/2024 12:21 PM PDT
Aiden Downs *(Resident)* *Date*

Signed by Aura Andrade
Mon Apr 1 2024 10:29:21 AM PDT
Key: 0CB7821E; IP Address: 173.13.163.254
(Owner/Agent) *Date*

INFORMATION ABOUT BEDBUGS AND PEST CONTROL POLICIES

This document is an addendum to the Lease Agreement dated **March 30, 2024** between **Allison Cuthbert Sallyanne, Liam Dixon, and Aiden Downs** and **Woodland Park** for the Unit **#15** located at **245 East OKeefe Street, East Palo Alto, CA 94303**.

1. In recent times, bed bugs have become a re-emerging problem nationwide. One reason for these increasing problems is that it is easy for persons to spread the problem unknowingly. Bed bugs readily hide in small crevices and are notorious hitch-hikers. Bed bugs are often transferred by purchasing used furniture and through travel in luggage and in hotel beds and linens.

2. Landlord provides the following information about bedbugs pursuant to California Civil Code Section 1954.603:

a) Bed Bug Appearance: Bed bugs have six legs. Adult bed bugs have flat bodies about 1/4 of an inch in length. Their color can vary from red and brown to copper colored. Young bed bugs are very small. Their bodies are about 1/16 of an inch in length. They have almost no color. When a bed bug feeds, its body swells, may lengthen, and becomes bright red, sometimes making it appear to be a different insect. Bed bugs do not fly. They can either crawl or be carried from place to place on objects, people, or animals. Bed bugs can be hard to find and identify because they are tiny and try to stay hidden.

b) Life Cycle and Reproduction: An average bed bug lives for about 10 months. Female bed bugs lay one to five eggs per day. Bed bugs grow to full adulthood in about 21 days.

c) Bed bugs can survive for months without feeding.

d) Bed bug Bites: Because bed bugs usually feed at night, most people are bitten in their sleep and do not realize they were bitten. A person's reaction to insect bites is an immune response and so varies from person to person. Sometimes the red welts caused by the bites will not be noticed until many days after a person was bitten, if at all.

e) Common signs and symptoms of a possible bed bug infestation:

- Small red to reddish brown fecal spots on mattresses, box springs, bed frames, mattresses, linens, upholstery, or walls.
- Molted bed bug skins, white, sticky eggs, or empty eggshells.
- Very heavily infested areas may have a characteristically sweet odor.
- Red, itchy bite marks, especially on the legs, arms, and other body parts exposed while sleeping. However, some people do not show bed bug lesions on their bodies even though bed bugs may have fed on them.

f) For more information, see the Internet Web sites of the United States Environmental Protection Agency and the National Pest Management Association.

3. The best strategy for effective pest control is prevention. The following are recommended steps in the prevention of infestations by insects and vermin, including bed bugs: (1) Clean Premises regularly, including vacuuming mattresses; (2) Clean up clutter to help reduce the number of places insects like bed bugs can hide; (3) Carefully and thoroughly inspect used furniture or clothes you acquire and bring into the Premises; Ask the person from whom you acquire the items if the items were checked and treated for bed bugs; (4) Do not bring discarded furniture, mattresses or clothing into the Premises; and (5) When traveling or staying in hotels, avoid places which do not appear to be cleaned regularly.

4. If the Premises or neighboring Premises are infested with vermin or insects, including bed bugs, Landlord may hire a pest control professional to develop a treatment plan and apply pesticides. The Premises must be properly prepared for any treatment and Resident must cooperate with the implementation of the treatment plan.

Resident and Landlord represent that they have read this Addendum, understands the terms and conditions contained herein, and agree to the terms and conditions contained herein.

AC	3/26/2024 12:03 PM PDT	LD	3/26/2024 03:06 PM PDT
Allison Cuthbert Sallyanne *(Resident)*	*Date*	Liam Dixon *(Resident)*	*Date*
AD	3/26/2024 12:21 PM PDT	Signed by Aura Andrade Mon Apr 1 2024 10:29:34 AM PDT Key: 0CB7821E; IP Address: 173.13.163.254	
Aiden Downs *(Resident)*	*Date*	*(Owner/Agent)*	*Date*

MOLD/MILDEW ADDENDUM

This document is an addendum to the Lease Agreement dated **March 30, 2024** between **Allison Cuthbert Sallyanne, Liam Dixon, and Aiden Downs** and **Woodland Park** for the Unit #**15** located at **245 East OKeefe Street, East Palo Alto, CA 94303**.

Resident acknowledges that it is necessary for Resident to provide appropriate climate control, keep the Unit clean, and take other measures to retard and prevent mold and mildew from accumulating in the Unit. Resident agrees to clean and dust the Unit on a regular basis and to remove visible moisture accumulation on windows, walls, and other surfaces as soon as reasonably possible. Resident agrees not to block or cover any of the heating, ventilation or air conditioning ducts in the Unit. Resident also agrees to immediately report to Landlord: (i) any evidence of a water leak or excessive moisture in the Unit, as well as in any storage room, garage or other common area; (ii) any evidence of mold- or mildew-like growth that cannon be removed by simply applying a common household cleaner and wiping the area; (iii) any failure or malfunction in the heating, ventilation or air conditioning system in the Unit; and (iv) any inoperable doors or windows. Resident further agrees that Resident shall be responsible for damage to the Unit and Resident's property as well as personal injury to Resident, other occupants or Resident's guests, resulting from Resident's failure to comply with the terms of this Addendum.

A default under the terms of this Addendum shall be deemed a material default under the terms of the Lease, and Landlord shall be entitled to exercise all rights and remedies at law or in equity. Except as specifically stated herein, all other terms and conditions of the Lease shall remain unchanged. In the event of any conflict between the terms of this Addendum and the terms of the Lease, the terms of this Addendum shall control. Any term that is capitalized but not defined in this Addendum that capitalized and defined in the Lease shall have the same meaning for purposes of this Addendum as it has for purposes of the Lease.

Resident(s) acknowledges to have read this Addendum and understands the terms and conditions contained herein.

AC — 3/26/2024 12:03 PM PDT
Allison Cuthbert Sallyanne *(Resident)* *Date*

LD — 3/30/2024 10:50 AM PDT
Liam Dixon *(Resident)* *Date*

AD — 3/26/2024 12:21 PM PDT
Aiden Downs *(Resident)* *Date*

Signed by Aura Andrade
Mon Apr 1 2024 10:29:35 AM PDT
Key: 0CB7821E; IP Address: 173.13.163.254
(Owner/Agent) *Date*

City of East Palo Alto
Office of the City Manager
Rent Stabilization Program
2415 University Avenue, 2nd Floor
East Palo Alto, CA 94303
Tel: 650-853-3114 / Fax: 650-853-3115
rentprogram@cityofepa.org

NOTICE OF ORDINANCE AT COMMENCEMENT OF TENANCY

Section 6 of the East Palo Alto Rent Stabilization and Just Cause of Eviction Ordinance of 2010 requires landlords provide residential tenants with a written notice of this Ordinance at the commencement of any tenancy.

RENTS AND RENT INCREASES

How Much Can Rents be Increased Each Year:

The Rent Stabilization Board determines the percentage increase each year, the Annual General Adjustment ("AGA"), that landlords can raise rents for tenants in regulated rental units. **The percentage of rent increase allowed**, including for all fees for regulated housing services, **for the 2022-2023 program year is 4.2%.**

Landlords, who are in compliance with the Ordinance, may increase rents between July 1 and June 30 of each program year by the amount of the AGA after giving a proper 30-day notice to a tenant. A landlord is eligible to increase rents using AGAs only if the landlord:

1. Registers all units in the same property with the Rent Stabilization Program;
2. Substantially complies with the Rent Stabilization Ordinance and/or orders or regulations issued under the Ordinance, including not charging more than the maximum allowed rent; and
3. Ensures the rental unit complies with the implied warranty of habitability; and completes all repairs ordered by the City.

Fees paid to a landlord for regulated housing services such as parking or utilities are generally part of the rent. An increase in fees for housing services, or charges for additional services that were not included in a tenant's initial rental agreement, are generally considered rent increases and must conform to the requirements for raising rents.

Accumulating AGAs for Future Rent Increases:

Landlords may raise rents by a lesser amount than allowed by the AGA or choose not to raise rents in any given year, and in that event, they may apply the AGA for future use to raise a tenant's rent. Rent increases may not exceed **10%** in any 12-month period.

Certificate of Maximum Allowable Rent ("MAR"):

Certificates are issued upon Initial Registration of a rental unit, upon occupancy by a new tenant, and upon individual request. They are not issued every year. Based on information submitted by landlords, the Rent Stabilization Administrator calculates the Maximum Allowable Rent in the Certificates issued for rental units that have been properly registered with the City. A tenant cannot be charged rent, including any fees for regulated housing services, that exceeds the MAR for the timeframe specified in the Certificate issued for their unit.

RIGHT TO PETITION FOR VIOLATIONS OF ORDINANCE

A tenant can file petition A, B and/or C when their landlord violates the requirements of the City's Rent Stabilization Ordinance. A tenant may file a petition seeking a rent reduction or a rebate for rent already paid for the following reasons:

File Petition A for a Rent Reduction and Rebate for Maximum Allowable Rent Violations: This petition may be filed when rent is being charged over the Maximum Allowable Rent for a regulated rental unit. A tenant can also file Petition A if their landlord failed to properly register the unit.

File Petition B for Rent Reduction and Rebate for Housing Service Reductions, including Maintenance and Breach of Implied Warranty of Habitability: This petition may be filed when the tenant experiences habitability and/or maintenance problems, and/or reductions in services that have not been corrected in a reasonable time.

File Petition C for Approval to Withhold Rent for Landlord's Failure to Register a Unit with the Rent Stabilization Program: Tenants may contact the Rent Program to find out if their rental unit is properly registered and for more

information about this provision in the Ordinance.

PROTECTIONS AGAINST EVICTONS WITHOUT CAUSE

Evictions are only permitted for the specific reasons cited in the Ordinance. Evictions not meeting these requirements can be contested in any action to recover possession of a rental unit in court.

Landlords must specify at least one of the permitted grounds for eviction listed in the Ordinance in a written notice of termination of tenancy. Permitted grounds for eviction include failing to pay rent, violating the lease, or engaging in disorderly or destructive conduct, among other reasons.

The landlord must file with the Rent Board a copy of any termination of tenancy and unlawful detainer action within five calendar days after the tenant has been served with such a notice.

TENANT PROTECTION ORDINANCE (Codified in Section 14.02 of the Municipal Code):
In May 2014, the City Council adopted the Tenant Protection Ordinance ("TPO") to further protect tenants. The TPO requires landlords to provide tenants a tenant rights information sheet, to give keys to every adult occupant in the rental unit, and to replace locks before a new tenancy begins. The TPO prohibits landlords from discriminating against families with children or based on the student or non-student status of housing applicants and tenants. It also prohibits landlords from harassing or taking retaliatory action against tenants. The TPO confirms tenants' rights to organize and to distribute literature related to tenancy issues. The TPO also provides for relocation assistance when units are to be demolished or removed or tenants have to temporarily relocate due to necessary repairs.

FOR MORE INFORMATION ABOUT THE ORDINANCE

Contact the Rent Stabilization Program at (650) 853-3114 or rentprogram@cityofepa.org; or the City's website at: www.cityofepa.org/rentprogram. You may also visit us at 2415 University Avenue, 2nd floor between 8:00 a.m. – 5:00 p.m.

For legal advice or representation, you may contact Legal Aid Society of San Mateo County for an appointment at (650) 517-8911; or Community Legal Services in East Palo Alto at (650) 326-6440; or go to 1861 Bay Road, East Palo Alto.

I received a copy of this notice on **March 26, 2024**.

AC — 3/26/2024 12:04 PM PDT
Allison Cuthbert Sallyanne *(Resident)* *Date*

LD — 3/26/2024 03:07 PM PDT
Liam Dixon *(Resident)* *Date*

AD — 3/26/2024 12:21 PM PDT
Aiden Downs *(Resident)* *Date*

PARKING RULES AND REGULATIONS

1. Each resident may only use the assigned parking space associated with that resident's lease and parking permit. Any vehicle parked in a parking space other than the assigned space is subject to immediate tow at the owner's expense. If you are not sure which space is yours, please ask the Management Office.

2. Every vehicle, including motorcycles, parked in an assigned **Woodland Park** parking space must have a visible, valid **Woodland Park** parking permit.

3. The **Woodland Park** Management Office at **5 Newell Court, East Palo Alto, CA 94303** issues parking permits. Generally, one parking permit will be issued for each assigned parking space. The make, model, color, and license plate number for each vehicle must be provided to obtain a parking permit.

4. The parking permit, including the permit identification number, must be fully visible at all times that the vehicle is parked at **Woodland Park**. Be sure not to cover the permit identification number.

5. If a resident's vehicle information changes or there are any other changes affecting the parking permit, the Management Office will reissue the parking permit. Upon reissue, the original parking permit will no longer be valid. All updated information must be provided to the Management Office.

6. If a parking permit must be reissued due to loss or theft, the resident will be charged a replacement fee for reissuance of the permit. Upon reissue, the original parking permit will no longer be valid. If the original parking permit is found in any vehicle parked at **Woodland Park**, that vehicle will be subject to immediate tow at the owner's expense. Reproduction or alteration of a parking permit is a direct violation of the Parking Rules. Any vehicle parked at **Woodland Park** with a reproduced or altered parking permit will be subject to immediate tow at the owner's expense.

7. No vehicle may be parked at any time in a fire lane, red zone, or any other area marked "NO PARKING." No vehicle may be parked so as to block any other parking space, sidewalk, driveway, or garage entrance. Any vehicle parked in violation of these rules is subject to immediate tow at the owner's expense.

8. Certain parking spaces are marked as guest and visitor parking spaces. Vehicles cannot be parked in guest and visitor spaces for more than 72 hours, unless the Management Office has provided prior written approval. An unapproved vehicle parked in a guest or visitor space for more than 72 hours is subject to immediate tow at the owner's expense. It is the resident's responsibility to advise guests and visitors of the Parking Rules.

9. Residents and their guests and visitors may park their vehicles in the parking spaces marked "**Woodland Park** Management Office" outside of Management Office hours; however, these vehicles must be moved during Management Office hours (signs are posted with the times). Any vehicle parked in the Management Office parking spaces during office hours are subject to immediate tow at the owner's expense.

10. Motorcycles must be parked in parking spaces. Motorcycles must affix the parking permit so that it is visible on the front area of the vehicle. Motorcycles may not be stored in units, on walkways, in courtyards, or on balconies. All parking rules and regulations apply to motorcycles.

11. All vehicles parked at **Woodland Park** must be in good operating condition and currently registered and licensed. Vehicles leaking any fluids will be subject to clean up fees. Any vehicle that is lacking any part or equipment necessary to operate safely, including without limitation, an engine, transmission, wheels, tires, doors, or windshield is subject to tow at the owner's expense. Management will attempt to provide 72 hours of notice before towing any such vehicle. Vehicle repair and maintenance in parking spaces and driveways is strictly prohibited.

12. Storage of personal property is not allowed in parking spaces. Management reserves the right to remove personal property left in parking spaces with no prior warning. Parking spaces and adjacent areas are to be neat and clean at all times.

13. Vehicles are not to be covered. Management will remove and discard covers.

14. Management is not responsible for theft or damage to any vehicle or personal property in the parking areas.

15. Boats, large trucks, RV's or trailers are not to be parked in the parking areas.

16. Bicycles must be parked in designated bicycle racks or inside a Resident's unit. Bicycles may not be stored or parked in common walkways or by the resident's front door.

Please remember to always lock your vehicle and never leave valuables in your car. Management is not responsible for loss or damage. Park at your own risk.

IF YOUR VEHICLE IS TOWED...

You have rights if your vehicle gets towed. Please consult the **California** Vehicle Code to fully understand your rights, as this is only an overview and the law may change at any time.

Generally, prior to paying any towing and storage-related fees, you have the right to:

- Receive an itemized invoice of actual charges.
- Receive your personal property, at no charge, during normal business hours.
- Retrieve your vehicle during the first 72 hours of storage and not pay a lien fee.
- Request a copy of the Towing Fees and Access Notice.
- Pay by cash or valid bank credit card
- Inspect your vehicle or have your insurance carrier inspect your vehicle at the storage facility, at no charge, during normal business hours.

You generally have the right to have the vehicle released to you upon (1) payment of all towing and storage-related fees, (2) presentation of a valid photo identification, (3) presentation of reliable documentation showing that you are the owner of the vehicle or that the owner has authorized you to take possession of the vehicle, and (4), if applicable, presentation of any required police or law enforcement release documents.

If you do not pay the towing and storage-related fees or you abandon your vehicle at the towing company, the towing company may sell your vehicle and any money received will be applied to towing and storage-related fees that have accumulated against your vehicle. You are still responsible for paying the towing company any outstanding balance due on any of these fees once the sale is complete.

If your vehicle was damaged during storage or towing, the owner of the vehicle may recover for any damage to the vehicle resulting from any intentional or negligent act of a person causing the removal of, or removing, the vehicle.

If the towing company violates the law, you may be able to bring a lawsuit in court, generally in small claims court. The towing company may be civilly liable for damages up to two times the amount charged, not to exceed $500, and possibly more for certain violations.

AC — 3/26/2024 12:07 PM PDT

Allison Cuthbert Sallyanne *(Resident)* *Date*

LD — 3/26/2024 03:07 PM PDT

Liam Dixon *(Resident)* *Date*

AD — 3/26/2024 12:22 PM PDT

Aiden Downs *(Resident)* *Date*

PET ADDENDUM

This document is an addendum to the California Lease Agreement ("Lease") dated **March 30, 2024** between **Allison Cuthbert Sallyanne, Liam Dixon, and Aiden Downs** ("Resident") and **Woodland Park** ("Landlord") for the **Unit # 15** ("Premises") located at **245 East OKeefe Street, East Palo Alto, CA 94303**.

Pets, including unauthorized or visiting pets, are not permitted on the Premises without prior written consent from Landlord. This addendum constitutes written consent for the pet(s) described below in the "Pet Description."

Pet Description

Resident and Landlord agree as follows:

1. Resident agrees to pay **$0.00** per month per pet in Pet Rent per month on or before the first of each month with Monthly Rent. Pet Rent is additional "rent" for all purposes.

2. If a pet is added during the lease term, Resident agrees to pay **$50.00** in Pet Rent per pet per month and will be required to pay an additional deposit of **$500.00**.

3. The additional deposit shall be subject to full inspection of the Premises upon Resident's move out and shall be considered an additional deposit pursuant to the Lease terms.

4. Resident shall be liable for all damages to Premises, common areas, or Community and all expenses caused by or in connection with pet, including without limitation the presence of fleas.

5. Pet will not be permitted outside the Premises unless restrained by a leash. Resident must control pet activity while in the Premises.

6. Pets may not be left or tied on balconies, porches, or patios and these areas must be kept clean and free of pet waste.

7. Resident is responsible for immediate and proper cleaning up and disposal of pet waste. Please note that landscape pesticides and chemicals are used on the grounds of the Community and therefore special care should be taken when walking pets.

8. If pet is a cat, an appropriate litter box shall be maintained and a scratching post should be provided. Resident must place soiled cat litter in a securely tied trash bag for disposal.

9. If Resident does not clean up after pet, Resident will be fined **$50.00** per occurrence.

10. Pets shall not weigh over **50 Pounds** full grown.

11. The number of pets per unit is limited to **2**.

12. Resident shall not permit and represents that pet will not cause any damage, discomfort, annoyance, nuisance or in any way inconvenience, or cause complaints from, any other resident.

13. All pets must have all current, required vaccinations. Upon request from Landlord, Resident must provide proof of vaccinations to Landlord.

14. It is strongly recommended that all pets have an identification tag showing current address and telephone number on their collar. Dogs are required to have a current license and an identification tag at all times.

15. Resident agrees to comply with all applicable ordinances, regulations and laws governing pets.

16. In addition, Resident shall comply with the following policies:

- **i.** Except as further restricted by law, the following types of pets are permissible: cats, dogs, hamsters, guinea pigs, rabbits, birds, fish, non-poisonous or non-venomous amphibians, and non-poisonous or non-venomous reptiles. Permitted birds must be kept caged and permitted fish, amphibians, and reptiles must remain in in a tank/aquarium at all times.
- **ii.** All pets must be spayed/neutered.
- **iii.** Resident shall prevent any fleas or other infestation of the Premises, building and Community.
- **iv.** Birds shall not be let out of cages.
- **v.** Resident must obtain prior written consent from Landlord to have fish tanks over **30 gallons**. Fish tanks must be placed in a safe area inside of the Premises.
- **vi.** Dangerous, illegal, exotic or poisonous animals (as determined solely by Landlord) are not permitted on the Premises.
- **vii.** Residents are not allowed to keep endangered species.
- **viii.** Feral animals cannot be fed or kept on the Premises, common areas, or Community.
- **ix.** Resident shall not allow any pet in the Community that has exhibited any sign of aggressive behavior or aggressive tendencies towards any person.

x. Resident shall not allow any pet in the Community that is a Restricted Breed. Restricted Breeds are Alaskan Malamute, Boxer, Chow Chow, Dalmatian, Doberman Pinscher, German Shepperd, Belgian Malinois, Husky breeds, Pit-Bull breeds, Staffordshire Terrier, Presa Canario, Rottweiler and wolf hybrids..

17. This addendum shall terminate without affecting the Lease or Resident's responsibilities under the Lease and Resident shall remove the pet immediately if any of the following occurs:

i. Payment of Pet Rent is delinquent.

ii. The pet displays aggressive behavior.

iii. Landlord perceives the pet to be dangerous or disruptive to premises, common areas, or Community, other residents, guest or employees.

iv. Resident fails to provide proof of current, required vaccinations upon request from Landlord.

v. Upon thirty (30) days' notice by either party to the other of intent to terminate this Addendum.

18. Companion and/or Service Animal: Landlord will review any request for accommodation to the pet policies, including the need for a companion or service animal. Additional information may be requested while engaging in the interactive process to determine the need for the accommodation. If a companion or service animal is required, the Resident will be provided a Companion Animal and/or Service Animal Addendum & Agreement detailing the terms and conditions.

19. Resident agrees to hold harmless and indemnify Landlord from all liability pertaining to pets on the property and Resident shall hold Landlord harmless and indemnify Landlord for any and all damages or costs in connection with pet.

Resident and Landlord represent that they have read this Addendum, understand the terms and conditions contained herein, and agree to the terms and conditions contained herein.

AC 3/26/2024 12:07 PM PDT
Allison Cuthbert Sallyanne *(Resident)* *Date*

LD 3/26/2024 03:08 PM PDT
Liam Dixon *(Resident)* *Date*

AD 3/26/2024 12:22 PM PDT
Aiden Downs *(Resident)* *Date*

Signed by Aura Andrade
Mon Apr 1 2024 10:29:40 AM PDT
Key: 0CB7821E; IP Address: 173.13.163.254
(Owner/Agent) *Date*

PROPOSITION 65 ADDENDUM

This document is an addendum to the Lease Agreement dated **March 30, 2024** between **Allison Cuthbert Sallyanne, Liam Dixon, and Aiden Downs** and **Woodland Park** for the **Unit # 15** located at **245 East OKeefe Street, East Palo Alto, CA 94303**.

⚠ WARNING:

Building materials such as insulation, pressed wood materials, finishes, or adhesives on the Residential Community can expose you to chemicals including **formaldehyde** which is/are known to the State of California to cause cancer.

Exhaust fumes on roadways and in parking areas on the Residential Community can expose you to chemicals including **carbon-monoxide** which is/are known to the State of California to cause birth defects or other reproductive harm.

Cigarettes, cigars, pipes, cigarillos, hand-rolled cigarettes (such as bidis) and clove cigarettes (kreteks) produce tobacco smoke, which even when experienced second hand on the Residential Community can expose you to chemicals including **acetaldehyde, acrylamide, arsenic, benzene, and carbon monoxide** which is/are known to the State of California to cause cancer and **acetaldehyde, acrylamide, arsenic, benzene, and carbon monoxide** which is/are known to the State of California to cause birth defects or other reproductive harm.

Swimming Pool(s), spa, water features on the Residential Community can expose you to chemicals including **chloroform which can be formed when the disinfectant chlorine in the pool, spa, fountain reacts with organic compounds that may be in the water such as dirt, sweat, skin cells, etc. and** which is/are known to the State of California to cause cancer and birth defects or other reproductive harm.

Talk to your landlord or the building owner about how and when you could be exposed to these chemicals in your building. For additional information go to www.P65Warnings.ca.gov/apartments.

Resident(s) acknowledges to have read this Addendum and understands the terms and conditions contained herein.

AC — 3/26/2024 12:08 PM PDT
Allison Cuthbert Sallyanne *(Resident)* *Date*

LD — 3/26/2024 03:09 PM PDT
Liam Dixon *(Resident)* *Date*

AD — 3/26/2024 12:22 PM PDT
Aiden Downs *(Resident)* *Date*

Signed by Aura Andrade
Mon Apr 1 2024 10:29:44 AM PDT
Key: 0CB7821E; IP Address: 173.13.163.254
(Owner/Agent) *Date*

LEASE ADDENDUM
PERSONAL LIABILITY INSURANCE REQUIRED

1. **Addendum.** This is an addendum to the Lease for Apt. No. **15** at **245 East OKeefe Street, East Palo Alto, CA 94303**

   The effective date of this Addendum is **March 26, 2024**.

2. **Insurance Acknowledgment.** You acknowledge that we do not maintain insurance to protect you against personal injury, loss or damage to your personal property or to cover your own liability for injury, loss or damage you (or your occupants or guests) may cause others. You also acknowledge that you may be responsible to others (including us) for the full cost of any injury, loss or damage caused by your negligent actions or the negligent actions of your occupants or guests, including but not limited to damage caused by fire, smoke, explosion or water damage liability.

3. **Required Renters Insurance Policy.** You are required to purchase and maintain a renter's personal liability insurance policy which provides limits of liability to third parties in an amount not less than **$100,000.00** per occurrence through an insurance company or insurance agent authorized to issue insurance in this state. Proof of coverage must be submitted for all leaseholders. Such insurance policies are often referred to as "renter's insurance policies or "liability-only insurance policies." Most renter's insurance policies contain personal liability coverage and also personal property coverage for your own property. You are only required to have personal liability insurance, however we highly recommend that you obtain coverage for your personal property too. Personal property coverage protects your property in the event of theft, fire or weather-related loss to your property. The required personal liability insurance policy must cover all residents in your unit. The policy must identify Insurance Tracking, **1050 Crown Pointe Parkway, Suite 600, Atlanta, GA 30388** as a "Party of Interest" or "Interested Party" where the "Party of Interest" or "Interested Party" must be notified within ten (10) days after your insurance company or agent renews, cancels or non-renews your policy. When insurance providers are paperless and only submit communications electronically, they are required to submit policy documents to **woodlandparkca@greystar.com**. Failure to include Insurance Tracking as the "Party or Interest" or "Interested Party" with the above-listed address and/or **woodlandparkca@greystar.com** will constitute a breach of this Lease.

4. **Insurance Election.** If you choose not to purchase insurance through the carrier of your choice or are unable to secure satisfactory personal liability insurance coverage, you have the option to obtain insurance coverage under an insurance program issued by an insurance carrier we have partnered with. As a resident of this property, you automatically qualify for this coverage with our preferred insurance provider with no underwriting or lengthy application. Participation in this program allows you to conveniently pay the insurance charges with your monthly rent. Following your execution of this Lease, you will be sent a link via email or text message to an online insurance portal where you must either enroll in the insurance program offered by our preferred insurance provider or upload proof of insurance if you already have insurance or if you decide to purchase the insurance through a carrier or agency other than our preferred insurance provider.

   If you choose to participate in this preferred insurance provider's program, you agree that you will be charged **$14.50** monthly with your rent to cover the costs of securing personal liability coverage in an amount of **$100,000.00** and personal property coverage in an amount of **$5,000.00**. The insurance company will issue a certificate of insurance to you that will describe the limits, conditions and terms of the coverage provided. A description of the insurance coverage and the insurance carrier are available by visiting the online insurance portal. If you have questions regarding the insurance program, including other available options, please call **(833) 227-2209**.

   If you decide not to enroll in the preferred insurance provider's program described above, you will be required to upload proof of insurance coverage via the link you receive by email from **woodlandparkca@greystar.com** to meet the Lease's insurance requirement. If you do not have access to upload your proof of insurance, you must contact the leasing office and the on-site staff may be able to provide you with an alternative method (e.g. business center computer, iPad, etc.).

5. **Freedom of Choice.** At all times, you are able to purchase insurance through the carrier or agency of your choice and are not required to purchase insurance through a particular carrier or agency, including the preferred provider. However, the insurance you purchase must meet the Lease's minimum requirements at all times. By signing this Addendum you consent to the sharing of information with our preferred insurance provider, which includes, but is not limited to, your name, address, lease status/expiration, current renter's insurance policy information, email address and telephone number(s).

6. **Subrogation Allowed.** You acknowledge that subrogation is allowed by all parties and that this Addendum supersedes any language to the contrary in the Lease. Accordingly, our commercial insurance carrier may make a claim against you for losses it pays as a result of your negligence, and your insurance carrier may make a claim against us for losses it pays as a result of our negligence. We retain the right to hold you responsible for any loss in excess of your insurance coverage.

7. **Your Insurance Coverage.** By signing this Addendum, you acknowledge that you have purchased (or agree to purchase) the insurance described above or you have agreed to participate in the insurance program. If you purchase insurance through a carrier or agency other than the preferred insurance provider, you must provide proof of insurance via the online insurance portal prior to taking possession of the apartment. You further acknowledge that you will keep your insurance

policy in-force for the entire term of the Lease. If any material terms of your insurance policy change, you agree to promptly provide proof of the modified policy terms to **woodlandparkca@greystar.com**.

8. **Default.** Unless otherwise prohibited by law, and subject to any right to cure a default under the Lease, any default under the terms of this Addendum shall be deemed a material default of the Lease, and we are entitled to exercise all rights and remedies under the law. If you fail to obtain and maintain personal liability insurance as required by this Addendum, you will be in violation of your Lease. In such event, we may send a written notice to you demanding that you cure the violation by purchasing the required insurance and providing evidence of coverage to us. If you fail to supply evidence of such insurance to us on or before the specified date set forth in your notice, we reserve the right to obtain personal liability insurance coverage on your behalf, and to charge you monthly for the amount of the insurance charges (**$14.50**). This is an insurance program provided to us by an insurance company we have partnered with and provides **$100,000.00** in personal liability insurance to you but **does not include any personal property coverage to protect your property from any loss or damage, including but not limited to from theft, fire or weather**. You may cancel your participation in this insurance program at any time if you purchase your own personal liability insurance policy or renter's insurance policy and provide proof of coverage to **woodlandparkca@greystar.com**. Upon your enrollment in the insurance program set forth in this paragraph, the insurance company will deliver you an insurance certificate evidencing and describing the coverage.

9. **Miscellaneous.**

   a. Except as specifically stated in this Addendum, all other terms and conditions of the Lease shall remain unchanged.

   b. The insurance required by the Lease Contract is not required by any law. Your obligation to provide insurance stems solely from the Lease Contract.

   c. In the event of any conflict between the terms of this Addendum and the terms of the Lease, the terms of this Addendum shall control.

   d. The insurance required by the Lease is not an attempt to limit our liability for our own negligence or your liability for your own negligence.

   e. **Arthur J Gallagher & Co.**, a licensed insurance agency and affiliate of property manager, may receive compensation on policies issued by the preferred insurance provider for administrative, brokerage or marketing support. Owner may be receiving compensation or other payments from **Arthur J Gallagher & Co.** or one of its affiliates where permitted by law.

   f. The insurance required by the Lease is not in lieu of, or in any way a component of, any security deposit required by the Lease.

   g. **You understand that the personal liability insurance coverage set forth in paragraph 8 may cost more than similar insurance you can purchase on your own and will only cover you for your own liability for injury, loss or damage caused by you (or, in some cases, your occupants or guests) to others and DOES NOT INCLUDE COVERAGE FOR PERSONAL INJURY OR LOSS OR DAMAGE TO YOU OR YOUR PERSONAL PROPERTY. THE PERSONAL LIABILITY INSURANCE DESCRIBED IN PARAGRAPH 8 IS LIMITED IN SCOPE AND MAY NOT FULLY PROTECT YOUR INTERESTS.**

   h. You agree that you have not received any oral representations from Owner or any representative of Owner which are inconsistent with or not contained in the Lease Contract, the addenda attached to the Lease Contract, or in the Rules and Regulations. If you have received any such oral representations, you agree that you did not rely on them to decide to enter in the Lease Contract or this Addendum.

   i. You must refer to the actual insurance policy or certificate for a complete description of the coverage, as this Addendum only provides a general summary. If you have an annual renter's insurance policy and decide to switch to the insurance program offered by our preferred insurance provider, please compare the terms of coverage between the two policies, as not all policies are the same and coverage may differ.

   j. By signing this Addendum, you consent to receive communications from the insurance company via email, text, or other electronic means with respect to insurance related matters.

By signing below, you acknowledge and agree to be bound to the terms of this Addendum.

AC	3/26/2024 12:08 PM PDT	LD	3/26/2024 03:09 PM PDT
Allison Cuthbert Sallyanne *(Resident)*	*Date*	Liam Dixon *(Resident)*	*Date*
AD	3/26/2024 12:23 PM PDT	Signed by Aura Andrade Mon Apr 1 2024 10:29:50 AM PDT Key: 0CB7821E; IP Address: 173.13.163.254	
Aiden Downs *(Resident)*	*Date*	*(Owner/Agent)*	*Date*

RESIDENT SECURITY
NOTICE & ACKNOWLEDGMENT

NOTICE TO RESIDENT: Landlord does not promise, warrant, or guarantee the safety or security of the Resident, Occupants, or their personal property against the criminal actions of other residents or third parties. Each Resident has the responsibility to protect himself or herself and to maintain appropriate insurance to protect his or her belongings.

It is a fact that no security system, courtesy patrol or electronic security device can guarantee protection against crime. Even elaborate security systems are subject to mechanical malfunction, tampering, human error or personnel absenteeism, and can be defeated or avoided by clever criminals. Therefore, Lessees should always proceed on the assumption that no security systems exist. The best safety measures are those precautions that can be performed as a matter of common sense and habit.

If security systems, security devices, or walk-through/drive-through services are employed at this community, no representation is being made that they will be effective to prevent injury, theft or vandalism. Such personnel, if provided, cannot physically be every place at every moment. Usually, such personnel are unarmed independent contractors and have no greater authority under the law to restrain or arrest criminals than the ordinary citizen. Therefore, Landlord does not warrant that any security systems, security devices, or services employed at this community will discourage or prevent breaches of security, intrusions, thefts, or incidents of violent crime. Further, Landlord reserves the right to reduce, modify or eliminate any security system, security devices or services (other than those statutorily required) at any time; and Resident agrees that such action shall not be a breach of any obligation or warranty on the part of Landlord.

Resident agrees to promptly notify Landlord in writing of any problem, defect, malfunction or failure of door locks, window latches, controlled access gates, intrusion alarms, and any other security-related device. If Resident's home is equipped with an intrusion alarm, Resident agrees to be responsible for all fines, penalties and other charges resulting from or attributable to the alarm, including false alarm charges.

ACKNOWLEDGMENT BY RESIDENT: I have read, understood and agree with the above notice. I have received no representation or warranties, either express or implied, as to any security or any security system on the property. Landlord has not in any way stated or implied to me that security of person or property was provided, promised, or guaranteed or that the Community was or will be free from crime. I further acknowledge that Landlord is not obligated under any circumstances to respond to any signal from an intrusion alarm system. The responsibility for protecting me, my property, and my family, guests and invitees from acts of crime is the sole responsibility of myself and law enforcement agencies.

I agree to release and hold harmless Landlord from claims arising out of criminal acts of other residents and third parties. I agree that Landlord shall not be liable to me based upon any claim that security was not provided, subject to Landlord's compliance with state statutes regarding door locks and window latches. Resident acknowledges that the foregoing shall also be binding upon Resident's heirs, successors, and assigns.

Representatives of Landlord have no authority to make changes or modifications in the terms of this document, except when in writing and signed.

AC — 3/26/2024 12:09 PM PDT

Allison Cuthbert Sallyanne *(Resident)* *Date*

LD — 3/30/2024 10:52 AM PDT

Liam Dixon *(Resident)* *Date*

AD — 3/26/2024 12:23 PM PDT

Aiden Downs *(Resident)* *Date*

Signed by Aura Andrade
Mon Apr 1 2024 10:29:54 AM PDT
Key: 0CB7821E; IP Address: 173.13.163.254

(Owner/Agent) *Date*

UTILITIES WAIVER

This document is an addendum to the California Lease Agreement dated **March 26, 2024** between **Allison Cuthbert Sallyanne, Liam Dixon, and Aiden Downs** and **Woodland Park** for the Unit #**15** located at **245 East OKeefe Street, East Palo Alto, CA 94303**.

In order to allow my community to track our whole building utility data, which will be used to determine what upgrades can be done to reduce utility expenses in each unit, I hereby grant authority for **Woodland Park Property Owner, LLC doing business as Woodland Park Communities**, the owner of **Woodland Park** to obtain the usage and utility detail for my utility accounts during my tenancy at this location for the sole purpose of benchmarking through the Energy Star® Portfolio Manager system. In order to do this, I agree to grant my Landlord the right to sign my account up to electronically receive utility data, where necessary, and to receive my account details as necessary to accomplish such benchmarking. Where available, such details will be collected in aggregate so that no unit information is available, and no unit information will be distributed except as required by law, nor used for any **marketing** purposes.

Therefore, I hereby authorize any utility provider serving my Premises, located at **245 East OKeefe Street #15, East Palo Alto, CA 94303** to provide such utility details and history about the accounts tied to my Premises upon request through the term of this Lease, and including up to the 24 months prior to the signing of this agreement.

I understand that by signing below I am waiving my right to privacy, both actual and perceived, under Federal, State and Local statutes regarding the release of my utility data and agree to hold all parties involved harmless from any potential right to privacy violations.

Resident(s) acknowledges to have read this Addendum and understands the terms and conditions contained herein.

AC — 3/26/2024 12:09 PM PDT

Allison Cuthbert Sallyanne *(Resident)* *Date*

LD — 3/26/2024 03:09 PM PDT

Liam Dixon *(Resident)* *Date*

AD — 3/26/2024 12:23 PM PDT

Aiden Downs *(Resident)* *Date*

Signed by Aura Andrade
Mon Apr 1 2024 10:29:57 AM PDT
Key: 0CB7821E; IP Address: 173.13.163.254

(Owner/Agent) *Date*

SECURITY DEPOSIT AGREEMENT

This Agreement is made this day, **March 30, 2024**, by and between **Woodland Park** (hereinafter referred to as "Lessor"), Lessor of the complex in which the "Premises", as hereinafter defined, are located, acting pursuant to express written authority given by the owner of such complex, and **Allison Cuthbert Sallyanne, Liam Dixon, and Aiden Downs** (hereinafter referred to as "Lessee"), in connection with the Lease Agreement (the "Lease") between Lessor and Lessee for: **Woodland Park** (the "Premises").

1. **Security Deposit.** Lessor hereby acknowledges receipt from Lessee of the sum of: **$2,950.00** (Security Deposit) which represents the security deposit payment under the Lease, which shall hereinafter be defined as "Security Deposit". Lessor will hold the Security Deposit for the faithful performance by Lessee of his/her obligations under the Lease, including payment of rent, and cleaning and repair of the Premises after its surrender.

2. **Refund of Security Deposit.** Lessor shall deduct from the Security Deposit all monies expended as a result of any breach of the lease or this agreement, including but not limited to the following:
   - **A.** Vacate completely the entire Premises by Lessee on or before the date specified in the required written **30 day** move-out notice.
   - **B.** Expiration of the term of the Lease, or termination or cancellation of the Lease in accordance with the express provisions thereof.
   - **C.** Payment by Lessee of all rental required under the Lease, up to and including the date of expiration or termination of the term of the Lease, or the full move-out notice period, whichever is longer.
   - **D.** The Premises, including all kitchen appliances (refrigerator, oven, range, dishwasher, and microwave) and including all baths, closets, storage areas, patios/balconies, etc. have been thoroughly cleaned, so as to be in the same condition as they were in on the commencement date of the term of Lease, normal wear and tear excepted.
   - **E.** No defects or damage to the Premises, whether caused by Lessee, pets, or otherwise, unless shown on a written list of damages and defects signed by Lessee at the commencement of the Lease term.
   - **F.** Observance and performance by Lessee of all of the other covenants and obligations to be kept or performed by Lessee under the Lease up to and including the date of expiration or termination of the Lease term.
   - **G.** Observation and performance by Lessee of all rules and regulations to be kept and performed by Lessee under the Lease, including, without limitation, those rules and regulations pertaining to pets.
   - **H. LESSEE has given LESSOR thirty days written notice prior to the date of expiration or termination of the term of the Lease.**
   - **I.** Lessee has provided Lessor with a written copy of the forwarding address of Lessee.

3. **Deductions.** Within twenty-one (21) days after Lessee has vacated the Premises, Lessor shall furnish Lessee with an itemized written statement of the basis for, and the amount of, any security received and the disposition of such security to Lessee.

4. **Move-Out Procedures.** When Lessee moves out of the Premises, an inspection of the condition of same shall be made after all of the personal effects of Lessee have been removed. Lessee should accompany Lessor during said inspection to help resolve any problems that may arise. Failure of Lessee to do so shall constitute a concurrence by Lessee in Lessor's assessment of charges for damages or cleaning. After inspection by Lessor, appropriate charges will be assessed by Lessor for any missing items; damages or repairs to the Premises, or its contents (normal wear and tear excepted) with the exception of those items listed on the Move-In/Move-Out Inspection Report attached to this agreement; insufficient light bulbs; scratches, burns, or holes in the walls, doors, floors, draperies, carpets and/or furniture; and for cleaning the Premises (including all kitchen appliances). Lessee shall be charged for each unreturned key (mail-box key and garage remote), and charged for replacing locks if all door keys to the Premises are not returned to Lessor.

AC	3/26/2024 12:10 PM PDT	LD	3/26/2024 03:09 PM PDT
Allison Cuthbert Sallyanne *(Resident)*	*Date*	Liam Dixon *(Resident)*	*Date*
AD	3/26/2024 12:23 PM PDT	Signed by Aura Andrade Mon Apr 1 2024 10:30:03 AM PDT Key: 0CB7821E; IP Address: 173.13.163.254	
Aiden Downs *(Resident)*	*Date*	*(Owner/Agent)*	*Date*

R037

MOVE-IN/MOVE-OUT INSPECTION FORM

Resident Name(s)	Move-In Inspection Date	Move-In Inspection By	Move-In Date
Allison Cuthbert Sallyanne, Liam Dixon, and Aiden Downs			March 30, 2024
Address	**Move-Out Inspection Date**	**Move-Out Inspection By**	**Move-Out Date**
245 East OKeefe Street #15, East Palo Alto, CA 94303			

The condition of this Unit is clean, free of any visible pest, undamaged, in good working order and adequate for customary use unless otherwise noted hereon. Use condition codes and comments to describe exceptions and mark NA for items not applicable.

CONDITION CODES: • EXC - Excellent **• FR** - Fair **• PR** - Poor **• NCL** - Needs cleaning **• REP** - Replace **• PE** - Pest **• NR** - Needs repair **• PT** - Needs painting **• SCR** - Scratched **• CLN** - Clean **• NEW** - New

	MOVE-IN INSPECTION		PRE MOVE-OUT INSPECTION		MOVEOUT INSPECTION	
KITCHEN	CODE	COMMENT	CODE	COMMENT	CODE	COMMENT
Walls/Ceiling						
Floor						
Hood/Filter/Vent						
Counter Top						
Sink/Disposal						
Cabinets/Drawers						
Shelves						
Windows/Screens						
Window Treatment						
Light Fixtures						
Refrigerator						
Dishwasher						
Stove/Oven						
Microwave						
Other:						
DINING ROOM	CODE	COMMENT	CODE	COMMENT	CODE	COMMENT
Walls/Ceiling						
Floor						
Window Treatment						
Closet/Doors						
Window/Screen						
Fixtures/Fan						
Other						
LIVING ROOM	CODE	COMMENT	CODE	COMMENT	CODE	COMMENT
Walls/Ceiling						
Floor						
Window Treatment						
Closet/Doors						
Window/Screen						
Fixtures/Fan						
Fireplace						
Other						
BATHROOM (ONE)	CODE	COMMENT	CODE	COMMENT	CODE	COMMENT
Walls/Ceiling						
Floor						
Cabinets/Drawers						
Door						
Mirror						
Tub/Shower						
Sink/Faucet						
Countertop						
Toilet						
Towel Rack						
Fixtures/Exhaust Fan						
Other						

R038

BATHROOM (TWO)	CODE	COMMENT	CODE	COMMENT	CODE	COMMENT
Walls/Ceiling						
Floor						
Cabinets/Drawers						
Door						
Mirror						
Tub/Shower						
Sink/Faucet						
Countertop						
Toilet						
Towel Rack						
Fixtures/Exhaust Fan						
Other						
BEDROOM (ONE)	CODE	COMMENT	CODE	COMMENT	CODE	COMMENT
Walls/Ceiling						
Floor						
Closet/Doors						
Windows/Screen						
Window Treatment						
Fixtures/Fan						
Other						
BEDROOM (TWO)	CODE	COMMENT	CODE	COMMENT	CODE	COMMENT
Walls/Ceiling						
Floor						
Closet/Doors						
Windows/Screen						
Window Treatment						
Fixtures/Fan						
Other						
BEDROOM (THREE)	CODE	COMMENT	CODE	COMMENT	CODE	COMMENT
Walls/Ceiling						
Floor						
Closet/Doors						
Windows/Screen						
Window Treatment						
Fixtures/Fan						
Other						
ADDITIONAL ROOM	CODE	COMMENT	CODE	COMMENT	CODE	COMMENT
Walls/Ceiling						
Floor						
Closet/Doors						
Window/Screen						
Window Treatment						
Fixtures/Fan						
Other						
ENTRY/PATIO/ BALCONY	CODE	COMMENT	CODE	COMMENT	CODE	COMMENT
Walls/Ceiling						
Doors						
Window/Screen						
Window Treatment						
Fixtures/Fan						
Other						
GARAGE/CARPORT	CODE	COMMENT	CODE	COMMENT	CODE	COMMENT
Remote/Opener						
Other						
MECHANICAL	CODE	COMMENT	CODE	COMMENT	CODE	COMMENT
Air Conditioner						
Smoke Detector						
Locks						
Other						

ACCESS DEVICES	Move In Count	Move Out Count
Door		
Common Area		
Mailbox		
Fob		
Amenity		
Other		

Any security deposit shall be held by the Landlord for Resident who is party to the Lease. The claim of a Resident to the security deposit shall be prior to the claim of any creditor for the Landlord. **(Civil Code Section 1950.5(d)).**

From the time of the Pre Move-Out Inspection until the termination of the tenancy, the Resident may remedy the deficiencies identified in a manner consistent with the rights and obligations of the Parties under the Lease, in order to avoid deductions from the security deposit.

The law allows the Landlord to use the security deposit for legal deductions itemized in this statement that are not corrected by the Resident prior to the termination of tenancy or that were not identified during the time of the Pre Move-Out Inspection and for damages to the Premises/Community. A final itemized statement will be provided to Resident.

Move-In Inspection:

_____
(Resident) *Date*

_____
(Resident) *Date*

_____
(Resident) *Date*

_____
(Agent for Owner) *Date*

Pre Move-Out Inspection:

_____
(Resident) *Date*

_____
(Resident) *Date*

_____
(Resident) *Date*

_____
(Agent for Owner) *Date*

Move-Out Inspection

_____
(Resident) *Date*

_____
(Resident) *Date*

_____
(Resident) *Date*

_____
(Agent for Owner) *Date*

Exhibit B

Resident Ledger

GREYSTAR®

Date: 02/12/2025

Code	t2946159	**Property**	cawoopa2	**Lease From**	03/30/2024
Name	Allison Cuthbert	**Unit**	209-15	**Lease To**	03/29/2025
Address	245 East OKeefe Street	**Status**	Current	**Move In**	03/30/2024
	15	**Rent**	2950.00	**Move Out**	
City	East Palo Alto, CA 94303	**Phone (H)**		**Phone (W)**	

Date	Chg Code	Post Month	Description	Charge	Payment	Balance	Chg/Rec
03/22/2024	appfee	04/2024	Application Fee(3 Occupants)	105.00		105.00	147797109
03/22/2024	secdep	04/2024	Holding fee	300.00		405.00	147797126
03/25/2024		04/2024	chk# 40195765578776 :CHECKscan Payment		405.00	0.00	36369523
03/30/2024	secdep	04/2024	Security Deposit	2,650.00		2,650.00	149496829
03/30/2024	rent	04/2024	Rent for 2 days	190.32		2,840.32	149496830
03/30/2024	sewerrb	04/2024	Sewer Charge for 2 days	2.90		2,843.22	149496831
03/30/2024	trashrb	04/2024	Trash Income for 2 days	2.58		2,845.80	149496832
03/30/2024	waterrb	04/2024	Water Charge for 2 days	2.58		2,848.38	149496833
04/01/2024	rentins	04/2024	renters insurance	14.50		2,862.88	149495232
04/01/2024	rent	04/2024	base rent (04/2024)	2,950.00		5,812.88	149497112
04/01/2024	trashrb	04/2024	trash Bill (04/2024)	40.00		5,852.88	149497119
04/01/2024	waterrb	04/2024	water Bill (04/2024)	40.00		5,892.88	149497125
04/01/2024	sewerrb	04/2024	sewer Bill (04/2024)	45.00		5,937.88	149497132
04/02/2024		04/2024	chk# 40196277876596 :CHECKscan Payment		500.00	5,437.88	36598909
04/02/2024		04/2024	chk# 40196277876560 :CHECKscan Payment		500.00	4,937.88	36598910
04/02/2024		04/2024	chk# 40196277876587 :CHECKscan Payment		500.00	4,437.88	36598911
04/02/2024		04/2024	chk# 40196277876533 :CHECKscan Payment		500.00	3,937.88	36598912
04/02/2024		04/2024	chk# 40196277876551 :CHECKscan Payment		500.00	3,437.88	36598913
04/02/2024		04/2024	chk# 40196277876578 :CHECKscan Payment		500.00	2,937.88	36598914
04/02/2024		04/2024	chk# 40196277876614 :CHECKscan Payment		500.00	2,437.88	36598915
04/02/2024		04/2024	chk# 40196277876542 :CHECKscan Payment		500.00	1,937.88	36598916
04/02/2024		04/2024	chk# 40196277876632 :CHECKscan Payment		500.00	1,437.88	36598917
04/02/2024		04/2024	chk# 40196277876623 :CHECKscan Payment		500.00	937.88	36598918
04/02/2024		04/2024	chk# 40195765579100 :CHECKscan Payment		39.00	898.88	36598919
04/02/2024		04/2024	chk# 40196277876605 :CHECKscan Payment		400.00	498.88	36598920
04/02/2024		04/2024	chk# 40196277876641 :CHECKscan Payment		500.00	(1.12)	36598921
05/01/2024	rent	05/2024	Base Rent (05/2024)	2,950.00		2,948.88	151221568
05/01/2024	sewerrb	05/2024	Sewer Rebill (05/2024)	45.00		2,993.88	151221569
05/01/2024	trashrb	05/2024	Trash Rebill (05/2024)	40.00		3,033.88	151221570
05/01/2024	waterrb	05/2024	Water Rebill (05/2024)	40.00		3,073.88	151221571
05/01/2024	rentins	05/2024	Renter's Insurance (05/2024)	14.50		3,088.38	151221573
05/01/2024		05/2024	chk# 40196277878918 :CHECKscan Payment		500.00	2,588.38	37059740
05/01/2024		05/2024	chk# 40196277878891 :CHECKscan Payment		500.00	2,088.38	37059741
05/01/2024		05/2024	chk# 40196277878900 :CHECKscan Payment		500.00	1,588.38	37059742
05/01/2024		05/2024	chk# 40196277878963 :CHECKscan Payment		0.50	1,587.88	37059743
05/01/2024		05/2024	chk# 40196277878927 :CHECKscan Payment		89.00	1,498.88	37059744
05/01/2024		05/2024	chk# 40196277878945 :CHECKscan Payment		500.00	998.88	37059746
05/01/2024		05/2024	chk# 40196277878954 :CHECKscan Payment		500.00	498.88	37059747
05/01/2024		05/2024	chk# 40196277878936 :CHECKscan Payment		500.00	(1.12)	37059748
06/01/2024	rent	06/2024	Base Rent (06/2024)	2,950.00		2,948.88	153376685
06/01/2024	sewerrb	06/2024	Sewer Rebill (06/2024)	45.00		2,993.88	153376686
06/01/2024	trashrb	06/2024	Trash Rebill (06/2024)	40.00		3,033.88	153376687
06/01/2024	waterrb	06/2024	Water Rebill (06/2024)	40.00		3,073.88	153376688
06/01/2024	rentins	06/2024	Renter's Insurance (06/2024)	14.50		3,088.38	153376689

06/02/2024		06/2024	chk# 0101 :CHECKscan Payment		3,089.50	(1.12)	37702003
07/01/2024	rent	07/2024	Base Rent (07/2024)	2,950.00		2,948.88	155689413
07/01/2024	sewerrb	07/2024	Sewer Rebill (07/2024)	45.00		2,993.88	155689414
07/01/2024	trashrb	07/2024	Trash Rebill (07/2024)	40.00		3,033.88	155689415
07/01/2024	waterrb	07/2024	Water Rebill (07/2024)	40.00		3,073.88	155689416
07/01/2024	rentins	07/2024	Renter's Insurance (07/2024)	14.50		3,088.38	155689417
07/02/2024		07/2024	chk# 0102 :CHECKscan Payment		3,089.50	(1.12)	38306706
08/01/2024	rent	08/2024	Base Rent (08/2024)	2,950.00		2,948.88	157971241
08/01/2024	sewerrb	08/2024	Sewer Rebill (08/2024)	45.00		2,993.88	157971242
08/01/2024	trashrb	08/2024	Trash Rebill (08/2024)	40.00		3,033.88	157971243
08/01/2024	waterrb	08/2024	Water Rebill (08/2024)	40.00		3,073.88	157971244
08/01/2024	rentins	08/2024	Renter's Insurance (08/2024)	14.50		3,088.38	157971245
08/01/2024		08/2024	chk# 0103 :CHECKscan Payment		3,089.50	(1.12)	38849024
09/01/2024	rent	09/2024	Base Rent (09/2024)	2,950.00		2,948.88	160315025
09/01/2024	sewerrb	09/2024	Sewer Rebill (09/2024)	45.00		2,993.88	160315026
09/01/2024	trashrb	09/2024	Trash Rebill (09/2024)	40.00		3,033.88	160315027
09/01/2024	waterrb	09/2024	Water Rebill (09/2024)	40.00		3,073.88	160315028
09/01/2024	rentins	09/2024	Renter's Insurance (09/2024)	14.50		3,088.38	160315029
09/01/2024		09/2024	chk# 0104 :CHECKscan Payment		3,089.50	(1.12)	39452267
10/01/2024	rent	10/2024	Base Rent (10/2024)	2,950.00		2,948.88	162656502
10/01/2024	sewerrb	10/2024	Sewer Rebill (10/2024)	45.00		2,993.88	162656503
10/01/2024	trashrb	10/2024	Trash Rebill (10/2024)	40.00		3,033.88	162656504
10/01/2024	waterrb	10/2024	Water Rebill (10/2024)	40.00		3,073.88	162656505
10/01/2024	rentins	10/2024	Renter's Insurance (10/2024)	14.50		3,088.38	162656506
10/07/2024		10/2024	chk# 0105 :CHECKscan Payment		3,089.50	(1.12)	40264781
11/01/2024	rent	11/2024	Base Rent (11/2024)	2,950.00		2,948.88	165093271
11/01/2024	sewerrb	11/2024	Sewer Rebill (11/2024)	45.00		2,993.88	165093272
11/01/2024	trashrb	11/2024	Trash Rebill (11/2024)	40.00		3,033.88	165093273
11/01/2024	waterrb	11/2024	Water Rebill (11/2024)	40.00		3,073.88	165093274
11/01/2024	rentins	11/2024	Renter's Insurance (11/2024)	14.50		3,088.38	165093275
11/03/2024		11/2024	chk# 0106 :CHECKscan Payment		3,089.50	(1.12)	40782397
12/01/2024	rent	12/2024	Base Rent (12/2024)	2,950.00		2,948.88	167417127
12/01/2024	sewerrb	12/2024	Sewer Rebill (12/2024)	45.00		2,993.88	167417128
12/01/2024	trashrb	12/2024	Trash Rebill (12/2024)	40.00		3,033.88	167417129
12/01/2024	waterrb	12/2024	Water Rebill (12/2024)	40.00		3,073.88	167417130
12/01/2024	rentins	12/2024	Renter's Insurance (12/2024)	14.50		3,088.38	167417131
12/01/2024		12/2024	chk# 0107 :CHECKscan Payment		3,089.50	(1.12)	41208931
01/01/2025	rent	01/2025	Base Rent (01/2025)	2,950.00		2,948.88	169797360
01/01/2025	waterrb	01/2025	Water Rebill (01/2025)	40.00		2,988.88	169797361
01/01/2025	sewerrb	01/2025	Sewer Rebill (01/2025)	45.00		3,033.88	169797371
01/01/2025	trashrb	01/2025	Trash Rebill (01/2025)	40.00		3,073.88	169797372
01/01/2025	rentins	01/2025	Renter's Insurance (01/2025)	14.50		3,088.38	169797379
01/05/2025		01/2025	chk# 0108 :CHECKscan Payment		3,089.50	(1.12)	41971737
02/01/2025	rent	02/2025	Base Rent (02/2025)	2,950.00		2,948.88	172104719
02/01/2025	sewerrb	02/2025	Sewer Rebill (02/2025)	45.00		2,993.88	172104720
02/01/2025	trashrb	02/2025	Trash Rebill (02/2025)	40.00		3,033.88	172104721
02/01/2025	waterrb	02/2025	Water Rebill (02/2025)	40.00		3,073.88	172104722
02/01/2025	rentins	02/2025	Renter's Insurance (02/2025)	14.50		3,088.38	172104723
02/10/2025		02/2025	chk# 0109 :CHECKscan Payment		3,089.50	(1.12)	42644565

Exhibit C

[Not Applicable]

Exhibit D

Work Order Cost Analysis Details

Property : Woodland Park (cawoopa2)

Unit : 209-15

WO#	Property	Unit	Priority	Status	Category	Brief Desc.	Call Date	Scheduled Date	Completed Date	Amount
8970321	cawoopa2	209-15		Work Completed		Kitchen Cabinet	10/29/2024		11/01/2024	0
Total: 1										**0**

Work Order Cost Analysis Details

Property : Woodland Park (cawoopa2)

Unit : 209-15

WO#	Property	Unit	Priority	Status	Category	Brief Desc.	Call Date	Scheduled Date	Completed Date	Amount
8040132	cawoopa2	209-15	High	Work Completed	Appliance Repair	Move in Inspection	04/01/2024	04/02/2024	04/03/2024	0
Total: 1										**0**

Exhibit E

Woodland Park
5 Newell Ct
East Palo Alto,CA 94303
Office (650) 566-2000x

Work Order No. 8040132
Date Call: 4/1/2024 11:24:00 AM

Date Scheduled: 4/2/2024 8:26:00 AM

Status Work Completed

Date Completed: 4/3/2024 9:46:56 AM
Brief Desc: Move in Inspection

Job Site: cawoopa2/209-15
245 East OKeefe Street
15
East Palo Alto,CA 94303

Caller Name: Allison Cuthbert

Caller Phone:

Priority: High
Ok to enter? YES
Category: Appliance Repair

Problem Description: 1. Heater is falling
Please inspect

Parts & Labor

Quantity/ Hours	Item Type/ Employee Name	Description	Unit Price	Total
0.0000	Hernandez		0.00	0.00
			Total	0.00

Authorized by: _____
Signed by _____
Dated _____
Invoice No. _____

Technician Notes: heater is working fine and installed correctly .

Woodland Park
5 Newell Ct
East Palo Alto,CA 94303
Office (650) 566-2000x

Work Order No. 8970321
Date Call: 10/29/2024 9:56:00 AM

Status Work Completed

Date Completed: 11/1/2024 4:20:34 PM
Brief Desc: Kitchen Cabinet

Job Site: cawoopa2/209-15
245 East OKeefe Street
15
East Palo Alto,CA 94303

Caller Name: Allison Cuthbert

Caller Phone:
Occupant: Cuthbert (t2946159)

Mobile (650) 769-0630x

Ok to enter? NO

Problem Description: Kitchen Cabinets inspection / for damaged cabinets

Parts & Labor

Quantity/ Hours	Item Type/ Employee Name	Description	Unit Price	Total
0.2500	Bedolla		0.00	0.00
			Total	0.00

Authorized by: _____
Signed by _____
Dated _____
Invoice No. _____

Technician Notes: 10/30/2024 Kitchen cabinets were repaired 2 hinges broke off but I installed them and tightened up two more hinges.

Exhibit F

Woodland Park Witness List

Stacie Roebuck, Regional Manager
Aura Andrade, General Manager
Enrique Bedolla, Maintenance Manager

Tomas Jimenez v. Woodland Park Communities
Case No 20240007

Respondent's Exhibit List

Exhibit #	Title	Page #
G	Ledger through May 2, 2025	R100
H	Ledger May 1, 2025 through July 15, 2025	R105

Exhibit G

Resident Ledger

GREYSTAR®

Date: 07/28/2025

Code	t2439914	**Property**	cawoopa2	**Lease From**	07/01/2015
Name	Tomas Jimenez	**Unit**	209-14	**Lease To**	06/30/2016
Address	245 East OKeefe Street	**Status**	Past	**Move In**	10/20/2008
	14	**Rent**	1603.66	**Move Out**	04/21/2025
City	East Palo Alto, CA 94303	**Phone (H)**		**Phone (W)**	

Date	Chg Code	Post Month	Description	Charge	Payment	Balance	Chg/Rec
10/20/2008	secdep	07/2021	Security deposits received	1,400.00		1,400.00	67401489
10/20/2008		07/2021	Security deposits received		1,400.00	0.00	21611704
03/01/2021	carport	07/2021	Carport Fees (03/2021)	0.18		0.18	67408792
07/01/2021	rent	07/2021	Leased Rent (07/2021)	407.88		408.06	67412113
07/01/2021	carport	07/2021	Carport Fees (07/2021)	50.00		458.06	67412114
07/01/2021	waterrb	07/2021	Water Reimbursement (07/2021)	50.00		508.06	67412115
08/01/2021	carport	08/2021	Carport Income (08/2021)	50.00		558.06	68472968
08/01/2021	waterrb	08/2021	Water Rebill (08/2021)	50.00		608.06	68472969
08/01/2021	rent	08/2021	Base Rent (08/2021)	1,420.72		2,028.78	68472970
08/04/2021		08/2021	chk# 0166 :CHECKscan Payment		1,520.00	508.78	21892292
09/01/2021	rent	09/2021	Base Rent (09/2021)	1,420.72		1,929.50	69808354
09/01/2021	waterrb	09/2021	Water Rebill (09/2021)	50.00		1,979.50	69808355
09/01/2021	carport	09/2021	Carport Income (09/2021)	50.00		2,029.50	69808356
09/02/2021		09/2021	chk# 0119 :CHECKscan Payment		500.00	1,529.50	22235383
09/07/2021		09/2021	chk# 0134 :CHECKscan Payment		1,030.00	499.50	22303991
09/27/2021		10/2021	chk# 0133 :CHECKscan Payment		520.00	(20.50)	22443132
10/01/2021	carport	10/2021	Carport Income (10/2021)	50.00		29.50	71265511
10/01/2021	waterrb	10/2021	Water Rebill (10/2021)	50.00		79.50	71265512
10/01/2021	rent	10/2021	Base Rent (10/2021)	1,420.72		1,500.22	71265513
10/06/2021		10/2021	chk# 0136 :CHECKscan Payment		1,510.00	(9.78)	22706555
11/01/2021	carport	11/2021	Carport Income (11/2021)	50.00		40.22	72855916
11/01/2021	waterrb	11/2021	Water Rebill (11/2021)	50.00		90.22	72855917
11/01/2021	rent	11/2021	Base Rent (11/2021)	1,420.72		1,510.94	72855918
11/02/2021		11/2021	chk# 0137 :CHECKscan Payment		1,520.00	(9.06)	23073509
12/01/2021	rent	12/2021	Base Rent (12/2021)	1,439.83		1,430.77	74135638
12/01/2021	carport	12/2021	Carport Income (12/2021)	50.00		1,480.77	74135639
12/01/2021	waterrb	12/2021	Water Rebill (12/2021)	50.00		1,530.77	74135640
12/02/2021		12/2021	chk# 0058621698 :CHECKscan Payment - COVID-19 Rent Relief		1,420.72	110.05	23469838
12/02/2021		12/2021	chk# 0058624742 :CHECKscan Payment - COVID-19 Rent Relief		499.50	(389.45)	23469839
01/01/2022	waterrb	01/2022	Water Rebill (01/2022)	50.00		(339.45)	101326461
01/01/2022	carport	01/2022	Carport Income (01/2022)	50.00		(289.45)	101328994
01/01/2022	rent	01/2022	Base Rent (01/2022)	1,439.83		1,150.38	101334209
01/05/2022		01/2022	chk# 0140 :CHECKscan Payment		1,155.00	(4.62)	23918365
02/01/2022	carport	02/2022	Carport Income (02/2022)	50.00		45.38	102848152
02/01/2022	rent	02/2022	Base Rent (02/2022)	1,439.83		1,485.21	102848153
02/01/2022	waterrb	02/2022	Water Rebill (02/2022)	50.00		1,535.21	102848154
02/04/2022		02/2022	chk# 0167 :CHECKscan Payment		1,550.00	(14.79)	24337423
03/01/2022	waterrb	03/2022	Water Rebill (03/2022)	50.00		35.21	104457677
03/01/2022	rent	03/2022	Base Rent (03/2022)	1,439.83		1,475.04	104457678
03/01/2022	carport	03/2022	Carport Income (03/2022)	50.00		1,525.04	104457679
03/04/2022		03/2022	chk# 0169 :CHECKscan Payment		1,540.00	(14.96)	24733563
04/01/2022	rent	04/2022	Base Rent (04/2022)	1,439.83		1,424.87	106142558
04/01/2022	waterrb	04/2022	Water Rebill (04/2022)	50.00		1,474.87	106142559
04/01/2022	carport	04/2022	Carport Income (04/2022)	50.00		1,524.87	106142560

04/05/2022		04/2022	chk# 0170 :CHECKscan Payment		1,540.00	(15.13)	25168727
05/01/2022	waterrb	05/2022	Water Rebill (05/2022)	50.00		34.87	107825121
05/01/2022	carport	05/2022	Carport Income (05/2022)	50.00		84.87	107825122
05/01/2022	rent	05/2022	Base Rent (05/2022)	1,439.83		1,524.70	107825123
05/05/2022		05/2022	chk# 0171 :CHECKscan Payment		1,540.00	(15.30)	25601177
06/01/2022	rent	06/2022	Base Rent (06/2022)	1,439.83		1,424.53	109363005
06/01/2022	waterrb	06/2022	Water Rebill (06/2022)	50.00		1,474.53	109363006
06/01/2022	carport	06/2022	Carport Income (06/2022)	50.00		1,524.53	109363007
06/08/2022		06/2022	chk# 0172 :CHECKscan Payment		1,550.00	(25.47)	26079405
07/01/2022	rent	07/2022	Base Rent (07/2022)	1,439.83		1,414.36	111065241
07/01/2022	waterrb	07/2022	Water Rebill (07/2022)	50.00		1,464.36	111065242
07/01/2022	carport	07/2022	Carport Income (07/2022)	50.00		1,514.36	111065243
07/02/2022		07/2022	chk# 0174 :CHECKscan Payment		1,555.00	(40.64)	26433653
08/01/2022	rent	08/2022	Base Rent (08/2022)	1,439.83		1,399.19	112773685
08/01/2022	carport	08/2022	Carport Income (08/2022)	50.00		1,449.19	112773686
08/01/2022	waterrb	08/2022	Water Rebill (08/2022)	50.00		1,499.19	112773687
08/01/2022		08/2022	chk# 0175 :CHECKscan Payment		1,550.00	(50.81)	26822876
08/22/2022		08/2022	chk# 0065106814 :CHECKscan Payment - COVID-19 RENT RELIEF		4,673.49	(4,724.30)	27128784
09/01/2022	rent	09/2022	Base Rent (09/2022)	1,439.83		(3,284.47)	114460774
09/01/2022	waterrb	09/2022	Water Rebill (09/2022)	50.00		(3,234.47)	114460775
09/01/2022	carport	09/2022	Carport Income (09/2022)	50.00		(3,184.47)	114460776
10/01/2022	carport	10/2022	Carport Income (10/2022)	50.00		(3,134.47)	116182043
10/01/2022	waterrb	10/2022	Water Rebill (10/2022)	50.00		(3,084.47)	116182044
10/01/2022	rent	10/2022	Base Rent (10/2022)	1,439.83		(1,644.64)	116182045
11/01/2022	carport	11/2022	Carport Income (11/2022)	50.00		(1,594.64)	117924365
11/01/2022	rent	11/2022	Base Rent (11/2022)	1,439.83		(154.81)	117924366
11/01/2022	waterrb	11/2022	Water Rebill (11/2022)	50.00		(104.81)	117924367
11/30/2022		12/2022	chk# 0176 :CHECKscan Payment		1,540.00	(1,644.81)	28610872
12/01/2022	carport	12/2022	Carport Income (12/2022)	50.00		(1,594.81)	119233687
12/01/2022	waterrb	12/2022	Water Rebill (12/2022)	50.00		(1,544.81)	119233688
12/01/2022	rent	12/2022	Base Rent (12/2022)	1,439.83		(104.98)	119233689
01/01/2023	waterrb	01/2023	Water Rebill (01/2023)	50.00		(54.98)	121789248
01/01/2023	carport	01/2023	Carport Income (01/2023)	50.00		(4.98)	121794169
01/01/2023	rent	01/2023	Base Rent (01/2023)	1,439.83		1,434.85	121803835
01/02/2023		01/2023	chk# 0177 :CHECKscan Payment		1,550.00	(115.15)	29289109
01/31/2023		02/2023	chk# 0178 :CHECKscan Payment - february rent		1,540.00	(1,655.15)	29611575
02/01/2023	waterrb	02/2023	Water Rebill (02/2023)	50.00		(1,605.15)	123269898
02/01/2023	carport	02/2023	Carport Income (02/2023)	50.00		(1,555.15)	123269899
02/01/2023	rent	02/2023	Base Rent (02/2023)	1,439.83		(115.32)	123269900
03/01/2023	waterrb	03/2023	Water Rebill (03/2023)	50.00		(65.32)	125095742
03/01/2023	rent	03/2023	Base Rent (03/2023)	1,439.83		1,374.51	125095743
03/01/2023	carport	03/2023	Carport Income (03/2023)	50.00		1,424.51	125095744
03/06/2023		03/2023	chk# 0180 :CHECKscan Payment		1,540.00	(115.49)	30356873
04/01/2023	rent	04/2023	Base Rent (04/2023)	1,439.83		1,324.34	126889742
04/01/2023	carport	04/2023	Carport Income (04/2023)	50.00		1,374.34	126889743
04/01/2023	waterrb	04/2023	Water Rebill (04/2023)	50.00		1,424.34	126889744
04/02/2023		04/2023	chk# 0144 :CHECKscan Payment		1,540.00	(115.66)	30750744
05/01/2023	rent	05/2023	Base Rent (05/2023)	1,439.83		1,324.17	128529588
05/01/2023	waterrb	05/2023	Water Rebill (05/2023)	50.00		1,374.17	128529589
05/01/2023	carport	05/2023	Carport Income (05/2023)	50.00		1,424.17	128529590
05/01/2023		05/2023	chk# 184382435 Credit Card On-Line Payment ; Mobile Web - Resident Services		1,424.17	0.00	31180212
06/01/2023	carport	06/2023	Carport Income (06/2023)	50.00		50.00	130232281
06/01/2023	waterrb	06/2023	Water Rebill (06/2023)	50.00		100.00	130232282
06/01/2023	rent	06/2023	Base Rent (06/2023)	1,439.83		1,539.83	130232283
06/01/2023		06/2023	chk# 188240246 Recurring Credit Card Payment;		1,539.83	0.00	31589579
07/01/2023	waterrb	07/2023	Water Rebill (07/2023)	50.00		50.00	132010169
07/01/2023	rent	07/2023	Base Rent (07/2023)	1,439.83		1,489.83	132010170
07/01/2023	carport	07/2023	Carport Income (07/2023)	50.00		1,539.83	132010171
07/01/2023		07/2023	chk# 192766236 Recurring Credit Card Payment;		1,539.83	0.00	32068235
07/19/2023	rent	07/2023	July's rent prorated adjustment	123.49		123.49	132641594

08/01/2023	rent	08/2023	Base Rent (08/2023)	1,563.32		1,686.81	133830004
08/01/2023	waterrb	08/2023	Water Rebill (08/2023)	50.00		1,736.81	133830005
08/01/2023	carport	08/2023	Carport Income (08/2023)	50.00		1,786.81	133830006
08/02/2023		08/2023	chk# 198354378 Credit Card On-Line Payment ; Web - Resident Services		1,786.81	0.00	32622447
09/01/2023	rent	09/2023	Base Rent (09/2023)	1,563.32		1,563.32	135601109
09/01/2023	waterrb	09/2023	Water Rebill (09/2023)	50.00		1,613.32	135601110
09/01/2023	carport	09/2023	Carport Income (09/2023)	50.00		1,663.32	135601111
09/07/2023		09/2023	chk# 0182 :CHECKscan Payment		1,663.32	0.00	33225138
09/18/2023	rent	09/2023	Rescinded July 2023 Increase	(123.49)		(123.49)	136272664
09/18/2023	rent	09/2023	Rescinded Rent Increase (08/2023)	(123.49)		(246.98)	136272691
09/18/2023	rent	09/2023	Rescinded Rent Increase (09/2023)	(123.49)		(370.47)	136272696
10/01/2023	rent	10/2023	Base Rent (10/2023)	1,439.83		1,069.36	137308637
10/01/2023	carport	10/2023	Carport Income (10/2023)	50.00		1,119.36	137308638
10/01/2023	waterrb	10/2023	Water Rebill (10/2023)	50.00		1,169.36	137308639
10/07/2023		10/2023	chk# 0183 :CHECKscan Payment		1,170.00	(0.64)	33733442
11/01/2023	waterrb	11/2023	Water Rebill (11/2023)	50.00		49.36	139316035
11/01/2023	carport	11/2023	Carport Income (11/2023)	50.00		99.36	139316036
11/01/2023	rent	11/2023	Base Rent (11/2023)	1,439.83		1,539.19	139316384
11/08/2023		11/2023	chk# 0184 :CHECKscan Payment		1,540.00	(0.81)	34234578
12/01/2023	rent	12/2023	Base Rent (12/2023)	1,571.89		1,571.08	141066940
12/01/2023	carport	12/2023	Carport Income (12/2023)	50.00		1,621.08	141066941
12/01/2023	waterrb	12/2023	Water Rebill (12/2023)	50.00		1,671.08	141066942
12/07/2023		12/2023	chk# 0185 :CHECKscan Payment		1,671.89	(0.81)	34704517
01/01/2024	carport	01/2024	Carport Income (01/2024)	50.00		49.19	143339459
01/01/2024	waterrb	01/2024	Water Rebill (01/2024)	50.00		99.19	143340812
01/01/2024	rent	01/2024	Base Rent (01/2024)	1,571.89		1,671.08	143355961
01/07/2024		01/2024	chk# 0186 :CHECKscan Payment		1,671.89	(0.81)	35162901
02/01/2024	carport	02/2024	Carport Income (02/2024)	50.00		49.19	144951957
02/01/2024	rent	02/2024	Base Rent (02/2024)	1,571.89		1,621.08	144951958
02/01/2024	waterrb	02/2024	Water Rebill (02/2024)	50.00		1,671.08	144951959
02/08/2024		02/2024	chk# 00162 :CHECKscan Payment		1,672.00	(0.92)	35700946
03/01/2024	carport	03/2024	Carport Income (03/2024)	50.00		49.08	146939218
03/01/2024	rent	03/2024	Base Rent (03/2024)	1,571.89		1,620.97	146939219
03/01/2024	waterrb	03/2024	Water Rebill (03/2024)	50.00		1,670.97	146939220
03/07/2024		03/2024	chk# 00163 :CHECKscan Payment		1,673.00	(2.03)	36210887
04/01/2024	rent	04/2024	Base Rent (04/2024)	1,571.89		1,569.86	148966319
04/01/2024	carport	04/2024	Carport Income (04/2024)	50.00		1,619.86	148966320
04/01/2024	waterrb	04/2024	Water Rebill (04/2024)	50.00		1,669.86	148966321
04/08/2024		04/2024	chk# 00164 :CHECKscan Payment		1,673.00	(3.14)	36741498
05/01/2024	rent	05/2024	Base Rent (05/2024)	1,571.89		1,568.75	151415926
05/01/2024	waterrb	05/2024	Water Rebill (05/2024)	50.00		1,618.75	151416334
05/01/2024	carport	05/2024	Carport Income (05/2024)	50.00		1,668.75	151416747
05/06/2024		05/2024	chk# 0187 :CHECKscan Payment		1,673.00	(4.25)	37259118
06/01/2024	carport	06/2024	Carport Income (06/2024)	50.00		45.75	153595886
06/01/2024	waterrb	06/2024	Water Rebill (06/2024)	50.00		95.75	153595887
06/01/2024	rent	06/2024	Base Rent (06/2024)	1,571.89		1,667.64	153621080
06/03/2024		06/2024	chk# 00165 :CHECKscan Payment		1,673.00	(5.36)	37753240
07/01/2024	rent	07/2024	Base Rent (07/2024)	1,571.89		1,566.53	155918114
07/01/2024	carport	07/2024	Carport Income (07/2024)	50.00		1,616.53	155919265
07/01/2024	waterrb	07/2024	Water Rebill (07/2024)	50.00		1,666.53	155919266
07/07/2024		07/2024	chk# 00166 :CHECKscan Payment		1,673.00	(6.47)	38422714
08/01/2024	rent	08/2024	Base Rent (08/2024)	1,571.89		1,565.42	158190305
08/01/2024	waterrb	08/2024	Water Rebill (08/2024)	50.00		1,615.42	158210018
08/01/2024	carport	08/2024	Carport Income (08/2024)	50.00		1,665.42	158210019
08/05/2024		08/2024	chk# 00167 :CHECKscan Payment		1,673.00	(7.58)	39008510
09/01/2024	rent	09/2024	Base Rent (09/2024)	1,571.89		1,564.31	160581989
09/01/2024	carport	09/2024	Carport Income (09/2024)	50.00		1,614.31	160582384
09/01/2024	waterrb	09/2024	Water Rebill (09/2024)	50.00		1,664.31	160582385
09/05/2024		09/2024	chk# 00168 :CHECKscan Payment		1,673.00	(8.69)	39637583
10/01/2024	rent	10/2024	Base Rent (10/2024)	1,571.89		1,563.20	162927453
10/01/2024	carport	10/2024	Carport Income (10/2024)	50.00		1,613.20	162951370

10/01/2024	waterrb	10/2024	Water Rebill (10/2024)	50.00		1,663.20	162951371
10/07/2024		10/2024	chk# 00169 :CHECKscan Payment		1,673.00	(9.80)	40265664
11/01/2024	rent	11/2024	Base Rent (11/2024)	1,571.89		1,562.09	165350018
11/01/2024	carport	11/2024	Carport Income (11/2024)	50.00		1,612.09	165375325
11/01/2024	waterrb	11/2024	Water Rebill (11/2024)	50.00		1,662.09	165375326
11/07/2024		11/2024	chk# 00176 :CHECKscan Payment		1,673.00	(10.91)	40878330
12/01/2024	rent	12/2024	Base Rent (12/2024)	1,571.89		1,560.98	167696216
12/01/2024	carport	12/2024	Carport Income (12/2024)	50.00		1,610.98	167706893
12/01/2024	waterrb	12/2024	Water Rebill (12/2024)	50.00		1,660.98	167706894
12/01/2024	rent	12/2024	Rental Increase December 2024	31.77		1,692.75	167960622
12/08/2024		12/2024	chk# 00171 :CHECKscan Payment		1,704.00	(11.25)	41453051
01/01/2025	rent	01/2025	Base Rent (01/2025)	1,603.66		1,592.41	170010211
01/01/2025	carport	01/2025	Carport Income (01/2025)	50.00		1,642.41	170016943
01/01/2025	waterrb	01/2025	Water Rebill (01/2025)	50.00		1,692.41	170016978
01/05/2025		01/2025	chk# 00172 :CHECKscan Payment		1,704.00	(11.59)	41972029
02/01/2025	rent	02/2025	Base Rent (02/2025)	1,603.66		1,592.07	172392332
02/01/2025	carport	02/2025	Carport Income (02/2025)	50.00		1,642.07	172396850
02/01/2025	waterrb	02/2025	Water Rebill (02/2025)	50.00		1,692.07	172396851
02/06/2025		02/2025	chk# 00174 :CHECKscan Payment		1,704.00	(11.93)	42605977
03/01/2025	rent	03/2025	Base Rent (03/2025)	1,603.66		1,591.73	174836347
03/01/2025	waterrb	03/2025	Water Rebill (03/2025)	50.00		1,641.73	174837564
03/01/2025	carport	03/2025	Carport Income (03/2025)	50.00		1,691.73	174837573
03/11/2025	latefee	03/2025	Late Fees	35.00		1,726.73	175241856
03/12/2025		03/2025	chk# 2089 8012904765 :CHECKscan Payment		1,000.00	726.73	43286363
03/12/2025		03/2025	chk# 2089 8012904766 :CHECKscan Payment		726.73	0.00	43286364
04/01/2025	rent	04/2025	Base Rent (04/2025)	1,603.66		1,603.66	177352762
04/01/2025	carport	04/2025	Carport Income (04/2025)	50.00		1,653.66	177364126
04/01/2025	waterrb	04/2025	Water Rebill (04/2025)	50.00		1,703.66	177364127
04/11/2025	latefee	04/2025	Late Fees	35.00		1,738.66	177782079
04/14/2025		04/2025	chk# 0121 :CHECKscan Payment NSFed by ctrl# 44030016 Automatic NSF FYH2024SLJ3, Return Code: A Uncollected NSF		1,739.00	(0.34)	43993106
04/17/2025	nsffee	04/2025	Returned check charge	25.00		24.66	177866604
04/17/2025		04/2025	chk# 0121 NSF receipt Ctrl# 43993106 Automatic NSF FYH2024SLJ3, Return Code: A Uncollected NSF		(1,739.00)	1,763.66	44030016
04/21/2025		05/2025	chk# 6216603362 :CHECKscan Payment		1,764.00	(0.34)	44061320
05/02/2025	secdep	05/2025	:Security Deposits credit	(1,400.00)		(1,400.34)	180205727
05/02/2025	rent	05/2025	Base Rent (04/2025) Credit 9 days	(481.10)		(1,881.44)	180205728
05/02/2025	carport	05/2025	Carport Income (04/2025) Credit 9 days	(15.00)		(1,896.44)	180205729
05/02/2025	waterrb	05/2025	Water Rebill (04/2025) Credit 9 days	(15.00)		(1,911.44)	180205730
05/02/2025	depref	05/2025	Amount to be refunded	1,911.44		0.00	180205731
05/02/2025	adminfee	05/2025	Sale Unit Deposit Hold	1,911.44		1,911.44	180205770
05/02/2025	depref	05/2025	Adjustment to amount to be refunded	(1,911.44)		0.00	180205771

Exhibit H

Resident Ledger



Date: 07/17/2025

Code	t0014206	**Property**	245okeef	**Lease From**	04/30/2009
Name	Tomas Correa Jimenez	**Unit**	14	**Lease To**	10/31/2009
Address	245 E Okeefe St 14	**Status**	Current	**Move In**	04/30/2009
		Rent	1603.66	**Move Out**	
City	East Palo Alto, CA 94303	**Phone (H)**		**Phone (W)**	

Date	Chg Code	Description	Charge	Payment	Balance	Chg/Rec
04/30/2009	deposit	:Posted by QuickTrans (deposit)	1,300.00		1,300.00	1122324
04/30/2009		chk# :QuickTrans :Posted by QuickTrans		1,300.00	0.00	667191
04/30/2025		chk# Paid to previous mgmt Payment		0.34	(0.34)	669947
05/01/2025	parking	Parking (05/2025)	50.00		49.66	1124204
05/01/2025	rent	Rent (05/2025)	1,703.66		1,753.32	1124205
05/01/2025	ubwater	Water (05/2025)	50.00		1,803.32	1124206
05/01/2025	rent	Rent Adjustment (05/2025)	(100.00)		1,703.32	1130477
05/05/2025		chk# 0101 :CHECKscan Payment		1,704.00	(0.68)	670925
06/01/2025	parking	Parking (06/2025)	50.00		49.32	1132988
06/01/2025	rent	Rent (06/2025)	1,603.66		1,652.98	1132989
06/01/2025	ubwater	Water (06/2025)	50.00		1,702.98	1132990
06/05/2025		chk# 0122 :CHECKscan Payment		1,704.00	(1.02)	676153
07/01/2025	parking	Parking (07/2025)	50.00		48.98	1143468
07/01/2025	rent	Rent (07/2025)	1,603.66		1,652.64	1143469
07/01/2025	ubwater	Water (07/2025)	50.00		1,702.64	1143470
07/06/2025	late	Late Fee (07/2025)	100.00		1,802.64	1146695
07/07/2025		chk# 0123 :CHECKscan Payment		1,704.00	98.64	680537

Freddy Roman v. Woodland Park Communities
Case No 20240009

Respondent's Exhibit List

Exhibit #	Title	Page #
A	Lease Agreement	R001
B	Current Ledger	R013
C	Historic Ledger (covering February 2016-July 2021, if applicable)	R017
D	Work Order Overview Report	R029
E	Work Orders	R032
F	Woodland Park Witness List	R072

Exhibit A

LEASE AGREEMENT

THIS AGREEMENT is made and entered into this 09 (Day) day of November (Month), 2010 (Year) between Redus Woodland LLC (Name of Owner/Agent) "Owner/Agent", whose address and phone number are 5 Newell Ct. E. Palo Alto, CA 94303 (Address and Telephone of Owner/Agent) 650-566-2000, and Freddy Roman and Victor Castro (List all Residents who will sign this Agreement) "Resident."

THE PARTIES AGREE AS FOLLOWS:

1. **RENTAL UNIT:** Subject to the terms and conditions of this Agreement, Owner rents to Resident and Resident rents from Owner, for residential use only,

   the premises located at: 245 E.Okeefe (Street Address), Unit # (if applicable) 18,

   E. Palo Alto (City) CA, 94303 (Zip)

2. **RENT:** Rent is due in advance on the 1st day of each and every month, at $ 1,020.00 per month, beginning on

   11/30/2010 (Date), payable to Owner/Agent at 5 Newell Ct. East Palo Alto, CA 94303 (Address where payments should be delivered).

   Payments made in person may be delivered to Owner/Agent between the hours of 8:00 am and 5:00 pm on the following days of the week:
   ☒ Monday ☒ Tuesday ☒ Wednesday ☒ Thursday ☒ Friday ☐ Saturday ☐ Sunday ☐ Other _____

   Acceptable methods of payment:
   ☒ Personal Check ☒ Cashier's Check ☒ Money Order ☒ EFT/Credit (see Owner/Agent for details) and ☐ Cash

   If rent is paid after the 5th of the month, there will be a late charge of $ 50.00 assessed. The parties agree that this late fee is presumed to be the amount of damage sustained by late payment of rent. It would be impracticable or extremely difficult to fix the actual damage. This sum represents a reasonable endeavor by the Owner/Agent to estimate fair average compensation for any loss that may be sustained as a result of late payment of rent. Pursuant to California law, if Resident passes a check on insufficient funds, Resident will be liable to Owner/Agent for the amount of the check and a service charge of $ 25.00, not to exceed $25 for the first check passed on insufficient funds, and $35 for each subsequent check passed on insufficient funds. The Owner/Agent may refuse a personal check as the form of rent payment to cure a Three-Day Notice to Pay Rent or Quit.

3. **SECURITY DEPOSIT:** Resident shall deposit with Owner/Agent, as a security deposit, the sum of $ 600.00

   ☒ prior to taking possession of the unit **or** ☐ no later than _____ (check one).

   Resident shall not use the security deposit to pay any month's rent. Owner/Agent may withhold from the security deposit only such amounts as are reasonably necessary to remedy Resident defaults including, but not limited to, the following:
   (a) defaults in the payment of rent,
   (b) to repair damages to the premises caused by Resident, exclusive of ordinary wear and tear, and/or
   (c) to clean the premises, if necessary, upon termination of the tenancy in order to return the unit to the same level of cleanliness it was in at the inception of the tenancy, and/or
   (d) to restore, replace, or return personal property or appurtenances, exclusive of ordinary wear and tear.

   No later than 21 calendar days after Owner/Agent has regained possession of the premises, Owner/Agent shall return any remaining portion of such security deposit to Resident. Any remaining portion of the security deposit shall be returned in the form of a single check made out to all Residents listed above.

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4. **TERM:** The term of this Agreement is for 12 (Term), beginning on 11/30/2010 (Date) and ending on 11/29/2011 (Date), at which time this Lease shall terminate without further notice. Any holding over thereafter shall result in Resident being liable to Owner/Agent for daily rental damages equal to the current market value of the unit, divided by 30. A "month-to-month" tenancy subject to the terms and conditions of this agreement shall be created only if Owner/Agent accepts rent from Resident thereafter, and if so accepted, tenancy may be terminated by Resident after service upon the Owner/Agent of a written 30-day Notice of Termination. Except as prohibited by law, that month-to-month tenancy may be terminated by the Owner/Agent by service upon the Resident of a written 60-day notice of termination of tenancy. However, Civil Code Section 1946.1 provides that "if any tenant or resident has resided in the dwelling for less than one year", the Owner/Agent may terminate the tenancy by service upon the Resident of a written 30-day notice.

5. **UTILITIES:** Resident shall pay for all utilities, services and charges, if any, made payable by or predicated upon occupancy of Resident, **except**: water/garbage. Resident shall have the following utilities connected at all times during the tenancy (check as applicable): ☒Gas ☒Electric ☐Water ☐Trash ☐Sewer ☐Other: _____. Disconnection of utilities due to non-payment is a material violation of this Agreement.

6. **CASH PAYMENT:** The Owner/Agent may demand or require cash as the exclusive form of payment of rent or security deposit if the Resident has previously attempted to pay the Owner/Agent with a check drawn on insufficient funds or the Resident has stopped payment on a check, draft, or money order. If the Owner/Agent chooses to demand or require cash payment under these circumstances, the Owner/Agent shall give the Resident a written notice stating that the payment instrument was dishonored and informing the Resident that the Resident shall pay in cash for a period determined by Owner/Agent, not to exceed three months, and attach a copy of the dishonored instrument to the notice.

7. **OCCUPANTS:** Premises shall be occupied only by the following named person(s):

Name	Birthdate	Name	Birthdate
Freddy Roman	03/07/86	Victor Castro	4/10/65
Name	Birthdate	Name	Birthdate

8. **PROHIBITIONS:** Without Owner/Agent's prior written permission as an addendum to this Agreement, no pets, waterbeds, charcoal burners or other open-flame cooking devices, or liquefied petroleum gas fueled cooking devices ("grills") or satellite dishes shall be kept or allowed in or about the premises.

9. **QUIET ENJOYMENT:** Resident and Resident's guest(s) shall not violate any criminal or civil law, ordinance or statute in the use and occupancy of the premises, commit waste or nuisance, annoy, molest or interfere with any other person on the property, or neighbor. Any such action may result in the immediate termination of this Agreement as provided herein and by law.

10. **REPAIRS AND ALTERATIONS:** Resident shall make a written request to Owner/Agent regarding any repairs, decorations or alterations contemplated. Except as provided by law, no repairs, decorating or alterations shall be done by Resident without Owner/Agent's prior written consent. This includes, but is not limited to, painting, wallpapering, and changing locks. Resident may not make any alterations to cable or telephone inside wiring (such as may occur when changing telecommunications providers or adding phone lines) without prior written consent of the Owner/Agent. The consent request regarding proposed alterations to inside wiring shall include the name, address, and telephone number of any new telecommunications providers. Resident shall hold Owner/Agent harmless and indemnify Owner/Agent as to any mechanic's lien recordation or proceeding caused by Resident. Resident agrees to pay all costs resulting from the alteration and agrees to pay to the Owner/Agent any costs associated with restoring the inside wiring to the condition at the time of move-in, except for reasonable wear and tear.

11. **ACCEPTANCE OF PREMISES:** Resident has inspected the premises, furnishings and equipment, and has found them to be satisfactory. All plumbing, heating and electrical systems are operative and deemed satisfactory.

12. **CARE, CLEANING, MAINTENANCE AND INSURANCE:** Resident agrees to leave the premises in the same condition as it was received, subject to normal wear and tear. Resident acknowledges that the damage caused by smoking tobacco products is considered above normal wear and tear and will damage surfaces and fixtures, including, the carpet, carpet pad, wallboard, window coverings and ceilings. Depending on the severity of the damage, costs for restoration of the unit may include, but are not limited to, cleaning, sealing, painting, deodorizing, and possible replacement of fixtures and various surface materials.

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Except as prohibited by law, Resident shall keep the premises and furniture, furnishings and appliances, and fixtures, which are rented for Resident's exclusive use, in good order and condition. Upon move-out, Resident agrees to return the unit to the same level of cleanliness it was in at the inception of the tenancy. Resident ☐ is ☒ is not (check one) responsible for the upkeep of the yard and landscaping. Resident shall pay Owner/Agent for costs to repair, replace or rebuild any portion of the premises damaged by the Resident, Resident's guests or invitees. Resident's property is not insured by Owner/Agent. Resident is not a co-insured and is expressly excluded from any insurance policy held by Owner/Agent which is now in effect or becomes effective during the term of this Agreement.

13. **WAIVER OF BREACH:** The waiver by either party of any breach shall not be construed to be a continuing waiver of any subsequent breach. The receipt by Owner/Agent of the rent with the knowledge of any violation of a covenant or condition of this agreement shall not be deemed a waiver of such breach. No waiver by either party of the provisions herein shall be deemed to have been made unless expressed in writing and signed by all parties to this Agreement.

14. **JOINT AND SEVERAL LIABILITY:** The undersigned Resident(s), whether or not in actual possession of the premises, are jointly and severally liable for all obligations under this Agreement and shall indemnify Owner/Agent for liability arising prior to the return of possession to the Owner/Agent for personal injuries or property damage caused or permitted by Resident(s), their guests, and invitees. This does not waive "Owner/Agent's duty of care" to prevent personal injury or property damage where that duty is imposed by law.

15. **ENTRY:** California law allows Owner/Agent or his/her employee(s) to enter the premises for certain purposes during normal business hours. The Owner/Agent will provide written notice to the Resident prior to the entry of the dwelling unit whenever required by state law. (Civil Code Section 1954.) Resident's non-compliance with Owner/Agent's lawful request for entry is a material breach of this Agreement that may be cause for immediate termination as provided herein and by law.

16. **SUBLETTING AND ASSIGNMENT:** No portion of the premises shall be sublet nor this Agreement assigned. Any attempted subletting or assignment by Resident shall, at the election of Owner/Agent, be an irremediable breach of this Agreement and cause for immediate termination as provided herein and by law.

17. **BREACH OF LEASE:** In the event that Resident breaches this Lease Agreement, Owner/Agent shall be allowed at Owner/Agent's discretion, but not by way of limitation, to exercise any or all remedies provided Owner/Agent by California Civil Code Section 1951.2 and 1951.4. Damages Owner/Agent "may recover" include the worth at the time of the award of the amount by which the unpaid rent for the balance of the term after the time of award, or for any shorter period of time specified in the Lease Agreement, exceeds the amount of such rental loss for the same period that the Resident proves could be reasonably avoided.

18. **SALE OF PROPERTY:** In the event of the sale or refinance of the property: If Owner/Agent presents to Resident a "Resident's Certification of Terms - Estoppel Certification," or other similar Estoppel Certification form, Resident agrees to execute and deliver the certificate acknowledging that this Agreement is unmodified and in full force and effect, or in full force and effect as modified with the consent of Owner/Agent, and stating the modifications, within ten (10) days of written notice. Failure to comply shall be deemed Resident's acknowledgement that the certificate as submitted by Owner/Agent is true and correct and may be relied upon by any lender or purchaser.

19. **SMOKE DETECTION DEVICE:** The premises are equipped with a functioning smoke detection device(s), and Resident shall be responsible for testing the device weekly and immediately reporting any problems, maintenance or need for repairs to Owner/Agent. If battery operated, Resident is responsible for changing the detector's battery as necessary. Owner/Agent shall have a right to enter the premises to check and maintain the smoke detection device as provided by law.

20. **NOTICE:** Pursuant to Section 290.46 of the Penal Code, information about specified registered sex offenders is made available to the public via an Internet Web site maintained by the Department of Justice at www.meganslaw.ca.gov. Depending on an offender's criminal history, this information will include either the address at which the offender resides or the community of residence and ZIP Code in which he or she resides.

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21. ADDENDA: By initialing as provided below, Resident(s) acknowledge receipt of the following applicable addenda (as checked), copies of which are attached hereto and are incorporated as part of this Agreement.

- ☒ Asbestos Addendum (Form 17.1)
- ☐ Bedbug Addendum (Form 36.0)
- ☐ CC&Rs Addendum (Form 2.9)
- ☐ Day Care Addendum (Form 28.0)
- ☐ Furniture Inventory (Form 16.1)
- ☐ Grilling Addendum (Form 35.0)
- ☐ Guarantee of Rental/Lease Agreement (Form 41.0)
- ☒ Lead-Based Paint Addendum (Form LEAD1)
- ☒ Mold Notification Addendum (Form 2.7)
- ☒ Move In/Move Out Itemized Statement (Form 16.0)
- ☐ Non-Smoking Areas Addendum (Form 34.0)
- ☒ Pest Control Notice Addendum (Form 2.6)
- ☐ Pet Addendum (Form 13.0)
- ☒ Pool Rules Addendum (Form 15.0)
- ☒ Proposition 65 Brochure (Form PROP65BROCHURE)
- ☐ Renters Insurance Addendum (Form 12.0-MF)
- ☒ Resident Policies Addendum (Form 17.0)
- ☐ Satellite Dish and Antenna Addendum (Form 2.5)
- ☐ Smoke Detector Addendum (Form 27.0)
- ☐ Unlawful Activity Addendum (Form 2.4)
- ☐ Waterbed Addendum (Form 14.0)
- ☒ Other Rent Control Fee $5.63
- ☒ Other Utilities $25.00
- ☒ Other Parking only $0.00
- ☐ Other _____

Resident(s) initials here: _____

22. ENTIRE AGREEMENT: This Agreement, which includes all attachments referred to above, constitutes the entire Agreement between the parties and cannot be modified except in writing and signed by all parties, except as permitted by applicable law. Neither Owner/Agent, nor any agent or employee of Owner/Agent has made any representations or promises other than those set forth herein.

23. CREDIT REPORTS: A negative credit report reflecting on your credit history may be submitted to a credit reporting agency if you fail to fulfill the terms of your credit obligations. Resident expressly authorizes Owner/Agent (including a collection agency) to obtain Resident's consumer credit report, which Owner/Agent may use if attempting to collect past due rent payments, late fees, or other charges from Resident, both during the term of the Agreement and thereafter.

24. ATTORNEYS' FEES: If any legal action or proceeding is brought by either party to enforce any part of this Agreement, the prevailing party shall recover, in addition to all other relief, reasonable attorneys' fees and court costs, unless one of the following two boxes is checked:

☒ the prevailing party shall recover, in addition to all other relief, attorneys' fees not to exceed $ 1000.00 , plus court costs.

Or

☐ each party shall be responsible for their own attorneys' fees and court costs.

The undersigned Resident(s) acknowledge(s) having read and understood the foregoing, and receipt of a duplicate original.

Date	Resident Freddy Roman	Date 11/09/10	Resident
Date 11/11/10	Resident Victor Castro	Date 11-10-10	Resident
Date 11/11/10	Owner/Agent Redus Woodland LLC		

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PEST CONTROL NOTICE ADDENDUM

This document is an Addendum and is part of the Rental/Lease Agreement, dated 11/09/2010 (Date) between Redus Woodland LLC (Name of Owner/Agent) (Owner/Agent) and Freddy Roman and Victor Castro (List all Residents who will sign this Addendum) (Resident) for the premises located at 245 E.Okeefe (Street Address), Unit # (if applicable) 18 E. Palo Alto (City), CA 94303 (Zip).

California law requires that an Owner/Agent of a residential dwelling unit provide each new tenant a copy of the notice provided by a registered pest control company if a contract for periodic pest control service has been executed.

The premises you are renting, or the common areas of the building are covered by such a contract for regular pest control service, so you are being notified pursuant to the law. The notice provided by the pest control company is attached to this Acknowledgment.

The undersigned Resident(s) acknowledge(s) having read and understood the foregoing and the referenced attachment.

Date	Resident Freddy Roman	Date 11/09/10	Resident
Date	Resident Victor Castro	Date 11-10-10	Resident
Date 11/11/10	Owner/Agent Redus Woodland LLC		

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MOLD NOTIFICATION ADDENDUM

This document is an Addendum and is part of the Rental/Lease Agreement, dated 11/09/2010 (Date) between Redus Woodland LLC (Name of Owner/Agent) (Owner/Agent) and Freddy Roman and Victor Castro (List all Residents who will sign this Addendum) (Resident) for the premises located at 245 E.Okeefe (Street Address), Unit # (if applicable) 18 E. Palo Alto (City), CA 94303 (Zip).

It is our goal to maintain the highest quality living environment for our Residents. The Owner/Agent has inspected the unit prior to lease and knows of no damp or wet building materials and knows of no mold or mildew contamination. Resident is hereby notified that mold, however, can grow if the premises are not properly maintained or ventilated. If moisture is allowed to accumulate in the unit, it can cause mildew and mold to grow. It is important that Residents regularly allow air to circulate in the apartment. It is also important that Residents keep the interior of the unit clean and that they promptly notify the Owner/Agent of any leaks, moisture problems, and/or mold growth.

Resident agrees to maintain the premises in a manner that prevents the occurrence of an infestation of mold or mildew in the premises. Resident agrees to uphold this responsibility in part by complying with the following list of responsibilities:

1. Resident agrees to keep the unit free of dirt and debris that can harbor mold.
2. Resident agrees to immediately report to the Owner/Agent any water intrusion, such as plumbing leaks, drips, or "sweating" pipes.
3. Resident agrees to notify owner of overflows from bathroom, kitchen, or unit laundry facilities, especially in cases where the overflow may have permeated walls or cabinets.
4. Resident agrees to report to the Owner/Agent any significant mold growth on surfaces inside the premises.
5. Resident agrees to allow the Owner/Agent to enter the unit to inspect and make necessary repairs.
6. Resident agrees to use bathroom fans while showering or bathing and to report to the Owner/Agent any non-working fan.
7. Resident agrees to use exhaust fans whenever cooking, dishwashing, or cleaning.
8. Resident agrees to use all reasonable care to close all windows and other openings in the premises to prevent outdoor water from penetrating into the interior unit.
9. Resident agrees to clean and dry any visible moisture on windows, walls, and other surfaces, including personal property, as soon as reasonably possible. (Note: Mold can grow on damp surfaces within 24 to 48 hours.)
10. Resident agrees to notify the Owner/Agent of any problems with the air conditioning or heating systems that are discovered by the Resident.

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11. Resident agrees to indemnify and hold harmless the Owner/Agent from any actions, claims, losses, damages, and expenses, including, but not limited to, attorneys' fees that the Owner/Agent may sustain or incur as a result of the negligence of the Resident or any guest or other person living in, occupying, or using the premises.

The undersigned Resident(s) acknowledge(s) having read and understood the foregoing.

Date	Resident Freddy Roman	Date 11/09/10	Resident
Date	Resident Victor Castro	Date 11-10-10	Resident
Date 11/11/10	Owner/Agent Redus Woodland LLC		

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POOL RULES ADDENDUM

This document is an Addendum and is part of the Rental/Lease Agreement, dated 11/09/2010 (Date) between Redus Woodland LLC (Name of Owner/Agent) (Owner/Agent) and Freddy Roman and Victor Castro (List all Residents who will sign this Addendum) (Resident) for the premises located at 245 E.Okeefe (Street Address), Unit # (if applicable) 18 E. Palo Alto (City), CA 94303 (Zip).

1. The Pool is to be used only between the hours of 10:00 A.M. and 7:00 P.M.
2. The Pool is reserved exclusively for use of Residents of the building and their guests.
3. Children under the age of fourteen (14) shall not use the pool without an adult in attendance.
4. No food may be served or eaten in or around the Pool area at any time without Owner/Agent's consent. Refreshments must be served in unbreakable containers.
5. No alcoholic beverages shall be served or consumed in or around the Pool area at any time. No person under the influence of alcoholic beverages is permitted in or near the Pool.
6. Running and jumping, "horseplay", fighting, boisterous or dangerous conduct, and/or any noisy behavior disturbing to the other residents, is forbidden in or around the Pool area.
7. No radios, record players, or other musical instruments may be used in or around the Pool area without consent of Owner/Agent.
8. Residents and their guests are required to be properly attired at all times, going to and from and in or around the Pool area.
9. Showering is required prior to using the Pool. Those using the Pool shall dry themselves off before leaving the Pool area.
10. Residents and guests will place their own towels over Pool furniture when using suntan oil or other lotions.
11. No toys, inner tubes or any other objects whatsoever will be allowed in the Pool at any time.
12. Safety equipment is not to be used except in case of emergency.

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13. NO LIFEGUARD WILL BE ON DUTY.
Persons using pool facilities do so at their own risk.
Owner/Agent is not responsible for accident or injury.
Owner/Agent is not responsible for articles lost, damaged or stolen.

The undersigned Resident(s) acknowledge(s) having read and understood the foregoing.

Date	Resident Freddy Roman	Date 11/09/10	Resident
Date	Resident Victor Castro	Date 11-10-11	Resident
Date 11/11/10	Owner/Agent Redus Woodland LLC		

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ASBESTOS ADDENDUM

This document is an Addendum and is part of the Rental/Lease Agreement, dated 11/09/2010 between Redus Woodland LLC (Owner/Agent) and Freddy Roman and Victor Castro (Resident) for the premises located at 245 E.Okeefe (Street Address), Unit # (if applicable) 18, E. Palo Alto (City), CA 94303 (Zip).

(Owner/Agent: check one)

☒ This property **may** contain asbestos.

OR

☐ This property contains asbestos. This hazardous substance is contained in some of the original building materials and in some of the products and materials used to maintain the property. Disturbance or damage to certain interior apartment surfaces may increase the potential exposure to these substances.

1. Resident or the Resident's guest(s), employees and contractors shall not take or permit any action which in any way damages or disturbs the Premises or any part thereof, including, but not limited to:

   (i) piercing the surface of the ceiling by drilling or any other method;
   (ii) hanging plants, mobiles, or other objects from the ceiling;
   (iii) attaching any fixtures to the ceiling;
   (vi) allowing any objects to come in contact with the ceiling;
   (v) permitting water or any liquid, other than ordinary steam condensation, to come into contact with the ceiling;
   (vi) painting, cleaning, or undertaking any repairs of any portion of the ceiling;
   (vii) replacing light fixtures;
   (viii) undertaking any activity which results in building vibration that may cause damage to the ceiling.

2. Resident shall notify Owner/Agent immediately in writing (i) if there is any damage to or deterioration of the ceiling in the Premises or any portion thereof, including, without limitation, flaking, loose, cracking, hanging or dislodged material, water leaks, or stains in the ceiling, or (ii) upon the occurrence of any of the events described in Paragraph 1 above.

The undersigned Resident(s) acknowledge(s) having read and understood the foregoing.

Date	Resident Freddy Roman	Date 11/09/10	Resident
Date 11/11/10	Resident Victor Castro	Date 11-10-10	Resident
	Owner/Agent Redus Woodland LLC		

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TARGET HOUSING RENTAL/LEASE AGREEMENT ADDENDUM
DISCLOSURE OF INFORMATION ON
LEAD-BASED PAINT AND LEAD-BASED PAINT HAZARDS

Resident is renting from Owner/Agent the premises located at:

245 E.Okeefe (*Street Address*), Unit # (if applicable) 18

E. Palo Alto (*City*), CA 94303 (*Zip*).

Lead Warning Statement
Housing built before 1978 may contain lead-based paint. Lead from paint, paint chips, and dust can pose health hazards if not taken care of properly. Lead exposure is especially harmful to young children and pregnant women. Before renting pre-1978 housing, landlords must disclose the presence of known lead-based paint and lead-based paint hazards in the dwelling. Tenants must also receive a Federally approved pamphlet on lead poisoning prevention. **NOTE: The existence of lead on the rental property is not, by itself, cause for termination of the tenancy. (Public Law 102-550 sec. 1018(c))**

Owner's Disclosure or Agent* acting on behalf of Owner (initial)

___ (a) Presence of lead-based paint or lead-based paint hazards (check one below):

___Known lead-based paint and/or lead-based paint hazards are present in the housing (explain).

_____

X Owner has no knowledge of lead-based paint and/or lead-based paint hazards in the housing.

___ (b) Records and reports available to the Owner (check one below):

_____Owner has provided the lessee with all available records and reports pertaining to lead-based paint and/or lead-based paint hazards in the housing (list documents below).

X Owner has no reports or records pertaining to lead-based paint and/or lead-based paint hazards in the housing.

Agent's* Acknowledgment (initial)
*The term Agent is defined as any party who enters into a contract with the Owner, including anyone who enters into a contract with a representative of the Owner for the purpose of leasing housing. An on-site resident manager may act as the Agent if authorized to do so by either the Owner or the property management company.

DA (c) Agent has informed the Owner of his/her obligations under 42 U.S.C. 4852d, and the Agent is aware of his/her responsibility to ensure compliance.

Lessee's Acknowledgment (initial)

___ (d) Lessee has received copies of all information listed above.

___ (e) Lessee has received the pamphlet *Protect Your Family from Lead in Your Home*.

Certification of Accuracy
The following parties have reviewed the information above and certify, to the best of their knowledge, that the information they have provided is true and accurate.

Date	Resident Freddy Roman	Date 11/09/10	Resident
Date	Resident Victor Castro	Date 11-10-10	Resident
Date 11/11/10	Owner/Agent DA	Redus Woodland LLC	

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Exhibit B

Resident Ledger

GREYSTAR®

Date: 02/12/2025

Code	t2439917	**Property**	cawoopa2	**Lease From**	05/01/2015
Name	Freddy Roman	**Unit**	209-18	**Lease To**	04/30/2016
Address	245 East OKeefe Street	**Status**	Current	**Move In**	11/30/2010
	18	**Rent**	1456.06	**Move Out**	
City	East Palo Alto, CA 94303	**Phone (H)**	(650) 771-4904	**Phone (W)**	

Date	Chg Code	Post Month	Description	Charge	Payment	Balance	Chg/Rec
11/30/2010	secdep	07/2021	Security deposits received	600.00		600.00	67401492
11/30/2010		07/2021	Security deposits received		600.00	0.00	21611707
07/02/2021		07/2021	chk# 2089 8004088512 :CHECKscan Payment		17.72	(17.72)	21613595
08/01/2021	rent	08/2021	Base Rent (08/2021)	1,296.47		1,278.75	68472974
08/01/2021	waterrb	08/2021	Water Rebill (08/2021)	25.00		1,303.75	68472975
08/03/2021		08/2021	chk# 2089 8004362047 :CHECKscan Payment		1,000.00	303.75	21866919
08/03/2021		08/2021	chk# 2089 8004362048 :CHECKscan Payment		300.00	3.75	21866923
09/01/2021	waterrb	09/2021	Water Rebill (09/2021)	25.00		28.75	69808357
09/01/2021	rent	09/2021	Base Rent (09/2021)	1,296.47		1,325.22	69808358
09/03/2021		09/2021	chk# 2089 8004362608 :CHECKscan Payment		320.00	1,005.22	22267114
09/03/2021		09/2021	chk# 2089 8004362607 :CHECKscan Payment		1,000.00	5.22	22267115
10/01/2021	waterrb	10/2021	Water Rebill (10/2021)	25.00		30.22	71265514
10/01/2021	rent	10/2021	Base Rent (10/2021)	1,296.47		1,326.69	71265515
10/06/2021		10/2021	chk# 2089 8004760050 :CHECKscan Payment		330.00	996.69	22710941
10/06/2021		10/2021	chk# 2089 8004760049 :CHECKscan Payment		1,000.00	(3.31)	22710947
11/01/2021	waterrb	11/2021	Water Rebill (11/2021)	25.00		21.69	72855922
11/01/2021	rent	11/2021	Base Rent (11/2021)	1,296.47		1,318.16	72855923
11/03/2021		11/2021	chk# 2089 8004760671 :CHECKscan Payment		320.00	998.16	23105983
11/03/2021		11/2021	chk# 2089 8004760670 :CHECKscan Payment		1,000.00	(1.84)	23105984
12/01/2021	rent	12/2021	Base Rent (12/2021)	1,296.47		1,294.63	74381651
12/01/2021	waterrb	12/2021	Water Rebill (12/2021)	25.00		1,319.63	74381652
12/03/2021		12/2021	chk# 1089 41257513 :CHECKscan Payment		320.00	999.63	23503420
12/03/2021		12/2021	chk# 1089 41257502 :CHECKscan Payment		1,000.00	(0.37)	23503424
01/01/2022	waterrb	01/2022	Water Rebill (01/2022)	25.00		24.63	101192571
01/01/2022	rent	01/2022	Base Rent (01/2022)	1,296.47		1,321.10	101202947
01/03/2022		01/2022	chk# 40193462691041 :CHECKscan Payment		325.00	996.10	23873275
01/03/2022		01/2022	chk# 40193462691032 :CHECKscan Payment		1,000.00	(3.90)	23873276
02/01/2022	rent	02/2022	Base Rent (02/2022)	1,296.47		1,292.57	102848155
02/01/2022	waterrb	02/2022	Water Rebill (02/2022)	25.00		1,317.57	102848156
02/01/2022		02/2022	chk# 2089 8004999703 :CHECKscan Payment		1,000.00	317.57	24245865
02/01/2022		02/2022	chk# 2089 8004999704 :CHECKscan Payment		325.00	(7.43)	24245867
03/01/2022	waterrb	03/2022	Water Rebill (03/2022)	25.00		17.57	104457680
03/01/2022	rent	03/2022	Base Rent (03/2022)	1,296.47		1,314.04	104457681
03/03/2022		03/2022	chk# 90 :CHECKscan Payment		1,000.00	314.04	24702017
03/03/2022		03/2022	chk# 90 :CHECKscan Payment		320.00	(5.96)	24702018
04/01/2022	waterrb	04/2022	Water Rebill (04/2022)	25.00		19.04	106142561
04/01/2022	rent	04/2022	Base Rent (04/2022)	1,296.47		1,315.51	106142562
04/04/2022		04/2022	chk# 40193813148125 :CHECKscan Payment		321.00	994.51	25166266
04/04/2022		04/2022	chk# 40193813148116 :CHECKscan Payment		1,000.00	(5.49)	25166267
05/01/2022	waterrb	05/2022	Water Rebill (05/2022)	25.00		19.51	107825124
05/01/2022	rent	05/2022	Base Rent (05/2022)	1,296.47		1,315.98	107825125
05/01/2022	rent	05/2022	Reverse Incorrect Base Rent (05/2022)	(1,296.47)		19.51	108219219
05/01/2022	rent	05/2022	Correct Base Rent (05/2022)	1,313.64		1,333.15	108219220
05/05/2022		05/2022	chk# 1086 90579580 :CHECKscan Payment		1,000.00	333.15	25599305

05/05/2022		05/2022	chk# 1086 90579591 :CHECKscan Payment		322.00	11.15	25599306
05/11/2022	latefee	05/2022	Late Fees	35.00		46.15	108222118
06/01/2022	rent	06/2022	Base Rent (06/2022)	1,313.64		1,359.79	109363008
06/01/2022	waterrb	06/2022	Water Rebill (06/2022)	25.00		1,384.79	109363009
06/07/2022		06/2022	chk# 2089 :CHECKscan Payment		1,000.00	384.79	26067104
06/07/2022		06/2022	chk# 2089 :CHECKscan Payment		321.00	63.79	26067105
07/01/2022	waterrb	07/2022	Water Rebill (07/2022)	25.00		88.79	111065244
07/01/2022	rent	07/2022	Base Rent (07/2022)	1,313.64		1,402.43	111065245
07/05/2022		07/2022	chk# 2089 :CHECKscan Payment		405.00	997.43	26488966
07/05/2022		07/2022	chk# 2089 :CHECKscan Payment		1,000.00	(2.57)	26488967
08/01/2022	rent	08/2022	Base Rent (08/2022)	1,313.64		1,311.07	112773688
08/01/2022	waterrb	08/2022	Water Rebill (08/2022)	25.00		1,336.07	112773689
08/01/2022		08/2022	chk# 2089 :CHECKscan Payment		1,000.00	336.07	26857418
08/01/2022		08/2022	chk# 2089 :CHECKscan Payment		339.00	(2.93)	26857419
09/01/2022	waterrb	09/2022	Water Rebill (09/2022)	25.00		22.07	114460777
09/01/2022	rent	09/2022	Base Rent (09/2022)	1,313.64		1,335.71	114460778
09/01/2022		09/2022	chk# 2089 :CHECKscan Payment		339.00	996.71	27332351
09/01/2022		09/2022	chk# 2089 :CHECKscan Payment		1,000.00	(3.29)	27332352
10/01/2022	waterrb	10/2022	Water Rebill (10/2022)	25.00		21.71	116182046
10/01/2022	rent	10/2022	Base Rent (10/2022)	1,313.64		1,335.35	116182047
10/04/2022		10/2022	chk# 2089 :CHECKscan Payment		1,000.00	335.35	27898013
10/04/2022		10/2022	chk# 2089 :CHECKscan Payment		340.00	(4.65)	27898015
11/01/2022	waterrb	11/2022	Water Rebill (11/2022)	25.00		20.35	117924368
11/01/2022	rent	11/2022	Base Rent (11/2022)	1,313.64		1,333.99	117924369
11/01/2022		11/2022	chk# 2089 :CHECKscan Payment		1,000.00	333.99	28280010
11/01/2022		11/2022	chk# 2089 :CHECKscan Payment		335.00	(1.01)	28280011
12/01/2022	rent	12/2022	Base Rent (12/2022)	1,313.64		1,312.63	119233690
12/01/2022	waterrb	12/2022	Water Rebill (12/2022)	25.00		1,337.63	119233691
12/01/2022		12/2022	chk# 2089 :CHECKscan Payment		1,000.00	337.63	28732547
12/01/2022		12/2022	chk# 2089 :CHECKscan Payment		340.00	(2.37)	28732548
01/01/2023	waterrb	01/2023	Water Rebill (01/2023)	25.00		22.63	121606549
01/01/2023	rent	01/2023	Base Rent (01/2023)	1,313.64		1,336.27	121614858
01/02/2023		01/2023	chk# 2089 :CHECKscan Payment		1,000.00	336.27	29297343
01/02/2023		01/2023	chk# 2089 :CHECKscan Payment		340.00	(3.73)	29297344
02/01/2023	rent	02/2023	Base Rent (02/2023)	1,313.64		1,309.91	123269901
02/01/2023	waterrb	02/2023	Water Rebill (02/2023)	25.00		1,334.91	123269902
02/02/2023		02/2023	chk# 2089 :CHECKscan Payment		1,000.00	334.91	29784506
02/02/2023		02/2023	chk# 2089 :CHECKscan Payment		338.00	(3.09)	29784507
03/01/2023	waterrb	03/2023	Water Rebill (03/2023)	25.00		21.91	125095745
03/01/2023	rent	03/2023	Base Rent (03/2023)	1,313.64		1,335.55	125095746
03/02/2023		03/2023	chk# 1090 85949676 :CHECKscan Payment		340.00	995.55	30276431
03/02/2023		03/2023	chk# 1090 85949665 :CHECKscan Payment		1,000.00	(4.45)	30276432
04/01/2023	waterrb	04/2023	Water Rebill (04/2023)	25.00		20.55	126889745
04/01/2023	rent	04/2023	Base Rent (04/2023)	1,313.64		1,334.19	126889746
04/02/2023		04/2023	chk# 2089 :CHECKscan Payment		1,000.00	334.19	30753061
04/02/2023		04/2023	chk# 2089 :CHECKscan Payment		340.00	(5.81)	30753062
05/01/2023	rent	05/2023	Base Rent (05/2023)	1,313.64		1,307.83	128529591
05/01/2023	waterrb	05/2023	Water Rebill (05/2023)	25.00		1,332.83	128529592
05/03/2023		05/2023	chk# 2089 :CHECKscan Payment		345.00	987.83	31242058
05/03/2023		05/2023	chk# 2089 :CHECKscan Payment		1,000.00	(12.17)	31242059
06/01/2023	waterrb	06/2023	Water Rebill (06/2023)	25.00		12.83	130232284
06/01/2023	rent	06/2023	Base Rent (06/2023)	1,313.64		1,326.47	130232285
06/05/2023		06/2023	chk# 0150 :CHECKscan Payment		1,340.00	(13.53)	31733431
07/01/2023	waterrb	07/2023	Water Rebill (07/2023)	25.00		11.47	132010172
07/01/2023	rent	07/2023	Base Rent (07/2023)	1,313.64		1,325.11	132010173
07/05/2023		07/2023	chk# 0151 :CHECKscan Payment		1,340.00	(14.89)	32197464
08/01/2023	waterrb	08/2023	Water Rebill (08/2023)	25.00		10.11	133830007
08/01/2023	rent	08/2023	Base Rent (08/2023)	1,313.64		1,323.75	133830008
08/02/2023		08/2023	chk# 0152 :CHECKscan Payment		1,340.00	(16.25)	32630172
09/01/2023	waterrb	09/2023	Water Rebill (09/2023)	25.00		8.75	135601112
09/01/2023	rent	09/2023	Base Rent (09/2023)	1,313.64		1,322.39	135601113
09/01/2023		09/2023	chk# 0153 :CHECKscan Payment		1,340.00	(17.61)	33083692

10/01/2023	rent	10/2023	Base Rent (10/2023)	1,428.45		1,410.84	137308640
10/01/2023	waterrb	10/2023	Water Rebill (10/2023)	25.00		1,435.84	137308641
10/02/2023		10/2023	chk# 0154 :CHECKscan Payment		1,454.00	(18.16)	33610690
11/01/2023	waterrb	11/2023	Water Rebill (11/2023)	25.00		6.84	139316385
11/01/2023	rent	11/2023	Base Rent (11/2023)	1,428.45		1,435.29	139316386
11/02/2023		11/2023	chk# 0155 :CHECKscan Payment		1,454.00	(18.71)	34116994
12/01/2023	waterrb	12/2023	Water Rebill (12/2023)	25.00		6.29	141191726
12/01/2023	rent	12/2023	Base Rent (12/2023)	1,428.45		1,434.74	141191727
12/03/2023		12/2023	chk# 0101 :CHECKscan Payment		1,455.00	(20.26)	34610775
01/01/2024	rent	01/2024	Base Rent (01/2024)	1,428.45		1,408.19	142998957
01/01/2024	waterrb	01/2024	Water Rebill (01/2024)	25.00		1,433.19	142998958
01/07/2024		01/2024	chk# 0156 :CHECKscan Payment		1,454.00	(20.81)	35163158
02/01/2024	rent	02/2024	Base Rent (02/2024)	1,428.45		1,407.64	144951960
02/01/2024	waterrb	02/2024	Water Rebill (02/2024)	25.00		1,432.64	144951961
02/01/2024		02/2024	chk# 0160 :CHECKscan Payment		1,454.00	(21.36)	35490024
03/01/2024	waterrb	03/2024	Water Rebill (03/2024)	25.00		3.64	146939221
03/01/2024	rent	03/2024	Base Rent (03/2024)	1,428.45		1,432.09	146939222
03/03/2024		03/2024	chk# 0162 :CHECKscan Payment		1,454.00	(21.91)	36121503
04/01/2024	waterrb	04/2024	Water Rebill (04/2024)	25.00		3.09	148966322
04/01/2024	rent	04/2024	Base Rent (04/2024)	1,428.45		1,431.54	148966323
04/01/2024		04/2024	chk# 0163 :CHECKscan Payment		1,454.00	(22.46)	36541404
05/01/2024	rent	05/2024	Base Rent (05/2024)	1,428.45		1,405.99	151468816
05/01/2024	waterrb	05/2024	Water Rebill (05/2024)	25.00		1,430.99	151497093
05/01/2024		05/2024	chk# 0166 :CHECKscan Payment		1,454.00	(23.01)	37086893
06/01/2024	rent	06/2024	Base Rent (06/2024)	1,428.45		1,405.44	153667112
06/01/2024	waterrb	06/2024	Water Rebill (06/2024)	25.00		1,430.44	153697050
06/02/2024		06/2024	chk# 0167 :CHECKscan Payment		1,454.00	(23.56)	37705469
07/01/2024	waterrb	07/2024	Water Rebill (07/2024)	25.00		1.44	155988702
07/01/2024	rent	07/2024	Base Rent (07/2024)	1,428.45		1,429.89	155991086
07/03/2024		07/2024	chk# 0168 :CHECKscan Payment		1,454.00	(24.11)	38344826
08/01/2024	rent	08/2024	Base Rent (08/2024)	1,428.45		1,404.34	158278164
08/01/2024	waterrb	08/2024	Water Rebill (08/2024)	25.00		1,429.34	158300039
08/01/2024		08/2024	chk# 1500000798506 :CHECKscan Payment		1,454.00	(24.66)	38867504
09/01/2024	waterrb	09/2024	Water Rebill (09/2024)	25.00		0.34	160682630
09/01/2024	rent	09/2024	Base Rent (09/2024)	1,428.45		1,428.79	160695078
09/03/2024		09/2024	chk# 0171 :CHECKscan Payment		1,454.00	(25.21)	39554042
10/01/2024	rent	10/2024	Base Rent (10/2024)	1,456.06		1,430.85	162361692
10/01/2024	waterrb	10/2024	Water Rebill (10/2024)	25.00		1,455.85	162361693
10/03/2024		10/2024	chk# 0173 :CHECKscan Payment		1,481.00	(25.15)	40186981
11/01/2024	rent	11/2024	Base Rent (11/2024)	1,456.06		1,430.91	165424249
11/01/2024	waterrb	11/2024	Water Rebill (11/2024)	25.00		1,455.91	165425294
11/03/2024		11/2024	chk# 0174 :CHECKscan Payment		1,481.00	(25.09)	40781423
12/01/2024	waterrb	12/2024	Water Rebill (12/2024)	25.00		(0.09)	167773839
12/01/2024	rent	12/2024	Base Rent (12/2024)	1,456.06		1,455.97	167779576
12/02/2024		12/2024	chk# 0175 :CHECKscan Payment		1,481.00	(25.03)	41298745
01/01/2025	waterrb	01/2025	Water Rebill (01/2025)	25.00		(0.03)	169681119
01/01/2025	rent	01/2025	Base Rent (01/2025)	1,456.06		1,456.03	169707201
01/02/2025		01/2025	chk# 0177 :CHECKscan Payment		1,481.00	(24.97)	41881930
02/01/2025	waterrb	02/2025	Water Rebill (02/2025)	25.00		0.03	172460861
02/01/2025	rent	02/2025	Base Rent (02/2025)	1,456.06		1,456.09	172505190
02/02/2025		02/2025	chk# 0178 :CHECKscan Payment		1,481.00	(24.91)	42470819

Exhibit C

R018

Resident Ledger

Freddy Roman

245 East OKeefe Street
18
East Palo Alto, CA, 94303

Date:	8/18/2021
Resident Code:	t1559532
Property:	014420
Unit:	209-18
Status:	Current
Rent:	$1,296.47
Deposit:	$600.00
Move In Date:	11/30/10
Move Out Date:	
Due Day:	1
Tel Num(Office)	(650)771-4904
Tel Num(Home)	

Date	Post Mo	Description	Charges	Payments	Balance
		Balance Forward			**0.00**
02/17/16	12/2015			600.00	(600.00)
02/17/16	12/2015	ppd - Load Prepaid Balance		8.33	(608.33)
02/17/16	12/2015	Load Security Deposit	600.00		(8.33)
03/01/16	3/2016	Leased Rent (03/2016)	1,103.89		1,095.56
03/01/16	3/2016	Other income (03/2016)	9.75		1,105.31
03/01/16	3/2016	Water Reimbursement (03/2016)	25.00		1,130.31
03/03/16	3/2016	Chk# 10710048753 - Money Order		1,000.00	130.31
03/03/16	3/2016	Chk# 10710048754 - Money Order		139.00	(8.69)
04/01/16	4/2016	Leased Rent (04/2016)	1,103.89		1,095.20
04/01/16	4/2016	Other income (04/2016)	9.75		1,104.95
04/01/16	4/2016	Water Reimbursement (04/2016)	25.00		1,129.95
04/03/16	4/2016	Chk# 40173737734290 - :CHECKscan Payment		500.00	629.95
04/03/16	4/2016	Chk# 40173737734281 - :CHECKscan Payment		500.00	129.95
04/03/16	4/2016	Chk# 40173737734308 - :CHECKscan Payment		39.00	90.95
04/06/16	4/2016	Late fees	50.00		140.95
04/06/16	4/2016	Resident paid rent on time	(50.00)		90.95
05/01/16	5/2016	Chk# 40173502216593 - :CHECKscan Payment		500.00	(409.05)
05/01/16	5/2016	Chk# 40173502216602 - :CHECKscan Payment		500.00	(909.05)
05/01/16	5/2016	Chk# 40173502216611 - :CHECKscan Payment		161.21	(1,070.26)
05/01/16	5/2016	Leased Rent (05/2016)	1,126.46		56.20
05/01/16	5/2016	Other income (05/2016)	9.75		65.95
05/01/16	5/2016	Water Reimbursement (05/2016)	25.00		90.95
05/05/16	6/2016	Incorrect late fee charged in May.	(50.00)		40.95
05/06/16	5/2016	Late fees	50.00		90.95
06/01/16	6/2016	Chk# 40173393270432 - :CHECKscan Payment		1,000.00	(909.05)
06/01/16	6/2016	Chk# 40173393270441 - :CHECKscan Payment		161.21	(1,070.26)
06/01/16	6/2016	Leased Rent (06/2016)	1,126.46		56.20
06/01/16	6/2016	Other income (06/2016)	9.75		65.95
06/01/16	6/2016	Water Reimbursement (06/2016)	25.00		90.95
06/06/16	6/2016	Late fees	50.00		140.95
06/14/16	6/2016	Incorrect late fee charge in June.	(50.00)		90.95
07/01/16	7/2016	Leased Rent (07/2016)	1,126.46		1,217.41
07/01/16	7/2016	Other income (07/2016)	9.75		1,227.16

Resident Ledger

Freddy Roman

245 East OKeefe Street
18
East Palo Alto, CA, 94303

Date:	8/18/2021
Resident Code:	t1559532
Property:	014420
Unit:	209-18
Status:	Current
Rent:	$1,296.47
Deposit:	$600.00
Move In Date:	11/30/10
Move Out Date:	
Due Day:	1
Tel Num(Office)	(650)771-4904
Tel Num(Home)	

Date	Post Mo	Description	Charges	Payments	Balance
07/01/16	7/2016	Water Reimbursement (07/2016)	25.00		1,252.16
07/02/16	7/2016	Chk# 40173393271125 - :CHECKscan Payment		1,000.00	252.16
07/02/16	7/2016	Chk# 40173393271134 - :CHECKscan Payment		161.21	90.95
07/06/16	7/2016	Late fees	50.00		140.95
07/06/16	9/2016	Resident paid July rent on time	(50.00)		90.95
08/01/16	8/2016	Leased Rent (08/2016)	1,126.46		1,217.41
08/01/16	8/2016	Other income (08/2016)	9.75		1,227.16
08/01/16	8/2016	Water Reimbursement (08/2016)	25.00		1,252.16
08/02/16	8/2016	1074 64157537 - :CHECKscan Payment		1,000.00	252.16
08/02/16	8/2016	1074 64157548 - :CHECKscan Payment		302.16	(50.00)
09/01/16	9/2016	Chk# 90 - :CHECKscan Payment NSFed by ctrl# 19219238 Returned payment, by nloza		1,000.00	(1,050.00)
09/01/16	9/2016	Chk# 90 - :CHECKscan Payment		160.00	(1,210.00)
09/01/16	9/2016	Leased Rent (09/2016)	1,126.46		(83.54)
09/01/16	9/2016	Other income (09/2016)	9.75		(73.79)
09/01/16	9/2016	Water Reimbursement (09/2016)	25.00		(48.79)
10/01/16	10/2016	Leased Rent (10/2016)	1,126.46		1,077.67
10/01/16	10/2016	Other income (10/2016)	9.75		1,087.42
10/01/16	10/2016	Water Reimbursement (10/2016)	25.00		1,112.42
10/02/16	10/2016	Chk# 40174541443452 - :CHECKscan Payment		500.00	612.42
10/02/16	10/2016	Chk# 40174541443461 - :CHECKscan Payment		500.00	112.42
10/02/16	10/2016	Chk# 40174541443470 - :CHECKscan Payment		160.00	(47.58)
11/01/16	11/2016	Leased Rent (11/2016)	1,126.46		1,078.88
11/01/16	11/2016	Other income (11/2016)	9.75		1,088.63
11/01/16	11/2016	Water Reimbursement (11/2016)	25.00		1,113.63
11/02/16	11/2016	1071 47694962 - :CHECKscan Payment		1,000.00	113.63
11/02/16	11/2016	1071 47694973 - :CHECKscan Payment		162.00	(48.37)
12/01/16	12/2016	Leased Rent (12/2016)	1,126.46		1,078.09
12/01/16	12/2016	Other income (12/2016)	9.75		1,087.84
12/01/16	12/2016	Water Reimbursement (12/2016)	25.00		1,112.84
12/02/16	12/2016	1075 38906585 - :CHECKscan Payment		1,000.00	112.84
12/02/16	12/2016	1075 38906596 - :CHECKscan Payment		162.00	(49.16)
12/06/16	12/2016	Late fees	50.00		0.84
12/06/16	5/2017	Paid rent on time	(50.00)		(49.16)
12/08/16	12/2016	Returned check charge	25.00		(24.16)

R020

Resident Ledger

Freddy Roman

245 East OKeefe Street
18
East Palo Alto, CA, 94303

Date:	8/18/2021
Resident Code:	t1559532
Property:	014420
Unit:	209-18
Status:	Current
Rent:	$1,296.47
Deposit:	$600.00
Move In Date:	11/30/10
Move Out Date:	
Due Day:	1
Tel Num(Office)	(650)771-4904
Tel Num(Home)	

Date	Post Mo	Description	Charges	Payments	Balance
12/08/16	1/2017	Incorrect charge	(25.00)		(49.16)
12/08/16	12/2016	Chk# 90 - NSF receipt Ctrl# 18528811		(1,000.00)	950.84
01/01/17	1/2017	Leased Rent (01/2017)	1,136.21		2,087.05
01/01/17	1/2017	Water Reimbursement (01/2017)	25.00		2,112.05
01/03/17	1/2017	1071 47755418 - :CHECKscan Payment		1,000.00	1,112.05
01/03/17	1/2017	1071 47755429 - :CHECKscan Payment		162.00	950.05
01/06/17	1/2017	Late fees	50.00		1,000.05
01/09/17	1/2017	Resident paid rent on time	(50.00)		950.05
02/01/17	2/2017	Leased Rent (02/2017)	1,136.21		2,086.26
02/01/17	2/2017	Water Reimbursement (02/2017)	25.00		2,111.26
02/03/17	2/2017	1075 38914208 - :CHECKscan Payment		1,000.00	1,111.26
02/03/17	2/2017	1075 38914219 - :CHECKscan Payment		162.00	949.26
02/06/17	2/2017	Late fees	50.00		999.26
02/06/17	5/2017	Paid rent on time	(50.00)		949.26
03/01/17	3/2017	1071 47708690 - :CHECKscan Payment		1,000.00	(50.74)
03/01/17	3/2017	1071 47708701 - :CHECKscan Payment		170.00	(220.74)
03/01/17	3/2017	Leased Rent (03/2017)	1,136.21		915.47
03/01/17	3/2017	Water Reimbursement (03/2017)	25.00		940.47
03/06/17	3/2017	Late fees	50.00		990.47
03/31/17	4/2017	March rent pd on time	(50.00)		940.47
04/01/17	4/2017	Leased Rent (04/2017)	1,136.21		2,076.68
04/01/17	4/2017	Water Reimbursement (04/2017)	25.00		2,101.68
04/02/17	4/2017	1076 56530443 - :CHECKscan Payment		1,000.00	1,101.68
04/02/17	4/2017	1076 56530454 - :CHECKscan Payment		190.00	911.68
04/06/17	4/2017	Late fees	50.00		961.68
04/06/17	5/2017	Paid rent on time	(50.00)		911.68
05/01/17	5/2017	Leased Rent (05/2017)	1,164.07		2,075.75
05/01/17	5/2017	Water Reimbursement (05/2017)	25.00		2,100.75
05/02/17	5/2017	1074 64105386 - :CHECKscan Payment		1,000.00	1,100.75
05/02/17	5/2017	1074 64105397 - :CHECKscan Payment		175.00	925.75
05/06/17	5/2017	Late fees	50.00		975.75
06/01/17	6/2017	1077 21893279 - :CHECKscan Payment		1,000.00	(24.25)
06/01/17	6/2017	1077 21893280 - :CHECKscan Payment		190.00	(214.25)
06/01/17	6/2017	Leased Rent (06/2017)	1,164.07		949.82

R021

Resident Ledger

Freddy Roman

245 East OKeefe Street
18
East Palo Alto, CA, 94303

Date:	8/18/2021
Resident Code:	t1559532
Property:	014420
Unit:	209-18
Status:	Current
Rent:	$1,296.47
Deposit:	$600.00
Move In Date:	11/30/10
Move Out Date:	
Due Day:	1
Tel Num(Office)	(650)771-4904
Tel Num(Home)	

Date	Post Mo	Description	Charges	Payments	Balance
06/01/17	6/2017	Water Reimbursement (06/2017)	25.00		974.82
06/06/17	6/2017	Late fees	50.00		1,024.82
07/01/17	7/2017	Leased Rent (07/2017)	1,164.07		2,188.89
07/01/17	7/2017	Water Reimbursement (07/2017)	25.00		2,213.89
07/02/17	7/2017	1078 43560077 - :CHECKscan Payment		1,000.00	1,213.89
07/02/17	7/2017	1078 43560088 - :CHECKscan Payment		190.00	1,023.89
07/06/17	7/2017	Late fees	50.00		1,073.89
07/06/17	8/2017	Waive late fee paid rent on time May- July	(150.00)		923.89
07/31/17	8/2017	1077 21867946 - :CHECKscan Payment		1,000.00	(76.11)
07/31/17	8/2017	1077 21867957 - :CHECKscan Payment		190.00	(266.11)
08/01/17	8/2017	Leased Rent (08/2017)	1,164.07		897.96
08/01/17	8/2017	Water Reimbursement (08/2017)	25.00		922.96
08/06/17	8/2017	Late fees	50.00		972.96
08/06/17	11/2017	Paid rent on time	(50.00)		922.96
09/01/17	9/2017	Leased Rent (09/2017)	1,164.07		2,087.03
09/01/17	9/2017	Water Reimbursement (09/2017)	25.00		2,112.03
09/02/17	9/2017	1078 57220350 - :CHECKscan Payment		1,000.00	1,112.03
09/02/17	9/2017	Chk# 107857220361 - :CHECKscan Payment		190.00	922.03
09/06/17	9/2017	Late fees	50.00		972.03
09/06/17	10/2017	paid rent on time	(50.00)		922.03
10/01/17	10/2017	Leased Rent (10/2017)	1,164.07		2,086.10
10/01/17	10/2017	Water Reimbursement (10/2017)	25.00		2,111.10
10/02/17	10/2017	1077 21887416 - :CHECKscan Payment		1,000.00	1,111.10
10/02/17	10/2017	1077 21887427 - :CHECKscan Payment		190.00	921.10
10/06/17	10/2017	Late fees	50.00		971.10
10/06/17	10/2017	Rent paid on time	(50.00)		921.10
11/01/17	11/2017	Chk# 40176056643375 - :CHECKscan Payment		1,000.00	(78.90)
11/01/17	11/2017	Chk# 40176056643384 - :CHECKscan Payment		190.00	(268.90)
11/01/17	11/2017	Leased Rent (11/2017)	1,164.07		895.17
11/01/17	11/2017	Water Reimbursement (11/2017)	25.00		920.17
11/06/17	11/2017	Late fees	50.00		970.17
11/06/17	11/2017	Paid rent on time	(50.00)		920.17
12/01/17	12/2017	Leased Rent (12/2017)	1,164.07		2,084.24
12/01/17	12/2017	Water Reimbursement (12/2017)	25.00		2,109.24

R022

Resident Ledger

Freddy Roman

245 East OKeefe Street
18
East Palo Alto, CA, 94303

Date:	8/18/2021
Resident Code:	t1559532
Property:	014420
Unit:	209-18
Status:	Current
Rent:	$1,296.47
Deposit:	$600.00
Move In Date:	11/30/10
Move Out Date:	
Due Day:	1
Tel Num(Office)	(650)771-4904
Tel Num(Home)	

Date	Post Mo	Description	Charges	Payments	Balance
12/02/17	12/2017	Chk# 1079 - :CHECKscan Payment		1,000.00	1,109.24
12/02/17	12/2017	Chk# 1079 - :CHECKscan Payment		190.00	919.24
12/06/17	12/2017	Late fees	50.00		969.24
12/06/17	12/2017	Late fee waived, paid rent on time	(50.00)		919.24
01/01/18	1/2018	Leased Rent (01/2018)	1,164.07		2,083.31
01/01/18	1/2018	Water Reimbursement (01/2018)	25.00		2,108.31
01/02/18	1/2018	1078 57224728 - :CHECKscan Payment		1,000.00	1,108.31
01/02/18	1/2018	1078 57224739 - :CHECKscan Payment		190.00	918.31
01/06/18	1/2018	Late fees	50.00		968.31
01/06/18	1/2018	late fee waived resident paid rent on time	(50.00)		918.31
02/01/18	2/2018	Leased Rent (02/2018)	1,164.07		2,082.38
02/01/18	2/2018	Water Reimbursement (02/2018)	25.00		2,107.38
02/03/18	2/2018	1078 57259466 - :CHECKscan Payment		1,000.00	1,107.38
02/03/18	2/2018	1078 57259455 - :CHECKscan Payment		190.00	917.38
02/05/18	2/2018	late fee waived resident paid rent on time	(50.00)		867.38
02/06/18	2/2018	Late fees	50.00		917.38
03/01/18	3/2018	Leased Rent (03/2018)	1,164.07		2,081.45
03/01/18	3/2018	Water Reimbursement (03/2018)	25.00		2,106.45
03/02/18	3/2018	Chk# 90 - :CHECKscan Payment		1,000.00	1,106.45
03/02/18	3/2018	Chk# 90 - :CHECKscan Payment		190.00	916.45
03/06/18	3/2018	Late fees	50.00		966.45
03/27/18	4/2018	customer service gesture	(50.00)		916.45
04/01/18	4/2018	Leased Rent (04/2018)	1,164.07		2,080.52
04/01/18	4/2018	Water Reimbursement (04/2018)	25.00		2,105.52
04/02/18	4/2018	Chk# 90 - :CHECKscan Payment		1,000.00	1,105.52
04/02/18	4/2018	1078 57211803 - :CHECKscan Payment		200.00	905.52
04/06/18	4/2018	Late fees	50.00		955.52
04/16/18	4/2018	cusotmer service gesture	(50.00)		905.52
05/01/18	5/2018	1073 65658895 - :CHECKscan Payment		1,000.00	(94.48)
05/01/18	5/2018	1073 65658906 - :CHECKscan Payment		220.00	(314.48)
05/01/18	5/2018	Leased Rent (05/2018)	1,196.17		881.69
05/01/18	5/2018	Water Reimbursement (05/2018)	25.00		906.69
05/06/18	5/2018	Late fees	50.00		956.69
05/06/18	7/2018	resident paid on time	(50.00)		906.69

Resident Ledger

Freddy Roman

245 East OKeefe Street
18
East Palo Alto, CA, 94303

Date:	8/18/2021
Resident Code:	t1559532
Property:	014420
Unit:	209-18
Status:	Current
Rent:	$1,296.47
Deposit:	$600.00
Move In Date:	11/30/10
Move Out Date:	
Due Day:	1
Tel Num(Office)	(650)771-4904
Tel Num(Home)	

Date	Post Mo	Description	Charges	Payments	Balance
06/01/18	6/2018	Leased Rent (06/2018)	1,196.17		2,102.86
06/01/18	6/2018	Water Reimbursement (06/2018)	25.00		2,127.86
06/02/18	6/2018	Chk# 1080 - :CHECKscan Payment		1,000.00	1,127.86
06/02/18	6/2018	Chk# 1080 - :CHECKscan Payment		200.00	927.86
06/11/18	6/2018	Late fees	35.00		962.86
06/11/18	7/2018	resident paid on time	(35.00)		927.86
07/01/18	7/2018	Leased Rent (07/2018)	1,196.17		2,124.03
07/01/18	7/2018	Water Reimbursement (07/2018)	25.00		2,149.03
07/03/18	7/2018	Chk# 90 - :CHECKscan Payment		1,000.00	1,149.03
07/03/18	7/2018	Chk# 90 - :CHECKscan Payment		220.00	929.03
07/11/18	7/2018	Late fees	35.00		964.03
07/11/18	7/2018	resident paid on time	(35.00)		929.03
08/01/18	8/2018	Leased Rent (08/2018)	1,196.17		2,125.20
08/01/18	8/2018	Water Reimbursement (08/2018)	25.00		2,150.20
08/02/18	8/2018	1073 65670214 - :CHECKscan Payment		1,000.00	1,150.20
08/02/18	8/2018	1073 65670225 - :CHECKscan Payment		220.00	930.20
08/11/18	8/2018	Late fees	35.00		965.20
09/01/18	9/2018	Leased Rent (09/2018)	1,196.17		2,161.37
09/01/18	9/2018	Water Reimbursement (09/2018)	25.00		2,186.37
09/03/18	9/2018	1073 65676957 - :CHECKscan Payment		1,000.00	1,186.37
09/03/18	9/2018	1073 65676968 - :CHECKscan Payment		220.00	966.37
09/11/18	9/2018	Late fees	35.00		1,001.37
09/18/18	9/2018	resident made payment on time	(70.00)		931.37
10/01/18	10/2018	Leased Rent (10/2018)	1,196.17		2,127.54
10/01/18	10/2018	Water Reimbursement (10/2018)	25.00		2,152.54
10/02/18	10/2018	Chk# 90 - :CHECKscan Payment		1,000.00	1,152.54
10/02/18	10/2018	1082 69683951 - :CHECKscan Payment		220.00	932.54
10/11/18	10/2018	Late fees	35.00		967.54
11/01/18	11/2018	Leased Rent (11/2018)	1,196.17		2,163.71
11/01/18	11/2018	Water Reimbursement (11/2018)	25.00		2,188.71
11/05/18	11/2018	1073 65681302 - :CHECKscan Payment		1.77	2,186.94
11/07/18	11/2018	1082 69689979 - :CHECKscan Payment		1,000.00	1,186.94
11/07/18	11/2018	1082 69689980 - :CHECKscan Payment		220.00	966.94
11/11/18	11/2018	Late fees	35.00		1,001.94

R024

Resident Ledger

Freddy Roman

245 East OKeefe Street
18
East Palo Alto, CA, 94303

Date:	8/18/2021
Resident Code:	t1559532
Property:	014420
Unit:	209-18
Status:	Current
Rent:	$1,296.47
Deposit:	$600.00
Move In Date:	11/30/10
Move Out Date:	
Due Day:	1
Tel Num(Office)	(650)771-4904
Tel Num(Home)	

Date	Post Mo	Description	Charges	Payments	Balance
12/01/18	12/2018	Leased Rent (12/2018)	1,196.17		2,198.11
12/01/18	12/2018	Water Reimbursement (12/2018)	25.00		2,223.11
12/02/18	12/2018	1073 65682424 - :CHECKscan Payment		1,000.00	1,223.11
12/02/18	12/2018	1073 65682435 - :CHECKscan Payment		225.00	998.11
12/11/18	12/2018	Late fees	35.00		1,033.11
01/01/19	1/2019	Leased Rent (01/2019)	1,196.17		2,229.28
01/01/19	1/2019	Water Reimbursement (01/2019)	25.00		2,254.28
01/02/19	1/2019	1082 69706204 - :CHECKscan Payment		1,000.00	1,254.28
01/02/19	1/2019	1082 69706215 - :CHECKscan Payment		225.00	1,029.28
01/11/19	1/2019	Late fees	35.00		1,064.28
02/01/19	2/2019	Leased Rent (02/2019)	1,196.17		2,260.45
02/01/19	2/2019	Water Reimbursement (02/2019)	25.00		2,285.45
02/02/19	2/2019	2089 8000443074 - :CHECKscan Payment		1,000.00	1,285.45
02/02/19	2/2019	2089 8000443075 - :CHECKscan Payment		225.00	1,060.45
02/06/19	2/2019	Credit $1,000 Per RM for 9/2016 Rent	(1,000.00)		60.45
02/06/19	2/2019	Credit $140 in late fees from (Oct 2018-Jan 2019) resident paid on-time Per Sr. BM	(140.00)		(79.55)
03/01/19	3/2019	Leased Rent (03/2019)	1,196.17		1,116.62
03/01/19	3/2019	Water Reimbursement (03/2019)	25.00		1,141.62
03/04/19	3/2019	2089 8000696023 - :CHECKscan Payment		1,000.00	141.62
03/04/19	3/2019	2089 8000696024 - :CHECKscan Payment		225.00	(83.38)
04/01/19	4/2019	1083 86490840 - :CHECKscan Payment		1,000.00	(1,083.38)
04/01/19	4/2019	1083 86490850 - :CHECKscan Payment		240.00	(1,323.38)
04/01/19	4/2019	Leased Rent (04/2019)	1,196.17		(127.21)
04/01/19	4/2019	Water Reimbursement (04/2019)	25.00		(102.21)
05/01/19	5/2019	Leased Rent (05/2019)	1,231.58		1,129.37
05/01/19	5/2019	Water Reimbursement (05/2019)	25.00		1,154.37
05/03/19	5/2019	1083 86496889 - :CHECKscan Payment		1,000.00	154.37
05/03/19	5/2019	1083 86496890 - :CHECKscan Payment		250.00	(95.63)
06/01/19	6/2019	Leased Rent (06/2019)	1,231.58		1,135.95
06/01/19	6/2019	Water Reimbursement (06/2019)	25.00		1,160.95
06/04/19	6/2019	Chk# 108479103469 - :CHECKscan Payment		1,000.00	160.95
06/04/19	6/2019	1084 79103470 - :CHECKscan Payment		250.00	(89.05)
07/01/19	7/2019	Leased Rent (07/2019)	1,231.58		1,142.53
07/01/19	7/2019	Water Reimbursement (07/2019)	25.00		1,167.53

R025

Resident Ledger

Freddy Roman

245 East OKeefe Street
18
East Palo Alto, CA, 94303

Date:	8/18/2021
Resident Code:	t1559532
Property:	014420
Unit:	209-18
Status:	Current
Rent:	$1,296.47
Deposit:	$600.00
Move In Date:	11/30/10
Move Out Date:	
Due Day:	1
Tel Num(Office)	(650)771-4904
Tel Num(Home)	

Date	Post Mo	Description	Charges	Payments	Balance
07/02/19	7/2019	1084 89628380 - :CHECKscan Payment		1,000.00	167.53
07/02/19	7/2019	1084 89628390 - :CHECKscan Payment		250.00	(82.47)
08/01/19	8/2019	Leased Rent (08/2019)	1,231.58		1,149.11
08/01/19	8/2019	Water Reimbursement (08/2019)	25.00		1,174.11
08/05/19	8/2019	2089 8000851897 - :CHECKscan Payment		1,000.00	174.11
08/05/19	8/2019	2089 8001429400 - :CHECKscan Payment		260.00	(85.89)
09/01/19	9/2019	Leased Rent (09/2019)	1,231.58		1,145.69
09/01/19	9/2019	Water Reimbursement (09/2019)	25.00		1,170.69
09/04/19	9/2019	Chk# 108489635276 - :CHECKscan Payment		1,000.00	170.69
09/04/19	9/2019	1084 89635287 - :CHECKscan Payment		260.00	(89.31)
10/01/19	10/2019	2089 8001430077 - :CHECKscan Payment		1,000.00	(1,089.31)
10/01/19	10/2019	2089 8001430078 - :CHECKscan Payment		265.00	(1,354.31)
10/01/19	10/2019	Leased Rent (10/2019)	1,231.58		(122.73)
10/01/19	10/2019	Water Reimbursement (10/2019)	25.00		(97.73)
11/01/19	11/2019	Leased Rent (11/2019)	1,231.58		1,133.85
11/01/19	11/2019	Water Reimbursement (11/2019)	25.00		1,158.85
11/04/19	11/2019	1084 89649818 - :CHECKscan Payment		1,000.00	158.85
11/04/19	11/2019	1084 89649829 - :CHECKscan Payment		265.00	(106.15)
12/01/19	12/2019	Leased Rent (12/2019)	1,231.58		1,125.43
12/01/19	12/2019	Water Reimbursement (12/2019)	25.00		1,150.43
12/04/19	12/2019	1085 84654739 - :CHECKscan Payment		1,000.00	150.43
12/04/19	12/2019	1085 84654740 - :CHECKscan Payment		260.00	(109.57)
01/01/20	1/2020	Leased Rent (01/2020)	1,231.58		1,122.01
01/01/20	1/2020	Water Reimbursement (01/2020)	25.00		1,147.01
01/03/20	1/2020	1085 84635665 - :CHECKscan Payment		1,000.00	147.01
01/03/20	1/2020	1085 84635676 - :CHECKscan Payment		260.00	(112.99)
02/01/20	2/2020	Leased Rent (02/2020)	1,231.58		1,118.59
02/01/20	2/2020	Water Reimbursement (02/2020)	25.00		1,143.59
02/03/20	2/2020	Chk# 40190613418220 - :CHECKscan Payment		1,000.00	143.59
02/03/20	2/2020	Chk# 40190613418238 - :CHECKscan Payment		260.00	(116.41)
03/01/20	3/2020	Leased Rent (03/2020)	1,231.58		1,115.17
03/01/20	3/2020	Water Reimbursement (03/2020)	25.00		1,140.17
03/03/20	3/2020	2089 8002130975 - :CHECKscan Payment		1,000.00	140.17
03/03/20	3/2020	2089 8002130976 - :CHECKscan Payment		260.00	(119.83)

R026

Resident Ledger

Freddy Roman

245 East OKeefe Street
18
East Palo Alto, CA, 94303

Date:	8/18/2021
Resident Code:	t1559532
Property:	014420
Unit:	209-18
Status:	Current
Rent:	$1,296.47
Deposit:	$600.00
Move In Date:	11/30/10
Move Out Date:	
Due Day:	1
Tel Num(Office)	(650)771-4904
Tel Num(Home)	

Date	Post Mo	Description	Charges	Payments	Balance
04/01/20	4/2020	Leased Rent (04/2020)	1,231.58		1,111.75
04/01/20	4/2020	Water Reimbursement (04/2020)	25.00		1,136.75
04/05/20	4/2020	2089 8002131474 - :CHECKscan Payment		600.00	536.75
04/11/20	4/2020	Late fees	35.00		571.75
04/20/20	4/2020	Reverse Late Fee from April	(35.00)		536.75
05/01/20	5/2020	2089 8002131707 - :CHECKscan Payment		1,000.00	(463.25)
05/01/20	5/2020	2089 8002131708 - :CHECKscan Payment		300.00	(763.25)
05/01/20	5/2020	Leased Rent (05/2020)	1,266.76		503.51
05/01/20	5/2020	Water Reimbursement (05/2020)	25.00		528.51
06/01/20	6/2020	Leased Rent (06/2020)	1,266.76		1,795.27
06/01/20	6/2020	Water Reimbursement (06/2020)	25.00		1,820.27
06/03/20	6/2020	2089 8002398260 - :CHECKscan Payment		1,000.00	820.27
06/03/20	6/2020	2089 8002398261 - :CHECKscan Payment		400.00	420.27
07/01/20	7/2020	Leased Rent (07/2020)	1,266.76		1,687.03
07/01/20	7/2020	Water Reimbursement (07/2020)	25.00		1,712.03
07/06/20	7/2020	Chk# 40191036763136 - :CHECKscan Payment		1,000.00	712.03
07/06/20	7/2020	Chk# 40191036763145 - :CHECKscan Payment		300.00	412.03
08/01/20	8/2020	Leased Rent (08/2020)	1,266.76		1,678.79
08/01/20	8/2020	Water Reimbursement (08/2020)	25.00		1,703.79
08/04/20	8/2020	2089 8002399202 - :CHECKscan Payment		1,000.00	703.79
08/04/20	8/2020	2089 8002399203 - :CHECKscan Payment		300.00	403.79
09/01/20	9/2020	Leased Rent (09/2020)	1,266.76		1,670.55
09/01/20	9/2020	Water Reimbursement (09/2020)	25.00		1,695.55
09/03/20	9/2020	1087 43469428 - :CHECKscan Payment		1,000.00	695.55
09/03/20	9/2020	1087 43469439 - :CHECKscan Payment		300.00	395.55
10/01/20	10/2020	Leased Rent (10/2020)	1,266.76		1,662.31
10/01/20	10/2020	Water Reimbursement (10/2020)	25.00		1,687.31
10/08/20	10/2020	2089 8002975106 - :CHECKscan Payment		1,000.00	687.31
10/08/20	10/2020	2089 8002975107 - :CHECKscan Payment		300.00	387.31
11/01/20	11/2020	Leased Rent (11/2020)	1,266.76		1,654.07
11/01/20	11/2020	Water Reimbursement (11/2020)	25.00		1,679.07
11/02/20	11/2020	2089 8002975550 - :CHECKscan Payment		1,000.00	679.07
11/02/20	11/2020	2089 8002975551 - :CHECKscan Payment		300.00	379.07
12/01/20	12/2020	Leased Rent (12/2020)	1,266.76		1,645.83

R027

Resident Ledger

Freddy Roman

245 East OKeefe Street
18
East Palo Alto, CA, 94303

Date:	8/18/2021
Resident Code:	t1559532
Property:	014420
Unit:	209-18
Status:	Current
Rent:	$1,296.47
Deposit:	$600.00
Move In Date:	11/30/10
Move Out Date:	
Due Day:	1
Tel Num(Office)	(650)771-4904
Tel Num(Home)	

Date	Post Mo	Description	Charges	Payments	Balance
12/01/20	12/2020	Water Reimbursement (12/2020)	25.00		1,670.83
12/02/20	12/2020	2089 8003292399 - :CHECKscan Payment		1,000.00	670.83
12/02/20	12/2020	2089 8003292401 - :CHECKscan Payment		390.00	280.83
12/02/20	12/2020	2089 8003292400 - :CHECKscan Payment		290.00	(9.17)
12/03/20	12/2020	Covid-19 payment plan total amount	(636.60)		(645.77)
01/01/21	1/2021	Leased Rent (01/2021)	1,266.76		620.99
01/01/21	1/2021	Water Reimbursement (01/2021)	25.00		645.99
01/01/21	1/2021	COVID-19 Payment Plan (01/2021)	106.10		752.09
01/05/21	1/2021	2089 8003701736 - :CHECKscan Payment		1,000.00	(247.91)
01/05/21	1/2021	2089 8003701737 - :CHECKscan Payment		290.00	(537.91)
01/11/21	1/2021	Reverse Covidpp Credit	530.50		(7.41)
02/01/21	2/2021	Leased Rent (02/2021)	1,266.76		1,259.35
02/01/21	2/2021	Water Reimbursement (02/2021)	25.00		1,284.35
02/02/21	2/2021	2089 8003292845 - :CHECKscan Payment		1,000.00	284.35
02/02/21	2/2021	2089 8003292846 - :CHECKscan Payment		295.00	(10.65)
03/01/21	3/2021	Leased Rent (03/2021)	1,266.76		1,256.11
03/01/21	3/2021	Water Reimbursement (03/2021)	25.00		1,281.11
03/03/21	3/2021	2089 8003293361 - :CHECKscan Payment		1,000.00	281.11
03/03/21	3/2021	2089 8003293362 - :CHECKscan Payment		290.00	(8.89)
04/01/21	4/2021	Leased Rent (04/2021)	1,266.76		1,257.87
04/01/21	4/2021	Water Reimbursement (04/2021)	25.00		1,282.87
04/05/21	4/2021	2089 8003701307 - :CHECKscan Payment		1,000.00	282.87
04/05/21	4/2021	2089 8003701308 - :CHECKscan Payment		300.00	(17.13)
05/01/21	5/2021	Leased Rent (05/2021)	1,296.47		1,279.34
05/01/21	5/2021	Water Reimbursement (05/2021)	25.00		1,304.34
05/03/21	5/2021	2089 8004087525 - :CHECKscan Payment		1,000.00	304.34
05/03/21	5/2021	2089 8004087526 - :CHECKscan Payment		321.00	(16.66)
06/01/21	6/2021	Leased Rent (06/2021)	1,296.47		1,279.81
06/01/21	6/2021	Water Reimbursement (06/2021)	25.00		1,304.81
06/03/21	6/2021	2089 8004088005 - :CHECKscan Payment		1,000.00	304.81
06/03/21	6/2021	2089 8004088006 - :CHECKscan Payment		294.00	10.81
07/01/21	7/2021	Leased Rent (07/2021)	1,296.47		1,307.28
07/01/21	7/2021	Water Reimbursement (07/2021)	25.00		1,332.28
07/02/21	7/2021	2089 8004088511 - :CHECKscan Payment		1,000.00	332.28

R028

Resident Ledger

Freddy Roman

245 East OKeefe Street
18
East Palo Alto, CA, 94303

Date:	8/18/2021
Resident Code:	t1559532
Property:	014420
Unit:	209-18
Status:	Current
Rent:	$1,296.47
Deposit:	$600.00
Move In Date:	11/30/10
Move Out Date:	
Due Day:	1
Tel Num(Office)	(650)771-4904
Tel Num(Home)	

Date	Post Mo	Description	Charges	Payments	Balance
07/02/21	7/2021	2089 8004088512 - :CHECKscan Payment		350.00	(17.72)

Current	30 Days	60 Days	Over 90	Current Owed
0.00	**-28.53**	**27.47**	**-16.66**	**-17.72**

Exhibit D

Work Order Cost Analysis Details

Property : Woodland Park (cawoopa2)

Unit : 209-18

WO#	Property	Unit	Priority	Status	Category	Brief Desc.	Call Date	Scheduled Date	Completed Date	Amount
4737858	cawoopa2	209-18	Emergency	Work Completed	Appliance Repair	service; refrigerator	06/03/2020	06/03/2020	06/07/2020	0
4739400	cawoopa2	209-18	Emergency	Work Completed	Lighting	Service: Kitchen Light	07/15/2020	07/15/2020	07/17/2020	0
4745223	cawoopa2	209-18		Work Completed	Lighting	Grounds:Light in parking is out	12/13/2020	12/14/2020	12/17/2020	0
4747124	cawoopa2	209-18		Work Completed	Vinyl Repair	Service: balcony floor	02/02/2021	02/02/2021	03/18/2021	0
5416755	cawoopa2	209-18		Work Completed	Appliance Repair	SERVICE - STOVE	01/04/2022	01/04/2022	01/05/2022	0
5787669	cawoopa2	209-18	Emergency	Work Completed	Appliance Repair	Service - Stove Burners	04/20/2022	04/20/2022	04/22/2022	0
6077557	cawoopa2	209-18	High	Work Completed	Appliance Repair	Stove Burner Inspection	07/02/2022	07/03/2022	07/14/2022	0
6859639	cawoopa2	209-18	Emergency	Work Completed	Building Interior	Emergency: Stove out	03/13/2023	03/13/2023	03/15/2023	0
6984597	cawoopa2	209-18	Emergency	Work Completed	Pest Control	Pest Control bedroom	04/27/2023	06/08/2023	06/09/2023	0
7312485	cawoopa2	209-18		Work Completed	Pest Control	termite treatment	08/10/2023		08/10/2023	0
7413018	cawoopa2	209-18	High	Work Completed	Appliance Repair	service-Stove	09/09/2023	09/10/2023	09/12/2023	0
7596163	cawoopa2	209-18		Work Completed	Appliance Repair	SERVICE-STOVE	11/06/2023	11/06/2023	11/09/2023	0
7596175	cawoopa2	209-18		Work Completed	Plumbing	SERVICE-BOTTOM TOILET LEAK	11/06/2023	11/06/2023	11/09/2023	0
8216610	cawoopa2	209-18	High	Work Completed	Pest Control	emergency termites	05/16/2024		06/24/2024	0
8216617	cawoopa2	209-18		Work Completed	Plumbing	service-the toilet is leaking aroun	05/16/2024	05/16/2024	05/17/2024	0
8596228	cawoopa2	209-18	High	Work Completed	Electrical Repair	Repair Exhaust Fan Bath	08/01/2024	08/01/2024	08/06/2024	0
8596239	cawoopa2	209-18	High	Work Completed	HVAC Repair	GS Standard HVAC	08/01/2024	08/01/2024	08/06/2024	0
8596246	cawoopa2	209-18	High	Work Completed	Appliance Repair	GS Standard Appliance Repair	08/01/2024	08/01/2024	08/06/2024	0
8640616	cawoopa2	209-18		Work Completed	Pest Control	INSPECTION	08/11/2024		08/05/2024	0
8723493	cawoopa2	209-18	High	Work Completed	Pest Control	service-pest control	08/29/2024		09/03/2024	0
Total: 20										**0**

Work Order Cost Analysis Details

Property : Woodland Park (cawoopa2)

Unit : 209-18

WO#	Property	Unit	Priority	Status	Category	Brief Desc.	Call Date	Scheduled Date	Completed Date	Amount
8970415	cawoopa2	209-18		Work Completed		Hood Vent	10/29/2024		11/13/2024	0
8972205	cawoopa2	209-18		Work Completed	Pest Control	Rats in Balcony going into unit	10/29/2024		11/14/2024	0
8972214	cawoopa2	209-18		Work Completed	Pest Control	Termites in ceiling	10/29/2024		11/19/2024	0
8972219	cawoopa2	209-18		Work Completed	Vinyl Repair	Carpet & Vinyl Are old	10/29/2024		11/13/2024	0
8972221	cawoopa2	209-18		Work Completed	Community Amenities	Broken exit sign	10/29/2024		11/13/2024	0
8972225	cawoopa2	209-18		Work Completed	Community Amenities	Opened Exterior Wall	10/29/2024		11/01/2024	0
Total: 6										**0**

Exhibit E

Woodland Park
5 Newell Ct
East Palo Alto,CA 94303
Office (650) 566-2000x

Work Order No. 4737858
Date Call: 6/3/2020 11:47:20 AM

Date Scheduled: 6/3/2020 12:08:00 PM

Status Work Completed
To
Woodland Park Maintenance
45 Newell Rd
East Palo Alto,CA 94303

Date Completed: 6/7/2020 10:57:00 AM
Brief Desc: service; refrigerator

Job Site: cawoopa2/209-18
245 East OKeefe Street
18
East Palo Alto,CA 94303

Caller Name: Freddy Roman
Caller Phone: (650) 771-4904x
Occupant: Roman (t2439917)

Office (650) 771-4904x
Mobile (650) 507-9745x

Priority: Emergency
Ok to enter? YES
Category: Appliance Repair
SubCategory: Refrigerator

Problem Description: refrigerator is freezing their food

Yes PTE 650-771-4904

Parts & Labor

Quantity/ Hours	Item Type/ Employee Name	Description	Unit Price	Total
0.3800			0.00	0.00
			Total	0.00

Authorized by: _____
Signed by _____
Dated _____
Invoice No. _____

Technician Notes: WO # provided to Freddy- ZJ 6/3/2020
refrigerator was overcrowded and freezing bottom of food. took off panel and freezer to take off all the ice everything is working fine now.

Called resident for follow on completion of work order, resident is satisfied with the completion of the work order.//Fernanda 6/8/2020

Woodland Park
5 Newell Ct
East Palo Alto,CA 94303
Office (650) 566-2000x

Work Order No. 5787669
Date Call: 4/20/2022 10:33:00 AM
Date Scheduled: 4/20/2022 10:59:00 AM
Date Completed: 4/22/2022 9:46:05 AM
Brief Desc: Service - Stove Burners

Status Work Completed

Job Site: cawoopa2/209-18
245 East OKeefe Street
18
East Palo Alto,CA 94303

Caller Name: Freddy Roman
Caller Phone:
Occupant: Roman (t2439917)
Office (650) 771-4904x
Mobile (650) 507-9745x

Priority: Emergency
Ok to enter? YES
Category: Appliance Repair
SubCategory: Stove

Problem Description: PTE - 650-771-4904 - Resident reports that the stove burners work when they're nothing weighing them down (pan/pot) but they don't function when they do have weight. Connection could be bad. Repair and test for function.CO

Parts & Labor

Quantity/ Hours	Item Type/ Employee Name	Description	Unit Price	Total
0.5000	Lopez		0.00	0.00
			Total	0.00

Authorized by: _____
Signed by _____
Dated _____
Invoice No. _____

Technician Notes: replaced burners and plates.
tech: Juan Lopez

Woodland Park
5 Newell Ct
East Palo Alto,CA 94303
Office (650) 566-2000x

Work Order No. 6077557
Date Call: 7/2/2022 4:29:00 PM
Date Scheduled: 7/3/2022 9:16:01 AM
Date Completed: 7/14/2022 10:42:00 AM
Brief Desc: Stove Burner Inspection

Status Work Completed

Job Site: cawoopa2/209-18
245 East OKeefe Street
18
East Palo Alto,CA 94303

Caller Name: Freddy Roman
Caller Phone:
Occupant: Roman (t2439917)
Office (650) 771-4904x
Mobile (650) 507-9745x

Priority: High
Ok to enter? NO
Category: Appliance Repair
SubCategory: Stove

Problem Description: PTE
The stove burners go on and off various times. Please inspect entirely and carefully.
EA

Parts & Labor

Quantity/ Hours	Item Type/ Employee Name	Description	Unit Price	Total
0.0000	Lopez	Lopez	0.00	0.00
			Total	0.00

Authorized by: _____
Signed by _____
Dated _____
Invoice No. _____

Technician Notes: the recepticals where not making contact with the burners and I had to replaced one of the recepticals

Woodland Park
5 Newell Ct
East Palo Alto,CA 94303
Office (650) 566-2000x

Work Order No. 6859639
Date Call: 3/13/2023 12:22:00 PM
Date Scheduled: 3/13/2023 5:45:47 PM
Date Completed: 3/15/2023 11:16:00 AM
Brief Desc: Emergency: Stove out

Job Site: cawoopa2/209-18
245 East OKeefe Street
18
East Palo Alto,CA 94303

Status Work Completed

Caller Name: Freddie Roman
Caller Phone: (650) 771-4904x
Occupant: Roman (t2439917)
Office (650) 771-4904x
Mobile (650) 507-9745x

Priority: Emergency
Ok to enter? NO
Category: Building Interior

Problem Description: PTE>> Stove is out. All burners are out. Please do a very conscious inspection.

Freddy Roman 650 771 4904

Br

Parts & Labor

Quantity/ Hours	Item Type/ Employee Name	Description	Unit Price	Total
0.0000	Torres	Torres	0.00	0.00
			Total	0.00

Authorized by: _____
Signed by _____
Dated _____
Invoice No. _____

Technician Notes: [eduardo.torres@greystar.com 3/15/23 11:16 AM]
stove replace 4 recepticals 4 burners and 4 drip pans clean the work area

Woodland Park
5 Newell Ct
East Palo Alto,CA 94303
Office (650) 566-2000x

Work Order No. 6984597
Date Call: 4/27/2023 4:29:00 PM

Date Scheduled: 6/8/2023 5:03:23 PM

Status Work Completed

Date Completed: 6/9/2023 10:14:00 AM
Brief Desc: Pest Control bedroom

Job Site: cawoopa2/209-18
245 East OKeefe Street
18
East Palo Alto,CA 94303

Caller Name: Freddy Roman

Caller Phone: (650) 771-4904x
Occupant: Roman (t2439917)

Office (650) 771-4904x
Mobile (650) 507-9745x

Priority: Emergency
Ok to enter? YES
Category: Pest Control

Problem Description:
PTE
Termitas
Bedroom
(650) 771-4904
Freddy Roman
LR

Parts & Labor

Quantity/ Hours	Item Type/ Employee Name	Description	Unit Price	Total

Total

Authorized by: _____
Signed by _____
Dated _____
Invoice No. _____

Technician Notes: 6/9 OFFICE we are working on getting a termite company our current pest control vendor does not inspect termites

Woodland Park
5 Newell Ct
East Palo Alto,CA 94303
Office (650) 566-2000x

Work Order No. 7312485
Date Call: 8/10/2023 3:22:00 PM

Status Work Completed

Date Completed: 8/10/2023 3:23:00 PM
Brief Desc: termite treatment

Job Site: cawoopa2/209-18
245 East OKeefe Street
18
East Palo Alto,CA 94303

Caller Name: Freddy Roman
Caller Phone:
Occupant: Roman (t2439917)

Office (650) 771-4904x
Mobile (650) 507-9745x

Ok to enter? NO
Category: Pest Control

Parts & Labor

Quantity/ Hours	Item Type/ Employee Name	Description	Unit Price	Total

Total

Authorized by: _____
Signed by _____
Dated _____
Invoice No. _____

Technician Notes: 8/10 BANNER low activiyt local inspection no one home

Woodland Park
5 Newell Ct
East Palo Alto,CA 94303
Office (650) 566-2000x

Work Order No. 7413018
Date Call: 9/9/2023 12:53:00 PM
Date Scheduled: 9/10/2023 6:05:00 PM

Status Work Completed

Date Completed: 9/12/2023 9:59:00 AM
Brief Desc: service-Stove

Job Site: cawoopa2/209-18
245 East OKeefe Street
18
East Palo Alto,CA 94303

Caller Name: Freddy Roman
Caller Phone:
Occupant: Roman (t2439917)

Office (650) 771-4904x
Priority: High
Mobile (650) 507-9745x
Ok to enter? YES
Category: Appliance Repair
SubCategory: Stove

Access Notes: the stove burners are not working the stove is making a strange noise
the stove burners are not turn on

Problem Description: PTE
(650)7714904
current one is making short sircuit and the stove burners are damage and old.
DD

Parts & Labor

Quantity/ Hours	Item Type/ Employee Name	Description	Unit Price	Total
0.0000	Fernando	Fernando	0.00	0.00
			Total	0.00

Authorized by: _____
Signed by _____
Dated _____
Invoice No. _____

Technician Notes: Inspected and tested stove the receptacles look like they just got changed as well as the drip pans

Woodland Park
5 Newell Ct
East Palo Alto,CA 94303
Office (650) 566-2000x

Work Order No. 7596163
Date Call: 11/6/2023 9:24:00 AM

Date Scheduled: 11/6/2023 2:24:08 PM

Status Work Completed

Date Completed: 11/9/2023 10:55:00 AM
Brief Desc: SERVICE- STOVE

Job Site: cawoopa2/209-18
245 East OKeefe Street
18
East Palo Alto,CA 94303

Caller Name: Freddy Roman

Caller Phone:
Occupant: Roman (t2439917)

Office (650) 771-4904x
Mobile (650) 507-9745x

Ok to enter? YES
Category: Appliance Repair

SubCategory: Stove

Problem Description: PTE CALL BEFORE ALSO PLEASE LEAVE A NOTE WITH WHAT WAS DONE AND WHAT TIME YOU WENT IN

STOVE BURNERS DO NOT TURN ON AND RESIDENT SAID HE IS ANNOYED THAT THIS PROBLEM CONSIST AND HE WOULD LIKE THE STOVE TO BE INSPECTED FOR A POSSIBLE REPLACMENT

FREDDY
650 771 4904

OG

Parts & Labor

Quantity/ Hours	Item Type/ Employee Name	Description	Unit Price	Total
0.0000	Gutierrez	Gutierrez	0.00	0.00
			Total	0.00

Authorized by: _____
Signed by _____
Dated _____
Invoice No. _____

Technician Notes: Selepuso una estufa nueba

Woodland Park
5 Newell Ct
East Palo Alto,CA 94303
Office (650) 566-2000x

Work Order No. 7596175
Date Call: 11/6/2023 9:27:00 AM

Date Scheduled: 11/6/2023 2:24:33 PM

Status Work Completed

Date Completed: 11/9/2023 10:53:00 AM
Brief Desc: SERVICE- BOTTOM TOILET LEAK

Job Site: cawoopa2/209-18
245 East OKeefe Street
18
East Palo Alto,CA 94303

Caller Name: Freddy Roman

Caller Phone:
Occupant: Roman (t2439917)

Office (650) 771-4904x
Mobile (650) 507-9745x

Ok to enter? YES
Category: Plumbing

SubCategory: Toilet

Problem Description: PTE LEAVE A NOTE WHEN AND WHAT TIME YOU WENT IN TO INSPECT AND WHAT WAS DONE

THERE IS A LEAK AT THE BOTTOM OF THE TOILET

FREDDY
650 771 4904.

OG

Parts & Labor

Quantity/ Hours	Item Type/ Employee Name	Description	Unit Price	Total
0.0000	Gutierrez	Gutierrez	0.00	0.00
			Total	0.00

Authorized by: _____
Signed by _____
Dated _____
Invoice No. _____

Technician Notes: Selepuso será nueba al toile

Woodland Park
5 Newell Ct
East Palo Alto,CA 94303
Office (650) 566-2000x

Work Order No. 8216610
Date Call: 5/16/2024 10:51:00 AM

Status Work Completed

Date Completed: 6/24/2024 4:32:00 PM
Brief Desc: emergency termites

Job Site: cawoopa2/209-18
245 East OKeefe Street
18
East Palo Alto,CA 94303

Caller Name: Freddy Roman
Caller Phone:
Occupant: Roman (t2439917)

Office (650) 771-4904x
Priority: High
Mobile (650) 507-9745x
Ok to enter? YES
Category: Pest Control

Problem Description:
650 771 4904
he wants to stay there
Freddy
termites in the living room and in the bathroom door needs pest control

Parts & Labor

Quantity/ Hours	Item Type/ Employee Name	Description	Unit Price	Total

Total

Authorized by: _____
Signed by _____
Dated _____
Invoice No. _____

Technician Notes: 6/24 BANNER found termites will schedule for treatment

Woodland Park
5 Newell Ct
East Palo Alto,CA 94303
Office (650) 566-2000x

Work Order No. 8216617
Date Call: 5/16/2024 10:53:00 AM
Date Scheduled: 5/16/2024 11:22:00 AM

Status Work Completed

Date Completed: 5/17/2024 8:30:08 AM
Brief Desc: service-the toilet is leaking aroun

Job Site: cawoopa2/209-18
245 East OKeefe Street
18
East Palo Alto,CA 94303

Caller Name: Freddy Roman
Caller Phone:
Occupant: Roman (t2439917)
Office (650) 771-4904x
Mobile (650) 507-9745x

Ok to enter? YES
Category: Plumbing
SubCategory: Toilet

Problem Description:
PTE
call first
650 771 4904
Freddy
the resident reported the toiolet is leaking around when they flush the toilet the water is leaking
DD

Parts & Labor

Quantity/ Hours	Item Type/ Employee Name	Description	Unit Price	Total

Total

Authorized by: _____
Signed by _____
Dated _____
Invoice No. _____

Technician Notes: flushed toilet and everythig is good

Woodland Park
5 Newell Ct
East Palo Alto,CA 94303
Office (650) 566-2000x

Work Order No. 8596228
Date Call: 8/1/2024 11:04:00 AM

Date Scheduled: 8/1/2024 11:17:00 AM

Status Work Completed

Date Completed: 8/6/2024 5:49:36 PM
Brief Desc: Repair Exhaust Fan Bath

Job Site: cawoopa2/209-18
245 East OKeefe Street
18
East Palo Alto,CA 94303

Caller Name: Freddy Roman

Caller Phone: (650) 771-4904x
Occupant: Roman (t2439917)

Office (650) 771-4904x
Mobile (650) 507-9745x

Priority: High
Ok to enter? NO
Category: Electrical Repair

Access Notes: Call Firts (650) 771-4904

Problem Description: NO PTE / Call First
Freddy Roman
(650) 771-4904
Inspect the bathroom extractor fan, it makes a lot of noise even when it is off

Parts & Labor

Quantity/ Hours	Item Type/ Employee Name	Description	Unit Price	Total

Total

Authorized by: _____
Signed by _____
Dated _____
Invoice No. _____

Technician Notes: changed motor from bathroom extractor. new cover and filter

Woodland Park
5 Newell Ct
East Palo Alto,CA 94303
Office (650) 566-2000x

Work Order No. 8596239
Date Call: 8/1/2024 11:09:00 AM

Date Scheduled: 8/1/2024 11:18:00 AM

Status Work Completed

Date Completed: 8/6/2024 5:56:52 PM
Brief Desc: GS Standard HVAC

Job Site: cawoopa2/209-18
245 East OKeefe Street
18
East Palo Alto,CA 94303

Caller Name: Freddy Roman

Caller Phone: (650) 771-4904x
Occupant: Roman (t2439917)

Office (650) 771-4904x
Priority: High
Mobile (650) 507-9745x
Ok to enter? NO
Category: HVAC Repair

SubCategory: Heater

Access Notes: NO PTE / Call First
Freddy Roman
(650) 771-4904

Problem Description: NO PTE / Call First
Freddy Roman
(650) 771-4904
Inspect the heater, reports that it is dirty and rusty, asks for it to be cleaned for future use in the winter

Parts & Labor

Quantity/ Hours	Item Type/ Employee Name	Description	Unit Price	Total

Total

Authorized by: _____
Signed by _____
Dated _____
Invoice No. _____

Technician Notes: new cover installed for heater

Woodland Park
5 Newell Ct
East Palo Alto,CA 94303
Office (650) 566-2000x

Work Order No. 8596246
Date Call: 8/1/2024 11:10:00 AM

Date Scheduled: 8/1/2024 11:19:00 AM

Status Work Completed

Date Completed: 8/6/2024 5:53:48 PM
Brief Desc: GS Standard Appliance Repair

Job Site: cawoopa2/209-18
245 East OKeefe Street
18
East Palo Alto,CA 94303

Caller Name: Freddy Roman
Caller Phone: (650) 771-4904x
Occupant: Roman (t2439917)

Office (650) 771-4904x
Priority: High
Mobile (650) 507-9745x
Ok to enter? NO
Category: Appliance Repair
SubCategory: Refrigerator

Access Notes: NO PTE / Call First
Freddy Roman
(650) 771-4904

Problem Description: NO PTE / Call First
Freddy Roman
(650) 771-4904
I inspected the refrigerator. The resident reports that it works, but on the outside he says that it has a lot of rust and the paint has fallen off.

Parts & Labor

Quantity/ Hours	Item Type/ Employee Name	Description	Unit Price	Total

Total

Authorized by: _____
Signed by _____
Dated _____
Invoice No. _____

Technician Notes: the refrigerator is fine just has small stains on the outside

Woodland Park
5 Newell Ct
East Palo Alto,CA 94303
Office (650) 566-2000x

Work Order No. 8640616
Date Call: 8/11/2024 3:25:00 PM

Status Work Completed

Date Completed: 8/5/2024 3:25:00 PM
Brief Desc: INSPECTION

Job Site: cawoopa2/209-18
245 East OKeefe Street
18
East Palo Alto,CA 94303

Caller Name: Freddy Roman

Caller Phone:
Occupant: Roman (t2439917)

Office (650) 771-4904x
Mobile (650) 507-9745x

Ok to enter? YES
Category: Pest Control

Problem Description: rats

Parts & Labor

Quantity/ Hours	Item Type/ Employee Name	Description	Unit Price	Total

Total

Authorized by: _____
Signed by _____
Dated _____
Invoice No. _____

Technician Notes: 8/5 BANNER exterior only recommend cutting trees down especially the avocado

Woodland Park
5 Newell Ct
East Palo Alto,CA 94303
Office (650) 566-2000x

Work Order No. 8713911
Date Call: 8/27/2024 4:53:00 PM
Date Scheduled: 8/27/2024 4:57:00 PM
Date Canceled: 10/16/2024 4:34:51 PM
Brief Desc: Fridge light is broken
Job Site: cawoopa2/209-18
245 East OKeefe Street
18
East Palo Alto,CA 94303

Status Canceled

Caller Name: Freddy Roman
Caller Phone:
Occupant: Roman (t2439917)
Office (650) 771-4904x
Mobile (650) 507-9745x

Ok to enter? YES

Access Notes: call before entering at (650) 507-9745 or (650) 771-4904

Problem Description: Fridge light is broken

Parts & Labor

Quantity/ Hours	Item Type/ Employee Name	Description	Unit Price	Total

Total

Authorized by: _____
Signed by _____
Dated _____
Invoice No. _____

Technician Notes: 8/30/2024--Call tenant left voicemail, knocked on door no answer.

EB spoke to Roman, he advised doesn't want anyone to enter his unit because he has a new born and it will be very difficult to us to go in making noise and can make his baby sick 9/5/2024. He advised to call him in 3-4 weeks.

9/11/2024, EB called Roman, no answer left voicemail.

9/13/2024, EB called Roman, no answer left voicemail.

9/16 Per Pabel notices to enter will be sent out and LV as well.

9/18/2024 Did not let us in because of their new born and she was sleeping.

9/19/2024 Jason, Teresa, Pabel, Stacie and Enrique we knocked on Freddy's door but no answer.

9/23/2024, Called freddy with both phone numbers that are on file no answer left voicemail.

9/27/2024, Called resident no answer left voicemail.

10/7/2024, Called both numbers on file left voicemail.

10/15/2024 resident said that we will contact the office in 2 months for us to complete the work orders. he said he has a new born and doesn't want anyone coming in. He wants us to close the work orders because he doesn't want us calling him or disturbing them at this moment.

Woodland Park
5 Newell Ct
East Palo Alto,CA 94303
Office (650) 566-2000x

Work Order No. 8713918
Date Call: 8/27/2024 4:55:00 PM

Date Scheduled: 8/27/2024 4:58:00 PM

Status Canceled

Date Canceled: 10/16/2024 4:39:16 PM

Brief Desc: Bathroom flooring needs attention

Job Site: cawoopa2/209-18
245 East OKeefe Street
18
East Palo Alto,CA 94303

Caller Name: Freddy Roman

Caller Phone:
Occupant: Roman (t2439917)

Office (650) 771-4904x
Mobile (650) 507-9745x

Ok to enter? YES
Category: Flooring

Access Notes: call before entering at (650) 771-4904 or (650) 507-9745

Problem Description: Bathroom flooring needs attention

Parts & Labor

Quantity/ Hours	Item Type/ Employee Name	Description	Unit Price	Total

Total

Authorized by: _____
Signed by _____
Dated _____
Invoice No. _____

Technician Notes: 8/30/2024--Call tenant left voicemail, knocked on door no answer.

EB spoke to Roman, he advised doesn't want anyone to enter his unit because he has a new born and it will be very difficult to us to go in making noise and can make his baby sick 9/5/2024. He advised to call him in 3-4 weeks.

9/11/2024, EB called Roman, no answer left voicemail.

9/13/2024, EB called Roman, no answer left voicemail.

9/16 Per Pabel notices to enter will be sent out and LV as well.

9/18/2024 Did not let us in because of their new born and she was sleeping.

9/19/2024 Jason, Teresa, Pabel, Stacie and Enrique we knocked on Freddy's door but no answer.

9/23/2024, Called freddy with both phone numbers that are on file no answer left voicemail.

9/27/2024, Called residnet no answer left voicemail.

10/7/2024, Called both numbers on file left voicemail.

10/15/2024 resident said that we will contact the office in 2 months for us to complete the work orders. he said he has a new born and doesn't want anyone coming in. He wants us to close the work orders because he doesn't want us calling him or disturbing them at this moment.

Woodland Park
5 Newell Ct
East Palo Alto,CA 94303
Office (650) 566-2000x

Work Order No. 8723465
Date Call: 8/29/2024 5:33:00 PM
Date Scheduled: 8/29/2024 5:53:00 PM
Date Canceled: 10/16/2024 4:35:43 PM
Brief Desc: service-the frige is not cooling
Job Site: cawoopa2/209-18
245 East OKeefe Street
18
East Palo Alto,CA 94303

Status Canceled

Caller Name: Freddy Roman
Caller Phone:
Occupant: Roman (t2439917)
Office (650) 771-4904x
Mobile (650) 507-9745x

Priority: High
Ok to enter? NO
Category: Appliance Repair
SubCategory: Refrigerator

Problem Description: NO PTE Call first
(650) 771-4904
the frige is damage the light is not working and the light is not working also the frige is not cooling
DD

Parts & Labor

Quantity/ Hours	Item Type/ Employee Name	Description	Unit Price	Total

Total

Authorized by: _____
Signed by _____
Dated _____
Invoice No. _____

Technician Notes: 8/30/2024--Call tenant left voicemail, knocked on door no answer.

EB spoke to Roman, he advised doesnt want anyone to enter his unit because he has a new born and it will be very difficult to us to go in making noise and can make his baby sick 9/5/2024. He advised to call him in 3-4 weeks.

9/11/2024, EB called Roman, no answer left voicemail.

9/13/2024, EB called Roman, no answer left voicemail.

9/16 Per Pabel notices to enter will be sent out and LV as well.

9/18/2024 Did not let us in because of their new born and she was sleeping.

9/19/2024 Jason, Teresa, Pabel, Stacie and Enrique we knocked on Freddy's door but no answer.

10/15/2024 resident said that we will contact the office in 2 months for us to complete the work orders. he said he has a new born and doesn't want anyone coming in. He wants us to close the work orders because he doesn't want us calling him or disturbing them at this moment.

Woodland Park
5 Newell Ct
East Palo Alto,CA 94303
Office (650) 566-2000x

Work Order No. 8723477
Date Call: 8/29/2024 5:35:00 PM

Date Scheduled: 8/29/2024 5:54:00 PM

Status Canceled

Date Canceled: 10/16/2024 4:36:52 PM

Brief Desc: service-the tub neesd to be reglaze

Job Site: cawoopa2/209-18
245 East OKeefe Street
18
East Palo Alto,CA 94303

Caller Name: Freddy Roman

Caller Phone:
Occupant: Roman (t2439917)

Office (650) 771-4904x
Mobile (650) 507-9745x

Priority: High
Ok to enter? NO
Category: Plumbing

Problem Description: NO PTE Call first
(650) 771-4904
the tub is damage needs silicon there is a likeang coming for the tub also needs reglaze
DD

Parts & Labor

Quantity/ Hours	Item Type/ Employee Name	Description	Unit Price	Total

Total

Authorized by: _____
Signed by _____
Dated _____
Invoice No. _____

Technician Notes: 8/30/2024--Call tenant left voicemail, knocked on door no answer.

EB spoke to Roman, he advised doesnt want anyone to enter his unit because he has a new born and it will be very difficult to us to go in making noise and can make his baby sick 9/5/2024. He advised to call him in 3-4 weeks.

9/11/2024, EB called Roman, no answer left voicemail.

9/13/2024, EB called Roman, no answer left voicemail.

9/16 Per Pabel notices to enter will be sent out and LV as well.

9/18/2024 Did not let us in because of their new born and she was sleeping.

9/19/2024 Jason, Teresa, Pabel, Stacie and Enrique we knocked on Freddy's door but no answer.

10/15/2024 resident said that we will contact the office in 2 months for us to complete the work orders. he said he has a new born and doesn't want anyone coming in. He wants us to close the work orders because he doesn't want us calling him or disturbing them at this moment.

Woodland Park
5 Newell Ct
East Palo Alto,CA 94303
Office (650) 566-2000x

Work Order No. 8723482
Date Call: 8/29/2024 5:37:00 PM
Date Scheduled: 8/29/2024 5:55:00 PM
Date Canceled: 10/16/2024 4:37:48 PM
Brief Desc: service-the estove exhaust fan
Job Site: cawoopa2/209-18
245 East OKeefe Street
18
East Palo Alto,CA 94303

Status Canceled

Caller Name: Freddy Roman
Caller Phone:
Occupant: Roman (t2439917)
Office (650) 771-4904x
Mobile (650) 507-9745x

Priority: High
Ok to enter? NO
Category: Appliance Repair

Problem Description: NO PTE Call first
(650) 771-4904
the exhaust fan is not working also the fan is old he wants us to change the fan
DD

Parts & Labor

Quantity/ Hours	Item Type/ Employee Name	Description	Unit Price	Total

Total

Authorized by: _____
Signed by _____
Dated _____
Invoice No. _____

Technician Notes: 8/30/2024--Call tenant left voicemail, knocked on door no answer.

EB spoke to Roman, he advised doesnt want anyone to enter his unit because he has a new born and it will be very difficult to us to go in making noise and can make his baby sick 9/5/2024. He advised to call him in 3-4 weeks.

9/11/2024, EB called Roman, no answer left voicemail.

9/13/2024, EB called Roman, no answer left voicemail.

9/16 Per Pabel notices to enter will be sent out and LV as well.

9/18/2024 Did not let us in because of their new born and she was sleeping.

9/19/2024 Jason, Teresa, Pabel, Stacie and Enrique we knocked on Freddy's door but no answer.

10/15/2024 resident said that we will contact the office in 2 months for us to complete the work orders. he said he has a new born and doesn't want anyone coming in. He wants us to close the work orders because he doesn't want us calling him or disturbing them at this moment.

Woodland Park
5 Newell Ct
East Palo Alto,CA 94303
Office (650) 566-2000x

Work Order No. 8723493
Date Call: 8/29/2024 5:40:00 PM

Status Work Completed

Date Completed: 9/3/2024 11:33:00 AM
Brief Desc: service-pest control

Job Site: cawoopa2/209-18
245 East OKeefe Street
18
East Palo Alto,CA 94303

Caller Name: Freddy Roman
Caller Phone:
Occupant: Roman (t2439917)

Office (650) 771-4904x
Priority: High
Mobile (650) 507-9745x
Ok to enter? NO
Category: Pest Control
SubCategory: Routine

Access Notes: rats and termites

Problem Description: NO PTE Call first
(650) 771-4904
pest control rats in the building also the rats are going tho his balkcony
DD

Parts & Labor

Quantity/ Hours	Item Type/ Employee Name	Description	Unit Price	Total

Total

Authorized by: _____
Signed by _____
Dated _____
Invoice No. _____

Technician Notes: 9/3 spoke with resident and he said he doesnt have termites that got taken care of

Woodland Park
5 Newell Ct
East Palo Alto,CA 94303
Office (650) 566-2000x

Work Order No. 8723505
Date Call: 8/29/2024 5:42:00 PM
Date Scheduled: 8/29/2024 5:57:00 PM
Date Canceled: 10/16/2024 4:38:35 PM
Brief Desc: service-the windows need screen
Job Site: cawoopa2/209-18
245 East OKeefe Street
18
East Palo Alto,CA 94303

Status Canceled

Caller Name: Freddy Roman
Caller Phone:
Occupant: Roman (t2439917)
Office (650) 771-4904x
Mobile (650) 507-9745x

Priority: High
Ok to enter? NO
Category: Window Replace / Repair
SubCategory: Replace Window Screen

Access Notes: windows damage
screens missing

Problem Description: NO PTE Call first
(650) 771-4904
the windows in the apt needs the screens also resident said humidity is coming form the windows
DD

Parts & Labor

Quantity/ Hours	Item Type/ Employee Name	Description	Unit Price	Total

Total

Authorized by: _____
Signed by _____
Dated _____
Invoice No. _____

Technician Notes: 10/15/2024 resident said that we will contact the office in 2 months for us to complete the work orders. he said he has a new born and doesn't want anyone coming in. He wants us to close the work orders because he doesn't want us calling him or disturbing them at this moment.

Woodland Park
5 Newell Ct
East Palo Alto,CA 94303
Office (650) 566-2000x

Work Order No. 8723515
Date Call: 8/29/2024 5:44:00 PM
Date Scheduled: 8/29/2024 6:03:00 PM
Date Canceled: 10/16/2024 4:39:52 PM
Brief Desc: service-the sliding door screen
Job Site: cawoopa2/209-18
245 East OKeefe Street
18
East Palo Alto,CA 94303

Status Canceled

Caller Name: Freddy Roman
Caller Phone:
Occupant: Roman (t2439917)
Office (650) 771-4904x
Mobile (650) 507-9745x

Priority: High
Ok to enter? NO
Category: Building Interior
SubCategory: Sliding Door

Problem Description: NO PTE Call first
(650) 771-4904
the balcony door is not working properly and the screen is also damage
DD

Parts & Labor

Quantity/ Hours	Item Type/ Employee Name	Description	Unit Price	Total

Total

Authorized by: _____
Signed by _____
Dated _____
Invoice No. _____

Technician Notes: 10/15/2024 resident said that we will contact the office in 2 months for us to complete the work orders. he said he has a new born and doesn't want anyone coming in. He wants us to close the work orders because he doesn't want us calling him or disturbing them at this moment.

Woodland Park
5 Newell Ct
East Palo Alto,CA 94303
Office (650) 566-2000x

Work Order No. 8723527
Date Call: 8/29/2024 5:46:00 PM
Date Scheduled: 8/29/2024 6:05:00 PM
Date Canceled: 10/16/2024 4:41:24 PM
Brief Desc: service-the kitchen floor is damage
Job Site: cawoopa2/209-18
245 East OKeefe Street
18
East Palo Alto,CA 94303

Status Canceled

Caller Name: Freddy Roman
Caller Phone:
Occupant: Roman (t2439917)
Office (650) 771-4904x
Mobile (650) 507-9745x

Priority: High
Ok to enter? NO
Category: Flooring

Problem Description: NO PTE Call first
(650) 771-4904
the kitvhen floor is damge neesd to be repair
DD

Parts & Labor

Quantity/ Hours	Item Type/ Employee Name	Description	Unit Price	Total

Total

Authorized by: _____
Signed by _____
Dated _____
Invoice No. _____

Technician Notes: 10/15/2024 resident said that we will contact the office in 2 months for us to complete the work orders. he said he has a new born and doesn't want anyone coming in. He wants us to close the work orders because he doesn't want us calling him or disturbing them at this moment.

Woodland Park
5 Newell Ct
East Palo Alto,CA 94303
Office (650) 566-2000x

Work Order No. 8723540
Date Call: 8/29/2024 5:49:00 PM
Date Scheduled: 8/29/2024 6:05:00 PM
Date Canceled: 10/16/2024 4:43:13 PM
Brief Desc: service-the bathroom doors are dama

Status Canceled

Job Site: cawoopa2/209-18
245 East OKeefe Street
18
East Palo Alto,CA 94303

Caller Name: Freddy Roman
Caller Phone:
Occupant: Roman (t2439917)
Office (650) 771-4904x
Mobile (650) 507-9745x

Priority: High
Ok to enter? NO
Category: Plumbing
SubCategory: Shower

Problem Description: NO PTE Call first
(650) 771-4904
the bathroom doors are hard to open and close needs to be inspect and repair
DD

Parts & Labor

Quantity/ Hours	Item Type/ Employee Name	Description	Unit Price	Total

Total

Authorized by: _____
Signed by _____
Dated _____
Invoice No. _____

Technician Notes: 10/15/2024 resident said that we will contact the office in 2 months for us to complete the work orders. he said he has a new born and doesn't want anyone coming in. He wants us to close the work orders because he doesn't want us calling him or disturbing them at this moment.

Woodland Park
5 Newell Ct
East Palo Alto,CA 94303
Office (650) 566-2000x

Work Order No. 8970409
Date Call: 10/29/2024 10:09:00 AM

Status Canceled

Date Canceled: 11/13/2024 5:45:54 PM

Brief Desc: Refrigerator

Job Site: cawoopa2/209-18
245 East OKeefe Street
18
East Palo Alto,CA 94303

Caller Name: Freddy Roman

Caller Phone:

Occupant: Roman (t2439917)

Office (650) 771-4904x

Priority: Make Ready

Mobile (650) 507-9745x

Ok to enter? NO

Problem Description: Rusty, lights not working and not cooling

Parts & Labor

Quantity/ Hours	Item Type/ Employee Name	Description	Unit Price	Total

Total

Authorized by: _____
Signed by _____
Dated _____
Invoice No. _____

Technician Notes: 10/30/2024 Knocked on door resident states she has a new born and does not want us coming in at this time. Said she or her husband will call back. 11/4/2024 Called resident left voicemail, no answer at the door. 11/13/2024 Called resident, left voicemail, no answer at the door.

Woodland Park
5 Newell Ct
East Palo Alto,CA 94303
Office (650) 566-2000x

Work Order No. 8970415
Date Call: 10/29/2024 10:10:00 AM

Status Work Completed

Date Completed: 11/13/2024 5:46:00 PM
Brief Desc: Hood Vent

Job Site: cawoopa2/209-18
245 East OKeefe Street
18
East Palo Alto,CA 94303

Caller Name: Freddy Roman

Caller Phone:
Occupant: Roman (t2439917)

Office (650) 771-4904x
Mobile (650) 507-9745x

Ok to enter? YES

Problem Description: Hood Vent not working

Parts & Labor

Quantity/ Hours	Item Type/ Employee Name	Description	Unit Price	Total
0.0000	Bedolla		0.00	0.00
0.0000	Bedolla		0.00	0.00
0.0000	Bedolla		0.00	0.00
			Total	0.00

Authorized by: _____
Signed by _____
Dated _____
Invoice No. _____

Technician Notes: 10/30/2024 Knocked on door resident states she has a new born and does not want us coming in at this time. Said she or her husband will call back. 11/4/2024 Called resident left voicemail, no answer at the door. 11/13/2024 Called resident, left voicemail, no answer at the door.

Woodland Park
5 Newell Ct
East Palo Alto,CA 94303
Office (650) 566-2000x

Work Order No. 8970420
Date Call: 10/29/2024 10:12:00 AM

Status Canceled

Date Canceled: 11/13/2024 5:47:51 PM

Brief Desc: Kitchen Floor

Job Site: cawoopa2/209-18
245 East OKeefe Street
18
East Palo Alto,CA 94303

Caller Name: Freddy Roman

Caller Phone:
Occupant: Roman (t2439917)

Office (650) 771-4904x
Mobile (650) 507-9745x

Ok to enter? YES

Problem Description: Kitchen floor needs to be inspected.

Parts & Labor

Quantity/ Hours	Item Type/ Employee Name	Description	Unit Price	Total
0.0000	Bedolla		0.00	0.00
0.0000	Bedolla		0.00	0.00
0.0000	Bedolla		0.00	0.00
			Total	0.00

Authorized by: _____
Signed by _____
Dated _____
Invoice No. _____

Technician Notes: 10/30/2024 Knocked on door resident states she has a new born and does not want us coming in at this time. Said she or her husband will call back. 11/4/2024 Called resident left voicemail, no answer at the door. 11/13/2024 Called resident, left voicemail, no answer at the door.

Woodland Park
5 Newell Ct
East Palo Alto,CA 94303
Office (650) 566-2000x

Work Order No. 8970427
Date Call: 10/29/2024 10:13:00 AM

Status Canceled

Date Canceled: 11/13/2024 5:48:40 PM

Brief Desc: Bathtub

Job Site: cawoopa2/209-18
245 East OKeefe Street
18
East Palo Alto,CA 94303

Caller Name: Freddy Roman

Caller Phone:
Occupant: Roman (t2439917)

Office (650) 771-4904x
Mobile (650) 507-9745x

Ok to enter? YES

Problem Description: Bathtub leaking water to the floor

Parts & Labor

Quantity/ Hours	Item Type/ Employee Name	Description	Unit Price	Total
0.0000	Bedolla		0.00	0.00
0.0000	Bedolla		0.00	0.00
0.0000	Bedolla		0.00	0.00
			Total	0.00

Authorized by: _____
Signed by _____
Dated _____
Invoice No. _____

Technician Notes: 10/30/2024 Knocked on door resident states she has a new born and does not want us coming in at this time. Said she or her husband will call back

Woodland Park
5 Newell Ct
East Palo Alto,CA 94303
Office (650) 566-2000x

Work Order No. 8970430
Date Call: 10/29/2024 10:14:00 AM

Status Canceled

Date Canceled: 11/18/2024 3:27:55 PM

Brief Desc: Bathroom Floor

Job Site: cawoopa2/209-18
245 East OKeefe Street
18
East Palo Alto,CA 94303

Caller Name: Freddy Roman

Caller Phone:
Occupant: Roman (t2439917)

Office (650) 771-4904x
Mobile (650) 507-9745x

Ok to enter? YES

Problem Description: Bathroom floor needs to be inspected for damages

Parts & Labor

Quantity/ Hours	Item Type/ Employee Name	Description	Unit Price	Total
338.0000	Bedolla		0.00	0.00
			Total	0.00

Authorized by: _____
Signed by _____
Dated _____
Invoice No. _____

Woodland Park
5 Newell Ct
East Palo Alto,CA 94303
Office (650) 566-2000x

Work Order No. 8970438
Date Call: 10/29/2024 10:15:00 AM

Status Canceled

Date Canceled: 11/18/2024 3:28:41 PM
Date Completed: 11/18/2024 3:28:00 PM
Brief Desc: Bathroom Sliding door

Job Site: cawoopa2/209-18
245 East OKeefe Street
18
East Palo Alto,CA 94303

Caller Name: Freddy Roman

Caller Phone:
Occupant: Roman (t2439917)

Office (650) 771-4904x
Mobile (650) 507-9745x

Ok to enter? YES

Problem Description: Bathroom Sliding door is not in good condition

Parts & Labor

Quantity/ Hours	Item Type/ Employee Name	Description	Unit Price	Total
337.0000	Bedolla		0.00	0.00
			Total	0.00

Authorized by: _____
Signed by _____
Dated _____
Invoice No. _____

Technician Notes: 10/30/2024 Knocked on door resident states she has a new born and does not want us coming in at this time. Said she or her husband will call back. 11/4/2024 Called resident left voicemail, no answer at the door. 11/13/2024 Called resident, left voicemail, no answer at the door.

Woodland Park
5 Newell Ct
East Palo Alto,CA 94303
Office (650) 566-2000x

Work Order No. 8970444
Date Call: 10/29/2024 10:16:00 AM

Status Canceled

Date Canceled: 11/18/2024 3:29:29 PM

Brief Desc: Balcony Sliding door

Job Site: cawoopa2/209-18
245 East OKeefe Street
18
East Palo Alto,CA 94303

Caller Name: Freddy Roman

Caller Phone:
Occupant: Roman (t2439917)

Office (650) 771-4904x
Mobile (650) 507-9745x

Ok to enter? NO

Problem Description: Balcony sliding door and sliding screen door is not in good condition

Parts & Labor

Quantity/ Hours	Item Type/ Employee Name	Description	Unit Price	Total
337.0000	Bedolla		0.00	0.00
			Total	0.00

Authorized by: _____
Signed by _____
Dated _____
Invoice No. _____

Technician Notes: 10/30/2024 Knocked on door resident states she has a new born and does not want us coming in at this time. Said she or her husband will call back. 11/4/2024 Called resident left voicemail, no answer at the door. 11/13/2024 Called resident, left voicemail, no answer at the door.

Woodland Park
5 Newell Ct
East Palo Alto,CA 94303
Office (650) 566-2000x

Work Order No. 8972205
Date Call: 10/29/2024 3:36:00 PM

Status Work Completed

Date Completed: 11/14/2024 2:26:00 PM
Brief Desc: Rats in Balcony going into unit

Job Site: cawoopa2/209-18
245 East OKeefe Street
18
East Palo Alto,CA 94303

Caller Name: Freddy Roman
Caller Phone:
Occupant: Roman (t2439917)

Office (650) 771-4904x
Mobile (650) 507-9745x

Ok to enter? NO
Category: Pest Control

Problem Description: PTE - NO, CALL FIRST

Parts & Labor

Quantity/ Hours	Item Type/ Employee Name	Description	Unit Price	Total

Total

Authorized by: _____
Signed by _____
Dated _____
Invoice No. _____

Technician Notes: 11/11 BANNER no activity in home patio activity reported sticky traps provided

Woodland Park
5 Newell Ct
East Palo Alto,CA 94303
Office (650) 566-2000x

Work Order No. 8972210
Date Call: 10/29/2024 3:37:00 PM

Status Canceled

Date Canceled: 11/13/2024 5:49:37 PM

Brief Desc: Windows damaged

Job Site: cawoopa2/209-18
245 East OKeefe Street
18
East Palo Alto,CA 94303

Caller Name: Freddy Roman

Caller Phone:
Occupant: Roman (t2439917)

Office (650) 771-4904x
Mobile (650) 507-9745x

Ok to enter? NO
Category: Window Replace / Repair

Problem Description: PTE - NO, CALL FIRST - Windows are letting in moisture and air

Parts & Labor

Quantity/ Hours	Item Type/ Employee Name	Description	Unit Price	Total
0.0000	Bedolla		0.00	0.00
0.0000	Bedolla		0.00	0.00
0.0000	Bedolla		0.00	0.00
			Total	0.00

Authorized by: _____
Signed by _____
Dated _____
Invoice No. _____

Technician Notes: 10/30/2024 Knocked on door resident states she has a new born and does not want us coming in at this time. Said she or her husband will call back. 11/4/2024 Called resident left voicemail, no answer at the door. 11/13/2024 Called resident, left voicemail, no answer at the door.

Woodland Park
5 Newell Ct
East Palo Alto,CA 94303
Office (650) 566-2000x

Work Order No. 8972214
Date Call: 10/29/2024 3:38:00 PM

Status Work Completed

Date Completed: 11/19/2024 5:35:00 PM
Brief Desc: Termites in ceiling

Job Site: cawoopa2/209-18
245 East OKeefe Street
18
East Palo Alto,CA 94303

Caller Name: Freddy Roman
Caller Phone:
Occupant: Roman (t2439917)

Office (650) 771-4904x
Mobile (650) 507-9745x

Ok to enter? NO
Category: Pest Control

Problem Description: PTE - NO, CALL FIRST

Parts & Labor

Quantity/ Hours	Item Type/ Employee Name	Description	Unit Price	Total

Total

Authorized by: _____
Signed by _____
Dated _____
Invoice No. _____

Technician Notes: 11/19 banner there was a treatment that was done in the past by banner there was no new activity found

Woodland Park
5 Newell Ct
East Palo Alto,CA 94303
Office (650) 566-2000x

Work Order No. 8972219
Date Call: 10/29/2024 3:38:00 PM

Status Work Completed

Date Completed: 11/13/2024 5:50:37 PM
Brief Desc: Carpet & Vinyl Are old

Job Site: cawoopa2/209-18
245 East OKeefe Street
18
East Palo Alto,CA 94303

Caller Name: Freddy Roman
Caller Phone:
Occupant: Roman (t2439917)

Office (650) 771-4904x
Mobile (650) 507-9745x

Ok to enter? NO
Category: Vinyl Repair

Problem Description: PTE - NO, CALL FIRST - Carpet is very old, Entire apartment floor moves a lot and theres lots of noise.

Parts & Labor

Quantity/ Hours	Item Type/ Employee Name	Description	Unit Price	Total
0.0000	Bedolla		0.00	0.00
0.0000	Bedolla		0.00	0.00
0.0000	Bedolla		0.00	0.00
			Total	0.00

Authorized by: _____
Signed by _____
Dated _____
Invoice No. _____

Technician Notes: 10/30/2024 Knocked on door resident states she has a new born and does not want us coming in at this time. Said she or her husband will call back. 11/4/2024 Called resident left voicemail, no answer at the door. 11/13/2024 Called resident, left voicemail, no answer at the door.

Woodland Park
5 Newell Ct
East Palo Alto,CA 94303
Office (650) 566-2000x

Work Order No. 8972221
Date Call: 10/29/2024 3:40:00 PM

Status Work Completed

Date Completed: 11/13/2024 5:52:59 PM
Brief Desc: Broken exit sign

Job Site: cawoopa2/209-18
245 East OKeefe Street
18
East Palo Alto,CA 94303

Caller Name: Freddy Roman
Caller Phone:
Occupant: Roman (t2439917)

Office (650) 771-4904x
Mobile (650) 507-9745x

Ok to enter? NO
Category: Community Amenities

Problem Description: PTE - NO, CALL FIRST

Parts & Labor

Quantity/ Hours	Item Type/ Employee Name	Description	Unit Price	Total
0.2500	Bedolla		0.00	0.00
0.5000	Bedolla		0.00	0.00
			Total	0.00

Authorized by: _____
Signed by _____
Dated _____
Invoice No. _____

Technician Notes: 10/30/2024 Exit sign to be replaced on Sunday 11/3/2024, 11/3/2024 Exit sign was replaced new fixture installed.

Woodland Park
5 Newell Ct
East Palo Alto,CA 94303
Office (650) 566-2000x

Work Order No. 8972225
Date Call: 10/29/2024 3:40:00 PM

Status Work Completed

Date Completed: 11/1/2024 4:51:43 PM
Brief Desc: Opened Exterior Wall

Job Site: cawoopa2/209-18
245 East OKeefe Street
18
East Palo Alto,CA 94303

Caller Name: Freddy Roman
Caller Phone:
Occupant: Roman (t2439917)

Office (650) 771-4904x
Mobile (650) 507-9745x

Ok to enter? NO
Category: Community Amenities

Problem Description: PTE - NO, CALL FIRST

Parts & Labor

Quantity/ Hours	Item Type/ Employee Name	Description	Unit Price	Total
0.5000	Bedolla		0.00	0.00
			Total	0.00

Authorized by: _____
Signed by _____
Dated _____
Invoice No. _____

Technician Notes: 10/30/2024 Laundry room has no holes in ceiling or walls, checked behind washers and dryers and did not find any holes. Inspected common areas, stair cases and carports but I did not find any holes.

Woodland Park
5 Newell Ct
East Palo Alto,CA 94303
Office (650) 566-2000x

Work Order No. 9343464
Date Call: 1/30/2025 10:37:00 AM

Date Scheduled: 1/30/2025 10:42:00 AM

Status Scheduled

Brief Desc: Fridge has rust

Job Site: cawoopa2/209-18
245 East OKeefe Street
18
East Palo Alto,CA 94303

Caller Name: Freddy Roman
Caller Phone:
Occupant: Roman (t2439917)

Office (650) 771-4904x
Priority: Emergency
Mobile (650) 507-9745x
Ok to enter? NO
Category: Appliance Repair
SubCategory: Refrigerator

Technician Notes
Time: _____ **Date:** _____
Material: _____

Problem Description: PTE - NO

Parts & Labor

Quantity/ Hours	Item Type/ Employee Name	Description	Unit Price	Total
0.0000	Gutierrez		0.00	0.00
			Total	0.00

Authorized by: _____
Signed by _____
Dated _____
Invoice No. _____

Exhibit F

Woodland Park Witness List

Stacie Roebuck, Regional Manager
Aura Andrade, General Manager
Enrique Bedolla, Maintenance Manager

Freddy Roman v. Woodland Park Communities
Case No 20240009

Respondent's Exhibit List

Exhibit #	Title	Page #
G	Ledger through May 2, 2025	R073
H	Ledger May 1, 2025 through July 15, 2025	R078

Exhibit G

Resident Ledger

GREYSTAR®

Date: 07/15/2025

Code	t2439917	**Property**	cawoopa2	**Lease From**	05/01/2015
Name	Freddy Roman	**Unit**	209-18	**Lease To**	04/30/2016
Address	245 East OKeefe Street	**Status**	Past	**Move In**	11/30/2010
	18	**Rent**	1456.06	**Move Out**	04/21/2025
City	East Palo Alto, CA 94303	**Phone (H)**	(650) 771-4904	**Phone (W)**	

Date	Chg Code	Post Month	Description	Charge	Payment	Balance	Chg/Rec
11/30/2010	secdep	07/2021	Security deposits received	600.00		600.00	67401492
11/30/2010		07/2021	Security deposits received		600.00	0.00	21611707
07/02/2021		07/2021	chk# 2089 8004088512 :CHECKscan Payment		17.72	(17.72)	21613595
08/01/2021	rent	08/2021	Base Rent (08/2021)	1,296.47		1,278.75	68472974
08/01/2021	waterrb	08/2021	Water Rebill (08/2021)	25.00		1,303.75	68472975
08/03/2021		08/2021	chk# 2089 8004362047 :CHECKscan Payment		1,000.00	303.75	21866919
08/03/2021		08/2021	chk# 2089 8004362048 :CHECKscan Payment		300.00	3.75	21866923
09/01/2021	waterrb	09/2021	Water Rebill (09/2021)	25.00		28.75	69808357
09/01/2021	rent	09/2021	Base Rent (09/2021)	1,296.47		1,325.22	69808358
09/03/2021		09/2021	chk# 2089 8004362608 :CHECKscan Payment		320.00	1,005.22	22267114
09/03/2021		09/2021	chk# 2089 8004362607 :CHECKscan Payment		1,000.00	5.22	22267115
10/01/2021	waterrb	10/2021	Water Rebill (10/2021)	25.00		30.22	71265514
10/01/2021	rent	10/2021	Base Rent (10/2021)	1,296.47		1,326.69	71265515
10/06/2021		10/2021	chk# 2089 8004760050 :CHECKscan Payment		330.00	996.69	22710941
10/06/2021		10/2021	chk# 2089 8004760049 :CHECKscan Payment		1,000.00	(3.31)	22710947
11/01/2021	waterrb	11/2021	Water Rebill (11/2021)	25.00		21.69	72855922
11/01/2021	rent	11/2021	Base Rent (11/2021)	1,296.47		1,318.16	72855923
11/03/2021		11/2021	chk# 2089 8004760671 :CHECKscan Payment		320.00	998.16	23105983
11/03/2021		11/2021	chk# 2089 8004760670 :CHECKscan Payment		1,000.00	(1.84)	23105984
12/01/2021	rent	12/2021	Base Rent (12/2021)	1,296.47		1,294.63	74381651
12/01/2021	waterrb	12/2021	Water Rebill (12/2021)	25.00		1,319.63	74381652
12/03/2021		12/2021	chk# 1089 41257513 :CHECKscan Payment		320.00	999.63	23503420
12/03/2021		12/2021	chk# 1089 41257502 :CHECKscan Payment		1,000.00	(0.37)	23503424
01/01/2022	waterrb	01/2022	Water Rebill (01/2022)	25.00		24.63	101192571
01/01/2022	rent	01/2022	Base Rent (01/2022)	1,296.47		1,321.10	101202947
01/03/2022		01/2022	chk# 40193462691041 :CHECKscan Payment		325.00	996.10	23873275
01/03/2022		01/2022	chk# 40193462691032 :CHECKscan Payment		1,000.00	(3.90)	23873276
02/01/2022	rent	02/2022	Base Rent (02/2022)	1,296.47		1,292.57	102848155
02/01/2022	waterrb	02/2022	Water Rebill (02/2022)	25.00		1,317.57	102848156
02/01/2022		02/2022	chk# 2089 8004999703 :CHECKscan Payment		1,000.00	317.57	24245865
02/01/2022		02/2022	chk# 2089 8004999704 :CHECKscan Payment		325.00	(7.43)	24245867
03/01/2022	waterrb	03/2022	Water Rebill (03/2022)	25.00		17.57	104457680
03/01/2022	rent	03/2022	Base Rent (03/2022)	1,296.47		1,314.04	104457681
03/03/2022		03/2022	chk# 90 :CHECKscan Payment		1,000.00	314.04	24702017
03/03/2022		03/2022	chk# 90 :CHECKscan Payment		320.00	(5.96)	24702018
04/01/2022	waterrb	04/2022	Water Rebill (04/2022)	25.00		19.04	106142561
04/01/2022	rent	04/2022	Base Rent (04/2022)	1,296.47		1,315.51	106142562
04/04/2022		04/2022	chk# 40193813148125 :CHECKscan Payment		321.00	994.51	25166266
04/04/2022		04/2022	chk# 40193813148116 :CHECKscan Payment		1,000.00	(5.49)	25166267
05/01/2022	waterrb	05/2022	Water Rebill (05/2022)	25.00		19.51	107825124
05/01/2022	rent	05/2022	Base Rent (05/2022)	1,296.47		1,315.98	107825125
05/01/2022	rent	05/2022	Reverse Incorrect Base Rent (05/2022)	(1,296.47)		19.51	108219219
05/01/2022	rent	05/2022	Correct Base Rent (05/2022)	1,313.64		1,333.15	108219220
05/05/2022		05/2022	chk# 1086 90579580 :CHECKscan Payment		1,000.00	333.15	25599305

05/05/2022		05/2022	chk# 1086 90579591 :CHECKscan Payment		322.00	11.15	25599306
05/11/2022	latefee	05/2022	Late Fees	35.00		46.15	108222118
06/01/2022	rent	06/2022	Base Rent (06/2022)	1,313.64		1,359.79	109363008
06/01/2022	waterrb	06/2022	Water Rebill (06/2022)	25.00		1,384.79	109363009
06/07/2022		06/2022	chk# 2089 :CHECKscan Payment		1,000.00	384.79	26067104
06/07/2022		06/2022	chk# 2089 :CHECKscan Payment		321.00	63.79	26067105
07/01/2022	waterrb	07/2022	Water Rebill (07/2022)	25.00		88.79	111065244
07/01/2022	rent	07/2022	Base Rent (07/2022)	1,313.64		1,402.43	111065245
07/05/2022		07/2022	chk# 2089 :CHECKscan Payment		405.00	997.43	26488966
07/05/2022		07/2022	chk# 2089 :CHECKscan Payment		1,000.00	(2.57)	26488967
08/01/2022	rent	08/2022	Base Rent (08/2022)	1,313.64		1,311.07	112773688
08/01/2022	waterrb	08/2022	Water Rebill (08/2022)	25.00		1,336.07	112773689
08/01/2022		08/2022	chk# 2089 :CHECKscan Payment		1,000.00	336.07	26857418
08/01/2022		08/2022	chk# 2089 :CHECKscan Payment		339.00	(2.93)	26857419
09/01/2022	waterrb	09/2022	Water Rebill (09/2022)	25.00		22.07	114460777
09/01/2022	rent	09/2022	Base Rent (09/2022)	1,313.64		1,335.71	114460778
09/01/2022		09/2022	chk# 2089 :CHECKscan Payment		339.00	996.71	27332351
09/01/2022		09/2022	chk# 2089 :CHECKscan Payment		1,000.00	(3.29)	27332352
10/01/2022	waterrb	10/2022	Water Rebill (10/2022)	25.00		21.71	116182046
10/01/2022	rent	10/2022	Base Rent (10/2022)	1,313.64		1,335.35	116182047
10/04/2022		10/2022	chk# 2089 :CHECKscan Payment		1,000.00	335.35	27898013
10/04/2022		10/2022	chk# 2089 :CHECKscan Payment		340.00	(4.65)	27898015
11/01/2022	waterrb	11/2022	Water Rebill (11/2022)	25.00		20.35	117924368
11/01/2022	rent	11/2022	Base Rent (11/2022)	1,313.64		1,333.99	117924369
11/01/2022		11/2022	chk# 2089 :CHECKscan Payment		1,000.00	333.99	28280010
11/01/2022		11/2022	chk# 2089 :CHECKscan Payment		335.00	(1.01)	28280011
12/01/2022	rent	12/2022	Base Rent (12/2022)	1,313.64		1,312.63	119233690
12/01/2022	waterrb	12/2022	Water Rebill (12/2022)	25.00		1,337.63	119233691
12/01/2022		12/2022	chk# 2089 :CHECKscan Payment		1,000.00	337.63	28732547
12/01/2022		12/2022	chk# 2089 :CHECKscan Payment		340.00	(2.37)	28732548
01/01/2023	waterrb	01/2023	Water Rebill (01/2023)	25.00		22.63	121606549
01/01/2023	rent	01/2023	Base Rent (01/2023)	1,313.64		1,336.27	121614858
01/02/2023		01/2023	chk# 2089 :CHECKscan Payment		1,000.00	336.27	29297343
01/02/2023		01/2023	chk# 2089 :CHECKscan Payment		340.00	(3.73)	29297344
02/01/2023	rent	02/2023	Base Rent (02/2023)	1,313.64		1,309.91	123269901
02/01/2023	waterrb	02/2023	Water Rebill (02/2023)	25.00		1,334.91	123269902
02/02/2023		02/2023	chk# 2089 :CHECKscan Payment		1,000.00	334.91	29784506
02/02/2023		02/2023	chk# 2089 :CHECKscan Payment		338.00	(3.09)	29784507
03/01/2023	waterrb	03/2023	Water Rebill (03/2023)	25.00		21.91	125095745
03/01/2023	rent	03/2023	Base Rent (03/2023)	1,313.64		1,335.55	125095746
03/02/2023		03/2023	chk# 1090 85949676 :CHECKscan Payment		340.00	995.55	30276431
03/02/2023		03/2023	chk# 1090 85949665 :CHECKscan Payment		1,000.00	(4.45)	30276432
04/01/2023	waterrb	04/2023	Water Rebill (04/2023)	25.00		20.55	126889745
04/01/2023	rent	04/2023	Base Rent (04/2023)	1,313.64		1,334.19	126889746
04/02/2023		04/2023	chk# 2089 :CHECKscan Payment		1,000.00	334.19	30753061
04/02/2023		04/2023	chk# 2089 :CHECKscan Payment		340.00	(5.81)	30753062
05/01/2023	rent	05/2023	Base Rent (05/2023)	1,313.64		1,307.83	128529591
05/01/2023	waterrb	05/2023	Water Rebill (05/2023)	25.00		1,332.83	128529592
05/03/2023		05/2023	chk# 2089 :CHECKscan Payment		345.00	987.83	31242058
05/03/2023		05/2023	chk# 2089 :CHECKscan Payment		1,000.00	(12.17)	31242059
06/01/2023	waterrb	06/2023	Water Rebill (06/2023)	25.00		12.83	130232284
06/01/2023	rent	06/2023	Base Rent (06/2023)	1,313.64		1,326.47	130232285
06/05/2023		06/2023	chk# 0150 :CHECKscan Payment		1,340.00	(13.53)	31733431
07/01/2023	waterrb	07/2023	Water Rebill (07/2023)	25.00		11.47	132010172
07/01/2023	rent	07/2023	Base Rent (07/2023)	1,313.64		1,325.11	132010173
07/05/2023		07/2023	chk# 0151 :CHECKscan Payment		1,340.00	(14.89)	32197464
08/01/2023	waterrb	08/2023	Water Rebill (08/2023)	25.00		10.11	133830007
08/01/2023	rent	08/2023	Base Rent (08/2023)	1,313.64		1,323.75	133830008
08/02/2023		08/2023	chk# 0152 :CHECKscan Payment		1,340.00	(16.25)	32630172
09/01/2023	waterrb	09/2023	Water Rebill (09/2023)	25.00		8.75	135601112
09/01/2023	rent	09/2023	Base Rent (09/2023)	1,313.64		1,322.39	135601113
09/01/2023		09/2023	chk# 0153 :CHECKscan Payment		1,340.00	(17.61)	33083692

10/01/2023	rent	10/2023	Base Rent (10/2023)	1,428.45		1,410.84	137308640
10/01/2023	waterrb	10/2023	Water Rebill (10/2023)	25.00		1,435.84	137308641
10/02/2023		10/2023	chk# 0154 :CHECKscan Payment		1,454.00	(18.16)	33610690
11/01/2023	waterrb	11/2023	Water Rebill (11/2023)	25.00		6.84	139316385
11/01/2023	rent	11/2023	Base Rent (11/2023)	1,428.45		1,435.29	139316386
11/02/2023		11/2023	chk# 0155 :CHECKscan Payment		1,454.00	(18.71)	34116994
12/01/2023	waterrb	12/2023	Water Rebill (12/2023)	25.00		6.29	141191726
12/01/2023	rent	12/2023	Base Rent (12/2023)	1,428.45		1,434.74	141191727
12/03/2023		12/2023	chk# 0101 :CHECKscan Payment		1,455.00	(20.26)	34610775
01/01/2024	rent	01/2024	Base Rent (01/2024)	1,428.45		1,408.19	142998957
01/01/2024	waterrb	01/2024	Water Rebill (01/2024)	25.00		1,433.19	142998958
01/07/2024		01/2024	chk# 0156 :CHECKscan Payment		1,454.00	(20.81)	35163158
02/01/2024	rent	02/2024	Base Rent (02/2024)	1,428.45		1,407.64	144951960
02/01/2024	waterrb	02/2024	Water Rebill (02/2024)	25.00		1,432.64	144951961
02/01/2024		02/2024	chk# 0160 :CHECKscan Payment		1,454.00	(21.36)	35490024
03/01/2024	waterrb	03/2024	Water Rebill (03/2024)	25.00		3.64	146939221
03/01/2024	rent	03/2024	Base Rent (03/2024)	1,428.45		1,432.09	146939222
03/03/2024		03/2024	chk# 0162 :CHECKscan Payment		1,454.00	(21.91)	36121503
04/01/2024	waterrb	04/2024	Water Rebill (04/2024)	25.00		3.09	148966322
04/01/2024	rent	04/2024	Base Rent (04/2024)	1,428.45		1,431.54	148966323
04/01/2024		04/2024	chk# 0163 :CHECKscan Payment		1,454.00	(22.46)	36541404
05/01/2024	rent	05/2024	Base Rent (05/2024)	1,428.45		1,405.99	151468816
05/01/2024	waterrb	05/2024	Water Rebill (05/2024)	25.00		1,430.99	151497093
05/01/2024		05/2024	chk# 0166 :CHECKscan Payment		1,454.00	(23.01)	37086893
06/01/2024	rent	06/2024	Base Rent (06/2024)	1,428.45		1,405.44	153667112
06/01/2024	waterrb	06/2024	Water Rebill (06/2024)	25.00		1,430.44	153697050
06/02/2024		06/2024	chk# 0167 :CHECKscan Payment		1,454.00	(23.56)	37705469
07/01/2024	waterrb	07/2024	Water Rebill (07/2024)	25.00		1.44	155988702
07/01/2024	rent	07/2024	Base Rent (07/2024)	1,428.45		1,429.89	155991086
07/03/2024		07/2024	chk# 0168 :CHECKscan Payment		1,454.00	(24.11)	38344826
08/01/2024	rent	08/2024	Base Rent (08/2024)	1,428.45		1,404.34	158278164
08/01/2024	waterrb	08/2024	Water Rebill (08/2024)	25.00		1,429.34	158300039
08/01/2024		08/2024	chk# 1500000798506 :CHECKscan Payment		1,454.00	(24.66)	38867504
09/01/2024	waterrb	09/2024	Water Rebill (09/2024)	25.00		0.34	160682630
09/01/2024	rent	09/2024	Base Rent (09/2024)	1,428.45		1,428.79	160695078
09/03/2024		09/2024	chk# 0171 :CHECKscan Payment		1,454.00	(25.21)	39554042
10/01/2024	rent	10/2024	Base Rent (10/2024)	1,456.06		1,430.85	162361692
10/01/2024	waterrb	10/2024	Water Rebill (10/2024)	25.00		1,455.85	162361693
10/03/2024		10/2024	chk# 0173 :CHECKscan Payment		1,481.00	(25.15)	40186981
11/01/2024	rent	11/2024	Base Rent (11/2024)	1,456.06		1,430.91	165424249
11/01/2024	waterrb	11/2024	Water Rebill (11/2024)	25.00		1,455.91	165425294
11/03/2024		11/2024	chk# 0174 :CHECKscan Payment		1,481.00	(25.09)	40781423
12/01/2024	waterrb	12/2024	Water Rebill (12/2024)	25.00		(0.09)	167773839
12/01/2024	rent	12/2024	Base Rent (12/2024)	1,456.06		1,455.97	167779576
12/02/2024		12/2024	chk# 0175 :CHECKscan Payment		1,481.00	(25.03)	41298745
01/01/2025	waterrb	01/2025	Water Rebill (01/2025)	25.00		(0.03)	169681119
01/01/2025	rent	01/2025	Base Rent (01/2025)	1,456.06		1,456.03	169707201
01/02/2025		01/2025	chk# 0177 :CHECKscan Payment		1,481.00	(24.97)	41881930
02/01/2025	waterrb	02/2025	Water Rebill (02/2025)	25.00		0.03	172460861
02/01/2025	rent	02/2025	Base Rent (02/2025)	1,456.06		1,456.09	172505190
02/02/2025		02/2025	chk# 0178 :CHECKscan Payment		1,481.00	(24.91)	42470819
03/01/2025	waterrb	03/2025	Water Rebill (03/2025)	25.00		0.09	174923542
03/01/2025	rent	03/2025	Base Rent (03/2025)	1,456.06		1,456.15	174930426
03/02/2025		03/2025	chk# 0179 :CHECKscan Payment		1,481.00	(24.85)	43075810
04/01/2025	waterrb	04/2025	Water Rebill (04/2025)	25.00		0.15	177457300
04/01/2025	rent	04/2025	Base Rent (04/2025)	1,456.06		1,456.21	177464955
04/02/2025		04/2025	chk# 0180 :CHECKscan Payment		1,481.00	(24.79)	43795535
05/05/2025	secdep	05/2025	:Security Deposits credit	(600.00)		(624.79)	180235994
05/05/2025	rent	05/2025	Base Rent (04/2025) Credit 9 days	(436.82)		(1,061.61)	180235995
05/05/2025	waterrb	05/2025	Water Rebill (04/2025) Credit 9 days	(7.50)		(1,069.11)	180235996
05/05/2025	depref	05/2025	Amount to be refunded	1,069.11		0.00	180235997
05/05/2025	adminfee	05/2025	Sale Unit Deposit Hold	1,069.11		1,069.11	180236027

05/05/2025	depref	05/2025	Adjustment to amount to be refunded	(1,069.11)		0.00	180236028

Exhibit H

Resident Ledger

INCOME PROPERTY SPECIALISTS

Date: 07/17/2025

Code	t0014210	**Property**	245okeef	**Lease From**	11/30/2010
Name	Freddy Roman	**Unit**	18	**Lease To**	11/29/2011
Address	245 E Okeefe St 18	**Status**	Current	**Move In**	11/30/2010
		Rent	1456.06	**Move Out**	
City	East Palo Alto, CA 94303	**Phone (H)**	(650) 507-9745	**Phone (W)**	

Date	Chg Code	Description	Charge	Payment	Balance	Chg/Rec
11/30/2010	deposit	:Posted by QuickTrans (deposit)	600.00		600.00	1122328
11/30/2010		chk# :QuickTrans :Posted by QuickTrans		600.00	0.00	667195
04/30/2025		chk# Paid to previous mgmt Payment		24.79	(24.79)	669950
05/01/2025	rent	Rent (05/2025)	1,481.06		1,456.27	1124216
05/01/2025	ubwater	Water (05/2025)	25.00		1,481.27	1124217
05/01/2025	rent	Rent Adjustment (05/2025)	(25.00)		1,456.27	1130480
05/01/2025		chk# 001193 :CHECKscan Payment		1,481.00	(24.73)	669170
06/01/2025	rent	Rent (06/2025)	1,456.06		1,431.33	1133000
06/01/2025	ubwater	Water (06/2025)	25.00		1,456.33	1133001
06/01/2025		chk# 001275 :CHECKscan Payment		1,481.00	(24.67)	675326
07/01/2025	rent	Rent (07/2025)	1,456.06		1,431.39	1143480
07/01/2025	ubwater	Water (07/2025)	25.00		1,456.39	1143481
07/01/2025		chk# 001280 :CHECKscan Payment		1,481.00	(24.61)	679097

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Respondent's Exhibit List

Exhibit #	Title	Page #
A	Lease Agreement	R001
B	Current Ledger	R020
C	Historic Ledger (covering February 2016-July 2021, if applicable)	R024
D	Work Order Overview Report	R031
E	Work Orders	R035
F	Woodland Park Witness List	R119

Exhibit A

LEASE AGREEMENT

THIS LEASE AGREEMENT is made and entered into **March 23, 2007** between **245 Okeefe, LLC** "Owner/Agent", whose address and phone number are **2041 Euclid Ave, E. Palo Alto, CA 94303 (650) 566-2030**, and **Patisua Fakalata**, "Resident."

THE PARTIES AGREE AS FOLLOWS:

1. **PREMISES:** Subject to the terms and conditions of this Lease Agreement, Owner rents to Resident and Resident rents from Owner, for residential use only, the premises ("Premises") located at **245 E. O'Keefe Street #19, East Palo Alto, CA 94303**, The term "Property" in this Lease Agreement shall mean all the land, building(s) and common areas owned by Owner/Agent upon which the Rental Unit is located.

2. **RENT AND UTILITIES:** Rent is due on or before the **1st** day of each and every month, whether or not the first day of the month falls on a Saturday, Sunday, or legal holiday, at **$1,105.37** per month, beginning on **March 23, 2007**, payable at **2041 Euclid Ave, E. Palo Alto, CA 94303**. Payments made in person may be delivered to Owner/Agent **9am and 5pm Monday through Friday**. On weekends and holidays, payment may be placed at the drop box at: _____ . Acceptable methods of payment: ❑ Personal Check ❑ Cashier's Check ❑ Money Order ❑ EFT/Credit (see Owner/Agent for details) and ❑ Cash.

   (a) If in any month rent is paid after the **1st** of the month, there will be a late charge of **$100.00** assessed for such late payment if payment is not received in full of all charges prior to the **5th** day of that month. The parties have deemed the foregoing late charge to be a reasonable estimate of the amount of damages suffered by Owner/Agent by reason of Resident's late payment of rent, as it would be impracticable or extremely difficult to determine the actual damages suffered by Owner/Agent in the event of such a late payment.

   (b) Pursuant to California law, if Resident passes a check on insufficient funds, Resident will be liable to Owner/Agent for the amount of the check and a service charge of **$25.00**, for the first check passed on insufficient funds, and **$35.00** for each subsequent check passed on insufficient funds.

   (c) If Resident has previously attempted to pay Owner/Agent with a check drawn on insufficient funds or if Resident has instructed the drawee to stop payment on a check, draft, or order for the payment of money, Resident shall thereafter be required to use money orders or certified funds as the exclusive form of payment of rent or deposit of security.

   (d) Resident is responsible for delivering the rent on time. Failure of the U.S. Post Office or private carrier to deliver the rent on time will not result in a waiver of the breach of lease provisions contained herein.

   (e) UTILITIES: Resident shall pay for all utilities, services and other charges as set forth in Section 5 of this Lease Agreement and by the due date set forth in Section 5(e) of this Lease Agreement.

   (f) PARKING: Resident acknowledges and agrees that parking is not provided for under this Lease Agreement and is not included in Resident's rent. Should Resident desire to purchase a monthly parking permit for one or more vehicles from Owner (subject to availability thereof and with the express understanding there is no assurance that parking will be available), Resident must enter into a separate agreement (the "Parking Agreement") which will govern the purchase of the parking permit(s). While a Parking Agreement does not constitute a part of this Lease Agreement, a default under a Parking Agreement shall constitute a default under this Lease Agreement.

   (g) RENT CONTROL: If the Property is subject to rent control, Resident shall pay monthly its share of the then-current rent stabilization fee.

3. **SECURITY DEPOSIT:** Resident shall deposit with Owner/Agent, as a security deposit, the sum of **$1,000.00** prior to taking possession of the unit, which sum shall not exceed the maximum permitted by California Civil Code Section 1950.5. During the term of tenancy, Resident agrees to replenish the security deposit upon three (3) days written notice, by an amount equal to the amount deducted by Owner, in Owner's sole and absolute discretion, to cover the cost of rectifying any damage and paying any expense for which Tenant is responsible. Resident shall not use the security deposit to pay any month's rent, nor shall it constitute a measure of Owner's damages in the event of Resident's default. The security deposit shall be applied and accounted for in accordance with California Civil Code Section 1950.5 and any other applicable statutes.

4. **TERM:** The term of this Lease Agreement is for **month-to-month**, beginning on **March 23, 2007** (the "Commencement Date") and ending on **N/A (month-to-month)** (the "Termination Date"), at which time this Lease Agreement will **automatically renew month-to-month unless either party gives at least 30 days written notice of termination or intent not to renew the Lease Agreement prior to the expiration of this agreement.** Any holding over by Resident after the Termination Date shall result in Resident being liable to Owner/Agent for daily rental damages equal to the current market value of the unit, divided by 30. A "month-to-month" tenancy subject to the terms and conditions of this Lease Agreement shall be created only if Owner/Agent accepts rent from Resident thereafter, and if so accepted, Resident

may terminate the tenancy by serving by Owner/Agent with a written 30-day Notice of Termination. Except as prohibited by law, Owner/Agent may terminate the month-to-month tenancy by serving Resident with a 30-day Notice of Termination (pursuant to California Civil Code Section 1946.1) if Resident has resided in the Premises for less than one year, or a 60-day Notice of Termination, if Resident has resided in the Premises for one year or more.

5. **UTILITIES:** Resident's monthly rent does not include any charges for the monthly utilities services provided to Resident, including, without limitation, sewer, water, trash, gas or electric services. Resident shall pay all monthly utilities charges pursuant to the terms of this Section 5.

(a) SEWER, WATER AND TRASH SERVICES: Resident shall pay a flat monthly utilities charge for sewer, water and trash services (in addition to any charges for gas and electric services, as set forth in Section 5(b) below). The flat rate shall initially be **$0.00** per month, but may be increased from time to time to reflect increases in costs for sewer, water and trash services. Further, the Premises may subsequently be separately metered (or Resident otherwise directly billed) for such services (in accordance with provisions substantively equivalent to the provisions of Sections 5(b)(2) and 5(b)(3), respectively, hereof), in which case Resident shall not be obligated to pay the flat rate, but must instead pay the amount billed for such services. Provided, however, if water services are separately metered, Resident must pay both the amount billed for water service and the flat rate. Resident shall immediately notify Owner of any water leak.

(b) GAS AND ELECTRIC SERVICES: The monthly utilities charge for gas and electric services shall be calculated, billed and paid in accordance with this Section 5(b).

(1) No Meter: Flat Rate: If the Premises is not separately metered for gas or electric services, Resident shall pay a flat monthly utilities charge for gas and electricity (in addition to any charges for sewer, water and trash services, as set forth in above). The flat rate shall initially be **$0.00** per month if the Premises is not separately metered for either gas or electric services, or **$0.00** per month if the Premises is separately metered for either gas or electric services, but not both. This flat rate may be increased from time to time to reflect increases in costs for gas and electric services. Further, the Premises may subsequently be separately metered for gas and/or electric services, in which case Resident shall pay the amount billed for such services (as set forth in Sections 5(b)(2) and 5(b)(3), below).

(2) Separate Meter: Direct Billing by Utility Provider: If Resident is directly billed for gas or electricity services, Resident shall pay the entire amount due each month (as indicated on the utilities bill) to the utilities provider at the address set forth in the utilities bill. Resident acknowledges that failure to do so shall constitute a default under this Lease Agreement. Resident must transfer any directly billed service into their name before the Commencement Date. If Resident is directly billed for either gas or electricity services (but not both), Resident shall pay, in addition to the amount set forth on the utilities bill, the flat rate set forth in Section 5(b)(1) above for the utility service which is not separately metered. If Resident is directly billed for both gas and electricity services, Resident shall not be obligated to pay the flat rate set forth in Section 5(b)(1), but must pay the entire amount due each month to the utilities provider(s).

(3) Separate Meter: Submetering: If separate gas or electricity submeters are installed and placed in operation at the Premises, at any time before or after the date of this Lease Agreement, Resident shall pay its proportionate share of the total monthly charges for gas and electric services, which will be calculated as set forth in this Section 5(b)(3). If either a gas or an electricity submeter is installed and placed in operation at the Premises (but not both), Resident shall pay, in addition to its proportionate share of the submetered utility service, the flat rate set forth in Section 5(b)(1) above for the utility service which is not submetered. If both gas and electricity submeters are installed and placed in operation at the Premises, Resident shall not be obligated to pay the flat rate set forth in Section 5(b)(1), but must pay its proportionate share of the submetered utility services.

(i) Resident's monthly utility bill shall be based on actual readings as recorded by the energy allocation equipment and submeter for the Premises. Utilities shall be calculated at the average rate per therm or ccf (for gas utility services) or per kwh (for electricity services) at the time of consumption. Utilities shall be calculated as follows: the master metered utility provider's total monthly charges for utility service (less Premises base charges or customer service charges if applicable), divided by the total monthly consumption of that utility measured by the utility provider, multiplied by the Resident's total monthly consumption as recorded by the energy allocation equipment and submeter for the Premises.

(ii) If any utility provider's rate structure includes a base charge, Resident shall be billed, and shall be responsible for paying, the base charge applicable to that Premises. If the utility provider's rate structure includes customer service charge(s), Resident shall be billed, and shall be responsible for paying, the amount of the customer service charge(s) divided by the total number of apartments, including vacant units, that can receive service through the master meter serving the Property. Resident hereby agrees to pay the monthly service charges or other administrative fees shown on the Resident's utility bill.

(iii) Resident may receive an estimated utilities bill if a submeter becomes inoperative until repairs can be made,

and Resident acknowledges that estimated utilities will be reconciled on future billings. Resident acknowledges that if, upon correction of an estimated utilities bill, the previous bill(s) overstated charges, Resident shall be entitled to an account credit reflecting the overstated charges and if, upon correction of an estimated utilities bill, the previous bill(s) understated charges, Resident shall be responsible for paying the amount of such underpayment.

(c) Resident acknowledges and agrees that the billing method for Resident's utility services may be modified from time to time to reflect the Premises' current utilities metering method (e.g. if Resident currently pays a flat rate for utilities services, one or more of the utilities may later be separately metered, submetered or directly billed to Resident, at which time Resident shall pay, in lieu of the flat rate or a portion thereof, the amount of those utilities separately metered, submetered or directly billed to Resident, in accordance with Section 5(b)(2) or 5(b)(3), respectively, above).

(d) Resident acknowledges that Owner cannot guarantee the level of charges for directly billed or submetered utilities services, which will vary over time depending on the Resident's usage characteristics, changes in the rates imposed by the utility provider that provides service to Owner and other factors.

(e) Resident hereby understands and agrees that Resident must deliver payment of the entire amount due each month to the Owner (or the utilities provider, if Resident is directly billed for either gas and/or electricity services) by the due date specified on the utility bill (or, for flat-rate charges, in advance on the 1st day of each and every month). Late payment charges and insufficient funds charges, as set forth in Section 2 of this Lease Agreement, shall be assessed if payment is not received when due.

6. OCCUPANTS: This Premises shall not be occupied by more persons than listed for the **1 Bed / 1 Bath** apartment indicated in the "Maximum Number of Occupants."

Type of Apartment	Maximum Number of Occupants
Studio	2
Junior	3
One Bedroom	3
Two Bedroom	5
Three Bedroom	7

The Premises is a **1 Bed / 1 Bath** apartment. The Premises shall be occupied only by the following named person(s):

Name	Birthdate
Patisua Fakalata	~~11/30/1999~~ 5-12-67

Occupancy of the Premises by a person other than those persons listed above for a period exceeding 72 hours shall be a material breach of this Lease Agreement.

7. PROHIBITIONS: Without Owner/Agent's prior written permission, no pets or waterbeds shall be kept or allowed in or about the Premises.

8. QUIET ENJOYMENT: Resident shall not violate any criminal or civil law, ordinance or statute in the use and occupancy of the Premises (including laws governing the possession, use or sale of illegal drugs or laws governing prostitution), commit waste or nuisance, annoy, molest or interfere with any other Resident or neighbor. Any such action may result in the immediate termination of this Lease Agreement as provided herein and by law. Possession of any illegal drug (including marijuana, whether or not obtained with a prescription) either within Resident's unit or on Resident's possession while Resident is anywhere on the Property, shall be grounds for immediate eviction. Resident and Owner agree that such violation is a non-curable violation of this Lease Agreement, and that a breach of this prohibition is a "material" breach of this Agreement. Further, it shall be a non-curable breach of this Lease Agreement (and thus cause for immediate eviction) for Resident, any guest of Resident, or anyone who resides with Resident at the Premises, to do any of the following: (a) to have in their possession, or be under the influence of, any illegal drug (including marijuana, whether or not obtained with a prescription) while on or near the Property, or within the City of East Palo Alto; or (b) to engage in any drug-related or other criminal activity while on or near the Property, or within the City of East Palo Alto. Furthermore, it shall be a non-curable breach of this Lease Agreement (and thus cause for immediate eviction) for any guest of Resident to engage in any drug-related or other criminal activity while on the Property. Resident understands that Resident is strictly liable for the conduct of guests and will be evicted even if Resident did not know, could not foresee, or could not control behavior by the others mentioned in this paragraph. Resident shall also abide by the rules set forth in the Resident Policies Addendum attached hereto.

9. REPAIRS AND ALTERATIONS: Except as provided by law, no repairs, decorating or alterations shall be done by

Resident without Owner/Agent's prior written consent. Resident must notify Owner/Agent in writing of any repairs, decorating, or alterations contemplated and must receive Owner/Agent's prior written consent befote making such repairs, decorating, or alterations. Decorations include, but are not limited to, painting and wallpapering. Any visable tenant modifications such as window coverings where the resident has purchased their own window coverings, the white blinds provided by owner shall be the only window covering permitted to be visable from the outside of the unit. Resident shall hold Owner/Agent harmless and indemnify Owner/Agent as to any mechanics lien recordation or proceeding caused by Resident. Resident may not make any alterations to cable or telephone inside wiring (such as may occur when changing telecommunications providers or adding phone lines) without prior written consent of the Owner/Agent. The notice shall include the name, address, and telephone number of any new telecommunication provider. Resident agrees to pay all costs resulting from the alteration and agrees to pay to the Owner/Agent any costs associated with restoring the inside wiring to the condition at the time of move-in, except for reasonable wear and tear. Upon 24 hours' notice, Resident shall lend Owner the keys to the Premises for the purpose of having a duplicate made for Owner/Agent's use. Should the law require that Owner make alterations for the reasonable accommodations of Resident, such alterations shall be made at Resident's sole cost and expense. Any and all alterations, shall, upon Resident's move-out, become the property of Owner and remain on the Premises; provided, however, that Owner may remove any and all alterations made for or by Resident and Resident shall be responsible for the cost of (A) repairing all damage to the Premises caused by their removal and/or (B) returning the Premises to its original condition.

10. **ACCEPTANCE OF PREMISES:** Resident has inspected the Premises, furnishings and equipment, and has found them to be satisfactory and accepts them in their "as is" condition. All plumbing, heating and electrical systems are operative and deemed satisfactory. Owner/Agent makes no representations whatsoever regarding the condition of the Premises or the Property. Resident and Owner/Agent have noted the presence of certain personal property of Owner at the Premises as identified in the Move In/Move Out Addendum.

11. **CARE, CLEANING, MAINTENANCE AND INSURANCE:** During tenancy, Resident agrees to keep the Premises in a safe and sanitary condition and to immediately reimburse landlord for any sums necessary to repair any item, fixture or appurtenance that needed service due to Resident's, or Resident's invitee, misuse or negligence. Where a repair is the responsibility of the landlord, Resident must notify landlord with a written notice stating what item needs servicing or repair. Resident must give landlord a reasonable opportunity to service or repair said item. Resident agrees to leave the Premises and furniture, furnishings and appliances, and fixtures, which are rented for Resident's exclusive use, in good order and condition and in the same condition as each was received, subject to reasonable wear and tear. Upon move-out, Resident agrees to return the Premises to the same level of cleanliness it was in at the inception of the tenancy ree of all trash and personal property not belonging to Owner. It is agreed that all dirt, holes, tears, burns and stains of any size or amount in the carpets, drapes, walls, fixture or any other part of the Premises do not constitute reasonable wear and tear. Any personal property left behind by Resident and not belonging to Owner may be thrown away by Owner without liability. Further, if Resident leaves large items in the unit or on the Property upon move out (or in or near the trash or elsewhere on the Property at any time), Resident shall be charged per Owner's move out schedule of costs as of the time of move-out, which is available upon move in and may be revised from time to time in Owner's sole and absolute discretion. Resident shall pay Owner/Agent for costs to repair, replace or rebuild any portion of the Premises damaged by the Resident, Resident's guests or invitees, including the charges specified in the Repairs and Replacements Addendum for any damaged property.

    Resident acknowledges that: (A) Owner's insurance may not cover loss from damage to Resident's personal property caused by plumbing leaks, fire, theft, rain, acts of God, acts of others, and/or any other causes, nor shall Owner be liable for such losses; and (B) Resident shall not hold Owner liable for any such losses, whether or not Owner's insurance covers the loss. Resident agrees to obtain Resident's own insurance to cover any losses to personal property. This paragraph does not intend to waive Owner's duty to guard against personal injury or property damage where that duty cannot be waived by Resident. However, since Resident's obtaining of insurance is considered additional consideration to Owner for this Lease Agreement, if Resident does not obtain a renter's policy for a minimum of $100,000 coverage, Resident waives any losses that would have been paid by such a policy, if Resident does not obtain said policy.

    Resident shall deposit all garbage in a clean and sanitary manner into the proper receptacles as provided and shall cooperate in keeping the trash container area neat and clean. Resident shall be responsible for keeping out of the kitchen sink bones, toothpicks, match sticks, celery, grease, metal vegetable ties, and all other items that may tend to cause stoppage of the sink and garbage disposal. Resident shall pay for the cleaning and/or clearing of any plumbing fixtures or water pipes, necessitated by the misuse or non-maintenance.

12. **WAIVER OF BREACH:** The waiver of either party of any breach shall not be construed to be a continuing waiver of any subsequent breach. The receipt by Owner/Agent of rent with the knowledge of any default by Resident of any breach of any term covenant or condition of this Lease Agreement shall not be deemed a waiver of such breach r of any subsequent breaches. Owner's failure to require compliance with the terms of this Lease Agreement and to exercise any right granted

by this Lease Agreement shall not be construed as a waiver by Owner of said term, condition and/or right; and shall not affect the validity or enforceability of any provision of this Lease Agreement. No waiver by either party of the provisions herein shall be deemed to have been made unless expressed in writing and signed by all parties to this Lease Agreement.

13. **JOINT AND SEVERAL LIABILITY:** The undersigned Resident(s), whether or not in actual possession of the Premises, are jointly and severally liable for all obligations under this Lease Agreement, and shall indemnify Owner/Agent for liability arising prior to the termination of the Lease Agreement for personal injuries or property damage caused or permitted by Resident(s), their guests and invitees. This does not waive "Owner/Agent's duty of care" to prevent personal injury or property damage where that duty is imposed by law.

14. **ENTRY:** California law allows Owner/Agent or his/her employee(s) to enter the Premises for certain purposes during normal business hours. The Owner/Agent will provide written notice to the Resident prior to the entry of the dwelling unit whenever required by state law. (Civil Code Section 1954.) Resident's non-compliance with Owner/Agent's lawful request for entry is a material breach of this Lease Agreement that may be cause for immediate termination as provided herein and by law.

15. **NO SUBLETTING OR ASSIGNMENT:**

(a) No portion of the Premises shall be sublet, licensed or otherwise rented to a person not a party to this Lease Agreement, nor shall this Lease Agreement be assigned. Any attempted subletting, licensing, rental or assignment by Resident shall, at the election of Owner/Agent, be an irremediable breach of this Lease Agreement and cause for immediate termination as provided herein and by law. Resident shall not take in or allow occupancy by any person, whether that person is deemed a boarder, lodger, roommate or guest; and furthermore said occupancy shall be deemed an illegal subtenancy.

(b) In the event the rental unit is assigned or sublet by Resident, whether Resident permanently resides in the rental unit or not, then the rent for the Premises shall be increased by thirty-five (35%) without further notice from Owner. This provision is pursuant to Civil Code Section 1954.53(d). Owner shall elect the option of either collecting the increased rent or enforcing the provisions of Section 15(a), above. If Owner elects to enforce the provisions of Section 15(a), but a court of competent jurisdiction rules that Owner has waived the provisions for any reason, then Resident agrees to pay the 35% increased rent from the time that the assignment/subletting first occurred.

16. **BREACH OF LEASE:** In the event that Resident breaches this Lease Agreement, Owner/Agent shall be allowed at Owner/Agent's discretion, but not by way of limitation, to exercise any or all remedies provided Owner/Agent by California Civil Code Section 1951.2 and 1951.4. Damages Owner/Agent "may recover" include the worth at the time of the award of the amount by which the unpaid rent for the balance of the term after the time of award, or for any shorter period of time specified in the Lease Agreement, exceeds the amount of such rental loss for the same period that the Resident proves could be reasonably avoided. Resident's default under any "Additional Agreement" (as defined in Section 25 hereof) shall constitute a default under this Lease Agreement. There is no grace period with respect to the payment of rent. Accordingly, without limitation on any other obligation of Resident under this Lease Agreement, Resident's failure to pay rent on the first day of a month constitutes a breach of this Lease Agreement.

17. **ESTOPPEL CERTIFICATE:** Within ten (10) days after written request is mailed to Resident, including in the event of the sale, financing or restructuring of ownership of the Property, Resident agrees to execute and deliver to Owner an estoppel certificate on the form submitted by Owner: (A) acknowledging whether this Lease Agreement has been modified and, if so, stating all the modifications; (B) stating the amount of the current rent Resident is paying and the amount Resident has paid as prepaid rent and security deposit; (C) stating whether or not Resident is then aware of any violation of law in the operation of the building, and/or has any claim against Owner; and (D) stating requests for other information relevant to Resident's occupancy of the Premises. Failure to comply shall be deemed Resident's acknowledgement that the certificate as submitted by Owner/Agent is true and correct and may be relied upon by any lender or purchaser.

18. **SMOKE DETECTION DEVICE:** The Premises are equipped with a functioning smoke detection device(s), and Resident shall be responsible for testing the device weekly and immediately reporting any problems, maintenance or need for repairs to Owner/Agent. If battery operated, Resident is responsible for changing the detector's battery as necessary. Owner/Agent shall have a right to enter the Premises to check and maintain the smoke detection device as provided by law.

19. **NOTICE:** Pursuant to Section 290.46 of the Penal Code, information about specified registered sex offenders is made available to the public via an Internet Web site maintained by the Department of Justice at www.meganslaw.ca.gov. Depending on an offender's criminal history, this information will include either the address at which the offender resides or the community of residence and ZIP Code in which he or she resides.

20. **ADDENDA:** By initialing as provided, Resident acknowledges receipt of the following applicable addenda, as indicated,

copies of which are attached hereto, and are incorporated as part of this Lease Agreement. Please note that any Parking Agreement is a separate agreement and is not an addenda hereto.

- ☒ Asbestos Addendum
- ☒ Lead-Based Paint Disclosure
- ☒ Move-In/Move-Out Itemized Statement
- ☒ Pest Control Notice
- ☒ Resident Policies and House Rules Addendum
- ☒ California Proposition 65 Warning
- ☒ Move-In Summary
- ☒ Parking Agreement
- ☒ Repairs and Replacements
- ☒ Vehicle Registration

21. **ENTIRE AGREEMENT:** This Lease Agreement, which includes all attachments referred to above, constitutes the entire agreement between the parties and cannot be modified except in writing and signed by all parties, except as permitted by applicable law. Neither Owner/Agent, nor any agent or employee of Owner/Agent has made any representations or promises other than those set forth herein. All determinations, consents and approvals by Owner/Agent in connection with this Lease shall be in its sole and absolute discretion.

22. **CREDIT REPORTS:** A negative credit report reflecting on your credit history may be submitted to a credit reporting agency if you fail to fulfill the terms of your credit obligations. Resident expressly authorizes Owner/Agent (including a collection agency) to obtain Resident's consumer credit report, which Owner/Agent may use if attempting to collect past due rent payments, late fees, or other charges from Resident, both during the term of the Lease Agreement and thereafter.

23. **ATTORNEYS' FEES:** If any legal action or proceeding is brought by either party to enforce any part of this Lease Agreement, each party's costs of said enforcement shall be the responsibilities of that respective party and no other party.

24. **SATELLITE ANTENNA/DISHES:** Resident shall not install, or permit any other person or entity to install, any kind of satellite dish or antenna on the Premises or anywhere on the Property.

25. **ADDITIONAL AGREEMENTS:** From time to time during the term of this lease, any renewal, expansion or extension thereof or any month to month tenancy arising after the Termination Date, Resident may rent or purchase from Owner/Agent certain other services which are not included in Resident's rent. By way of example and without limitation, these services may include parking, cable television, concierge services, furniture rental and washer/dryer rental. Resident covenants and agrees to perform any and all of its obligations under any agreement executed in connection with those services (each an "Additional Agreement"), and acknowledges and agrees that a default by Resident under any Additional Agreement shall constitute a default under this Lease Agreement. For the avoidance of doubt and without limitation, a Parking Agreement constitutes an Additional Agreement.

26. **RENT PAYMENT BY NON-TENANT:** If Owner accepts rent from any person not a Resident, whether or not the person occupies the Premises, said acceptance: (A) shall not constitute a waiver or modification of Section 15 of this Lease Agreement, (B) shall not be used to establish said person's right to possession of the premises; and (C) shall be interpreted only as an accommodation to Resident.

27. **RESPONSIBILITY/INDEMNIFICATION:** The undersigned Resident is/are jointly and severally responsible and liable for all obligations under this Lease Agreement and shall indemnify Owner from any liability created by Resident's and/or Resident's guests' conduct. In addition, Resident shall indemnify and hold Owner free and harmless from any and all liability arising by reason of the death or injury of any person or damage to any property caused or allegedly caused by (A) some act or omission of Resident or any person in, on or about the Property with the permission of Resident; and (B) any matter connected with Resident's occupation and use of the Premises.

28. **NO WAIVER DURING LITIGATION:** In the event that Owner accepts rent from Resident while Owner and Resident are involved in litigated based on a 3 Day Notice to Pay Rent or Quit, acceptance of said rent by Owner shall not be considered a waiver by Owner of the default upon which the 3 Day Notice to Pay Rent or Quit was based. Rather, said rent payment shall be received by Owner in trust and shall be subject to jurisdiction of the court wherein said manner is pending. Owner shall be allowed to commingle said rent payment funds with Owner's regular funds as long as Owner keeps an accurate accounting of money received from Resident during litigation.

29. **APPLICATION MISREPRESENTATION:** Any material misrepresentation or omission made by Resident in Resident's rental application will constitute a material noncurable breach of this Lease Agreement.

30. **LOCKING OF ENTRANCE DOORS:** Owner reserves the right to close and keep locked all entrance and exit doors of the building during such hours as Owner may deem it advisable for the adequate protection of the Property and the personal property of Owner and Resident. It shall be a material breach of this Lease Agreement for any Resident to prop open any entrance or exit door.

31. **LEAD DISCLOSURE:** Many homes and apartments built before 1978 may have paint that contains lead (called

lead-based paint). Lead from paint chips and dust can cause serious hazards if not taken care of properly. The law requires that Resident receive certain information before renting pre-1978 housing. By signing this Lease Agreement, Resident acknowledges that Owner has provided Resident with such information. Additionally, upon Resident's request, Owner will provide Resident with the EPA booklet entitled "Protect Your Family From Lead In Your Home." Any known lead-based paint or lead hazards at the Premises, if any, are hereby disclosed: _____ .

32. WAIVER OF PUNITIVE DAMAGES:

(This paragraph is applicable only if initialed below by the parties.)

It is recognized that neither the Resident's nor the Owner's insurance company pays for an award of punitive damages. Thus, it is not possible for either party to insure against such a loss. Both parties feel it is in their best interest to mutually waive the right to collect punitive damages against the other and hereby elect to do so. Therefore, it is agreed that neither a judge nor a jury shall have the power or authority to award punitive or exemplary damages in any litigation between the parties, against either party. For purposes of establishing the enforceability of this waiver of punitive damages, the parties have elected to have federal law apply as a choice of law. Thus the legality of this waiver will be judged under federal law and not state or city laws. In the event that for any reason this mutual waiver of punitive damages is not upheld, then both parties agree that there should be a reasonable limit on the amount that either party shall recover against the other. Such limit shall be one (1) times the amount of actual damages awarded.

Patisua Fakalata ***(Resident)***	***Date***	***(Owner/Agent)***	***Date***

33. ATTORNEY'S ADVICE: Each of the parties hereto acknowledges that either (1) the terms of this Lease Agreement have been explained to them by their respective counsel and that they execute this Lease Agreement in reliance upon advice of their respective counsel, or (2) that they have been given the opportunity to consult an attorney and have decided not to do so; and warrant that they will not at a later time attempt to set this Lease Agreement aside because they were not represented by an attorney.

34. HEADINGS: The captions and headings used in this Lease Agreement are for convenience only and do not in any way limit, amplify or otherwise modify the provisions of this Lease Agreement.

The undersigned Resident(s) acknowledge(s) having read and understood the foregoing, and receipt of a duplicate original. Only may sign this Lease Agreement on behalf of Owner/Agent. If the signatory is not , this Lease Agreement is of no effect.

Patisua Fakalata 12/21/09		12/21/09	
Patisua Fakalata ***(Resident)***	***Date***	***(Owner/Agent)***	***Date***

ASBESTOS ADDENDUM

This document is an Addendum and is part of the Rental/Lease Agreement, dated **March 23, 2007** between **245 Okeefe, LLC** (Owner/Agent) and **Patisua Fakalata**, (Resident) for the premises located at **245 E. O'Keefe Street #19, East Palo Alto, CA 94303**.

☒ This property **may** contain asbestos.

OR

❑ This property contains asbestos. This hazardous substance is contained in some of the original building materials and in some of the products and materials used to maintain the property. Disturbance or damage to certain interior apartment surfaces may increase the potential exposure to these substances.

1. Resident(s) or their guests, employees and contractors shall not take or permit any action which in any way damages or disturbs the ceiling in the Premises or any part thereof, including without limitation:
   (i) piercing the surface of the ceiling by drilling or any other method;
   (ii) hanging plants, mobiles, or other objects from the ceiling;
   (iii) attaching any fixtures to the ceiling;
   (iv) allowing any objects to come in contact with the ceiling;
   (v) permitting water or any liquid, other than ordinary steam condensation, to come into contact with the ceiling;
   (vi) painting, cleaning, or undertaking any repairs of any portion of the ceiling;
   (vii) replacing light fixtures;
   (viii) undertaking any activity which results in building vibration which may cause damage to the ceiling.
2. Resident(s) shall notify Owner and Agents immediately in writing: (i) if there is any damage to or deterioration of the ceiling in the Premises or any portion thereof, including without limitation flaking, loose, cracking, hanging or dislodged material, water leaks, or stains in the ceiling; or (ii) upon the occurrence of any of the events described in Paragraph 1 above.

The undersigned Resident(s) acknowledge(s) having read and understood the foregoing.

12/20/09 — 12/21/09

Patisua Fakalata ***(Resident)*** ***Date*** ***(Owner/Agent)*** ***Date***

CALIFORNIA'S PROPOSITION 65 WARNING

California's Proposition 65 (Safe Drinking Water and Toxic Enforcement Act of 1986) requires businesses with 10 or more employees to provide warnings prior to exposing individuals to chemicals known to the State to cause cancer, and/or birth defects or other reproductive harm.

These types of chemicals are found within this establishment. This brochure provides you with information on what chemicals are present and what your exposures to them might be.

Warning

This Facility Contains Chemicals Known to the State of California To Cause Cancer and/or Birth Defects Or Other Reproductive Harm.

Second Hand Tobacco Smoke and Tobacco Products.

Tobacco products and tobacco smoke and its by-products contain many chemicals that are known to the State of California to cause cancer, and birth defects or other reproductive harm. Smoking is permitted in certain common and private areas.

Furnishings, Hardware, and Electrical Components.

Room furnishings and building materials contain formaldehyde, which is known to the State of California to cause cancer. Furniture, foams, brass keys, electrical power cords, carpeting, carpet padding, wall coverings, wood surfaces, and vinyl, contain a number of chemicals, including lead, and formaldehyde, known to cause cancer, and/or birth defects or other reproductive harm. Their presence in these materials can lead to exposures. Certain molds that may be present contain chemicals, including sterigmatocystin, known to the State of California to cause cancer.

Combustion Sources.

Combustion sources such as gas stoves, fireplaces, and barbeques contain or produce a large number chemicals, including acetaldehyde, benzene and carbon monoxide, known to the State of California to cause cancer, and/or birth defects or other reproductive harm which are found in the air of this complex. Any time organic matter such as gas, charcoal or wood is burned, Proposition 65-listed chemicals are released into the air.

Construction and Maintenance Materials.

Construction and maintenance materials contain Proposition 65-listed chemicals, such as roofing materials manufactured with vinyl chloride monomer, benzene and ceramic fibers, which are known to cause cancer, or birth defects or other reproductive harm. Construction materials used in walls, floors, ceilings and outside cladding contain chemicals, such as formaldehyde resin, asbestos, arsenic, cadmium and creosote, which are released as gases or vapors during normal degradation or deterioration, and as dust or particulate when disturbed during repairs, maintenance or renovation, all of which can lead to exposures.

Certain Products Used In Cleaning And Related Activities.

Certain cleaning products used for special cleaning purposes such as graffiti removal and spot and stain lifters contain chlorinated solvents including perchloroethylene and urinal odor cakes contain paradichlorobenzene which are Proposition 65-listed chemicals known to cause cancer or birth defects or other reproductive harm.

Swimming Pools and Hot Tubs.

The use and maintenance of a variety of recreational activities and facilities such as swimming pools and hot tubs where chlorine and bromine are used in the disinfecting process can cause exposures to chloroform and bromoform which are chemicals known to the State of California to cause cancer.

Paint and Painted Surfaces.

Certain paints and painted surfaces contain chemicals, such as lead and crystalline silica, that are known to the State of California to cause cancer, and/or birth defects or other reproductive harm. Lead-based paint chips may be ingested and crystalline silica may be released into the air and lead to exposures.

Engine Related Exposures.

The operation and maintenance of engines, including automobiles, vans, maintenance vehicles, recreational vehicles, and other small internal combustion engines are associated with this residential rental facility. Motor vehicle rental fuels and engine exhaust contain many Proposition 65-listed chemicals, including benzene, carbon monoxide and, for diesel engines, diesel exhaust, which are known to the State to cause cancer, and/or birth defects or other reproductive harm. In parking structures and garages, exhaust fumes can concentrate, increasing your exposure to these chemicals.

Pest Control and Landscaping.

Pests control and landscaping products used to control insects and weeds contain resmethrin, mycobutonil, triforine and arsenic trioxide which are known to the State to cause cancer and/or birth defects or other reproductive harm.

Sources of Chemical Exposures

California's Proposition 65 has identified hundreds of chemicals known to the State of California to cause cancer, and/or birth defects or other reproductive harm. The law requires that businesses with 10 or more employees warn you prior to knowingly and intentionally exposing you to any of these chemicals when the exposure is over a certain level. While many exposures are associated with industrial activities and chemicals, everyday items and even the air we breathe routinely contain many of these chemicals. This brochure provides warning and information regarding exposures to these chemicals that occur in this facility. In many instances, we do not have information specific to this facility. Instead we have relied upon experts in this field to tell us where and to which chemicals these exposures might occur. For other exposures to listed chemicals, enough is known to identify specific areas of exposure.

The regulations implementing Proposition 65 offer warnings for various circumstances. Some of those warnings you may see in this residential rental property include the following:

General - Warning: This Facility Contains Chemicals Known to the State of California To Cause Cancer, And Birth Defects Or Other Reproductive Harm.

Foods and Beverages - Warning: Chemicals Known To The State of California To Cause Cancer, Or Birth Defects Or Other Reproductive Harm May Be Present In Foods Or Beverages Sold Or Served Here.

Alcohol - Warning: Drinking Distilled Spirits, Beer, Coolers, Wine, And Other Alcoholic Beverages May Increase Cancer Risk, And, During Pregnancy, Can Cause Birth Defects.

Patisua Fakalata *(Resident)*	12/21/09 *Date*	*(Owner/Agent)*	12/21/09 *Date*

TARGET HOUSING RENTAL AGREEMENT/LEASE ADDENDUM
DISCLOSURE OF INFORMATION ON
LEAD-BASED PAINT AND LEAD-BASED PAINT HAZARDS

Resident is renting from Owner/Agent the premises located at: 245 E. O'Keefe Street #19, East Palo Alto, CA 94303.

Lead Warning Statement

Housing built before 1978 may contain lead-based paint. Lead from paint, paint chips, and dust can pose health hazards if not taken care of properly. Lead exposure is especially harmful to young children and pregnant women. Before renting pre-1978 housing, landlords must disclose the presence of known lead-based paint and lead-based paint hazards in the dwelling. Lessees must also receive a Federally approved pamphlet on lead poisoning prevention. **NOTE: The existence of lead on the rental property is not, by itself, cause for termination of the tenancy. (Public Law 102-550 sec. 1018(c))**

Lessor's Disclosure

(a) Presence of lead-based paint or lead-based paint hazards:

- ☒ Lessor has no knowledge of lead-based paint and/or lead-based paint hazards in the housing.
- ☐ Known lead-based paint and/or lead-based paint hazards are present in the housing.

(b) Records and reports available to the Lessor:

- ☒ Lessor has no reports or records pertaining to lead-based paint and/or lead-based paint hazards in the housing.
- ☐ Lessor has provided the Resident with all available records and reports pertaining to lead-based paint and/or lead-based paint hazards in the housing.

Agent's* Acknowledgment (initial)

(c) _____ Agent has informed the Lessor of his/her obligations under 42 U.S.C. 4852(d), and the Agent is aware of his/her responsibility to ensure compliance.

* The term Agent is defined as any party who enters into a contract with the Lessor, including anyone who enters into a contract with a representative of the Lessor for the purpose of leasing housing. An on-site resident manager may act as the Agent if authorized to do so by either the Lessor or the property management company.

Lessee's Acknowledgment (initial)

(d) _____ Lessee has received copies of all information listed above.

(e) _____ Lessee has received the pamphlet *Protect Your Family from Lead in Your Home.*

Certification of Accuracy

The following parties have reviewed the information above to certify, to the best of their knowledge, that the information provided by the signatory is true and accurate.

Patisua Fakalata *(Resident)*	12/21/09 *Date*	*(Owner/Agent)*	12/21/09 *Date*

On-Site.com

PARKING AGREEMENT

THIS PARKING AGREEMENT is made and entered into this **23rd** day of **March**, **2007** between **245 Okeefe, LLC** ("Owner"), whose address and phone number are **2041 Euclid Ave, E. Palo Alto, CA 94303, (650) 566-2030,** and **Patisua Fakalata** ("Permit Holder").

THE PARTIES AGREE AS FOLLOWS:

1. **LOCATION.** Subject to the terms and conditions of this Parking Agreement, Permit Holder agrees to purchase, and Owner agrees to sell to Permit Holder, **one (1)** monthly parking permits (the "Parking Permits") for use at the property located at **245 E. O'Keefe Street, East Palo Alto,** California **94303** (the "Property").

2. **MONTHLY FEE.** Permit Holder shall pay ~~$50.00~~ per month per Parking Permit (the "Permit Fee"). Permit Holder acknowledges and agrees that this amount may be increased from time to time to reflect Owner's then-current rate for parking spaces charged by the Owner to new residents at Owner's apartment buildings or at any other rate in Owner's sole and absolute discretion.
   (a) Payment will be due in advance on or before the **1st** of every month. If the Permit Fee is paid after the **5th** of the month, there will be a late charge of **$10.00** assessed for such late payment. There is no grace period with respect to the application of such late charge. The parties have deemed the foregoing late charge to be a reasonable estimate of the amount of damages suffered by Owner by reason of Permit Holder's late payment of rent, as it would be impracticable or extremely difficult to determine the actual damages suffered by Owner in the event of such a late payment.
   (b) Pursuant to California law, if Permit Holder passes a check on insufficient funds, Permit Holder will be liable to Owner for the amount of the check and a service charge of **$25.00** for the first check passed on insufficient funds, and **$35.00** for each subsequent check passed on insufficient funds.

3. **PERMIT AND DESIGNATED PARKING SPACE.** The Permit Holder must obtain one (1) Parking Permit for each vehicle the Permit Holder will park on the Property. The Parking Permit must be prominently displayed in the back window of the vehicle at all times. The vehicle may only be parked in its designated parking space (as indicated in the "Vehicle Information" section of this Parking Agreement). The Parking Permits are valid only for the vehicle's assigned space and only for current residents of the Property who are party to a valid apartment lease and not in default thereunder.

4. **NON-RESIDENT PARKING.** Subject to availability, unassigned guest parking may be provided at the Property for non-resident guests on a "first come, first served" basis. Unassigned guest parking spaces may be assigned to current tenants of the Property at any time and at Owner's sole and absolute discretion. Guest use of parking facilities is in accordance with the Property's Parking Rules and Regulations (as the same may be amended or modified from time to time in Owner's sole and absolute discretion, the "Parking Rules"). The maximum allowable duration for visitor parking is three (3) days.

5. **TERMS AND CONDITIONS.** Permit Holder acknowledges and agrees that:
   (a) Resident's use of the Parking Permit and parking facilities is in accordance with the Parking Rules.
   (b) The term and amount of all Parking Permits may vary. The Parking Holder may or may not have any or all of its Parking Permits for the duration of the "Lease" (as defined below), nor may Permit Holder have all its Parking Permits for the same duration.
   (c) The parking provided herein is not a service under that certain Lease Agreement between Owner and Permit Holder with respect to the Property (the "Lease").
   (d) Parking Permits may be cancelled at any time, in Owner's sole and absolute discretion, upon thirty (30) days' notice by Owner.
   (e) Parking Permits shall remain the property of the Owner. Parking Permits must be displayed as set forth herein and may not be mutilated in any manner. The serial number, if any, of the Parking Permit may not be obliterated. Parking Permits are not transferable and any Parking Permit in the possession of an unauthorized holder will be void. If a Parking Permit is lost or otherwise must be replaced, Permit Holder must pay a replacement charge of **$20.00** for each replacement Parking Permit.

6. **DEFAULT AND FAILURE TO ADHERE TO CONDITIONS.** Notwithstanding anything to the contrary, a default under the Lease shall constitute a default under this Parking Agreement. Further, Permit Holder's failure to adhere to the terms, conditions and provisions of the Parking Agreement and the terms and conditions of the Parking Rules may result in Owner or its agent taking one or more of the following actions:
   (a) Towing of the vehicle without warning and at the vehicle owner's or Permit Holder's risk and expense;
   (b) The temporary suspension of Permit Holder's or its guest's parking privileges with no refund;

(c) Permanent revocation of the Parking Permit with no refund; or

(d) Permanent loss of all of Permit Holder's or its guest's parking privileges.

Permit Holder acknowledges and agrees that Owner shall be in no way responsible for loss, theft or damage to any vehicle or other property due to collision, theft, burglary, vandalism, crime or otherwise caused by Permit Holder, its guests, agents or licensees, any vehicle operated or parked by Permit Holder, its guests, agents or licensees pursuant to or in violation of this Parking Agreement, any personal property left in such vehicle, or otherwise with respect to Permit Holder, its guests, agents or licensees. Permit Holder agrees to indemnify and hold harmless Owner with respect to any claim arising from such loss or damage.

Permit Holder acknowledges and agrees that Permit Holder has been granted a license to park on the Property and that no bailment relationship between Owner and Permit Holder has been or will be created. Permit Holder is required to park and lock Permit Holder's vehicle, and must retain the vehicle's keys. In no event shall Owner or its agents be deemed to have acquired any dominion over the vehicle or any right to control the vehicle's removal (except for purposes of towing vehicles following a violation of the Parking Rules or the Permit Holder's Parking Agreement).

Permit Holder acknowledges and agrees that there is no attendant at the parking lot and that Permit Holder parks the vehicle at the Property at Permit Holder's sole risk.

12/21/09 — 12/21/09

Patisua Fakalata ***(Resident)*** ***Date*** ***(Owner/Agent)*** ***Date***

Permit Holder's Apartment Number: **19**

Vehicle Information			
Year:	**Make:**	**Model:**	**Color:**
Parking Space:	**Permit #:**	**Plate #:**	**State:**

ADDENDUM:
PARKING RULES AND REGULATIONS

The following rules and regulations shall govern use of the parking facilities for the Property. Any vehicle found to be in violation of these rules will be towed at the vehicle owner's expense, without notice.

1. No vehicle may be parked in the fire lane and/or red zones.
2. No vehicle may be parked in a disabled-access space without a valid and prominently displayed disabled parking permit or placard issued by the State of California.
3. No vehicle may be parked without a valid monthly parking permit sticker (the "Parking Permit") properly displayed. Each Parking Permit is valid only for the vehicle's assigned space and only for current residents of the Property who are party to a valid apartment lease and not in default thereunder.
4. All vehicles must be currently registered to the holder of the Parking Permit (the "Permit Holder") (or validly leased by the Permit Holder) and in good working order. Vehicles must not drop excessive oil or fluids on the ground, present a health or safety hazard, or cause damage or the risk of damage to any part of the Property. Inoperable, dismantled or partially dismantled, or unregistered vehicles are subject to tow under California Vehicle Code §22658 and any applicable local laws and/or ordinances.
5. No vehicle washing, waxing, cleaning or servicing is permitted on the Property.
6. Permit Holder may not perform or have performed any mechanical work or vehicle repairs on any vehicle in the parking area including, without limitation, changing oil.
7. Vehicles must be parked in only their designated parking space, entirely within the painted stall lines and head-in. No back-in parking is permitted.
8. The Property owner ("Owner") is not responsible if the vehicle is impounded.
9. Owner reserves the right to refuse the sale of Parking Permits or other parking identification devices to any tenant or person and/or his agents or representatives who willfully refuse to comply with these Parking Rules or any applicable city, state or federal ordinances, laws or agreements, whether posted or unposted.
10. Loss or theft of Parking Permits or other parking identification devices from vehicles must be reported immediately to Owner. Owner has the right to exclude any vehicle from the parking facilities that does not have an identification device. Any Parking Permit or other parking identification devices reported lost or stolen found on any unauthorized vehicle will be confiscated and the illegal holder will be subject to prosecution.
11. All directional signs and arrows must be observed.
12. The speed limit within all parking areas shall be 5 miles per hour.
13. Permit Holder acknowledges and agrees that Owner shall be in no way responsible for loss, theft or damage to any vehicle or other property due to collision, theft, burglary, vandalism, crime or otherwise caused by Permit Holder, its guests, agents or licensees, any vehicle operated or parked by Permit Holder, its guests, agents or licensees pursuant to or in violation of this Parking Agreement, any personal property left in such vehicle, or otherwise with respect to Permit Holder, its guests, agents or licensees. Permit Holder agrees to indemnify and hold harmless Owner with respect to any claim arising from such loss or damage.
14. Permit Holder acknowledges and agrees that Permit Holder has been granted a license to park on the Property and that no bailment relationship between Owner and Permit Holder has been or will be created. Permit Holder is required to park and lock Permit Holder's vehicle, and must retain the vehicle's keys. In no event shall Owner or its agents be deemed to have acquired any dominion over the vehicle or any right to control the vehicle's removal (except for purposes of towing vehicles following a violation of the Parking Rules or the Permit Holder's Parking Agreement).
15. Permit Holder acknowledges and agrees that there is no attendant at the parking lot and that Permit Holder parks the vehicle at the Property at Permit Holder's sole risk.
16. Owner reserves the right to modify and/or adopt such other reasonable rules and regulations for the parking facilities as it deems necessary for the operation of the parking facilities. Owner reserves the right at any time to grant similar reserved and/or non-exclusive use to other tenants at the Property, to promulgate additional rules and regulations relating to the use of such parking areas, including reasonable restrictions on parking by tenants and guests, and to make changes in parking layout from time to time.

PEST CONTROL NOTICE ADDENDUM

This document is an Addendum and is part of the Rental/Lease Agreement, dated **March 23, 2007** between **245 Okeefe, LLC** (Owner/Agent) and **Patisua Fakalata**, (Resident) for the premises located at **245 E. O'Keefe Street #19, East Palo Alto, CA 94303**.

California law requires that an Owner/Agent of a residential dwelling unit provide each new tenant a copy of the notice provided by a registered pest control company if a contract for periodic pest control service has been executed.

The premises you are renting, or the common areas of the building are covered by such a contract for regular pest control service, so you are being notified pursuant to the law. The notice provided by the pest control company is attached to this Acknowledgment.

The undersigned Resident(s) acknowledge(s) having read and understood the foregoing and the referenced attachment. Only may sign this Lease Agreement on behalf of Owner/Agent. If the signatory is not , this Lease Agreement is of no effect.

12/21/09 — 12/21/09

Patisua Fakalata ***(Resident)*** ***Date*** ***(Owner/Agent)*** ***Date***

REPAIRS AND REPLACEMENTS

Addendum to the Lease Agreement

During your tenancy, if the items below are not maintained in a satisfactory condition or working order, the following charges will be made. You will be responsible for these charges and billed directly. These bills are payable upon receipt. If the damages are discovered during the course of your move out inspection, the charges will be deducted from your security deposit.

If any items are missing or damaged to the point that they must be replaced when you move out, you will be charged the current cost of the item, plus labor and service charges.

You will be charged the list amount for each instance the item must be cleaned, repaired or replaced. Multiple charges will be made where appropriate. The prices given for the items listed below are average prices. If we incur a higher cost for repairing or replacing the item, you will be responsible for the higher cost.

Please be aware that this is not an all-inclusive list: you can be charged for cleaning, repairing or replacement items that are not on the list.

Cleaning

Unit Size/Type	Light	Heavy
Suite/Junior	$50.00	$70.00
1 Bedroom	$60.00	$80.00
2 Bedroom	$80.00	$100.00
3 Bedroom	$100.00	$120.00

Repair or Replacement

Painting	$200.00
Carpet	per invoice
Graffiti removal	$50.00
Keys	per invoice
Main lock change	$50.00
Privacy lock change	$25.00
Broiler pan	$25.00
Range element	$17.00
Drip Pans	$10.00
Furniture removal	$30.00
Mail lock	$15.00
Toilet	$100.00
Light bulbs	$5.00
Light fixtures	$50.00

Holes in wall	$75.00
Blinds (78 in.)	$34.55
Blinds (104 in.)	$56.78
Closet Doors	$50.00
Mirrored closet door	$200.00
Exterior door	$100.00
Window Screen	$15.00
Patio Screen	$50.00
Glass Windows	per invoice
Counter tops	$13.00 per Ln. ft.
Floor tile	$2.25 per sq. ft.
Refrigerator shelves	$30.00
Crisper covers	$15.00
Faucet	$50.00

12/21/09 12/21/09

Patisua Fakalata *(Resident)* ***Date*** ***(Owner/Agent)*** ***Date***

RESIDENT POLICIES AND "HOUSE RULES" ADDENDUM

I. GENERAL

1. This document is an Addendum and is part of the Rental/Lease Agreement, dated **March 23, 2007** between **245 Okeefe, LLC** (Owner/Agent) and **Patisua Fakalata**, (Resident) for the premises at **245 E. O'Keefe Street #19, East Palo Alto, CA 94303**.
2. New policies and rules or amendments to this document may be adopted by Owner/Agent upon giving 30 days' notice in writing to Resident.
3. Guests who stay more than **14 days in a year** period may constitute a breach of the Rental/Lease Agreement. At the discretion of the Owner/Agent, guests may be required to go through the application process and, if approved, must sign a Rental/Lease Agreement.
4. Residents who lock themselves out of their units may be assessed a charge for the actual costs, including out of pocket expenses, incurred by the Owner/Agent.

II. NOISE AND CONDUCT

1. Residents and their guests shall not make or allow any excessive noise in the unit nor permit any actions which will interfere with the rights, comforts or conveniences of other persons.
2. Residents and their guests shall refrain from playing musical instruments, television sets, stereos, radios, and other devices at a volume which will disturb other persons.
3. Residents and their guests shall refrain, and shall ensure that Resident's guests likewise refrain, from activities and conduct outside of the unit (in common areas, parking areas, or recreation facilities) which are likely to annoy or disturb other persons.
4. Resident and their guests shall refrain from creating, or allowing to be created, any noise that is disturbing to other Residents **between the hours of 10 pm and 8 am**.

III. CLEANLINESS AND TRASH

1. Resident shall keep the unit clean, sanitary and free from objectionable odors at all times.
2. Resident shall ensure that papers, cigarette butts and trash are placed in appropriate receptacles so that litter is not created on or about Resident's unit.
3. Resident shall ensure that trash and other materials are not permitted to accumulate so as to cause a hazard or be in violation of any health, fire or safety ordinance or regulation.
4. Resident shall ensure that garbage is not permitted to accumulate and that it is placed on a daily basis in the trash containers provided for that purpose. Resident shall ensure that large boxes are broken apart before being placed in the trash containers. Resident shall be responsible, at Resident's expense, for hauling to the dump those items too large to fit in the trash containers.
5. Resident shall ensure that furniture is kept inside the unit and that unsightly items are kept out of view.
6. Resident shall refrain from leaving articles in the hallways or other common areas.
7. Resident shall refrain from shaking or hanging clothing, curtains, rugs, and other coverings and cloths outside of any window, ledge, or balcony.
8. Resident shall refrain from disposing of any combustible or hazardous material in trash containers or bins.

IV. SAFETY/SECURITY

1. Security is the responsibility of each Resident and each guest. Owner/Agent assumes no responsibility or liability, unless otherwise provided by law, for Resident's and guests' safety and security, or for injury or damage caused by the criminal acts of other persons.
2. Resident should ensure that all doors are locked during Resident's absence. Resident must notify Owner/Agent if locks become inoperable.
3. Resident should ensure that all appliances are turned off before departing from the premises.

4. When leaving for an extended period, Resident should notify Owner/Agent how long Resident will be away.
5. Prior to any planned absence from the unit, Resident shall give Owner/Agent authority to allow entry to the unit to any person or provide Owner/Agent with the name of any person or entity permitted by Resident to enter the unit.
6. Resident shall refrain from smoking in bed.
7. Resident shall refrain from using or storing gasoline, cleaning solvent or other combustibles in the unit.
8. Resident shall ensure that no personal belongings, including bicycles, play equipment or other items shall be left unattended in the halls, stairways or about the building.

V. MAINTENANCE, REPAIRS AND ALTERATIONS

1. Resident shall advise Owner/Agent of any items requiring repair, such as light switches or dripping faucets. Resident shall make repair requests as soon after the defect is noted as is practical.
2. Resident shall refrain from making service requests directly to maintenance personnel unless Resident is directed to do so by Owner/Agent.
3. Resident shall refrain from making any alterations or improvements to the unit without the consent of Owner/Agent. Resident shall refrain from using adhesives, glue or tape to affix pictures or decorations.
4. Resident shall refrain from using aluminum foil as a window covering and shall obtain the approval of Owner/Agent before using any window covering visible from the exterior of the building.
5. Costs of repair or clearance of stoppages in waste pipes or drains, water pipes or plumbing fixtures caused by Resident's negligence or improper usage are the responsibility of the Resident. Payment for corrective action must be paid by Resident on demand.

VI. PARKING

1. Number of parking spaces assigned to Resident's unit 1 . Only one vehicle may be parked in each space.
2. Resident shall only use assigned parking spaces and shall ensure that guests park only in unassigned areas or designated guest parking areas. Resident shall ensure that posted and designated fire zones or "No Parking" areas remain clear of vehicles at all times. Resident shall refrain from parking in unauthorized areas or in another resident's designated parking space. (Vehicles parked in unauthorized areas or in another Resident's space may be towed away at the vehicle owner's expense.)
3. Only currently registered vehicles may be parked on the property. A vehicle that lacks an engine, transmission, wheels, tires, doors, windshield, or any other major part or equipment necessary to operate saftely on the highways, is subject to tow under California Vehicle Code 22658. Vehicles parked in violation of local laws/ordinance are subject to tow.

The undersigned Resident(s) ackowledge(s) having read and understood the foregoing.

Patisua Fakalata *(Resident)* *Date* *(Owner/Agent)* *Date* 12/21/09

Exhibit B

Resident Ledger

GREYSTAR®

Date: 02/12/2025

Code	t2439918	**Property**	cawoopa2	**Lease From**	05/01/2015
Name	Patisue Fakalata	**Unit**	209-19	**Lease To**	04/30/2016
Address	245 East OKeefe Street	**Status**	Current	**Move In**	03/28/2007
	19	**Rent**	1636.90	**Move Out**	
City	East Palo Alto, CA 94303	**Phone (H)**		**Phone (W)**	

Date	Chg Code	Post Month	Description	Charge	Payment	Balance	Chg/Rec
03/28/2007	secdep	07/2021	Security deposits received	1,000.00		1,000.00	67401493
03/28/2007		07/2021	Security deposits received		1,000.00	0.00	21611708
03/01/2020	rent	07/2021	Leased Rent (03/2020)	210.20		210.20	67403447
03/11/2020	latefee	07/2021	Late fees	35.00		245.20	67403639
04/01/2020	rent	07/2021	Leased Rent (04/2020)	49.72		294.92	67403748
01/01/2021	rent	07/2021	Leased Rent (01/2021)	0.06		294.98	67407661
08/01/2021	rent	08/2021	Base Rent (08/2021)	1,460.51		1,755.49	68472976
08/10/2021		08/2021	chk# 2038 :CHECKscan Payment		1,460.51	294.98	21944924
09/01/2021	rent	09/2021	Base Rent (09/2021)	1,460.51		1,755.49	69827443
09/08/2021		09/2021	chk# 2040 :CHECKscan Payment		1,460.51	294.98	22317068
10/01/2021	rent	10/2021	Base Rent (10/2021)	1,460.51		1,755.49	71341950
10/07/2021		10/2021	chk# 2042 :CHECKscan Payment		1,460.51	294.98	22721745
11/01/2021	rent	11/2021	Base Rent (11/2021)	1,460.51		1,755.49	72855924
11/16/2021		11/2021	chk# 2044 :CHECKscan Payment		1,460.51	294.98	23220652
12/01/2021	rent	12/2021	Base Rent (12/2021)	1,460.51		1,755.49	74412725
12/07/2021		12/2021	chk# 2048 :CHECKscan Payment		1,460.51	294.98	23559186
01/01/2022	rent	01/2022	Base Rent (01/2022)	1,460.51		1,755.49	101148626
01/05/2022		01/2022	chk# 2054 :CHECKscan Payment		1,460.51	294.98	23913586
02/01/2022	rent	02/2022	Base Rent (02/2022)	1,460.51		1,755.49	102863475
02/07/2022		02/2022	chk# 2046 :CHECKscan Payment		1,460.51	294.98	24364108
03/01/2022	rent	03/2022	Base Rent (03/2022)	1,460.51		1,755.49	104468694
03/08/2022		03/2022	chk# 0090 :CHECKscan Payment		1,460.51	294.98	24772382
04/01/2022	rent	04/2022	Base Rent (04/2022)	1,460.51		1,755.49	106128424
04/04/2022		04/2022	chk# 0094 :CHECKscan Payment		1,460.51	294.98	25166251
05/01/2022	rent	05/2022	Base Rent (05/2022)	1,460.51		1,755.49	107686483
05/01/2022	rent	05/2022	Reverse Incorrect Rent (5/2022	(1,460.51)		294.98	108199753
05/01/2022	rent	05/2022	Correct Rent (5/2022)	1,479.49		1,774.47	108199755
05/06/2022		05/2022	chk# 2064 :CHECKscan Payment		1,479.49	294.98	25622174
06/01/2022	rent	06/2022	Base Rent (06/2022)	1,479.49		1,774.47	109382979
06/08/2022		06/2022	chk# 2079 :CHECKscan Payment		1,479.49	294.98	26078551
07/01/2022	rent	07/2022	Base Rent (07/2022)	1,479.49		1,774.47	111075741
07/05/2022		07/2022	chk# 2083 :CHECKscan Payment		1,479.49	294.98	26489192
08/01/2022	rent	08/2022	Base Rent (08/2022)	1,479.49		1,774.47	112774285
08/07/2022		08/2022	chk# 2088 :CHECKscan Payment		1,479.49	294.98	26992699
09/01/2022	rent	09/2022	Base Rent (09/2022)	1,479.49		1,774.47	114484450
09/06/2022		09/2022	chk# 2091 :CHECKscan Payment		1,479.45	295.02	27445680
10/01/2022	rent	10/2022	Base Rent (10/2022)	1,479.49		1,774.51	116173026
10/06/2022		10/2022	chk# 2095 :CHECKscan Payment NSFed by ctrl# 27985743 Automatic NSF JH02XQ5PLJ3, Return Code: A Uncollected NSF		1,479.49	295.02	27939049
10/11/2022	latefee	10/2022	Late Fees	35.00		330.02	116755061
10/12/2022	nsffee	10/2022	Returned check charge	25.00		355.02	116723922
10/12/2022		10/2022	chk# 2095 NSF receipt Ctrl# 27939049 Automatic NSF JH02XQ5PLJ3, Return Code: A Uncollected NSF		(1,479.49)	1,834.51	27985743
10/16/2022		10/2022	chk# 138602 :CHECKscan Payment		295.02	1,539.49	28026918
10/16/2022		10/2022	chk# 138603 :CHECKscan Payment		1,479.49	60.00	28026919

11/01/2022	rent	11/2022	Base Rent (11/2022)	1,479.49		1,539.49	117939042
11/11/2022	latefee	11/2022	Late Fees	35.00		1,574.49	118516449
11/15/2022		11/2022	chk# 139691 :CHECKscan Payment		1,539.49	35.00	28493295
12/01/2022	rent	12/2022	Base Rent (12/2022)	1,479.49		1,514.49	119248851
12/11/2022	latefee	12/2022	Late Fees	35.00		1,549.49	120284382
12/19/2022	latefee	12/2022	Reverse Late Fee (12/2022)	(35.00)		1,514.49	120347694
12/22/2022		01/2023	chk# 140422 :CHECKscan Payment		1,514.49	0.00	29072979
01/01/2023	rent	01/2023	Base Rent (01/2023)	1,479.49		1,479.49	121474041
01/09/2023		01/2023	chk# 141344 :CHECKscan Payment		1,479.49	0.00	29426381
02/01/2023	rent	02/2023	Base Rent (02/2023)	1,479.49		1,479.49	123276357
02/06/2023		02/2023	chk# 142514 :CHECKscan Payment		1,479.49	0.00	29878971
03/01/2023	rent	03/2023	Base Rent (03/2023)	1,479.49		1,479.49	125130291
03/04/2023		03/2023	chk# 143617 :CHECKscan Payment		1,479.49	0.00	30332430
04/01/2023	rent	04/2023	Base Rent (04/2023)	1,479.49		1,479.49	126901584
04/02/2023		04/2023	chk# 144699 :CHECKscan Payment		1,479.49	0.00	30750577
05/01/2023	rent	05/2023	Base Rent (05/2023)	1,479.49		1,479.49	128552461
05/06/2023		05/2023	chk# 146029 :CHECKscan Payment		1,479.49	0.00	31302807
06/01/2023	rent	06/2023	Base Rent (06/2023)	1,479.49		1,479.49	130234056
06/08/2023		06/2023	chk# 147124 :CHECKscan Payment		1,479.49	0.00	31787890
07/01/2023	rent	07/2023	Base Rent (07/2023)	1,479.49		1,479.49	132008559
07/09/2023		07/2023	chk# 148018 :CHECKscan Payment		1,479.49	0.00	32257373
08/01/2023	rent	08/2023	Base Rent (08/2023)	1,479.49		1,479.49	133781107
08/04/2023		08/2023	chk# 149274 :CHECKscan Payment		1,479.49	0.00	32704979
09/01/2023	rent	09/2023	Base Rent (09/2023)	1,479.49		1,479.49	135622532
09/06/2023		09/2023	chk# 9585505979 :CHECKscan Payment		1,606.38	(126.89)	33212250
10/01/2023	rent	10/2023	Base Rent (10/2023)	1,606.38		1,479.49	137304728
10/11/2023	latefee	10/2023	Late Fees	35.00		1,514.49	138085915
10/17/2023		10/2023	chk# 151495 :CHECKscan Payment		1,479.49	35.00	33813648
11/01/2023	rent	11/2023	Base Rent (11/2023)	1,606.38		1,641.38	139319757
11/11/2023	latefee	11/2023	Late Fees	35.00		1,676.38	139939146
11/16/2023		11/2023	chk# 3180 :CHECKscan Payment		1,679.00	(2.62)	34302192
12/01/2023	rent	12/2023	Base Rent (12/2023)	1,606.38		1,603.76	141198947
12/11/2023	latefee	12/2023	Late Fees	35.00		1,638.76	141816016
12/12/2023		12/2023	chk# 3694 :CHECKscan Payment		1,603.16	35.60	34755561
01/01/2024	rent	01/2024	Base Rent (01/2024)	1,606.38		1,641.98	142998795
01/11/2024	latefee	01/2024	Late Fees	35.00		1,676.98	143689017
01/14/2024		01/2024	chk# 3696 :CHECKscan Payment NSFed by ctrl# 35257770 Automatic NSF L0RY51MQLJ4, Return Code: A Uncollected NSF		1,676.98	0.00	35229646
01/18/2024	nsffee	01/2024	Returned check charge	25.00		25.00	143727770
01/18/2024		01/2024	chk# 1105826097 :CHECKscan Payment		1,701.98	(1,676.98)	35261230
01/18/2024		01/2024	chk# 3696 NSF receipt Ctrl# 35229646 Automatic NSF L0RY51MQLJ4, Return Code: A Uncollected NSF		(1,676.98)	0.00	35257770
02/01/2024	rent	02/2024	Base Rent (02/2024)	1,606.38		1,606.38	144942975
02/11/2024	latefee	02/2024	Late Fees	35.00		1,641.38	145657294
02/22/2024		03/2024	chk# 156230 :CHECKscan Payment		1,641.38	0.00	35832544
03/01/2024	rent	03/2024	Base Rent (03/2024)	1,606.38		1,606.38	146954363
03/04/2024		03/2024	chk# 156736 :CHECKscan Payment		1,606.38	0.00	36154815
04/01/2024	rent	04/2024	Base Rent (04/2024)	1,606.38		1,606.38	148959392
04/01/2024		04/2024	chk# 1577 2 :CHECKscan Payment		1,606.38	0.00	36528191
05/01/2024	rent	05/2024	Base Rent (05/2024)	1,606.38		1,606.38	151256259
05/08/2024		05/2024	chk# 159142 :CHECKscan Payment		1,606.38	0.00	37291300
06/01/2024	rent	06/2024	Base Rent (06/2024)	1,606.38		1,606.38	153426883
06/06/2024		06/2024	chk# 160197 :CHECKscan Payment		1,606.38	0.00	37832395
07/01/2024	rent	07/2024	Base Rent (07/2024)	1,606.38		1,606.38	155739744
07/09/2024		07/2024	chk# 161516 :CHECKscan Payment		1,606.38	0.00	38445126
08/01/2024	rent	08/2024	Base Rent (08/2024)	1,606.38		1,606.38	158014327
08/07/2024		08/2024	chk# 162549 :CHECKscan Payment		1,606.38	0.00	39046766
09/01/2024	rent	09/2024	Base Rent (09/2024)	1,606.38		1,606.38	160364334
09/04/2024		09/2024	chk# 163630 :CHECKscan Payment		1,606.38	0.00	39598877
10/01/2024	rent	10/2024	Base Rent (10/2024)	1,636.90		1,636.90	162320237
10/11/2024	latefee	10/2024	Late Fees	35.00		1,671.90	163371976
10/23/2024		11/2024	chk# 165200 :CHECKscan Payment		1,671.90	0.00	40417475

11/01/2024	rent	11/2024	Base Rent (11/2024)	1,636.90		1,636.90	165127581
11/06/2024		11/2024	chk# 165773 :CHECKscan Payment		36.90	1,600.00	40863932
11/06/2024		11/2024	chk# 0000177807 :CHECKscan Payment		1,600.00	0.00	40863933
12/01/2024	rent	12/2024	Base Rent (12/2024)	1,636.90		1,636.90	167491277
12/11/2024	latefee	12/2024	Late Fees	35.00		1,671.90	168081381
12/22/2024		01/2025	chk# 167328 :CHECKscan Payment		1,671.90	0.00	41582614
01/01/2025	rent	01/2025	Base Rent (01/2025)	1,636.90		1,636.90	169515081
01/08/2025		01/2025	chk# 167742 :CHECKscan Payment		1,636.90	0.00	42018253
02/01/2025	rent	02/2025	Base Rent (02/2025)	1,636.90		1,636.90	172177526
02/06/2025		02/2025	chk# 168776 :CHECKscan Payment		1,636.90	0.00	42604599

Exhibit C

R025

Resident Ledger

Patisue Fakalata

245 East OKeefe Street
19
East Palo Alto, CA, 94303

Date:	8/19/2021
Resident Code:	t1559533
Property:	014420
Unit:	209-19
Status:	Current
Rent:	$1,460.51
Deposit:	$1,000.00
Move In Date:	03/28/07
Move Out Date:	
Due Day:	1
Tel Num(Office)	
Tel Num(Home)	

Date	Post Mo	Description	Charges	Payments	Balance
		Balance Forward			**0.00**
02/17/16	12/2015			1,000.00	(1,000.00)
02/17/16	12/2015	Load Security Deposit	1,000.00		0.00
02/17/16	12/2015	Load AR Balance (Prevbal)	959.71		959.71
03/01/16	3/2016	Leased Rent (03/2016)	1,248.66		2,208.37
03/01/16	3/2016	Other income (03/2016)	9.75		2,218.12
03/08/16	3/2016	Chk# 132		1,258.41	959.71
04/01/16	4/2016	Leased Rent (04/2016)	1,248.66		2,208.37
04/01/16	4/2016	Other income (04/2016)	9.75		2,218.12
04/05/16	4/2016	Chk# 0136 - :CHECKscan Payment		1,258.41	959.71
04/06/16	4/2016	Late fees	50.00		1,009.71
04/06/16	4/2016	Resident paid rent on time. Property delayed posting.	(50.00)		959.71
05/01/16	5/2016	Leased Rent (05/2016)	1,273.63		2,233.34
05/01/16	5/2016	Other income (05/2016)	9.75		2,243.09
05/02/16	5/2016	Chk# 0139 - :CHECKscan Payment		1,300.00	943.09
05/05/16	6/2016	incorrect late fee charged in May	(50.00)		893.09
05/06/16	5/2016	Late fees	50.00		943.09
06/01/16	6/2016	Chk# 0146 - :CHECKscan Payment		1,800.00	(856.91)
06/01/16	6/2016	Leased Rent (06/2016)	1,273.63		416.72
06/01/16	6/2016	Other income (06/2016)	9.75		426.47
06/06/16	6/2016	Late fees	50.00		476.47
06/10/16	6/2016	Incorrect charge	(50.00)		426.47
07/01/16	7/2016	Chk# 0151 - :CHECKscan Payment		1,283.38	(856.91)
07/01/16	7/2016	Leased Rent (07/2016)	1,273.63		416.72
07/01/16	7/2016	Other income (07/2016)	9.75		426.47
07/06/16	7/2016	Late fees	50.00		476.47
07/06/16	7/2016	Incorrect late fee charged in July.	(50.00)		426.47
08/01/16	8/2016	Leased Rent (08/2016)	1,273.63		1,700.10
08/01/16	8/2016	Other income (08/2016)	9.75		1,709.85
08/04/16	8/2016	Chk# 152		1,290.00	419.85
08/06/16	8/2016	Late fees	50.00		469.85
08/06/16	8/2016	Resident paid on time.	(50.00)		419.85
09/01/16	9/2016	Leased Rent (09/2016)	1,273.63		1,693.48
09/01/16	9/2016	Other income (09/2016)	9.75		1,703.23

R026

Resident Ledger

Patisue Fakalata

245 East OKeefe Street
19
East Palo Alto, CA, 94303

Date:	8/19/2021
Resident Code:	t1559533
Property:	014420
Unit:	209-19
Status:	Current
Rent:	$1,460.51
Deposit:	$1,000.00
Move In Date:	03/28/07
Move Out Date:	
Due Day:	1
Tel Num(Office)	
Tel Num(Home)	

Date	Post Mo	Description	Charges	Payments	Balance
09/04/16	9/2016	Chk# 1001 - :CHECKscan Payment		1,290.00	413.23
09/06/16	9/2016	Late fees	50.00		463.23
09/06/16	9/2016	Resident paid Sept. Rent on time	(50.00)		413.23
09/11/16	9/2016	Per ownership, EQR late fees are waived from PREVBAL	(959.71)		(546.48)
10/01/16	10/2016	Leased Rent (10/2016)	1,273.63		727.15
10/01/16	10/2016	Other income (10/2016)	9.75		736.90
10/03/16	10/2016	Chk# 0611 - :CHECKscan Payment		1,300.00	(563.10)
11/01/16	11/2016	PSID100952951 - Web PSID 100952951 - ACH		720.28	(1,283.38)
11/01/16	11/2016	Leased Rent (11/2016)	1,273.63		(9.75)
11/01/16	11/2016	Other income (11/2016)	9.75		0.00
12/01/16	12/2016	Leased Rent (12/2016)	1,273.63		1,273.63
12/01/16	12/2016	Other income (12/2016)	9.75		1,283.38
12/03/16	12/2016	PSID103564914 - Web PSID 103564914 - ACH		1,283.38	0.00
01/01/17	1/2017	Leased Rent (01/2017)	1,283.38		1,283.38
01/04/17	1/2017	PSID105767754 - Web PSID 105767754 - ACH		1,320.00	(36.62)
02/01/17	2/2017	Leased Rent (02/2017)	1,283.38		1,246.76
02/02/17	2/2017	PSID107491327 - Web PSID 107491327 - ACH		1,256.76	(10.00)
03/01/17	3/2017	Leased Rent (03/2017)	1,283.38		1,273.38
03/04/17	3/2017	PSID110196083 - Web PSID 110196083 - ACH		1,284.00	(10.62)
04/01/17	4/2017	Leased Rent (04/2017)	1,283.38		1,272.76
04/04/17	4/2017	PSID112374606 - Web PSID 112374606 - ACH		1,282.76	(10.00)
05/01/17	5/2017	Leased Rent (05/2017)	1,314.18		1,304.18
05/04/17	5/2017	PSID114757929 - Web PSID 114757929 - ACH		1,315.00	(10.82)
06/01/17	6/2017	Leased Rent (06/2017)	1,314.18		1,303.36
06/05/17	6/2017	PSID117364276 - Web PSID 117364276 - ACH		1,313.00	(9.64)
07/01/17	7/2017	Leased Rent (07/2017)	1,314.18		1,304.54
07/04/17	7/2017	PSID119506233 - Web PSID 119506233 - ACH		1,314.54	(10.00)
08/01/17	8/2017	PSID121368309 - Web PSID 121368309 - ACH		1,314.18	(1,324.18)
08/01/17	8/2017	Leased Rent (08/2017)	1,314.18		(10.00)
09/01/17	9/2017	Leased Rent (09/2017)	1,314.18		1,304.18
09/05/17	9/2017	PSID124285667 - Web PSID 124285667 - ACH		1,314.18	(10.00)
10/01/17	10/2017	Leased Rent (10/2017)	1,314.18		1,304.18
10/04/17	10/2017	PSID126709747 - Web PSID 126709747 - ACH		1,314.18	(10.00)
11/01/17	11/2017	Leased Rent (11/2017)	1,314.18		1,304.18

R027

Resident Ledger

Patisue Fakalata

245 East OKeefe Street
19
East Palo Alto, CA, 94303

Date:	8/19/2021
Resident Code:	t1559533
Property:	014420
Unit:	209-19
Status:	Current
Rent:	$1,460.51
Deposit:	$1,000.00
Move In Date:	03/28/07
Move Out Date:	
Due Day:	1
Tel Num(Office)	
Tel Num(Home)	

Date	Post Mo	Description	Charges	Payments	Balance
11/04/17	11/2017	PSID129094198 - Web PSID 129094198 - ACH		1,314.18	(10.00)
12/01/17	12/2017	Leased Rent (12/2017)	1,314.18		1,304.18
12/05/17	12/2017	PSID132106792 - Web PSID 132106792 - ACH		1,314.18	(10.00)
01/01/18	1/2018	Leased Rent (01/2018)	1,314.18		1,304.18
01/04/18	1/2018	PSID134752389 - Web PSID 134752389 - ACH		1,314.18	(10.00)
02/01/18	2/2018	Leased Rent (02/2018)	1,314.18		1,304.18
02/05/18	2/2018	Chk# 0627 - :CHECKscan Payment		1,314.18	(10.00)
02/05/18	2/2018	Late fees	100.00		90.00
03/01/18	3/2018	Leased Rent (03/2018)	1,314.18		1,404.18
03/05/18	3/2018	PSID140056757 - Web PSID 140056757 - ACH		1,514.08	(109.90)
03/05/18	3/2018	Late fees	100.00		(9.90)
04/01/18	4/2018	Leased Rent (04/2018)	1,314.18		1,304.28
04/04/18	4/2018	PSID142466991 - Web PSID 142466991 - ACH		1,314.28	(10.00)
05/01/18	5/2018	Leased Rent (05/2018)	1,349.66		1,339.66
05/04/18	5/2018	PSID145006254 - Web PSID 145006254 - ACH		1,349.66	(10.00)
06/01/18	6/2018	Leased Rent (06/2018)	1,349.66		1,339.66
06/04/18	6/2018	PSID147076782 - Web PSID 147076782 - ACH		1,349.66	(10.00)
07/01/18	7/2018	Leased Rent (07/2018)	1,349.66		1,339.66
07/03/18	7/2018	PSID149146693 - Web PSID 149146693 - ACH		1,349.66	(10.00)
08/01/18	8/2018	Leased Rent (08/2018)	1,349.66		1,339.66
08/04/18	8/2018	PSID151140225 - Web PSID 151140225 - ACH		1,349.66	(10.00)
09/01/18	9/2018	Leased Rent (09/2018)	1,349.66		1,339.66
09/04/18	9/2018	PSID153102315 - Web PSID 153102315 - ACH		1,350.00	(10.34)
10/01/18	10/2018	Leased Rent (10/2018)	1,349.66		1,339.32
10/03/18	10/2018	PSID155052295 - Web PSID 155052295 - ACH		1,349.32	(10.00)
11/01/18	11/2018	Leased Rent (11/2018)	1,349.66		1,339.66
11/03/18	11/2018	PSID157010137 - Web PSID 157010137 - ACH		1,348.66	(9.00)
12/01/18	12/2018	Leased Rent (12/2018)	1,349.66		1,340.66
12/04/18	12/2018	PSID159113415 - Web PSID 159113415 - ACH		1,350.66	(10.00)
01/01/19	1/2019	Leased Rent (01/2019)	1,349.66		1,339.66
01/04/19	1/2019	Chk# 5704 - :CHECKscan Payment		1,350.66	(11.00)
02/01/19	2/2019	Leased Rent (02/2019)	1,349.66		1,338.66
02/04/19	2/2019	Chk# 5703 - :CHECKscan Payment		1,400.00	(61.34)
03/01/19	3/2019	Leased Rent (03/2019)	1,349.66		1,288.32

R028

Resident Ledger

Patisue Fakalata

245 East OKeefe Street
19
East Palo Alto, CA, 94303

Date:	8/19/2021
Resident Code:	t1559533
Property:	014420
Unit:	209-19
Status:	Current
Rent:	$1,460.51
Deposit:	$1,000.00
Move In Date:	03/28/07
Move Out Date:	
Due Day:	1
Tel Num(Office)	
Tel Num(Home)	

Date	Post Mo	Description	Charges	Payments	Balance
03/04/19	3/2019	Chk# 5706 - :CHECKscan Payment		1,350.00	(61.68)
04/01/19	4/2019	Leased Rent (04/2019)	1,349.66		1,287.98
04/04/19	4/2019	Chk# 0101 - :CHECKscan Payment		1,350.00	(62.02)
05/01/19	5/2019	Leased Rent (05/2019)	1,388.80		1,326.78
05/02/19	5/2019	Chk# 0853 - :CHECKscan Payment NSFed by ctrl# 26477778 Automatic NSF 4D5MDS7KLJ1, Return Code: A Uncollected NSF		1,388.80	(62.02)
05/07/19	5/2019	Returned check charge	25.00		(37.02)
05/07/19	5/2019	Chk# 0853 - NSF receipt Ctrl# 26424337		(1,388.80)	1,351.78
05/11/19	5/2019	Late fees	35.00		1,386.78
05/13/19	5/2019	Chk# 1130918623 - :CHECKscan Payment		1,376.78	10.00
06/01/19	6/2019	Leased Rent (06/2019)	1,388.80		1,398.80
06/06/19	6/2019	Chk# 0109 - :CHECKscan Payment		1,400.00	(1.20)
07/01/19	7/2019	Leased Rent (07/2019)	1,388.80		1,387.60
07/05/19	7/2019	Chk# 0859 - :CHECKscan Payment		1,388.80	(1.20)
08/01/19	8/2019	Leased Rent (08/2019)	1,388.80		1,387.60
08/05/19	8/2019	Chk# 0861 - :CHECKscan Payment		1,380.00	7.60
09/01/19	9/2019	Leased Rent (09/2019)	1,388.80		1,396.40
09/05/19	9/2019	Chk# 3002 - :CHECKscan Payment		1,375.00	21.40
10/01/19	10/2019	Leased Rent (10/2019)	1,388.80		1,410.20
10/07/19	10/2019	Chk# 0101 - :CHECKscan Payment		1,375.00	35.20
10/11/19	10/2019	Late fees	35.00		70.20
11/01/19	11/2019	Leased Rent (11/2019)	1,388.80		1,459.00
11/05/19	11/2019	Chk# 1002 - :CHECKscan Payment		1,388.80	70.20
11/11/19	11/2019	Late fees	35.00		105.20
12/01/19	12/2019	Leased Rent (12/2019)	1,388.80		1,494.00
12/05/19	12/2019	Chk# 0867 - :CHECKscan Payment		1,388.80	105.20
12/11/19	12/2019	Late fees	35.00		140.20
12/24/19	1/2020	Chk# 0868 - :CHECKscan Payment		1,388.80	(1,248.60)
01/01/20	1/2020	Leased Rent (01/2020)	1,388.80		140.20
01/11/20	1/2020	Late fees	35.00		175.20
02/01/20	2/2020	Leased Rent (02/2020)	1,388.80		1,564.00
02/04/20	2/2020	Chk# 0872 - :CHECKscan Payment		1,388.80	175.20
02/11/20	2/2020	Late fees	35.00		210.20
03/01/20	3/2020	Leased Rent (03/2020)	1,388.80		1,599.00

R029

Resident Ledger

Patisue Fakalata

245 East OKeefe Street
19
East Palo Alto, CA, 94303

Date:	8/19/2021
Resident Code:	t1559533
Property:	014420
Unit:	209-19
Status:	Current
Rent:	$1,460.51
Deposit:	$1,000.00
Move In Date:	03/28/07
Move Out Date:	
Due Day:	1
Tel Num(Office)	
Tel Num(Home)	

Date	Post Mo	Description	Charges	Payments	Balance
03/03/20	3/2020	Chk# 0875 - :CHECKscan Payment		1,388.80	210.20
03/11/20	3/2020	Late fees	35.00		245.20
04/01/20	4/2020	Leased Rent (04/2020)	1,388.80		1,634.00
04/03/20	4/2020	Chk# 0877 - :CHECKscan Payment		1,338.80	295.20
04/11/20	4/2020	Late fees	35.00		330.20
04/20/20	4/2020	Reverse Late Fee from April	(35.00)		295.20
05/01/20	5/2020	Leased Rent (05/2020)	1,427.68		1,722.88
05/04/20	5/2020	Chk# 1001 - :CHECKscan Payment		1,427.68	295.20
06/01/20	6/2020	Chk# 0880 - :CHECKscan Payment		1,427.68	(1,132.48)
06/01/20	6/2020	Leased Rent (06/2020)	1,427.68		295.20
07/01/20	7/2020	Leased Rent (07/2020)	1,427.68		1,722.88
07/08/20	7/2020	Chk# 0116 - :CHECKscan Payment		1,427.68	295.20
08/01/20	8/2020	Leased Rent (08/2020)	1,427.68		1,722.88
08/05/20	8/2020	Chk# 0643 - :CHECKscan Payment		1,427.68	295.20
09/01/20	9/2020	Leased Rent (09/2020)	1,427.68		1,722.88
09/03/20	9/2020	Chk# 0123 - :CHECKscan Payment		1,427.68	295.20
10/01/20	10/2020	Leased Rent (10/2020)	1,427.68		1,722.88
10/06/20	10/2020	Chk# 0638 - :CHECKscan Payment		1,427.68	295.20
11/01/20	11/2020	Leased Rent (11/2020)	1,427.68		1,722.88
11/06/20	11/2020	Chk# 2001 - :CHECKscan Payment		1,427.68	295.20
12/01/20	12/2020	Leased Rent (12/2020)	1,427.68		1,722.88
12/07/20	12/2020	Chk# 0639 - :CHECKscan Payment		1,427.65	295.23
01/01/21	1/2021	Leased Rent (01/2021)	1,427.68		1,722.91
01/06/21	1/2021	Chk# 1121 - :CHECKscan Payment		1,427.65	295.26
02/01/21	2/2021	Leased Rent (02/2021)	1,427.68		1,722.94
02/08/21	2/2021	Chk# 2005 - :CHECKscan Payment		1,427.64	295.30
03/01/21	3/2021	Leased Rent (03/2021)	1,427.68		1,722.98
03/08/21	3/2021	Chk# 2010 - :CHECKscan Payment		1,428.00	294.98
04/01/21	4/2021	Leased Rent (04/2021)	1,427.68		1,722.66
04/05/21	4/2021	Chk# 2014 - :CHECKscan Payment		1,427.68	294.98
05/01/21	5/2021	Leased Rent (05/2021)	1,460.51		1,755.49
05/06/21	5/2021	Chk# 2021 - :CHECKscan Payment		1,460.51	294.98
06/01/21	6/2021	Leased Rent (06/2021)	1,460.51		1,755.49
06/07/21	6/2021	Chk# 2026 - :CHECKscan Payment		1,460.51	294.98

R030

Resident Ledger

Patisue Fakalata

245 East OKeefe Street
19
East Palo Alto, CA, 94303

Date:	8/19/2021
Resident Code:	t1559533
Property:	014420
Unit:	209-19
Status:	Current
Rent:	$1,460.51
Deposit:	$1,000.00
Move In Date:	03/28/07
Move Out Date:	
Due Day:	1
Tel Num(Office)	
Tel Num(Home)	

Date	Post Mo	Description	Charges	Payments	Balance
07/01/21	7/2021	Leased Rent (07/2021)	1,460.51		1,755.49
07/07/21	7/2021	Chk# 2032 - :CHECKscan Payment		1,460.51	294.98

Current	30 Days	60 Days	Over 90	Current Owed
0.00	**0.00**	**0.00**	**294.98**	**294.98**

Exhibit D

Work Order Cost Analysis Details

Property : Woodland Park (cawoopa2)

Unit : 209-19

WO#	Property	Unit	Priority	Status	Category	Brief Desc.	Call Date	Scheduled Date	Completed Date	Amount
4738060	cawoopa2	209-19	Routine	Work Completed	Building Interior	service; window seal	06/09/2020	06/09/2020	06/12/2020	0
4740260	cawoopa2	209-19	Emergency	Work Completed	Plumbing	1st Bathroom sink clog	08/07/2020	08/07/2020	08/07/2020	0
4741367	cawoopa2	209-19	Routine	Work Completed	Building Exterior	GROUNDS: BALCONY	09/02/2020	09/02/2020	09/08/2020	0
4745039	cawoopa2	209-19	Emergency	Work Completed	Electrical Repair	service; Hallway	12/08/2020	12/08/2020	12/23/2020	0
4746856	cawoopa2	209-19		Work Completed	Building Exterior	Balcony	01/26/2021	01/26/2021	03/18/2021	0
4748613	cawoopa2	209-19		Work Completed	Building Interior	Service: heater	03/10/2021		03/10/2021	0
4748658	cawoopa2	209-19		Work Completed	Plumbing	service:Kitchen	03/11/2021	03/11/2021	03/12/2021	0
4748696	cawoopa2	209-19		Work Completed	Plumbing	Service: Sink leak	03/13/2021	03/13/2021	03/16/2021	0
4750320	cawoopa2	209-19		Work Completed	Plumbing	service :1st Bathroom	04/29/2021	04/29/2021	04/29/2021	0
4750321	cawoopa2	209-19		Work Completed	Plumbing	service - Inspect tub	04/29/2021	04/29/2021	05/12/2021	0
5506709	cawoopa2	209-19	Emergency	Work Completed	Plumbing	Primary Bathroom	01/30/2022	01/31/2022	01/31/2022	0
5526449	cawoopa2	209-19		Work Completed	Building Interior	Service - Sliding Door	02/05/2022	02/06/2022	02/07/2022	0
5526452	cawoopa2	209-19		Work Completed	Internal Inspection	tub Inspection 2/11/2022	02/05/2022	02/06/2022	02/13/2022	0
5659908	cawoopa2	209-19		Work Completed	Plumbing	Primary Bathroom	03/15/2022	03/15/2022	03/15/2022	0
7655338	cawoopa2	209-19	Emergency	Work Completed	HVAC Repair	Both heaters out	11/27/2023	11/27/2023	11/27/2023	0
8144041	cawoopa2	209-19	Emergency	Work Completed	Unit Turn	Toilet unstable/Safety concern	04/27/2024	04/29/2024	04/30/2024	0
8797424	cawoopa2	209-19	High	Work Completed	Appliance Repair	PTE (650) 776-4860.	09/16/2024	10/10/2024	10/14/2024	0
8797432	cawoopa2	209-19	High	Work Completed	Plumbing	PTE (650) 776-4860.	09/16/2024	10/10/2024	10/22/2024	0
8830524	cawoopa2	209-19	High	Work Completed	Pest Control	PTE (650) 776-4860.	09/24/2024		09/25/2024	0
8830552	cawoopa2	209-19	High	Work Completed		PTE (650) 776-4860.	09/24/2024	09/24/2024	10/22/2024	0
8830565	cawoopa2	209-19	High	Work Completed	Plumbing	PTE (650) 776-4860.	09/24/2024	09/24/2024	10/22/2024	0
8830574	cawoopa2	209-19	High	Work Completed	Flooring	PTE (650) 776-4860.	09/24/2024	09/24/2024	10/18/2024	0
8830642	cawoopa2	209-19	Emergency	Work Completed	Appliance Repair	PTE (650) 776-4860.	09/24/2024	09/24/2024	10/14/2024	0
8830649	cawoopa2	209-19	High	Work Completed	Appliance Repair	PTE (650) 776-4860.	09/24/2024	09/24/2024	10/14/2024	0
8830658	cawoopa2	209-19	High	Work Completed	Cabinets and Drawers	PTE (650) 776-4860.	09/24/2024	09/24/2024	10/18/2024	0
8830685	cawoopa2	209-19	High	Work Completed	Lighting	PTE (650) 776-4860.	09/24/2024	09/24/2024	10/22/2024	0
8830705	cawoopa2	209-19		Work Completed		PTE (650) 776-4860.	09/24/2024	09/24/2024	10/08/2024	0
8830717	cawoopa2	209-19	High	Work Completed	Appliance Repair	PTE (650) 776-4860.	09/24/2024	09/24/2024	10/14/2024	0
8830765	cawoopa2	209-19	High	Work Completed	Window and Blinds	PTE (650) 776-4860.	09/24/2024	09/24/2024	10/18/2024	0
8884453	cawoopa2	209-19		Work Completed	Window Replace / Repair	PTE 650-776-4860	10/07/2024	10/07/2024	10/08/2024	0
Total: 30										**0**

Work Order Cost Analysis Details

Property : Woodland Park (cawoopa2)

Unit : 209-19

WO#	Property	Unit	Priority	Status	Category	Brief Desc.	Call Date	Scheduled Date	Completed Date	Amount
8797424	cawoopa2	209-19	High	Work Completed	Appliance Repair	PTE (650) 776-4860.	09/16/2024	10/10/2024	10/14/2024	0
8797432	cawoopa2	209-19	High	Work Completed	Plumbing	PTE (650) 776-4860.	09/16/2024	10/10/2024	10/22/2024	0
8797443	cawoopa2	209-19	High	Work Completed	Flooring	PTE (650) 776-4860.	09/16/2024	10/10/2024	12/18/2024	0
8830524	cawoopa2	209-19	High	Work Completed	Pest Control	PTE (650) 776-4860.	09/24/2024		09/25/2024	0
8830538	cawoopa2	209-19	High	Work Completed	Community Amenities	PTE (650) 776-4860.	09/24/2024	09/24/2024	12/18/2024	0
8830552	cawoopa2	209-19	High	Work Completed		PTE (650) 776-4860.	09/24/2024	09/24/2024	10/22/2024	0
8830565	cawoopa2	209-19	High	Work Completed	Plumbing	PTE (650) 776-4860.	09/24/2024	09/24/2024	10/22/2024	0
8830574	cawoopa2	209-19	High	Work Completed	Flooring	PTE (650) 776-4860.	09/24/2024	09/24/2024	10/18/2024	0
8830583	cawoopa2	209-19	High	Work Completed	Painting	PTE (650) 776-4860.	09/24/2024	09/24/2024	12/11/2024	0
8830635	cawoopa2	209-19	High	Work Completed	Painting	PTE (650) 776-4860.	09/24/2024	09/24/2024	12/02/2024	0
8830642	cawoopa2	209-19	Emergency	Work Completed	Appliance Repair	PTE (650) 776-4860.	09/24/2024	09/24/2024	10/14/2024	0
8830649	cawoopa2	209-19	High	Work Completed	Appliance Repair	PTE (650) 776-4860.	09/24/2024	09/24/2024	10/14/2024	0
8830658	cawoopa2	209-19	High	Work Completed	Cabinets and Drawers	PTE (650) 776-4860.	09/24/2024	09/24/2024	10/18/2024	0
8830675	cawoopa2	209-19	High	Work Completed	Cabinets and Drawers	PTE (650) 776-4860.	09/24/2024	09/24/2024	12/02/2024	0
8830685	cawoopa2	209-19	High	Work Completed	Lighting	PTE (650) 776-4860.	09/24/2024	09/24/2024	10/22/2024	0
8830696	cawoopa2	209-19		Work Completed		PTE (650) 776-4860.	09/24/2024	09/24/2024	12/02/2024	0
8830705	cawoopa2	209-19		Work Completed		PTE (650) 776-4860.	09/24/2024	09/24/2024	10/08/2024	0
8830717	cawoopa2	209-19	High	Work Completed	Appliance Repair	PTE (650) 776-4860.	09/24/2024	09/24/2024	10/14/2024	0
8830731	cawoopa2	209-19	High	Work Completed	Locks / Keys	PTE (650) 776-4860.	09/24/2024	09/24/2024	11/01/2024	0
8830748	cawoopa2	209-19	High	Work Completed	Window and Blinds	PTE (650) 776-4860.	09/24/2024	09/24/2024	11/01/2024	0
8830752	cawoopa2	209-19	High	Work Completed	Window and Blinds	PTE (650) 776-4860.	09/24/2024	09/24/2024	11/04/2024	0
8830755	cawoopa2	209-19	High	Work Completed	Window and Blinds	PTE (650) 776-4860.	09/24/2024	09/24/2024	11/01/2024	0
8830760	cawoopa2	209-19	High	Work Completed	Window and Blinds	PTE (650) 776-4860.	09/24/2024	09/24/2024	11/01/2024	0
8830765	cawoopa2	209-19	High	Work Completed	Window and Blinds	PTE (650) 776-4860.	09/24/2024	09/24/2024	10/18/2024	0
8884453	cawoopa2	209-19		Work Completed	Window Replace / Repair	PTE 650-776-4860	10/07/2024	10/07/2024	10/08/2024	0
8972233	cawoopa2	209-19		Work Completed	Vinyl Repair	Kitchen Floor & Count Tiles chipped	10/29/2024	12/18/2024	12/18/2024	0
8972242	cawoopa2	209-19		Work Completed	Appliance Repair	Broken & Rusty Appliances	10/29/2024		12/16/2024	0
8972251	cawoopa2	209-19		Work Completed	Building Interior	Discoloration on Kitchen Sink	10/29/2024	12/18/2024	12/18/2024	0
8972255	cawoopa2	209-19		Work Completed	Cabinets and Drawers	Broken Cabinets	10/29/2024		11/04/2024	0
8972261	cawoopa2	209-19		Work Completed	Appliance Repair	No Dishwasher	10/29/2024		11/04/2024	0
8972268	cawoopa2	209-19		Work Completed	Water Intrusion	Discoloration In Kitchen	10/29/2024		12/02/2024	0
8972271	cawoopa2	209-19		Work Completed	Vinyl Repair	Bathroom Tiles Chipped	10/29/2024	12/18/2024	12/18/2024	0

Work Order Cost Analysis Details

Property : Woodland Park (cawoopa2)

Unit : 209-19

WO#	Property	Unit	Priority	Status	Category	Brief Desc.	Call Date	Scheduled Date	Completed Date	Amount
8972276	cawoopa2	209-19		Work Completed	Water Intrusion	discoloration in Bathroom	10/29/2024		12/02/2024	0
8972278	cawoopa2	209-19		Work Completed	Appliance Repair	Old appliances in bathroom	10/29/2024		11/25/2024	0
9175828	cawoopa2	209-19	High	Work Completed	Flooring	service-the carpet is old	12/20/2024	12/20/2024	01/07/2025	0
9175838	cawoopa2	209-19	High	Work Completed	Plumbing	service-the toilet seat is loose	12/20/2024	12/20/2024	12/23/2024	0
9175851	cawoopa2	209-19	High	Work Completed	Plumbing	service-tub is clogged	12/20/2024	12/20/2024	12/23/2024	0
9175862	cawoopa2	209-19	High	Work Completed	Locks / Keys	service-the lock is damage	12/20/2024	12/20/2024	12/20/2024	0
9187324	cawoopa2	209-19	Emergency	Work Completed	Locks / Keys	Front door lock	12/24/2024	12/24/2024	12/30/2024	0
9187344	cawoopa2	209-19	Low	Work Completed	Plumbing	Toilet	12/24/2024	12/24/2024	12/24/2024	0
9191185	cawoopa2	209-19	High	Work Completed	Appliance Repair	Stove Vent, doesnt turn on	12/26/2024	12/26/2024	12/30/2024	0
9378674	cawoopa2	209-19	High	Work Completed	Appliance Repair	service-the stove is not working	02/07/2025	02/07/2025	02/11/2025	0
Total: 42										**0**

Exhibit E

Woodland Park
5 Newell Ct
East Palo Alto,CA 94303
Office (650) 566-2000x

Work Order No. 4738060
Date Call: 6/9/2020 10:49:48 AM

Date Scheduled: 6/9/2020 11:17:00 AM

Status Work Completed
To
Woodland Park Maintenance
45 Newell Rd
East Palo Alto,CA 94303

Date Completed: 6/12/2020 2:12:00 PM
Brief Desc: service; window seal

Job Site: cawoopa2/209-19
245 East OKeefe Street
19
East Palo Alto,CA 94303

Caller Name: Patisue Fakalata

Caller Phone: (650) 776-4860x
Occupant: Fakalata (t2439918)

Priority: Routine
Ok to enter? YES
Category: Building Interior

Mobile (650) 776-4860x

Problem Description: window seal in bedroom has came off (room next to living room), resident also states there is discoloration close to the window

YES PTE 650-776-4860

Confirmation emailed to Patisue Fakalata

Parts & Labor

Quantity/ Hours	Item Type/ Employee Name	Description	Unit Price	Total
0.2833			0.00	0.00
2.0333			0.00	0.00
1.0167			0.00	0.00
			Total	0.00

Authorized by: _____
Signed by _____
Dated _____
Invoice No. _____

Technician Notes:
[ecanul 6/11/20 10:47 AM]
appointment to 6/12/29,9-3pm
resident is painting the bedroom.

[ecanul 6/12/20 11:35 AM]
I removed old caulking seal,cleaned moulds and painted 1st time .

[ecanul 6/12/20 2:11 PM]
I painted the bedroom window frame twice.

Woodland Park
5 Newell Ct
East Palo Alto,CA 94303
Office (650) 566-2000x

Work Order No. 4740260
Date Call: 8/7/2020 8:46:23 AM

Date Scheduled: 8/7/2020 9:10:50 AM

Status Work Completed

Date Completed: 8/7/2020 3:09:00 PM
Brief Desc: 1st Bathroom sink clog

Job Site: cawoopa2/209-19
245 East OKeefe Street
19
East Palo Alto,CA 94303

Caller Name: Patisue Fakalata
Caller Phone: (650) 776-4860x
Occupant: Fakalata (t2439918)

Priority: Emergency
Ok to enter? YES
Category: Plumbing
Mobile (650) 776-4860x
SubCategory: Bath Sink

Problem Description: Bathroom sink is clogged.

Parts & Labor

Quantity/ Hours	Item Type/ Employee Name	Description	Unit Price	Total
0.0000			0.00	0.00
0.0000			0.00	0.00
			Total	0.00

Authorized by: _____
Signed by _____
Dated _____
Invoice No. _____

Full Description Bathroom sink is clogged.; Has Pets: No

Technician Notes: unclogged bathroom sink

Woodland Park
5 Newell Ct
East Palo Alto,CA 94303
Office (650) 566-2000x

Work Order No. 4741367
Date Call: 9/2/2020 3:37:10 PM

Date Scheduled: 9/2/2020 3:57:00 PM
Date In Progress: 9/4/2020 1:14:00 PM

Status Work Completed

Date Completed: 9/8/2020 1:39:37 PM
Brief Desc: GROUNDS: BALCONY

Job Site: cawoopa2/209-19
245 East OKeefe Street
19
East Palo Alto,CA 94303

Caller Name: Patisue Fakalata
Caller Phone: (650) 776-4860x
Occupant: Fakalata (t2439918)

Priority: Routine
Ok to enter? YES
Category: Building Exterior

Mobile (650) 776-4860x

Problem Description: It seems that the balcony is split at the corner. And the balcony porch light needs to be changed

Parts & Labor

Quantity/ Hours	Item Type/ Employee Name	Description	Unit Price	Total
0.5000			0.00	0.00
0.2500			0.00	0.00
			Total	0.00

Authorized by: _____
Signed by _____
Dated _____
Invoice No. _____

Full Description It seems that the balcony is split at the corner. And the balcony porch light needs to be changed; Has Pets: No

Technician Notes:

llance 9/4/2020 1:10 PM - Balcony has rot on the siding and needs the framing to be inspected for additional damages. But the railing and enclosed siding needs to be replaced. bulb was broken on arrival and stuck inside the socket, was able to get it free and replaced the bulb

llance 9/4/2020 3:00 PM - Sent photos after re-inspecting balcony of damage to the balcony. Enrique to send those to vendor who will replace the damaged sections of the balcony. Will follow up with Vendor status on Tuesday Sept 8th.

llance 9/8/2020 1:38 PM - Vendor onsite today to perform repairs

Woodland Park
5 Newell Ct
East Palo Alto,CA 94303
Office (650) 566-2000x

Work Order No. 4745038
Date Call: 12/8/2020 2:52:57 PM

Date Scheduled: 12/8/2020 4:04:00 PM

Status Canceled

Date Canceled: 1/26/2021 10:43:44 AM

Brief Desc: service :Balcony

Job Site: cawoopa2/209-19
245 East OKeefe Street
19
East Palo Alto,CA 94303

Caller Name: Patisue Fakalata

Caller Phone: (650) 776-4860x
Occupant: Fakalata (t2439918)

Mobile (650) 776-4860x

Ok to enter? YES
Category: Building Exterior

Problem Description: Balcony was never fixed. We had placed on order earlier in Sept regarding the balcony showing signs of detachment. Someone came to look at it, took pictures and then the order was marked as "completed" --

Parts & Labor

Quantity/ Hours	Item Type/ Employee Name	Description	Unit Price	Total
0.0000			0.00	0.00
			Total	0.00

Authorized by: _____
Signed by _____
Dated _____
Invoice No. _____

Full Description Balcony was never fixed. We had placed on order earlier in Sept regarding the balcony showing signs of detachment. Someone came to look at it, took pictures and then the order was marked as "completed" --;
Has Pets: No

Woodland Park
5 Newell Ct
East Palo Alto,CA 94303
Office (650) 566-2000x

Work Order No. 4745039
Date Call: 12/8/2020 2:54:18 PM

Date Scheduled: 12/8/2020 4:31:09 PM

Status Work Completed

Date Completed: 12/23/2020 9:55:00 AM
Brief Desc: service; Hallway

Job Site: cawoopa2/209-19
245 East OKeefe Street
19
East Palo Alto,CA 94303

Caller Name: Patisue Fakalata

Caller Phone: (650) 776-4860x
Occupant: Fakalata (t2439918)

Priority: Emergency
Ok to enter? YES
Category: Electrical Repair

Mobile (650) 776-4860x

Problem Description: NOT AN EMERGENCY but 1 out 2 heaters are not working.

Parts & Labor

Quantity/ Hours	Item Type/ Employee Name	Description	Unit Price	Total
0.0000			0.00	0.00
			Total	0.00

Authorized by: _____
Signed by _____
Dated _____
Invoice No. _____

Full Description NOT AN EMERGENCY but 1 out 2 heaters are not working.; Has Pets: No

Technician Notes: Work has already been completed

Woodland Park
5 Newell Ct
East Palo Alto,CA 94303
Office (650) 566-2000x

Work Order No. 4748658
Date Call: 3/11/2021 11:55:13 AM

Date Scheduled: 3/11/2021 3:40:00 PM

Status Work Completed

Date Completed: 3/12/2021 10:24:55 AM
Brief Desc: service:Kitchen

Job Site: cawoopa2/209-19
245 East OKeefe Street
19
East Palo Alto,CA 94303

Caller Name: Patisue Fakalata

Caller Phone: (650) 776-4860x
Occupant: Fakalata (t2439918)

Mobile (650) 776-4860x

Ok to enter? YES
Category: Plumbing

Problem Description: NEED HELP ASAP!

the PVC pipes are not connecting together so we cannot use the sink.

Parts & Labor

Quantity/ Hours	Item Type/ Employee Name	Description	Unit Price	Total
0.0000			0.00	0.00
			Total	0.00

Authorized by: _____
Signed by _____
Dated _____
Invoice No. _____

Full Description NEED HELP ASAP!

the PVC pipes are not connecting together so we cannot use the sink.; Has Pets: No

Technician Notes: replaced kitchen sink drain and p-trap - completed

Woodland Park
5 Newell Ct
East Palo Alto,CA 94303
Office (650) 566-2000x

Work Order No. 4750320
Date Call: 4/29/2021 7:49:32 AM

Date Scheduled: 4/29/2021 8:53:21 AM

Status Work Completed

Date Completed: 4/29/2021 10:44:00 AM
Brief Desc: service :1st Bathroom

Job Site: cawoopa2/209-19
245 East OKeefe Street
19
East Palo Alto,CA 94303

Caller Name: Patisue Fakalata

Caller Phone: (650) 776-4860x
Occupant: Fakalata (t2439918)

Mobile (650) 776-4860x

Ok to enter? YES
Category: Plumbing

Problem Description: Tub is not draining. I tried to fix the issue myself by snaking the drain but pulled out nothing. Seems like the drain needs to be cleaned because there is rock hard material in there.

Parts & Labor

Quantity/ Hours	Item Type/ Employee Name	Description	Unit Price	Total
0.9167			0.00	0.00
			Total	0.00

Authorized by: _____
Signed by _____
Dated _____
Invoice No. _____

Full Description Tub is not draining. I tried to fix the issue myself by snaking the drain but pulled out nothing. Seems like the drain needs to be cleaned because there is rock hard material in there.; Has Pets: No

Technician Notes: [amacias2 4/29/21 10:44 AM]
se destapo la Tina y se limpio y se checkeo

Woodland Park
5 Newell Ct
East Palo Alto,CA 94303
Office (650) 566-2000x

Work Order No. 4750321
Date Call: 4/29/2021 7:50:18 AM

Date Scheduled: 4/29/2021 8:52:01 AM

Status Work Completed

Date Completed: 5/12/2021 11:14:00 AM
Brief Desc: service - Inspect tub

Job Site: cawoopa2/209-19
245 East OKeefe Street
19
East Palo Alto,CA 94303

Caller Name: Patisue Fakalata

Caller Phone: (650) 776-4860x
Occupant: Fakalata (t2439918)

Mobile (650) 776-4860x

Ok to enter? YES
Category: Plumbing

Problem Description: replace tub

Parts & Labor

Quantity/ Hours	Item Type/ Employee Name	Description	Unit Price	Total
0.7833			0.00	0.00
			Total	0.00

Authorized by: _____
Signed by _____
Dated _____
Invoice No. _____

Full Description replace tub; Has Pets: No

Technician Notes: [amacias2 5/12/21 11:14 AM]
se hiso la especion de la Tina

Woodland Park
5 Newell Ct
East Palo Alto,CA 94303
Office (650) 566-2000x

Work Order No. 5506709
Date Call: 1/30/2022 7:30:00 AM
Date Scheduled: 1/31/2022 8:08:00 AM

Status Work Completed

Date Completed: 1/31/2022 5:30:15 PM
Brief Desc: Primary Bathroom

Job Site: cawoopa2/209-19
245 East OKeefe Street
19
East Palo Alto,CA 94303

Caller Name: Patisue Fakalata
Caller Phone: (650) 776-4860x
Occupant: Fakalata (t2439918)

Priority: Emergency
Ok to enter? YES
Category: Plumbing
Mobile (650) 776-4860x
SubCategory: Tub

Problem Description: PTE. Tub is clogged
Patisue - (650) 776-4860
Amended by CO

Parts & Labor

Quantity/ Hours	Item Type/ Employee Name	Description	Unit Price	Total
0.7500	Blanco		0.00	0.00
			Total	0.00

Authorized by: _____
Signed by _____
Dated _____
Invoice No. _____

Technician Notes: unclogged bathtub and pulled lots of hair.

Woodland Park
5 Newell Ct
East Palo Alto,CA 94303
Office (650) 566-2000x

Work Order No. 5526449
Date Call: 2/5/2022 6:49:00 PM

Date Scheduled: 2/6/2022 6:38:00 AM

Status Work Completed

Date Completed: 2/7/2022 12:15:01 PM
Brief Desc: Service - Sliding Door

Job Site: cawoopa2/209-19
245 East OKeefe Street
19
East Palo Alto,CA 94303

Caller Name: Patisue Fakalata

Caller Phone: (650) 776-4860x
Occupant: Fakalata (t2439918)

Mobile (650) 776-4860x

Ok to enter? YES
Category: Building Interior

SubCategory: Sliding Door

Problem Description: PTE - The sliding door does not close properly
Patisue - (650) 776-4860

Amended by CO

Parts & Labor

Quantity/ Hours	Item Type/ Employee Name	Description	Unit Price	Total
1.0000	Blanco		0.00	0.00
			Total	0.00

Authorized by: _____
Signed by _____
Dated _____
Invoice No. _____

Technician Notes: REPAIRED SLINDING DOOR WHEELS.

Woodland Park
5 Newell Ct
East Palo Alto,CA 94303
Office (650) 566-2000x

Work Order No. 5526452
Date Call: 2/5/2022 6:50:00 PM

Date Scheduled: 2/6/2022 6:38:00 AM

Status Work Completed

Date Completed: 2/13/2022 6:58:46 AM
Brief Desc: tub Inspection 2/11/2022

Job Site: cawoopa2/209-19
245 East OKeefe Street
19
East Palo Alto,CA 94303

Caller Name: Patisue Fakalata

Caller Phone: (650) 776-4860x
Occupant: Fakalata (t2439918)

Mobile (650) 776-4860x

Ok to enter? YES
Category: Internal Inspection

Problem Description: PTE - We would like to inquire of replacing the tub. It is outdating and rusting.

Patisue - (650) 776-4860

Amended by CO

Parts & Labor

Quantity/ Hours	Item Type/ Employee Name	Description	Unit Price	Total
8.0000	Bedolla		0.00	0.00
			Total	0.00

Authorized by: _____
Signed by _____
Dated _____
Invoice No. _____

Technician Notes: RE-GLAZED TUB AND ENCLOSURE.

Woodland Park
5 Newell Ct
East Palo Alto,CA 94303
Office (650) 566-2000x

Work Order No. 5659908
Date Call: 3/15/2022 5:24:00 AM
Date Scheduled: 3/15/2022 7:50:00 AM

Status Work Completed

Date Completed: 3/15/2022 1:58:49 PM
Brief Desc: Primary Bathroom

Job Site: cawoopa2/209-19
245 East OKeefe Street
19
East Palo Alto,CA 94303

Caller Name: Patisue Fakalata
Caller Phone: (650) 776-4860x
Occupant: Fakalata (t2439918)

Mobile (650) 776-4860x

Ok to enter? YES
Category: Plumbing

Problem Description: Tub is not draining properly

Parts & Labor

Quantity/ Hours	Item Type/ Employee Name	Description	Unit Price	Total
0.5000	Hernandez		0.00	0.00
			Total	0.00

Authorized by: _____
Signed by _____
Dated _____
Invoice No. _____

Technician Notes: Notes:Tub was unclogged after running the snake various times.
Tech: Pedro

Woodland Park
5 Newell Ct
East Palo Alto,CA 94303
Office (650) 566-2000x

Work Order No. 7655338
Date Call: 11/27/2023 9:52:00 AM

Date Scheduled: 11/27/2023 11:32:31 AM

Status Work Completed

Date Completed: 11/27/2023 2:52:00 PM
Brief Desc: Both heaters out

Job Site: cawoopa2/209-19
245 East OKeefe Street
19
East Palo Alto,CA 94303

Caller Name: Patisue Fakalata
Caller Phone: (650) 776-4860x
Occupant: Fakalata (t2439918)

Priority: Emergency
Ok to enter? YES
Category: HVAC Repair
Mobile (650) 776-4860x
SubCategory: Heater

Access Notes: PTE – Y, ALARMS – N, PETS – N

Problem Description: Resident states that both heaters are out. States that it stopped working last week. Current outside temp 48F. LBoyd/RCC

Parts & Labor

Quantity/ Hours	Item Type/ Employee Name	Description	Unit Price	Total
0.0000	Fernando	Fernando	0.00	0.00
			Total	0.00

Authorized by: _____
Signed by _____
Dated _____
Invoice No. _____

Technician Notes: Turned on the 2 heaters in the unit

Woodland Park
5 Newell Ct
East Palo Alto,CA 94303
Office (650) 566-2000x

Work Order No. 8797424
Date Call: 9/16/2024 1:36:00 PM

Date Scheduled: 10/10/2024 8:41:00 AM

Status Work Completed

Date Completed: 10/14/2024 4:28:21 PM
Brief Desc: PTE (650) 776-4860.

Job Site: cawoopa2/209-19
245 East OKeefe Street
19
East Palo Alto,CA 94303

Caller Name: Patisue Fakalata
Caller Phone: (650) 776-4860x
Occupant: Fakalata (t2439918)

Priority: High
Ok to enter? YES
Category: Appliance Repair
Mobile (650) 776-4860x
SubCategory: Refrigerator

Problem Description: PTE (650) 776-4860
- Old and outdated refrigerator and freezer

Parts & Labor

Quantity/ Hours	Item Type/ Employee Name	Description	Unit Price	Total

Total

Authorized by: _____
Signed by _____
Dated _____
Invoice No. _____

Technician Notes: Fridge is working fine, no issues. It is cooling on freezer and fridge side. Only needs cleaning

Woodland Park
5 Newell Ct
East Palo Alto,CA 94303
Office (650) 566-2000x

Work Order No. 8797432
Date Call: 9/16/2024 1:38:00 PM

Date Scheduled: 10/10/2024 8:42:30 AM

Status Scheduled

Brief Desc: PTE (650) 776-4860.

Job Site: cawoopa2/209-19
245 East OKeefe Street
19
East Palo Alto,CA 94303

Caller Name: Patisue Fakalata
Caller Phone: (650) 776-4860x
Occupant: Fakalata (t2439918)

Priority: High
Ok to enter? YES
Category: Plumbing
Mobile (650) 776-4860x
SubCategory: Kitchen Sink

Technician Notes
Time: _____ **Date:** _____
Material: _____

Problem Description: PTE -(650) 776-4860.
discolored kitchen sink , possible reglaze pls inspect

Parts & Labor

Quantity/ Hours	Item Type/ Employee Name	Description	Unit Price	Total

Total

Authorized by: _____
Signed by _____
Dated _____
Invoice No. _____

Woodland Park
5 Newell Ct
East Palo Alto,CA 94303
Office (650) 566-2000x

Work Order No. 8797443
Date Call: 9/16/2024 1:40:00 PM

Date Scheduled: 10/10/2024 8:43:25 AM

Status Scheduled

Brief Desc: PTE (650) 776-4860.

Job Site: cawoopa2/209-19
245 East OKeefe Street
19
East Palo Alto,CA 94303

Caller Name: Patisue Fakalata
Caller Phone: (650) 776-4860x
Occupant: Fakalata (t2439918)

Priority: High
Ok to enter? YES
Category: Flooring
Mobile (650) 776-4860x

Technician Notes
Time: _____ **Date:** _____
Material: _____

Problem Description: PTE (650) 776-4860.

- All carpeting is old stained and outdates, Please inspect

Parts & Labor

Quantity/ Hours	Item Type/ Employee Name	Description	Unit Price	Total

Total

Authorized by: _____
Signed by _____
Dated _____
Invoice No. _____

Woodland Park
5 Newell Ct
East Palo Alto,CA 94303
Office (650) 566-2000x

Work Order No. 8830524
Date Call: 9/24/2024 10:33:00 AM

Status Work Completed

Date Completed: 9/25/2024 5:02:00 PM
Brief Desc: PTE (650) 776-4860.

Job Site: cawoopa2/209-19
245 East OKeefe Street
19
East Palo Alto,CA 94303

Caller Name:

Caller Phone: (650) 776-4860x
Occupant: Fakalata (t2439918)

Priority: High
Ok to enter? YES
Category: Pest Control

Mobile (650) 776-4860x

Problem Description: PTE (650) 776-4860.
Resident reported rat feces

Parts & Labor

Quantity/ Hours	Item Type/ Employee Name	Description	Unit Price	Total

Total

Authorized by: _____
Signed by _____
Dated _____
Invoice No. _____

Technician Notes: 9/25 BANNER resident refused service closed the door on vendors face

will reschedule for next Wednesday 10/2

Woodland Park
5 Newell Ct
East Palo Alto,CA 94303
Office (650) 566-2000x

Work Order No. 8830538
Date Call: 9/24/2024 10:34:00 AM

Date Scheduled: 9/24/2024 10:37:00 AM

Status Scheduled

Brief Desc: PTE (650) 776-4860.

Job Site: cawoopa2/209-19
245 East OKeefe Street
19
East Palo Alto,CA 94303

Caller Name:

Caller Phone: (650) 776-4860x
Occupant: Fakalata (t2439918)

Priority: High
Ok to enter? YES
Category: Community Amenities

Mobile (650) 776-4860x

Technician Notes
Time: _____ **Date:** _____
Material: _____

Problem Description: PTE (650) 776-4860.
Balcony needs to be inspected, resident reported it unbalanced

Parts & Labor

Quantity/ Hours	Item Type/ Employee Name	Description	Unit Price	Total

Total

Authorized by: _____
Signed by _____
Dated _____
Invoice No. _____

Woodland Park
5 Newell Ct
East Palo Alto,CA 94303
Office (650) 566-2000x

Work Order No. 8830552
Date Call: 9/24/2024 10:38:00 AM

Date Scheduled: 9/24/2024 12:02:30 PM

Status Scheduled

Brief Desc: PTE (650) 776-4860.

Job Site: cawoopa2/209-19
245 East OKeefe Street
19
East Palo Alto,CA 94303

Caller Name:

Caller Phone: (650) 776-4860x
Occupant: Fakalata (t2439918)

Priority: High
Ok to enter? YES

Mobile (650) 776-4860x

Technician Notes
Time: _____ **Date:** _____
Material: _____

Problem Description: PTE (650) 776-4860.
resident reporting mirror in bathroom is discolored pls inspect

Parts & Labor

Quantity/ Hours	Item Type/ Employee Name	Description	Unit Price	Total

Total

Authorized by: _____
Signed by _____
Dated _____
Invoice No. _____

Woodland Park
5 Newell Ct
East Palo Alto,CA 94303
Office (650) 566-2000x

Work Order No. 8830565
Date Call: 9/24/2024 10:39:00 AM

Date Scheduled: 9/24/2024 12:03:44 PM

Status Scheduled

Brief Desc: PTE (650) 776-4860.

Job Site: cawoopa2/209-19
245 East OKeefe Street
19
East Palo Alto,CA 94303

Caller Name:

Caller Phone: (650) 776-4860x
Occupant: Fakalata (t2439918)

Priority: High
Ok to enter? YES
Category: Plumbing

Mobile (650) 776-4860x

SubCategory: Main Bathroom Tub/Shower

Technician Notes
Time: _____ **Date:** _____
Material: _____

Problem Description: PTE (650) 776-4860.
discolored shower, possible reglaze pls inspect

Parts & Labor

Quantity/ Hours	Item Type/ Employee Name	Description	Unit Price	Total

Total

Authorized by: _____
Signed by _____
Dated _____
Invoice No. _____

Woodland Park
5 Newell Ct
East Palo Alto,CA 94303
Office (650) 566-2000x

Work Order No. 8830574
Date Call: 9/24/2024 10:40:00 AM

Date Scheduled: 9/24/2024 12:04:00 PM

Status Work Completed

Date Completed: 10/18/2024 3:32:54 PM
Brief Desc: PTE (650) 776-4860.

Job Site: cawoopa2/209-19
245 East OKeefe Street
19
East Palo Alto,CA 94303

Caller Name:

Caller Phone: (650) 776-4860x
Occupant: Fakalata (t2439918)

Priority: High
Ok to enter? YES
Category: Flooring

Mobile (650) 776-4860x

Problem Description: PTE (650) 776-4860.
flooring in bathroom is uneven due to poor maint work pls inspect

Parts & Labor

Quantity/ Hours	Item Type/ Employee Name	Description	Unit Price	Total
0.0000	Blanco		0.00	0.00
			Total	0.00

Authorized by: _____
Signed by _____
Dated _____
Invoice No. _____

Technician Notes: repaired vinyl in bathroom and kitchen area

Woodland Park
5 Newell Ct
East Palo Alto,CA 94303
Office (650) 566-2000x

Work Order No. 8830583
Date Call: 9/24/2024 10:40:00 AM

Date Scheduled: 9/24/2024 12:16:35 PM

Status Scheduled

Brief Desc: PTE (650) 776-4860.

Job Site: cawoopa2/209-19
245 East OKeefe Street
19
East Palo Alto,CA 94303

Caller Name:

Caller Phone: (650) 776-4860x
Occupant: Fakalata (t2439918)

Priority: High
Ok to enter? YES
Category: Painting

Mobile (650) 776-4860x

Technician Notes
Time: _____ **Date:** _____
Material: _____

Problem Description: PTE (650) 776-4860.
inspect painting in whole unit

Parts & Labor

Quantity/ Hours	Item Type/ Employee Name	Description	Unit Price	Total

Total

Authorized by: _____
Signed by _____
Dated _____
Invoice No. _____

Woodland Park
5 Newell Ct
East Palo Alto,CA 94303
Office (650) 566-2000x

Work Order No. 8830635
Date Call: 9/24/2024 10:49:00 AM

Date Scheduled: 9/24/2024 12:17:28 PM

Status Scheduled

Brief Desc: PTE (650) 776-4860.

Job Site: cawoopa2/209-19
245 East OKeefe Street
19
East Palo Alto,CA 94303

Caller Name:

Caller Phone: (650) 776-4860x
Occupant: Fakalata (t2439918)

Priority: High
Ok to enter? YES
Category: Painting

Mobile (650) 776-4860x

Technician Notes
Time: _____ **Date:** _____
Material: _____

Problem Description: PTE (650) 776-4860.
resident reporting the wall behind \the stove discolored.

Parts & Labor

Quantity/ Hours	Item Type/ Employee Name	Description	Unit Price	Total

Total

Authorized by: _____
Signed by _____
Dated _____
Invoice No. _____

Woodland Park
5 Newell Ct
East Palo Alto,CA 94303
Office (650) 566-2000x

Work Order No. 8830642
Date Call: 9/24/2024 10:50:00 AM

Date Scheduled: 9/24/2024 12:18:00 PM

Status Work Completed

Date Completed: 10/14/2024 4:23:16 PM
Brief Desc: PTE (650) 776-4860.

Job Site: cawoopa2/209-19
245 East OKeefe Street
19
East Palo Alto,CA 94303

Caller Name:

Caller Phone: (650) 776-4860x
Occupant: Fakalata (t2439918)

Priority: Emergency
Ok to enter? YES
Category: Appliance Repair

Mobile (650) 776-4860x

SubCategory: Stove

Problem Description: PTE (650) 776-4860.
Only one remaining stove burner working pls inspect

Parts & Labor

Quantity/ Hours	Item Type/ Employee Name	Description	Unit Price	Total

Total

Authorized by: _____
Signed by _____
Dated _____
Invoice No. _____

Technician Notes: stove burners are working fine no issues, per resident they all work fine

Pedro

Woodland Park
5 Newell Ct
East Palo Alto,CA 94303
Office (650) 566-2000x

Work Order No. 8830649
Date Call: 9/24/2024 10:51:00 AM

Date Scheduled: 9/24/2024 12:19:00 PM

Status Work Completed

Date Completed: 10/14/2024 4:24:27 PM
Brief Desc: PTE (650) 776-4860.

Job Site: cawoopa2/209-19
245 East OKeefe Street
19
East Palo Alto,CA 94303

Caller Name:

Caller Phone: (650) 776-4860x
Occupant: Fakalata (t2439918)

Priority: High
Ok to enter? YES
Category: Appliance Repair

Mobile (650) 776-4860x

SubCategory: Oven

Problem Description: PTE (650) 776-4860.
oven doesnt distribute heat evenly, pls inspect

Parts & Labor

Quantity/ Hours	Item Type/ Employee Name	Description	Unit Price	Total

Total

Authorized by: _____
Signed by _____
Dated _____
Invoice No. _____

Technician Notes: Per resident oven is working fine, I tested oven and stove and it all works fine.

Woodland Park
5 Newell Ct
East Palo Alto,CA 94303
Office (650) 566-2000x

Work Order No. 8830658
Date Call: 9/24/2024 10:51:00 AM

Date Scheduled: 9/24/2024 12:20:00 PM

Status Work Completed

Date Completed: 10/18/2024 3:22:11 PM
Brief Desc: PTE (650) 776-4860.

Job Site: cawoopa2/209-19
245 East OKeefe Street
19
East Palo Alto,CA 94303

Caller Name:

Caller Phone: (650) 776-4860x
Occupant: Fakalata (t2439918)

Priority: High
Ok to enter? YES
Category: Cabinets and Drawers

Mobile (650) 776-4860x
SubCategory: Kitchen

Problem Description: PTE (650) 776-4860.
some of The cabinet doors have fallen off the hinges pls re install

Parts & Labor

Quantity/ Hours	Item Type/ Employee Name	Description	Unit Price	Total
0.0000	Blanco		0.00	0.00
			Total	0.00

Authorized by: _____
Signed by _____
Dated _____
Invoice No. _____

Technician Notes: installed new kitchen cabinet door

Woodland Park
5 Newell Ct
East Palo Alto,CA 94303
Office (650) 566-2000x

Work Order No. 8830675
Date Call: 9/24/2024 10:54:00 AM

Date Scheduled: 9/24/2024 12:21:06 PM

Status Scheduled

Brief Desc: PTE (650) 776-4860.

Job Site: cawoopa2/209-19
245 East OKeefe Street
19
East Palo Alto,CA 94303

Caller Name:

Caller Phone: (650) 776-4860x
Occupant: Fakalata (t2439918)

Priority: High
Ok to enter? YES
Category: Cabinets and Drawers

Mobile (650) 776-4860x
SubCategory: Kitchen

Technician Notes
Time: _____ **Date:** _____
Material: _____

Problem Description: PTE (650) 776-4860.
discoloration above & below cabinets

Parts & Labor

Quantity/ Hours	Item Type/ Employee Name	Description	Unit Price	Total

Total

Authorized by: _____
Signed by _____
Dated _____
Invoice No. _____

Woodland Park
5 Newell Ct
East Palo Alto,CA 94303
Office (650) 566-2000x

Work Order No. 8830685
Date Call: 9/24/2024 10:55:00 AM

Date Scheduled: 9/24/2024 12:21:00 PM

Status Scheduled

Brief Desc: PTE (650) 776-4860.

Job Site: cawoopa2/209-19
245 East OKeefe Street
19
East Palo Alto,CA 94303

Caller Name:

Caller Phone: (650) 776-4860x
Occupant: Fakalata (t2439918)

Priority: High
Ok to enter? YES
Category: Lighting

Mobile (650) 776-4860x

SubCategory: Replace Bulb

Technician Notes
Time: _____ **Date:** _____
Material: _____

Problem Description: PTE (650) 776-4860.
The Lights in the kitchen flicker & do not turn on sometimes

Parts & Labor

Quantity/ Hours	Item Type/ Employee Name	Description	Unit Price	Total

Total

Authorized by: _____
Signed by _____
Dated _____
Invoice No. _____

Technician Notes: called resident on 9/24 to schedule a day to work/inspect her unit per w.o.
she gave us PTE for Thursday September 26 from 9am-5pm

Woodland Park
5 Newell Ct
East Palo Alto,CA 94303
Office (650) 566-2000x

Work Order No. 8830696
Date Call: 9/24/2024 10:56:00 AM

Date Scheduled: 9/24/2024 12:23:00 PM

Status Scheduled

Brief Desc: PTE (650) 776-4860.

Job Site: cawoopa2/209-19
245 East OKeefe Street
19
East Palo Alto,CA 94303

Caller Name:

Caller Phone: (650) 776-4860x
Occupant: Fakalata (t2439918)

Mobile (650) 776-4860x

Ok to enter? YES

Technician Notes
Time: _____ **Date:** _____
Material: _____

Problem Description: PTE (650) 776-4860.
grease stains adjoining the walls

Parts & Labor

Quantity/ Hours	Item Type/ Employee Name	Description	Unit Price	Total

Total

Authorized by: _____
Signed by _____
Dated _____
Invoice No. _____

Technician Notes: called resident on 9/24 to schedule a day to work/inspect her unit per w.o.
she gave us PTE for Thursday September 26 from 9am-5pm

Woodland Park
5 Newell Ct
East Palo Alto,CA 94303
Office (650) 566-2000x

Work Order No. 8830705
Date Call: 9/24/2024 10:57:00 AM

Date Scheduled: 9/24/2024 12:23:00 PM

Status Work Completed

Date Completed: 10/8/2024 5:31:28 PM
Brief Desc: PTE (650) 776-4860.

Job Site: cawoopa2/209-19
245 East OKeefe Street
19
East Palo Alto,CA 94303

Caller Name:

Caller Phone: (650) 776-4860x
Occupant: Fakalata (t2439918)

Mobile (650) 776-4860x

Ok to enter? YES

Problem Description: PTE (650) 776-4860.
trash can area has residual smell

Parts & Labor

Quantity/ Hours	Item Type/ Employee Name	Description	Unit Price	Total

Total

Authorized by: _____
Signed by _____
Dated _____
Invoice No. _____

Technician Notes: called resident on 9/24 to schedule a day to work/inspect her unit per w.o.
she gave us PTE for Thursday September 26 from 9am-5pm.

PLANNED COMPANIES PRESSURE WASHED AREA.

Woodland Park
5 Newell Ct
East Palo Alto,CA 94303
Office (650) 566-2000x

Work Order No. 8830717
Date Call: 9/24/2024 10:58:00 AM

Date Scheduled: 9/24/2024 12:24:00 PM

Status Work Completed

Date Completed: 10/14/2024 4:25:15 PM
Brief Desc: PTE (650) 776-4860.

Job Site: cawoopa2/209-19
245 East OKeefe Street
19
East Palo Alto,CA 94303

Caller Name:

Caller Phone: (650) 776-4860x
Occupant: Fakalata (t2439918)

Priority: High
Ok to enter? YES
Category: Appliance Repair

Mobile (650) 776-4860x

SubCategory: Stove

Problem Description: PTE (650) 776-4860.
the burner light remains on the entire time even when the burners are shut off

Parts & Labor

Quantity/ Hours	Item Type/ Employee Name	Description	Unit Price	Total

Total

Authorized by: _____
Signed by _____
Dated _____
Invoice No. _____

Technician Notes: called resident on 9/24 to schedule a day to work/inspect her unit per w.o.
she gave us PTE for Thursday September 26 from 9am-5pm.

Oven and stove work normally, no issues.

Woodland Park
5 Newell Ct
East Palo Alto,CA 94303
Office (650) 566-2000x

Work Order No. 8830731
Date Call: 9/24/2024 10:59:00 AM

Date Scheduled: 9/24/2024 12:25:00 PM

Status Scheduled

Brief Desc: PTE (650) 776-4860.

Job Site: cawoopa2/209-19
245 East OKeefe Street
19
East Palo Alto,CA 94303

Caller Name:

Caller Phone: (650) 776-4860x
Occupant: Fakalata (t2439918)

Priority: High
Ok to enter? YES
Category: Locks / Keys

Mobile (650) 776-4860x

SubCategory: Lock Repair

Technician Notes
Time: _____ **Date:** _____
Material: _____

Problem Description: PTE (650) 776-4860.
front door nob gets stuck & is very hard to open pls inspect

Parts & Labor

Quantity/ Hours	Item Type/ Employee Name	Description	Unit Price	Total

Total

Authorized by: _____
Signed by _____
Dated _____
Invoice No. _____

Technician Notes: called resident on 9/24 to schedule a day to work/inspect her unit per w.o.
she gave us PTE for Thursday September 26 from 9am-5pm

Woodland Park
5 Newell Ct
East Palo Alto,CA 94303
Office (650) 566-2000x

Work Order No. 8830748
Date Call: 9/24/2024 11:01:00 AM

Date Scheduled: 9/24/2024 12:26:00 PM

Status Scheduled

Brief Desc: PTE (650) 776-4860.

Job Site: cawoopa2/209-19
245 East OKeefe Street
19
East Palo Alto,CA 94303

Caller Name:

Caller Phone: (650) 776-4860x
Occupant: Fakalata (t2439918)

Priority: High
Ok to enter? YES
Category: Window and Blinds

Mobile (650) 776-4860x

SubCategory: Window Issue

Technician Notes
Time: _____ **Date:** _____
Material: _____

Problem Description: PTE (650) 776-4860.'
kitchen window lock needs to be replaced, pls inspec

Parts & Labor

Quantity/ Hours	Item Type/ Employee Name	Description	Unit Price	Total

Total

Authorized by: _____
Signed by _____
Dated _____
Invoice No. _____

Technician Notes: called resident on 9/24 to schedule a day to work/inspect her unit per w.o.
she gave us PTE for Thursday September 26 from 9am-5pm

Woodland Park
5 Newell Ct
East Palo Alto,CA 94303
Office (650) 566-2000x

Work Order No. 8830752
Date Call: 9/24/2024 11:03:00 AM

Date Scheduled: 9/24/2024 12:26:00 PM

Status Scheduled

Brief Desc: PTE (650) 776-4860.

Job Site: cawoopa2/209-19
245 East OKeefe Street
19
East Palo Alto,CA 94303

Caller Name:

Caller Phone: (650) 776-4860x
Occupant: Fakalata (t2439918)

Priority: High
Ok to enter? YES
Category: Window and Blinds

Mobile (650) 776-4860x

SubCategory: Window Issue

Technician Notes
Time: _____ **Date:** _____
Material: _____

Problem Description: PTE (650) 776-4860.
bedroom window is hard to open pls inspecyt

Parts & Labor

Quantity/ Hours	Item Type/ Employee Name	Description	Unit Price	Total

Total

Authorized by: _____
Signed by _____
Dated _____
Invoice No. _____

Technician Notes: called resident on 9/24 to schedule a day to work/inspect her unit per w.o.
she gave us PTE for Thursday September 26 from 9am-5pm

Woodland Park
5 Newell Ct
East Palo Alto,CA 94303
Office (650) 566-2000x

Work Order No. 8830755
Date Call: 9/24/2024 11:04:00 AM

Date Scheduled: 9/24/2024 12:27:00 PM

Status Scheduled

Brief Desc: PTE (650) 776-4860.

Job Site: cawoopa2/209-19
245 East OKeefe Street
19
East Palo Alto,CA 94303

Caller Name:

Caller Phone: (650) 776-4860x
Occupant: Fakalata (t2439918)

Priority: High
Ok to enter? YES
Category: Window and Blinds

Mobile (650) 776-4860x

SubCategory: Blinds

Technician Notes
Time: _____ **Date:** _____
Material: _____

Problem Description: PTE (650) 776-4860.
sliding door blinds need to be replaced

Parts & Labor

Quantity/ Hours	Item Type/ Employee Name	Description	Unit Price	Total

Total

Authorized by: _____
Signed by _____
Dated _____
Invoice No. _____

Technician Notes: called resident on 9/24 to schedule a day to work/inspect her unit per w.o.
she gave us PTE for Thursday September 26 from 9am-5pm

Woodland Park
5 Newell Ct
East Palo Alto,CA 94303
Office (650) 566-2000x

Work Order No. 8830760
Date Call: 9/24/2024 11:04:00 AM

Date Scheduled: 9/24/2024 12:28:00 PM

Status Scheduled

Brief Desc: PTE (650) 776-4860.

Job Site: cawoopa2/209-19
245 East OKeefe Street
19
East Palo Alto,CA 94303

Caller Name:

Caller Phone: (650) 776-4860x
Occupant: Fakalata (t2439918)

Priority: High
Ok to enter? YES
Category: Window and Blinds

Mobile (650) 776-4860x

SubCategory: Blinds

Technician Notes
Time: _____ **Date:** _____
Material: _____

Problem Description: PTE (650) 776-4860
kitchen window blinds need to be replaced

Parts & Labor

Quantity/ Hours	Item Type/ Employee Name	Description	Unit Price	Total

Total

Authorized by: _____
Signed by _____
Dated _____
Invoice No. _____

Technician Notes: called resident on 9/24 to schedule a day to work/inspect her unit per w.o.
she gave us PTE for Thursday September 26 from 9am-5pm

Woodland Park
5 Newell Ct
East Palo Alto,CA 94303
Office (650) 566-2000x

Work Order No. 8830765
Date Call: 9/24/2024 11:05:00 AM

Date Scheduled: 9/24/2024 12:28:00 PM

Status Work Completed

Date Completed: 10/18/2024 3:35:29 PM
Brief Desc: PTE (650) 776-4860.

Job Site: cawoopa2/209-19
245 East OKeefe Street
19
East Palo Alto,CA 94303

Caller Name:

Caller Phone: (650) 776-4860x
Occupant: Fakalata (t2439918)

Priority: High
Ok to enter? YES
Category: Window and Blinds

Mobile (650) 776-4860x

SubCategory: Window Issue

Problem Description: PTE (650) 776-4860.
discoloration reported on all windows

Parts & Labor

Quantity/ Hours	Item Type/ Employee Name	Description	Unit Price	Total
0.0000	Blanco		0.00	0.00
			Total	0.00

Authorized by: _____
Signed by _____
Dated _____
Invoice No. _____

Technician Notes: called resident on 9/24 to schedule a day to work/inspect her unit per w.o.
she gave us PTE for Thursday September 26 from 9am-5pm.

Cleaned sill and painted. advised resident to maintain area clean. No mold or mildew it was actually just dirt.

Woodland Park
5 Newell Ct
East Palo Alto,CA 94303
Office (650) 566-2000x

Work Order No. 8884453
Date Call: 10/7/2024 10:21:00 AM

Date Scheduled: 10/7/2024 12:28:00 PM

Status Work Completed

Date Completed: 10/8/2024 5:30:15 PM
Brief Desc: PTE 650-776-4860

Job Site: cawoopa2/209-19
245 East OKeefe Street
19
East Palo Alto,CA 94303

Caller Name: Patisue Fakalata

Caller Phone: (650) 776-4860x
Occupant: Fakalata (t2439918)

Mobile (650) 776-4860x

Ok to enter? YES
Category: Window Replace / Repair

SubCategory: Screens

Problem Description: kitchen screen needs to be placed

Parts & Labor

Quantity/ Hours	Item Type/ Employee Name	Description	Unit Price	Total

Total

Authorized by: _____
Signed by _____
Dated _____
Invoice No. _____

Technician Notes: installed new window screen

Woodland Park
5 Newell Ct
East Palo Alto,CA 94303
Office (650) 566-2000x

Work Order No. 8797424
Date Call: 9/16/2024 1:36:00 PM

Date Scheduled: 10/10/2024 8:41:00 AM

Status Work Completed

Date Completed: 10/14/2024 4:28:21 PM
Brief Desc: PTE (650) 776-4860.

Job Site: cawoopa2/209-19
245 East OKeefe Street
19
East Palo Alto,CA 94303

Caller Name: Patisue Fakalata
Caller Phone: (650) 776-4860x
Occupant: Fakalata (t2439918)

Priority: High
Ok to enter? YES
Category: Appliance Repair
Mobile (650) 776-4860x
SubCategory: Refrigerator

Problem Description: PTE (650) 776-4860
- Old and outdated refrigerator and freezer

Parts & Labor

Quantity/ Hours	Item Type/ Employee Name	Description	Unit Price	Total

Total

Authorized by: _____
Signed by _____
Dated _____
Invoice No. _____

Technician Notes: Fridge is working fine, no issues. It is cooling on freezer and fridge side. Only needs cleaning

Woodland Park
5 Newell Ct
East Palo Alto,CA 94303
Office (650) 566-2000x

Work Order No. 8797432
Date Call: 9/16/2024 1:38:00 PM

Date Scheduled: 10/10/2024 8:42:00 AM

Status Work Completed

Date Completed: 10/22/2024 3:53:12 PM
Brief Desc: PTE (650) 776-4860.

Job Site: cawoopa2/209-19
245 East OKeefe Street
19
East Palo Alto,CA 94303

Caller Name: Patisue Fakalata
Caller Phone: (650) 776-4860x
Occupant: Fakalata (t2439918)

Priority: High
Ok to enter? YES
Category: Plumbing
Mobile (650) 776-4860x
SubCategory: Kitchen Sink

Problem Description: PTE -(650) 776-4860.
discolored kitchen sink , possible reglaze pls inspect

Parts & Labor

Quantity/ Hours	Item Type/ Employee Name	Description	Unit Price	Total

Total

Authorized by: _____
Signed by _____
Dated _____
Invoice No. _____

Technician Notes: Resident said she will call back when ready, her daughter is home and she does not want to do it at this time.

Woodland Park
5 Newell Ct
East Palo Alto,CA 94303
Office (650) 566-2000x

Work Order No. 8797443
Date Call: 9/16/2024 1:40:00 PM

Date Scheduled: 10/10/2024 8:43:00 AM
Date In Progress: 12/18/2024 5:26:00 PM

Status Work Completed

Date Completed: 12/18/2024 5:43:00 PM
Brief Desc: PTE (650) 776-4860.

Job Site: cawoopa2/209-19
245 East OKeefe Street
19
East Palo Alto,CA 94303

Caller Name: Patisue Fakalata
Caller Phone: (650) 776-4860x
Occupant: Fakalata (t2439918)

Priority: High
Ok to enter? YES
Category: Flooring
Mobile (650) 776-4860x

Problem Description: PTE (650) 776-4860.

- All carpeting is old stained and outdates, Please inspect

Parts & Labor

Quantity/ Hours	Item Type/ Employee Name	Description	Unit Price	Total
0.0000	Macias Vasquez		0.00	0.00
0.0000	Macias Vasquez		0.00	0.00
			Total	0.00

Authorized by: _____
Signed by _____
Dated _____
Invoice No. _____

Technician Notes: [Magdalena Macias Vasquez 12/18/2024 5:40 PM]
Have tried contacting and setting up date with residents. Set up a date on 11/19/24 for 11/27/24 when vendors got there they were not ready. Enrique talked with them and they said they will be ready that Saturday 11/30/24 but failed to again. Have been trying to get in contact with the person actually living there and could not. went to knock at unit 12/7/24 morning 12/14/24 afternoon and again 12/18/24 no answer. Got permission from supervisor to inspect unit. No work has been done as of now because of non compliance.

have scheduled residents with flooring 3 times already. they are never ready when Profloors gets there on agreed day.

Woodland Park
5 Newell Ct
East Palo Alto,CA 94303
Office (650) 566-2000x

Work Order No. 8830524
Date Call: 9/24/2024 10:33:00 AM

Status Work Completed

Date Completed: 9/25/2024 5:02:00 PM
Brief Desc: PTE (650) 776-4860.

Job Site: cawoopa2/209-19
245 East OKeefe Street
19
East Palo Alto,CA 94303

Caller Name:

Caller Phone: (650) 776-4860x
Occupant: Fakalata (t2439918)

Priority: High
Ok to enter? YES
Category: Pest Control

Mobile (650) 776-4860x

Problem Description: PTE (650) 776-4860.
Resident reported rat feces

Parts & Labor

Quantity/ Hours	Item Type/ Employee Name	Description	Unit Price	Total

Total

Authorized by: _____
Signed by _____
Dated _____
Invoice No. _____

Technician Notes: 9/25 BANNER resident refused service closed the door on vendors face

will reschedule for next Wednesday 10/2

Woodland Park
5 Newell Ct
East Palo Alto,CA 94303
Office (650) 566-2000x

Work Order No. 8830538
Date Call: 9/24/2024 10:34:00 AM

Date Scheduled: 9/24/2024 10:37:00 AM

Status Work Completed

Date Completed: 12/18/2024 5:52:43 PM
Brief Desc: PTE (650) 776-4860.

Job Site: cawoopa2/209-19
245 East OKeefe Street
19
East Palo Alto,CA 94303

Caller Name:

Caller Phone: (650) 776-4860x
Occupant: Fakalata (t2439918)

Priority: High
Ok to enter? YES
Category: Community Amenities

Mobile (650) 776-4860x

Problem Description: PTE (650) 776-4860.
Balcony needs to be inspected, resident reported it unbalanced

Parts & Labor

Quantity/ Hours	Item Type/ Employee Name	Description	Unit Price	Total
0.0000	Macias Vasquez		0.00	0.00
			Total	0.00

Authorized by: _____
Signed by _____
Dated _____
Invoice No. _____

Technician Notes: [Magdalena Macias Vasquez 12/18/2024 5:40 PM]
Have tried contacting and setting up date with residents. Set up a date on 11/19/24 for 11/27/24 when vendors got there they were not ready. Enrique talked with them and they said they will be ready that Saturday 11/30/24 but failed to again. Have been trying to get in contact with the person actually living there and could not. went to knock at unit 12/7/24 morning 12/14/24 afternoon and again 12/18/24 no answer. Got permission from supervisor to inspect unit. No work has been done as of now because of non compliance.

Woodland Park
5 Newell Ct
East Palo Alto,CA 94303
Office (650) 566-2000x

Work Order No. 8830552
Date Call: 9/24/2024 10:38:00 AM

Date Scheduled: 9/24/2024 12:02:00 PM

Status Work Completed

Date Completed: 10/22/2024 3:55:00 PM
Brief Desc: PTE (650) 776-4860.

Job Site: cawoopa2/209-19
245 East OKeefe Street
19
East Palo Alto,CA 94303

Caller Name:

Caller Phone: (650) 776-4860x
Occupant: Fakalata (t2439918)

Priority: High
Ok to enter? YES

Mobile (650) 776-4860x

Problem Description: PTE (650) 776-4860.
resident reporting mirror in bathroom is discolored pls inspect

Parts & Labor

Quantity/ Hours	Item Type/ Employee Name	Description	Unit Price	Total
0.0000	Lopez		0.00	0.00
			Total	0.00

Authorized by: _____
Signed by _____
Dated _____
Invoice No. _____

Technician Notes: cabinet was replaced in bathroom area.
mirror was replaced in the bathroom

Woodland Park
5 Newell Ct
East Palo Alto,CA 94303
Office (650) 566-2000x

Work Order No. 8830565
Date Call: 9/24/2024 10:39:00 AM

Date Scheduled: 9/24/2024 12:03:00 PM

Status Work Completed

Date Completed: 10/22/2024 3:54:23 PM
Brief Desc: PTE (650) 776-4860.

Job Site: cawoopa2/209-19
245 East OKeefe Street
19
East Palo Alto,CA 94303

Caller Name:

Caller Phone: (650) 776-4860x
Occupant: Fakalata (t2439918)

Priority: High
Ok to enter? YES
Category: Plumbing

Mobile (650) 776-4860x

SubCategory: Main Bathroom Tub/Shower

Problem Description: PTE (650) 776-4860.
discolored shower, possible reglaze pls inspect

Parts & Labor

Quantity/ Hours	Item Type/ Employee Name	Description	Unit Price	Total
0.0000	Blanco		0.00	0.00
			Total	0.00

Authorized by: _____
Signed by _____
Dated _____
Invoice No. _____

Technician Notes: Resident said she will call back when ready, her daughter is home and she does not want to do it at this time.

Woodland Park
5 Newell Ct
East Palo Alto,CA 94303
Office (650) 566-2000x

Work Order No. 8830574
Date Call: 9/24/2024 10:40:00 AM

Date Scheduled: 9/24/2024 12:04:00 PM

Status Work Completed

Date Completed: 10/18/2024 3:32:54 PM
Brief Desc: PTE (650) 776-4860.

Job Site: cawoopa2/209-19
245 East OKeefe Street
19
East Palo Alto,CA 94303

Caller Name:

Caller Phone: (650) 776-4860x
Occupant: Fakalata (t2439918)

Priority: High
Ok to enter? YES
Category: Flooring

Mobile (650) 776-4860x

Problem Description: PTE (650) 776-4860.
flooring in bathroom is uneven due to poor maint work pls inspect

Parts & Labor

Quantity/ Hours	Item Type/ Employee Name	Description	Unit Price	Total
0.0000	Blanco		0.00	0.00
			Total	0.00

Authorized by: _____
Signed by _____
Dated _____
Invoice No. _____

Technician Notes: repaired vinyl in bathroom and kitchen area

Woodland Park
5 Newell Ct
East Palo Alto,CA 94303
Office (650) 566-2000x

Work Order No. 8830583
Date Call: 9/24/2024 10:40:00 AM

Date Scheduled: 9/24/2024 12:16:00 PM

Status Work Completed

Date Completed: 12/11/2024 9:13:36 AM
Brief Desc: PTE (650) 776-4860.

Job Site: cawoopa2/209-19
245 East OKeefe Street
19
East Palo Alto,CA 94303

Caller Name:

Caller Phone: (650) 776-4860x
Occupant: Fakalata (t2439918)

Priority: High
Ok to enter? YES
Category: Painting

Mobile (650) 776-4860x

Problem Description: PTE (650) 776-4860.
inspect painting in whole unit

Parts & Labor

Quantity/ Hours	Item Type/ Employee Name	Description	Unit Price	Total

Total

Authorized by: _____
Signed by _____
Dated _____
Invoice No. _____

Technician Notes: resident has to take care of that

Woodland Park
5 Newell Ct
East Palo Alto,CA 94303
Office (650) 566-2000x

Work Order No. 8830635
Date Call: 9/24/2024 10:49:00 AM

Date Scheduled: 9/24/2024 12:17:00 PM

Status Work Completed

Date Completed: 12/2/2024 12:52:44 PM
Brief Desc: PTE (650) 776-4860.

Job Site: cawoopa2/209-19
245 East OKeefe Street
19
East Palo Alto,CA 94303

Caller Name:

Caller Phone: (650) 776-4860x
Occupant: Fakalata (t2439918)

Priority: High
Ok to enter? YES
Category: Painting

Mobile (650) 776-4860x

Problem Description: PTE (650) 776-4860.
resident reporting the wall behind \the stove discolored.

Parts & Labor

Quantity/ Hours	Item Type/ Employee Name	Description	Unit Price	Total
48.5000	Bedolla		0.00	0.00
			Total	0.00

Authorized by: _____
Signed by _____
Dated _____
Invoice No. _____

Technician Notes: called resident on 9/24 to schedule a day to work/inspect her unit per w.o.
she gave us PTE for Thursday September 26 from 9am-5pm.

9/26/2024 Grease stains are from resident cooking, advised resident to properly clean wall with degreaser.

Woodland Park
5 Newell Ct
East Palo Alto,CA 94303
Office (650) 566-2000x

Work Order No. 8830642
Date Call: 9/24/2024 10:50:00 AM

Date Scheduled: 9/24/2024 12:18:00 PM

Status Work Completed

Date Completed: 10/14/2024 4:23:16 PM
Brief Desc: PTE (650) 776-4860.

Job Site: cawoopa2/209-19
245 East OKeefe Street
19
East Palo Alto,CA 94303

Caller Name:

Caller Phone: (650) 776-4860x
Occupant: Fakalata (t2439918)

Priority: Emergency
Ok to enter? YES
Category: Appliance Repair

Mobile (650) 776-4860x

SubCategory: Stove

Problem Description: PTE (650) 776-4860.
Only one remaining stove burner working pls inspect

Parts & Labor

Quantity/ Hours	Item Type/ Employee Name	Description	Unit Price	Total

Total

Authorized by: _____
Signed by _____
Dated _____
Invoice No. _____

Technician Notes: stove burners are working fine no issues, per resident they all work fine

Pedro

Woodland Park
5 Newell Ct
East Palo Alto,CA 94303
Office (650) 566-2000x

Work Order No. 8830649
Date Call: 9/24/2024 10:51:00 AM

Date Scheduled: 9/24/2024 12:19:00 PM

Status Work Completed

Date Completed: 10/14/2024 4:24:27 PM
Brief Desc: PTE (650) 776-4860.

Job Site: cawoopa2/209-19
245 East OKeefe Street
19
East Palo Alto,CA 94303

Caller Name:

Caller Phone: (650) 776-4860x
Occupant: Fakalata (t2439918)

Priority: High
Ok to enter? YES
Category: Appliance Repair

Mobile (650) 776-4860x

SubCategory: Oven

Problem Description: PTE (650) 776-4860.
oven doesnt distribute heat evenly, pls inspect

Parts & Labor

Quantity/ Hours	Item Type/ Employee Name	Description	Unit Price	Total

Total

Authorized by: _____
Signed by _____
Dated _____
Invoice No. _____

Technician Notes: Per resident oven is working fine, I tested oven and stove and it all works fine.

Woodland Park
5 Newell Ct
East Palo Alto,CA 94303
Office (650) 566-2000x

Work Order No. 8830658
Date Call: 9/24/2024 10:51:00 AM

Date Scheduled: 9/24/2024 12:20:00 PM

Status Work Completed

Date Completed: 10/18/2024 3:22:11 PM
Brief Desc: PTE (650) 776-4860.

Job Site: cawoopa2/209-19
245 East OKeefe Street
19
East Palo Alto,CA 94303

Caller Name:

Caller Phone: (650) 776-4860x
Occupant: Fakalata (t2439918)

Priority: High
Ok to enter? YES
Category: Cabinets and Drawers

Mobile (650) 776-4860x
SubCategory: Kitchen

Problem Description: PTE (650) 776-4860.
some of The cabinet doors have fallen off the hinges pls re install

Parts & Labor

Quantity/ Hours	Item Type/ Employee Name	Description	Unit Price	Total
0.0000	Blanco		0.00	0.00
			Total	0.00

Authorized by: _____
Signed by _____
Dated _____
Invoice No. _____

Technician Notes: installed new kitchen cabinet door

Woodland Park
5 Newell Ct
East Palo Alto,CA 94303
Office (650) 566-2000x

Work Order No. 8830675
Date Call: 9/24/2024 10:54:00 AM

Date Scheduled: 9/24/2024 12:21:00 PM

Status Work Completed

Date Completed: 12/2/2024 12:54:22 PM
Brief Desc: PTE (650) 776-4860.

Job Site: cawoopa2/209-19
245 East OKeefe Street
19
East Palo Alto,CA 94303

Caller Name:

Caller Phone: (650) 776-4860x
Occupant: Fakalata (t2439918)

Priority: High
Ok to enter? YES
Category: Cabinets and Drawers

Mobile (650) 776-4860x
SubCategory: Kitchen

Problem Description: PTE (650) 776-4860.
discoloration above & below cabinets

Parts & Labor

Quantity/ Hours	Item Type/ Employee Name	Description	Unit Price	Total
49.2500	Bedolla		0.00	0.00
			Total	0.00

Authorized by: _____
Signed by _____
Dated _____
Invoice No. _____

Technician Notes: called resident on 9/24 to schedule a day to work/inspect her unit per w.o.
she gave us PTE for Thursday September 26 from 9am-5pm.

9/26/2024 Grease stains are from resident cooking, advised resident to properly clean wall with degreaser.
Also cabinets needs cleaning doors and drawers operate fine just needs cleaning.

Woodland Park
5 Newell Ct
East Palo Alto,CA 94303
Office (650) 566-2000x

Work Order No. 8830685
Date Call: 9/24/2024 10:55:00 AM

Date Scheduled: 9/24/2024 12:21:00 PM

Status Work Completed

Date Completed: 10/22/2024 3:56:00 PM
Brief Desc: PTE (650) 776-4860.

Job Site: cawoopa2/209-19
245 East OKeefe Street
19
East Palo Alto,CA 94303

Caller Name:

Caller Phone: (650) 776-4860x
Occupant: Fakalata (t2439918)

Priority: High
Ok to enter? YES
Category: Lighting

Mobile (650) 776-4860x

SubCategory: Replace Bulb

Problem Description: PTE (650) 776-4860.
The Lights in the kitchen flicker & do not turn on sometimes

Parts & Labor

Quantity/ Hours	Item Type/ Employee Name	Description	Unit Price	Total
0.0000	Lopez		0.00	0.00
			Total	0.00

Authorized by: _____
Signed by _____
Dated _____
Invoice No. _____

Technician Notes: Replaced light switch
replaced kitchen light fixture

Woodland Park
5 Newell Ct
East Palo Alto,CA 94303
Office (650) 566-2000x

Work Order No. 8830696
Date Call: 9/24/2024 10:56:00 AM

Date Scheduled: 9/24/2024 12:23:00 PM

Status Work Completed

Date Completed: 12/2/2024 12:50:47 PM
Brief Desc: PTE (650) 776-4860.

Job Site: cawoopa2/209-19
245 East OKeefe Street
19
East Palo Alto,CA 94303

Caller Name:

Caller Phone: (650) 776-4860x
Occupant: Fakalata (t2439918)

Mobile (650) 776-4860x

Ok to enter? YES

Problem Description: PTE (650) 776-4860.
grease stains adjoining the walls

Parts & Labor

Quantity/ Hours	Item Type/ Employee Name	Description	Unit Price	Total
49.0000	Bedolla		0.00	0.00
			Total	0.00

Authorized by: _____
Signed by _____
Dated _____
Invoice No. _____

Technician Notes: called resident on 9/24 to schedule a day to work/inspect her unit per w.o.
she gave us PTE for Thursday September 26 from 9am-5pm.

9/26/2024 Grease stains are from resident cooking, advised resident to properly clean wall with degreaser.

Woodland Park
5 Newell Ct
East Palo Alto,CA 94303
Office (650) 566-2000x

Work Order No. 8830705
Date Call: 9/24/2024 10:57:00 AM

Date Scheduled: 9/24/2024 12:23:00 PM

Status Work Completed

Date Completed: 10/8/2024 5:31:28 PM
Brief Desc: PTE (650) 776-4860.

Job Site: cawoopa2/209-19
245 East OKeefe Street
19
East Palo Alto,CA 94303

Caller Name:

Caller Phone: (650) 776-4860x
Occupant: Fakalata (t2439918)

Mobile (650) 776-4860x

Ok to enter? YES

Problem Description: PTE (650) 776-4860.
trash can area has residual smell

Parts & Labor

Quantity/ Hours	Item Type/ Employee Name	Description	Unit Price	Total

Total

Authorized by: _____
Signed by _____
Dated _____
Invoice No. _____

Technician Notes: called resident on 9/24 to schedule a day to work/inspect her unit per w.o.
she gave us PTE for Thursday September 26 from 9am-5pm.

PLANNED COMPANIES PRESSURE WASHED AREA.

Woodland Park
5 Newell Ct
East Palo Alto,CA 94303
Office (650) 566-2000x

Work Order No. 8830717
Date Call: 9/24/2024 10:58:00 AM

Date Scheduled: 9/24/2024 12:24:00 PM

Status Work Completed

Date Completed: 10/14/2024 4:25:15 PM
Brief Desc: PTE (650) 776-4860.

Job Site: cawoopa2/209-19
245 East OKeefe Street
19
East Palo Alto,CA 94303

Caller Name:

Caller Phone: (650) 776-4860x
Occupant: Fakalata (t2439918)

Priority: High
Ok to enter? YES
Category: Appliance Repair

Mobile (650) 776-4860x

SubCategory: Stove

Problem Description: PTE (650) 776-4860.
the burner light remains on the entire time even when the burners are shut off

Parts & Labor

Quantity/ Hours	Item Type/ Employee Name	Description	Unit Price	Total

Total

Authorized by: _____
Signed by _____
Dated _____
Invoice No. _____

Technician Notes: called resident on 9/24 to schedule a day to work/inspect her unit per w.o.
she gave us PTE for Thursday September 26 from 9am-5pm.

Oven and stove work normally, no issues.

Woodland Park
5 Newell Ct
East Palo Alto,CA 94303
Office (650) 566-2000x

Work Order No. 8830731
Date Call: 9/24/2024 10:59:00 AM

Date Scheduled: 9/24/2024 12:25:00 PM

Status Work Completed

Date Completed: 11/1/2024 4:42:36 PM
Brief Desc: PTE (650) 776-4860.

Job Site: cawoopa2/209-19
245 East OKeefe Street
19
East Palo Alto,CA 94303

Caller Name:

Caller Phone: (650) 776-4860x
Occupant: Fakalata (t2439918)

Priority: High
Ok to enter? YES
Category: Locks / Keys

Mobile (650) 776-4860x

SubCategory: Lock Repair

Problem Description: PTE (650) 776-4860.
front door nob gets stuck & is very hard to open pls inspect

Parts & Labor

Quantity/ Hours	Item Type/ Employee Name	Description	Unit Price	Total
0.0000	Lopez		0.00	0.00
			Total	0.00

Authorized by: _____
Signed by _____
Dated _____
Invoice No. _____

Technician Notes: called resident on 9/24 to schedule a day to work/inspect her unit per w.o.
she gave us PTE for Thursday September 26 from 9am-5pm

install bigger screws on the door hinges and the door latches

Woodland Park
5 Newell Ct
East Palo Alto,CA 94303
Office (650) 566-2000x

Work Order No. 8830748
Date Call: 9/24/2024 11:01:00 AM

Date Scheduled: 9/24/2024 12:26:00 PM

Status Work Completed

Date Completed: 11/1/2024 4:41:05 PM
Brief Desc: PTE (650) 776-4860.

Job Site: cawoopa2/209-19
245 East OKeefe Street
19
East Palo Alto,CA 94303

Caller Name:

Caller Phone: (650) 776-4860x
Occupant: Fakalata (t2439918)

Priority: High
Ok to enter? YES
Category: Window and Blinds

Mobile (650) 776-4860x

SubCategory: Window Issue

Problem Description: PTE (650) 776-4860.'
kitchen window lock needs to be replaced, pls inspec

Parts & Labor

Quantity/ Hours	Item Type/ Employee Name	Description	Unit Price	Total
0.0000	Lopez		0.00	0.00
			Total	0.00

Authorized by: _____
Signed by _____
Dated _____
Invoice No. _____

Technician Notes: called resident on 9/24 to schedule a day to work/inspect her unit per w.o.
she gave us PTE for Thursday September 26 from 9am-5pm

installed new window stopper

Woodland Park
5 Newell Ct
East Palo Alto,CA 94303
Office (650) 566-2000x

Work Order No. 8830752
Date Call: 9/24/2024 11:03:00 AM

Date Scheduled: 9/24/2024 12:26:00 PM

Status Work Completed

Date Completed: 11/4/2024 2:16:13 PM
Brief Desc: PTE (650) 776-4860.

Job Site: cawoopa2/209-19
245 East OKeefe Street
19
East Palo Alto,CA 94303

Caller Name:

Caller Phone: (650) 776-4860x
Occupant: Fakalata (t2439918)

Priority: High
Ok to enter? YES
Category: Window and Blinds

Mobile (650) 776-4860x
SubCategory: Window Issue

Problem Description: PTE (650) 776-4860.
bedroom window is hard to open pls inspecyt

Parts & Labor

Quantity/ Hours	Item Type/ Employee Name	Description	Unit Price	Total
0.0000	Lopez		0.00	0.00
			Total	0.00

Authorized by: _____
Signed by _____
Dated _____
Invoice No. _____

Technician Notes: called resident on 9/24 to schedule a day to work/inspect her unit per w.o.
she gave us PTE for Thursday September 26 from 9am-5pm.

Windows open and close fine, it is also locking well.

Woodland Park
5 Newell Ct
East Palo Alto,CA 94303
Office (650) 566-2000x

Work Order No. 8830755
Date Call: 9/24/2024 11:04:00 AM

Date Scheduled: 9/24/2024 12:27:00 PM

Status Work Completed

Date Completed: 11/1/2024 4:40:08 PM
Brief Desc: PTE (650) 776-4860.

Job Site: cawoopa2/209-19
245 East OKeefe Street
19
East Palo Alto,CA 94303

Caller Name:

Caller Phone: (650) 776-4860x
Occupant: Fakalata (t2439918)

Priority: High
Ok to enter? YES
Category: Window and Blinds

Mobile (650) 776-4860x

SubCategory: Blinds

Problem Description: PTE (650) 776-4860.
sliding door blinds need to be replaced

Parts & Labor

Quantity/ Hours	Item Type/ Employee Name	Description	Unit Price	Total
0.0000	Lopez		0.00	0.00
			Total	0.00

Authorized by: _____
Signed by _____
Dated _____
Invoice No. _____

Technician Notes: called resident on 9/24 to schedule a day to work/inspect her unit per w.o.
she gave us PTE for Thursday September 26 from 9am-5pm
replaced blinds and blind rails

Woodland Park
5 Newell Ct
East Palo Alto,CA 94303
Office (650) 566-2000x

Work Order No. 8830760
Date Call: 9/24/2024 11:04:00 AM

Date Scheduled: 9/24/2024 12:28:00 PM

Status Work Completed

Date Completed: 11/1/2024 4:39:15 PM
Brief Desc: PTE (650) 776-4860.

Job Site: cawoopa2/209-19
245 East OKeefe Street
19
East Palo Alto,CA 94303

Caller Name:

Caller Phone: (650) 776-4860x
Occupant: Fakalata (t2439918)

Priority: High
Ok to enter? YES
Category: Window and Blinds

Mobile (650) 776-4860x
SubCategory: Blinds

Problem Description: PTE (650) 776-4860
kitchen window blinds need to be replaced

Parts & Labor

Quantity/ Hours	Item Type/ Employee Name	Description	Unit Price	Total
0.0000	Lopez		0.00	0.00
			Total	0.00

Authorized by: _____
Signed by _____
Dated _____
Invoice No. _____

Technician Notes: called resident on 9/24 to schedule a day to work/inspect her unit per w.o.
she gave us PTE for Thursday September 26 from 9am-5pm

replaced window blinds and rails

Woodland Park
5 Newell Ct
East Palo Alto,CA 94303
Office (650) 566-2000x

Work Order No. 8830765
Date Call: 9/24/2024 11:05:00 AM

Date Scheduled: 9/24/2024 12:28:00 PM

Status Work Completed

Date Completed: 10/18/2024 3:35:29 PM
Brief Desc: PTE (650) 776-4860.

Job Site: cawoopa2/209-19
245 East OKeefe Street
19
East Palo Alto,CA 94303

Caller Name:

Caller Phone: (650) 776-4860x
Occupant: Fakalata (t2439918)

Priority: High
Ok to enter? YES
Category: Window and Blinds

Mobile (650) 776-4860x

SubCategory: Window Issue

Problem Description: PTE (650) 776-4860.
discoloration reported on all windows

Parts & Labor

Quantity/ Hours	Item Type/ Employee Name	Description	Unit Price	Total
0.0000	Blanco		0.00	0.00
			Total	0.00

Authorized by: _____
Signed by _____
Dated _____
Invoice No. _____

Technician Notes: called resident on 9/24 to schedule a day to work/inspect her unit per w.o.
she gave us PTE for Thursday September 26 from 9am-5pm.

Cleaned sill and painted. advised resident to maintain area clean. No mold or mildew it was actually just dirt.

Woodland Park
5 Newell Ct
East Palo Alto,CA 94303
Office (650) 566-2000x

Work Order No. 8884453
Date Call: 10/7/2024 10:21:00 AM

Date Scheduled: 10/7/2024 12:28:00 PM

Status Work Completed

Date Completed: 10/8/2024 5:30:15 PM
Brief Desc: PTE 650-776-4860

Job Site: cawoopa2/209-19
245 East OKeefe Street
19
East Palo Alto,CA 94303

Caller Name: Patisue Fakalata

Caller Phone: (650) 776-4860x
Occupant: Fakalata (t2439918)

Mobile (650) 776-4860x

Ok to enter? YES
Category: Window Replace / Repair

SubCategory: Screens

Problem Description: kitchen screen needs to be placed

Parts & Labor

Quantity/ Hours	Item Type/ Employee Name	Description	Unit Price	Total

Total

Authorized by: _____
Signed by _____
Dated _____
Invoice No. _____

Technician Notes: installed new window screen

Woodland Park
5 Newell Ct
East Palo Alto,CA 94303
Office (650) 566-2000x

Work Order No. 8972233
Date Call: 10/29/2024 3:42:00 PM

Date Scheduled: 12/18/2024 5:21:00 PM

Status Work Completed

Date Completed: 12/18/2024 5:52:55 PM
Brief Desc: Kitchen Floor & Count Tiles chipped

Job Site: cawoopa2/209-19
245 East OKeefe Street
19
East Palo Alto,CA 94303

Caller Name: Patisue Fakalata

Caller Phone:
Occupant: Fakalata (t2439918)

Mobile (650) 776-4860x

Ok to enter? NO
Category: Vinyl Repair

Problem Description: PTE - NO, CALL FIRST - Kitchen floor & Counter tiles chipped

Parts & Labor

Quantity/ Hours	Item Type/ Employee Name	Description	Unit Price	Total
0.0000	Macias Vasquez		0.00	0.00
			Total	0.00

Authorized by: _____
Signed by _____
Dated _____
Invoice No. _____

Technician Notes: [Magdalena Macias Vasquez 12/18/2024 5:40 PM]
Have tried contacting and setting up date with residents. Set up a date on 11/19/24 for 11/27/24 when vendors got there they were not ready. Enrique talked with them and they said they will be ready that Saturday 11/30/24 but failed to again. Have been trying to get in contact with the person actually living there and could not. went to knock at unit 12/7/24 morning 12/14/24 afternoon and again 12/18/24 no answer. Got permission from supervisor to inspect unit. No work has been done as of now because of non compliance.

Woodland Park
5 Newell Ct
East Palo Alto,CA 94303
Office (650) 566-2000x

Work Order No. 8972238
Date Call: 10/29/2024 3:43:00 PM

Status Canceled

Date Canceled: 12/16/2024 1:06:26 PM

Brief Desc: Dirty Ceiling

Job Site: cawoopa2/209-19
245 East OKeefe Street
19
East Palo Alto,CA 94303

Caller Name: Patisue Fakalata

Caller Phone:

Occupant: Fakalata (t2439918)

Mobile (650) 776-4860x

Ok to enter? NO

Category: Building Interior

Problem Description: PTE - NO, CALL FIRST

Parts & Labor

Quantity/ Hours	Item Type/ Employee Name	Description	Unit Price	Total
0.0000	Blanco		0.00	0.00
			Total	0.00

Authorized by: _____

Signed by _____

Dated _____

Invoice No. _____

Technician Notes: resident responsible for the upkeeping of the apartment. Provided resident with paint information.

Woodland Park
5 Newell Ct
East Palo Alto,CA 94303
Office (650) 566-2000x

Work Order No. 8972242
Date Call: 10/29/2024 3:44:00 PM

Status Work Completed

Date Completed: 12/16/2024 2:54:11 PM
Brief Desc: Broken & Rusty Appliances

Job Site: cawoopa2/209-19
245 East OKeefe Street
19
East Palo Alto,CA 94303

Caller Name: Patisue Fakalata
Caller Phone:
Occupant: Fakalata (t2439918)

Mobile (650) 776-4860x

Ok to enter? NO
Category: Appliance Repair

Problem Description: PTE - NO, CALL FIRST

Parts & Labor

Quantity/ Hours	Item Type/ Employee Name	Description	Unit Price	Total
1.0000	Bedolla		0.00	0.00
			Total	0.00

Authorized by: _____
Signed by _____
Dated _____
Invoice No. _____

Technician Notes: appliances are working fine, fridge and stove. appliances need deep cleaning inside and out.

Woodland Park
5 Newell Ct
East Palo Alto,CA 94303
Office (650) 566-2000x

Work Order No. 8972251
Date Call: 10/29/2024 3:45:00 PM
Date Scheduled: 12/18/2024 5:24:00 PM
Date Completed: 12/18/2024 5:53:05 PM
Brief Desc: Discoloration on Kitchen Sink

Status Work Completed

Job Site: cawoopa2/209-19
245 East OKeefe Street
19
East Palo Alto,CA 94303

Caller Name: Patisue Fakalata
Caller Phone:
Occupant: Fakalata (t2439918)
Mobile (650) 776-4860x

Ok to enter? NO
Category: Building Interior

Problem Description: PTE - NO, CALL FIRST

Parts & Labor

Quantity/ Hours	Item Type/ Employee Name	Description	Unit Price	Total
0.0000	Macias Vasquez		0.00	0.00
			Total	0.00

Authorized by: _____
Signed by _____
Dated _____
Invoice No. _____

Technician Notes: [Magdalena Macias Vasquez 12/18/2024 5:40 PM]
Have tried contacting and setting up date with residents. Set up a date on 11/19/24 for 11/27/24 when vendors got there they were not ready. Enrique talked with them and they said they will be ready that Saturday 11/30/24 but failed to again. Have been trying to get in contact with the person actually living there and could not. went to knock at unit 12/7/24 morning 12/14/24 afternoon and again 12/18/24 no answer. Got permission from supervisor to inspect unit. No work has been done as of now because of non compliance.

Woodland Park
5 Newell Ct
East Palo Alto,CA 94303
Office (650) 566-2000x

Work Order No. 8972255
Date Call: 10/29/2024 3:45:00 PM

Status Work Completed

Date Completed: 11/4/2024 2:30:16 PM
Brief Desc: Broken Cabinets

Job Site: cawoopa2/209-19
245 East OKeefe Street
19
East Palo Alto,CA 94303

Caller Name: Patisue Fakalata
Caller Phone:
Occupant: Fakalata (t2439918)

Mobile (650) 776-4860x

Ok to enter? NO
Category: Cabinets and Drawers

Problem Description: PTE - NO, CALL FIRST

Parts & Labor

Quantity/ Hours	Item Type/ Employee Name	Description	Unit Price	Total
0.2500	Bedolla		0.00	0.00
			Total	0.00

Authorized by: _____
Signed by _____
Dated _____
Invoice No. _____

Technician Notes: 10/30/2024 Kitchen cabinets were repaired back in September. Kitchen cabinets were fabricated because they were missing. Adjusted rails, guides on drawers and hinges. Advised resident to clean cabinets to better asses kitchen cabinets. All doors and drawers open and close correctly.

Woodland Park
5 Newell Ct
East Palo Alto,CA 94303
Office (650) 566-2000x

Work Order No. 8972261
Date Call: 10/29/2024 3:46:00 PM

Status Work Completed

Date Completed: 11/4/2024 9:03:31 AM
Brief Desc: No Dishwasher

Job Site: cawoopa2/209-19
245 East OKeefe Street
19
East Palo Alto,CA 94303

Caller Name: Patisue Fakalata
Caller Phone:
Occupant: Fakalata (t2439918)

Mobile (650) 776-4860x

Ok to enter? NO
Category: Appliance Repair
SubCategory: Dishwasher

Problem Description: PTE - NO, CALL FIRST

Parts & Labor

Quantity/ Hours	Item Type/ Employee Name	Description	Unit Price	Total
0.5000	Bedolla		0.00	0.00
			Total	0.00

Authorized by: _____
Signed by _____
Dated _____
Invoice No. _____

Technician Notes: 10/30/2024 Resident requesting dishwasher, her current unit has no dishwasher. Advised resident that capacity of the electrical and plumbing sources is not available in the kitchen area.

Woodland Park
5 Newell Ct
East Palo Alto,CA 94303
Office (650) 566-2000x

Work Order No. 8972268
Date Call: 10/29/2024 3:47:00 PM

Status Work Completed

Date Completed: 12/2/2024 12:59:36 PM
Brief Desc: Discoloration In Kitchen

Job Site: cawoopa2/209-19
245 East OKeefe Street
19
East Palo Alto,CA 94303

Caller Name: Patisue Fakalata

Caller Phone:
Occupant: Fakalata (t2439918)

Mobile (650) 776-4860x

Ok to enter? NO
Category: Water Intrusion

Problem Description: PTE - NO, CALL FIRST

Parts & Labor

Quantity/ Hours	Item Type/ Employee Name	Description	Unit Price	Total
1.0000	Bedolla		0.00	0.00
			Total	0.00

Authorized by: _____
Signed by _____
Dated _____
Invoice No. _____

Technician Notes: 10/30/2024 Inspected kitchen and found no discoloration, many areas in kitchen like walls, kitchen cabinets and sink area need cleaning advised resident to clean areas so we can properly asses.

Woodland Park
5 Newell Ct
East Palo Alto,CA 94303
Office (650) 566-2000x

Work Order No. 8972271
Date Call: 10/29/2024 3:47:00 PM
Date Scheduled: 12/18/2024 5:22:00 PM
Date Completed: 12/18/2024 5:53:14 PM
Brief Desc: Bathroom Tiles Chipped
Job Site: cawoopa2/209-19
245 East OKeefe Street
19
East Palo Alto,CA 94303

Status Work Completed

Caller Name: Patisue Fakalata
Caller Phone:
Occupant: Fakalata (t2439918)
Mobile (650) 776-4860x

Ok to enter? NO
Category: Vinyl Repair

Problem Description: PTE - NO, CALL FIRST

Parts & Labor

Quantity/ Hours	Item Type/ Employee Name	Description	Unit Price	Total
0.0000	Macias Vasquez		0.00	0.00
			Total	0.00

Authorized by: _____
Signed by _____
Dated _____
Invoice No. _____

Technician Notes: [Magdalena Macias Vasquez 12/18/2024 5:40 PM]
Have tried contacting and setting up date with residents. Set up a date on 11/19/24 for 11/27/24 when vendors got there they were not ready. Enrique talked with them and they said they will be ready that Saturday 11/30/24 but failed to again. Have been trying to get in contact with the person actually living there and could not. went to knock at unit 12/7/24 morning 12/14/24 afternoon and again 12/18/24 no answer. Got permission from supervisor to inspect unit. No work has been done as of now because of non compliance.

Woodland Park
5 Newell Ct
East Palo Alto,CA 94303
Office (650) 566-2000x

Work Order No. 8972276
Date Call: 10/29/2024 3:48:00 PM

Status Work Completed

Date Completed: 12/2/2024 1:03:32 PM
Brief Desc: discoloration in Bathroom

Job Site: cawoopa2/209-19
245 East OKeefe Street
19
East Palo Alto,CA 94303

Caller Name: Patisue Fakalata

Caller Phone:
Occupant: Fakalata (t2439918)

Mobile (650) 776-4860x

Ok to enter? NO
Category: Water Intrusion

Problem Description: PTE - NO, CALL FIRST

Parts & Labor

Quantity/ Hours	Item Type/ Employee Name	Description	Unit Price	Total
1.0000	Bedolla		0.00	0.00
			Total	0.00

Authorized by: _____
Signed by _____
Dated _____
Invoice No. _____

Technician Notes: 10/30/2024 Inspected bathroom found no Discoloration, work was completed back in September.

Woodland Park
5 Newell Ct
East Palo Alto,CA 94303
Office (650) 566-2000x

Work Order No. 8972278
Date Call: 10/29/2024 3:49:00 PM

Status Work Completed

Date Completed: 11/25/2024 2:31:54 PM
Brief Desc: Old appliances in bathroom

Job Site: cawoopa2/209-19
245 East OKeefe Street
19
East Palo Alto,CA 94303

Caller Name: Patisue Fakalata

Caller Phone:
Occupant: Fakalata (t2439918)

Mobile (650) 776-4860x

Ok to enter? NO
Category: Appliance Repair

Problem Description: PTE - NO, CALL FIRST

Parts & Labor

Quantity/ Hours	Item Type/ Employee Name	Description	Unit Price	Total
0.2500	Bedolla		0.00	0.00
			Total	0.00

Authorized by: _____
Signed by _____
Dated _____
Invoice No. _____

Technician Notes: 10/30/224 faucets and fan are working fine, checked vanity and shower doors and they work fine, just need cleaning.

Woodland Park
5 Newell Ct
East Palo Alto,CA 94303
Office (650) 566-2000x

Work Order No. 9175828
Date Call: 12/20/2024 10:29:00 AM

Date Scheduled: 12/20/2024 10:39:00 AM

Status Work Completed

Date Completed: 1/7/2025 9:14:01 AM
Brief Desc: service-the carpet is old

Job Site: cawoopa2/209-19
245 East OKeefe Street
19
East Palo Alto,CA 94303

Caller Name: Patisue Fakalata

Caller Phone:
Occupant: Fakalata (t2439918)

Priority: High
Ok to enter? YES
Category: Flooring

Mobile (650) 776-4860x

Problem Description: PTE
650 776 4860
One bed and living room carpet needs to be replace
DD

Parts & Labor

Quantity/ Hours	Item Type/ Employee Name	Description	Unit Price	Total

Total

Authorized by: _____
Signed by _____
Dated _____
Invoice No. _____

Technician Notes: both carpets got replaced on 01/04/25

Woodland Park
5 Newell Ct
East Palo Alto,CA 94303
Office (650) 566-2000x

Work Order No. 9175838
Date Call: 12/20/2024 10:32:00 AM

Date Scheduled: 12/20/2024 10:40:00 AM

Status Work Completed

Date Completed: 12/23/2024 9:14:57 AM
Brief Desc: service-the toilet seat is loose

Job Site: cawoopa2/209-19
245 East OKeefe Street
19
East Palo Alto,CA 94303

Caller Name: Patisue Fakalata

Caller Phone:
Occupant: Fakalata (t2439918)

Priority: High
Ok to enter? YES
Category: Plumbing

Mobile (650) 776-4860x

SubCategory: Toilet

Problem Description: PTE
650 776 4860
the toilet seat is loose
DD

Parts & Labor

Quantity/ Hours	Item Type/ Employee Name	Description	Unit Price	Total

Total

Authorized by: _____
Signed by _____
Dated _____
Invoice No. _____

Technician Notes: replaced toilet seat.

Woodland Park
5 Newell Ct
East Palo Alto,CA 94303
Office (650) 566-2000x

Work Order No. 9175851
Date Call: 12/20/2024 10:35:00 AM
Date Scheduled: 12/20/2024 10:41:00 AM

Status Work Completed

Date Completed: 12/23/2024 9:13:46 AM
Brief Desc: service-tub is clogged

Job Site: cawoopa2/209-19
245 East OKeefe Street
19
East Palo Alto,CA 94303

Caller Name: Patisue Fakalata
Caller Phone:
Occupant: Fakalata (t2439918)

Priority: High
Ok to enter? YES
Category: Plumbing
Mobile (650) 776-4860x
SubCategory: Tub

Problem Description:
PTE
650 776 4860
the bath tub is clogged
DD

Parts & Labor

Quantity/ Hours	Item Type/ Employee Name	Description	Unit Price	Total

Total

Authorized by: _____
Signed by _____
Dated _____
Invoice No. _____

Technician Notes: unclogged tub

Woodland Park
5 Newell Ct
East Palo Alto,CA 94303
Office (650) 566-2000x

Work Order No. 9175862
Date Call: 12/20/2024 10:37:00 AM

Date Scheduled: 12/20/2024 10:42:00 AM

Status Work Completed

Date Completed: 12/20/2024 4:24:29 PM
Brief Desc: service-the lock is damage

Job Site: cawoopa2/209-19
245 East OKeefe Street
19
East Palo Alto,CA 94303

Caller Name: Patisue Fakalata

Caller Phone:
Occupant: Fakalata (t2439918)

Priority: High
Ok to enter? YES
Category: Locks / Keys

Mobile (650) 776-4860x

SubCategory: Lock Repair

Problem Description: PTE
650 776 4860
the resident reported the main door lock is damaged needs to be inspected
DD

Parts & Labor

Quantity/ Hours	Item Type/ Employee Name	Description	Unit Price	Total
0.0000	Gutierrez		0.00	0.00
			Total	0.00

Authorized by: _____
Signed by _____
Dated _____
Invoice No. _____

Technician Notes: replace locks on front door

Woodland Park
5 Newell Ct
East Palo Alto,CA 94303
Office (650) 566-2000x

Work Order No. 9187324
Date Call: 12/24/2024 10:12:00 AM

Date Scheduled: 12/24/2024 11:35:00 AM

Status Work Completed

Date Completed: 12/30/2024 11:12:56 AM
Brief Desc: Front door lock

Job Site: cawoopa2/209-19
245 East OKeefe Street
19
East Palo Alto,CA 94303

Caller Name: Patisue Fakalata
Caller Phone: (650) 776-4860x
Occupant: Fakalata (t2439918)

Priority: Emergency
Ok to enter? NO
Category: Locks / Keys
Mobile (650) 776-4860x
SubCategory: Apartment Lock Issue

Access Notes: PTE - Yes, Pets - No, Alarms - No

Problem Description: The resident called because she needs her front door lock fixed. On Friday, the resident called because she was locked out, but the technician that came didn't do the best job when he changed the locks. Since today, it is very hard for the tenant to close and open the door, it's a real struggle for her, and she is really afraid to not be locked in the apartment. AJiman/RCC

Parts & Labor

Quantity/ Hours	Item Type/ Employee Name	Description	Unit Price	Total

Total

Authorized by: _____
Signed by _____
Dated _____
Invoice No. _____

Technician Notes: replaced front door and front door lock

Woodland Park
5 Newell Ct
East Palo Alto,CA 94303
Office (650) 566-2000x

Work Order No. 9187344
Date Call: 12/24/2024 10:19:00 AM
Date Scheduled: 12/24/2024 10:26:00 AM

Status Work Completed

Date Completed: 12/24/2024 11:15:25 AM
Brief Desc: Toilet

Job Site: cawoopa2/209-19
245 East OKeefe Street
19
East Palo Alto,CA 94303

Caller Name: Patisue Fakalata
Caller Phone: (650) 776-4860x
Occupant: Fakalata (t2439918)

Priority: Low
Ok to enter? YES
Category: Plumbing
Mobile (650) 776-4860x
SubCategory: Toilet

Access Notes: PTE - Yes, Pets - No, Alarms - No

Problem Description: The resident would like to address the following situations:
1. The toilet bowl is moving (only bathroom);
2. The bathtub is clogged - draining very slowly (only bathroom);
3. The vent in the oven is not working at all and the light is always on;

According to the resident, the carpets are very old. AJiman/RCC

Parts & Labor

Quantity/ Hours	Item Type/ Employee Name	Description	Unit Price	Total
0.0000	Fernando		0.00	0.00
			Total	0.00

Authorized by: _____
Signed by _____
Dated _____
Invoice No. _____

Technician Notes: tub is unclogged
toilet seat is tightened up
light bulb replaced on range hood.

Woodland Park
5 Newell Ct
East Palo Alto,CA 94303
Office (650) 566-2000x

Work Order No. 9191185
Date Call: 12/26/2024 12:47:00 PM

Date Scheduled: 12/26/2024 1:32:00 PM

Status Work Completed

Date Completed: 12/30/2024 8:36:16 AM
Brief Desc: Stove Vent, doesnt turn on

Job Site: cawoopa2/209-19
245 East OKeefe Street
19
East Palo Alto,CA 94303

Caller Name: Patisue Fakalata
Caller Phone:
Occupant: Fakalata (t2439918)

Priority: High
Ok to enter? YES
Category: Appliance Repair
Mobile (650) 776-4860x
SubCategory: Stove Exhaust Fan

Problem Description: PTE - YES

Parts & Labor

Quantity/ Hours	Item Type/ Employee Name	Description	Unit Price	Total

Total

Authorized by: _____
Signed by _____
Dated _____
Invoice No. _____

Technician Notes: replaced fan motor.

Woodland Park
5 Newell Ct
East Palo Alto,CA 94303
Office (650) 566-2000x

Work Order No. 9378660
Date Call: 2/7/2025 9:49:00 AM

Date Scheduled: 2/7/2025 10:16:00 AM

Status Scheduled

Brief Desc: service-the sliding dor lock

Job Site: cawoopa2/209-19
245 East OKeefe Street
19
East Palo Alto,CA 94303

Caller Name: Patisue Fakalata

Caller Phone:
Occupant: Fakalata (t2439918)

Priority: High
Ok to enter? YES
Category: Building Interior

Mobile (650) 776-4860x

Technician Notes
Time: _____ **Date:** _____
Material: _____

Problem Description: PTE
650 776 4860
the sliding door the lock is not working
DD

Parts & Labor

Quantity/ Hours	Item Type/ Employee Name	Description	Unit Price	Total

Total

Authorized by: _____
Signed by _____
Dated _____
Invoice No. _____

Woodland Park
5 Newell Ct
East Palo Alto,CA 94303
Office (650) 566-2000x

Work Order No. 9378669
Date Call: 2/7/2025 9:50:00 AM

Date Scheduled: 2/7/2025 12:53:34 PM

Status Scheduled

Brief Desc: service-the tile is broken

Job Site: cawoopa2/209-19
245 East OKeefe Street
19
East Palo Alto,CA 94303

Caller Name: Patisue Fakalata

Caller Phone:
Occupant: Fakalata (t2439918)

Priority: High
Ok to enter? YES
Category: Building Interior

Mobile (650) 776-4860x

Technician Notes
Time: _____ **Date:** _____
Material: _____

Problem Description: PTE
650 776 4860
the tile is broken and neds to be inspected
DD

Parts & Labor

Quantity/ Hours	Item Type/ Employee Name	Description	Unit Price	Total

Total

Authorized by: _____
Signed by _____
Dated _____
Invoice No. _____

Woodland Park
5 Newell Ct
East Palo Alto,CA 94303
Office (650) 566-2000x

Work Order No. 9378674
Date Call: 2/7/2025 9:51:00 AM
Date Scheduled: 2/7/2025 12:52:00 PM

Status Work Completed

Date Completed: 2/11/2025 10:48:00 AM
Brief Desc: service-the stove is not working

Job Site: cawoopa2/209-19
245 East OKeefe Street
19
East Palo Alto,CA 94303

Caller Name: Patisue Fakalata
Caller Phone:
Occupant: Fakalata (t2439918)

Priority: High
Ok to enter? YES
Category: Appliance Repair
Mobile (650) 776-4860x
SubCategory: Stove

Problem Description: PTE
650 776 4860
the stove is not working resident said the burners is not level
DD

Parts & Labor

Quantity/ Hours	Item Type/ Employee Name	Description	Unit Price	Total
0.0000	Gutierrez	Gutierrez	0.00	0.00
			Total	0.00

Authorized by: _____
Signed by _____
Dated _____
Invoice No. _____

Technician Notes: Se checoron las cuatro parillas o alientan bien son nuebas

Exhibit F

Woodland Park Witness List

Stacie Roebuck, Regional Manager
Aura Andrade, General Manager
Enrique Bedolla, Maintenance Manager

Jenkins, Victoria, Reyes, Roma, Hernandez, Jimenez v. Woodland Park Communities
Case Nos. 20240017-12

Respondent's Supplemental Exhibit List

Exhibit #	Title	Page #
L	Invoice for Storm Drain Maintenance	R200

Exhibit L

R201

INVOICE

Sahagun Plumbing
5409 Whitestone Dr
Salida, CA 95368

sahagunplumbing@gmail.com
Lic. # 1071489

Bill to
Enrique Bedolla
GreyStar
4 Newell Ct
East Palo Alto, CA 94303 US

Invoice details
Invoice no.: 1151
Terms: Net 30
Invoice date: 11/04/2024
Due date: 12/25/2024

#	Date	Product or service	Description	Qty	Rate	Amount
1.	10/29/2024	**Clean Storm Drain Basins**	DOES NOT INCLUDE ZONE 1, 6, AND 9. This service will be completed at each storm drain system marked out on the map provided by the maintenance director. Clean storm drain catch basin, inspect pumps and hydrojet drain lines feeding into the catch basin. The main drain lines feeding each catch basins will be cleaned out with a hydrojetter. Each basin will then be cleaned out to be free of debris and any build up. The drain lines will be be tested by running water and each pump will be inspected to ensure they are running correctly. If any pump needs replacing or repairing if will be brought up to maintenance along with a quote for the repair.	1	$49,000.00	$49,000.00

Ways to pay

BANK

Contact Sahagun Plumbing to pay.

Total	**$49,000.00**
Payment	-$49,000.00
Balance due	**$0.00**

Paid in Full

Jenkins, Victoria, Reyes, Roma, Hernandez, Jimenez v. Woodland Park Communities
Case Nos. 20240017-12

Respondent's Supplemental Exhibit List

Exhibit #	Title	Page #
M	County Inspection Documents	R202

Exhibit M

Outlook

Fw: Multiple Complaints at 201, 245 and 301 E O'Keefe St Facilities

From Alberto Bedolla <alberto.bedolla@greystar.com>
Date Tue 3/4/2025 2:23 PM
To Andrea Rose Bumagat <andrearose.bumagat@greystar.com>

31 attachments (5 MB)

201 EOK #107 WO Updates .pdf; 201 EOK #108 WO Updates .pdf; 201 EOK #110 WO Updates .pdf; 201 EOK #201 WO Updates .pdf; 201 EOK #202 WO Updates .pdf; 201 EOK #204 WO Updates .pdf; 201 EOK #206 WO Updates .pdf; 201 EOK #207 WO Updates .pdf; 201 EOK #208 WO Updates .pdf; 245 EOK #1 WO Updates.pdf; 245 EOK #12 WO Updates.pdf; 245 EOK #14 WO Updates.pdf; 245 EOK #15 WO Updates.pdf; 245 EOK #18 WO Updates.pdf; 245 EOK #19 WO Updates.pdf; 301 EOK #1 WO Updatespdf.pdf; 301 EOK #2 WO Updates.pdf; 301 EOK #4 WO Updates.pdf; 301 EOK #5 WO Updates.pdf; 301 EOK #6 WO Updates.pdf; 301 EOK #9 WO Updates.pdf; 301 EOK #10 WO Updates.pdf; 301 EOK #11 WO Updates.pdf; 301 EOK #12 WO Updates.pdf; 301 EOK #14 WO Updates.pdf; 301 EOK #15 WO Updates.pdf; 301 EOK #16 WO Updates.pdf; 301 EOK #18 WO Updates.pdf; 301 EOK #20 WO Updates.pdf; 301 EOK #21 WO Updates.pdf; WO201_245_301.docx;

Enrique Bedolla | Maintenance Director
Woodland Park Apartments |5 Newell Ct. | East Palo Alto, California 94303
☎ 650.566.2000 | alberto.bedolla@greystar.com
www.LiveatWoodlandParkapts.com | www.greystar.com

From: Woodland Park General Manager <woodlandparkcagm@greystar.com>
Sent: Friday, November 8, 2024 3:07 PM
To: Stephen Low <sglow@smcgov.org>; Alberto Bedolla <alberto.bedolla@greystar.com>
Cc: Helen Godinez <hgodinez@smcgov.org>
Subject: Re: Multiple Complaints at 201, 245 and 301 E O'Keefe St Facilities

Good afternoon,

Please see all of the attached WO that we submitted for each unit and their progress.

Pabel Zumarraga| General Manager
Woodland Park Apartments| 5 Newell CT |East Palo Alto, CA 94303
o 650-566-2000 | woodlandparkcagm@greystar.com | www.liveatwoodlandparkapts.com

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From: Stephen Low <sglow@smcgov.org>
Sent: Friday, November 8, 2024 8:58 AM
To: Woodland Park General Manager <woodlandparkcagm@greystar.com>; Alberto Bedolla

R204
<alberto.bedolla@greystar.com>
Cc: Helen Godinez <hgodinez@smcgov.org>
Subject: [EXTERNAL] Re: Multiple Complaints at 201, 245 and 301 E O'Keefe St Facilities

Good morning Pabel,

Following up on this as a reminder that we'd like to get an update on the complaints by the end of today. I would like to reiterate that failure to respond with the information we are requesting will result in each unit investigation next week being billed at the county's hourly approved rate of 249.00 per hour, per complaint.

Thanks,

Stephen Low REHS III

From: Stephen Low <sglow@smcgov.org>
Sent: Tuesday, November 5, 2024 3:39 PM
To: Woodland Park General Manager <woodlandparkcagm@greystar.com>; Alberto Bedolla <alberto.bedolla@greystar.com>
Cc: Helen Godinez <hgodinez@smcgov.org>
Subject: Re: Multiple Complaints at 201, 245 and 301 E O'Keefe St Facilities

Good afternoon Pabel,

I'm following up as a reminder that our office would like to get an update, preferably on the spreadsheets provided, for the work done in each of the units that had filed complaints by the end of the week. From there I'd like to schedule a time for an inspection to follow up and confirm the completed work and note down any remaining issues. Please note that failure to provide an update will result in an inspection, performed at a time at our discretion, that will be billed at the county's hourly approved rate of 249.00 per hour, per complaint that we find outstanding issues at.

Thanks,

Stephen Low REHS III

From: Stephen Low
Sent: Tuesday, October 29, 2024 7:41 AM
To: Woodland Park General Manager <woodlandparkcagm@greystar.com>; Alberto Bedolla <alberto.bedolla@greystar.com>
Cc: Helen Godinez <hgodinez@smcgov.org>
Subject: RE: Multiple Complaints at 201, 245 and 301 E O'Keefe St Facilities

Good morning Pabel,

Thank you for the update on the situation. I'd like to see copies of the WOs to get an idea of the work done in each of the units before we do the walkthrough of each property.

Thanks,

R205

Stephen Low REHS III

From: Woodland Park General Manager <woodlandparkcagm@greystar.com>
Sent: Monday, October 28, 2024 6:10 PM
To: Stephen Low <sglow@smcgov.org>; Alberto Bedolla <alberto.bedolla@greystar.com>
Cc: Helen Godinez <hgodinez@smcgov.org>
Subject: Re: Multiple Complaints at 201, 245 and 301 E O'Keefe St Facilities

CAUTION: This email originated from outside of San Mateo County. Unless you recognize the sender's email address and know the content is safe, do not click links, open attachments or reply.

Good Afternoon Stephen,

We are working closely with the city of EPA in regards to this. We have compiled all of the WO that we received and we have opened new WO so our team can inspect and close out this week. I will keep you updated on when all of these items have been addressed or cleared.

Pabel Zumarraga| General Manager
Woodland Park Apartments| 5 Newell CT |East Palo Alto, CA 94303
o 650-566-2000 | woodlandparkcagm@greystar.com | www.liveatwoodlandparkapts.com

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From: Stephen Low <sglow@smcgov.org>
Sent: Friday, October 25, 2024 1:33 PM
To: Alberto Bedolla <alberto.bedolla@greystar.com>
Cc: Woodland Park General Manager <woodlandparkcagm@greystar.com>; Helen Godinez <hgodinez@smcgov.org>
Subject: [EXTERNAL] Multiple Complaints at 201, 245 and 301 E O'Keefe St Facilities

Good afternoon Alberto,

Per our discussion yesterday, I've compiled all the complaints we've received at the 3 properties into spreadsheets. Please fill out column D with all the work done at each respective unit. Be as specific as possible so that we can parse down the list of outstanding issues in each unit. For complaints that did not share the unit number, I have provided the provided names to assist in figuring out which unit they are referring to. Please fill out these sheets and return them to me within a 2 week period. From there, we can schedule a time to do an inspection at each of these properties, confirm with as many residents as possible that the work stated has been done and close out the complaints.

Please let me know if you have any questions.

Thanks,

Stephen Low REHS III
SMC EHS
2000 Alameda De Las Pulgas ste 100
San Mateo CA 94404

R206

Woodland Park
5 Newell Ct
East Palo Alto,CA 94303
Office (650) 566-2000x

Work Order No. 8968150
Date Call: 10/28/2024 5:17:00 PM

Date Scheduled: 11/1/2024 12:40:31 PM

Status Scheduled

Brief Desc: Kitchen Stove not working

Job Site: cawoopa2/209-1
245 East OKeefe Street
1
East Palo Alto,CA 94303

Caller Name: Earleen Jenkins

Caller Phone:
Occupant: Jenkins (t2439910)
Home (650) 283-5474x
Office (650) 656-7903x
Mobile (650) 441-4887x

Ok to enter? NO
Category: Appliance Repair

SubCategory: Stove

Technician Notes
Time: _____ **Date:** _____
Material: _____

Problem Description: PTE - NO, CALL FIRST. Kitchen stove not working well

Parts & Labor

Quantity/ Hours	Item Type/ Employee Name	Description	Unit Price	Total

Total

Authorized by: _____
Signed by _____
Dated _____
Invoice No. _____

Woodland Park
5 Newell Ct
East Palo Alto,CA 94303
Office (650) 566-2000x

Work Order No. 8968156
Date Call: 10/28/2024 5:18:00 PM

Date Scheduled: 11/1/2024 12:40:54 PM

Status Scheduled

Brief Desc: Kitchen Ceiling Fan not working

Job Site: cawoopa2/209-1
245 East OKeefe Street
1
East Palo Alto,CA 94303

Caller Name: Earleen Jenkins

Caller Phone:
Occupant: Jenkins (t2439910)
Home (650) 283-5474x
Office (650) 656-7903x
Mobile (650) 441-4887x

Ok to enter? NO
Category: Building Interior

Technician Notes
Time: _____ **Date:** _____
Material: _____

Problem Description: PTE - NO, CALL FIRST. Kitchen Ceiling Fan not working

Parts & Labor

Quantity/ Hours	Item Type/ Employee Name	Description	Unit Price	Total

Total

Authorized by: _____
Signed by _____
Dated _____
Invoice No. _____

Woodland Park
5 Newell Ct
East Palo Alto,CA 94303
Office (650) 566-2000x

Work Order No. 8968160
Date Call: 10/28/2024 5:19:00 PM

Date Scheduled: 11/1/2024 12:41:20 PM

Status Scheduled

Brief Desc: Kitchen Outlets not working

Job Site: cawoopa2/209-1
245 East OKeefe Street
1
East Palo Alto,CA 94303

Caller Name: Earleen Jenkins

Caller Phone:
Occupant: Jenkins (t2439910)
Home (650) 283-5474x
Office (650) 656-7903x
Mobile (650) 441-4887x

Ok to enter? NO
Category: Electrical Repair

SubCategory: Outlet

Technician Notes
Time: _____ **Date:** _____
Material: _____

Problem Description: PTE - NO, CALL FIRST. Kitchen Outlets not working

Parts & Labor

Quantity/ Hours	Item Type/ Employee Name	Description	Unit Price	Total

Total

Authorized by: _____
Signed by _____
Dated _____
Invoice No. _____

Woodland Park
5 Newell Ct
East Palo Alto,CA 94303
Office (650) 566-2000x

Work Order No. 8968164
Date Call: 10/28/2024 5:20:00 PM

Date Scheduled: 11/1/2024 12:41:46 PM

Status Scheduled

Brief Desc: Kitchen needs paint

Job Site: cawoopa2/209-1
245 East OKeefe Street
1
East Palo Alto,CA 94303

Caller Name: Earleen Jenkins

Caller Phone:
Occupant: Jenkins (t2439910)
Home (650) 283-5474x
Office (650) 656-7903x
Mobile (650) 441-4887x

Ok to enter? NO
Category: Painting

Technician Notes
Time: _____ **Date:** _____
Material: _____

Problem Description: PTE - NO, CALL FIRST. Kitchen needs paint

Parts & Labor

Quantity/ Hours	Item Type/ Employee Name	Description	Unit Price	Total

Total

Authorized by: _____
Signed by _____
Dated _____
Invoice No. _____

Woodland Park
5 Newell Ct
East Palo Alto,CA 94303
Office (650) 566-2000x

Work Order No. 8968168
Date Call: 10/28/2024 5:20:00 PM

Date Scheduled: 11/1/2024 12:42:13 PM

Status Scheduled

Brief Desc: Bathtub has rust and discoloration

Job Site: cawoopa2/209-1
245 East OKeefe Street
1
East Palo Alto,CA 94303

Caller Name: Earleen Jenkins

Caller Phone:
Occupant: Jenkins (t2439910)
Home (650) 283-5474x
Office (650) 656-7903x
Mobile (650) 441-4887x

Ok to enter? NO
Category: Painting

Technician Notes
Time: _____ **Date:** _____
Material: _____

Problem Description: PTE - NO, CALL FIRST. Bathtub has rust and discoloration

Parts & Labor

Quantity/ Hours	Item Type/ Employee Name	Description	Unit Price	Total

Total

Authorized by: _____
Signed by _____
Dated _____
Invoice No. _____

Woodland Park
5 Newell Ct
East Palo Alto,CA 94303
Office (650) 566-2000x

Work Order No. 8968176
Date Call: 10/28/2024 5:21:00 PM

Date Scheduled: 11/1/2024 12:42:36 PM

Status Scheduled

Brief Desc: Medicine Cabinet replacement

Job Site: cawoopa2/209-1
245 East OKeefe Street
1
East Palo Alto,CA 94303

Caller Name: Earleen Jenkins

Caller Phone:
Occupant: Jenkins (t2439910)
Home (650) 283-5474x
Office (650) 656-7903x
Mobile (650) 441-4887x

Ok to enter? NO
Category: Cabinets and Drawers

Technician Notes
Time: _____ **Date:** _____
Material: _____

Problem Description: PTE - NO, CALL FIRST. Medicine Cabinet needs to be replaced

Parts & Labor

Quantity/ Hours	Item Type/ Employee Name	Description	Unit Price	Total

Total

Authorized by: _____
Signed by _____
Dated _____
Invoice No. _____

Woodland Park
5 Newell Ct
East Palo Alto,CA 94303
Office (650) 566-2000x

Work Order No. 8968181
Date Call: 10/28/2024 5:22:00 PM

Date Scheduled: 11/1/2024 12:43:04 PM

Status Scheduled

Brief Desc: Bathroom needs caulking

Job Site: cawoopa2/209-1
245 East OKeefe Street
1
East Palo Alto,CA 94303

Caller Name: Earleen Jenkins

Caller Phone:
Occupant: Jenkins (t2439910)
Home (650) 283-5474x
Office (650) 656-7903x
Mobile (650) 441-4887x

Ok to enter? NO
Category: Painting

Technician Notes
Time: _____ **Date:** _____
Material: _____

Problem Description: PTE - NO, CALL FIRST. Bathroom needs caulking

Parts & Labor

Quantity/ Hours	Item Type/ Employee Name	Description	Unit Price	Total

Total

Authorized by: _____
Signed by _____
Dated _____
Invoice No. _____

Woodland Park
5 Newell Ct
East Palo Alto,CA 94303
Office (650) 566-2000x

Work Order No. 8968185
Date Call: 10/28/2024 5:23:00 PM

Date Scheduled: 11/1/2024 12:43:22 PM

Status Scheduled

Brief Desc: Bedroom Outlets not working

Job Site: cawoopa2/209-1
245 East OKeefe Street
1
East Palo Alto,CA 94303

Caller Name: Earleen Jenkins

Caller Phone:
Occupant: Jenkins (t2439910)
Home (650) 283-5474x
Office (650) 656-7903x
Mobile (650) 441-4887x

Ok to enter? NO
Category: Electrical Repair

SubCategory: Outlet

Technician Notes
Time: _____ **Date:** _____
Material: _____

Problem Description: PTE - NO, CALL FIRST. Bedroom outlets not working

Parts & Labor

Quantity/ Hours	Item Type/ Employee Name	Description	Unit Price	Total

Total

Authorized by: _____
Signed by _____
Dated _____
Invoice No. _____

Woodland Park
5 Newell Ct
East Palo Alto,CA 94303
Office (650) 566-2000x

Work Order No. 8968187
Date Call: 10/28/2024 5:23:00 PM

Date Scheduled: 11/1/2024 12:43:48 PM

Status Scheduled

Brief Desc: Windows need to be weatherized

Job Site: cawoopa2/209-1
245 East OKeefe Street
1
East Palo Alto,CA 94303

Caller Name: Earleen Jenkins

Caller Phone:
Occupant: Jenkins (t2439910)
Home (650) 283-5474x
Office (650) 656-7903x
Mobile (650) 441-4887x

Ok to enter? NO
Category: Window Replace / Repair
SubCategory: Window Issue

Technician Notes
Time: _____ **Date:** _____
Material: _____

Problem Description: PTE - NO, CALL FIRST. Windows need to be weatherized

Parts & Labor

Quantity/ Hours	Item Type/ Employee Name	Description	Unit Price	Total

Total

Authorized by: _____
Signed by _____
Dated _____
Invoice No. _____

Woodland Park
5 Newell Ct
East Palo Alto,CA 94303
Office (650) 566-2000x

Work Order No. 8968192
Date Call: 10/28/2024 5:24:00 PM

Date Scheduled: 11/1/2024 12:44:12 PM

Status Scheduled

Brief Desc: Locks on doors are old and loose

Job Site: cawoopa2/209-1
245 East OKeefe Street
1
East Palo Alto,CA 94303

Caller Name: Earleen Jenkins

Caller Phone:
Occupant: Jenkins (t2439910)
Home (650) 283-5474x
Office (650) 656-7903x
Mobile (650) 441-4887x

Ok to enter? NO
Category: Locks / Keys

SubCategory: Apartment Lock Issue

Technician Notes
Time: _____ **Date:** _____
Material: _____

Problem Description: PTE - NO, CALL FIRST. Locks on doors are old and loose

Parts & Labor

Quantity/ Hours	Item Type/ Employee Name	Description	Unit Price	Total

Total

Authorized by: _____
Signed by _____
Dated _____
Invoice No. _____

Woodland Park
5 Newell Ct
East Palo Alto,CA 94303
Office (650) 566-2000x

Work Order No. 8968201
Date Call: 10/28/2024 5:25:00 PM

Date Scheduled: 11/1/2024 12:44:39 PM

Status Scheduled

Brief Desc: Building is poorly lit

Job Site: cawoopa2/209-1
245 East OKeefe Street
1
East Palo Alto,CA 94303

Caller Name: Earleen Jenkins

Caller Phone:
Occupant: Jenkins (t2439910)
Home (650) 283-5474x
Office (650) 656-7903x
Mobile (650) 441-4887x

Ok to enter? NO
Category: Community Amenities

Technician Notes
Time: _____ **Date:** _____
Material: _____

Problem Description: Need better lights or replace bulbs in the building

Parts & Labor

Quantity/ Hours	Item Type/ Employee Name	Description	Unit Price	Total

Total

Authorized by: _____
Signed by _____
Dated _____
Invoice No. _____

Woodland Park
5 Newell Ct
East Palo Alto,CA 94303
Office (650) 566-2000x

Work Order No. 8968205
Date Call: 10/28/2024 5:26:00 PM

Date Scheduled: 11/1/2024 12:45:02 PM

Status Scheduled

Brief Desc: Termites in unit

Job Site: cawoopa2/209-1
245 East OKeefe Street
1
East Palo Alto,CA 94303

Caller Name: Earleen Jenkins

Caller Phone:
Occupant: Jenkins (t2439910)
Home (650) 283-5474x
Office (650) 656-7903x
Mobile (650) 441-4887x

Ok to enter? NO
Category: Pest Control

Technician Notes
Time: _____ **Date:** _____
Material: _____

Problem Description: PTE - NO, CALL FIRST. Termites in unit

Parts & Labor

Quantity/ Hours	Item Type/ Employee Name	Description	Unit Price	Total

Total

Authorized by: _____
Signed by _____
Dated _____
Invoice No. _____

Woodland Park
5 Newell Ct
East Palo Alto,CA 94303
Office (650) 566-2000x

Work Order No. 8968242
Date Call: 10/28/2024 5:35:00 PM

Date Scheduled: 11/1/2024 12:45:25 PM

Status Scheduled

Brief Desc: Requesting elevator to come back

Job Site: cawoopa2/209-1
245 East OKeefe Street
1
East Palo Alto,CA 94303

Caller Name: Earleen Jenkins

Caller Phone:
Occupant: Jenkins (t2439910)
Home (650) 283-5474x
Office (650) 656-7903x
Mobile (650) 441-4887x

Ok to enter? NO
Category: Community Amenities
SubCategory: Elevators

Technician Notes
Time: _____ **Date:** _____
Material: _____

Problem Description: Requesting elevator to come back

Parts & Labor

Quantity/ Hours	Item Type/ Employee Name	Description	Unit Price	Total

Total

Authorized by: _____
Signed by _____
Dated _____
Invoice No. _____

Woodland Park
5 Newell Ct
East Palo Alto,CA 94303
Office (650) 566-2000x

Work Order No. 8968247
Date Call: 10/28/2024 5:37:00 PM

Date Scheduled: 11/1/2024 12:45:50 PM

Status Scheduled

Brief Desc: Opened exterior wall

Job Site: cawoopa2/209-1
245 East OKeefe Street
1
East Palo Alto,CA 94303

Caller Name: Earleen Jenkins

Caller Phone:
Occupant: Jenkins (t2439910)
Home (650) 283-5474x
Office (650) 656-7903x
Mobile (650) 441-4887x

Ok to enter? NO
Category: Building Exterior

SubCategory: Wood Damage

Technician Notes
Time: _____ **Date:** _____
Material: _____

Problem Description: Opened exterior wall

Parts & Labor

Quantity/ Hours	Item Type/ Employee Name	Description	Unit Price	Total

Total

Authorized by: _____
Signed by _____
Dated _____
Invoice No. _____

Woodland Park
5 Newell Ct
East Palo Alto,CA 94303
Office (650) 566-2000x

Work Order No. 8968253
Date Call: 10/28/2024 5:38:00 PM

Date Scheduled: 11/1/2024 12:46:08 PM

Status Scheduled

Brief Desc: Carport Beam damaged

Job Site: cawoopa2/209-1
245 East OKeefe Street
1
East Palo Alto,CA 94303

Caller Name: Earleen Jenkins

Caller Phone:
Occupant: Jenkins (t2439910)
Home (650) 283-5474x
Office (650) 656-7903x
Mobile (650) 441-4887x

Ok to enter? NO
Category: Building Exterior

SubCategory: Wood Damage

Technician Notes
Time: _____ **Date:** _____
Material: _____

Problem Description: Carport beam damaged

Parts & Labor

Quantity/ Hours	Item Type/ Employee Name	Description	Unit Price	Total

Total

Authorized by: _____
Signed by _____
Dated _____
Invoice No. _____

Woodland Park
5 Newell Ct
East Palo Alto,CA 94303
Office (650) 566-2000x

Work Order No. 8968258
Date Call: 10/28/2024 5:39:00 PM

Date Scheduled: 11/1/2024 12:46:30 PM

Status Scheduled

Brief Desc: Emergency Exit signs damaged

Job Site: cawoopa2/209-1
245 East OKeefe Street
1
East Palo Alto,CA 94303

Caller Name: Earleen Jenkins

Caller Phone:
Occupant: Jenkins (t2439910)
Home (650) 283-5474x
Office (650) 656-7903x
Mobile (650) 441-4887x

Ok to enter? NO
Category: Community Amenities

SubCategory: Entry Doors

Technician Notes
Time: _____ **Date:** _____
Material: _____

Problem Description: Emergency Exit signs damaged

Parts & Labor

Quantity/ Hours	Item Type/ Employee Name	Description	Unit Price	Total

Total

Authorized by: _____
Signed by _____
Dated _____
Invoice No. _____

Woodland Park
5 Newell Ct
East Palo Alto,CA 94303
Office (650) 566-2000x

Work Order No. 8968266
Date Call: 10/28/2024 5:41:00 PM

Date Scheduled: 11/1/2024 12:50:06 PM

Status Scheduled

Brief Desc: Front door lock replacement

Job Site: cawoopa2/209-1
245 East OKeefe Street
1
East Palo Alto,CA 94303

Caller Name: Earleen Jenkins

Caller Phone:
Occupant: Jenkins (t2439910)
Home (650) 283-5474x
Office (650) 656-7903x
Mobile (650) 441-4887x

Ok to enter? NO
Category: Locks / Keys

SubCategory: Front Door Key

Technician Notes
Time: _____ **Date:** _____
Material: _____

Problem Description: PTE - NO, CALL FIRST. Front door lock needs replacing

Parts & Labor

Quantity/ Hours	Item Type/ Employee Name	Description	Unit Price	Total

Total

Authorized by: _____
Signed by _____
Dated _____
Invoice No. _____

Woodland Park
5 Newell Ct
East Palo Alto,CA 94303
Office (650) 566-2000x

Work Order No. 8968271
Date Call: 10/28/2024 5:42:00 PM

Date Scheduled: 11/1/2024 12:46:54 PM

Status Scheduled

Brief Desc: New Fridge

Job Site: cawoopa2/209-1
245 East OKeefe Street
1
East Palo Alto,CA 94303

Caller Name: Earleen Jenkins

Caller Phone:
Occupant: Jenkins (t2439910)
Home (650) 283-5474x
Office (650) 656-7903x
Mobile (650) 441-4887x

Ok to enter? NO
Category: Appliance Repair

SubCategory: Refrigerator

Technician Notes
Time: _____ **Date:** _____
Material: _____

Problem Description: PTE - NO, CALL FIRST. Requesting New Fridge

Parts & Labor

Quantity/ Hours	Item Type/ Employee Name	Description	Unit Price	Total

Total

Authorized by: _____
Signed by _____
Dated _____
Invoice No. _____

Woodland Park
5 Newell Ct
East Palo Alto,CA 94303
Office (650) 566-2000x

Work Order No. 8972160
Date Call: 10/29/2024 3:28:00 PM

Status Work Completed

Date Completed: 11/1/2024 12:45:55 PM
Brief Desc: Rust inside

Job Site: cawoopa2/209-12
245 East OKeefe Street
12
East Palo Alto,CA 94303

Caller Name: Oscar Reyes Juarez
Caller Phone:
Occupant: Reyes Juarez (t2858807)

Mobile (650) 454-4198x

Ok to enter? NO
Category: Appliance Repair
SubCategory: Refrigerator

Problem Description: PTE - NO, CALL FIRST

Parts & Labor

Quantity/ Hours	Item Type/ Employee Name	Description	Unit Price	Total
0.2500	Bedolla		0.00	0.00
			Total	0.00

Authorized by: _____
Signed by _____
Dated _____
Invoice No. _____

Technician Notes: 10/30/2024 Refrigerator has stain in the front of the fridge on the outside not the inside but of it but it's working fine, both freezer and fridge maintain product cool.

Woodland Park
5 Newell Ct
East Palo Alto,CA 94303
Office (650) 566-2000x

Work Order No. 8972165
Date Call: 10/29/2024 3:29:00 PM

Status Call

Brief Desc: Bedroom Carpet Damaged

Job Site: cawoopa2/209-12
245 East OKeefe Street
12
East Palo Alto,CA 94303

Caller Name: Oscar Reyes Juarez

Caller Phone:
Occupant: Reyes Juarez (t2858807)

Mobile (650) 454-4198x

Ok to enter? NO
Category: Vinyl Repair

Technician Notes
Time: _____ **Date:** _____
Material: _____

Problem Description: PTE - NO, CALL FIRST

Parts & Labor

Quantity/ Hours	Item Type/ Employee Name	Description	Unit Price	Total

Total

Authorized by: _____
Signed by _____
Dated _____
Invoice No. _____

Woodland Park
5 Newell Ct
East Palo Alto,CA 94303
Office (650) 566-2000x

Work Order No. 8972170
Date Call: 10/29/2024 3:30:00 PM

Status Work Completed

Date Completed: 11/1/2024 12:48:27 PM
Brief Desc: Discoloration on walls

Job Site: cawoopa2/209-12
245 East OKeefe Street
12
East Palo Alto,CA 94303

Caller Name: Oscar Reyes Juarez
Caller Phone:
Occupant: Reyes Juarez (t2858807)

Mobile (650) 454-4198x

Ok to enter? NO
Category: Water Intrusion
SubCategory: Internal (from within apt)

Problem Description: PTE - NO, CALL FIRST

Parts & Labor

Quantity/ Hours	Item Type/ Employee Name	Description	Unit Price	Total
0.2500	Bedolla		0.00	0.00
			Total	0.00

Authorized by: _____
Signed by _____
Dated _____
Invoice No. _____

Technician Notes: 10/30/2024 Inspected walls in bathroom, bedroom and living room, resident advised that she keeps her house clean and she doesn't know why her husband entered the work order.

Woodland Park
5 Newell Ct
East Palo Alto,CA 94303
Office (650) 566-2000x

Work Order No. 8972174
Date Call: 10/29/2024 3:31:00 PM

Status Work Completed

Date Completed: 11/1/2024 12:49:55 PM
Brief Desc: Closet Doors are bad

Job Site: cawoopa2/209-12
245 East OKeefe Street
12
East Palo Alto,CA 94303

Caller Name: Oscar Reyes Juarez
Caller Phone:
Occupant: Reyes Juarez (t2858807)

Mobile (650) 454-4198x

Ok to enter? NO
Category: Building Interior
SubCategory: Door Repair

Problem Description: PTE - NO, CALL FIRST

Parts & Labor

Quantity/ Hours	Item Type/ Employee Name	Description	Unit Price	Total
0.2500	Bedolla		0.00	0.00
			Total	0.00

Authorized by: _____
Signed by _____
Dated _____
Invoice No. _____

Technician Notes: 10/30/2024 Inspected closet doors and they are working fine, resident confirmed not having any issues after maintenance repaired on September 6th, 2024

Woodland Park
5 Newell Ct
East Palo Alto,CA 94303
Office (650) 566-2000x

Work Order No. 8972179
Date Call: 10/29/2024 3:32:00 PM

Status Work Completed

Date Completed: 11/1/2024 12:51:25 PM
Brief Desc: Stove or Bathroom Fan damaged

Job Site: cawoopa2/209-12
245 East OKeefe Street
12
East Palo Alto,CA 94303

Caller Name: Oscar Reyes Juarez
Caller Phone:
Occupant: Reyes Juarez (t2858807)

Mobile (650) 454-4198x

Ok to enter? NO
Category: Appliance Repair
SubCategory: Stove Exhaust Fan

Problem Description: PTE - NO, CALL FIRST

Parts & Labor

Quantity/ Hours	Item Type/ Employee Name	Description	Unit Price	Total
0.2500	Bedolla		0.00	0.00
			Total	0.00

Authorized by: _____
Signed by _____
Dated _____
Invoice No. _____

Technician Notes: 10/30/2024 Inspected extractor in bathroom and kitchen and they are working fine. Filter was replaced back in September 6th and resident stated maintenance fixed the extractor issue.

Woodland Park
5 Newell Ct
East Palo Alto,CA 94303
Office (650) 566-2000x

Work Order No. 8972184
Date Call: 10/29/2024 3:33:00 PM

Status Call

Brief Desc: Roaches in Building NOT IN UNIT

Job Site: cawoopa2/209-12
245 East OKeefe Street
12
East Palo Alto,CA 94303

Caller Name: Oscar Reyes Juarez

Caller Phone:
Occupant: Reyes Juarez (t2858807)

Mobile (650) 454-4198x

Ok to enter? NO
Category: Pest Control

Technician Notes
Time: _____ **Date:** _____
Material: _____

Problem Description: PTE - NO, CALL FIRST

Parts & Labor

Quantity/ Hours	Item Type/ Employee Name	Description	Unit Price	Total

Total

Authorized by: _____
Signed by _____
Dated _____
Invoice No. _____

Woodland Park
5 Newell Ct
East Palo Alto,CA 94303
Office (650) 566-2000x

Work Order No. 8972194
Date Call: 10/29/2024 3:34:00 PM

Date Scheduled: 11/1/2024 12:52:00 PM

Status Scheduled

Brief Desc: Bathroom Handle

Job Site: cawoopa2/209-12
245 East OKeefe Street
12
East Palo Alto,CA 94303

Caller Name: Oscar Reyes Juarez

Caller Phone:
Occupant: Reyes Juarez (t2858807)

Mobile (650) 454-4198x

Ok to enter? NO
Category: Building Interior

SubCategory: Door Repair

Technician Notes
Time: _____ **Date:** _____
Material: _____

Problem Description: PTE - NO, CALL FIRST TOWEL BAR

Parts & Labor

Quantity/ Hours	Item Type/ Employee Name	Description	Unit Price	Total

Total

Authorized by: _____
Signed by _____
Dated _____
Invoice No. _____

Woodland Park
5 Newell Ct
East Palo Alto,CA 94303
Office (650) 566-2000x

Work Order No. 8968279
Date Call: 10/28/2024 5:44:00 PM

Status Call

Brief Desc: Kitchen Window broken

Job Site: cawoopa2/209-14
245 East OKeefe Street
14
East Palo Alto,CA 94303

Caller Name: Tomas Jimenez
Caller Phone:
Occupant: Jimenez (t2439914)

Mobile (650) 796-5977x

Ok to enter? NO
Category: Window Replace / Repair

Technician Notes
Time: _____ **Date:** _____
Material: _____

Problem Description: Kitchen Window Broken

Parts & Labor

Quantity/ Hours	Item Type/ Employee Name	Description	Unit Price	Total

Total

Authorized by: _____
Signed by _____
Dated _____
Invoice No. _____

Technician Notes: 10/30/2024 Window in kitchen is broken and will be replaced 11/4/2024, Discount glass to complete the work

Woodland Park
5 Newell Ct
East Palo Alto,CA 94303
Office (650) 566-2000x

Work Order No. 8968280
Date Call: 10/28/2024 5:45:00 PM

Status Work Completed

Date Completed: 11/1/2024 2:55:05 PM
Brief Desc: Broken Cabinet

Job Site: cawoopa2/209-14
245 East OKeefe Street
14
East Palo Alto,CA 94303

Caller Name: Tomas Jimenez
Caller Phone:
Occupant: Jimenez (t2439914)

Mobile (650) 796-5977x

Ok to enter? NO
Category: Cabinets and Drawers
SubCategory: Kitchen

Problem Description: PTE - NO, CALL FIRST. Broken Cabinets

Parts & Labor

Quantity/ Hours	Item Type/ Employee Name	Description	Unit Price	Total
0.2500	Bedolla		0.00	0.00
			Total	0.00

Authorized by: _____
Signed by _____
Dated _____
Invoice No. _____

Technician Notes: 10/30/2024--Kitchen cabinets and drawers were inspected, they are in good condition. open and closed doors and drawers with no issues.

Woodland Park
5 Newell Ct
East Palo Alto,CA 94303
Office (650) 566-2000x

Work Order No. 8968285
Date Call: 10/28/2024 5:47:00 PM

Status Work Completed

Date Completed: 11/1/2024 2:58:39 PM
Brief Desc: Bathroom Discoloration on walls

Job Site: cawoopa2/209-14
245 East OKeefe Street
14
East Palo Alto,CA 94303

Caller Name: Tomas Jimenez
Caller Phone:
Occupant: Jimenez (t2439914)

Mobile (650) 796-5977x

Ok to enter? NO
Category: Water Intrusion

Problem Description: PTE - NO, CALL FIRST. Bathroom Discoloration on walls

Parts & Labor

Quantity/ Hours	Item Type/ Employee Name	Description	Unit Price	Total
0.2500	Bedolla		0.00	0.00
			Total	0.00

Authorized by: _____
Signed by _____
Dated _____
Invoice No. _____

Technician Notes: WO# 8968285 10/30/2024 Inspected bathroom walls and ceiling no discoloration, humidity or water leaks found. Resident advised it was taken care of by maintenance back in September.

Woodland Park
5 Newell Ct
East Palo Alto,CA 94303
Office (650) 566-2000x

Work Order No. 8968287
Date Call: 10/28/2024 5:48:00 PM

Status Work Completed

Date Completed: 11/1/2024 3:03:11 PM
Brief Desc: Hole in the bathroom

Job Site: cawoopa2/209-14
245 East OKeefe Street
14
East Palo Alto,CA 94303

Caller Name: Tomas Jimenez

Caller Phone:
Occupant: Jimenez (t2439914)

Mobile (650) 796-5977x

Ok to enter? NO
Category: Painting

Problem Description: Hole in the bathroom

Parts & Labor

Quantity/ Hours	Item Type/ Employee Name	Description	Unit Price	Total
0.2500	Bedolla		0.00	0.00
			Total	0.00

Authorized by: _____
Signed by _____
Dated _____
Invoice No. _____

Technician Notes: 10/30/2024 No holes in bathroom anywhere, back in September we repaired the hole on the floor next to toilet due to dry rot. Vinyl floor was replaced and subfloor was also replaced.

Woodland Park
5 Newell Ct
East Palo Alto,CA 94303
Office (650) 566-2000x

Work Order No. 8968296
Date Call: 10/28/2024 5:50:00 PM

Status Work Completed

Date Completed: 11/1/2024 3:05:05 PM
Brief Desc: Corner behind the toilet is broken

Job Site: cawoopa2/209-14
245 East OKeefe Street
14
East Palo Alto,CA 94303

Caller Name: Tomas Jimenez
Caller Phone:
Occupant: Jimenez (t2439914)

Mobile (650) 796-5977x

Ok to enter? NO
Category: Painting

Problem Description: PTE - NO, CALL FIRST. Corner behind the toilet is broken

Parts & Labor

Quantity/ Hours	Item Type/ Employee Name	Description	Unit Price	Total
0.2500	Bedolla		0.00	0.00
			Total	0.00

Authorized by: _____
Signed by _____
Dated _____
Invoice No. _____

Technician Notes: 10/30/2024 No holes in bathroom anywhere, back in September we repaired the hole on the floor next to toilet due to dry rot. Vinyl floor was replaced and subfloor was also replaced.

Woodland Park
5 Newell Ct
East Palo Alto,CA 94303
Office (650) 566-2000x

Work Order No. 8968314
Date Call: 10/28/2024 5:52:00 PM

Status Work Completed

Date Completed: 11/1/2024 3:09:29 PM
Brief Desc: Bedroom Window screen repair

Job Site: cawoopa2/209-14
245 East OKeefe Street
14
East Palo Alto,CA 94303

Caller Name: Tomas Jimenez
Caller Phone:
Occupant: Jimenez (t2439914)

Mobile (650) 796-5977x

Ok to enter? NO
Category: Window Replace / Repair

Problem Description: PTE - NO, CALL FIRST. Bedroom Window Screen repair

Parts & Labor

Quantity/ Hours	Item Type/ Employee Name	Description	Unit Price	Total
0.2500	Bedolla		0.00	0.00
			Total	0.00

Authorized by: _____
Signed by _____
Dated _____
Invoice No. _____

Technician Notes: 10/30/2024 Bedroom window screen is working fine, per resident it was installed back in September.

Woodland Park
5 Newell Ct
East Palo Alto,CA 94303
Office (650) 566-2000x

Work Order No. 8968316
Date Call: 10/28/2024 5:53:00 PM

Status Call

Brief Desc: Living Room Window broken

Job Site: cawoopa2/209-14
245 East OKeefe Street
14
East Palo Alto,CA 94303

Caller Name: Tomas Jimenez
Caller Phone:
Occupant: Jimenez (t2439914)

Mobile (650) 796-5977x

Ok to enter? NO
Category: Window and Blinds

Technician Notes
Time: _____ **Date:** _____
Material: _____

Problem Description: PTE - NO, CALL FIRST. Living room window broken

Parts & Labor

Quantity/ Hours	Item Type/ Employee Name	Description	Unit Price	Total

Total

Authorized by: _____
Signed by _____
Dated _____
Invoice No. _____

Woodland Park
5 Newell Ct
East Palo Alto,CA 94303
Office (650) 566-2000x

Work Order No. 8968321
Date Call: 10/28/2024 5:54:00 PM

Status Work Completed

Date Completed: 11/4/2024 5:04:29 PM
Brief Desc: Heater wall needs paint

Job Site: cawoopa2/209-14
245 East OKeefe Street
14
East Palo Alto,CA 94303

Caller Name: Tomas Jimenez
Caller Phone:
Occupant: Jimenez (t2439914)

Mobile (650) 796-5977x

Ok to enter? NO
Category: Painting

Problem Description: PTE - NO, CALL FIRST. Heater wall needs paint

Parts & Labor

Quantity/ Hours	Item Type/ Employee Name	Description	Unit Price	Total

Total

Authorized by: _____
Signed by _____
Dated _____
Invoice No. _____

Technician Notes: 10/30/2024 Heater faceplate to be replaced 11/4/2024.

10/30/2024 Heater faceplate to be replaced 11/4/2024. 11/4/2024 Painted around the heater face plate.

Woodland Park
5 Newell Ct
East Palo Alto,CA 94303
Office (650) 566-2000x

Work Order No. 8968327
Date Call: 10/28/2024 5:55:00 PM

Status Work Completed

Date Completed: 11/1/2024 3:41:54 PM
Brief Desc: Paint whole building

Job Site: cawoopa2/209-14
245 East OKeefe Street
14
East Palo Alto,CA 94303

Caller Name: Tomas Jimenez
Caller Phone:
Occupant: Jimenez (t2439914)

Mobile (650) 796-5977x

Ok to enter? YES
Category: Community Amenities

Problem Description: Paint whole building

Parts & Labor

Quantity/ Hours	Item Type/ Employee Name	Description	Unit Price	Total
1.0000	Bedolla		0.00	0.00
			Total	0.00

Authorized by: _____
Signed by _____
Dated _____
Invoice No. _____

Technician Notes: 10/30/2024 Painted all common areas that needed painting. Areas like laundry room hallway and stair cases. All graffiti was also removed.

Woodland Park
5 Newell Ct
East Palo Alto,CA 94303
Office (650) 566-2000x

Work Order No. 8968329
Date Call: 10/28/2024 5:55:00 PM

Status Call

Brief Desc: Dryer doesnt work

Job Site: cawoopa2/209-14
245 East OKeefe Street
14
East Palo Alto,CA 94303

Caller Name: Tomas Jimenez
Caller Phone:
Occupant: Jimenez (t2439914)

Mobile (650) 796-5977x

Ok to enter? NO
Category: Appliance Repair

Technician Notes
Time: _____ **Date:** _____
Material: _____

Problem Description: PTE - NO, CALL FIRST.

Parts & Labor

Quantity/ Hours	Item Type/ Employee Name	Description	Unit Price	Total

Total

Authorized by: _____
Signed by _____
Dated _____
Invoice No. _____

Technician Notes: 10/30/2024 Dryer was reported to WASH for repairs, will follow up on 11/05/2024.

Woodland Park
5 Newell Ct
East Palo Alto,CA 94303
Office (650) 566-2000x

Work Order No. 8968334
Date Call: 10/28/2024 5:56:00 PM

Status Work Completed

Date Completed: 11/1/2024 3:52:05 PM
Brief Desc: Hole in laundry room wall

Job Site: cawoopa2/209-14
245 East OKeefe Street
14
East Palo Alto,CA 94303

Caller Name: Tomas Jimenez

Caller Phone:
Occupant: Jimenez (t2439914)

Mobile (650) 796-5977x

Ok to enter? NO
Category: Community Amenities

Problem Description: Hole in laundry room wall

Parts & Labor

Quantity/ Hours	Item Type/ Employee Name	Description	Unit Price	Total
0.2500	Bedolla		0.00	0.00
			Total	0.00

Authorized by: _____
Signed by _____
Dated _____
Invoice No. _____

Technician Notes: 10/30/2024 Laundry room has no holes in ceiling or walls, checked behind washers and dryers and did not find any holes.

Woodland Park
5 Newell Ct
East Palo Alto,CA 94303
Office (650) 566-2000x

Work Order No. 8968339
Date Call: 10/28/2024 5:56:00 PM

Status Work Completed

Date Completed: 11/1/2024 3:56:19 PM
Brief Desc: Mailbox is not secure

Job Site: cawoopa2/209-14
245 East OKeefe Street
14
East Palo Alto,CA 94303

Caller Name: Tomas Jimenez
Caller Phone:
Occupant: Jimenez (t2439914)

Mobile (650) 796-5977x

Ok to enter? NO
Category: Community Amenities

Problem Description: Mailbox is not secure

Parts & Labor

Quantity/ Hours	Item Type/ Employee Name	Description	Unit Price	Total
0.2500	Bedolla		0.00	0.00
			Total	0.00

Authorized by: _____
Signed by _____
Dated _____
Invoice No. _____

Technician Notes: 10/30/2024 Mailbox lock to unit 14 is working, USPS box was secure, mailman locked boxes in the recent days according to resident.

Woodland Park
5 Newell Ct
East Palo Alto,CA 94303
Office (650) 566-2000x

Work Order No. 8968346
Date Call: 10/28/2024 5:57:00 PM

Status Work Completed

Date Completed: 11/1/2024 3:58:08 PM
Brief Desc: replace monoxide detector

Job Site: cawoopa2/209-14
245 East OKeefe Street
14
East Palo Alto,CA 94303

Caller Name: Tomas Jimenez
Caller Phone:
Occupant: Jimenez (t2439914)

Mobile (650) 796-5977x

Ok to enter? NO
Category: Smoke or CO Detector

Problem Description: PTE - NO, CALL FIRST.

Parts & Labor

Quantity/ Hours	Item Type/ Employee Name	Description	Unit Price	Total
0.2500	Bedolla		0.00	0.00
			Total	0.00

Authorized by: _____
Signed by _____
Dated _____
Invoice No. _____

Technician Notes: 10/30/2024 Unit has working smoke detectors and CO2 detectors. Tested all 3 and they work fine.

Woodland Park
5 Newell Ct
East Palo Alto,CA 94303
Office (650) 566-2000x

Work Order No. 8968349
Date Call: 10/28/2024 5:58:00 PM

Status Work Completed

Date Completed: 11/1/2024 4:04:31 PM
Brief Desc: Discoloratin in bathroom

Job Site: cawoopa2/209-14
245 East OKeefe Street
14
East Palo Alto,CA 94303

Caller Name: Tomas Jimenez
Caller Phone:
Occupant: Jimenez (t2439914)

Mobile (650) 796-5977x

Ok to enter? NO
Category: Water Intrusion

Problem Description: PTE - NO, CALL FIRST.

Parts & Labor

Quantity/ Hours	Item Type/ Employee Name	Description	Unit Price	Total
0.5000	Bedolla		0.00	0.00
			Total	0.00

Authorized by: _____
Signed by _____
Dated _____
Invoice No. _____

Technician Notes: 10/30/2024 Inspected bathroom walls and ceiling no discoloration, humidity or water leaks found. Resident advised it was taken care of by maintenance back in September.

Woodland Park
5 Newell Ct
East Palo Alto,CA 94303
Office (650) 566-2000x

Work Order No. 8968352
Date Call: 10/28/2024 5:58:00 PM

Status Work Completed

Date Completed: 11/1/2024 4:08:10 PM
Brief Desc: Bathroom water leaks into parking

Job Site: cawoopa2/209-14
245 East OKeefe Street
14
East Palo Alto,CA 94303

Caller Name: Tomas Jimenez

Caller Phone:
Occupant: Jimenez (t2439914)

Mobile (650) 796-5977x

Ok to enter? NO
Category: Plumbing

Problem Description: PTE - NO, CALL FIRST.

Parts & Labor

Quantity/ Hours	Item Type/ Employee Name	Description	Unit Price	Total
0.2500	Bedolla		0.00	0.00
			Total	0.00

Authorized by: _____
Signed by _____
Dated _____
Invoice No. _____

Technician Notes: 10/30/2024 Back in September we repaired the hole on the floor next to toilet due to dry rot. Vinyl floor was replaced and subfloor was also replaced. This issue was causing water to leak into the residents parking stall.

Woodland Park
5 Newell Ct
East Palo Alto,CA 94303
Office (650) 566-2000x

Work Order No. 8970321
Date Call: 10/29/2024 9:56:00 AM

Status Work Completed

Date Completed: 11/1/2024 4:20:34 PM
Brief Desc: Kitchen Cabinet

Job Site: cawoopa2/209-15
245 East OKeefe Street
15
East Palo Alto,CA 94303

Caller Name: Allison Cuthbert

Caller Phone:
Occupant: Cuthbert (t2946159)

Mobile (650) 769-0630x

Ok to enter? NO

Problem Description: Kitchen Cabinets inspection / for damaged cabinets

Parts & Labor

Quantity/ Hours	Item Type/ Employee Name	Description	Unit Price	Total
0.2500	Bedolla		0.00	0.00
			Total	0.00

Authorized by: _____
Signed by _____
Dated _____
Invoice No. _____

Technician Notes: 10/30/2024 Kitchen cabinets were repaired 2 hinges broke off but I installed them and tightened up two more hinges.

Woodland Park
5 Newell Ct
East Palo Alto,CA 94303
Office (650) 566-2000x

Work Order No. 8970409
Date Call: 10/29/2024 10:09:00 AM

Status Call

Brief Desc: Refrigerator

Job Site: cawoopa2/209-18
245 East OKeefe Street
18
East Palo Alto,CA 94303

Caller Name: Freddy Roman
Caller Phone:
Occupant: Roman (t2439917)

Office (650) 771-4904x
Priority: Make Ready
Mobile (650) 507-9745x
Ok to enter? NO

Technician Notes
Time: _____ **Date:** _____
Material: _____

Problem Description: Rusty, lights not working and not cooling

Parts & Labor

Quantity/ Hours	Item Type/ Employee Name	Description	Unit Price	Total

Total

Authorized by: _____
Signed by _____
Dated _____
Invoice No. _____

Technician Notes: 10/30/2024 Knocked on door resident states she has a new born and does not want us coming in at this time. Said she or her husband will call back

Woodland Park
5 Newell Ct
East Palo Alto,CA 94303
Office (650) 566-2000x

Work Order No. 8970415
Date Call: 10/29/2024 10:10:00 AM

Status Call

Brief Desc: Hood Vent

Job Site: cawoopa2/209-18
245 East OKeefe Street
18
East Palo Alto,CA 94303

Caller Name: Freddy Roman

Caller Phone:
Occupant: Roman (t2439917)

Office (650) 771-4904x
Mobile (650) 507-9745x

Ok to enter? YES

Technician Notes
Time: _____ **Date:** _____
Material: _____

Problem Description: Hood Vent not working

Parts & Labor

Quantity/ Hours	Item Type/ Employee Name	Description	Unit Price	Total

Total

Authorized by: _____
Signed by _____
Dated _____
Invoice No. _____

Technician Notes: 10/30/2024 Knocked on door resident states she has a new born and does not want us coming in at this time. Said she or her husband will call back

Woodland Park
5 Newell Ct
East Palo Alto,CA 94303
Office (650) 566-2000x

Work Order No. 8970420
Date Call: 10/29/2024 10:12:00 AM

Status Call

Brief Desc: Kitchen Floor

Job Site: cawoopa2/209-18
245 East OKeefe Street
18
East Palo Alto,CA 94303

Caller Name: Freddy Roman

Caller Phone:
Occupant: Roman (t2439917)

Office (650) 771-4904x
Mobile (650) 507-9745x

Ok to enter? YES

Technician Notes
Time: _____ **Date:** _____
Material: _____

Problem Description: Kitchen floor needs to be inspected.

Parts & Labor

Quantity/ Hours	Item Type/ Employee Name	Description	Unit Price	Total

Total

Authorized by: _____
Signed by _____
Dated _____
Invoice No. _____

Technician Notes: 10/30/2024 Knocked on door resident states she has a new born and does not want us coming in at this time. Said she or her husband will call back

Woodland Park
5 Newell Ct
East Palo Alto,CA 94303
Office (650) 566-2000x

Work Order No. 8970427
Date Call: 10/29/2024 10:13:00 AM

Status Call

Brief Desc: Bathtub

Job Site: cawoopa2/209-18
245 East OKeefe Street
18
East Palo Alto,CA 94303

Caller Name: Freddy Roman

Caller Phone:
Occupant: Roman (t2439917)

Office (650) 771-4904x
Mobile (650) 507-9745x

Ok to enter? YES

Technician Notes
Time: _____ **Date:** _____
Material: _____

Problem Description: Bathtub leaking water to the floor

Parts & Labor

Quantity/ Hours	Item Type/ Employee Name	Description	Unit Price	Total

Total

Authorized by: _____
Signed by _____
Dated _____
Invoice No. _____

Technician Notes: 10/30/2024 Knocked on door resident states she has a new born and does not want us coming in at this time. Said she or her husband will call back

Woodland Park
5 Newell Ct
East Palo Alto,CA 94303
Office (650) 566-2000x

Work Order No. 8970430
Date Call: 10/29/2024 10:14:00 AM

Status Call

Brief Desc: Bathroom Floor

Job Site: cawoopa2/209-18
245 East OKeefe Street
18
East Palo Alto,CA 94303

Caller Name: Freddy Roman

Caller Phone:
Occupant: Roman (t2439917)

Office (650) 771-4904x
Mobile (650) 507-9745x

Ok to enter? YES

Technician Notes
Time: _____ **Date:** _____
Material: _____

Problem Description: Bathroom floor needs to be inspected for damages

Parts & Labor

Quantity/ Hours	Item Type/ Employee Name	Description	Unit Price	Total

Total

Authorized by: _____
Signed by _____
Dated _____
Invoice No. _____

Woodland Park
5 Newell Ct
East Palo Alto,CA 94303
Office (650) 566-2000x

Work Order No. 8970438
Date Call: 10/29/2024 10:15:00 AM

Status Call

Brief Desc: Bathroom Sliding door

Job Site: cawoopa2/209-18
245 East OKeefe Street
18
East Palo Alto,CA 94303

Caller Name: Freddy Roman

Caller Phone:
Occupant: Roman (t2439917)

Office (650) 771-4904x
Mobile (650) 507-9745x

Ok to enter? YES

Technician Notes
Time: _____ **Date:** _____
Material: _____

Problem Description: Bathroom Sliding door is not in good condition

Parts & Labor

Quantity/ Hours	Item Type/ Employee Name	Description	Unit Price	Total

Total

Authorized by: _____
Signed by _____
Dated _____
Invoice No. _____

Technician Notes: 10/30/2024 Knocked on door resident states she has a new born and does not want us coming in at this time. Said she or her husband will call back

Woodland Park
5 Newell Ct
East Palo Alto,CA 94303
Office (650) 566-2000x

Work Order No. 8970444
Date Call: 10/29/2024 10:16:00 AM

Status Call

Brief Desc: Balcony Sliding door

Job Site: cawoopa2/209-18
245 East OKeefe Street
18
East Palo Alto,CA 94303

Caller Name: Freddy Roman

Caller Phone:
Occupant: Roman (t2439917)

Office (650) 771-4904x
Mobile (650) 507-9745x

Ok to enter? NO

Technician Notes
Time: _____ **Date:** _____
Material: _____

Problem Description: Balcony sliding door and sliding screen door is not in good condition

Parts & Labor

Quantity/ Hours	Item Type/ Employee Name	Description	Unit Price	Total

Total

Authorized by: _____
Signed by _____
Dated _____
Invoice No. _____

Technician Notes: 10/30/2024 Knocked on door resident states she has a new born and does not want us coming in at this time. Said she or her husband will call back

Woodland Park
5 Newell Ct
East Palo Alto,CA 94303
Office (650) 566-2000x

Work Order No. 8972205
Date Call: 10/29/2024 3:36:00 PM

Status Call

Brief Desc: Rats in Balcony going into unit

Job Site: cawoopa2/209-18
245 East OKeefe Street
18
East Palo Alto,CA 94303

Caller Name: Freddy Roman
Caller Phone:
Occupant: Roman (t2439917)

Office (650) 771-4904x
Mobile (650) 507-9745x

Ok to enter? NO
Category: Pest Control

Technician Notes
Time: _____ **Date:** _____
Material: _____

Problem Description: PTE - NO, CALL FIRST

Parts & Labor

Quantity/ Hours	Item Type/ Employee Name	Description	Unit Price	Total

Total

Authorized by: _____
Signed by _____
Dated _____
Invoice No. _____

Technician Notes: 10/30/2024 Knocked on door resident states she has a new born and does not want us coming in at this time. Said she or her husband will call back

Woodland Park
5 Newell Ct
East Palo Alto,CA 94303
Office (650) 566-2000x

Work Order No. 8972210
Date Call: 10/29/2024 3:37:00 PM

Status Call

Brief Desc: Windows damaged

Job Site: cawoopa2/209-18
245 East OKeefe Street
18
East Palo Alto,CA 94303

Caller Name: Freddy Roman
Caller Phone:
Occupant: Roman (t2439917)

Office (650) 771-4904x
Mobile (650) 507-9745x

Ok to enter? NO
Category: Window Replace / Repair

Technician Notes
Time: _____ **Date:** _____
Material: _____

Problem Description: PTE - NO, CALL FIRST - Windows are letting in moisture and air

Parts & Labor

Quantity/ Hours	Item Type/ Employee Name	Description	Unit Price	Total

Total

Authorized by: _____
Signed by _____
Dated _____
Invoice No. _____

Technician Notes: 10/30/2024 Knocked on door resident states she has a new born and does not want us coming in at this time. Said she or her husband will call back

Woodland Park
5 Newell Ct
East Palo Alto,CA 94303
Office (650) 566-2000x

Work Order No. 8972214
Date Call: 10/29/2024 3:38:00 PM

Status Call

Brief Desc: Termites in ceiling

Job Site: cawoopa2/209-18
245 East OKeefe Street
18
East Palo Alto,CA 94303

Caller Name: Freddy Roman
Caller Phone:
Occupant: Roman (t2439917)

Office (650) 771-4904x
Mobile (650) 507-9745x

Ok to enter? NO
Category: Pest Control

Technician Notes
Time: _____ **Date:** _____
Material: _____

Problem Description: PTE - NO, CALL FIRST

Parts & Labor

Quantity/ Hours	Item Type/ Employee Name	Description	Unit Price	Total

Total

Authorized by: _____
Signed by _____
Dated _____
Invoice No. _____

Technician Notes: 10/30/2024 Knocked on door resident states she has a new born and does not want us coming in at this time. Said she or her husband will call back

Woodland Park
5 Newell Ct
East Palo Alto,CA 94303
Office (650) 566-2000x

Work Order No. 8972219
Date Call: 10/29/2024 3:38:00 PM

Status Call

Brief Desc: Carpet & Vinyl Are old

Job Site: cawoopa2/209-18
245 East OKeefe Street
18
East Palo Alto,CA 94303

Caller Name: Freddy Roman
Caller Phone:
Occupant: Roman (t2439917)

Office (650) 771-4904x
Mobile (650) 507-9745x

Ok to enter? NO
Category: Vinyl Repair

Technician Notes
Time: _____ **Date:** _____
Material: _____

Problem Description: PTE - NO, CALL FIRST - Carpet is very old, Entire apartment floor moves a lot and theres lots of noise.

Parts & Labor

Quantity/ Hours	Item Type/ Employee Name	Description	Unit Price	Total

Total

Authorized by: _____
Signed by _____
Dated _____
Invoice No. _____

Technician Notes: 10/30/2024 Knocked on door resident states she has a new born and does not want us coming in at this time. Said she or her husband will call back

Woodland Park
5 Newell Ct
East Palo Alto,CA 94303
Office (650) 566-2000x

Work Order No. 8972221
Date Call: 10/29/2024 3:40:00 PM

Status Call

Brief Desc: Broken exit sign

Job Site: cawoopa2/209-18
245 East OKeefe Street
18
East Palo Alto,CA 94303

Caller Name: Freddy Roman
Caller Phone:
Occupant: Roman (t2439917)

Office (650) 771-4904x
Mobile (650) 507-9745x

Ok to enter? NO
Category: Community Amenities

Technician Notes
Time: _____ **Date:** _____
Material: _____

Problem Description: PTE - NO, CALL FIRST

Parts & Labor

Quantity/ Hours	Item Type/ Employee Name	Description	Unit Price	Total

Total

Authorized by: _____
Signed by _____
Dated _____
Invoice No. _____

Technician Notes: 10/30/2024 Exit sign to be replaced on Sunday 11/3/2024

Woodland Park
5 Newell Ct
East Palo Alto,CA 94303
Office (650) 566-2000x

Work Order No. 8972225
Date Call: 10/29/2024 3:40:00 PM

Status Work Completed

Date Completed: 11/1/2024 4:51:43 PM
Brief Desc: Opened Exterior Wall

Job Site: cawoopa2/209-18
245 East OKeefe Street
18
East Palo Alto,CA 94303

Caller Name: Freddy Roman
Caller Phone:
Occupant: Roman (t2439917)

Office (650) 771-4904x
Mobile (650) 507-9745x

Ok to enter? NO
Category: Community Amenities

Problem Description: PTE - NO, CALL FIRST

Parts & Labor

Quantity/ Hours	Item Type/ Employee Name	Description	Unit Price	Total
0.5000	Bedolla		0.00	0.00
			Total	0.00

Authorized by: _____
Signed by _____
Dated _____
Invoice No. _____

Technician Notes: 10/30/2024 Laundry room has no holes in ceiling or walls, checked behind washers and dryers and did not find any holes. Inspected common areas, stair cases and carports but I did not find any holes.

Woodland Park
5 Newell Ct
East Palo Alto,CA 94303
Office (650) 566-2000x

Work Order No. 8972233
Date Call: 10/29/2024 3:42:00 PM

Status Call

Brief Desc: Kitchen Floor & Count Tiles chipped

Job Site: cawoopa2/209-19
245 East OKeefe Street
19
East Palo Alto,CA 94303

Caller Name: Patisue Fakalata

Caller Phone:
Occupant: Fakalata (t2439918)

Mobile (650) 776-4860x

Ok to enter? NO
Category: Vinyl Repair

Technician Notes
Time: _____ **Date:** _____
Material: _____

Problem Description: PTE - NO, CALL FIRST - Kitchen floor & Counter tiles chipped

Parts & Labor

Quantity/ Hours	Item Type/ Employee Name	Description	Unit Price	Total

Total

Authorized by: _____
Signed by _____
Dated _____
Invoice No. _____

Woodland Park
5 Newell Ct
East Palo Alto,CA 94303
Office (650) 566-2000x

Work Order No. 8972238
Date Call: 10/29/2024 3:43:00 PM

Status Call

Brief Desc: Dirty Ceiling

Job Site: cawoopa2/209-19
245 East OKeefe Street
19
East Palo Alto,CA 94303

Caller Name: Patisue Fakalata

Caller Phone:
Occupant: Fakalata (t2439918)

Mobile (650) 776-4860x

Ok to enter? NO
Category: Building Interior

Technician Notes
Time: _____ **Date:** _____
Material: _____

Problem Description: PTE - NO, CALL FIRST

Parts & Labor

Quantity/ Hours	Item Type/ Employee Name	Description	Unit Price	Total

Total

Authorized by: _____
Signed by _____
Dated _____
Invoice No. _____

Woodland Park
5 Newell Ct
East Palo Alto,CA 94303
Office (650) 566-2000x

Work Order No. 8972242
Date Call: 10/29/2024 3:44:00 PM

Status Call

Brief Desc: Broken & Rusty Appliances

Job Site: cawoopa2/209-19
245 East OKeefe Street
19
East Palo Alto,CA 94303

Caller Name: Patisue Fakalata
Caller Phone:
Occupant: Fakalata (t2439918)

Mobile (650) 776-4860x

Ok to enter? NO
Category: Appliance Repair

Technician Notes
Time: _____ **Date:** _____
Material: _____

Problem Description: PTE - NO, CALL FIRST

Parts & Labor

Quantity/ Hours	Item Type/ Employee Name	Description	Unit Price	Total

Total

Authorized by: _____
Signed by _____
Dated _____
Invoice No. _____

Woodland Park
5 Newell Ct
East Palo Alto,CA 94303
Office (650) 566-2000x

Work Order No. 8972251
Date Call: 10/29/2024 3:45:00 PM

Status Call

Brief Desc: Discoloration on Kitchen Sink

Job Site: cawoopa2/209-19
245 East OKeefe Street
19
East Palo Alto,CA 94303

Caller Name: Patisue Fakalata

Caller Phone:
Occupant: Fakalata (t2439918)

Mobile (650) 776-4860x

Ok to enter? NO
Category: Building Interior

Technician Notes
Time: _____ **Date:** _____
Material: _____

Problem Description: PTE - NO, CALL FIRST

Parts & Labor

Quantity/ Hours	Item Type/ Employee Name	Description	Unit Price	Total

Total

Authorized by: _____
Signed by _____
Dated _____
Invoice No. _____

Woodland Park
5 Newell Ct
East Palo Alto,CA 94303
Office (650) 566-2000x

Work Order No. 8972255
Date Call: 10/29/2024 3:45:00 PM

Status Work Completed

Date Completed: 11/4/2024 2:30:16 PM
Brief Desc: Broken Cabinets

Job Site: cawoopa2/209-19
245 East OKeefe Street
19
East Palo Alto,CA 94303

Caller Name: Patisue Fakalata
Caller Phone:
Occupant: Fakalata (t2439918)

Mobile (650) 776-4860x

Ok to enter? NO
Category: Cabinets and Drawers

Problem Description: PTE - NO, CALL FIRST

Parts & Labor

Quantity/ Hours	Item Type/ Employee Name	Description	Unit Price	Total
0.2500	Bedolla		0.00	0.00
			Total	0.00

Authorized by: _____
Signed by _____
Dated _____
Invoice No. _____

Technician Notes: 10/30/2024 Kitchen cabinets were repaired back in September. Kitchen cabinets were fabricated because they were missing. Adjusted rails, guides on drawers and hinges. Advised resident to clean cabinets to better asses kitchen cabinets. All doors and drawers open and close correctly.

Woodland Park
5 Newell Ct
East Palo Alto,CA 94303
Office (650) 566-2000x

Work Order No. 8972261
Date Call: 10/29/2024 3:46:00 PM

Status Work Completed

Date Completed: 11/4/2024 9:03:31 AM
Brief Desc: No Dishwasher

Job Site: cawoopa2/209-19
245 East OKeefe Street
19
East Palo Alto,CA 94303

Caller Name: Patisue Fakalata
Caller Phone:
Occupant: Fakalata (t2439918)

Mobile (650) 776-4860x

Ok to enter? NO
Category: Appliance Repair
SubCategory: Dishwasher

Problem Description: PTE - NO, CALL FIRST

Parts & Labor

Quantity/ Hours	Item Type/ Employee Name	Description	Unit Price	Total
0.5000	Bedolla		0.00	0.00
			Total	0.00

Authorized by: _____
Signed by _____
Dated _____
Invoice No. _____

Technician Notes: 10/30/2024 Resident requesting dishwasher, her current unit has no dishwasher. Advised resident that capacity of the electrical and plumbing sources is not available in the kitchen area.

Woodland Park
5 Newell Ct
East Palo Alto,CA 94303
Office (650) 566-2000x

Work Order No. 8972268
Date Call: 10/29/2024 3:47:00 PM

Status Call

Brief Desc: Discoloration In Kitchen

Job Site: cawoopa2/209-19
245 East OKeefe Street
19
East Palo Alto,CA 94303

Caller Name: Patisue Fakalata
Caller Phone:
Occupant: Fakalata (t2439918)

Mobile (650) 776-4860x

Ok to enter? NO
Category: Water Intrusion

Technician Notes
Time: _____ **Date:** _____
Material: _____

Problem Description: PTE - NO, CALL FIRST

Parts & Labor

Quantity/ Hours	Item Type/ Employee Name	Description	Unit Price	Total

Total

Authorized by: _____
Signed by _____
Dated _____
Invoice No. _____

Woodland Park
5 Newell Ct
East Palo Alto,CA 94303
Office (650) 566-2000x

Work Order No. 8972271
Date Call: 10/29/2024 3:47:00 PM

Status Call

Brief Desc: Bathroom Tiles Chipped

Job Site: cawoopa2/209-19
245 East OKeefe Street
19
East Palo Alto,CA 94303

Caller Name: Patisue Fakalata
Caller Phone:
Occupant: Fakalata (t2439918)

Mobile (650) 776-4860x

Ok to enter? NO
Category: Vinyl Repair

Technician Notes
Time: _____ **Date:** _____
Material: _____

Problem Description: PTE - NO, CALL FIRST

Parts & Labor

Quantity/ Hours	Item Type/ Employee Name	Description	Unit Price	Total

Total

Authorized by: _____
Signed by _____
Dated _____
Invoice No. _____

Woodland Park
5 Newell Ct
East Palo Alto,CA 94303
Office (650) 566-2000x

Work Order No. 8972276
Date Call: 10/29/2024 3:48:00 PM

Status Call

Brief Desc: discoloration in Bathroom

Job Site: cawoopa2/209-19
245 East OKeefe Street
19
East Palo Alto,CA 94303

Caller Name: Patisue Fakalata

Caller Phone:
Occupant: Fakalata (t2439918)

Mobile (650) 776-4860x

Ok to enter? NO
Category: Water Intrusion

Technician Notes
Time: _____ **Date:** _____
Material: _____

Problem Description: PTE - NO, CALL FIRST

Parts & Labor

Quantity/ Hours	Item Type/ Employee Name	Description	Unit Price	Total

Total

Authorized by: _____
Signed by _____
Dated _____
Invoice No. _____

Woodland Park
5 Newell Ct
East Palo Alto,CA 94303
Office (650) 566-2000x

Work Order No. 8972278
Date Call: 10/29/2024 3:49:00 PM

Status Call

Brief Desc: Old appliances in bathroom

Job Site: cawoopa2/209-19
245 East OKeefe Street
19
East Palo Alto,CA 94303

Caller Name: Patisue Fakalata

Caller Phone:
Occupant: Fakalata (t2439918)

Mobile (650) 776-4860x

Ok to enter? NO
Category: Appliance Repair

Technician Notes
Time: _____ **Date:** _____
Material: _____

Problem Description: PTE - NO, CALL FIRST

Parts & Labor

Quantity/ Hours	Item Type/ Employee Name	Description	Unit Price	Total

Total

Authorized by: _____
Signed by _____
Dated _____
Invoice No. _____

Outlook

Fw: Multiple Complaints at 201, 245 and 301 E O'Keefe St Facilities

From Alberto Bedolla <alberto.bedolla@greystar.com>
Date Tue 3/4/2025 2:11 PM
To Andrea Rose Bumagat <andrearose.bumagat@greystar.com>

2 attachments (170 KB)
20241119_201EoKeefe_Report.pdf; 20241119_245EoKeefe_Report.pdf;

Enrique Bedolla | Maintenance Director
Woodland Park Apartments |5 Newell Ct. | East Palo Alto, California 94303
☎ 650.566.2000 | alberto.bedolla@greystar.com
www.LiveatWoodlandParkapts.com | www.greystar.com

From: Stephen Low <sglow@smcgov.org>
Sent: Thursday, November 21, 2024 1:49 PM
To: Woodland Park General Manager <woodlandparkcagm@greystar.com>; Alberto Bedolla <alberto.bedolla@greystar.com>
Cc: Helen Godinez <hgodinez@smcgov.org>
Subject: [EXTERNAL] Re: Multiple Complaints at 201, 245 and 301 E O'Keefe St Facilities

Good afternoon Pabel,

Please see the attached reports from the inspections this past Tuesday. Complaints that were noted to be closed in the reports have been closed out on our end.

Please continue to send updates on fixes for the outstanding issues. Alberto had mentioned something about a running word document where the progress has been updated.

Around Mid-December, I'd like to do the inspection for 301 E O'keefe as well, assuming majority of the planned fixes have been completed.

Thanks,

Stephen Low REHS III
SMC EHS

From: Woodland Park General Manager <woodlandparkcagm@greystar.com>
Sent: Friday, November 8, 2024 3:07 PM

To: Stephen Low <sglow@smcgov.org>; Alberto Bedolla <alberto.bedolla@greystar.com>
Cc: Helen Godinez <hgodinez@smcgov.org>
Subject: Re: Multiple Complaints at 201, 245 and 301 E O'Keefe St Facilities

CAUTION: This email originated from outside of San Mateo County. Unless you recognize the sender's email address and know the content is safe, do not click links, open attachments or reply.

Good afternoon,

Please see all of the attached WO that we submitted for each unit and their progress.

Pabel Zumarraga| General Manager
Woodland Park Apartments| 5 Newell CT |East Palo Alto, CA 94303
o 650-566-2000 | woodlandparkcagm@greystar.com | www.liveatwoodlandparkapts.com

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From: Stephen Low <sglow@smcgov.org>
Sent: Friday, November 8, 2024 8:58 AM
To: Woodland Park General Manager <woodlandparkcagm@greystar.com>; Alberto Bedolla <alberto.bedolla@greystar.com>
Cc: Helen Godinez <hgodinez@smcgov.org>
Subject: [EXTERNAL] Re: Multiple Complaints at 201, 245 and 301 E O'Keefe St Facilities

Good morning Pabel,

Following up on this as a reminder that we'd like to get an update on the complaints by the end of today. I would like to reiterate that failure to respond with the information we are requesting will result in each unit investigation next week being billed at the county's hourly approved rate of 249.00 per hour, per complaint.

Thanks,

Stephen Low REHS III

From: Stephen Low <sglow@smcgov.org>
Sent: Tuesday, November 5, 2024 3:39 PM
To: Woodland Park General Manager <woodlandparkcagm@greystar.com>; Alberto Bedolla <alberto.bedolla@greystar.com>
Cc: Helen Godinez <hgodinez@smcgov.org>
Subject: Re: Multiple Complaints at 201, 245 and 301 E O'Keefe St Facilities

Good afternoon Pabel,

I'm following up as a reminder that our office would like to get an update, preferably on the spreadsheets provided, for the work done in each of the units that had filed complaints by the end of the week. From there I'd like to schedule a time for an inspection to follow up and confirm the

R273
completed work and note down any remaining issues. Please note that failure to provide an update will result in an inspection, performed at a time at our discretion, that will be billed at the county's hourly approved rate of 249.00 per hour, per complaint that we find outstanding issues at.

Thanks,

Stephen Low REHS III

From: Stephen Low
Sent: Tuesday, October 29, 2024 7:41 AM
To: Woodland Park General Manager <woodlandparkcagm@greystar.com>; Alberto Bedolla <alberto.bedolla@greystar.com>
Cc: Helen Godinez <hgodinez@smcgov.org>
Subject: RE: Multiple Complaints at 201, 245 and 301 E O'Keefe St Facilities

Good morning Pabel,

Thank you for the update on the situation. I'd like to see copies of the WOs to get an idea of the work done in each of the units before we do the walkthrough of each property.

Thanks,

Stephen Low REHS III

From: Woodland Park General Manager <woodlandparkcagm@greystar.com>
Sent: Monday, October 28, 2024 6:10 PM
To: Stephen Low <sglow@smcgov.org>; Alberto Bedolla <alberto.bedolla@greystar.com>
Cc: Helen Godinez <hgodinez@smcgov.org>
Subject: Re: Multiple Complaints at 201, 245 and 301 E O'Keefe St Facilities

CAUTION: This email originated from outside of San Mateo County. Unless you recognize the sender's email address and know the content is safe, do not click links, open attachments or reply.

Good Afternoon Stephen,

We are working closely with the city of EPA in regards to this. We have compiled all of the WO that we received and we have opened new WO so our team can inspect and close out this week. I will keep you updated on when all of these items have been addressed or cleared.

Pabel Zumarraga| General Manager
Woodland Park Apartments| 5 Newell CT |East Palo Alto, CA 94303
o 650-566-2000 | woodlandparkcagm@greystar.com | www.liveatwoodlandparkapts.com

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From: Stephen Low <sglow@smcgov.org>
Sent: Friday, October 25, 2024 1:33 PM

R274

To: Alberto Bedolla <alberto.bedolla@greystar.com>
Cc: Woodland Park General Manager <woodlandparkcagm@greystar.com>; Helen Godinez <hgodinez@smcgov.org>
Subject: [EXTERNAL] Multiple Complaints at 201, 245 and 301 E O'Keefe St Facilities

Good afternoon Alberto,

Per our discussion yesterday, I've compiled all the complaints we've received at the 3 properties into spreadsheets. Please fill out column D with all the work done at each respective unit. Be as specific as possible so that we can parse down the list of outstanding issues in each unit. For complaints that did not share the unit number, I have provided the provided names to assist in figuring out which unit they are referring to. Please fill out these sheets and return them to me within a 2 week period. From there, we can schedule a time to do an inspection at each of these properties, confirm with as many residents as possible that the work stated has been done and close out the complaints.

Please let me know if you have any questions.

Thanks,

Stephen Low REHS III
SMC EHS
2000 Alameda De Las Pulgas ste 100
San Mateo CA 94404

SAN MATEO COUNTY HEALTH
ENVIRONMENTAL HEALTH SERVICES

10/19/2024 Field Inspection for Multiple Complaints Inspection Report	
Date: 2024-11-20	Visit Type: Investigation - Field
Site Name: OKEEFE GARDEN APT (245 E OKEEFE)	Site Address: 245 E OKEEFE ST, EAST PALO ALTO, CA 94303
Site Phone Number: 6505662000	APN: 063442280
Application Number: BLA-0000010655	Program: MULTI FAMILY HOUSING
Visit Id: 00389184	Special Instructions:

Additional Details	
Permit Expiration Date:	Fees Due: $0.00
Business Owner Name: MANAGEMENT OFFICE	Business Owner Mailing Address: 5 NEWELL CT, EAST PALO ALTO, CA 94303
Consent: N/A	

Violations

Citation	Comments	Violation Degree	Comply By Date	Complied on Date
Maintained in good repair to direct rain away from the building. (UHC 401 & 1001.1)	Observed that downspouts in carports 6 and 21 were crushed/disjointed. Repair as necessary to prevent water damage.	Minor	12/20/2024	

Comments

SAN MATEO COUNTY HEALTH
ENVIRONMENTAL HEALTH SERVICES

10/19/2024 Field Inspection for Multiple Complaints Inspection Report	
Date: 2024-11-20	Visit Type: Investigation - Field
Site Name: OKEEFE GARDEN APT (245 E OKEEFE)	Site Address: 245 E OKEEFE ST, EAST PALO ALTO, CA 94303
Site Phone Number: 6505662000	APN: 063442280
Application Number: BLA-0000010655	Program: MULTI FAMILY HOUSING
Visit Id: 00389184	Special Instructions:

Inspection took place in response to multiple complaints at the facility.

One exterior violation noted. See above.

Unit inspections and current complaint status are as follows:

PC-0000012549 // Unit 1

Spoke to resident. They did not have any issues in the unit that they wanted to report. Observed excessive cluttering in the unit. Resident is requesting a new fridge, but acknowledges that the current one adequately keeps their food cold / frozen. Complaint closed.

PC-0000012550 // Unit 12

Spoke to resident. They acknowledged issues that got fixed. Carpet replacement / repair and kitchen light fixture repair was scheduled with management on-site. Complaint closed.

PC-0000012551 // Unit 14

Spoke to resident. They acknowledged and confirmed window repair and heater faceplate replacement. Resident also brought up concerns about mold in the bathroom. Bathroom fan was found to be working adequately. Resident advised to increase ventilation by opening door and leaving fan on for longer. Complaint closed.

PC-0000012552 // Unit 15

Spoke to residents. They have no issues to report. Complaint closed.

PC-0000012553 // Unit 18

Spoke to resident on-site. They pointed out issues with bathtub sealing, rust on the refrigerator and a lack of smoothness when opening sliding screen door. Maintenance acknowledged the issues and scheduled a time for the repairs. Complaint remains open.

PC-0000012554 // Unit 19

Spoke to resident. Management has already agreed to do countertop reglazing and a time has been scheduled. Resident brought up issues with mold in the bathroom and were advised to improve ventilation. Complaint closed.

Observations

SAN MATEO COUNTY HEALTH
ENVIRONMENTAL HEALTH SERVICES

10/19/2024 Field Inspection for Multiple Complaints Inspection Report	
Date: 2024-11-20	Visit Type: Investigation - Field
Site Name: OKEEFE GARDEN APT (245 E OKEEFE)	Site Address: 245 E OKEEFE ST, EAST PALO ALTO, CA 94303
Site Phone Number: 6505662000	APN: 063442280
Application Number: BLA-0000010655	Program: MULTI FAMILY HOUSING
Visit Id: 00389184	Special Instructions:

Signatures		
Authority	**Name**	**Signature**
Inspector Signature	STEPHEN LOW	

SAN MATEO COUNTY HEALTH
ENVIRONMENTAL HEALTH SERVICES

1/17/2025 Routine Inspection Inspection Report	
Date: 2025-01-17	Visit Type: Inspection - Routine
Site Name: OKEEFE GARDEN APT (245 E OKEEFE)	Site Address: 245 E OKEEFE ST, EAST PALO ALTO, CA 94303
Site Phone Number: 6505662000	APN: 063442280
Application Number: BLA-0000010655	Program: MULTI FAMILY HOUSING
Visit Id: 00392677	Special Instructions:

Additional Details	
Permit Expiration Date:	Fees Due: $331.00
Business Owner Name: MANAGEMENT OFFICE	Business Owner Mailing Address: 5 NEWELL CT, EAST PALO ALTO, CA 94303
Consent: N/A	

Violations

Citation	Comments	Violation Degree	Comply By Date	Complied on Date
Remove abandoned appliances or secure to prevent entrapment. (HSC 17920.3)	Observed scattered debris around the central courtyard. Clear out as necessary to prevent harborage of rodents	Minor	02/16/2025	
General Laundry. Maintain to prevent endangerment to life, limb, health, safety, or welfare of the public. (UHC 401 & 1001.1)	Observed that laundry room was missing a Smoke / CO detector.	Minor	02/16/2025	

Comments

2 Violation and 2 Areas of concern noted.

PC-0000012553 // Unit 18

Management reported issues with scheduling to address concerns raised by the resident but that the resident stated their unit is otherwise fine. Complaint Closed.

Observations

Multifamily Housing General Requirements

Compliance Indicator	Citation	Status	Comments
Vermin/Pest Exclusion	2497	Area of Concern	Observed that trees around the facility are growing close to the roof. Trim back as necessary to prevent rodent access to the roof.
Cast-offs / Appliances / Debris	2463	Area of Concern	Observed scattered debris around the central courtyard. Clear out as necessary to prevent harborage of rodents

Signatures

Authority	Name	Signature
Inspector Signature	STEPHEN LOW	

Josefina Calderon, et al v. Woodland Park Communities
Case Nos 2024007-20240036

Hearing for Common Area Issues at 201 and 245 East O'Keefe

Respondent's April 2025 Exhibit List

Exhibit #	Title	Page #
P	Instructions regarding maintenance requests	R213
Q	Instructions for new additional maintenance request system	R252
R	Any work orders, invoices, receipts, reports or other evidence of repairs or attempted repairs by any contractors or vendors at the request of the Landlord	R272

Exhibit P

R214

July 31, 2024

E. Okeefe Tenant Association
201, 245, and 301 E Okeefe St.
East Palo Alto, CA 94303

RE: July 17, 2024, Letter

Dear E. Okeefe Tenant Association:

Thank you for your letter dated as of July 17, 2024. Greystar is the property manager for all of the Woodland Park Apartments, and we have been asked to respond to your letter in that capacity. We sincerely appreciate feedback from our tenants and we are looking into your requests.

You asked for an immediate response, so we are sending this reply as fast as we are able. However, we continue to look into the situation to better understand your input.

As a preliminary matter, Greystar is committed to ensuring that all of the Woodland Park Apartments are safe and habitable at all times. We work hard in our management office and through our maintenance team to track and complete all work orders in a timely fashion. We have confirmed that all of the work orders for units in 201 and 245 E. O'Keefe Street have been resolved at this time. There are no "open" or unresolved work orders in which a resident has alerted us to a problem that has not yet been addressed. There are a handful of recent work orders for units in 301 E. O'Keefe Street that are in the process of being resolved.

The swimming pool at 201 E. OKeefe is open and clean. The elevators at 201 and 301 E. Okeefe are fully functional and there is an elevator maintenance company that responds to maintenance requests in a timely fashion. There is no elevator at 245 E. O'Keefe; any elevator that may have existed at that building was decommissioned prior to the current ownership of the Woodland Park Apartments.

In the event that a maintenance issue arises, please have that resident report the issue in their unit so that it can be fixed. There are many ways for a resident to report an issue. The resident can log on to the resident portal, they can call 650-566-2000, or they can come to a Management Office at 5 Newell Court or 2043 Euclid Ave.

We respectfully request time to look further into these issues, at which point we would be happy to meet and discuss any remaining issues.

We will be back in touch soon with additional information.

Sincerely,

Pabel Zumarraga
General Manager
Woodland Park Apartments

R215

Woodland Park
COMMUNITIES
SAND HILL PROPERTY COMPANY

Please join us

Tenants at Building 201 East O'Keefe

Woodland Park Communities Listening Session

Come and share your experiences living at Woodland Park in 201 E. O'Keefe St. We can also answer any questions you may have about maintenance requests.

When?

Monday, August 19
from 6:30-8:30 pm

Where?

Community Engagement Office at 2041 Euclid Avenue corner with East O'Keefe St.

As a reminder, If you have a maintenance concern in your home, please let the Greystar property management team know right away so that the issue(s) can be fixed as soon as possible. There are several ways for you to report a maintenance issue:

1. You can log on to the resident portal online at https://www.liveatwoodlandparkapts.com/
2. You can call the main office line at (650) 566-2000
3. You can visit the Management Office at 5 Newell Court or 2043 Euclid Ave. The hours of operation are Monday-Friday, 9am-6pm, and Saturday-Sunday, 9AM-5PM

If you have any questions or feedback for the Woodland Park Communities ownership team, please contact Teresa Morales, Community Engagement Manager, at 650-690-6199, tmorales@wlpcommunities.com or in person at 2041 Euclid Avenue at East O'Keefe.

Due to space constraints at our Community Engagement Office and to make sure we can provide individual attention to each of our residents, we will be holding separate meetings with other buildings on other days.

R216

Woodland Park
COMMUNITIES
SAND HILL PROPERTY COMPANY

Acompáñenos

Inquilinos del Edificio 201 East O'Keefe

Reunión para Escuchar de Woodland Park Communities

Venga a compartir sus experiencias viviendo en el 201 East O'Keefe St. de Woodland Park. También podemos abordar cualquier pregunta referente a ordenes de mantenimiento.

¿Cuándo?

Lunes, 19 de agosto
desde las 6:30-8:30 pm

¿Dónde?

Oficina de Compromiso Comunitario en el 2041 Euclid Avenue esquina con East O'Keefe St.

Como recordatorio, si tiene preocupaciones de mantenimiento en su hogar, favor de darle a saber al equipo de Greystar la compañía del Manejo de la propiedad inmediatamente para que el asunto sea resuelto lo más pronto posible. Existen varias maneras para que usted reporte los problemas de mantenimiento:

1. Puede entrar o log al portal de residentes/inquilinos por línea a https://www.liveatwoodlandparkapts.com/
2. Puede llamar a la oficina al (650) 566-2000
3. Puede visitar la Oficina de Administración en el 5 Newell Court o al 2043 Euclid Ave. El horario de oficina es de lunes a viernes, de 9am a 6pm, y sábados y domingos, de 9am a 5pm.

Si tiene cualquier pregunta o información para el equipo de los dueños de Woodland Park Communities, favor de contactar a Teresa Morales, Gerente de Compromiso Comunitario, al 650-690-6199, tmorales@wlpcommunities.com ó en persona en el 2041 Euclid Avenue esquina con East O'Keefe Street.

Debido a restricciones de espacio en la oficina de Compromiso Comunitario y para asegurar que podamos proveer atención individual a cada inquilino, estaremos llevando a cabo reuniones separadas con otros edificios en otros días.

R217

Woodland Park
COMMUNITIES
SAND HILL PROPERTY COMPANY

Please join us

Tenants at Building 245 East O'Keefe

Woodland Park Communities Listening Session

Come and share your experiences living at Woodland Park in 245 E. O'Keefe St. We can also answer any questions you may have about maintenance requests.

When?

Tuesday, August 20
from 6:30-8:30 pm

Where?

Community Engagement Office at 2041 Euclid Avenue corner with East O'Keefe St.

As a reminder, If you have a maintenance concern in your home, please let the Greystar property management team know right away so that the issue(s) can be fixed as soon as possible. There are several ways for you to report a maintenance issue:

1. You can log on to the resident portal online at https://www.liveatwoodlandparkapts.com/
2. You can call the main office line at (650) 566-2000
3. You can visit the Management Office at 5 Newell Court or 2043 Euclid Ave. The hours of operation are Monday-Friday, 9am-6pm, and Saturday-Sunday, 9AM-5PM

If you have any questions or feedback for the Woodland Park Communities ownership team, please contact Teresa Morales, Community Engagement Manager, at 650-690-6199, tmorales@wlpcommunities.com or in person at 2041 Euclid Avenue at East O'Keefe.

Due to space constraints at our Community Engagement Office and to make sure we can provide individual attention to each of our residents, we will be holding separate meetings with other buildings on other days.

R218

Woodland Park
COMMUNITIES
SAND HILL PROPERTY COMPANY

Acompáñenos

Inquilinos del Edificio 245 East O'Keefe

Reunión para Escuchar de Woodland Park Communities

Venga a compartir sus experiencias viviendo en el 245 East O'Keefe St. de Woodland Park. También podemos abordar cualquier pregunta referente a ordenes de mantenimiento.

¿Cuándo?

Martes, 20 de agosto
desde las 6:30-8:30 pm

¿Dónde?

Oficina de Compromiso Comunitario en el 2041 Euclid Avenue esquina con East O'Keefe St.

Como recordatorio, si tiene preocupaciones de mantenimiento en su hogar, favor de darle a saber al equipo de Greystar la compañía del Manejo de la propiedad inmediatamente para que el asunto sea resuelto lo más pronto posible. Existen varias maneras para que usted reporte los problemas de mantenimiento:

1. Puede entrar o log al portal de residentes/inquilinos por línea a https://www.liveatwoodlandparkapts.com/
2. Puede llamar a la oficina al (650) 566-2000
3. Puede visitar la Oficina de Administración en el 5 Newell Court o al 2043 Euclid Ave. El horario de oficina es de lunes a viernes, de 9am a 6pm, y sábados y domingos, de 9am a 5pm.

Si tiene cualquier pregunta o información para el equipo de los dueños de Woodland Park Communities, favor de contactar a Teresa Morales, Gerente de Compromiso Comunitario, al 650-690-6199, tmorales@wlpcommunities.com ó en persona en el 2041 Euclid Avenue esquina con East O'Keefe Street.

Debido a restricciones de espacio en la oficina de Compromiso Comunitario y para asegurar que podamos proveer atención individual a cada inquilino, estaremos llevando a cabo reuniones separadas con otros edificios en otros días.

R219

Woodland Park
COMMUNITIES
SAND HILL PROPERTY COMPANY

Please join us

Tenants at Building 301 East O'Keefe

Woodland Park Communities Listening Session

Come and share your experiences living at Woodland Park in 301 E. O'Keefe St. We can also answer any questions you may have about maintenance requests.

When?

Wednesday, August 21
from 6:30-8:30 pm

Where?

Community Engagement Office at 2041 Euclid Avenue corner with East O'Keefe St.

As a reminder, If you have a maintenance concern in your home, please let the Greystar property management team know right away so that the issue(s) can be fixed as soon as possible. There are several ways for you to report a maintenance issue:

1. You can log on to the resident portal online at https://www.liveatwoodlandparkapts.com/
2. You can call the main office line at (650) 566-2000
3. You can visit the Management Office at 5 Newell Court or 2043 Euclid Ave. The hours of operation are Monday-Friday, 9am-6pm, and Saturday-Sunday, 9AM-5PM

If you have any questions or feedback for the Woodland Park Communities ownership team, please contact Teresa Morales, Community Engagement Manager, at 650-690-6199, tmorales@wlpcommunities.com or in person at 2041 Euclid Avenue at East O'Keefe.

Due to space constraints at our Community Engagement Office and to make sure we can provide individual attention to each of our residents, we will be holding separate meetings with other buildings on other days.

R220

Woodland Park
COMMUNITIES
SAND HILL PROPERTY COMPANY

Acompáñenos

Inquilinos del Edificio 301 East O'Keefe

Reunión para Escuchar de Woodland Park Communities

Venga a compartir sus experiencias viviendo en el 301 East O'Keefe St. de Woodland Park. También podemos abordar cualquier pregunta referente a ordenes de mantenimiento.

¿Cuándo?

Miércoles, 21 de agosto desde las 6:30-8:30 pm

¿Dónde?

Oficina de Compromiso Comunitario en el 2041 Euclid Avenue esquina con East O'Keefe St.

Como recordatorio, si tiene preocupaciones de mantenimiento en su hogar, favor de darle a saber al equipo de Greystar la compañía del Manejo de la propiedad inmediatamente para que el asunto sea resuelto lo más pronto posible. Existen varias maneras para que usted reporte los problemas de mantenimiento:

1. Puede entrar o log al portal de residentes/inquilinos por línea a https://www.liveatwoodlandparkapts.com/
2. Puede llamar a la oficina al (650) 566-2000
3. Puede visitar la Oficina de Administración en el 5 Newell Court o al 2043 Euclid Ave. El horario de oficina es de lunes a viernes, de 9am a 6pm, y sábados y domingos, de 9am a 5pm.

Si tiene cualquier pregunta o información para el equipo de los dueños de Woodland Park Communities, favor de contactar a Teresa Morales, Gerente de Compromiso Comunitario, al 650-690-6199, tmorales@wlpcommunities.com ó en persona en el 2041 Euclid Avenue esquina con East O'Keefe Street.

Debido a restricciones de espacio en la oficina de Compromiso Comunitario y para asegurar que podamos proveer atención individual a cada inquilino, estaremos llevando a cabo reuniones separadas con otros edificios en otros días.

SAND HILL PROPERTY COMPANY

201 EOK Listening Session - Agenda

Monday - August 19, 2024

I. **Welcome Residents**
   a. Sign-In (Encouraged but not mandatory)
   b. We will "prioritize" residents of 201 EOK for the first meeting so they get first priority to seating and space inside if there are too many people.
   c. If residents belong to another building, welcome them to the meeting. We will not turn people away if they want to join.
   d. Cristina and Pabel – notetakers

II. **Opening Statement (Mike Kramer)**
   a. Sand Hill and Greystar Team Introduction
   b. Clarify the difference between SHPCO and Greystar
   c. Ask the attendees to introduce themselves
   d. Remind the tenants/lease signers that they will each have an opportunity to submit service request(s) with the Greystar management team towards the end of the meeting.
   e. Teresa to Translate

III. **Stacie/Pabel**
   a. Discuss different ways of submitting Work Orders
      i. Resident Portal - https://www.liveatwoodlandparkapts.com/
         1. Explain the Registration Process
         2. How to Create a free account – Disseminate Instructions (flyer)
      ii. Call the main office - (650) 566-2000
         1. Be specific and descriptive when placing a WO
         2. Explain the benefits of providing PTE vs. Scheduling an appointment
      iii. Email Management
         1. woodlandparkca@greystar.com
      iv. Visit the Management Office
         1. 5 Newell Court or 2043 Euclid Ave
         2. Hours of operation are Monday-Friday, 9am-6pm, and Saturday-Sunday, 9AM-5PM.
   b. Encourage the preferred method
   c. Explain how work orders are attended to/order of priority/urgency
      i. Emergency WO's vs Non-Emergency WO's
      ii. Average time to complete a WO
      iii. Follow up call/email for satisfaction
      iv. Case Escalation – Who to contact

IV. **Open the Floor to Residents (approx. 45-60 mins depending on # of residents/attendees)**

a. Remind the tenants/lease signers that they will each have an opportunity to submit unit service request(s) with the Greystar management team towards the end of the meeting.

V. Closing Statement (Clarisse and Teresa)

a. Thank the residents for attending
b. Emphasize the goal of the meeting
c. State next steps
d. Follow up with individuals regarding service requests

VI. Residents/Lease Signers are open to see Greystar management and submit service request(s).

Scenarios and How to Respond

I. **Scenario:** YUCA or RTO members requesting/forcing to attend the meeting
Response: We appreciate your time, attendance, and willingness to provide support to the residents; however, this is a Listening Session between the Landlord and Tenants whom we have contractual agreement with. *We will not ask them to leave, but we will only listen to/take work orders from our actual tenants.*

II. **Scenario:** Media personnel or if someone tries to record the meeting

Response: Please understand this is a private business office and video or audio recording is prohibited. We also would like to protect the privacy of the residents/attendees.

III. **Scenario**: Someone causes nuisance/raises voice out of frustration/anger/etc.

Response: (Always diffuse the situation.) We are here to amicably and openly listen to your concerns and our goal is to resolve them efficiently and effectively.

From:	Michael Kramer
To:	"Okeefe Street"
Cc:	"Ofelia Bello"; "Laura Rubio"; "Teresa Morales"; "Pabel Zumarraga"
Subject:	RE: Meetings with Woodland Park Ownership this week
Date:	Tuesday, August 27, 2024 2:03:15 PM

Hello,
Thanks for reaching out. Are you a resident of one of the buildings? What is your name and which building do you live in?
We appreciate your correspondence. After receiving your first two letters, both the property management team and the ownership team inspected the three buildings in question and have resolved many of the stated concerns. We held the three listening sessions this week as a response to your letter so that all residents of those buildings, yourself included, would have an opportunity to ask any questions and share any concerns they may have directly with the ownership and property management teams. The listening sessions were very successful, and we had tenants from all three buildings attend the meetings and we were able to open new work orders to address their concerns. These meetings were conducted in English and Spanish. Additionally, we included instructions in the listening session invitation for tenants to report a maintenance issue for repair, and many have contacted us directly with new maintenance requests even if they chose not to attend the meeting.
We are happy to fix any maintenance issues that our tenants bring up to ensure that their housing is safe and habitable. It is important for them to let us know about any maintenance issue directly so we can look into it. There are many ways to do so. The resident can log on to the resident portal, they can call 650-566-2000, they can e-mail woodlandparkcagm@greystar.com, or they can come to a Management Office at 5 Newell Court or 2043 Euclid Ave.
If any resident has further questions or concerns, they can also contact the ownership community engagement team led by Teresa Morales. The best way to do so is to call 650-690-6199, email tmorales@wlpcommunities.com, or visit the Community Engagement Office at 2041 Euclid Ave.
I would be happy to meet with you on Wednesday 9/25 at 6:30 pm to further listen to any questions or concerns you may have. We can meet at our community engagement office at 2041 Euclid Ave. Any other residents can join us and can submit a maintenance request to Greystar at that time.
Thanks! Best wishes -
Mike

Hola,

Gracias por comunicarse con nosotros. ¿Es usted residente de uno de los edificios? ¿Cuál es su nombre y en qué edificio vive?

Agradecemos su correspondencia. Después de recibir sus dos cartas, tanto el equipo de

administración y mantenimiento de la propiedad como el equipo de propietarios inspeccionaron los tres edificios en cuestión y resolvieron muchas de las preocupaciones planteadas. Realizamos tres sesiones para escuchar esta semana pasada en respuesta a su carta para que todos los residentes de esos edificios, incluyendo usted, tuvieran la oportunidad de hacer preguntas y compartir las inquietudes que pudieran tener directamente con los equipos de los propietarios y de mantenimiento de la propiedad. Las sesiones para escuchar fueron muy exitosas, y los inquilinos de los tres edificios asistieron a las reuniones y pudimos abrir nuevas órdenes de mantenimiento para abordar sus preocupaciones. Estas reuniones se llevaron a cabo en inglés y español. Además, incluimos instrucciones en la invitación a la sesión para escuchar para que los inquilinos informen sus problemas de mantenimiento para su reparación, y muchos ya nos han contactado directamente con nuevas solicitudes de mantenimiento incluyendo aquellos que decidieron no asistir a la reunión.

Estamos disponibles para solucionar cualquier problema de mantenimiento que presenten nuestros inquilinos para garantizar que su vivienda sea segura y habitable. Es importante que nos informen sobre cualquier problema de mantenimiento directamente para que podamos investigarlo. Hay muchas formas de hacerlo. El residente puede iniciar una orden en el portal para residentes, puede llamar al 650-566-2000, puede enviar un correo electrónico a woodlandparkcagm@greystar.com o puede acercarse a las Oficinas de Administración del manejo de la propiedad en el 5 Newell Court o al 2043 Euclid Ave.

Si algún residente tiene más preguntas o inquietudes, también puede comunicarse con el equipo de participación comunitaria de los propietarios dirigido por Teresa Morales. La mejor manera de hacerlo es llamando al 650-690-6199, enviando un correo electrónico a tmorales@wlpcommunities.com o visitando la Oficina de Participación Comunitaria en el 2041 Euclid Ave.

Con gusto nos reuniremos con usted el miércoles 25 de septiembre a las 6:30 pm para escuchar más sobre cualquier pregunta o inquietud que pueda tener. Podemos reunirnos en nuestra oficina de participación comunitaria en 2041 Euclid Ave. Cualquier otro residente puede unirse a esta reunión y puede hacer una solicitud de mantenimiento a Greystar en ese momento.

¡Gracias! Saludos cordiales -

Mike

Michael Kramer
Sand Hill Property Company
Tel. +1 650 772 4319

From: Okeefe Street <eokeefeta@gmail.com>

Sent: Wednesday, August 21, 2024 8:42 PM
To: Michael Kramer <mkramer@shpco.com>
Cc: Ofelia Bello <ofeliabello@youthunited.net>; Laura Rubio <lauritarneli@yahoo.com>
Subject: Re: Meetings with Woodland Park Ownership this week

Querido Mr. Kramer,

Agradecemos el correo electrónico de aclaración que envió y queríamos compartir con usted nuestra perspectiva sobre las sesiones para escucharnos.

El 17 de julio, enviamos nuestra primera carta de demanda a Sand Hill Property Company solicitando que todos aborden los problemas de mantenimiento diferido y las necesidades de justicia lingüística en nuestra comunidad. Todos enviaron una respuesta al correo electrónico de nuestra asociación de inquilinos el 31 de julio. En respuesta, una delegación de inquilinos que representan a la Asociación de Inquilinos de E. Okeefe, con el apoyo de aliados de la comunidad, entregó personalmente una carta a su oficina el 1 de agosto solicitando que todos respondieran al correo electrónico de nuestra asociación de inquilinos (eokeefeta@gmail.com) con los horarios disponibles. para encontrarse.

Vimos los volantes sobre una sesión para escucharnos en la oficina de Woodland y los volantes no contenían información sobre la asociación de inquilinos ni indicación de que estas sesiones pretendían ser una respuesta a la carta de la asociación de inquilinos. Como resultado, asumimos que era parte de un esfuerzo general de Woodland Park para escuchar las inquietudes de los residentes. Hemos tenido reuniones periódicas para formar nuestra asociación de inquilinos y redactar las demandas claras y articuladas que hemos incluido en nuestras dos cartas para ayudarlos a todos a abordar los problemas en nuestros edificios. Todavía no hemos recibido una respuesta que aborde los puntos de nuestras cartas.

Además, queremos aclarar lo que hemos dicho en nuestra carta inicial. Estamos pidiendo que Sand Hill Property Company se reúna con nosotros en la mesa de negociaciones para negociar de buena fe sobre nuestros temas de interés común. Lo que eso significa es que todas las partes acuerden mutuamente la hora y el lugar para que se reúnan la asociación de inquilinos y los representantes de Sand Hill Property Company y Woodland Park Property Management. Somos una asociación de inquilinos formada por familias trabajadoras y muchos de nosotros trabajamos en múltiples trabajos. Queremos poder participar en negociaciones directas y eso requiere una cuidadosa planificación y consideración por nuestra parte. Esperamos que puedan reconocer que las sesiones de escucha propuestas tienen muy poco parecido con el proceso de negociación que hemos estado solicitando como asociación de inquilinos.

En conclusión, queremos dejar muy claro que la Asociación de Inquilinos de E. Okeefe quiere negociar con usted, Sand Hill Property Company, de buena fe sobre nuestros temas de interés común. Si bien apreciamos el ofrecimiento de la sesión de

escucharnos, es una respuesta insuficiente a las demandas que ya hemos hecho como asociación de inquilinos. Como resultado, nos gustaría proponer que comencemos las negociaciones con una reunión el Miercoles (9/25) at 6:30 to 8:00 pm, Viernes (9/27) at 6:30 to 8:00 pm or Sabado (9/28) at 12 to 1:30 pm. Responda a este correo electrónico antes del 30 de agosto confirmando su participación en nuestra primera reunión de negociación.

Sinceramente,
E. Okeefe Tenant Association

On Tue, Aug 20, 2024 at 7:56 PM Michael Kramer <mkramer@shpco.com> wrote:

> Hello,
>
> We recently received correspondence from you requesting a meeting with Woodland Park ownership regarding specific questions and concerns about 201, 245, and 301 E. O'Keefe Ave. Thank you for contacting us. We posted an invitation on all the apartments in those buildings last Monday 8/12 about listening session meetings each evening from 6:30 – 8:30 pm with the property management and ownership team on Monday 8/19, Tuesday 8/20, and Wednesday 8/21. These meetings are open to any residents and will be translated in English and Spanish.
>
> *Recientemente recibimos correspondencia de usted pidiendo una reunión con los dueños de Woodland Park concerniente a preguntas especificas y preocupaciones acerca de 201, 245, y 301 E. Okeefe Avenue. Gracias por contactarnos. Pusimos un aviso en todos los apartamentos en esos edificios el Lunes pasado 8/12 acerca de las sesiones o reuniones para escuchar cada tarde de 6:30-8:30 pm con el equipo de manejo de la propiedad y el equipo de los dueños el lunes 8/19, martes 8/20 y miércoles 8/21. Estas reuniones están abiertas a cualquier residente y serán traducidas en ingles y en español.*
>
> Ofelia joined us earlier this evening but said it was not clear that these meetings were intended as a response to your request. These meetings are intended as a response to your request, and as an opportunity to hear from residents about any questions or concerns they may have.
>
> *Ofelia paso por la reunión esta tarde pero dijo no estar claro que estas reuniones fueron en respuesta a su petición. Estas reuniones tienen el fin de servir como respuesta a su petición, y como una oportunidad para escuchar de los inquilinos acerca de sus preguntas que pudieran tener.*

You are welcome to join or to invite any residents interested in speaking with ownership to the remainder of tonight's meeting (we'll be here until 8:30 pm) or to tomorrow's meeting (6:30 – 8:30 pm). They are held at our community engagement office at 2041 Euclid Ave (at the corner of E. O'Keefe).

Sírvase a participar o a invitar a los residentes interesados en hablar con los dueños en la reunión que resta en el 2041 Euclid Avenue (esquina de East O'Keefe).

Thanks! Hope to see you soon – *Gracias! Espero verle muy pronto* –

Mike

Michael Kramer
Sand Hill Property Company
Tel. +1 650 772 4319

From: Michael Kramer
To: "Okeefe Street"
Cc: "Teresa Morales"
Subject: RE: Meetings with Woodland Park Ownership this week
Date: Monday, September 23, 2024 11:54:51 AM

Hello,

We're looking forward to our meeting on Wednesday, September 9/25 at 6:30 pm. We are happy to meet at 1900 University Ave, Suite 400. How do we get into the building/suite?

Who can we expect to attend from your group?

We will have decision makers from Sand Hill and Greystar attend the meeting to listen to your questions and concerns. To protect the privacy of our residents and staff, we request no members of the press be present – this meeting will be off the record.

Please note that we can only accept maintenance requests inside a unit made by a resident of that unit. Therefore, if anyone has a maintenance request inside their unit, it would be best if they can attend the meeting themselves. If they are not able to attend, they can also log on to the resident portal, call 650-566-2000, e-mail woodlandparkcagm@greystar.com, or come to one of our two management offices at 5 Newell Court or 2043 Euclid Ave at another time.

If any resident has further questions or concerns, or are not able to make the meeting Wednesday, they can also contact the community engagement team at 650-690-6199, email tmorales@wlpcommunities.com, or visit in person at 2041 Euclid Ave.

Looking forward to seeing you Wednesday. Please feel free to contact me directly at 650-772-4319 if anything comes up or you'd like to chat in advance.

Thanks! Best wishes –

Mike

Michael Kramer
Sand Hill Property Company
Tel. +1 650 772 4319

From: Okeefe Street <eokeefeta@gmail.com>
Sent: Thursday, September 19, 2024 4:57 PM
To: Michael Kramer <mkramer@shpco.com>
Subject: Re: Meetings with Woodland Park Ownership this week

Hello Michael

We are sending the location and the Agenda for our meeting on Wednesday.

See you soon and have a nice weekend.

On Wed, Sep 4, 2024 at 1:28 PM Michael Kramer <mkramer@shpco.com> wrote:

> Hello,
> Thank you, we are looking forward to meeting on Wednesday, September 9/25 at 6:30 pm. We are happy to meet at any nearby location. Since it is walking distance to the buildings, our offer stands to host the meeting at our Community Engagement Office at 2041 Euclid Ave if you're interested. Who can we expect to attend from your group?
>
> Yes, we will have decision makers from Sand Hill and Greystar attend the meeting to listen to your questions and concerns.
> We did not receive a petition with signatures from the members of the association – when you came to our office you left us a letter, but it was unsigned. Do you have a copy?
> If any maintenance issues come up between now and the meeting, any resident can log on to the resident portal, call 650-566-2000, e-mail woodlandparkcagm@greystar.com, or come to one of our two management offices at 5 Newell Court or 2043 Euclid Ave. If any resident has further questions or concerns, they can contact the community engagement team at 650-690-6199, email tmorales@wlpcommunities.com, or visit in person at 2041 Euclid Ave.
> Please feel free to contact me directly at 650-772-4319 if anything comes up or you'd like to chat before the meeting. Thanks! Best wishes,
> Mike
>
> *Hola,*
> *Gracias, esperamos reunirnos el miércoles 25 de septiembre a las 6:30 p.m. Con gusto le recibiremos en cualquier lugar cercano. Dado que está a corta distancia de los edificios, nuestra oferta es organizar la reunión en nuestra Oficina de Participación Comunitaria en 2041 Euclid Ave, si están interesados. ¿Quién asistirá de su grupo?*
> *Sí, los que hacen las decisiones de Sand Hill y Greystar asistirán a la reunión para escuchar sus preguntas e inquietudes.*
> *No hemos recibimos una petición firmada por los miembros de la asociación; cuando ustedes vinieron a nuestra oficina nos dejaron una carta, pero no estaba firmada. ¿Tienen una copia?*
> *Si surge algún problema de mantenimiento entre ahora y la reunión, todo residente puede iniciar una sesión en el portal para residentes, llamando al 650-566-2000, enviando un*

correo electrónico a woodlandparkcagm@greystar.com o visitando una de nuestras dos oficinas administrativas en 5 Newell Court ó en 2043 Euclid Ave. Si algún residente tiene más preguntas o inquietudes, puede comunicarse con el equipo de participación comunitaria al 650-690-6199, enviando un correo electrónico a tmorales@wlpcommunities.com o visitando en persona en 2041 Euclid Ave.
No duden en comunicarse conmigo directamente al 650-772-4319 si surge algo o si desea conversar antes de la reunión.

¡Gracias! Saludos cordiales -
Mike

Michael Kramer
Sand Hill Property Company
Tel. +1 650 772 4319

From: Okeefe Street <eokeefeta@gmail.com>
Sent: Friday, August 30, 2024 11:14 PM
To: Michael Kramer <mkramer@shpco.com>
Cc: Ofelia Bello <ofeliabello@youthunited.net>; Laura Rubio <lauritarneli@yahoo.com>; Teresa Morales <tmorales@wlpcommunities.com>; Pabel Zumarraga <woodlandparkcagm@greystar.com>
Subject: Re: Meetings with Woodland Park Ownership this week

Hola, Sr. Kramer:

Esta cuenta de correo electrónico fue creada colectivamente por los miembros de la Asociación de inquilinos de E Okeefe que viven en 201, 245, 301 E Okeefe St. Le enviamos una petición con las firmas de los miembros que se unieron para formar la asociación.

El miércoles (25 de septiembre) a las 6:30 p. m. será nuestra primera reunión de negociación. Nos gustaría proponer un lugar neutral para que Sand Hill Property Company, Greystar Management y nuestra Asociación de inquilinos de E Okeefe se reúnan. Lo ideal sería que pudiera invitar a Peter Pau y a otros tomadores de decisiones de Sand Hill y Greystar Management a unirse a la reunión. Estamos buscando un lugar donde podamos reunirnos y le enviaremos la dirección del lugar y borrador de agenda cuando la hayamos encontrado.

Hi Mr Kramer,

This email account is collectively governed by the E Okeefe Tenant Association members living at 201, 245, 301 E Okeefe St. We sent you a petition with signatures

from the members who signed on to form the association.

Wednesday (9/25) at 6:30 pm will be our first negotiation meeting. We would like to propose a neutral location for Sand HIll Property Company, Greystar Management and our E Okeefe Tenant Association to meet. Ideally, if you could invite Peter Pau and other decision makers from Sand Hill and Greystar Management to join the meeting that would be great. We are exploring meeting locations and will be sending you the location address and draft agenda when it is finalized.

Sinceramente,
E. Okeefe Tenant Association

On Tue, Aug 27, 2024 at 2:05 PM Michael Kramer <mkramer@shpco.com> wrote:

> Hello,
> Thanks for reaching out. Are you a resident of one of the buildings? What is your name and which building do you live in?
> We appreciate your correspondence. After receiving your first two letters, both the property management team and the ownership team inspected the three buildings in question and have resolved many of the stated concerns. We held the three listening sessions this week as a response to your letter so that all residents of those buildings, yourself included, would have an opportunity to ask any questions and share any concerns they may have directly with the ownership and property management teams. The listening sessions were very successful, and we had tenants from all three buildings attend the meetings and we were able to open new work orders to address their concerns. These meetings were conducted in English and Spanish. Additionally, we included instructions in the listening session invitation for tenants to report a maintenance issue for repair, and many have contacted us directly with new maintenance requests even if they chose not to attend the meeting.
> We are happy to fix any maintenance issues that our tenants bring up to ensure that their housing is safe and habitable. It is important for them to let us know about any maintenance issue directly so we can look into it. There are many ways to do so. The resident can log on to the resident portal, they can call 650-566-2000, they can e-mail woodlandparkcagm@greystar.com, or they can come to a Management Office at 5 Newell Court or 2043 Euclid Ave.
> If any resident has further questions or concerns, they can also contact the ownership community engagement team led by Teresa Morales. The best way to do so is to call 650-690-6199, email tmorales@wlpcommunities.com, or visit the Community Engagement Office at 2041 Euclid Ave.
> I would be happy to meet with you on Wednesday 9/25 at 6:30 pm to further listen to any questions or concerns you may have. We can meet at our community engagement office at 2041 Euclid Ave. Any other residents can join us and can submit a maintenance

request to Greystar at that time.
Thanks! Best wishes -
Mike

Hola,

Gracias por comunicarse con nosotros. ¿Es usted residente de uno de los edificios? ¿Cuál es su nombre y en qué edificio vive?

Agradecemos su correspondencia. Después de recibir sus dos cartas, tanto el equipo de administración y mantenimiento de la propiedad como el equipo de propietarios inspeccionaron los tres edificios en cuestión y resolvieron muchas de las preocupaciones planteadas. Realizamos tres sesiones para escuchar esta semana pasada en respuesta a su carta para que todos los residentes de esos edificios, incluyendo usted, tuvieran la oportunidad de hacer preguntas y compartir las inquietudes que pudieran tener directamente con los equipos de los propietarios y de mantenimiento de la propiedad. Las sesiones para escuchar fueron muy exitosas, y los inquilinos de los tres edificios asistieron a las reuniones y pudimos abrir nuevas órdenes de mantenimiento para abordar sus preocupaciones. Estas reuniones se llevaron a cabo en inglés y español. Además, incluimos instrucciones en la invitación a la sesión para escuchar para que los inquilinos informen sus problemas de mantenimiento para su reparación, y muchos ya nos han contactado directamente con nuevas solicitudes de mantenimiento incluyendo aquellos que decidieron no asistir a la reunión.

Estamos disponibles para solucionar cualquier problema de mantenimiento que presenten nuestros inquilinos para garantizar que su vivienda sea segura y habitable. Es importante que nos informen sobre cualquier problema de mantenimiento directamente para que podamos investigarlo. Hay muchas formas de hacerlo. El residente puede iniciar una orden en el portal para residentes, puede llamar al 650-566-2000, puede enviar un correo electrónico a woodlandparkcagm@greystar.com o puede acercarse a las Oficinas de Administración del manejo de la propiedad en el 5 Newell Court o al 2043 Euclid Ave.

Si algún residente tiene más preguntas o inquietudes, también puede comunicarse con el equipo de participación comunitaria de los propietarios dirigido por Teresa Morales. La mejor manera de hacerlo es llamando al 650-690-6199, enviando un correo electrónico a tmorales@wlpcommunities.com o visitando la Oficina de Participación Comunitaria en el 2041 Euclid Ave.

Con gusto nos reuniremos con usted el miércoles 25 de septiembre a las 6:30 pm para escuchar más sobre cualquier pregunta o inquietud que pueda tener. Podemos reunirnos en nuestra oficina de participación comunitaria en 2041 Euclid Ave. Cualquier otro

residente puede unirse a esta reunión y puede hacer una solicitud de mantenimiento a Greystar en ese momento.

¡Gracias! Saludos cordiales -

Mike

Michael Kramer
Sand Hill Property Company
Tel. +1 650 772 4319

From: Okeefe Street <eokeefeta@gmail.com>
Sent: Wednesday, August 21, 2024 8:42 PM
To: Michael Kramer <mkramer@shpco.com>
Cc: Ofelia Bello <ofeliabello@youthunited.net>; Laura Rubio <lauritarneli@yahoo.com>
Subject: Re: Meetings with Woodland Park Ownership this week

Querido Mr. Kramer,

Agradecemos el correo electrónico de aclaración que envió y queríamos compartir con usted nuestra perspectiva sobre las sesiones para escucharnos.

El 17 de julio, enviamos nuestra primera carta de demanda a Sand Hill Property Company solicitando que todos aborden los problemas de mantenimiento diferido y las necesidades de justicia lingüística en nuestra comunidad. Todos enviaron una respuesta al correo electrónico de nuestra asociación de inquilinos el 31 de julio. En respuesta, una delegación de inquilinos que representan a la Asociación de Inquilinos de E. Okeefe, con el apoyo de aliados de la comunidad, entregó personalmente una carta a su oficina el 1 de agosto solicitando que todos respondieran al correo electrónico de nuestra asociación de inquilinos (eokeefeta@gmail.com) con los horarios disponibles. para encontrarse.

Vimos los volantes sobre una sesión para escucharnos en la oficina de Woodland y los volantes no contenían información sobre la asociación de inquilinos ni indicación de que estas sesiones pretendían ser una respuesta a la carta de la asociación de inquilinos. Como resultado, asumimos que era parte de un esfuerzo general de Woodland Park para escuchar las inquietudes de los residentes. Hemos tenido reuniones periódicas para formar nuestra asociación de inquilinos y redactar las demandas claras y articuladas que hemos incluido en nuestras dos cartas para ayudarlos a todos a abordar los problemas en nuestros edificios. Todavía no hemos recibido una respuesta que aborde los puntos de nuestras cartas.

Además, queremos aclarar lo que hemos dicho en nuestra carta inicial. Estamos pidiendo que Sand Hill Property Company se reúna con nosotros en la mesa de

negociaciones para negociar de buena fe sobre nuestros temas de interés común. Lo que eso significa es que todas las partes acuerden mutuamente la hora y el lugar para que se reúnan la asociación de inquilinos y los representantes de Sand Hill Property Company y Woodland Park Property Management. Somos una asociación de inquilinos formada por familias trabajadoras y muchos de nosotros trabajamos en múltiples trabajos. Queremos poder participar en negociaciones directas y eso requiere una cuidadosa planificación y consideración por nuestra parte. Esperamos que puedan reconocer que las sesiones de escucha propuestas tienen muy poco parecido con el proceso de negociación que hemos estado solicitando como asociación de inquilinos.

En conclusión, queremos dejar muy claro que la Asociación de Inquilinos de E. Okeefe quiere negociar con usted, Sand Hill Property Company, de buena fe sobre nuestros temas de interés común. Si bien apreciamos el ofrecimiento de la sesión de escucharnos, es una respuesta insuficiente a las demandas que ya hemos hecho como asociación de inquilinos. Como resultado, nos gustaría proponer que comencemos las negociaciones con una reunión el Miercoles (9/25) at 6:30 to 8:00 pm, Viernes (9/27) at 6:30 to 8:00 pm or Sabado (9/28) at 12 to 1:30 pm. Responda a este correo electrónico antes del 30 de agosto confirmando su participación en nuestra primera reunión de negociación.

Sinceramente,
E. Okeefe Tenant Association

On Tue, Aug 20, 2024 at 7:56 PM Michael Kramer <mkramer@shpco.com> wrote:

> Hello,
>
> We recently received correspondence from you requesting a meeting with Woodland Park ownership regarding specific questions and concerns about 201, 245, and 301 E. O'Keefe Ave. Thank you for contacting us. We posted an invitation on all the apartments in those buildings last Monday 8/12 about listening session meetings each evening from 6:30 – 8:30 pm with the property management and ownership team on Monday 8/19, Tuesday 8/20, and Wednesday 8/21. These meetings are open to any residents and will be translated in English and Spanish.
>
> *Recientemente recibimos correspondencia de usted pidiendo una reunión con los dueños de Woodland Park concerniente a preguntas especificas y preocupaciones acerca de 201, 245, y 301 E. Okeefe Avenue. Gracias por contactarnos. Pusimos un aviso en todos los apartamentos en esos edificios el Lunes pasado 8/12 acerca de las sesiones o reuniones para escuchar cada tarde de 6:30-8:30 pm con el equipo de manejo de la propiedad y el equipo de los dueños el lunes 8/19, martes 8/20 y miércoles 8/21. Estas reuniones están*

abiertas a cualquier residente y serán traducidas en ingles y en español.

Ofelia joined us earlier this evening but said it was not clear that these meetings were intended as a response to your request. These meetings are intended as a response to your request, and as an opportunity to hear from residents about any questions or concerns they may have.

Ofelia paso por la reunión esta tarde pero dijo no estar claro que estas reuniones fueron en respuesta a su petición. Estas reuniones tienen el fin de servir como respuesta a su petición, y como una oportunidad para escuchar de los inquilinos acerca de sus preguntas que pudieran tener.

You are welcome to join or to invite any residents interested in speaking with ownership to the remainder of tonight's meeting (we'll be here until 8:30 pm) or to tomorrow's meeting (6:30 – 8:30 pm). They are held at our community engagement office at 2041 Euclid Ave (at the corner of E. O'Keefe).

Sírvase a participar o a invitar a los residentes interesados en hablar con los dueños en la reunión que resta en el 2041 Euclid Avenue (esquina de East O'Keefe).

Thanks! Hope to see you soon – *Gracias! Espero verle muy pronto –*

Mike

Michael Kramer
Sand Hill Property Company
Tel. +1 650 772 4319

From: Michael Kramer
To: "Okeefe Street"
Cc: "Teresa Morales"
Subject: RE: Follow-up from September 25th Negotiation Meeting
Date: Saturday, October 19, 2024 3:09:56 PM

Hello,

Thanks for following up, it was nice meeting with you last month. I appreciate you sending along the proposal document. Regarding our response to the proposals:

Category 1: Potential Sale - We will provide updates about the sale as required by law and the City of East Palo Alto. Currently there are no potential buyers and the property is not in contract. We do not expect a sale in the immediate future.

Category 2: Repairs – We will review all recent and current work orders for 201, 245, and 301 E. O'Keefe Ave, as well as the recent petitions that were sent to the City to understand recent requests for repairs. We will work with Greystar property management to ensure they respond to repair requests in a timely and satisfactory manner. We currently have an emergency maintenance hotline 24/7 which can be reached at 650-566-2000**.**

As a reminder, If you have a maintenance concern in your home, please let the Greystar property management team know right away so that the issue(s) can be fixed as soon as possible. There are several ways for you to report a maintenance issue:

You can log on to the resident portal online at https://www.liveatwoodlandparkapts.com/.
You can call the main office line at (650) 566-2000.
You can visit the Management Office at 5 Newell Court or 2043 Euclid Ave. The hours of operation are Monday-Friday, 9am-6pm, and Saturday-Sunday, 9AM-5PM.

If you have any questions or feedback for the Woodland Park Communities ownership team, please contact Teresa Morales, Community Engagement Manager, at 650-690-6199, tmorales@wlpcommunities.com, or in-person at 2041 Euclid Avenue (at East O'Keefe).

Category 3: Weatherization – We will conduct inspections of all common areas and units in 201, 245, and 301 E. O'Keefe Ave, and make any necessary repairs to ensure the buildings and units are safe and habitable.

Category 4: Safety – We currently have private security which patrols the property on a regular basis. If any resident has a concern or would like to speak to security, they can call 408-978-9111. If any resident needs a copy of a key to any building or common

area they are entitled to in their lease, please contact Greystar management and they will provide one if possible.

Category 5: Rent – We strictly follow the East Palo Alto Rent Stabilization Ordinance and charge at or below the maximum allowable rent for each unit. You can obtain information about the maximum allowable rent for your unit from the Rent Stabilization Program at 650-853-3157.

We would be happy to meet again, but I think it would be best if we are able to complete the inspections of the buildings that you requested in advance of the meeting. Additionally, just this week we received 30 petitions that were submitted to the Rent Stabilization Program with concerns about 201, 245, and 301 E. O'Keefe. These petitions are hundreds of pages, so we need to review each of them and make the appropriate inquiries and inspections of the units involved. We would be happy to meet after we've completed this, but I expect that will take at least until mid- to late-November. I can reach out once we've made sufficient progress to schedule another meeting.

Thanks! Best wishes –

Mike

Hola,

Gracias por seguirnos, fue un placer reunirnos contigo el mes pasado. Agradezco que nos hayas enviado el documento de propuesta. Con respecto a nuestra respuesta a las propuestas:

***Categoría 1: Venta potencial**: brindaremos actualizaciones sobre la venta según lo exija la ley y la ciudad de East Palo Alto. Actualmente, no hay compradores potenciales y la propiedad no está bajo contrato. No esperamos una venta en el futuro inmediato.*

***Categoría 2: Reparaciones:** revisaremos todas las órdenes de trabajo recientes y actuales para 201, 245 y 301 E. O'Keefe Ave, así como las peticiones recientes que se enviaron a la ciudad para comprender las solicitudes recientes de reparaciones. Trabajaremos con la administración de la propiedad de Greystar para asegurarnos de que respondan a las solicitudes de reparación de manera oportuna y satisfactoria. Actualmente, contamos con una línea directa de mantenimiento de emergencia disponible las 24 horas, los 7 días de la semana, a la que se puede llamar al 650-566-2000.*

Como recordatorio, si tiene un problema de mantenimiento en su hogar, infórmeselo de inmediato al equipo de administración de propiedades de Greystar para que los problemas se puedan solucionar lo antes posible. Hay varias formas de informar un

problema de mantenimiento:

- *Puede iniciar sesión en el portal para residentes en línea en https://www.liveatwoodlandparkapts.com/.*
- *Puede llamar a la línea principal de la oficina al (650) 566-2000.*
- *Puede visitar la Oficina de Administración en 5 Newell Court o 2043 Euclid Ave. El horario de atención es de lunes a viernes, de 9 a. m. a 6 p. m., y sábados y domingos, de 9 a. m. a 5 p. m.*

Si tiene alguna pregunta o comentario para el equipo de propietarios de Woodland Park Communities, comuníquese con Teresa Morales, Gerente de Participación Comunitaria, al 650-690-6199, tmorales@wlpcommunities.com, o en persona en 2041 Euclid Avenue (en East O'Keefe).

***Categoría 3: Climatización:** realizaremos inspecciones de todas las áreas comunes y unidades en 201, 245 y 301 E. O'Keefe Ave, y haremos las reparaciones necesarias para garantizar que los edificios y las unidades sean seguros y habitables.*

***Categoría 4: Seguridad:** actualmente contamos con seguridad privada que patrulla la propiedad de manera regular. Si algún residente tiene alguna inquietud o desea hablar con seguridad, puede llamar al 408-978-9111. Si algún residente necesita una copia de una llave de cualquier edificio o área común a la que tenga derecho en su contrato de alquiler, comuníquese con la administración de Greystar y ellos le proporcionarán una si es posible.*

***Categoría 5: Alquiler:** seguimos estrictamente la Ordenanza de Estabilización de Alquileres de East Palo Alto y cobramos el alquiler máximo permitido o menos por cada unidad. Puede obtener información sobre el alquiler máximo permitido para su unidad del Programa de Estabilización de Alquileres al 650-853-3157.*

Nos encantaría volver a reunirnos, pero creo que sería mejor si pudiéramos completar las inspecciones de los edificios que solicitó antes de la reunión. Además, esta semana recibimos 30 peticiones que se presentaron al Programa de Estabilización de Alquileres con inquietudes sobre 201, 245 y 301 E. O'Keefe. Estas peticiones tienen cientos de páginas, por lo que debemos revisar cada una de ellas y realizar las consultas e inspecciones correspondientes de las unidades involucradas. Nos encantaría reunirnos después de que hayamos completado esto, pero creo que eso llevará al menos hasta mediados o fines de noviembre. Puedo comunicarme con usted una vez que hayamos avanzado lo suficiente para programar otra reunión.

¡Gracias! –

Mike

Michael Kramer
Sand Hill Property Company
Tel. +1 650 772 4319

From: Okeefe Street <eokeefeta@gmail.com>
Sent: Thursday, October 10, 2024 11:36 AM
To: Michael Kramer <mkramer@shpco.com>
Cc: Teresa Morales <TMorales@wlpcommunities.com>
Subject: Follow-up from September 25th Negotiation Meeting

Hi Michael,

We have attached a pdf document with our proposals from our meeting on September 25th 2024. You shared in the meeting that you would send us formal responses to each line item in our proposals and we wanted to make sure that you had them in writing. In light of the fact that we were not able to get through our full discussion in regards to our proposals, we would like to schedule a second negotiation meeting with you for Wednesday, October 23rd from 6:30 to 8:00 pm or Friday, October 25th from 6:30 to 8:00 pm. It would be ideal if you could send us your formal responses by end of day on Friday, October 18th, 2024 to facilitate a more substantive discussion at our second negotiation meeting.

Similar to our first negotiation meeting we will be prepared with simultaneous English/Spanish interpretation as a tenant association. Please come prepared with a Spanish interpreter so that you all can participate fully in the negotiation meeting space.

We are looking forward to hearing a response confirming your availability for the second negotiation meeting by Tuesday, October 15th.

Sincerely,
E. Okeefe Tenant Association

Querido Michael,

Adjuntamos un documento pdf con nuestras propuestas de nuestra reuniel 25 de septiembre de 2024. Usted comparti la reuniue nos enviarrespuestas formales a cada elemento de nuestras propuestas y queros asegurarnos de que las tuviera por escrito. En vista del hecho de que no pudimos llevar a cabo nuestra discusiompleta con respecto a nuestras propuestas, nos gustarprogramar una segunda reunie negociacion usted para el mi鯷oles 23 de octubre de 6:30 a 8:00 pm o el viernes. 25 de octubre de 18:30 a 20:00 horas. Serideal si pudiera enviarnos sus respuestas formales antes del final del dviernes 18 de octubre de 2024 para facilitar una discusi sustantiva en nuestra segunda reunie negociaci

Al igual que en nuestra primera reunie negociaciestaremos preparados con

interpretaciimuḷta ingl鳳espacomo asociacie inquilinos. Venga preparado con un int鰙rete de espapara que todos puedan participar plenamente en el espacio de la reunie negociaci

Esperamos escuchar una respuesta que confirme su disponibilidad para la segunda reunie negociacintes del martes 15 de octubre.

Sinceramente,
E. Okeefe Tenant Association

From: Michael Kramer
To: "Okeefe Street"
Cc: "Teresa Morales"; "Bill Reyes"; "Clarisse Tan"
Subject: RE: Following-up on our In-Person Conversation
Date: Friday, December 20, 2024 1:16:52 PM

Hello,

Thanks for reaching out. As I mentioned, we have been waiting for additional information from the City about the recently filed petitions and from the County about the complaints that were recently lodged. I believe the most productive conversation would be after we hear back from them. However, they are both moving slowly and I understand your interest in meeting earlier.

Unfortunately, we are not available the evening of 1/17 and generally a Friday night will be difficult to schedule our team. What about the afternoon of Thursday, January 16 from 4-6 pm? Or on Wednesday, January 29 from 4-6 pm?

Additionally, our team met recently to discuss how we can be more responsive and provide a helpful channel for communication. As I mentioned when we spoke in person, our Palo Alto office on El Camino Real is not open for public business, please do not visit again. You are welcome to visit our on-site management office nearby at 2041 Euclid Ave where Teresa (cc'ed) sits downstairs and Clarisse (cc'ed) sits upstairs. I would also be happy to meet you in East Palo Alto by appointment. Additionally, we will provide a dedicated ownership representative to talk through any concerns or complaints that any resident of 201, 245, or 301 E'O'Keefe may have. His name is Bill Reyes and you can reach him any time at breyes@wlpcommunities.com or 650-730-0411 to speak with him directly or make an appointment to meet in person in East Palo Alto. He has over 4 years of experience dealing with tenant concerns at Woodland Park and is well suited to listen to and address any concerns. Please feel free to provide his contact information to any of the residents.

Please let me know if the dates above work for a meeting, and I look forward to hearing back. Happy holidays and have a great weekend! Best wishes –

Mike

Hola,

Gracias por comunicarse. Como mencioné, hemos estado esperando información adicional de la Ciudad sobre las peticiones presentadas recientemente y del Condado sobre las quejas que se presentaron recientemente. Creo que la conversación más productiva sería después de que tengamos noticias de ellos. Sin embargo, ambos están avanzando lentamente y entiendo su interés en reunirse antes.

Lamentablemente, no estamos disponibles la noche del 17 de enero y, por lo general, un

viernes por la noche será difícil programar a nuestro personal. ¿Qué pasa la tarde del jueves 16 de enero de 4 a 6 p. m.? ¿O el miércoles 29 de enero de 4 a 6 p. m.?

Además, nuestro equipo se reunió recientemente para analizar cómo podemos ser más receptivos y brindar un canal útil para la comunicación. Como mencioné cuando hablamos en persona, nuestra oficina de Palo Alto no está abierta al público, no vuelva a visitarnos. Puede visitar nuestra oficina de administración en el lugar, cerca de 2041 Euclid Ave, donde Teresa (con copia) se sienta en la planta baja y Clarisse (con copia) se sienta en la planta alta. También me encantaría reunirme con usted en East Palo Alto con cita previa. Además, le proporcionaremos un representante de propietarios dedicado para hablar sobre cualquier inquietud o queja que pueda tener cualquier residente de 201, 245 o 301 E'O'Keefe. Su nombre es Bill Reyes y puede comunicarse con él en cualquier momento a breyes@wlpcommunities.com o al 650-730-0411 para hablar con él directamente o programar una cita para reunirse en persona en East Palo Alto. Tiene más de 4 años de experiencia en el tratamiento de inquietudes de inquilinos en Woodland Park y está bien preparado para escuchar y abordar cualquier inquietud. No dude en proporcionar su información de contacto a cualquiera de los residentes.

Avíseme si las fechas anteriores le convienen para una reunión. Espero recibir noticias suyas. ¡Felices fiestas y que tenga un excelente fin de semana! Mis mejores deseos –

Mike

Michael Kramer
Sand Hill Property Company
Tel. +1 650 772 4319

From: Okeefe Street <eokeefeta@gmail.com>
Sent: Thursday, December 19, 2024 3:46 PM
To: Michael Kramer <mkramer@shpco.com>
Subject: Following-up on our In-Person Conversation

Hi Michael,

We just wanted to follow-up from our in-person conversation where you shared that you would respond to our association to schedule our second negotiation meeting. It is now December 18th and we still have not heard from you. There are still many items we would like to discuss with you in good faith and we want you to follow through on your word.

We would like to offer Friday, January 17th from 6:30 to 8:30 pm for our second negotiation meeting. With the holiday season fast approaching, we would like this second negotiation meeting to be scheduled sooner than later. Please respond with a confirmation by December 23rd, 2024 at 5 pm.

Hola Michael,

Solo queríamos dar seguimiento a nuestra conversación en persona en la que compartió que respondería a la programación de nuestra segunda reunión de negociación. Ya es 18 de diciembre y todavía no hemos tenido noticias suyas. Todavía hay muchos temas que nos gustaría discutir con usted de buena fe y queremos que cumpla su palabra.

Nos gustaría ofrecer el viernes 17 de enero de 6:30 a 8:30 pm para nuestra segunda reunión de negociación. Dado que la temporada navideña se acerca rápidamente, nos gustaría que esta segunda reunión de negociación esté programada para el 23 de diciembre.

-James

From: Michael Kramer
To: "Okeefe Street"
Cc: "Teresa Morales"; "Bill Reyes"; "Clarisse Tan"
Subject: RE: Following-up on our In-Person Conversation
Date: Friday, December 20, 2024 1:16:52 PM

Hello,

Thanks for reaching out. As I mentioned, we have been waiting for additional information from the City about the recently filed petitions and from the County about the complaints that were recently lodged. I believe the most productive conversation would be after we hear back from them. However, they are both moving slowly and I understand your interest in meeting earlier.

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-James

Clarisse Tan

From: Jason Villarreal <jvillarreal@shpco.com> on behalf of Jason Villarreal
Sent: Friday, February 7, 2025 7:58 AM
To: eokeefeta@gmail.com
Subject: East O'Keefe Tenant Association Negotiation Proposals and Petitions

Dear East O'Keefe Tenant Association:

We write today in response to your proposal dated as of January 16, 2025, and James Huynh's representations to the City of East Palo Alto (the "City") at the January 28, 2025, Pre-Hearing Conference regarding Petitions for Individual Rent Adjustment from 201, 245, and 301 E. O'Keefe St. (the "Petitions"). We appreciate your patience on this and we wanted to evaluate all matters including tenant representation.

I wanted to share a reminder pertaining to our tenant's privacy as it is valued to ownership and property management. Woodland Park is in contractual privity with its tenants. As part of this legal relationship, Woodland Park is obligated to maintain confidentiality of tenant records. Woodland Park does not discuss the specifics of any given tenant or tenancy with anyone other than the named tenants on the lease. This protects the confidentiality of the tenant information as well as the safety and security of the tenants. Woodland Park is unable to discuss specifics about any tenancy with anyone other than the tenant. The purported "Association" continues to request that Woodland Park make private tenant information public which we cannot and will not do for the sake of our tenants. We appreciate your cooperation, compliance, and understanding in respecting tenant privacy by refraining from asking Woodland Park to compromise tenants' privacy.

Woodland Park has a written lease agreement with every tenant of ours. That lease agreement, together with local and state law, governs the terms of each tenancy. Woodland Park fulfills all of its obligations to every tenant pursuant to their lease agreement, local law, and state law.

A number of tenants in 201, 245, and 301 E. O'Keefe St. have submitted petitions for individual rent adjustment. On January 28, 2025, the City held a pre-hearing conference to discuss the logistics of the hearings on these Petitions. Mr. Huynh appeared at the conference but did not disclose whom he was representing. Mr. Huynh told the City and its hearing examiners that Woodland Park refused to participate in settlement negotiations regarding the Petitions. That is not true.

In fact, Mr. Huynh has prevented Woodland Park from discussing the petitions at the meetings that have been held. The "Association" requested the January 16, 2025, meeting to "negotiate." Woodland Park came prepared to discuss the previously raised issues at 201, 245, and 301 E. O'Keefe St. Mr. Huynh cut off this conversation and refused to discuss it. This was disappointing as we wanted to focus on the 201, 245, and 301 E. O'Keefe St. tenant's thoughts and follow up with their work order concerns. This did not happen and instead, Mr. Huynh insisted on raising new and different issues at different properties, all of which are irrelevant to the Petitions. It was Mr. Huynh who refused to negotiate or work toward settlement, not Woodland Park.

Mr. Huynh is advised not to misstate facts or otherwise mislead the tribunal or the City with regard to the Petitions or any other matter. His actions do not help the tenants but in turn delays getting the tenant's issues addressed and resolved.

We wanted to reiterate that Woodland Park continues to fulfill all of its obligations under the lease agreements, local law, and state law. Woodland Park tenants are provided all of the housing services to which they are entitled. Woodland Park has opposed each of the Petitions for rent reduction and rebate on the basis that Woodland Park maintains the premises in a good and habitable condition. And, when a tenant does not notify Woodland Park of a problem or provides Woodland Park an opportunity to correct it, no rent rebate is available. Woodland Park has responded to and corrected in a timely fashion all problems identified by tenants, except where tenants prevented Woodland Park from providing requested services.

We do have concerns that there is a directive from the association side to tenants not to submit work orders through the proper channels and protocol to the leasing team, online, or by phone nor send them to our onsite Community Engagement Manager. This is concerning because it significantly reduces the opportunity for Woodland Park to address and resolve our tenants' work orders. We hope this is not the case. When Woodland Park received your letter of concerns about 201, 245, and 301 E. O'Keefe St., Woodland Park took those concerns very seriously. Woodland Park hosted three evening listening sessions and invited all tenants to all of those buildings to come speak directly about their concerns. Almost no one came, giving rise to an inference that individual tenants do not have ongoing concerns.

The "Association" has held "negotiation meetings," but unfortunately these meetings have not been productive while taking away valuable and needed time away from our tenants. To date, these meetings have consisted of "Association" representatives reading a letter that could have been sent and read in advance. As mentioned on several occasions, if there are issues to be resolved in any tenant's unit, Woodland Park invites that tenant to report the issue directly to the property management team (Greystar) or the community engagement staff so it can be solved.

To also aid in our tenants' needs, Woodland Park has hired a new part-time community engagement representative dedicated to solving any tenant problems. Woodland Park announced his e-mail address and phone number to the "Association" and reported that he would schedule an appointment with any tenant to discuss and help fix their problems. Unfortunately, zero tenants from any of the six buildings have reached out to him. This reflects that individual tenants do not have ongoing concerns.

Woodland Park has brought the General Manager, the Regional Property Manager, and the Maintenance Manager to the "negotiation meetings" to receive reports of any problems so that work orders can be created efficiently and problems can be solved expediently. No tenant provided any new work orders at the meetings. It seems it does not appear that individual tenants have any ongoing concerns.

Woodland Park hereby reiterates that it is always willing to meet with any tenant and to address their concerns. That said, Woodland Park cannot meet with "representatives" with whom it has no relationship or otherwise discuss private tenant matters with anyone other than the tenant. The property owner is working closely with Greystar property management to ensure that the on-site management team responds to repair requests in a timely and satisfactory manner. There is an emergency maintenance hotline 24/7 which can be reached at **650-566-2000**.

If any tenant has a maintenance concern in their home, they should let the Greystar property management team know right away so that the issue(s) can be fixed as soon as possible. There are several ways to report a maintenance issue:

- Tenants can log on to the resident portal online at: https://www.liveatwoodlandparkapts.com
- Tenants can call the main office line at **(650) 566-2000**.
- Tenants can visit the **Management Office** at 5 Newell Court or 2043 Euclid Ave. The hours of operation are **Monday-Friday, 9am-6pm, and Saturday-Sunday, 9AM-5PM**.

If anyone has questions or feedback for the Woodland Park Communities ownership team, please contact **Teresa Morales**, Community Engagement Manager, at (**650) 690-6199**, tmorales@wlpcommunities.com, or in-person at 2041 Euclid Avenue (at East O'Keefe). There is also a dedicated ownership representative to talk through any concerns or complaints that any tenant may have. His name is **Bill Reyes** and you can reach him any time at breyes@wlpcommunities.com or (**650) 730-0411** to speak with him directly or make an appointment to meet in person in East Palo Alto. He has over 4 years of experience dealing with tenant concerns at Woodland Park and is well suited to listen to and address any concerns.

Woodland Park will continue to fulfill its obligations under its lease agreements, local law, and state law. Woodland Park will participate in the Petition hearings. We will also continue to respond to tenant inquiries and work orders in a timely fashion and address/resolve.

At this time; and after attending recent association meetings, we will continue to be focused on addressing any tenant issues that arise; however, we will not be attending future association meetings so we can provide said focus and be mindful of our tenant's time.

Woodland Park tenants and members of the public are welcome to visit the Woodland Park public offices at 5 Newell Ct., 2041 Euclid Ave., and 2043 Euclid Ave. As noted and stated at the recent association meeting, The Sand Hill Property Company office on El Camino Real is not open for public business and any unauthorized visits will be considered trespassing.

Thank you for your time and understanding.

Sincerely,

Jason Villarreal
Chief Operating Officer
SAND HILL PROPERTY COMPANY
T:(650) 344-1500
F:(650) 344-0652

Estimada Asociación de Inquilinos de East O'Keefe:

Le escribo hoy en respuesta a su propuesta con fecha de enero 16, 2025 y a las representaciones de James Huynh ante el Consejo de la Ciudad de East Palo Alto (la Ciudad) en la Pre-conferencia de enero 28, 2025 Audiencia acerca de las Peticiones para Ajustes de Rentas Individuales del 201, 245, y 301 E. O'Keefe St. (las "Peticiones"). Apreciamos su paciencia en este asunto y quisimos evaluar todos los asuntos presentados incluyendo la representacion de los inquilinos.

Queria compartir un recordatorio respecto a la privacidad de nuestros inquilinos ya que es valorada por los dueños y los gerentes de la propiedad. Woodland Park está en contrato de privacidad con sus inquilinos. Como parte de esta relación legal, Woodland Park está obligada a mantener confidencialidad de los records de tales inquilinos. Woodland Park no comparte los detalles de ningun asunto de contrato de inquilinos con nadie mas allá de los inquilinos dentro de cada contrato de arrendamiento. Esto proteje la confidencialidad de la información del inquilino así como la seguridad de los inquilinos.
Woodland Park no puede hablar de especificos de ningun inquilino con alguien mas aparte del inquilino. La supuesta "Asociación" continua pidiendo que Woodland Park haga pública la información de los inquilinos lo cual no podemos hacer para proteger a los inquilinos. Apreciamos su cooperación, su conformidad, y su consideración con respecto a la privacidad de los inquilinos al no solicitar que Woodland Park comprometa la privacidad de sus inquilinos.

Woodland Park tiene un acuerdo por escrito con cada inquilino. Ese acuerdo, junto con la ley local y estatal, protegen los terminos de cada contrato de arrendamiento. Woodland Park responde a todas sus obligaciones con cada inquilino de acuerdo a su contrato con la ley local y estatal.

Un número de inquilinos en el 201, 245, y 301 E. O'Keefe St., han entregado peticiones para ajustes de rental individual. El 28 de enero, 2025, la Ciudad llevo a cabo una conferencia de pre-audiencia para hablar de las logisticas de las audiencias de estas Peticiones. El Sr Huynh se presentó a la conferencia pero no reveló a quien estaba representando. El Sr. Huynh manifestó ante la Ciudad y los examinadores de la audiencia que Woodland Park se rehusó a participar en negociaciones referente a las Peticiones. Esto no es verdad.

De hecho, El Sr. Huynh ha impedido que Woodland Park dialogue sobre las peticiones en las reuniones llevadas a cabo. La "Asociación" pidió una reunión el 16 de enero, 2025 para "negociar." Woodland Park llegó preparada para hablar de los asuntos previamente discutidos del 201, 245, y 310 E. O'Keefe St. El Sr. Hyunh cerró la conversación y se rehusó a hablar de tales asuntos. Esto nos desagradó ya que queriamos enfocarnos en el 201, 245, y 301 E. O'Keefe y lo que inquilinos pensaban de las órdenes de mantenenimiento y sus preocupaciones. Esto no sucedió, y en su lugar el Sr. Huynh insistió en enfocarse en presentar nuevos y diferentes asuntos de diferentes propiedades. Las cuales todas eran irrelevantes a las Peticiones. Fué el Sr Huynh quien se rehusó a negociar ó a dialogar para llegar a un acuerdo, no Woodland Park.

Se le aconseja al Sr Huynh a no presentar hechos incorrectos ni tampoco hacer representaciones falsas ante el tribunal de la Ciudad con respecto a peticiones o cualquier otro asunto. Sus acciones no ayudan a los inquilinos, al contrario impiden que los asuntos de los inquilinos se escuchen y se resuelvan.

Queremos reiterar que Woodland Park continua asumiendo sus obligaciones bajos el contrato de arrendamiento, la ley local, y estatal. Los inquilinos de Woodland Park reciben todos los servicios de vidienda a los que tienen derecho. Woodland Park se opone a cada una de las Peticiones de reducción de renta y rebate con base en que Woodland Park mantiene las propiedad en condiciones buenas y habitables. Y, cuando un inquilino no notifica a Woodland Park de un problema o provee a Woodland Park la oportunidad de corregir tal problema, el rebate de renta no está disponible. Woodland Park ha respondido y corregido todos los poblemas de manera oportuna con los inquilinos, excepto donde los inquilinos han impedido que Woodland Park provea tales servicios requeridos.

Nos preocupa que haya un influencia por la asociación dirigiendo a los inquilinos a no entregar sus órdenes de reparaciones por medio de los medios apropiados y el protocólo del equipo de arrendamientos, ya sea por línea, por teléfono o por medio de la gerente de asuntos comunitarios. Nos preocupa porque esto reduce significativamente la oportunidad de Woodland Park de resolver y enfocarse en las órdenes de reparaciones de los inquilinos. Esperamos que este no sea el caso. Cuando Woodland park recibió su carta de procupaciones acerca de 201,245, y 301 E. O'Keefe St., Woodland Park tomó muy seriamente esas preocupaciones. Woodland Park organizó tres sesiones para escuchar por las tardes e invitó a todos los inquilinos de todos esos edificios para que vinieran a hablar directamente acerca de sus preocupaciones. Casi nadie llegó, dandonos asi el mensaje de que los inquilinos individualmente no tenian preocupaciones actuales.

La "Asociación" ha organizado "reuniones de negociación" pero desafortunadamente estas reuniones no han sido productivas tomando asi el tiempo necesario y de valor para nuestros inquilinos. A la fecha, estas reuniones han consistido en lecturas de cartas por los representates de la "Asociación" las cuales pudieron haber sido enviadas para leerlas previamente. Como mencionado en varias ocasiones, si existen asuntos a resolver en cualquiera de las unidades, Woodland Park le invita a los inquilinos a reportar el problema directamente a la compañia de manejo de la propiedad o al personal de asuntos comunitarios para que se resuelvan.

Para ayudar con las necesidades de nuestros inquilinos, Woodland Park ha contratado a un nuevo representate de asuntos comunitarios parte de tiempo y esta dedicado a resolver problemas de los inquilinos. Woodland Park anunció su correo electronico y su número de teléfono a la "Asociación" y anunciamos que esta persona estaría disponible para ayudar a asegurar que se resuelvan los problemas de mantenimiento. Desafortunadamente, ningun inquilino de los seis edificios han contactado a esta persona. Esto nos dice que los inquilinos individuales no tienen problemas actuales.

Woodland park invitó al Gerente General, El Gerente Regional, y al Gerente de Mantenimiento a las "reuniones de negociaciones" para recibir reportes y quejas de cualquier problema para asegurar que las órdernes de trabajo se llenaran al momento de la reunión y asi resolver los problemas de manera mas rápida. Ningun inquilino se acercó para entregar órdenes de trabajo de mantenimiento en estas reuniones. Esto nos dice que parece no haber preocupaciones actuales de parte de inquilinos individuales.
Por medio de la presente, Woodland Park reitera que siempre está dispuesta a reunirse con los inquilinos para abordar sus procupaciones. Habiendo dicho esto, Woodland Park no puede reunirse con "representantes" con quienes no tiene relación ó de otra manera no puede discutir asuntos privados de inquilinos con personas que nos sean los inquilinos. El dueño de la propiedad esta supervisando muy de cerca a Greystar quien maneja la propiedad para asegurarse que el equipo de mantenimiento responda a las peticiones de reparaciones de manera satisfactoria y rápida. Existe una línea de emergencias 24/7 la cual puede contactarse en el (**650) 566-2000.**

Si un inquilino tiene un asunto de mantenimiento en su hogar, ellos pueden hacerle saber al equipo de Greystar imediatamente para que el asunto se resuelva a la brevedad posible. Hay varias maneras de reportar estos asuntos de mantenimiento:

- Inquilinos pueden entrar al portal de residentes por línea a: https://www.liveatwoodlandparkapts.com
- Inquilinos pueden llamar a la oficina **(650) 566-2000**.
- Inquilinos pueden visitar la **Oficina de Gerencia** al 5 Newell Court o al 2043 Euclid Ave. Las horas de operación son de **lunes-viernes, 9am-6pm, y de sábado-domingo, 9AM-5PM**.

Si alguien tiene preguntas o información para los dueños de Woodland Park Communities, favor de hablar con **Teresa Morales,** Gerente de Compromiso Comunitario, al **(650) 690-6199,** tmorales@wlpcommunities.com, ó en persona al 2041 Euclid Avenue (en East O'Keefe). Tambíen pueden llamar al representante de los dueños dedicado a estos asuntos y quejas de los inquilinos. Su nombre es **Bill Reyes** y pueden encontrarlo en breyes@wlpcommunities.com ó **(650) 730-0411** para hablar con el directamente ó hacer una cita en persona en East Palo Alto. El tiene más de 4 años de experiencia de manejo de asuntos de mantenimiento con inquilinos en Woodland Park. El está disponible para darle atención adecuada y resolver cualquier asunto.

Woodland Park continuará asumiendo sus obligaciones bajo los acuerdos de arrendamiento, la ley local y estatal. Woodland Park participará en las audiencias de Peticiones. También continuará respondiendo a las preguntas y órdenes de trabajo de mantenimiento a la brevedad possible y asi abordar/resolver cualquier asunto.

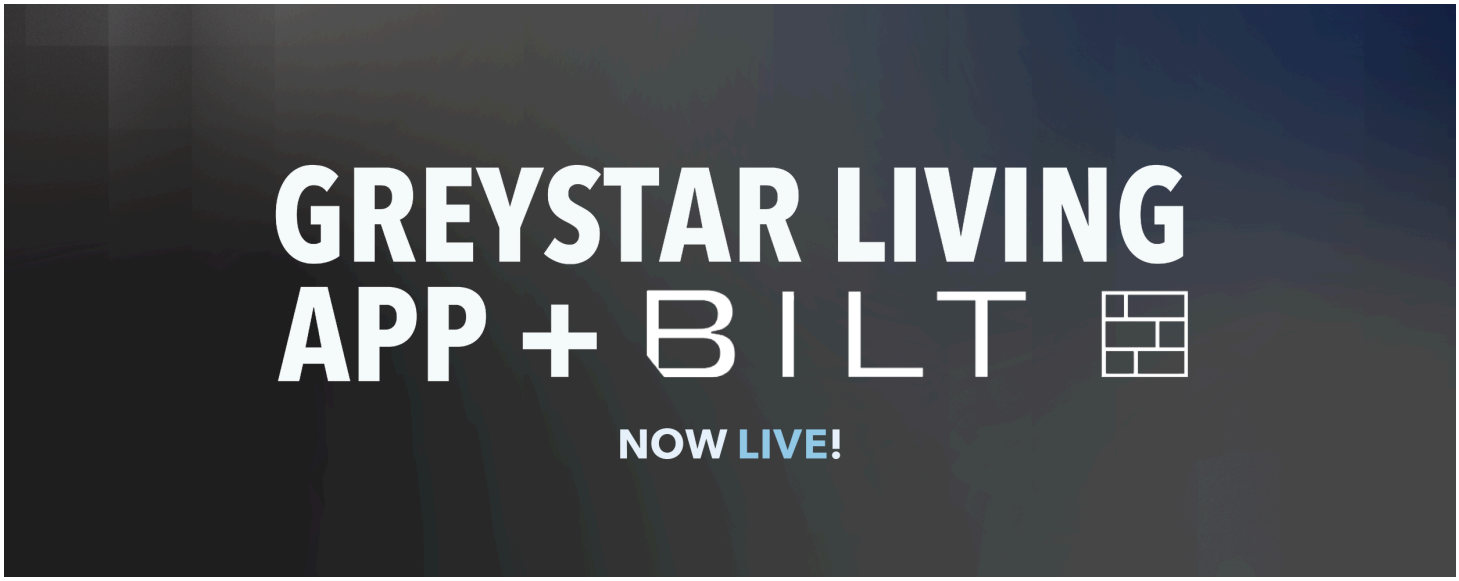
Por ahora; y despúes de asistir a recientes reuniones de la asociación, continuaremos enfocados en responder a las cuestiones que se presenten; no obstante, no atenderemos reuniones futuras de la asociación y asi enfocarnos y respetar el tiempo de nuestros inquilinos.

Inquilinos de Woodland Park y miembros del público son bienvenidos a visitar las oficinas de Woodland Park en el 5 Newell Ct. 2041 Euclid Ave., y el 2043 Euclid Ave. Como se subrayó y como se especificó en la reunión de la asociación, la oficina de la Compañia Sand Hill Property en Camino Real no está abierta para negocios de asuntos públicos y cualquier visita no autorizada será considerada como una intrusión.

Gracias por su tiempo y comprensión.
Sinceramente,

Jason Villarreal
Chief Operating Officer
SAND HILL PROPERTY COMPANY
T:(650) 344-1500
F:(650) 344-0652

Exhibit Q



Dear Gilberto,

We're always looking for ways to enhance your resident experience here at Woodland Park, so we are excited to announce the launch of the new Resident Experience app!

Download the Resident Experience app from your preferred app store to get registered!

- If you currently have an automatic payment set up, it will not process for December's rent. You will need to set up a new recurring payment in the new Resident Experience app.

Through the new app, you will be able to:

1. Access a NEW payments and rewards program.

- It's hassle free – through the new payments and rewards program, you'll earn points on each rent payment which you can use towards travel, fitness and more.
- You'll also get access to new rent day benefits each month and be able to opt in to free rent reporting. Explore all benefits after logging in.

2. Submit maintenance requests 24/7 and automatically receive status updates.
3. Experience new ways to connect and stay-up to date with what is going on at your community and so much more!

For more information, please click on the link below and see the documents attached.

How to Use Bilt Points!

Feel free to reach us at woodlandparkcaaccts@greystar.com if you have any issues. Thank you!



45 Newell Road, East Palo Alto, CA 94303

This email was sent to pam8204@yahoo.com. To ensure you continue receiving our emails, please add us to your address book or safe list. You can opt out of email notifications from Woodland Park clicking here.You can opt out of all email notifications from Greystar Real Estate Partners, LLC clicking here.

R255

GREYSTAR™ | BILT

BILT PAYMENTS AND REWARDS

RESIDENT FAQ

Do I need to download the Bilt App as well as the Resident Experience App?

No. The only app you need as a Greystar resident is the Resident Experience App. To access the Bilt Rewards portal, go to the Payments section within the Resident Experience App.

When my community goes live on Bilt, do I need to set up a new payment method?

Yes. Any current recurring payment or payment information setup within your previous resident portal will be deleted automatically. New payment details for one-time or recurring payments will need to be setup within the Payments section of the Resident Experience App.

What benefits will I get with my Bilt Reward membership?

Earn rewards points on every rent payment you make in Bilt to use towards future rent payments, airline tickets, hotels, Amazon purchases, ride share services, and much more.

Free credit reporting (opt-in) to build your credit rating with every on-time rent payment.

Special opportunities to purchase unique experiences only available through Bilt Rewards.

Do I need to apply for a Bilt Credit Card to pay my rent via Bilt rewards?

No. You do not need to apply for a Bilt credit card. You simply need to log into your Resident Experience app and navigate to the Payments section to access your Bilt Rewards account, select Wallet, and proceed with linking your bank account or one-time payment options. While opting for the Bilt credit card will earn more rewards, it is not required.

EQUAL HOUSING OPPORTUNITY

GREYSTAR™ | BILT

Am I required to link my bank account information?

No. There are two ways to link your Bilt Rewards payment details to your bank account: Bilt uses PLAID, a secure third-party service, which requires you to enter your bank's login information for authentication by Bilt.

A list of banks integrated with PLAID can be found at plaid.com/institutions.

The standard process supports bank integration and lets you seamlessly connect your bank account to Bilt by providing your bank account and routing number.

Is there any fee associated with paying through Bilt Rewards?

There is no fee to pay through the following methods:

-Checking or Saving accounts

-Bilt Credit Card

There will be a processing fee incurred when paying by Debit Card or Non-Bilt Credit Cards. The fee is collected by the payment processor, not the apartment community, and is disclosed in the Bilt Payments portal when you make your payment selection prior to submitting payment.

Will my rent be sent to credit agencies without my consent?

No. Credit reporting to the three major agencies (Experian, TransUnion, Equifax) is a free service offered by Bilt Rewards. However, you must opt into it. In addition, you may opt out at any time.

I am getting more emails than I would like from Bilt, how do I adjust this?

At the bottom of every email from Bilt, there is a "Click here to unsubscribe" button. Click on this button to adjust your subscription preferences.

I am having an issue logging into Bilt. Who should I reach out to?

Send an email to Bilt directly for support at **greystarmembersupport@biltrewards.com**.

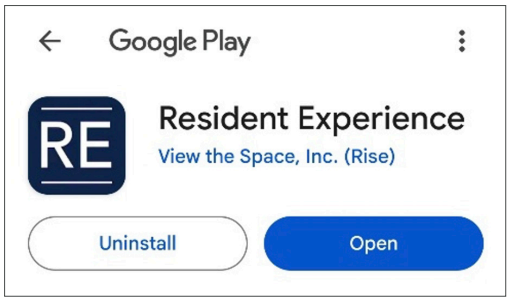
Additional questions? Please contact your community's Leasing Office for assistance. Thank you!

GREYSTAR | BILT

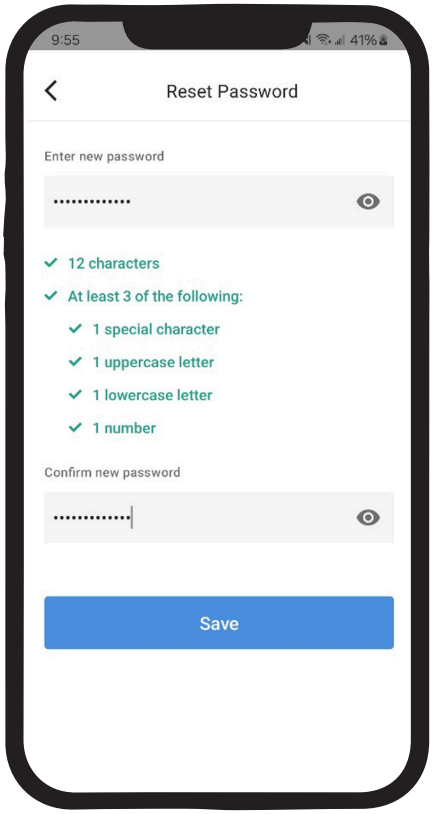
RESIDENT EXPERIENCE APP + BILT STEP-BY-STEP GUIDE

This step-by-step guide is designed to help you get the most out of the Greystar Resident Experience (RE) app. From setting up your account to utilizing all the features, we've got you covered. One of the exciting benefits of using the app is the opportunity to earn Bilt Points on rent and access exclusive benefits at home, in your neighborhood and when you travel!

Follow these steps to get started with the RE app and start earning Bilt rewards.

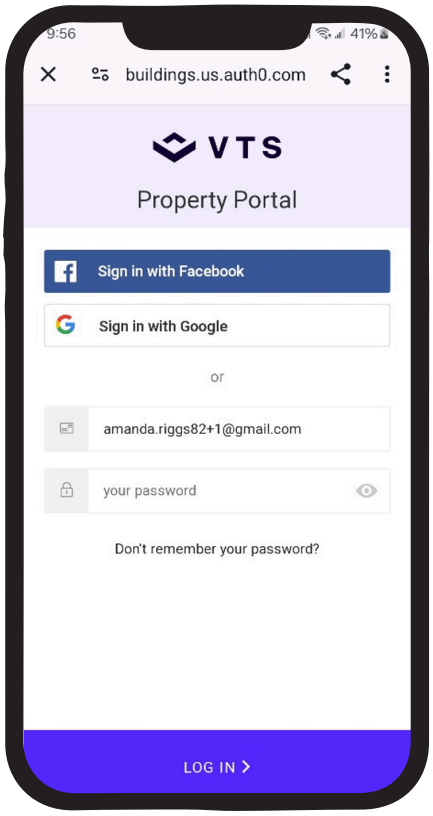


Download the RE App from the Apple App Store or Google Play

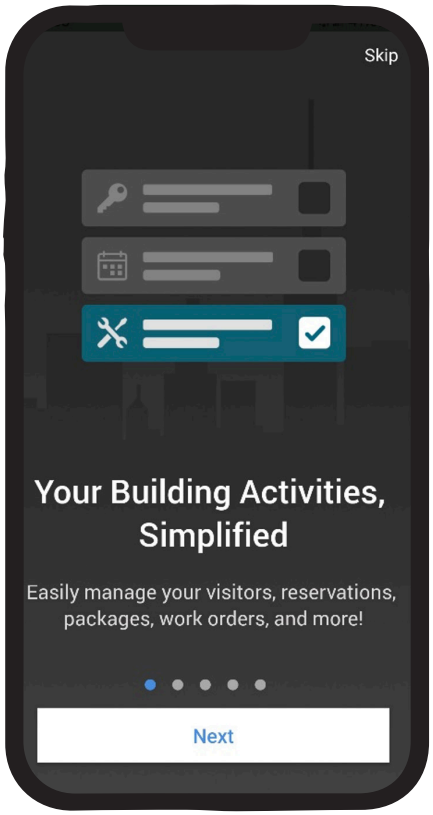


Once downloaded, select 'Reset Password'

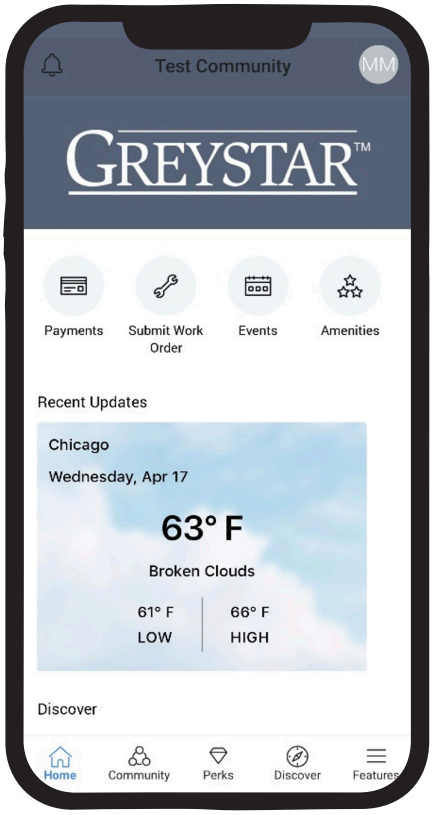
EQUAL HOUSING OPPORTUNITY



Enter your email and password to log in. This will need to be the email address you have listed with your community. If you need to update this email address, please contact the leasing office team.

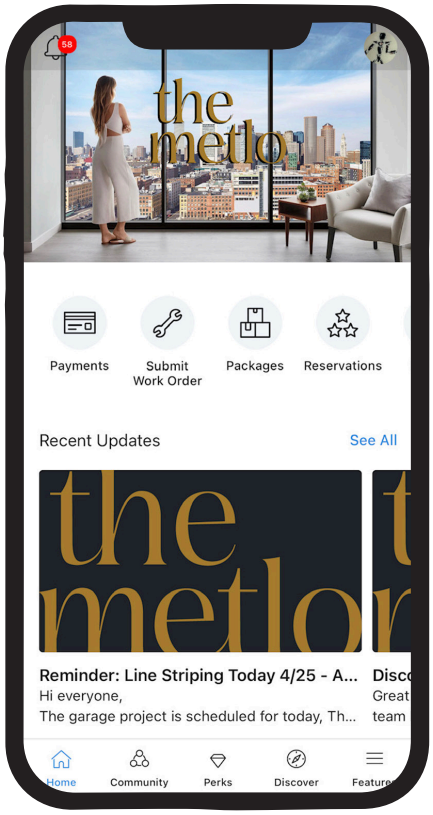


The first time you log in, you will be shown directions for navigating around the app.



Now you're in! From here you can click:

- **Payments** to make a rent payment (see later images for payments)
- **Submit Work Order** to complete a maintenance request
- **Events** to see and/or RSVP for any events created for the community
- **Amenities** to see the community's amenities, as well as book amenities where applicable
- **Community** to see Newsfeed, Marketplace and Events
- **Perks** to see which offerings are available
- **Discover** to access Lease Documents and any other links specifically curated for your community



Set Up Your Bilt Account

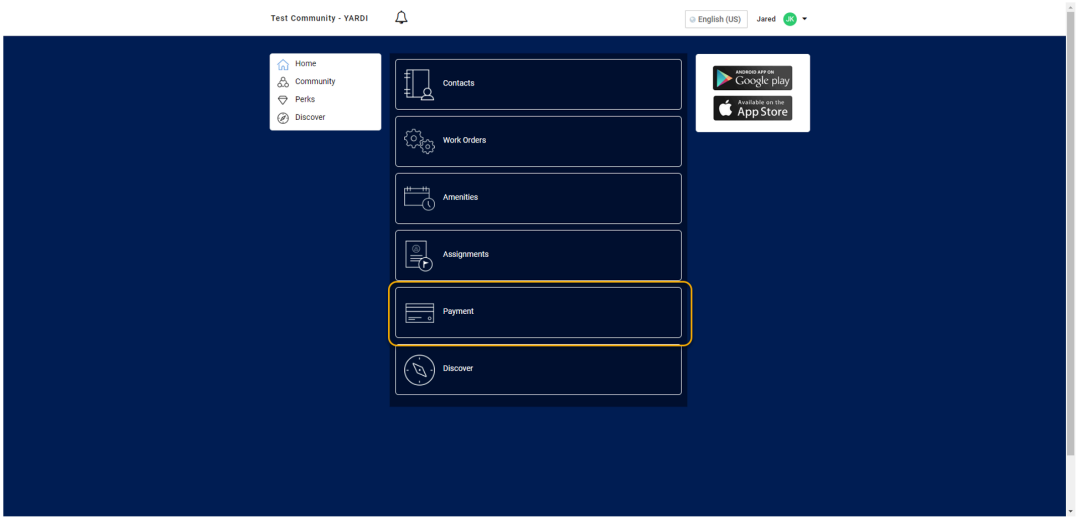
Want to start earning rewards on your rent payments? Set up your Bilt account from within the RE app.

Log into the Resident Experience App. For a superior experience, we recommend utilizing the app instead of the web version.

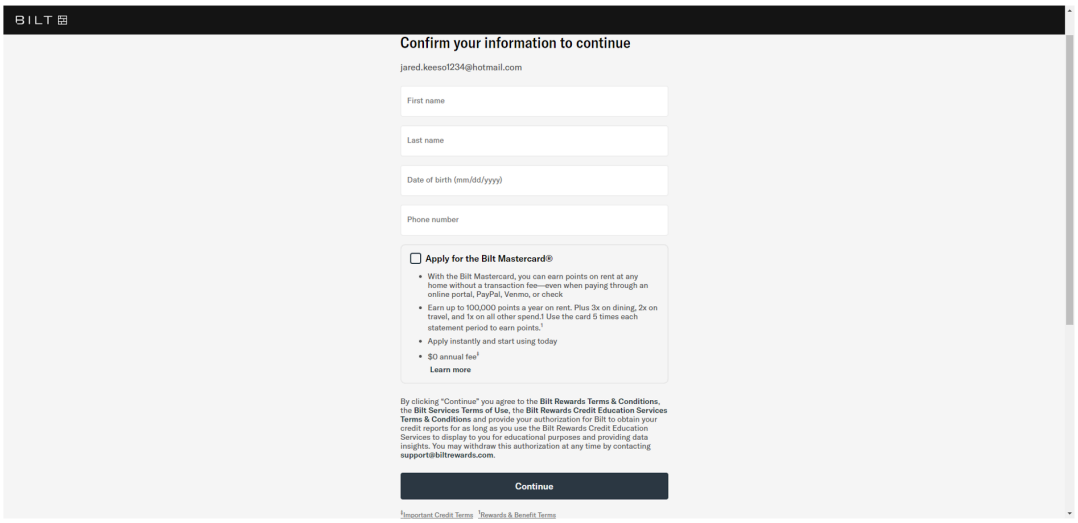
1. Click Payments on the left side
2. Follow instructions on the next page (same as Web version) to set up your account.

WEB VERSION

1. Click Payments on the left side

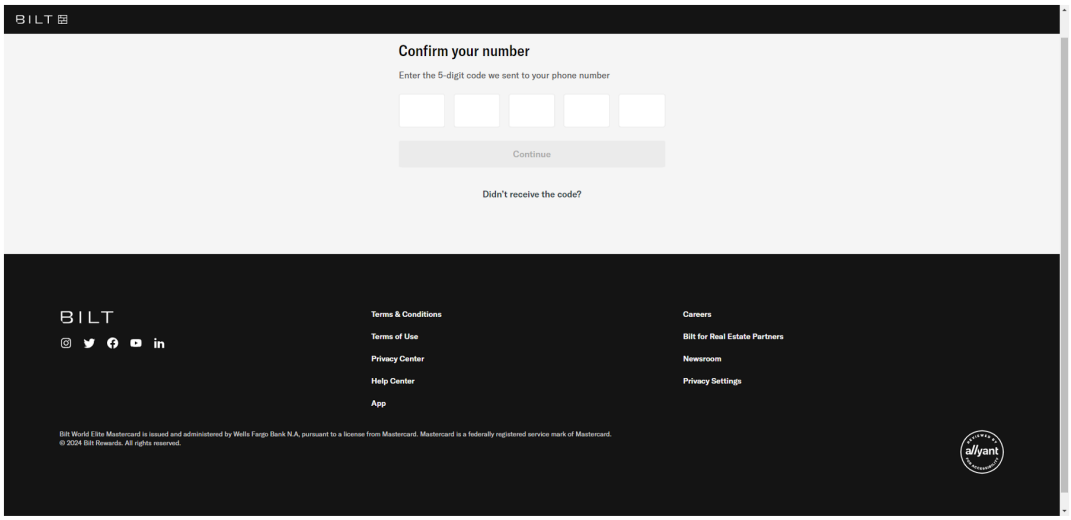


2. Complete the following form and click continue. Important: “Apply for the Bilt Mastercard” will remain unchecked at the first login. If you do not complete your account set up at this time and return later, this box will be automatically checked.

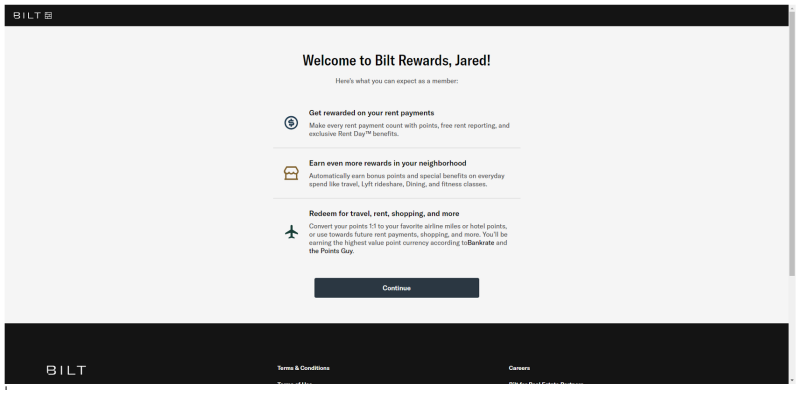


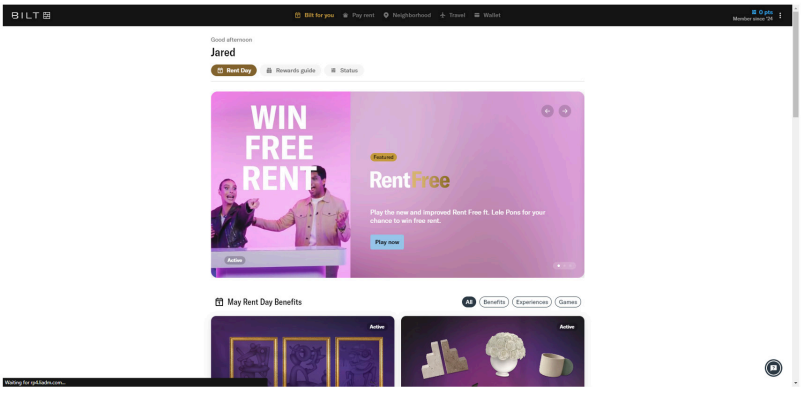
WEB VERSION

3. Bilt will ask you to confirm your phone number by entering an SMS code and clicking continue.



4. Congrats – you have set up your Bilt Rewards and can start earning Bilt Points! You can now continue and set up your payment methods.





Outlook

[EXTERNAL] Preview Email: BILT Go Live Date December 10th! - Woodland Park

From Property Management <no-reply@rentcafe.com>
Date Wed 4/16/2025 10:15 AM
To Woodland Park Compliance <wpcompliance@greystar.com>

2 attachments (2 MB)
Resident FAQ.pdf; StepByStepGuide.pdf;



Dear Aaron Santos

We're always looking for ways to enhance your experience here at Woodland Park. That's why we are excited to announce the launch of the new **Greystar Living App featuring our new rent payment platform and rewards program, Bilt**! This centralized hub is an easy and secure way to:

- Earn points with each rent payment and use them towards travel, fitness, and more:
  - You'll be earning the highest value in points currency, according to leading publications.
- Access new rent day benefits each month
- Submit maintenance requests 24/7 and automatically track status updates
- Explore even more benefits when logging in for the first time

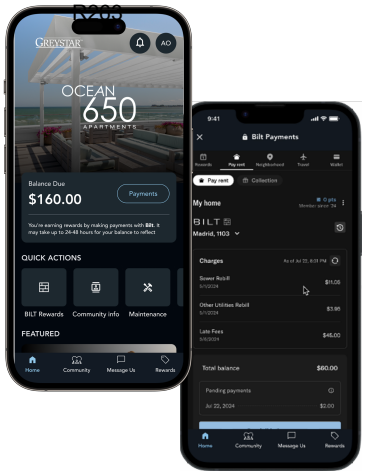
The go live date is December 12th, 2024. You will receive an automated email on the 10th of December which will have a link for you to register. Please ensure all of your information is up to date in our system before the "Go live date" This includes your telephone number and email.

Through the new app, you will be able to:

1. Access a NEW payments and rewards program.
2. It's hassle-free – through the new payments and rewards program, you'll earn points on each rent payment, which you can use towards travel, fitness and more.
3. You'll also get access to new rent day benefits each month and be able to opt in to free rent reporting. Explore all the benefits after logging in.
4. Submit maintenance requests 24/7 and automatically receive status updates.
5. Experience new ways to connect and stay up to date with what is going on in your community and so much more!

For more information, please refer to the documents attached and the "How to Link" below.

How to Use BILT



Stay tuned for more details – no action needed at this time!



45 Newell Road, East Palo Alto, CA 94303

This email was sent to wpcompliance@greystar.com. To ensure you continue receiving our emails, please add us to your address book or safe list. You can opt out of email notifications from Woodland Park clicking here.You can opt out of all email notifications from Greystar clicking here.

R264

GREYSTAR™ | BILT

BILT PAYMENTS AND REWARDS

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EQUAL HOUSING OPPORTUNITY

GREYSTAR™ | BILT

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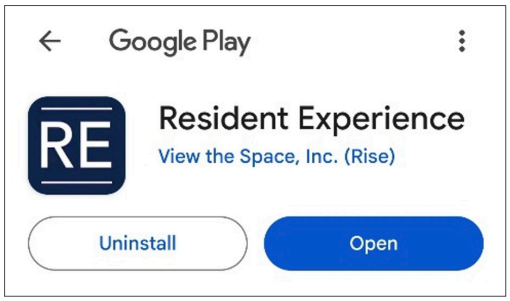
Additional questions? Please contact your community's Leasing Office for assistance. Thank you!

GREYSTAR | BILT

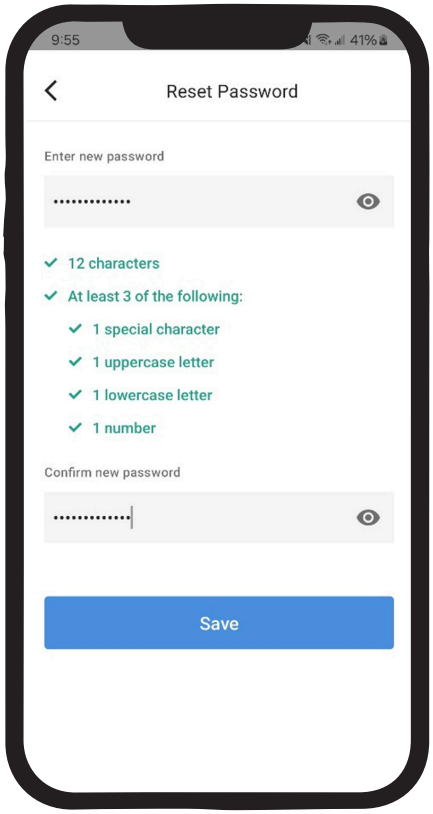
RESIDENT EXPERIENCE APP + BILT STEP-BY-STEP GUIDE

This step-by-step guide is designed to help you get the most out of the Greystar Resident Experience (RE) app. From setting up your account to utilizing all the features, we've got you covered. One of the exciting benefits of using the app is the opportunity to earn Bilt Points on rent and access exclusive benefits at home, in your neighborhood and when you travel!

Follow these steps to get started with the RE app and start earning Bilt rewards.

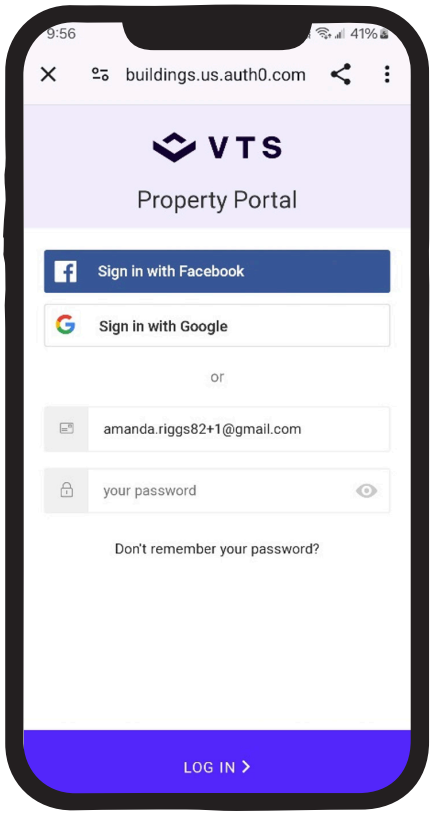


Download the RE App from the Apple App Store or Google Play



Once downloaded, select 'Reset Password'

EQUAL HOUSING OPPORTUNITY



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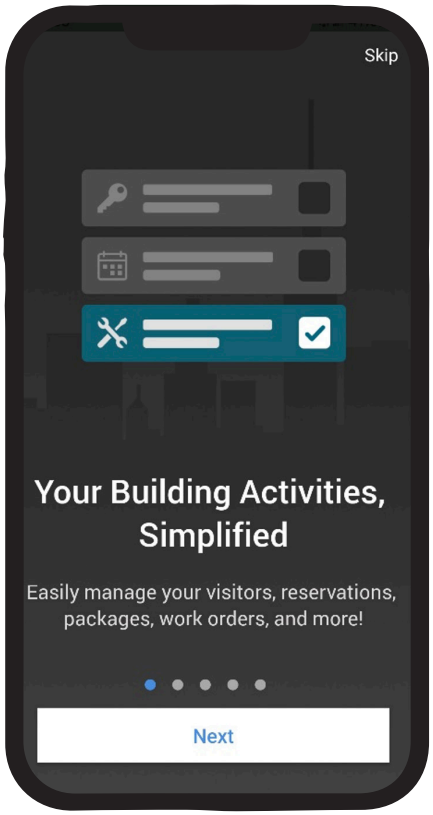

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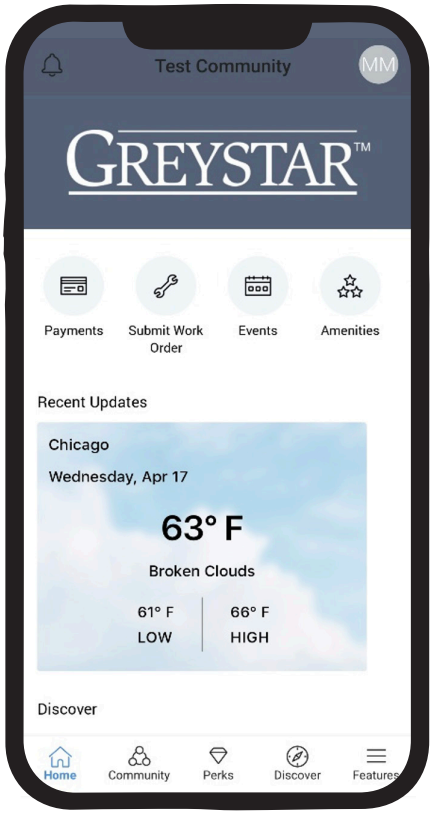

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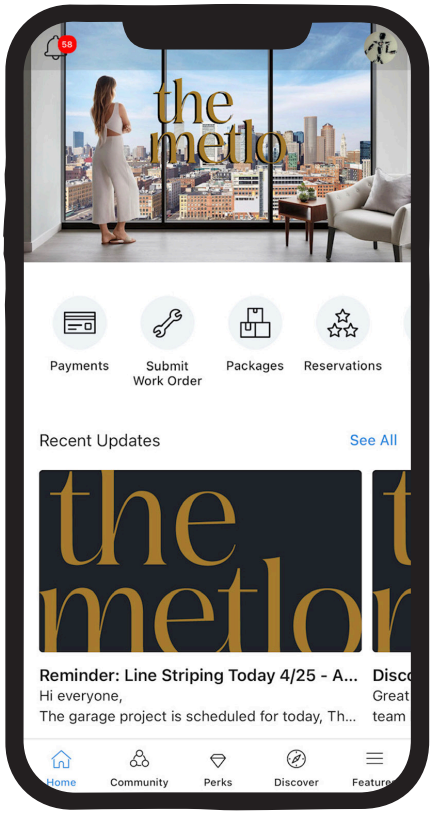

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1. Click Payments on the left side
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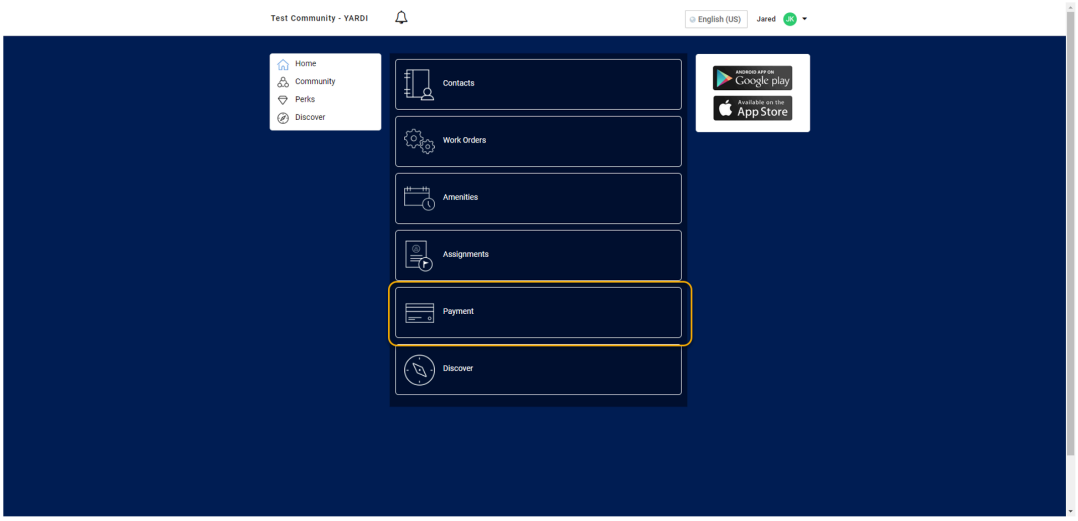

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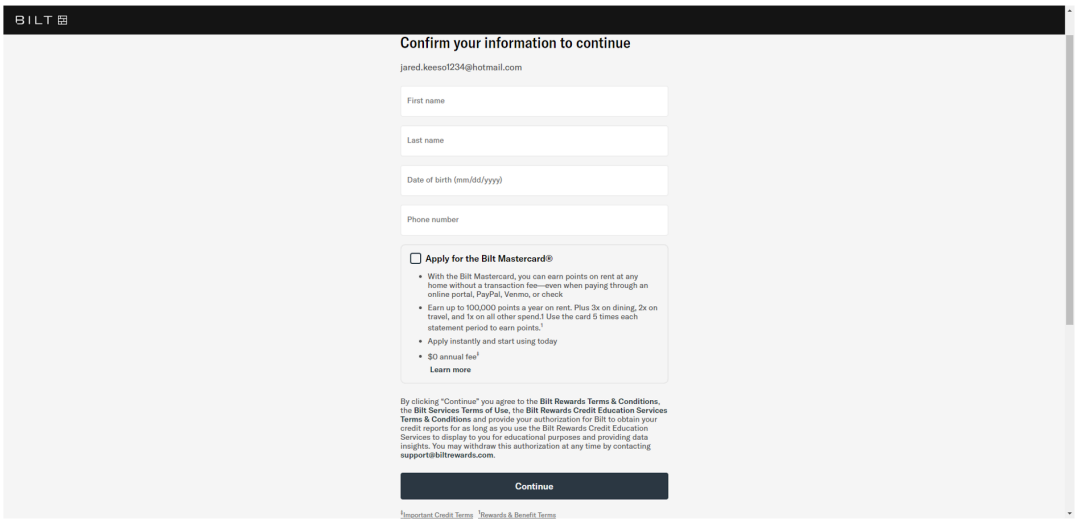
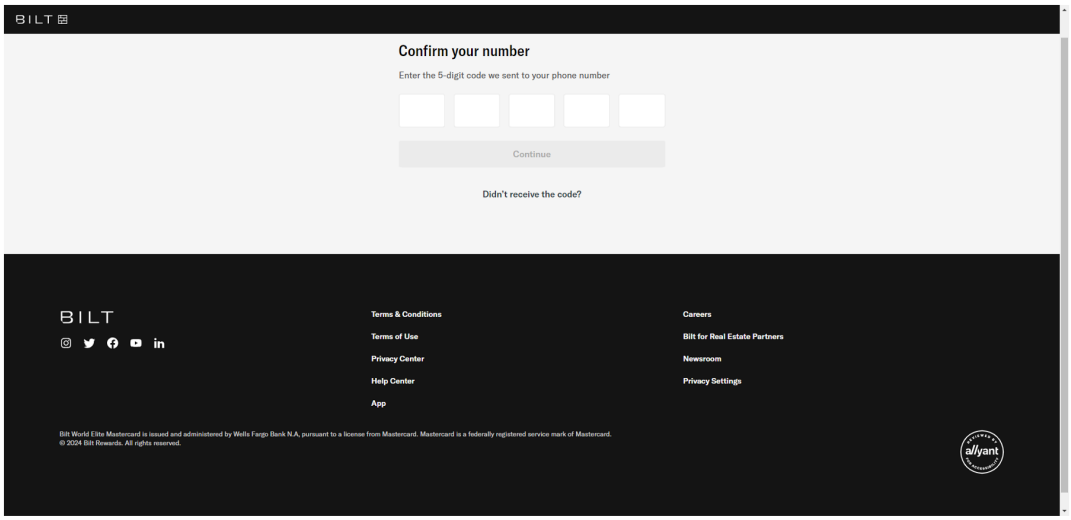
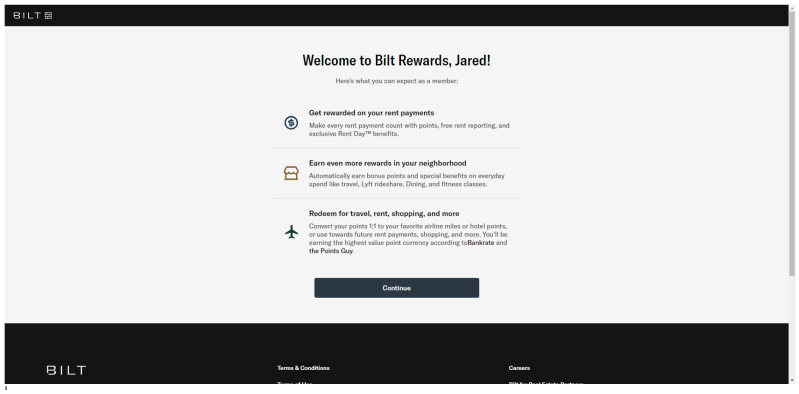


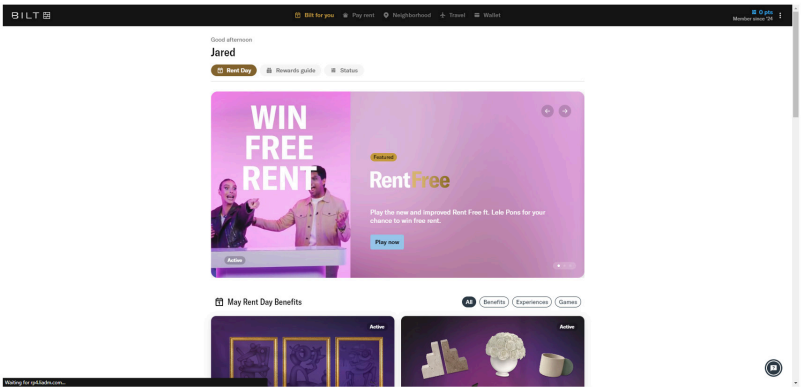
WEB VERSION

3. Bilt will ask you to confirm your phone number by entering an SMS code and clicking continue.



4. Congrats – you have set up your Bilt Rewards and can start earning Bilt Points! You can now continue and set up your payment methods.





R274

YOUR COMMUNITY + YOUR REWARDS

A NEW APP EXPERIENCE IS COMING SOON

DISCOVER THE RESIDENT EXPERIENCE APP FEATURING BILT PAYMENTS AND REWARDS

- Pay rent + get rewarded*
- Submit maintenance requests 24/7
- Reserve amenities
- Stay in the know about community events and more!

*Terms and Conditions: biltrewards.com/terms

GREYSTAR™ | EQUAL HOUSING OPPORTUNITY | ♿

Exhibit R

R273

INVOICE

Atherton General Construction Inc.
PO Box 64621
Sunnyvale, CA 94088-4621

athertongeneralhauling@yahoo.com
+1 (650) 208-6543

Bill to
Woodland Park
wpaccountspayable@allresco.c
5 Newell Ct.
East Palo Alto, Ca 94303

Invoice details
Invoice no.: 6025
Terms: Net 30
Invoice date: 12/05/2024
Due date: 01/04/2025

#	Product or service	Description	Qty	Rate	Amount
1.	**Services**	201 E Okeefe- replace downspout- replace approx. 65 lf of aluminum downspouts			$2,600.00

Total	**$2,600.00**
Payment	-$2,600.00
Balance due	**$0.00**

Paid in Full

R274

Precision Heating and Cooling
1769 Hillsdale Ave #24561
San Jose, CA 95154
+1 4086428674
info@pheating.com

INVOICE

BILL TO
Enrique Bedolla
Woodland Park Apartments
45 Newell Rd
East Palo Alto, CA 94303

INVOICE # 6463
DATE 01/30/2025
DUE DATE 02/14/2025
TERMS Net 15

LIC #
1056688

SERVICE
Dryer Vent Cleaning

DATE	ACTIVITY	DESCRIPTION	QTY	RATE	AMOUNT
01/24/2025	**Dryer Vent Cleaning**	201 E Okeefe St. East Palo Alto, CA 94303 Dryer vent cleaning Scope of Work covered: • Exterior/interior cleaning of 4 dryer vent units. •Clean and extract lint of the dryer vent using a reverse blower. • Create constant air flow in each dryer vent, removing the lint buildup • Remove lint from building exterior and walkways •Post cleaning debriefing with Management office and/or Maintenance team.	1	450.00	450.00

We appreciate your business and look forward to serving you again. When you get a moment, please use the link below to to give us a quick review on Google. Your feedback is greatly appreciated!

https://g.page/r/CSBMhi6QBFnEEAg/review

Best Regards,
Precision Heating and Cooling

BALANCE DUE **$450.00**

Past due account will be charged a FINANCE CHARGE at the periodic rate of 1 1⁄2 % per month which is an ANNUAL PERCENTAGE RATE OF 18%.

R275

INVOICE

Atherton General Construction and Hauling Inc.
PO BOX 64261
Sunnyvale, CA 94088

athertongeneralconstructioninc@yahoo.com
+1 (650) 208-6543

Bill to
Woodland Park
wpaccountspayable@allresco.c
5 Newell Ct.
East Palo Alto, Ca 94303

Invoice details
Invoice no.: 6167
Terms: Net 30
Invoice date: 03/06/2025
Due date: 04/05/2025

#	Product or service	Description	Qty	Rate	Amount
1.	**Services**	201 E Okeefe- replace tiles in hallway and infront of unit #104			$450.00

Total **$450.00**

R276

INVOICE

Atherton General Construction Inc.
PO Box 64621
Sunnyvale, CA 94088-4621

athertongeneralhauling@yahoo.com
+1 (650) 208-6543

Bill to
Woodland Park
wpaccountspayable@allresco.c
5 Newell Ct.
East Palo Alto, Ca 94303

Invoice details
Invoice no.: 6068
Terms: Net 30
Invoice date: 01/07/2025
Due date: 02/06/2025

#	Product or service	Description	Qty	Rate	Amount
1.	**Services**	201 E Okeefe #204- repair kitchen base cabinets, paint upper cabinets inside and outside including kitchen ceiling, install new magnets holders, repair bathroom cabinets, prime, prep, and paint. Installed new hinges holders and magnets			$2,200.00

Total	**$2,200.00**
Payment	-$2,200.00
Balance due	**$0.00**

Paid in Full

R277

INVOICE

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PO Box 64621
Sunnyvale, CA 94088-4621

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Woodland Park
wpaccountspayable@allresco.c
5 Newell Ct.
East Palo Alto, Ca 94303

Invoice details
Invoice no.: 6124
Terms: Net 30
Invoice date: 01/07/2025
Due date: 02/06/2025

#	Product or service	Description	Qty	Rate	Amount
1.	**Services**	201 E okeefe #109- seal window in the outside window, seal cracks in the outside prep and prime			$750.00

Total	**$750.00**
Payment	-$750.00
Balance due	**$0.00**

Paid in Full

R278

INVOICE

Atherton General Construction and Hauling Inc.
PO BOX 64261
Sunnyvale, CA 94088

athertongeneralconstructioninc@yahoo.com
+1 (650) 208-6543

Bill to
Woodland Park
wpaccountspayable@allresco.c
5 Newell Ct.
East Palo Alto, Ca 94303

Invoice details
Invoice no.: 6189
Terms: Net 30
Invoice date: 02/27/2025
Due date: 03/29/2025

#	Product or service	Description	Qty	Rate	Amount
1.	**Services**	245 E Okeefe- building clean up 4 bicycles			$60.00
2.	**Services**	3 furnitures			$180.00
3.	**Services**	2 bbq			$40.00
4.	**Services**	2 cy of mix debris			$180.00
			Total		**$460.00**

R279

INVOICE

Atherton General Construction Inc.
PO Box 64621
Sunnyvale, CA 94088-4621

athertongeneralhauling@yahoo.com
+1 (650) 208-6543

Bill to
Woodland Park
wpaccountspayable@allresco.c
5 Newell Ct.
East Palo Alto, Ca 94303

Invoice details
Invoice no.: 6024
Terms: Net 30
Invoice date: 12/02/2024
Due date: 01/01/2025

#	Product or service	Description	Qty	Rate	Amount
1.	**Services**	245 E Okeefe- replace downspout- replace approx. 45 lf of aluminum downspouts, install 2 new scoops 6x8			$1,800.00

Total	**$1,800.00**
Payment	-$1,800.00
Balance due	**$0.00**

Paid in Full

R280

INVOICE

Atherton General Construction and Hauling Inc.
PO BOX 64261
Sunnyvale, CA 94088

athertongeneralconstructioninc@yahoo.com
+1 (650) 208-6543

Bill to
Woodland Park
wpaccountspayable@allresco.c
5 Newell Ct.
East Palo Alto, Ca 94303

Invoice details
Invoice no.: 6166
Terms: Net 30
Invoice date: 02/24/2025
Due date: 03/26/2025

#	Product or service	Description	Qty	Rate	Amount
1.	**Services**	245 E Okeefe- County Requirement - seal holes around the building and parking areas - replaced 6 boards from wood fence - build two wood boxes for power meters and installed 2 new locks - cut and removed tree branck			$1,800.00

Total **$1,800.00**

R281

INVOICE

Atherton General Construction Inc.
PO Box 64621
Sunnyvale, CA 94088-4621

athertongeneralhauling@yahoo.com
+1 (650) 208-6543

Bill to
Woodland Park
wpaccountspayable@allresco.c
5 Newell Ct.
East Palo Alto, Ca 94303

Invoice details
Invoice no.: 6150
Terms: Net 30
Invoice date: 02/13/2025
Due date: 03/15/2025

#	Product or service	Description	Qty	Rate	Amount
1.	**Services**	245 E Okeefe- repair 2 handrails on first and second floor			$450.00

Total **$450.00**

Overdue 03/15/2025

R282

INVOICE

Atherton General Construction and Hauling Inc.
PO BOX 64261
Sunnyvale, CA 94088

athertongeneralconstructioninc@yahoo.com
+1 (650) 208-6543

Bill to
Woodland Park
wpaccountspayable@allresco.c
5 Newell Ct.
East Palo Alto, Ca 94303

Invoice details
Invoice no.: 6169
Terms: Net 30
Invoice date: 03/07/2025
Due date: 04/06/2025

#	Product or service	Description	Qty	Rate	Amount
1.	**Services**	245 E Okeefe #19- repair balcony door and repair tile in kitchen			$850.00

Total **$850.00**

R283

INVOICE

Atherton General Construction and Hauling Inc.
PO BOX 64261
Sunnyvale, CA 94088

athertongeneralconstructioninc@yahoo.com
+1 (650) 208-6543

Bill to
Woodland Park
wpaccountspayable@allresco.c
5 Newell Ct.
East Palo Alto, Ca 94303

Invoice details
Invoice no.: 6194
Terms: Net 30
Invoice date: 02/19/2025
Due date: 03/21/2025

#	Product or service	Description	Qty	Rate	Amount
1.	**Services**	245 E Okeefe #1- repair front door and replaced toilet valve			$475.00

Total **$475.00**

EAST PALO ALTO RENT STABILIZATION MEMORANDUM

DATE: August 26, 2026
APPEAL HEARING DATE: August 26, 2026

TO: Honorable Chair and Members of the Rent Stabilization Board
BY: John D. Le, City Attorney
Natasha Raiburn, Rent Stabilization Program Administrator

SUBJECT: Continued - Appeal Hearing in the Matter of: *Calderon, et al. v. Woodland Park Communities*, Case Nos. 20240022–20240036; 301 East O'Keefe Street, East Palo Alto, CA

RECOMMENDATION:

Staff recommend that the Rent Stabilization Board continue its deliberation on the appeal hearing in the matter of *Calderon, et al. v. Woodland Park Communities.* Case Nos. 20240022-20240036, concerning 301 East O'Keefe Street, East Palo Alto, CA

BACKGROUND:

The appeal was previously agendized for consideration by the Rent Stabilization Board at its August 12, 2026[1] meeting. The Board heard testimony on the matter; however, due to time constraints, there was insufficient time for deliberation. The appeal was therefore continued to the Board's special meeting on August 26, 2026 to allow the Board additional time to deliberate and take action.

SUMMARY

The continued item is being presented to the Board for further deliberation based on the testimony and information received at the August 12, 2026 meeting. No additional hearing of testimony is anticipated unless otherwise determined by the Board. Following deliberation, the Board may take action as appropriate.

[1] Rent Stabilization Board Agenda - August 12, 2026 https://d3n9y02raazwpg.cloudfront.net/cityofepa/0cd857c0-1761-11f1-bb28-005056a89546-bc99fe56-f34d-43eb-9d63-c17baa6b7efb-1786147695.pdf

ATTACHMENTS

1. Staff Report – Appeal Hearing in the Matter of: *Calderon, et al. v. Woodland Park Communities*, Case Nos. 20240022–20240036 - August 12, 2026.
2. Hearing Examiner Decision dated June 9, 2025
3. Landlord's Opening Brief dated April 22, 2026
4. Tenant Tania Raass's Opposition Brief dated May 6, 2026
5. Record

EAST PALO ALTO RENT STABILIZATION STAFF REPORT

DATE: July 31, 2026

APPEAL HEARING DATE: August 12, 2026

TO: Honorable Chair and Members of the Rent Stabilization Board
BY: John D. Le, City Attorney
Michelle D. Magarrell, Deputy City Attorney
Natasha Raiburn, Rent Stabilization Program Administrator

SUBJECT: Appeal Hearing in the Matter of: *Calderon, et al. v. Woodland Park Communities*, Case Nos. 20240022–20240036; 301 East O'Keefe Street, East Palo Alto, CA

OPTIONS:

A. Affirm the Decision of the Hearing Examiner dated June 9, 2025.

B. Reverse the Decision of the Hearing Examiner dated June 9, 2025.

C. Remand the matter to the Hearing Examiner for further proceedings.

D. Modify the Decision of the Hearing Examiner dated June 9, 2025.

PARTIES

Appeal Filed by:	Property Owner/ Landlord
Tenants:	Rafaela Hernandez (Unit 1) Jorge Rodriguez (Unit 2) Silivelio and Falakika Sili (Unit 4) Fredricko Vargas and Yesenia Berber (Unit 5) Tomasi Pelesikto and Malia Pelesikti (Unit 6) Soane Kefeloa (Unit 9) Leonor Camarena and Family (Unit 10) Maggie Pende (Unit 11) Gabriel Diaz and Alejandra Gonzalez (Unit 12)

Tania Raass (Unit 14)
Juana Serrate and Hilario Arias (Unit 15)
Nubia Alvarado and Family (Unit 16)
Maria Mondragon and Family (Unit 18)
Isela Garcia (Unit 20)
Francisco Menera and Raquel Rodriguez (Unit 21)

Property Owner / Landlord: Victor Tsang (current)

SUMMARY

The issue before the Board of the Rent Stabilization Program ("Program") is whether the Hearing Examiner erred or abused his discretion under the City's Rent Stabilization Ordinance ("Rent Ordinance"), its accompanying Regulations, and applicable law in awarding rent rebates and reductions for the common-area conditions and in determining the amounts, effective dates, and duration of those rebates and reductions.

The individual tenants commenced their tenancy at 301 East O'Keefe Street, East Palo Alto, California, 94303 ("Property") in the following years: Rafaela Hernandez (Unit 1; 2010); Jorge Rodriguez (Unit 2; 2000); Silivelio and Falakika Sili (Unit 4; 2009); Fredricko Vargas and Yesenia Berber (Unit 5; 2005); Tomasi Pelesikto and Malia Pelesikti (Unit 6; 1993); Soane Kefeloa (Unit 9; 2024); Leonor Camarena and Family (Unit 10; 2014); Maggie Pende (Unit 11; 2015); Gabriel Diaz and Alejandra Gonzalez (Unit 12; 2002); Tania Raass (Unit 14; 2008); Juana Serrate and Hilario Arias (Unit 15; 2024); Nubia Alvarado and Family (Unit 16; 2015); Maria Mondragon and Family (Unit 18; 2011); Isela Garcia (Unit 20; 2022); and Francisco Menera and Raquel Rodriguez (Unit 21; 2014).

Tenants filed their Individual Rent Adjustment Petitions ("Petitions") with the Program on September 18, 2024, seeking rent reductions and rebates based on habitability problems, failure to provide maintenance and services, and reductions in maintenance and services.[1] The Program consolidated the petitions and bifurcated the issues into common area issues and individual unit issues, with common area issues to be heard and decided first. The common area issues are the subject of this appeal. The Petitions set forth the following common area issues[2]:

1. Defective elevator.
2. Defective walking surfaces.
3. Leaking water pipes, flooding, and accumulated debris in the parking area.
4. Defects in the concrete parking driveway.
5. Defective motorized gate.

[1] *See gen*., Tenant Petitions.
[2] Decision, pg. 4, lines 12-20.

6. Malfunctioning stairway lighting.
7. Defective gutter.
8. Broken doorframe.
9. Failure to maintain the exterior building paint.

A hearing was held on February 26, 2025.[3] Some tenants appeared at the hearing along with their representatives James Huynh from the Regional Tenant Organizing Network and Laura Vasquez from the East O'Keefe Tenant Association. Aura Andrade (Community Manager), Andrea Bumagat (Compliance Manager) and Enrique Bedolla (Maintenance Supervisor) appeared on behalf of Landlord.

The Hearing Examiner issued a decision on June 9, 2025 ("Decision"), finding that Tenants established reductions in housing services and/or habitability violations based on an intermittently malfunctioning elevator, leaking pipes and flooding in the parking area, and a malfunctioning motorized gate. The Decision awarded: (1) a 15% rent rebate for petitioning Tenants residing on the third level and a 7% rent rebate for petitioning Tenants residing on the second level for the elevator condition from January 2023 through February 26, 2025; (2) a 4% rent rebate for leaking pipes and flooding in the parking area from January 2023 through February 26, 2025; and (3) a 3% rent rebate for the motorized gate condition from January 2023 through January 1, 2025. The Decision also ordered continuing rent reductions for the elevator and leaking-pipe conditions until corrected. The Decision denied relief for the remaining common-area conditions.

Landlord timely appealed the Decision, challenging the findings supporting the rent rebates and continuing reductions, the commencement and duration of the awards, the amounts and scope of the reductions, the relief awarded to individual petitioners, and the requirements imposed to establish correction of the continuing conditions.

PROCEDURAL HISTORY

A. Application

This matter arises from fifteen consolidated petitions filed by over two dozen tenants residing in fifteen rental units at 301 East O'Keefe Street, East Palo Alto, California, 94303 ("Property"), against Woodland Park Communities ("Landlord").

Tenants filed their Individual Rent Adjustment Petitions ("Petitions") with the Program on September 18, 2024, seeking rent reductions and rebates based on habitability problems, failure to provide maintenance and services, reductions in maintenance and services, and code violations. The Program consolidated the petitions and bifurcated the issues into common area issues and individual unit issues, with common area issues to be heard

[3] Decision, pg. 2, lines 22-23.

and decided first. Taken together, the Petitions set forth the following common area issues:[4]

1. Defective elevator.
2. Defective walking surfaces
3. Leaking water pipes, flooding, and accumulated debris in the parking area
4. Defects in the concrete parking driveway
5. Defective motorized gate
6. Malfunctioning stairway lighting
7. Defective gutter
8. Broken doorframe
9. Failure to maintain the exterior building paint.

B. Hearing

A hearing on the Petitions was conducted on February 26, 2025. Some Tenants attended and provided testimony. Tenants were represented by James Huynh from the Regional Tenant Organizing Network and Laura Vasquez from the East O'Keefe Tenant Association. Respondent was represented by Aura Andrade (Community Manager), Andrea Bumagat (Compliance Manager), and Enrique Bedolla (Maintenance Supervisor).

The Hearing Examiner issued a post-hearing order on April 3, 2025, to allow for the submission of additional evidence.[5] Thereafter, both parties submitted additional documents, and the hearing record was declared closed as of April 21, 2025.[6]

C. Hearing Examiner Decision

On June 9, 2025, the Hearing Examiner issued his written Decision. The Hearing Examiner found that Tenants proved that the Property's elevator had not functioned reliably from January 2023 through the hearing date and that the recurring breakdowns substantially affected Tenants, particularly those residing on the third level. The Decision awarded a 15% rent rebate to petitioning Tenants residing on the third level and a 7% rent rebate to petitioning Tenants residing on the second level from January 2023 through February 26, 2025, with the same percentage reductions continuing until the elevator condition is corrected. The Hearing Examiner also found recurring leaking pipes and flooding in the parking area and awarded all listed petitioning Tenants a 4% rent rebate from January 2023 through February 26, 2025. The Decision continued a 4% reduction for the leaking-pipe condition until corrected. Finally, the Decision awarded a 3% rent rebate for the malfunctioning motorized gate from January 2023 through January 1, 2025. The Decision found that the flooding-control and gate-repair efforts had become effective

[4] Decision, pg. 4, lines 12-20.
[5] *See gen*., Post Hearing Order dated April 3, 2025; Decision, pg. 3, lines 15-19.
[6] Decision, pg. 3, lines 15-19.

and therefore did not order continuing reductions for those conditions. The Hearing Examiner denied relief for the asserted defects involving walking surfaces, the concrete parking driveway, stairway lighting, a gutter, a doorframe, and the exterior building paint.

D. Appeal of the Hearing Examiner's Decision

On June 27, 2025, Landlord filed a timely Notice of Appeal challenging the Hearing Examiner's findings, the retrospective rebates, the continuing rent reductions, and the conditions imposed to establish correction.

On March 11, 2026, the Program requested the Board set a hearing and briefing schedule, and the Board determined to conduct this appeal on the record.[7]

Landlord filed its Opening Brief on April 22, 2026, arguing that: (1) the record shows Landlord timely addressed reported elevator, plumbing, and gate problems; (2) the record does not support a finding that Landlord had notice of the conditions beginning in January 2023; (3) rebates and reductions may apply only while a housing-service reduction exists and the continuing reductions are unsupported; (4) no reduction may be awarded for minor or de minimis conditions; (5) petitioners may receive relief only for issues and rebates requested in their individual Petitions; (6) the Hearing Examiner lacked authority to require contractor certifications as a condition of restoring rent; (7) no rebate may be awarded for periods before or after a petitioner's tenancy; and (8) petitioners who did not appear or present evidence failed to carry their burden of proof. Landlord requests reversal of the rebates and continuing reductions.

Tenant Tania Raass filed an Opposition Brief on May 6, 2026, arguing that substantial evidence, including consistent tenant testimony, photographs, third-party inspection materials, and Landlord's records, supports the Decision. Raass contends that the conditions were recurring and were not promptly or effectively corrected; Landlord had actual, verbal, and constructive notice; Regulation Section 1500(E)(2)(d)(iii) authorizes continuing reductions for conditions existing at the hearing; the sustained conditions were not de minimis; every petitioner submitted an addendum raising the common-area issues; the certification provisions establish proof of correction rather than compel specific performance; the Decision does not award rebates outside an actual tenancy; and personal appearance by every petitioner was not required to prove building-wide common-area claims. Raass requests that the Decision be affirmed.

STANDARD OF REVIEW

Under Chapter 14.04 of City's Rent Stabilization and Just Cause Eviction Ordinance ("Rent Ordinance") and its corresponding Regulations, a tenant may, in relevant part, petition the City's Board for a reduction of rent resulting from: (i) failure to comply with the

[7] *See* Regulation, § 1500(G)(2)(h).

"warranty of habitability" set forth in California Civil Code section 1941.1[8]; (ii) failure to maintain the premises in a habitable condition consistent with building or housing codes[9]; and (iii) for decrease in housing services or failure to provide adequate maintenance without a corresponding reduction in rent[10]. Under each of the foregoing grounds, a petitioner must evidence the grounds for a rent reduction by a preponderance of the evidence.[11]

On appeal, an appellant must establish there was either an error or abuse of discretion on the part of the Hearing Examiner.[12] "Error" nor "abuse of discretion" are defined in the Rent Ordinance nor its corresponding Regulations. Accordingly, the Board has interpreted "abuse of discretion" to mean and refer to the standard of review established by the state law applicable to judicial review of administrative decisions like the present one—California Code of Civil Procedure section 1094.5.

Under Section 1094.5, an abuse of discretion is found if: (i) the Hearing Examiner did not proceed in the manner required by law; (b) the decision is not supported by the findings; and (c) where the findings are not supported by substantial evidence.[13] Where it is claimed that findings are not supported by the evidence, abuse of discretion is established only if the findings are not supported by substantial evidence in the light of the whole record.[14]

The Board's *scope* of review on appeal is as follows:

> "The Board may conduct a new (de novo) hearing or may act on the basis of the record submitted to the Hearing Examiner. Unless the Board determines that a de novo hearing is required, the Board's decision will be based exclusively on the record before the Hearing Examiner. If the Board does not grant a de novo hearing, the parties shall be instructed that their discussions or comments at the Board hearing may not include factual matters or evidence that were not presented to the Hearing Examiner or officially noticed. Parties may discuss or comment upon the legal matters in question and any other pertinent issues raised by the appeal. The Board shall disregard any discussion or comment regarding factual matters that were not in the record before the Hearing Examiner or officially noticed."[15]

[8] Regulation, § 1500(E)(1)(a).
[9] Rent Ordinance, § 14.04.130(A); Regulation, § 1500(E)(1)(b).
[10] Rent Ordinance, § 14.04.130(B); Regulation, § 1500(E)(1)(c).
[11] Rent Ordinance, § 14.04.140(E); Regulation §1500(E)(2)(c).
[12] Regulation ,§ 1500(G)(2)(b).
[13] Code of Civ. Proc. §1094.5(b).
[14] Code of Civ. Proc. §1094.5(c).
[15] Regulation, § 1500(G)(2)(h).

During its March 11, 2026 meeting, the Board determined to conduct this appeal on the record submitted by to the Hearing Examiner.

Lastly, on appeal, the Board may affirm, reverse, remand or modify the Decision of the Hearing Examiner. The Board's decision to affirm, reverse, or modify the Decision of the Hearing Examiner shall be supported by written findings of fact and conclusions of law.[16]

QUESTION TO BE DETERMINED

In light of the appeal, the Board must determine the following:

1. Whether the Hearing Examiner erred or abused his discretion in awarding rent rebates and reductions for the common-area conditions (the elevator, leaking pipes and flooding in the parking area, and the motorized gate).

2. Whether the Hearing Examiner erred or abused his discretion in determining the amounts, effective dates, and duration of the rent rebates and reductions.

DISCUSSION / ANALYSIS

Under Regulation section 1500(E)(3), reductions in rent shall reflect the loss in rental value attributable to the failures providing the grounds for a reduction in rent under the Regulation 1500(E)(1) which are listed in the preceding section above and include: (i) failure to comply with the "warranty of habitability" set forth in California Civil Code section 1941.1;[17] (ii) failure to maintain the premises in a habitable condition consistent with building or housing codes[18]; and (iii) for decrease in housing services or failure to provide adequate maintenance without a corresponding reduction in rent.[19]

"Factors that may be considered in setting the amount of the reduction in Rent include the extent to which the failure affects the tenant(s), the relative significance of the failure in relation to the safety, health, convenience, and comfort of the tenant(s), the extent to which the tenant relied on the fact that the condition would be adequately maintained, the extent to which the use and enjoyment of the unit is affected, and other factors that are reasonably deemed to be relevant."[20] Regulation Section 1500(E)(2)(d) authorizes a refund equivalent to a rent reduction for past failures and a continuing rent reduction for a failure that remains in effect at the time of the original hearing.

[16] Regulation, § 1500(G)(2)(j).
[17] Regulation, § 1500(E)(1)(a).
[18] Rent Ordinance, § 14.04.130(A); Regulation, § 1500(E)(1)(b).
[19] Rent Ordinance, § 14.04.130(B); Regulation, § 1500(E)(1)(c).
[20] Regulation, § 1500(E)(3).

A. Sufficiency of the Evidence Concerning the Sustained Common-Area Conditions

Landlord argues that its work orders and maintenance records demonstrate that reported elevator, plumbing, and gate problems were promptly investigated and corrected. It contends that intermittent or promptly corrected conditions do not support the rebates awarded. Raass responds that the Hearing Examiner considered Landlord's records but credited consistent tenant testimony, photographs, inspection materials, and portions of Landlord's own records showing that the conditions repeatedly recurred. The Decision found that individual repairs did not provide predictably reliable elevator service or promptly and effectively cure the recurring leaking-pipe, flooding, and gate conditions.

The Board must determine whether those findings are supported by substantial evidence in light of the whole record.

B. Notice and Commencement Dates

The Rent Ordinance and Regulation Section 1500(E)(2)(a) require reasonable notice, which may be verbal, written, or constructive, and a reasonable opportunity to correct the condition. Landlord argues that the record establishes notice no earlier than the tenants' written communications in July 2024 and that the Decision did not identify evidence supporting January 2023 commencement dates. Raass relies on testimony concerning repeated verbal complaints, the observable nature of the common-area conditions, security personnel's reporting responsibilities, and Landlord's elevator-service records. The Decision found that the elevator contractor's service records documented Landlord's awareness during 2023 and 2024 and that Landlord had actual or constructive notice of the recurring parking-area conditions.

The Board must determine whether the findings adequately support the commencement date selected for each award.

C. Retrospective and Continuing Reductions

Regulation Section 1500(E)(2)(d)(ii) permits a refund equivalent to a rent reduction for past failures. Section 1500(E)(2)(d)(iii) permits a continuing reduction where the failure remains in effect at the hearing and provides that the reduction continues until correction. Landlord maintains that the relevant conditions were repaired and that the Decision imposed reductions for periods when no service loss existed. Raass responds that the Hearing Examiner found the elevator and leaking-pipe conditions continued through the hearing. The Decision ended the gate rebate on January 1, 2025 and did not continue the flooding-related reduction, based on findings that recent repair efforts for those conditions had become effective. It continued the elevator

reductions at 15% and 7%, depending on floor, and continued a 4% reduction for leaking pipes.

D. Amount of the Rent Reductions

Landlord argues that the conditions were minor, affected tenants differently, and did not reduce rental value by the percentages awarded. Raass responds that the Hearing Examiner reasonably assessed the recurring nature of the conditions and their effects on safety, convenience, comfort, and use and enjoyment. The Decision differentiated the elevator award by floor, assigning a 15% reduction to third-level units and a 7% reduction to second-level units. It assigned 4% to the combined leaking-pipe and flooding conditions retrospectively and 3% to the gate condition.

The Board must determine whether the findings and evidence support these percentages as reasonable approximations of the loss in rental value attributable to the established conditions.

E. Scope of the Petitions and Notice of Requested Relief

Regulation Section 1500(E)(3) requires reductions to be based on issues presented in the petition, and Regulation Section 1500(A)(13)(a) limits the hearing to the issues raised in the petition. Landlord argues that most petitioners did not request rebates for the three sustained conditions on the individual petition forms. Raass responds that every petitioner submitted an addendum raising all common-area issues and that Landlord received notice and defended those claims at the consolidated hearing. Determining this issue requires review of each Petition and its attachments in the hearing record.

F. Requirements for Establishing Correction

The Decision provides that the continuing elevator and leaking-pipe reductions will end after Landlord submits certifications from licensed contractors not previously employed by Landlord. The certifications must state that long-term repairs have been completed and that the conditions are not expected to recur for twelve months. Landlord characterizes these requirements as unauthorized specific performance and argues that contractors may be unwilling or unable to certify future performance. Raass responds that the requirements do not compel repairs but establish the evidence necessary to demonstrate correction of recurring conditions.

The Hearing Examiner's authority is not limited to awarding rent reductions. Regulation Section 1500(A)(19)(b) authorizes a Hearing Examiner to make "appropriate orders for compliance or other appropriate relief" when a landlord has violated the Ordinance or Regulations. Regulation Section 1500(A)(20) also expressly contemplates decisions ordering a party to make repairs and places the burden on

that party to demonstrate compliance by a preponderance of the evidence. These provisions provide authority to order corrective action and establish reasonable requirements for demonstrating compliance.

That authority operates together with Regulation Section 1500(E)(4), which establishes the procedure for restoring rent after correction. The Regulations do not expressly authorize or prohibit requiring a previously unused contractor or a certification predicting twelve months of future performance.

The Board must therefore determine whether the certification provisions constitute appropriate compliance requirements within the Hearing Examiner's authority or impose additional prerequisites inconsistent with the regulatory restoration procedure.

G. Periods of Actual Tenancy

Landlord argues that the Decision awards rebates to certain petitioners for periods before their tenancies began or after they ended. Raass responds that the Decision does not award a rebate for any period in which the petitioner did not occupy the unit and that the reduction attaches to the unit during the tenancy. The Award applies to the listed petitioning Tenants who occupied units when the Petitions were filed, but Appendix A states condition-wide date ranges without expressly limiting the calculation for each petitioner to that petitioner's period of occupancy. The Board may determine whether clarification is necessary.

H. Petitioners Who Did Not Personally Appear

Landlord argues that Rafaela Hernandez and Jorge Rodriguez did not appear or present evidence and therefore failed to carry their burden of proof. Raass responds that the Regulations do not require every petitioner to appear personally and that common-area claims may be established through the consolidated evidentiary record.

The Board must determine whether the evidence admitted at the consolidated hearing was sufficient to satisfy the burden of proof as to the building-wide services affecting the listed petitioning units.

STAFF NOTES

Staff does not recommend a disposition of the appeal. The following items identify matters the Board may wish to address expressly in its ruling and in the resolution prepared after the Board determines the appeal:

A. Loss in Rental Value

If the Board affirms the percentage reductions, the resolution should expressly find that the percentages reasonably reflect the loss in rental value attributable to the established

reductions in housing services under Regulation Section 1500(E)(3), considering the nature, duration, and recurring frequency of the conditions; their effects on safety, health, convenience, comfort, and use and enjoyment; the common-area nature of the affected services; and, for the elevator, the greater effect on third-level Tenants than on second-level Tenants.

B. Internal Drafting Language and Commencement Dates

Page 24 of the Decision contains an unremoved internal drafting instruction in the discussion of notice and rebate commencement dates: "???look at these again and add a Finding and Conclusion on this issue." If the Board affirms the January 2023 commencement dates, the resolution should independently identify the findings and record evidence supporting those dates.

C. Continuing 4% Leaking-Pipe Reduction

The Decision assigned a combined 4% retrospective reduction to leaking pipes and flooding but continued the full 4% reduction for leaking pipes alone after finding that flooding-control efforts had become effective. If the Board affirms that continuing reduction, the resolution should explain why the 4% reduction reasonably reflects the loss in rental value attributable to the continuing leaking-pipe condition independently of the flooding condition.

D. Actual Tenancy Periods

Appendix A provides condition-wide rebate periods, while the Award does not expressly state that each petitioner's calculation is limited to the period of that petitioner's actual tenancy. The Board may wish to clarify that no petitioner is entitled to a rebate for a period before the petitioner's tenancy began or after it ended.

E. Scope of Individual Petitions

The parties dispute whether each petitioner raised the sustained common-area issues. Before the Board resolves this argument, each Petition and its attachments should be reviewed to determine whether it incorporated the common-area addendum identified in the Opposition Brief.

F. Restoration Procedure

The Regulations authorize a Hearing Examiner to issue appropriate compliance orders but do not expressly authorize or prohibit the certification requirements imposed here. The Board should clarify whether those requirements are within the Hearing Examiner's authority or impose additional prerequisites inconsistent with Regulation Section 1500(E)(4).

G. Identification of the Responsible Landlord Entity

The Decision identifies the former owner as Woodland Park, LLC. Landlord's Opening Brief states that the former owner was Woodland Park Property Owner, LLC and characterizes the Decision's identification as erroneous. The correct legal entity should be confirmed before the Board's resolution is prepared.

City records identify Victor Tsang as the current owner of the Property. The administrative record and party filings previously identify Woodland Park Communities and Woodland Park Property Owner, LLC as ownership entities.

CONCLUSION

After considering the administrative record, the Decision, the parties' briefs and arguments, and the applicable Rent Ordinance and Regulations, the Board may affirm, reverse, remand, or modify the Decision of the Hearing Examiner dated June 9, 2025. Staff does not recommend a particular disposition.

ATTACHMENTS

1. Hearing Examiner Decision dated June 9, 2025
2. Landlord's Opening Brief dated April 22, 2026
3. Tenant Tania Raass's Opposition Brief dated May 6, 2026
4. Record

City of East Palo Alto
Rent Stabilization Program
Office of the City Manager
2415 University Avenue, 2nd Floor
East Palo Alto, CA 94303
Tel: 650-853-3114 Fax: 650-853-3115
Email: rentprogram@cityofepa.org

RENT STABILIZATION BOARD APPEAL HEARING
CASE NUMBER(S): 20240022-20240036
Woodland Park Communities v. Josefina Calderon, et al.

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8. HEARING RECORDING
    a. **Woodland Park Communities v. Josefina Calderon, et al. (301 E. O'Keefe Consolidated Common Area Hearing February 26, 2025)**

       https://us06web.zoom.us/clips/share/hmNKjaEKSN6Glfc5VS-NEw

RENT STABILIZATION BOARD

CITY OF EAST PALO ALTO

HEARING EXAMINER DECISION

JOSEPHINA CALDERON, ET AL, Tenant-Petitioners, vs. WOODLAND PARK COMMUNITIES, Landlord-Respondent.	Consolidated Petitions Numbers 2024007 - 20240036 Subject Rental Property and Units: 201, 245, 301 East Okeefe Consolidated **DECISION FOR COMMON AREA ISSUES AT 301 EAST OKEEFE STREET**

I.

STATEMENT OF THE CASE AND PROCEDURAL HISTORY

a) On September 18, 2024, a group of Tenants, hereafter "Tenants," filed Tenant Petitions Numbers 2024007 through 20240036 with attachments. These Petitions were filed pursuant to the provisions of the City of East Palo Alto, hereafter "City," Rental Stabilization and Just Cause for Eviction Ordinance of 2010, and the Regulations associated with that Ordinance, hereafter jointly referenced as the "RSO." The Petitions applied to various rental units in buildings located at 201, 245 and 301 East Okeefe Street, in the City East Palo Alto, CA 94303, hereafter "Rental Properties." The Petitions asserted the presence of conditions on the Rental Properties that constituted a breach of the implied warranty of habitability, a decrease in housing services and/or a deterioration of the Rental Properties.

b) The Petitions named Woodland Park Communities as the Respondent owner of the Rental Properties. The legal name of the owner was subsequently identified as Woodland Park,

LLC. Greystar was subsequently identified as the owner's property management agent for the Rental Properties. Both parties are jointly identified herein as the "Landlord."

c) The petitions subject to this Decision were subsequently served on the Landlord and consolidated for Hearing and for Decision, pursuant to Section 1500.A.11.

d) As per the January 22,2025 Notice served on the parties in the consolidated cases, a Pre-Hearing Meeting was held on January 28, 2025. The Meeting participants were: Representative for the Tenant Petitioners, James Huynh from the Regional Tenant Organizing Network; Attorney Cori Calfee, appearing on behalf of the Landlord; Martin Eichner and Michael Roush, the Hearing Examiners assigned to hold the Hearings and issue the Decisions for these consolidated cases; Natasha Raiburn, East Palo Alto Rent Stabilization Program Administrator; and Spanish-English interpreters Melisa Rybaltowski and Laura Eloina. Other interested parties attended the Meeting as non-speaking participants through the Zoom Webinar format. At this meeting, the process that would be applied to the various evidentiary Hearings for these Petitions was described. Scheduling dates for the Hearings and for Pre-Hearing disclosures were also established.

e) Hearing Examiner Eichner issued a Pre-Hearing Summary and Order on January 31, 2025. Pursuant to that Summary and Order, initial hearing dates were set to determine the common area issues in each of the three Rental Property Buildings. The Hearing for the 301 East Okeefe building common area issues was set for February 26, 2025 at 10 a.m. to be conducted by Hearing Examiner Eichner. The Pre-Hearing Order and Summary also set dates for the parties to submit Pre-Hearing witness lists and documentary evidence relevant to these common area Hearings.

f) The evidentiary Hearing for the common area issues at 301 E. Okeefe, hereafter "Rental Property," was held on February 26, 2025 by Hearing Examiner Martin Eichner. Tenants from 301 E. Okeefe attended the Hearing and participated as witnesses. Other Tenants attended the Hearing in person and introduced themselves. The Hearing was also available for simultaneous viewing on the Zoom platform. The Tenants were represented by James Huynh, from the Regional Tenant Organizing Network, and Laura Vasquez from the East Okeefe Tenant Association. The Landlord

was represented at the Hearing by Aura Andrade, Community Manager, Andrea Boulepark, Compliance Manager, and Enrique Bedollah, Maintenance Manager. The City was represented at the Hearing by Rent Stabilization Program Administrator Natasha Raiburn. Simultaneous Spanish translation was provided by Jorge Andres. The above-named parties participated in person, but the Hearing was available for viewing, and was recorded, on the Zoom Platform.

g) The witness oath was administered to all persons who were present as potential witnesses and the interpreter oath was administered to Jorge Andres.

h) At the start of the Hearing, Hearing Examiner Eichner again explained the process and rules of evidence that apply in this administrative Hearing. He emphasized that regardless of whether he was asking questions, it remained the responsibility of the parties to present their own cases and offer their evidence in support.

i) At the Hearing, various documents identified and marked as Exhibits. The evidentiary portion of the Hearing was completed on February 26, 2025, except that certain relevant documents were identified that had not yet been submitted as exhibits.

j) A Post-Hearing Order was issued on April 3, 2025 to address the unavailable documents and other submissions necessary to close the Hearing Record.

k) Thereafter, the parties did submit additional documents pursuant to the Post-Hearing Order, as noted in the below Exhibit List. The Hearing Record was declared to be closed as of April 21, 2025.

II.

ISSUES TO BE DETERMINED IN THIS HEARING

A. As identified at the Pre-Hearing, the issues to be determined relevant to the common areas at the 301 E. Okeefe Street Rental Property, hereafter "Rental Property," are:

i. Whether conditions in the Rental Property, have constituted a breach of the implied warranty of habitability.

ii. Whether there has been a decrease in housing services at the Rental Property,

iii. Whether there has been a deterioration of the Rental Property.[1]

B. The overall analysis that will be applied to these contentions addresses the following questions:

i. Was it proven that there was a condition within the scope of one or more of the RSO violations listed above, and if so, how long did it exist and how did it affect the Tenant or Tenants?

ii. Was the Landlord aware of the condition directly or indirectly, or should the Landlord have been aware of it?

iii. After becoming aware of the condition, did the Landlord take timely and effective action to remedy it?

C. The specific conditions subject to this analysis are:

1. A defective elevator;
2. Defective walking surfaces;
3. Leaking water pipes, and flooding as well as accumulated debris in the parking area;
4. Defects in the concrete parking driveway;
5. Defective motorized gate;
6. Malfunctioning stairway lighting;
7. Defective gutter;
8. Broken doorframe;
9. Failure to maintain the exterior building paint.

[1] For purposes of greater clarity in this Decision, this description has been shortened to "**a decrease in housing services and/or a violation of applicable habitability requirements**."

III.

EXHIBIT LIST

As was indicated to the parties, the fact that a document was marked as an Exhibit does not necessarily mean that document will be relevant to this Decision. Those documents found to be relevant are identified in this Decision.

The specific number given a document at the Hearing may have been re-numbered in this Decision.

Hearing Examiner Exhibits

HE Ex. 1 – Spreadsheet developed by City staff to summarize the content of the Petitions.

HE Ex. 2 – January 31, 2025 Pre-Hearing Summary and Order

HE Ex. 3 – April 3, 2025 Post-Hearing Order

Tenant Exhibits

T Ex. 1 – Petition filed by Leonor Camarena

T Ex. 2 – Petition filed by Maggie Pande

T Ex. 3 – Petition filed by Maria de Los Angeles

T Ex. 4 – Petition filed by Michele Rodriguez

T Ex. 5 – July 17, 2024 Demand letter, correspondence and disclosure and media links[2]

T Ex. 6 – video and photographic evidence relevant to the elevator

T Ex. 7 – video and photographic evidence relevant to the water leak in the parking structure

T Ex. 8 – video and photographic evidence relevant to the defects and hazards in the walking areas

T Ex. 9 – photographic evidence relevant to the flooding in the back parking area

T Ex. 10 – photographic and email evidence relevant to the stairway lighting

T Ex. 11 – photographic evidence relevant to the defects in the concrete driveway

T Ex. 12 – photographic evidence relevant to a defective door and doorframe

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[2] Admitted to document the history of organizing and notice to the Landlord about the existence of conditions at issue in this Hearing. The Hearing Examiner indicated that he would not consider any content in these documents that consisted of negotiation settlement communications.

T Ex. 13 – photographic evidence relevant to a defective gutter

T Ex. 14 – photographic evidence, email and invoice relevant to the defective motorized gate

T Ex. 15 – Tenant speakers' list

Received Post-Hearing[3]

T Ex. 16 – Additional photos showing damage to Maggie Pande vehicle from the motorized gate; presence of pump in area of flooding located near gate and parking area

T Ex. 17 – July 2024 Email and subsequent exchanges with the Landlord, including photos and videos of elevator, damaged stairs and walkway, flooding, leaks and other conditions also documented in prior Tenant exhibits

Landlord Exhibits

LL Ex. 1 – Detailed documents responsive to the individual petition filed by Tenant Leonor Camarena, Unit 10 at 301 E. Okeefe

LL Ex. 2 – Detailed documents responsive to the individual petition filed by Tenant Maggie Pende, Unit 11 at 301 E. Okeefe

LL Ex. 3 – Detailed documents responsive to the individual petition filed by Tenant Maria de Los Angeles, Unit 18 at 301 E. Okeefe

LL Ex. 4 – Detailed documents responsive to the individual petition filed by Tenant Juan and Racquel Rodriguez, Unit 21 at 301 E. Okeefe

LL Ex. 5 – Detailed documents responsive to the individual petition filed by Tenant Tania Raass, Unit 14 at 301 E. Okeefe

Received Post-Hearing

LL Ex. 6 [LL Submission U] – July 31, 2024- February 7, 2025 Correspondence exchanged between Landlord and the Tenants' Association

LL Ex. 7 – [LL Submission V] -Instructions for new additional maintenance request System "BILT" System that went online in December 2024

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[3] Some documents may have also been submitted previously.

LL Ex. 8 – [LL Submission W] – Landlord work orders; invoices and other evidence of repairs performed by various contractors at the Rental Property

LL Ex. 9 – [LL Submission X]- October 25, 2024 - November 21, 2024 email correspondence, between Landlord and Steven Low, San Mateo County Environmental Health[4]

IV.

SUMMARY OF TESTIMONY[5]

General Facts – based on testimony from the Landlord witnesses

The name of the legal owner of the Rental Property is Woodland Park, LLC. There are a total of 20 rental units on this 301 E. Okeefe Rental Property. The buildings were constructed in the 1980s. Greystar Properties is the property manager for this Rental Property. The three Landlord representatives participating in this Hearing are employees of Greystar. The asset manager for the owner is Clarice Chan.

Opening Statement on behalf of the Tenants

There is a history of more than nine years of issues in the common areas that have not been addressed. At this Hearing, the Tenants will address the specific conditions listed above and many other issues due to the poor conditions at this Rental Property.

For many years, the management has not dealt with our complaints and our concerns, to the point that we began to believe we had no right to raise these issues that have been present for many years. As a result, we formed a tenant organization for these buildings in July 2024. We presented a petition and a legal demand letter on behalf of a majority of the families in our buildings, describing many of these common area issues, as well as other issues that are present in many of our individual units.

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[4] This correspondence references attached inspection reports, but those reports do not appear to have been included despite being covered in the Post-Hearing Order, HE Ex. 3.

[5] to improve clarity, the order of testimony and specific language during the Hearing may have been revised. It is also noted that the camera used for the Hearing was not directed at the witnesses, so it was more difficult to accurately identify the names of the witnesses as they presented their testimony and verbal statements.

We received an answer from management on July 31, 2024 recognizing our association and acknowledging receipt of our lawsuit demand letter. Management shared with us that there were no open work orders for the unresolved issues. We were told there were work orders for individual units at the 301 Building, which were in the process of being resolved.

Even though there has been some maintenance performed, we see that many conditions remain, even though management claims work orders have been addressed, and even though we have witnessed management making repairs, particularly in anticipation of this Hearing. These maintenance repairs have not always been competently performed. These recent management efforts don't make up for the years of neglect. We hope this Hearing can end management's pattern of negligence so that we live in our units in a healthy way. Thank you.

SPECIFIC CONDITIONS TO BE DETERMINED

The Elevator

On behalf of the Tenants

Maria De Los Angeles

She and her family have been living in unit 18 since approximately 2011. There is one bedroom in the unit.[6] There are a total of five people living there.

She didn't experience many problems when she first moved into her unit on the third floor. The problems started in 2017. She remembers it was 2017 because it was shortly after she became pregnant. As a result of her pregnancy, she was not supposed to use stairways. The elevator has been in very poor condition since then. She has submitted recent photos showing the problems with the elevator.

In her building, the first level is for parking, and there is also a lobby and two units. There are approximately 8 units located on the second level and 8 on the third level, with stairs between each level. There is only one elevator. It faces the street.

The elevator has continually been "paralyzed." She would call the office to report the elevator not working. Management would fix the elevator, and it would work for a few days or a

5. All of the rental units are one-bedroom units.

couple of weeks and then break down again. To make a complaint about the elevator not working, they called the phone number given to them, 650-662-0000[7]. Sometimes, she would go to the Landlord's local office on the corner of East Okeefe and O'Connor. The staff in that office accept their rent payments and also "take their complaints."

Before 2024, these were the only options to make a complaint. There was no specific form to be filled out; they just reported the problem and trusted that the person would take care of her complaint.

The elevator breakdowns are still continuing through the present. For example, based on her notes for October 2024, there was an incident when she called a courier service to pick up a large package she sent every Saturday to her country of origin. She realized the elevator was not working on October 7 or October 9, 2024. This box was too large to carry down the stairway. It took management three weeks to repair the elevator so that the courier could pick up the box.

The elevator has not been functioning to reach her unit on the third floor this week. Even today when she returned from shopping at Costco with her groceries the elevator was not working.

She can tell when the elevator is not working. She will enter the elevator on the first floor, push the number for her floor, but the elevator stops before it reaches her floor and the door won't open. She has to go back down to the second floor and walk up to her floor. Right now, it has been a week that the elevator has been broken.

She needed stomach surgery in 2024. She was forced to walk up the stairs after the surgery because the elevator wasn't working. On some occasions, her family was not there at the unit to help up move items up to her unit.

On average, the elevator has been broken 2 or 3 times a month since 2024.

Management has known for years about the elevator not working, because management has sent repair technicians to fix it multiple times. She assumes these technicians report the

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[7] The recording is unclear as to this phone number.

problems to management. She always called management to notify them when she realized the elevator was not working. Sometimes when she was returning from work, she would stop at the office. The office staff always tells her that a technician would be sent to fix the elevator. She doesn't remember the names of any of the people she spoke with at the office. She was late to work "a few times" because the elevator was broken, including last Monday. She suffered a lot in the past from the broken elevator when she was pregnant and again when she had a C-Section on September 24, 2018 and also when she had stomach surgery on November 7, 2024.

One of her neighbors, Gabriel in Unit 12, needs the elevator because he uses a wheelchair. She saw him not being able to use the elevator, until one of his family arrives to carry him up or down the stairs. This neighbor also has missed medical appointments because the elevator was broken. Gabriel's son has missed school because he had to come to help carry his father. She took the video of herself being trapped in the elevator. That video has been submitted as an exhibit.

Maggie Pande

She has lived in Unit 11 on the third floor since 2015 with her son and her daughter.

She is a caregiver. On one occasion in 2024, she took her client to the building to go up to her unit to use the bathroom. They became stuck in the elevator. She pushed the button to ring the alarm, which opened the elevator door. She didn't report this incident at the time, but she told management about this incident when the Tenants Association met with the Landlord. Since this incident, she takes the stairs to avoid the elevator.

In general, the elevator works off and on. It's unpredictable. This has been true since 2015. She can tell when it is not working because "the light" will not be working. She doesn't remember an "out of order" sign being posted on the elevator.

Leonor Camarena

She is one of the representatives of the Tenant Organization.

On one occasion they were holding an event to celebrate 2024 Christmas Eve. Ms. De Los Angeles had prepared food so they needed to go to the third floor to bring it down. The elevator wasn't working and there was no sign on the door. She asked the other tenants if

they had reported this problem. They replied that they had reported it, but that it always takes a long time for someone to arrive at the Rental Property to make repairs.

There is another tenant, who lives in Unit 15, Guana Serate, who was unable to come today. She helped Guana write an email stating that she missed a day of work due to the elevator not working. That email was submitted as an exhibit.

James Huynh

In Maggie's case, when she tried to push the emergency button at the time of the incident she described, the emergency button didn't work. When the elevator is stuck, this emergency bell doesn't ring or tell anyone that a person is stuck. Fortunately, no one has been trapped inside the elevator for very long.

Tania Raass

She has lived at this Rental Property for 17 years in unit 14 on the third level. There are 28 steps going up to the third level.

Her unit is next to the elevator, so she can hear when someone presses the emergency button. This occurs many times, approximately once a month.

On one occasion, someone living on the third floor died. "They" had to enter the unit to remove the body. Then they had to carry the body down the stairs because the elevator was not working. This occurred last year, although she doesn't remember the month.

In her own experience, the elevator doesn't work "lots of times." Sometimes, it breaks down less than a month after it is repaired.

She has called the office to report that the elevator was broken. Every time she calls, the office staff answers that the repair techs will be called. She has personally gone to the office to tell the staff about the elevator being broken. She doesn't recall the names of the persons she spoke with, but they gave her the same answer, that the repairmen will be called.

On two occasions, the fire department has come to open the elevator door. The fire department personnel were there on that day when the dead body had to be carried down the steps.

Raquel Rodriguez

She has been a Tenant on this Rental Property for 10 years in unit 21.

She wants to know how the Landlord knows that the elevator has actually been repaired by their contractor.

On behalf of the Landlord

Andrea Boulepark

She is the Compliance Manager.

Woodland Park became responsible for this Rental Property in January 2018. They don't know the name of the prior owner.

Regarding the Christmas event, they have a record of a call received about the elevator. They have a record of the resulting immediate response to that call. They have submitted their records for these calls.

Their system for receiving calls for repairs and complaints is as follows:

They have three different offices. One of these offices is close to the East Okeefe property in the Euclid area. It is managed by a Resident Relations team. Tenants can come to that local office to pay rent and for other services including making repair requests or complaints and loading their cards for the washing machines.

They also have a phone number that can be called, 650-566-2000.

They have a security team that responds to calls made after hours using this same phone number. Calls are recorded and there are records of calls made.

They also have an online portal as another option; it records the work orders they have. If there is an issue for the property in general, the issue is recorded for the property as a whole. If the contact is on behalf of an individual tenant, each tenant has their own work order file.

Enrique Bedollah

He is the Maintenance Manager.

They post notices when an elevator is not working. In October and November, the elevator was taken offline because they were going through a state inspection after there was "a state demand." They posted notices during this time. The state signed off on November 20, 2024 to allow the elevator to be returned to service.

Bleyle Elevators is the contractor they have used to make repairs during this time period. They have records of the service calls and invoices for work performed. This company also performs a monthly preventative maintenance.

They have invoices for the work performed by this contractor since 2021. Their contractor contacts them by email to give them the details of work they performed plus other issue such as the need to delay or order parts.

Walking Surfaces in the Common Areas

Leonor Camarena

She lives in Unit 10. She has been there for more than 10 years.

The corridors on the second and third floors, where her apartment is located, have many cracks in the walking surfaces. Her photos show the many cracks in the hallways on the second floor and third floor.

They reported these conditions on July 27, 2024 as part of their submission to the Landlord at that time. The cracks have been present in these areas for 3-4 years, getting worse over time.

She sent an email to the Landlord about this condition in July 2024. She also called the office at least once using the phone number provided by the Landlord, but doesn't remember the exact date that she called. Her call was approximately a year ago.

They have made many additional complaints in the last 4-5 months since July 2024.

Currently, the cracks are there every 2-3 meters. You can see cracks in the wood and the raw surface of the woods. This condition is still present as of today.

She has not tripped or fallen, but her neighbor Nubia who lives in Unit 16 on the third floor, tripped and fell on one of the cracks as she was leaving her apartment. She helped Nubia send an email to complain about the walkway after she fell on September 5, 2024. That email has been submitted as an exhibit. She is not aware of anyone else who has fallen due to the condition of the walkways.

There is a large crack in front of the door of unit 12; when you stepped there it felt like the flooring was going to collapse. This crack was fixed approximately two months ago. None of the other cracks have been fixed.

As you go up the stairs near the elevator, there are two steps with broken plastic edges which could cause someone to slip and fall.

Tania Raass

When a person exits the elevator at the third floor, the walkway is soft and "soggy." A small part of this area was fixed somewhat, with new plywood, two months ago. The Landlord contractors spent about a week fixing this area. None of the other areas have been fixed. When it rains, they must walk on the side of the corridor for the entire floor near her unit because the center is soggy. This condition has existed for 3-4 years.

She has not fallen.

She reported this condition by calling the local office when it was raining in March or April 2024. The answer she would always receive prior to two months ago, was that they were going to send someone to fix it.

Raquel Rodriguez

Her unit is on the third floor, in the back corner. The material on the stairways and on the corridors is different. One evening in November 2024 when she was coming home from work, she stumbled over a crack in this area, although she kept herself from actually falling.

She complained about this condition to someone in the maintenance staff who was at her unit to make another repair. The condition was not repaired, it is still the same today.

On Behalf of the Landlord

Enrique Bedollah

Their contractor repaired a condition on the walkway.

The county performs a yearly inspection of the Rental Property. There was no citation or notice from the County about the walkways.

They were cited by the County for other conditions such as a smashed gutter.

The County person, Steven Lowe, told him that he, Steven, spoke directly with some of the tenants.

Andrea Boulepark

They are aware of the tenant who fell. The condition that caused the fall has been addressed, as is documented in their repair records. These records are either generated from their own

team or from an independent contractor. Enrique conducts a final inspection after a contractor has made repairs.

Regarding the recent photos of walkways included in T Ex. 11, "cracked and shaky stairs in the lobby and second floor cracked and unfinished stairs," these photos look like they depict the 3rd level. They repaired an extensive area on the third level. When they participated in the County inspection in January, there were no citations regarding the walkways.

They are not notified in advance when the County intends to conduct an inspection. They do receive the resulting reports after the inspections.

Leonor Camarena, Maggie Pande, James Huynh and Tania Raass

When these County inspections occur, the tenants have not been notified so that they can also participate. They have not seen the County Inspectors on the Rental Property.

There have been complaints made to the County, including through its online portal for environmental health and to the City Code Enforcement, but they have not been notified about when the inspections are going to occur and have not been given the resulting reports even after requesting them. They have the case numbers for the complaints submitted to the County in October. The records they have received have been confusing and difficult to understand.

Tenants have seen Steven Lowe walking around the property, but Maggie is the only one who was contacted. Enrique did come inside her apartment with Steven from Code Enforcement to look at mold in the bathroom.

CONDITIONS RELATED TO THE PARKING AREA INCLUDING FLOODING, LEAKING PIPES, A HOLE IN THE ROOF

Leaks and Flooding

Raquel Rodriguez

The leaks have been occurring for more than 5 years. The Landlord has tried to fix the problem by sealing the leak 5 or 6 times, but the problem continues. She is worried about damage to her car mirror, and also worried that the building itself could be affected. She and her husband must clean the white stains from the leak off the mirror or else have the car detailed. The paint on her prior car was also damaged. The leaks continue through every

season, regardless of whether it is raining. There is a photo and a video included in T Ex. 9. This problem is more visible in the video. Despite the notation that it was "repaired," that condition is continuing through today.

She reports this problem every month when she goes to the Landlord's local office to pay her rent. She also called the maintenance telephone number when the condition has become worse. She first began to make these reports in 2018 or 2019. She is only describing the leak in her area of the Rental Property. There are leaks in other parts of the parking areas.

The parking area shown in the exhibits has flooded every year during rainy season. Sometimes, the flood water is not removed for 2-3 weeks until some of the tenants make complaints, after which the Landlord has the water removed. Their photos show areas that flood in both the front and back areas every rainy season.

When the flooding is bad, they have to drive their cars on the side of the driveway to avoid having their cars sink into the flooded area.

There is also a bad smell when these areas are flooded.

When she or her husband go to the office to pay their monthly rent, they always report this condition.

One time, she received an email telling her the leak had been fixed, but it started again the next morning. This email is in their submitted exhibits. There is also a hole with a bump in the front driveway which hits the bottom of their car even when the driveway is not flooded. They fixed the crack shown in one of the photos, but it has subsequently reopened. One day when she wasn't being careful, she scrapped the front of her car due to this hole, although she didn't incur any repair costs for this damage.

Leonor Camarena

She lives in Unit 10, which is also her parking lot number. The photos submitted show two different leaks. She reported one of the leaks after a lot of water came through the broken pipe on the same day it happened. The Landlord did send repair staff to fix this leak the same day. But the overall condition of leaking pipes in various parts of the parking area has been occurring over a long period, as much as 10 years. They also must drive carefully through the entrance area, steering sideways, to avoid hitting the bump that Raquel Rodriguez mentioned.

When the flooding occurs during the rainy season they must walk through the water to get to their cars, getting their shoes wet. The flood water lasts until it eventually drains or just evaporates, sometimes after a few days and sometimes after more than a week.

Her husband gets his shoes wet on his way to get the car to go to work, so he is the one who complains to the staff at both of the Landlord's offices. The flooding doesn't prevent them from driving their car out of the parking area. This condition has existed for 4-5 years.

Leonor Camarena and James Huynh

Another Tenant who filed a Petition B has submitted evidence that shows the same conditions that were mentioned by Raquel Rodriguez, but there is another photo which shows a different hole in the driveway entrance.

The Landlord's work orders show leaks noted near parking stalls 7, 12, and 21. This condition was noted in the first letter sent to the Landlord when the Tenant Organization formed.

Gabriel's video is one of the exhibits, their number 24.

On Behalf of the Landlord

Andrea Boulepark

They have submitted all the work orders for the repairs they completed. They repaired the condition noted by Raquel Rodriguez the same day and made another repair for a leak noted on November 11 the same day. Unfortunately, the building was constructed during the 70s and 80s.

Enrique Bedollah

There are three storm drains. The drain in the front gets clogged with debris in the winter. There is a pump which pumps the rain water into the street. When it gets clogged, they or a plumber remove the pump to unclog it. There is additional preventative maintenance twice a year which includes snaking out the line. This work is documented in the invoices they submitted.

When they know there will be rain, their security staff notifies them if there has been a leak or flooding. There is also a maintenance contractor that reports any problems to them, also documented in their records they submitted.

Regarding the photos in T Exs. 30 and 31 showing pooled water that remains for several weeks, they have set up additional pumps inside the existing pumps to remove accumulated rainwater.

Regarding leaks, some are caused by a problem with a pipe and some originate in a unit, for example one Tenant had an condition inside her unit that resulted in an overflow leak.

Since the units are above the parking areas, they sometimes need to open walls to access the pipes or to access other conditions causing the leaks.

Further Input on Behalf of the Tenants

Leonor Camarena

There have been incidents of flooding in the last couple of weeks where they observed the pumps working, but they never saw any pumps being employed inside the existing pumps before the last couple of weeks.

Tania Raass

She has been living at the Rental Property for a long time. The Landlord did not take any action to address the flooding and leaking before they filed their Petitions. Her best estimate is that this condition existed for four year prior to the date the petitions were filed.

Raquel Rodriguez

She received an email from the Landlord stating that the leaking condition about which she complained had been repaired, but the leak continued after that, as is shown by the video she submitted.

Further by the Landlord Witnesses

When they recently inspected the area described by Raquel, the report they received indicated that no leaks were found, but there is a new open work order as of yesterday.

THE MOTORIZED GATE

On Behalf of the Tenants

Maggie Pande, Leonor Camarena and Raquel Rodriguez

Maggie suffered her own damage leading to an insurance claim due to the malfunctioning of the same gate. This gate functioned well until 2023. But then the problems started.

In October 2023, her son was driving through the gate with her daughter, but it closed too quickly and damaged the rear-view mirror on her car. They called the security service immediately. The security staff responded but told them there was nothing security could do. They went to the local office the next day, to report the damage. Local staff told them to contact their insurance company.

The photos in the exhibits show damage suffered on April 30, 2024 by Gabriel Diaz, the Tenant in Unit 12. He stated that the damage occurred due to the same gate malfunction. He provided proof of the damage he suffered, which was submitted to the Landlord.

This problem recurred over a period of approximately six months. During this period, the gate was left open when it was not working properly. Raquel notified the local office when she went to pay her rent at least twice during this time period.

Leonor felt that the gate wasn't working for approximately two years. They became accustomed to the gate being left open when it was broken. Her husband also complained to the local office more than once. The office staff always answers that the gate will be repaired. Sometimes they just become frustrated and stop making complaints.

Their photos document that the gate remains broken for long periods of time. When the Landlord fixes the gate, it works for a few days but is then "down" for a period of 1-2 months. The gate has been working better for the last 1-2 months.

James Huynh

When the gate was left open, it created a security concern because the entire property could be accessed by anyone entering through the gate.

ON BEHALF OF THE LANDLORD

Enrique Bedollah

This gate is a swing gate, not a gate that retracts. The gate is left open when it is broken to avoid trapping cars in the parking lot. Their repairs efforts are documented in the invoices they are submitting.

The gate is left open for the Recology collection of trash bins almost every day for certain pre-set hours.

Andrea Boulepark

They have reports in their files for the two incidents where tenants suffered damage to their cars. They have no evidence to support a conclusion that the gate caused these two incidents. Their records reflect the action they took to secure a response from their vendors when the gate was broken. They can't track the dates that the Tenants claim the gate remained unrepaired because the Tenant testimony is vague on the dates.

STAIRWAY PROBLEMS INCLUDING LIGHTING

By Tania Raass and James Huynh

She called the office to complain about this condition in August 2024 on numerous occasions, and then decided to take photos in October 2024. She read the stairway complaint to the Landlord group. Her email to the Landlord is one of the exhibits.

There is a stairway in the front, near the lobby, on the inside of the building. There are 28 steps. The lack of light on this stairway in the front of the building, creates a significant security concern, made worse when the elevator is not working. It is particularly bad for her because she works a night shift and uses the stairs when it is dark, which is even worse when it is windy or raining.

There is an outside stairway in the back of the building which does not have a lighting problem.

When they had their last Landlord meeting in January 2024, the lighting was fixed the next day. This condition has remained repaired since then.

She is not aware of anyone who has fallen or been injured due to the stairway condition.

ON BEHALF OF THE LANDLORD

Andrea Boulepark

There was no current work order for the stairway lighting at the time Ms. Tania spoke to their group, but the light was fixed the next day after that meeting. If a tenant accesses his or her account through their online portal, they can see the status of their various contacts concerning repairs.

Tania's email, dated November 9, 2024, used their general email address; resident relations has a different email address.

In response to a question about how they have been informing the tenants about the availability of the online portal, the answer is that they have a community engagement team that posts information on common areas and has not begun "blast" emails.

Dislocated Gutter

Maggie Pande and James Huynh

She has submitted Exhibit 37 which shows the gutter in question. It is located on the first floor near unit 9 and unit 10. Its defective condition results in water dripping onto the walkway. It has been in this condition since she moved into this Rental Property.

There is no evidence of any complaint made to the Landlord about this condition, but it should be apparent to the Landlord staff and the government inspectors when they conduct inspections. In a letter from Landlord Representative Michael Cramer, sent after their first meeting, he promised he would conduct a full inspection of all the common areas in October 2024.

This gutter has remained in the same condition as of this Hearing. The hotos taken on October 31, 2024 and February 20, 2025 show that the condition remains.

On Behalf of the Landlord

Enrique Bedollah

They conducted gutter and downspout cleaning at the end of the year, which also includes checking their alignment. They found several conditions that needed repairs. They were cited by the County for other gutter conditions but not the one identified here.

He checked this area on Monday and did not see any gutter issue in this area of the property.

Damaged Door Frame

Leonor Camarena and James Huynh

Tenant "Exhibit 35"[8] was taken on October 26, 2024 but it was not submitted until February 2025. This door depicted in the photo is on the second floor near the elevator, leading to one

[8] Part of T Ex. 12 in the Hearing Record

of the passageways. This condition lasted for 2-4 months. It was recently repaired about two weeks ago.

The condition of the door could have injured a person's fingers or head while opening it. She doesn't know of anyone who was actually injured.

She did not complain about the condition of this door in the letters and emails they sent to the Landlord while meeting with them. They forgot to mention this condition or submit the photo. Sometimes they lose track of all the problems.

This condition should have been visible to anyone inspecting the property.

On Behalf of the Landlord

Andrea Boulepark

Their records show the door was repaired, but they have no record of receiving a complaint prior to this repair being made.

General Maintenance

By James Huynh

Their photos show the failure to maintain the exterior paint and other overall appearance of the property gives an impression of deterioration. Maintaining the appearance of the property is a housing service.

Andrea Boulepark

This is an aesthetic problem not a habitability violation.

CLOSING STATEMENT ON BEHALF OF THE TENANTS

Maggie Pande

These conditions of neglect in the common areas have existed for the nine years that the property has been owned by Sandhill Properties.

Based on the evidence of this pattern of neglect, there should be an overall rent reduction of 15% for all petitioning households. There should also be a "rent credit" for the months of August 2024 through January 2025. During this time, the Landlord was assuring them that all issues had been resolved while they experienced that these conditions remained, causing significant stress to them and their families. For example, complaints about leaks in the parking area have been raised several times in meetings with the property owner.

V.

ANALYSIS OF KEY ISSUES

A. The tenants established the existence of the following conditions that constituted a decrease in housing services and/or a violation of applicable habitability requirements:

1. The intermittent breakdowns of the elevator in the building;
2. The leaks, flooding, and related defects in the building parking area, including the malfunctioning gate;

B. The Landlord was aware of each of the continuing existence of these conditions or should have been aware of them.

The Tenant witnesses described various occasions when they complained about these conditions to the Landlord, primarily by lodging verbal complaints with the staff at the Landlord's local office near the Rental Property, when they paid their monthly rent. They also verbally complained by calling the Landlord telephone number given to them to request repairs.

However, even if the Tenants had not complained, the Landlord should have independently been aware these conditions needed attention.

Several of these conditions were long-standing and obvious. They should have been discovered by the Landlord during periodic inspections.

Most of the conditions, such as the broken elevator and flooded parking area should have been obvious to anyone present at the Rental Property, including the Landlord's security service contractor personnel who were regularly present there.

The Landlord has asserted that its work order records and other similar records document that these conditions had been inspected and repaired.

However, regardless of the state of Landlord knowledge prior to July 2024, the Tenants, through the Tenant Association, submitted written complaints to the Landlord in July 2024, documented with photographs and videos. The continued existence of these conditions was subsequently described and documented by the Tenants and the Tenant Organization during the meeting process that began in July 2024. These actions clearly placed the Landlord on notice that the Tenants were asserting the ongoing presence of these conditions.

For some conditions, such as the broken elevator, the frequent onsite repair activities of the Landlord's elevator repair contractor also provided notice to the Landlord that these conditions were ongoing and were not being effectively addressed. According to the Landlord testimony, the security staff notified the office staff when there was flooding from rain.

In assessing the response of the Landlord to repair concerns raised by the Tenants, it is noted in the below Findings and Conclusions that several of the conditions at issue in this case were repaired by the Landlord very close to the time period of the February 26, Hearing.

C. It has been difficult to determine the beginning dates for the rent rebates ordered herein.

The Tenants testified that conditions found to warrant a rent rebate have existed for many years. For example, there was testimony that the elevator has malfunctioned since 2017. The Landlord has generally responded that its work order records don't reflect the existence of tenant complaints over this period of many years.

The challenge in determining an appropriate date for the elevator rebate and other rebates is the lack of written records. The Tenants testified that they made their complaints about various conditions verbally at the local officer or over the phone, so there are no clear records establishing Landlord awareness of the conditions found to justify a rebate. The Landlord's internal work order records do not appear to accurately reflect the very credible Tenant testimony about multiple verbal complaints to the Landlord's local office or telephone service.???look at these again and add a Finding and Conclusion on this issue

In order to justify the relevant Findings and Conclusions, and to balance the conflicting testimony, conservative rebate starting dates in 2023 or 2024 have been selected.

VI.

FINDINGS OF FACT BASED ON THE HEARING RECORD INCLUDING WITNESS TESTIMONY FOUND TO BE CREDIBLE

General, Procedural History, Jurisdictional

1. In September 2024, a number of Petitions were filed by tenants residing in Rental Units on the Rental Properties, located at 201 E. Okeefe, 245 E. Okeefe and 301 E. Okeefe, hereafter

"Rental Properties," in the City of East Palo Alto, hereafter "City." The Petitions were filed pursuant to the provisions of the City's Rental Stabilization and Just Cause for Eviction Ordinance of 2010, Title 14, Chapter 14.04 of the City's Ordinance Codes, hereafter referenced as the "RSO," and Chapter 1500 of the Regulations associated with that Ordinance, hereafter "Regulations."

2. The Petitions were filed pursuant to the Petition B provisions of the RSO and Regulations. These Petitions permit a tenant to assert that conditions in a rental unit subject to the RSO evidenced a breach of the implied warranty of habitability, a decrease in housing services and/or a deterioration of the rental property, hereafter referenced as "Habitability Violations" and "Service Reduction" conditions.
3. The Petitions filed by the Tenants subject to this Decision named Woodland Park Communities as the Respondent owner of the Rental Properties. The legal name of the owner of the Rental Property was subsequently identified as Woodland Park, LLC. Greystar Property Management was subsequently identified as the owner's property management agent for the Rental Properties. Both parties are jointly responsible for the conditions at issue in this Decision. These Landlord parties have been responsible for the Rental Property since 2018, which is the time period relevant to the Award herein. Both parties are jointly identified herein as the "Landlord."
4. The Petitions were subsequently served on the Landlord and consolidated for Hearing and for Decision based on the City's assessment that all the petitioning Tenants subject to this Decision lived in the same "building," and that there were conditions and issues common to all the relevant Petitions. The Landlord and Tenants did not object to the consolidation.
5. As part of the subsequent pre-hearing proceedings, the Rental Property common area issues raised in the consolidated Petitions for the Rental Property at 301 E. Okeefe were severed from the remaining cases and set for Hearing on February 26, 2025. This Decision is being issued by Hearing Examiner Martin Eichner to determine these common area issues at 301 E. Okeefe.

6. There are a total of 20 rental units on the 301 E. Okeefe Rental Property. All the units are one-bedroom units. The building containing the rental units on this Rental Property was constructed in the 1980s or earlier.
7. The Landlord did not object to applying the RSO jurisdiction to this proceeding.

General Findings Applicable to the Common Area Conditions

8. Prior to July 2024, the Tenants understood that the process for requesting a repair or complaining about a condition on the Rental Property was to verbally submit that concern to the Landlord staff working at an office close to the Rental Property, typically at the same time they went to this office to pay their monthly rent. There was also a telephone number for the Tenants to use as an alternative communication channel with the Landlord. There was no written complaint form supplied to tenants to register their requests.
9. At some point in 2024, a group of Tenants at the three Rental Property buildings located at 201, 245 and 301 E. Okeefe in the City, formed a Tenant Organization to address their concerns about conditions at these Rental Properties.
10. In a letter to the Tenant Organization dated July 31, 2024, the Landlord described the communication options available to tenants at the Rental Property. The letter states,

> There are many ways for a resident to report an issue. The resident can log on to the resident portal, they can call 650-566-2000, or they can come to a Management Office at 5 Newell Court or 2043 Euclid Ave.

This letter includes an online portal as one option but does not provide details or instructions for accessing that portal.

11. In a December 2024 communication, the Landlord described an online service portal called Bilt as an alternative method to raise a concern. There is no evidence of any notice about the Bilt portal prior to December 2024. [LL Ex. 7].
12. The Tenant Organization began to communicate with the Landlord on behalf of the Tenants, starting with a July 17, 2024 "Demand Letter." [T Ex. 5]. There were subsequent exchanges between the Landlord and the Tenant Organization, including photos and videos submitted by the Tenant Organization depicting conditions about which the Tenants were concerned. There were also meetings between the Landlord representatives and the Tenant Organization to discuss resolution of the concerns raised by the Tenant

Organization. [T Ex. 5, T Ex.17, LL Ex. 6]. Witness James Huynh from the Regional Tenant Organizing Network acted as one of the representatives for the Tenant Organization during these interactions.

13. The Rental Property is subject to periodic unannounced inspections conducted by the San Mateo Environmental Health Department.

Specific Common Area Conditions to be Addressed

The Building Elevator

14. The Rental Property building at 301 E. Okeefe has three levels. The street level primarily consists of a parking garage area. The second and third levels contain most of the 20 Rental Units. There is one elevator providing access to the second and third levels for tenants and visitors. Alternatively, there is an outside stairway providing tenant and visitor access to the second and third levels. There are 38 stairway steps to the third level.
15. The Tenant witnesses described a history of intermittent elevator breakdowns. These breakdowns would be followed by repairs made by the Landlord elevator repair contractor after a complaint was made to the Landlord. After these repairs were completed, the elevator would function for time periods of various lengths and then break down again.
16. Witness Maria de los Angeles has been living in unit 18 on the third level since approximately 2011. She described the elevator becoming intermittently "paralyzed" since approximately 2017. She found it difficult to use the stairway due to her pregnancy complications in the 2017 time period. This Tenant suffered additional stress when forced to use the stairway instead of the elevator on later occasions when she was experiencing medical issues.
17. She described calling the Landlord service phone number to make complaints about the condition of the elevator and also making complaints to the nearby Landlord office staff. She understood these two options were the way to raise a repair issue with the Landlord.
18. According to this Tenant, the Landlord contractor would fix the elevator. It would then work for a few days or a couple of weeks and then break down again.
19. According to this Tenant, the elevator continues to break down, through the current time period, including the week of this Hearing. She estimates that the break downs have

occurred 2 – 3 times a month in the last year. This witness submitted a video made on February 19, 2025 when the elevator broke down while she was inside it. [Included in T Ex. 6].

20. Tenant Maggie Pande has lived on the third level since 2015. She described an incident in 2024 where a disabled caregiver client needed access to her unit to use the bathroom. When they tried to use the elevator to reach her unit, the elevator broke down. This witness also testified that the unpredictable intermittent elevator breakdowns have continued through the present. Due to its unreliability, Ms. Pande has stopped using the elevator.
21. Tenant Tania Raass lives on the third level near the elevator location. She hears the elevator emergency button being pressed approximately once a month. She described two occasions when the fire department was called to open the elevator door. On one of these occasions, a tenant died in his rental unit. The body of the deceased tenant had to be carried down the stairs by the responding service providers because of the elevator was not working.
22. Leonor Camarena has been a Tenant in Unit 10 for more than ten years. She described a 2024 Christmas Eve party that was held at the Rental Property. On this occasion, the elevator broke down, forcing the participants to carry the party food down the stairs from the third level.
23. The Landlord employed Bleyle Elevator as its repair contractor for 2023 and 2024. The service records and invoices from this contractor were submitted by the Landlord as part of LL Ex. 8. These records document 11 services calls from January 2023 through March 4, 2025. Six of these services calls were listed as "trouble calls."
24. According to the Landlord Maintenance Manager, the elevator was offline for approximately one month in the October-November 2024 time period due to a "State Inspection." One of the Bleyle invoices, dated November 20, 2024 references a "Load Test" which appears to be related to the State Inspection.

COMMON AREA WALKWAYS AND STAIRS

25. Leonor Camarena described multiple cracks that have existed for the last 3-4 years in the walking corridors on the second and third levels of the building. These cracks are approximately 2-3 meters apart. A photo showing this condition is included in T Ex. 8. This witness stated that she has not fallen as a result of tripping on these cracks, but that her neighbor in Unit 12 did fall once. The crack causing her neighbor to fall was repaired by the Landlord. None of the other cracks have been repaired.
26. Tenant Tania Raass stated that the walkway near the third level elevator has been "soggy" for 3-4 years. Due to this soggy condition, she and others must walk on the side of the walkway. She testified that she called the Landlord's office to complain about this condition during a period of rain in March or April 2024. She acknowledged that a small part of the walkway was fixed two months prior to the Hearing but asserted that none of the other defects have been repaired.
27. Tenant Raquel Rodriguez lives in a unit on the third level. She testified that a crack in the walkway caused her to stumble, although she did not fall to the floor. She stated that this crack remains in the walkway, unrepaired.
28. Tenant Leonor Camarena also described cracks and chips on two stairs near the Rental Property elevator. She submitted a photo of these stairs as part of T Ex. 8.
29. The condition of the walkways was described in the July 17, 2024 Demand Letter sent to the Landlord. [Included in T Ex.5]. This condition, with the photo attached, was described again in subsequent negotiations between the Tenant Organization and the Landlord.
30. According to the testimony of Landlord Maintenance Manager Enrique Bedollah and Compliance Manager Andrea Boulepark, extensive repairs have been made to the walkways. A January 22, 2025 receipt from Innovative General Engineering included in LL Ex. 8 appears to include walkway repairs made a month before the Hearing. The Landlord witnesses asserted it has not been cited for this condition during the periodic San Mateo County inspections.

CONDITIONS RELATED TO THE PARKING AREA INCLUDING FLOODING, LEAKING PIPES

31. According to Tenant Raquel Rodriguez, there have been year-round water leaks in the pipes located in the parking area. This condition has occurred for more than five years. She is forced to remove stains from the leaks on the side view mirror of her vehicle. The leaking pipes are depicted in T Ex. 7. She acknowledges that the Landlord has tried to fix these leaks by sealing the pipes, but she asserts the leaks eventually return, including the repaired leak that the Landlord witnesses described in their testimony.
32. Ms. Rodriguez testified that the front and back parking areas flood every year during rainy season. These flooded areas sometimes remain, and producing bad odors, for 2-3 weeks until the Landlord takes action to remove the flood water. Examples of this condition are included in T Exs. 9 and 16. When the flooding becomes significant, she must drive her vehicle around the flooded area. This condition has not been permanently repaired.
33. There is also a hole and a bump in the front driveway that scraps the bottom of her car. This condition, depicted in T Ex. 11, was repaired but then the hole reopened.
34. Ms. Rodriguez testified that she or her husband have verbally complained about these conditions since 2018 or 2019. They make these complaints when they pay their monthly rent bill at the Landlord's local office.
35. Leonor Camarena testified the water leaks from various pipes in the parking area have occurred for many years. One such leak was repaired by the Landlord after she reported it to the Landlord staff.
36. She also described being forced to drive carefully through the area to avoid the rain water flooding and a hole in the driveway. She described her shoes becoming wet when walking through the area. She stated that the flood waters sometimes remain a few days and sometimes remain more than week.
37. These conditions, with attached photographic evidence, were described in the initial Demand Letter to the Landlord representatives. [T Ex. 5]. These conditions were mentioned again in the Tenant Organization's subsequent exchange of letters with the Landlord, and during the negotiations. Tenant Tania Raass testified that the Landlord made no effort to repair these conditions until after the Petitions in this case were filed.

38. The Tenant witnesses acknowledged the Landlord installed effectively functioning pumps to remove flood waters, but they note this action was only taken approximately two weeks before the Hearing.
39. According to Landlord witness Andrea Boulepark, their records show two leaks being repaired, including the one leak reported by Raquel Rodriguez that was repaired the same day it was reported. Their staff face challenges when repairing the pipe leaks due to the age of the building and the need to reach the plumbing inside the building walls.
40. Landlord Witness Bedollah indicated that the outside storm drains become clogged with debris during rainy season. Their security staff is directed to notify them when there is a leak or flooding in the parking area. There is a pump installed to direct rainwater into the street. This pump can become clogged, at which point their plumber, or their own staff, are instructed to remove the clogs. They have more recently installed additional pumps inside the existing pumps to remove the accumulated rainwater in the parking area more quickly.
41. The initial conditions identified during the Hearing process also included an assertion of "accumulated debris" in the parking area. Apart from the conditions in this area already discussed above, there was no additional evidence presented at the Hearing to document the presence of accumulated debris.

BROKEN MOTORIZED GATE

42. There is a motorized gate that opens and closes access to the parking area.
43. According to the Tenant witnesses, the gate began to malfunction in 2023. Tenant Maggie Pende described an incident where the gate closed as her son was driving through it, damaging a rear-view mirror on her car, as depicted in T Ex. 16. Ms. Pende reported this incident to the Landlord security staff and the local office staff.
44. Raquel Rodriguez testified that the gate malfunctioned over a period of approximately six months. Leonor Camarena stated that the gate has not functioned properly for approximately two years. The Tenant witnesses stated that the gate was left open when it was not working properly, thereby creating a safety issue.

45. The Tenant witnesses acknowledged that the Landlord would have the gate repaired, but stated it would stop working again, and remain broken for as long as 1-2 months. This gate has been working better for the 1-2 months prior to the Hearing.
46. Maintenance Manager Enrique Bedollah testified that the gate must be left for the Recology Company to collect trash and other refuse. The gate is also left open when it is broken to avoid trapping cars in the parking area. Andrea Boulepark testified that the company repair records show that the gate was repaired.
47. The repair and service invoices submitted by the Landlord in LL Ex. 8 do not include any documentation of repairs to the motorized gate.

DEFECTIVE STAIRWAY LIGHTING

48. Tenant Tania Raass described the lack of adequate lighting on the stairway in the front of the building. She has no choice but to use this stairway when the elevator is not functioning. The lack of lighting created a security concern for her, since she works a night shift. She testified that she complained to the Landlord local office staff in 2024. She described this condition in an email to the Landlord sent in November 2024. This condition is depicted in a photo included in T Ex. 10.
49. According to Ms. Rouse, this condition was fixed after she complained about this condition during a meeting with the Landlord representatives in January 2025.
50. Landlord witness Andrea Boulepark denied that the Landlord was aware of this condition until the January 2025 negotiation meeting. She stated that the condition was repaired the next day. Ms. Boulepark further explained that Ms. Rouse sent her November 2024 email to the wrong email address.

DISLOCATED GUTTER, DAMAGED DOOR FRAME, GENERAL EXTERIOR APPEARANCE

51. Tenant witnesses Maggie Pande and James Huyn described a dislocated rain gutter on the first level near units 9 and 10. They stated that rain water drips on the nearby walkway because of the condition of this gutter. They further stated that this gutter has remained unrepaired through the date of the Hearing, despite the Landlord's promise to conduct a full inspection in October 2024. Photographs depicting this condition are included in in T Ex. 13.

52. There is no evidence that Ms. Pande or any other Tenant made an individual complaint about this gutter to the Landlord.
53. Landlord witness Enrique Bedollah testified that his staff conducted gutter and downspout cleaning at the end of the year. This activity included checking their alignment. They found several conditions that needed repairs, but not the gutter condition raised in this Hearing. The property was cited by the County for other gutter conditions but not the one identified here.
54. He checked this first level area on Monday where this specific gutter is located. He did not see any issue with it.
55. Tenant witnesses Leonor Camarena and James Huynh described a damaged door frame leading to a passageway on the second level near the elevator. A photo of this condition is contained in T Ex. 12. This condition lasted for 2-4 months but was then repaired. There is no evidence in the Hearing Record of any tenant complaint about this condition prior to February 2025. There is no evidence that any tenant was injured or otherwise seriously impacted by this condition during the 2-4 months it existed.
56. Landlord witness Andrea Boulepark testified that their records show the door was repaired without any prior complaint from a tenant.
57. Tenant witness James Huynh testified that the poor condition of the building's exterior paint and other similar maintenance failures created an overall impression of a Rental Property in deteriorating condition.
58. There is no evidence of any complaint made to the Landlord about the overall appearance of the Rental Property. The Hearing Record does not contain photographic or video evidence accurately depicting the overall appearance of the Rental Property. There was no testimony presented by an Tenant to document that the overall exterior appearance of the Rental Property negatively impacted his or her use of the Rental Property.
59. Landlord witness Andrea Boulepark asserted that this condition was only an aesthetic concern, outside the scope of the Landlord's Housing Services or Habitability responsibilities.

VI.

CONCLUSIONS OF LAW BASED ON THE FINDINGS OF FACT

JURISDICTION

A. The Tenants are within the RSO Section 14.04.040 definition of "tenant" covered by the RSO Ordinance. The Landlord is within the "landlord" definition set forth in RSO Section 14.04.040. At the times relevant to this Decision, the Rental Units were not excluded from RSO coverage pursuant to RSO Section 14.04.050.

B. Based on the above Conclusions, it is held that the relevant Petitions in this case and this Decision are subject to the jurisdiction of the RSO. As noted in the Findings, Woodland Park, LLC and Greystar Property Management, jointly referenced herein as the Landlord, are the parties responsible for the Award issued in this Decision.

C. This holding is further supported by the fact that The Landlord did not challenge the RSO jurisdiction in this case.

D. There are sufficient grounds to recognize that the Petitioning Tenants subject to this Decision were living in the same building within the meaning of Regulation Section 1500.A.11 and that the common area conditions and issues raised in the relevant Petitions are similar for all the relevant Petitions. The consolidation of the individual Petitions subject to this Decision was therefore appropriate as authorized in Regulation Section 1500.A.11.

GENERAL PRINCIPLES

E. RSO Section 14.04.130 recognizes the right of tenants covered by the Ordinance to file a Petition seeking a downward Rent adjustment pursuant to the procedure set forth in RSO 14.04.140 and the associated Regulations. RSO Subsection 14.04.130.A allows a Petitioning Tenant to seek a rent reduction where a landlord has failed to maintain a habitable premises. RSO Section 14.04.130.B allows a tenant to seek a rent reduction when there has been a decrease in housing services affecting the petitioning tenant.

F. RSO Section 14.04.040. defines "Housing Services" to include, but not be limited to,

"repairs, maintenance, painting, providing light, hot and cold water, elevator service, window shades and screens, storage, kitchen, bath and laundry facilities and privileges, janitor services, refuse removal, furnishings, parking and any other benefit, privilege or facility connected with the use or occupancy of any rental unit. Services to a rental unit shall include a proportionate part of services provided to common facilities of the building in which the rental unit is contained."

G. Section 1500.A of the Regulations generally governs the Hearing process for this type of tenant petition.

H. Regulation Section 1500.E establishes the bases for reviewing petitions asserting the occurrence of conditions that constitute a reduction in Housing Services and/or Maintenance and/or Failure to Provide Maintenance and/or Services Required by Law, hereafter referenced as "Service Reductions." Pursuant to Section 1500.E.2.c, the Petitioning Tenants have the burden of proving the elements necessary to support their Service Reduction and Habitability Petitions and must do so by a "preponderance of the evidence." This preponderance evidentiary standard asks which party has presented the greater weight of credible evidence, sometimes described as asking which party "tipped the scales" to support Findings in its favor.

I. Regulation Section 1500.E.2.d.i authorizes a rent reduction from the date after August 1, 2010 that the Landlord knew or should have known about the condition justifying the reduction, and thereafter failed to take promptly correct it.

J. RSO Section 14.04.130 and other similar RSO provisions limit the remedy for this type of Petition to a rent reduction award. The RSO does not recognize the authority of a Hearing Examiner to grant other types of relief to a petitioning tenant, such as personal injury damages or damage to personal private property, for example, claims that the Rental Property parking gate damaged a tenant's vehicle. Such claims are outside the scope of this Decision.[9]

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[9] Nothing in this Decision should be interpreted to represent a decision on the merits of any such damages claim.

THE BUILDING ELEVATOR

K. "Elevator service" is specifically included in the RSO Section 14.04.040 definition of Housing Services. A properly functioning, reliable elevator at this type of Rental Property with three levels of floors is an important component of the Housing Services owed to the Tenants living there.

L. The Tenant witnesses credibly described continuing intermittent failures of this elevator, the only elevator on the Rental Property. It is concluded that these failures occurred over a period of at least two years prior to the Hearing and continued through the February 2025 Hearing date. The Tenant testimony documented significant impacts and stresses resulting from the elevator breakdowns, particularly for tenants living on the third level. These occasions included persons with disabilities or medical conditions impacted by the absence of elevator access, as well as more mundane stresses such as carrying groceries up the stairs. This testimony was supported by video and photographic evidence. It is realistic that a tenant would constantly worry about whether the elevator would be functional, due to the unpredictability of the elevator's functioning.

M. The Tenants differed in their estimates about the frequency of the elevator breakdowns; their estimates ranged from once a month to 2-3 times a month. All agreed that the elevator breakdowns continue through the present.

N. The Tenant testimony described multiple efforts to inform the Landlord about the elevator failures.

O. The Landlord did not present an expert witness to testify that the elevator did function properly on a continuing, predictable basis. There was no witness or report from the elevator contractor to dispute the Tenant testimony about the reliability of the elevator.

P. The Bleyle service records show their technicians performed elevator service five times in 2023 and five additional times in 2024, as well as one time in March 2025. Six of these ten occasions were listed as "trouble calls." Only one of the service calls appears to have been linked to a State Inspection in late 2024. The frequency of service by this contractor documents that the elevator has not reliably functioned on multiple occasions in the years 2023, 2024 as well as early 2025. These service records document that the Landlord was

aware of the elevator problems during this time period. These records show that the Landlord acted to repair the elevator. However, these records, and the Tenants' evidence, document that the Landlord's efforts were insufficient to provide the Tenants with a predictably reliable elevator service.

Q. It is held that the Tenants met their burden of proving that they were denied a Housing Service within the meaning of the RSO. This conclusion is based on the failure of the Rental Property elevator to reliably function for the time period between January 2023 and the date of the Hearing. If a Tenant cannot rely on the building elevator to enter or leave his or her Rental Unit, the other benefits of living in a Rental Unit at this Rental Property are significantly impacted. A rental reduction of 15% for the Petitioning Tenants living on the third level is an appropriate Award. A rental reduction of 7% for the Petitioning Tenants living on the second level is an appropriate Award. The calculation is set forth in Appendix A. The beginning date for applying this rebate is set for January 1, 2023 based on the multiple elevator repair records for 2023 and 2024.

R. A continuing Award is also appropriate for this condition since the preponderance of the evidence in the Hearing Record supports a Conclusion that the elevator malfunctioning was continuing through the date of the February Hearing. Pursuant to Regulation Section 1500.E.2.d.iii, the rent reductions for this Housing Service denial continue at the same rate set forth in Appendix A "until the failure is corrected." The basis for determining that this denial has been corrected is set forth in the below Award.

COMMON AREA WALKWAYS

S. Maintenance of the common area walkways is a "benefit, privilege or facility connected with the use or occupancy" of the Rental Property within the scope of Housing Services required by RSO Section 14.04.040. Safe, properly repaired walkways are also within the scope of a landlord's duty to provide a habitable premises, as defined in California Civil Code Section 1941.1(a)(8). This provision requires a landlord to provide "Floors, stairways, and railings maintained in good repair."

T. The determination as to whether the Tenants' evidence tipped the scales in their favor to establish the elements of a violation is very close, but it is held that they failed to do so.

U. The Tenants did not present direct witness testimony that anyone fell or was injured due to these conditions. The Landlord evidence documents repairs to the most egregious walkway defects. The Tenants' photographic evidence is insufficient to establish defects or hazards more serious than would be expected in any older building subject to the RSO.

CONDITIONS RELATED TO THE PARKING AREA INCLUDING FLOODING, LEAKING PIPES, BROKEN ENTRANCE/EXIT GATE

V. These conditions described by the Tenants are within the scope of Housing Services required by RSO Section 14.04.040 which specifically includes "parking" along with "repairs and maintenance."

W. The leak and flooding conditions in the parking area are also within the scope of the Landlord's habitability duties as defined in California Civil Code Section 1941.1(a)(1). This provision requires a landlord to provide "Effective waterproofing and weather protection of roof and exterior walls."

X. The Tenants have proven the existence of this Housing Services violation and this Habitability violation based on the leaky pipes and rain-water flood conditions in the parking area. In addition, the Findings show that the malfunctioning gate was a safety hazard to vehicles passing through it and a safety hazard when it was left open while broken. Although the gate was broken on an intermittent basis, the Tenants faced the continuing concern during the entire relevant time period about whether it would work when they were entering or leaving the parking area. They were also faced with the continuing safety concern that unwanted intruders would entry the property when the gate was left open.

Y. In addition to complaints made by Tenants, it is held that the Landlord was aware of these violations because its security staff personnel were instructed to report these type of conditions.

Z. The Landlord failed to prove that it took prompt and effective action to cure any of these conditions, as evidenced by the fact that they continued to re-occur. The Tenant testimony about the continuing intermittent occurrence of these conditions is held to meet their burden of proof.

AA. Based on these conditions, it is held that the Tenants are entitled to a rent reduction for these conditions. The combined percentage of rent reduction for the parking area leaks and flooding is held to be 4%, for the time periods and dates set forth in Appendix A. The dates for the rebate allocated to the flooding have been adjusted to represent a projected overall reduction based on averaging the impact of flooding during rainy season versus the dry season. The additional rent reduction for the broken motorized gate is held to be 3%, for the time periods and dates set forth in Appendix A.

BB. It is held that the Landlord's recent efforts to control the flooding and maintain the motorized gate have been effective. However, a continuing Award is appropriate for the leaking pipe conditions, given the lack of evidence of effective repairs for these conditions through the date of the February Hearing. Pursuant to Regulation Section 1500.E.2.d.iii, the rent reduction for the leaky pipe condition continues at the same rate set forth in Appendix A "until the failure is corrected." The basis for determining that this condition has been corrected is set forth in the below Award.

STAIRWAY LIGHTING

CC. Failure to maintain the stairway lighting is within the RSO scope of Housing Services. Such a failure would also violate the Landlord's habitability responsibilities established by Civil Code Section 1941.1(a)(5). This provision requires a landlord to provide "Electrical lighting, with wiring and electrical equipment …. maintained in good working order."

DD. It is held that the Tenants did not meet their burden of proving this Landlord violation. The Tenant testimony established that this stairway lighting failure did violate the Housing Services and Habitability requirements. However, unlike other conditions, the testimony does not establish a lengthy time period of complaints by multiple tenants about this condition. The Hearing Record does not include convincing evidence establishing that Landlord was aware of this condition prior to the January 2025 negotiation meeting with the Tenant Organization. The Tenants acknowledge the condition was repaired immediately after the January 2025 negotiation meeting.

DISLOCATED GUTTER, DAMAGED DOOR FRAME, GENERAL EXTERIOR APPEARANCE

EE. The Tenants failed to meet their burden of proving that any of these conditions violated the Landlord's Housing Services or Habitability responsibilities within the meaning of the RSO and Regulations.

FF. Repairing the defective gutter was arguably within the scope of Housing Services maintenance and repair responsibilities. This condition was also with the Landlord's habitability responsibility established by California Civil Code Section 1941.1(a)(1). This provision requires a landlord to provide "Effective waterproofing and weather protection of roof and exterior walls."

GG. There is no evidence in the Hearing Record to establish that the condition of this gutter affected the health or safety of any Tenant or any property owned by a Tenant.

HH. There is no evidence in the Hearing Record to establish that the Landlord was actually aware of this specific gutter condition. There was no Tenant witness asserting that a complaint had been made through the various Landlord channels such as the local office. The Tenants asserted that it should have been apparent as part of the overall inspection that the Landlord promised to conduct in October. However, Maintenance Manager Enrique Bedollah testified that he did subsequently inspect this gutter and found no defect. He also testified that other gutter conditions had been cited during San Mateo County inspections, but not this one.

II. The door frame condition described by the Tenant witnesses shows a repair condition that is within the scope of the Housing Services owed to the Tenants by the Landlord. The Tenant photographic evidence of this door, T Ex. 12, depicts a door in obvious need of repair. However, there is no evidence in the Hearing Record to document that any Tenant complained to the Landlord about this condition. There is also no evidence in the Hearing Record documenting that any Tenant was injured, or inconvenienced, by this door condition, or that there was any safety concern or any other serious impact resulting from this condition.

JJ. The Tenant testimony indicated that the door was repaired within 2-4 months after its defective condition was discovered. Landlord Compliance Manager Andrea Bouleware

testified that this door was repaired despite the lack of a documented Tenant complaint about it.

KK. Regarding the overall appearance of the Rental Property, the Tenants did not submit photograph or video evidence that sufficiently documented the quality of the overall appearance of the Rental Property. There was no evidence in the Hearing Record documenting that any Tenant suffered a measurable or noticeable negative impact from the overall appearance of the Rental Property. There is also no evidence in the Hearing Record that any Tenant made a repair request to the Landlord to improve the property's overall appearance, or a complaint about a negative impact from the present appearance.

VII.

AWARD

A. This Decision and Award apply to those Tenants who filed the RSO Petitions subject to this Decision who were occupying Rental Units in the Landlord's Rental Property located at 301 E. Okeefe Street in the City of East Palo Alto at the time these Petitions were filed.

B. This Award is limited to the common area conditions covered by these Tenant Petitions that were described during the January 28, Pre-Hearing Meeting and the evidentiary Hearing conducted on February 26, 2025 by Hearing Examiner Martin Eichner.

C. The Tenants subject to this Award are entitled to rental rebates for the conditions found to be Habitability violations and/or Housing Services violations in this Decision's Findings and Conclusions. The conditions subject to this rebate and the percentage of the rebate for each such condition are set forth in Appendix A. The rebates are effective 30 days after this Decision becomes final.

D. The names and Rental Unit numbers of the Tenants subject to this Award are set forth in Appendix B. The Landlord is directed to provide an accounting of the Rent Rebate owed to each of the Tenants listed in Appendix B, no later than 40 days after this Decision becomes final. This accounting should be submitted to the Rent Stabilization Office for service on the Tenants and Tenant Organization. The rent

rebate and continuing rent reduction due to the elevator condition is limited to those Tenants living in Rental Units on the second and third levels of the Rental Property.

E. The rent rebates itemized in Appendix A shall be applied as a credit against any existing arrears or judgment resulting from unpaid monthly rent owed the Landlord by any Tenant subject to this Award.

F. Any remaining rebate, due after existing arrears and judgments have been satisfied, should be applied as a credit to each Tenant's future monthly rent payments if that Tenant still occupies the Rental Unit as of that date.

G. If any Tenant subject to this Award has vacated the Rental Unit after this Decision becomes final with any rent rebate still owing, the remaining unapplied rebate will be due and payable directly to that Tenant no later than 30 days after the date the Tenant fully vacates the Rental Unit.

H. The Tenants subject to this Award are also entitled to a continuing rental reduction in addition to the rebates described in Appendix A. Those reductions apply to the following conditions, and will continue until the following requirements have been met:

a. The malfunctioning elevator

i. Pursuant to Regulation Section 1500.E.2.d.iii, the rent reduction for the malfunctioning elevator condition continues "until the failure is corrected." As to this condition, "corrected" means that the Landlord has filed a written certification from a licensed elevator repair contractor, not previously employed by the Landlord, stating that long-term repairs have been completed and that the elevator will be expected to function without interruption or breakdown for the next twelve months;

b. The leaking pipes in the garage area

i. Pursuant to Regulation Section 1500.E.2.d.iii, the rent reduction for the leaky pipe condition continues "until the failure is corrected." As to this condition, "corrected" means that the Landlord has filed a written certification from a licensed plumbing contractor, not previously

employed by the Landlord, stating that long-term repairs have been completed and that further leaks from these pipes will not be expected to occur in the next twelve months.

I. Any dispute about any aspect of the rebates or reductions owed to any Tenant will be determined by the Hearing Examiner in a summary proceeding utilizing written submissions by the affected parties.

J. The Tenants are not entitled to an Award for any of the other common area conditions at this Rental Property that existed as of February 26, 2025.

Dated: June 9, 2025

Martin Eichner
Hearing Examiner

APPENDIX A – Calculation of Rental Rebate as of March 1, 2025

Condition	Period of Rental Rebate	% of reduction in monthly rate for each Tenant subject to the Award
Malfunctioning elevator – [Petitioning Tenants living on the third level]	January 2023 to February 26, 2025	15%
Malfunctioning elevator – [Petitioning Tenants living on the second level]	January 2023 to February 26, 2025	7%
Leaking pipes and flooding in the parking area	January 2023 to February 26, 2025	4%
Malfunctioning motorized gate	January 2023 – January 1, 2025	3%

APPENDIX B – List of Tenants at 301 E. Okeefe Subject to the Award herein

Tenant Name	Rental Unit
Rafaela Hernandez	1
Jorge Rodriguez	2
Silivelio and Falakika Sili	4
Fredricko Vargas and Yesenia Berber	5
Tomasil Pelesikto and Malia Pelesikti	6
Soane Kefeloa	9
Leonor Camarena and Family	10
Maggie Pende	11

Gabriel Diaz, Alejandra Gonzalez	12
Tania Raass	14
Juana Serrate and Hilario Arias	15
Nubia Alvarado and family	16
Maria Mondragon and family	18
Isela Garcia	20
Francisco Menera and Raquel Rodriguez	21

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RENT STABILIZATION BOARD

CITY OF EAST PALO ALTO

CALDERON, et al., Petitioners and Appellees, v. WOODLAND PARK COMMUNITIES, Respondents and Appellants.	Case Nos. 20240022-20240036 **RESPONDENT'S/APPELLANT'S OPENING BRIEF ON APPEAL** Hearing: August 12, 2026

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INTRODUCTION

This appeal presents the question as to when a rent rebate is warranted under the City of East Palo Alto's Rent Stabilization Ordinance ("RSO"). Apparently concerned about an imminent sale of their building and frustrated by the age of the property, certain residents ("Petitioners") filed Petitions for Individual Rent Adjustment ("Petitions") for their respective tenancies in apartments located at 301 E. O'Keefe St., East Palo Alto (the "Property"). The Petitions claim that Petitioners should be awarded significant rent rebates.

Unfortunately for Petitioners, record evidence is clear that to the extent that material maintenance issues arose at the Property, the landlord addressed those issues in a timely fashion, working to resolve them as soon as they had notice of the problem. Rent rebates are not proper for problems that have been timely addressed by the landlord.

This appeal asks the Rent Stabilization Board ("Rent Board") to reverse the Hearing Examiner's decision on common area issues at the Property to the extent that it: (1) awards rebates when record evidence shows that problems were fixed in a timely fashion; (2) cites no evidence to that Respondent had notice of problems years before petition was filed; (3) awards rent rebates beyond the time period where there was a problem, especially prospectively before there could be evidence presented of an ongoing problem; (4) awards rent rebates for minor problems; (5) awards rent reductions that tenants did not request in their petitions; (6) requires specific performance; (7) awards rebates for periods in which tenants had no tenancy; and (8) awards rent rebates for Petitioners who never presented any evidence.

Such determinations are contrary to the RSO and its implementing Rules and Regulations for Residential Tenancies Under 2010 RSO ("Rules").

FACTS

This matter involves fifteen petitions that were filed by tenants in the fall of 2024. At that time, the Property was owned by Woodland Park Property Owner, LLC.[1] The Property was part of the portfolio of apartment buildings on the west side of East Palo Alto, known as the

[1] The Decision (at 7:9) erroneously refers to the owner as having been "Woodland Park, LLC." This is inaccurate.

Woodland Park Apartments. The then-owner contracted with Greystar to manage the rental property, including negotiating lease agreements, collecting rent payments, and responding to requests for maintenance. Together, the owner and the property manager are referred to herein as "Respondent."

I. Petition Process

The petitions were submitted to the Rent Stabilization Program ("RSP") in September 2024. They were served on Respondent in October 2024. Within two weeks, Respondent timely responded to the Petition on the RSP response form. The responses were served on the RSP and the Petitioners.

The RSP decided to consolidate the petitions and to bifurcate the issues into "common area issues" and individual issues. The RSP set a hearing on the common area issues for February 26, 2025. The RSP required the parties to provide a witness list and exhibits to the RSP and the other party by February 20, 2025. Respondent provided the witness list and exhibits to the RSP before the deadline. Respondent submitted exhibits related to each individual petitioner's tenancy as well as exhibits related to the common area issues.

The Hearing Examiner conducted a hearing on common area issues as scheduled. Only four of the petitioners were listed as speakers for the hearing on common area issues to provide testimony.

After the hearing, in April 2025, Woodland Park Property Owner, LLC sold the Property to a new owner. The new owner contracted with a new property management company to manage the Property. After April 2025, the new property owner and new property manager were responsible for day-to-day operations at the Property. However, the old property owner and property manager continued through the petition process on behalf of Respondent.

The Hearing Examiner issued a decision (the "Decision") dated as of June 9, 2025. It was not served on Respondent until June 12, 2025.

The Decision (at 44:2-16) awarded all fifteen petitioners a rent rebate. Everyone received a 4% rent rebate for "leaking pipes and flooding in the parking area" from January 2023 through February 26, 2025, and a 3% rent rebate for "malfunctioning motorized gate" from January 2023

through January 1, 2025. Rent rebates were also provided for the "malfunctioning elevator" in the amount of 15% for tenants on the third floor and 7% for tenants on the second floor from January 2023 through February 26, 2025. *Id.* The Decision (42:17-28) also provided for a prospective rent rebate requiring Respondent to take certain prescribed actions to obtain written certifications.

Respondent timely appealed the decision on June 27, 2025. The RSP took no action on the appeal for nearly nine months.

The RSP finally asked the Rent Board to set a hearing and briefing schedule on March 11, 2026. At that time, the Rent Board determined to hold the appeal hearing on the record.

II. Tenant-Specific Facts

A. Rafaela Hernandez, Apartment 1

This tenancy began on May 3, 2011. See R002.[2] The Petition does not request any rent refund for any common area problems. (See Petition, p.6). The Petitioner never reported problems with the elevators, flooding or leaks in the parking area, or problems with the security gates. See R046 through R076. It appears that Petitioner has dropped the Petition: She did not appear at the common area hearing and never proceeded with a hearing on the individual apartment.

B. Jorge Rodriguez, Apartment 2

This tenancy began on May 6, 2011. See R002. The Petition does not request any rent refund for any common area problems. (See Petition, p.6). The Petitioner never reported problems with the elevators, flooding or leaks in the parking area, or problems with the security gates. See R048 through R078. It appears that Petitioner has dropped the Petition: He did not appear at the common area hearing and never proceeded with a hearing on the individual apartment.

C. Silivelio Sili, Apartment 4

This tenancy began on June 1, 2011. See R002. The Petition does not request any rent

[2] The citations related to an individual tenancy are to the exhibits submitted with regard to that individual petition. These include leases, ledgers, and work orders related to the particular tenancy. Otherwise, citations to the record are to record evidence submitted for the common area hearing.

refund for any common area problems. (See Petition, p.6). The Petitioner never reported problems with flooding or leaks in the parking area, or problems with the security gates. See R029 through R058.

There is a work order dated October 29, 2024, reporting the "elevator not working." R049. The technician went and inspected on October 31, 2024, and found "elevator is working fine, inspected it and went to second and third floor everything is working fine." *Id.* The Petitioner came to the office to report that certain hallway lights needed to be fixed. Another work order on the same day reported that the elevator needs paint. R054. The technician reported that the elevator door has been painted and that it was in the process of being cleaned after chocolate had spilled in the elevator. *Id.* Finally, that same day, there is a third work order regarding the floor outside the elevator "peeling." R055. The flooring on the second and third floors outside the elevator were replaced a few days later, by November 7, 2024. *Id.*

D. Federico Vargas, Apartment 5

This tenancy began on December 1, 2014. See R002. The Petition does not request any rent refund for any common area problems. (See Petition, p.6). The Petition lists 23 specific items but does not mention problems with flooding or leaks in the parking area or problems with the gate. (See Petition PDF p.10). The Petitioner never reported problems with flooding or leaks in the parking area, or problems with the security gates. See R036 through R109.

There is a work order dated September 9, 2024, regarding the elevator. See R059. The elevator was inspected and it was working fine. *Id.*

E. Tomasi Pelesikoti, Apartment 6

This tenancy began on December 1, 2024. See R002. The Petition does not request any rent refund for any common area problems. (See Petition, p.6). The Petitioner never reported problems with flooding or leaks in the parking area. See R047 through R089.

There is a work order dated October 29, 2024, reporting problems with the elevator. R078. The technician went and inspected on October 31, 2024, and found the elevator to be working. *Id.* A problem with the security gate closing too quickly was reported on July 1, 2024. R060. A technician came to inspect on July 9, 2024, and readjusted the timing of the gate to give

tenants more time to come in and out of the gate before it automatically closed. *Id.* It had been closing more rapidly than the Petitioner wanted. *Id.* Note that this is different than the problem articulated in the common area hearing wherein the gate did not provide adequate security. Here, the tenant found that the gate was too secure and wanted more time with the gate open.

F. Soane Kofeloa, Apartment 9

This tenancy began on March 21, 2024. See R002. The tenancy ended in August 2024. R037-38. The Petition does not request any rent refund for any common area problems. (See Petition, p.6). The Petitioner never reported problems with the elevators, flooding or leaks in the parking area, or problems with the security gates. See R043 through R059.

G. Leonor Camarena, Apartment 10

This tenancy began on December 1, 2014. See R002. The Petition does not request any rent refund for any common area problems. (See Petition, p.6). The Petitioner never reported problems with the elevator. See R047 through R092.

Unit 10 experienced a leak in the parking stall on October 16, 2024, that was repaired on November 4, 2024. R059.There is a work order dated October 29, 2024, regarding the security gate not working. R068. A technician came to inspect and found "Vehicle gate is working fine, it says open 3 times a week Monday, Wednesday and Friday from 6am to 1pm so Recology can access and empty the bins." *Id.* There is also a work order for the same date regarding exterior drains becoming clogged. R070. A technician came out on October 31, 2024, and found that the drains were working "fine with no issues." *Id.*

On November 11, 2024, a new issue arose. R077. The tenant reported that a parking stall pipe had broken. The technician came the same day and "replaced damaged broken pipe." *Id.* On November 26, 2024, the tenant confirmed that "theirs [sic] no leaks anywhere." R063.

H. Maggie Pande, Apartment 11

This tenancy began on December 1, 2014. See R002. The Petition does not request any rent refund for any common area problems other than a 10% reduction for the security gate. (See Petition, p.6). The Petitioner never reported problems with the elevator or with flooding or leaks in the parking area. See R047 through R081.

There is a work order dated October 29, 2024, regarding the security gate not working.

R082. A technician came to inspect and found "Vehicle gate is working fine, it says open 3 times a week Monday, Wednesday and Friday from 6am to 1pm so Recology can access and empty the bins." *Id.*

I. Gabriel Diaz, Apartment 12

This tenancy began on May 20, 2011. See R002. The Petition does not request any rent refund for the elevator or any common area problems other than a 10% reduction for the leaking water in the parking lot. (See Petition, p.6). The Petitioner never reported problems with the elevator. See R046 through R082.

There is a work order dated as of August 14, 2024, regarding a leak in the parking area. R060. Respondent immediately worked to address the issue. *Id.* That same day, the technician came to inspect and found that there was a leak in Unit 12, above the parking area, causing the water to enter the parking area. *Id.* The technician posted a notice to enter for Unit 12 (requiring time to enter someone else's apartment) and found a leak coming from the tub and enclosure seam. *Id.* The technician recaulked the tub with silicone and inspected the carport area. *Id.* The technician removed the damaged drywall and stucco. *Id.* On August 21, 2024, they inspected again to ensure the problem had been solved. *Id.* The technician advised Mr. Diaz that the carport would be open for a few days to let the wood dry and then it would be re-closed. *Id.* On September 19, 2024, the area was still dry so the stucco and drywall were replaced. *Id.* A follow-up work order was placed on October 31, 2024. R080. The inspection notes explain "broken pipe was replaced back in August. Copper hot line at elbow had pinch hold causing leak." *Id.*

There is a work order dated October 29, 2024, regarding the security gate not working. R082. A technician came to inspect and found "Vehicle gate is working fine, it says open 3 times a week Monday, Wednesday and Friday from 6am to 1pm so Recology can access and empty the bins." *Id.*

J. Tania Raass, Apartment 14

This tenancy began on May 19, 2011. See R002. The Petition does not request any rent refund for any common area problems. (See Petition, p.6). The Petitioner never reported

problems with the elevators, flooding or leaks in the parking area, or problems with the security gates. See R047 through R059.

K. Juana Serrate, Apartment 15

This tenancy began on June 1, 2024. See R002. The Petition does not request any rent refund for any common area problems other than the elevator. (See Petition, p.6). The Petitioner never reported problems with flooding or leaks in the parking area, or problems with the security gates. See R050 through R108.

There is a work order dated September 9, 2024, regarding the elevator. R062. The technician immediately checked it out and found that the elevator was working properly. *Id.*

L. Nubia Alvarado, Apartment 16

This tenancy began on March 1, 2015. See R002. The Petition does not request any rent rebate for any common area problems. (See Petition, p.6). The tenant did, however, request reimbursement for damages to her car. The Petitioner never reported problems with the elevators, or problems with the security gates. See R036 through R067.

There is a work order dated August 14, 2024, regarding the parking area leak, admitting that it had already been resolved. R052. The notes on the work order indicate that "resident states theirs [sic] no water leaking, she said she has a stain on her car from along [sic] time ago," *Id.*

M. Maria Mondragon, Apartment 18

This tenancy began on November 18, 2011. See R002. The Petition does not request any rent refund for any common area problems other than the flooding/leaks in the parking area. (See Petition, p.6). Note that the Petition leaves a blank space next to the amount for any rent rebate for the elevator, indicating that no rebate was sought. *Id.* The Petitioner never reported problems with the security gates. See R043 through R074.

There is a work order dated August 15, 2024, regarding the elevator. R052. The technician investigated and found that the "elevator is currently working no issues." *Id.* A subsequent work order from August 19, 2024, states "All leaks in carport have been address [sic], stall 7, 21 and 12." R053.

N. Isela Garcia, Apartment 20

This tenancy began on February 5, 2022. See R002. The Petition does not request any

rent refund for any common area problems. (See Petition, p.6). The Petitioner never reported problems with the elevators, flooding or leaks in the parking area, or problems with the security gates. See R052 through R078.

O. Francisco Menera, Apartment 21

This tenancy began on May 4, 2014. See R002. The Petition does not request any rent refund for any common area problems. (See Petition, p.6). The Petitioner never reported problems with the elevators or problems with the security gates. See R050 through R074.

There are a series of work orders regarding work done in the parking area. On July 14, 2024, the resident reported a leak in the parking stall. R057. The technician came to inspect and found no leak. *Id.* Tenant reported a leak on December 26, 2025. R073 The technician inspected and found no leak. The technician inspected repeatedly, including on December 26, 27, 28, 29, and 31 and found no leaks. *Id.* Another work order was entered on January 23, 2025, and again no leak was found. R074. Pedro, the technician, ran the water from the units above and found no leak. *Id.*

STANDARD OF REVIEW

Neither the Rules nor the RSO articulate the standard of review that the Rent Board should apply to an appeal on the record. Respondent supports the use of the standard of review that applies generally to the review of quasi-judicial decisions:

> The inquiry in such a case shall extend to the questions whether the respondent has proceeded without, or in excess of, jurisdiction; whether there was a fair trial; and whether there was any prejudicial abuse of discretion. Abuse of discretion is established if the respondent has not proceeded in the manner required by law, the order or decision is not supported by the findings, or the findings are not supported by the evidence.

Cal. Code Civ. Proc. ("CCP") Section 1094.5(b). "Where it is claimed that the findings are not supported by the evidence … abuse of discretion is established if the court determines that the findings are not supported by substantial evidence in the light of the whole record." CCP Section 1094.5(c).

The quantum of proof required for a Hearing Examiner to award a rent rebate is the

"preponderance of the evidence." Rule 1500(A)(16)(a). "No individual Maximum Allowable Rent adjustment shall be granted unless supported by the preponderance of the evidence submitted at the hearing." The "preponderance of the evidence" means more than half of the evidence.

In this case, the Hearing Examiner abused his discretion by failing to proceed in the manner required by law and by issuing a decision that is not supported by the findings, which in turn are not supported by more than half of the evidence.

ARGUMENT

The retrospective rent rebate and prospective rent reduction awarded to Petitioners should be reversed because they constitute an abuse of discretion. The Hearing Examiner failed to proceed in the manner required by law and made findings that were not supported by the preponderance of the evidence.

I. Record Evidence Shows That Woodland Park Timely Fixes Common Area Problems.

The Decision awards a rent rebate (15% or 7%, depending on location of unit) for an allegedly "malfunctioning elevator" from January 2023 through February 2025 (and beyond), a 4% rent rebate for allegedly leaking pipes from January 2023 through February 2025 (and beyond), and a 3% rent reduction for an allegedly malfunctioning motorized gate from January 2023 through January 2025. Decision at 44. However, the record evidence shows that every time a Petitioner provided notice to the landlord of a problem in the common area, it was immediately fixed.

There is ample record evidence that when a Petitioner did provide notice to Respondent, the problem was fixed. Pursuant to Rule 1500(E)(2)(d)(i), "There shall be no rent reduction if the condition was promptly corrected upon notice to the landlord and the breach had a minimal impact." That is the case for every common area issue here.

A. Elevators Have Been Promptly Repaired.

The record evidence shows that when a petition raised an issue with the elevator, it was immediately inspected. If work was required, it was completed. Silivelio Sili in Apartment 4 reported elevator problems. There is a work order dated October 29, 2024, reporting the

"elevator not working." R049. The technician went and inspected on October 31, 2024, and found "elevator is working fine, inspected it and went to second and third floor everything is working fine." *Id.* The Petitioner came to the office to report that certain hallway lights needed to be fixed. Another work order on the same day reported that the elevator needs paint. R054. The technician reported that the elevator door has been painted and that it was in the process of being cleaned after chocolate had spilled in the elevator. *Id.* Finally, that same day, there is a third work order regarding the floor outside the elevator "peeling." R055. The flooring on the second and third floors outside the elevator were replaced a few days later, by November 7, 2024. *Id.*

Similarly, Federico Vargas in Apartment 5 entered a work order related to the elevator. There is a work order dated September 9, 2024, regarding the elevator. See R059. The elevator was inspected and it was working fine. *Id.* Tomasi Pelesikoti in Apartment 6 had a similar experience. There is a work order dated October 29, 2024, reporting problems with the elevator. R078. The technician went and inspected on October 31, 2024, and found the elevator to be working. *Id.* Same with Juana Serrate in Apartment 15. There is a work order dated September 9, 2024, regarding the elevator. R062. The technician immediately checked it out and found that the elevator was working properly. *Id.* Similarly, Maria Mondragon in Apartment 18 entered a work order dated August 15, 2024, regarding the elevator. R052. The technician investigated and found that the "elevator is currently working no issues." *Id.*

The evidence shows that the elevator was working. No rent rebate is appropriate. There is no record evidence that Petitioners made reports of problems that went unaddressed by Respondent. No rent rebate is appropriate for this issue.

B. Plumbing Issues in Parking Areas Were Timely Addressed.

The Decision refers to leaking pipes in the parking area. Decision p.44. The record evidence shows that any time a problem with a leak in the parking area was raised, it was immediately inspected and addressed. Leonor Camarena in Apartment 10 experienced a leak in the parking stall on October 16, 2024, that was repaired on November 4, 2024. R059. There is another work order dated as of October 29, 2024, regarding exterior drains becoming clogged.

R070. A technician came out on October 31, 2024, and found that the drains were working "fine with no issues." *Id.* On November 11, 2024, a new issue arose. R077. The tenant reported that a parking stall pipe had broken. The technician came the same day and "replaced damaged broken pipe." *Id.* On November 26, 2024, the tenant confirmed that "theirs [sic] no leaks anywhere." R063.

For Gabriel Diaz in Apartment 12, there is a work order dated as of August 14, 2024, regarding a leak in the parking area. R060. Respondent immediately worked to address the issue. *Id.* That same day, the technician came to inspect and found that there was a leak in Apartment 12, above the parking area, causing the water to enter the parking area. *Id.* The technician posted a notice to enter for Apartment12 (requiring time to enter someone else's apartment) and found a leak coming from the tub and enclosure seam. *Id.* The technician recaulked the tub with silicone and inspected the carport area. *Id.* The technician removed the damaged drywall and stucco. *Id.* On August 21, 2024, they inspected again to ensure the problem had been solved. *Id.* The technician advised Mr. Diaz that the carport would be open for a few days to let the wood dry and then it would be re-closed. *Id.* On September 19, 2024, the area was still dry so the stucco and drywall were replaced. *Id.* A follow-up work order was placed on October 31, 2024. R080. The inspection notes explain "broken pipe was replaced back in August. Copper hot line at elbow had pinch hold causing leak." *Id.*

Nubia Alvarado in Apartment 16 entered a work order dated August 14, 2024, regarding the parking area leak, admitting that it had already been resolved. R052. The notes on the work order indicate that "resident states theirs [sic] no water leaking, she said she has a stain on her car from along [sic] time ago." *Id.* Similarly, a work order from Maria Mondragon in Apartment 18 as of August 19, 2024, states "All leaks in carport have been address [sic], stall 7, 21 and 12." R053.

Finally, for Francisco Menera in Apartment 21, there are a series of work orders regarding work done in the parking area. On July 14, 2024, the resident reported a leak in the parking stall. R057. The technician came to inspect and found no leak. *Id.* Tenant reported a leak on December 26, 2025. R073 The technician inspected and found no leak. The technician

inspected repeatedly, including on December 26, 27, 28, 29, and 31 and found no leaks. *Id.* Another work order was entered on January 23, 2025, and again no leak was found. R074. Pedro, the technician, ran the water from the units above and found no leak. *Id.*

Together, this record evidence shows Respondent being responsive to requests from tenants regarding the parking area. Whenever a problem was reported, Respondent came to investigate. If there was an actual leak, it was repaired immediately. Therefore, record evidence shows no ongoing problems with pipes in the parking area that would warrant a rent rebate.

C. Problems With the Security Gate Were Resolved Efficiently.

The Decision awards a 3% rent reduction for alleged problems with the security gate. But record evidence shows that when tenants reported a problem, it was timely addressed by the landlord. Tomasi Pelesikoti in Apartment 6 reported a problem with the security gate closing too quickly on July 1, 2024. R060. A technician came to inspect on July 9, 2024, and readjusted the timing of the gate to give tenants more time to come in and out of the gate before it automatically closed. *Id.* It had been closing more rapidly than the Petitioner wanted. *Id.*

Leonor Camarena in Apartment 10 has a work order dated October 29, 2024, regarding the security gate not working. R068. A technician came to inspect and found "Vehicle gate is working fine, it says open 3 times a week Monday, Wednesday and Friday from 6am to 1pm so Recology can access and empty the bins." *Id.*

Maggie Pande in Apartment 11 has a work order dated October 29, 2024, regarding the security gate not working. R082. A technician came to inspect and found "Vehicle gate is working fine, it says open 3 times a week Monday, Wednesday and Friday from 6am to 1pm so Recology can access and empty the bins." *Id.* Similarly, Gabriel Diaz in Apartment 12 had the same situation. There is a work order dated October 29, 2024, regarding the security gate not working. R082. A technician came to inspect and found "Vehicle gate is working fine, it says open 3 times a week Monday, Wednesday and Friday from 6am to 1pm so Recology can access and empty the bins." *Id.*

When issues with the security gate were raised, they were resolved. No rebate is appropriate.

II. The Decision Cites No Evidence That Respondent Had Notice of Problems Years Before the Petitions Were Filed.

The RSO specifies that a tenant "must specify the housing services decreased and demonstrate that the landlord was provided with reasonable notice and opportunity to correct the conditions that provide the basis for the petition." RSO §§14.04.130C. The Rules further specify that "[t]he petitioner must provide proof that the landlord has reasonable notice (verbal, written, or constructive) and a reasonable opportunity to correct the conditions or restore the reductions in Housing Services that provide the basis for the petition." Rule 1500(E)(2)(a). The hearing examiner "shall determine the date on which the landlord was notified or actually knew or reasonably should have known that the conditions or problems existed." Rule 1500(A)(16)(b).

The record evidence shows that the earliest date of notice of Petitioner's alleged problems was the July 17, 2024, letter, followed by an August 1, 2024, letter and the Petitions themselves, in October 2024.

The Decision fails to articulate any basis for starting the rent rebate in 2023. The Decision admits at page 24:8-21: "It has been difficult to determine the beginning dates for the rent rebates ordered herein." The Decision explains, "there are no clear records establishing Landlord awareness of the conditions found to justify a rebate." Decision 24:15-16. It admits that the tenants, who have the burden of proof, have created a record with "lack of written records." Decision 24:14. It continues, in what appears to be an uncorrected draft form that was never completed:

> There are no clear records establishing Landlord awareness of the conditions found to justify a rebate. The Landlord's internal work order records do not appear to accurately reflect the very credible Tenant testimony about multiple verbal complaints to the Landlord's local office or telephone service.**???look at these again and add a Finding and Conclusion on this issue**

[Emphasis added.] It appears that the Decision came to a conclusion about the date without ever looking back at the testimony. The Hearing Examiner's own Decision undermines the conclusion. It admits, with the passive voice, that "starting dates in 2023 or 2024 have been

selected." Furthermore, the Decision is inconsistent with regard to whether the start date would be in 2023 or 2024. This admits that there is no preponderance of evidence to support a start date of January 2023.

That is error and an abuse of discretion warranting reversal.

In fact, there are established ways for tenants to report issues and get problems fixed. All the Petitioners regularly availed themselves of these tools. For example, the record contains evidence that every single Petitioner submitted work orders to Respondent between the beginning of their tenancy and the date of the hearing. See, e.g., Apartment 1 R046 through R076; Apartment 2 R048 through R078; Apartment 3 R029 through R058; Apartment 4 R029 through R058; Apartment 5 R036 through R109; Apartment 6 R047 through R089; Apartment 9 R043 through R059; Apartment 10 R047 through R092; Apartment 11 R047 through R081; Apartment 12 R046 through R082; Apartment 14 R047 through R059; Apartment 15 R050 through R108; Apartment 16 R036 through R067; Apartment 18 R043 through R074; Apartment 20 R052 through R078; and Apartment 21 R050 through R074. The existence of these work orders shows that the Petitioners knew how to register problems with Respondent. When they needed work to be completed, they communicated the problem with Respondent and Respondent resolved the problem. To the extent that Petitioners have testified that there were other problems that they did not submit work orders for, it defies credulity. When any Petitioner had a real problem, they alerted Respondent and Respondent solved the problem. *Id.* The petition process is not intended to allow tenants to lay in wait for years, using the work order process to resolve acute problems, but springing a massive request for rent rebates on a landlord without ever telling the landlord about those problems. That is what has happened here.

There is also ample record evidence regarding the many ways for a tenant to report a problem to the landlord. The July 31, 2024, letter from Respondents to tenants in the Property explained that any tenant can report issues by logging onto the online resident portal, calling 650-566-2000, or coming to the two management offices then in existence. R214. Similarly, an invitation to a listening session on August 19, 2024, likewise confirmed these ways to report a maintenance issue. R215. The agenda for the August 19, 2024, listening session reiterated the

ways to notify the landlord of a maintenance problem. R221. The August 27, 2024, September 23, 2024, and October 19, 2024, emails from Michael Kramer again reiterated these ways of logging issues. R223, R228, R236. The February 7, 2025, email from Jason Villareal again provided this information. R247. Respondents clearly and repeatedly communicated to Petitioners how to report problems, and Petitioners used these methods effectively to get problems resolved.

The Decision's award of rent rebates that date to before the Petitioners raised their issues is error and must be reversed. The Hearing Examiner abused his discretion by failing to proceed in the manner required by law — which would have been to make a determination, based on factual record evidence, as to when Respondent had notice. The preponderance of the evidence shows that Petitioners all knew how to — and did — make maintenance requests and give Respondent notice of actual problems. They never requested attention on the common area issues raised herein. It was error to find that Respondent somehow had notice dating back to 2023.

III. Rent Rebates Are Only Appropriate During the Time of a Reduction of Housing Services And Not Beyond.

The RSO provides for rent rebates to account for the reduction in rental value of an apartment when the apartment is not receiving a housing service to which it is entitled. Any rent reduction is "based on loss of rental value attributable to a reduction in maintenance or services." RSO §14.04.130B. The rent reduction "shall be in effect until the failure is corrected." See Regulation 1500E.2.d.(iii). There is a process in Regulation 1500E.4 for "Restoration of Rent Once Bases for Reductions in Rent Are Corrected." There is no authority in the RSO for ongoing rent reductions after the housing service is restored. At that time, the tenant is receiving all of the housing services for which they contracted and no rent reduction is appropriate. There are no provisions for punitive or prospective rent reductions unassociated with a reduction in housing services.

The Decision awards prospective rent reductions for the elevator and the parking area. (See Decision p.42-43). There is no evidence that the housing services continued to be reduced

during this time period. After all, the time period had not yet occurred. There is no basis in the RSO or the implementing Rules for this kind of prospective rent reduction that has no connection with whether or not the housing service has been restored. The only permissible rent reductions are for when the housing service has not been restored and where the rental value is therefore diminished. It was error and abuse of discretion to award an ongoing, prospective rent reduction without any evidence that the housing service continued to be a problem.

Similarly, it was error for the Decision to require the Respondent to take particular actions to "prove" that the services have been restored. The RSO only provides for rent rebates and reductions. It does not provide a hearing examiner with the authority to require affirmative actions be taken. Here, the Decision requires Respondent to find new contractors who have never worked at the property to certify that long-term repairs have been completed and further problems are unlikely. Respondent is unaware of any contractors who would be willing to make any such certification about future events.

Furthermore, the Decision awards rent rebates to everyone for issues that only affect certain tenants. It is error and an abuse of discretion to do so. All petitioners were awarded a 4% rent reduction starting in January 2023 and continuing to the present day for "leaking pipes" and flooding in the parking area. Most tenants experienced no leaking pipes and therefore this did not affect the rental value of most tenants' units. Rent rebates cannot be awarded when the rental value is not affected. The leaking pipes only affected certain petitioners. There is record evidence that Apartment 10 experienced a leak in the parking stall on October 16, 2024, that was repaired on November 4, 2024, (R059) and a second leak in the parking stall on November 11, 2024, that was fixed the same day (R077). On November 26, 2024, the tenant confirmed that "theirs [sic] no leaks anywhere." (R063) Those are the only two leaks for Apartment 10. They affected Apartment 10 for a maximum of 20 days. There is no record evidence that these two leaks affected any other unit or affected anyone for longer than 20 days.

There is record evidence that Apartment 12 experienced a leak in their parking stall on August 13, 2024. R060. This leak was fixed on August 16, 2024, by repairing the shower in the unit above the parking stall. *Id.* There is no other record evidence for any other parking area

leaks for Apartment 12, other than this leak that lasted 3 days.

There is no record evidence that anyone experienced parking area leaks from January 2023 through the present date. It is error to award rent rebates and reimbursements for that time period, especially for the tenants who experienced no leaks. At most, any rent rebate would cover the affected tenant for the time period affected. However, because the landlord timely fixed each leak, no rent rebate is proper.

It was error to award a rent rebate for flooding in the parking areas when the record evidence shows that this happened occasionally, and not for a period extending from January 2023 to the present day. Record evidence shows that this problem only exists for short periods of time during rainy weather. Rainy weather has not extended from January 2023 to the present day, so it is error to award that rent rebate and reimbursement for that whole time period.

It was error to award an ongoing rent rebate for elevator problems that began and ended on certain dates. Record evidence shows the dates that elevator outages were reported to landlord and the dates that the elevator was repaired. (See Decision p.27). Rent rebates and reimbursements outside of those dates are not permissible as there was no lack of housing services when the elevator was functioning. Indeed, tenants testified that they failed to report certain problems (see Decision p.10). When a problem is not reported, landlord has no notice of the problem and no rent rebate is available.

It was error to award a blanket, ongoing rent rebate and reimbursement for problems with the mechanical gate. Any problems that have been reported have been repaired. The problem is not ongoing.

Record evidence shows that all problems had been resolved.

IV. A Rent Reduction Is Not Proper for De Minimis Problems.

Under the RSO, a rent reduction must reflect the "loss in rental value attributable to the failures specified." Rule 1500 (E)(3). The hearing examiner is required to make this determination in light of the following factors:

> [T]he extent to which the failure affects the tenant(s), the relative significance of the failure in relation to the safety, health, convenience,

> and comfort of the tenant(s), the extent to which the tenant relied on the fact that the condition would be adequately maintained, the extent to which the use and enjoyment of the unit is affected, and other factors that are reasonably deemed to be relevant.

Rule 1500(E)(3). It follows that where a *de minimis* problem does not affect the rental value, no award is permissible. Accordingly, the Rule 1500(E)(1) specifies that:

> Minor maintenance deficiencies or deterioration which have no or insignificant impacts on the livability or rental value of a unit and which do not cause any health and safety risk shall not provide a basis for a reduction in the Rent pursuant to this subsection. (Emphasis added).

The Decision misstates and misapplies the law by failing to consider the magnitude of the alleged issues and how they affect the Petitioners. Rule 1500(E)(1) clearly exempts minor problems from the general rule that reductions in housing services warrant a rent reduction. In this case, the Hearing Examiner has erroneously awarded rent reductions for minor deficiencies that had insignificant, if any, impacts on the livability, rental value, or health and safety of the rental unit. Such reductions are improper and should be reversed.

Even if the common area issues had existed, they had no impact on the livability, rental value, or health and safety of the rental unit, and so no rent rebate should have been awarded. An occasional leak in one person's parking stall does not have any effect on another person. This is especially true if the leak is resolved and never extends beyond the parking stall it originally affected. There was no discussion of the level of impact these alleged defects have. Indeed, there is no record evidence that these problems had any effect on the livability, rental value, or health and safety of the unit. Petitioners bear the burden of proof for these issues, and they did not offer any evidence, much less a "preponderance of the evidence" (Rule 1500 (E)(2)(c)), as to these factors. Absent any evidence, the award was erroneous.

There is no record evidence that the alleged and unspecified problems with the common areas reduced the rental value by up to 22% for every Petitioner. This determination is that nearly one quarter of the value of the rental unit was lost during the relevant time period, when record evidence shows that every alleged problem was addressed by the landlord and no problem continued to exist unabated for the entire time period. This further means that the rental value of the function components of the units and building cannot exceed 78%. It is impossible to

understand how the entire living area of each unit including windows, ceiling, roof, walls, bedrooms, closets, bathroom, kitchen, stove, refrigerator, faucets, bath/shower, cabinets, and flooring, in addition to the many attributes of the common areas that function properly day in and day out comprise only 78% of the rental value of the units. The rent reduction is not supported by record evidence or the law and should be reversed.

V. A Petitioner Can Only Receive A Rent Rebate That They Request.

The Decision awards the same rent rebate to each of the fifteen Petitioners, without regard to the relief that those petitioners sought in their Petitions. This is an error. Due process requires that the Respondent have notice that a Petitioner is requesting relief on a particular topic. The Petition is the mechanism for giving such notice. When a petition does not mention a particular request, the landlord has no notice that the tenant seeks rent relief on that topic. Absent notice, there is no due process for the landlord.

Rule 1500 (E)(3) requires that rent reductions "shall be based on the issues presented in the petition" (emphasis added). Rule 1500(A)(13)(a) protects due process by limiting a hearing to the issues raised by the petition ("the hearing shall be limited to the issues raised by the petition" "to ensure that each party is given notice of the grounds for a petition").

Not all petitioners raised issues with all of the common area complaints. Under the Rules, it was error and an abuse of discretion for the Decision to award rent rebates and reimbursements for issues that were not raised in a given Petition. The following table summarizes which issues were raised in each Petition. Issues not raised in a Petition cannot be awarded a rent rebate.

Petitioner	Elevator	Leak/Flood in Parking Area	Security gate
Hernandez #1	No rebate requested	No rebate requested	No rebate requested
Rodriguez #2	No rebate requested	No rebate requested	No rebate requested
Sili #4	No rebate requested	No rebate requested	No rebate requested
Vargas #5	No rebate requested	No rebate requested	No rebate requested
Pelesikoti #6	No rebate requested	No rebate requested	No rebate requested
Kofeloa #9	No rebate requested	No rebate requested	No rebate requested
Camarena #10	No rebate requested	No rebate requested	No rebate requested
Pande #11	No rebate requested	No rebate requested	10% rent rebate requested
Diaz #12	No rebate requested	10% rent rebate requested	No rebate requested (asked for reimbursement for damages to car)
Raass #14	No rebate requested	No rebate requested	No rebate requested

Serrate #15	10% rent rebate requested	No rebate requested	No rebate requested
Alvarado #16	No rebate requested	No rebate requested	No rebate requested (asked for reimbursement for damages to car)
Mondragon #18	No rebate requested (listed on p. 6 but left the amount blank, indicating no rebate being requested)	20% rent rebate requested for building drains	No rebate requested
Garcia #20	No rebate requested	No rebate requested	No rebate requested
Menera #21	No rebate requested	No rebate requested	No rebate requested

The Decision must be reversed to the extent that it awards rent relief to a Petitioner for issues not raised in a Petition. Only Ms. Serrate in Apartment 15 requested a rebate for the elevator, thus she is the only person who gave Respondent notice of a claim for a rebate due to elevator problems. The other rebates for elevator problems must be denied on due process grounds. Only Ms. Mondragon in Apartment 18 and Mr. Diaz in Apartment 12 requested a rebate for the leak/flood in parking areas. The other rebates for water in the parking area must be denied on due process grounds. Only Ms. Pande in Apartment 11 requested rent rebates for problems with the security gate. The other rebates for problems with the security gate must be denied on due process grounds.

It was error to award rent rebates to petitioners who did not request them for a given problem. The Decision must be reversed to the extent that it awarded rebates that Petitioners did not request.

VI. The Hearing Examiner Has No Authority to Require Specific Performance, Which Remedy is Not Available Under the RSO.

The Decision requires specific performance of particular tasks by landlord before the rent reductions can stop. There is no authority in the RSO or the Rules for specific performance. The only remedy is a rent reduction. See 14.04.130 providing for "rent adjustments" but not specific performance. The landlord cannot be required to "file a written certification from a licensed elevator repair contractor, not previously employed by the Landlord, stating that long-term repairs have been completed and that the elevator will be expected to function without interruption or breakdown for the next twelve months" (Decision at 42:19-23) or to file "a

written certification from a licensed plumbing contractor, not previously employed by the Landlord, stating that long-term repairs have been completed and that further leaks from these pipes will not be expected occur in the next twelve months" (Decision at 42:27 to 43:3). It was error and an abuse of discretion to require these acts. Furthermore, there is no evidence in the record or otherwise that it is possible to obtain a "certification" from an elevator contractor or a plumbing contractor that a given housing service is not expected to have problems in the next twelve months. It is error and an abuse of discretion to require something that is not possible.

The Decision did not specify exactly what needs to be fixed. For example, it cites a "malfunctioning elevator" that is currently functioning and in service, "leaking pipes" that are not leaking, and a flooded parking area that is not flooded. There is no description or citation to record evidence as to what alleged elevator malfunction needs to be fixed, what pipe needs to be fixed, or how to fix a parking area that is not flooded. This is error and an abuse of discretion.

VII. The Decision Improperly Awards Rent Rebates For Periods Tenants Had No Tenancy.

The Decision awarded rent rebates and reimbursements to tenants for time periods in which they were not tenants and did not pay rent. For example, record evidence shows that Soane Kofeloa became a tenant of Apartment 9 on March 21, 2024. R002. Record evidence further shows that their tenancy ended a few months later in August 2024. R037-38. They resided in Apartment 9 for less than 5 months. Similarly, Juana Serrate moved into Apartment 15 on June 1, 2024. R002. The May 2025 Decision nonetheless awards these tenants rent rebates and reimbursements from January 2023 (before the tenant moved in) through February 2025 (and beyond). Decision p.44.

There is no authority in the RSO to rebate or reimburse tenants for rent that was not paid, during a time period in which they were not tenants. (The prior and subsequent tenants are not petitioners and no rent rebate or reimbursement is appropriate for a tenant who does not petition.) The rent rebate for periods in which a tenant had no tenancy is improper and must be reversed.

VIII. The Decision Improperly Awards Rent Rebates For Petitioners Who Failed To Pursue Their Petitions.

Two of the Petitioners in the Property have never presented evidence or appeared at any hearings. The Rules place the burden of proof on Petitioners: "Petitioners bear the burden of proof and must show by a preponderance of the evidence the grounds for a reduction in rent." Rule 1500E2C. Certain Petitioners have not met this burden and their Petitions must be dismissed without rent rebate.

Rafaela Hernandez filed a petition for Apartment 1. They did not appear at the common area hearing, did not present any evidence to support their individual petition or the common petition, and did not proceed with an individual petition. Their request for rent rebate should be dismissed.

Jorge Rodriguez filed a petition for Apartment 2. They did not appear at the common area hearing, did not present any evidence at all, and did not proceed with an individual petition. Their request for rent rebate should be dismissed.

No rent rebate is available when no evidence is presented.

CONCLUSION

The rent rebates and reduction in rent should be reversed.

Respectfully submitted,

Dated: April 22, 2026

OPTERRA LAW, INC.

Corinne I. Calfee

Attorney for Respondent Woodland Park Communities

PROOF OF SERVICE

I, the undersigned, declare that I am employed in the County of Yolo, State of California. I am over the age of eighteen years and not a party to the within cause. My business address is P.O. Box 2369, Davis, CA 95617.

On April 22, 2026, I served the following documents:

- Appellant's/Respondent's Opening Brief

BY FIRST CLASS MAIL by placing a true copy thereof enclosed in a sealed envelope with postage thereon fully prepaid, in the United States mail at East Palo Alto, CA to the person(s) at the addresses set forth below.

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RENT STABILIZATION BOARD

CITY OF EAST PALO ALTO

CALDERON, et al.,

Tenant-Respondents,

vs.

WOODLAND PARK COMMUNITIES,

Landlord-Appellants.

Case Nos. 20240022-20240036

RESPONDENT'S OPPOSITION BRIEF

Hearing: August 12, 2026

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I. INTRODUCTION

This appeal stems from fifteen petitioners holding their landlord accountable for illegally profiting at their expense. Following a five-hour evidentiary hearing, East Palo Alto's Rent Stabilization Board ("the Board") found that Woodland Park Communities ("Landlord") did not provide its tenants with the housing services they paid for at 301 O'Keefe Street ("Property"). As such, the Board ordered Landlord to reimburse its tenants 7% of their rents for the two years preceding the tenants' petitions up to the date of the hearing. The Board also ordered Landlord to reduce the rent by an additional 7% for tenants who live on the second floor and 15% for those on the third. Rather than submit to this modest reduction, Landlord appeals, raising a slew of meritless arguments about why it should be free to overcharge its tenants.

While it is clear that Landlord dislikes the Hearing Examiner's order, he made his decision based on substantial evidence from fifteen different units. This evidence included hearing testimony, photographic evidence, third-party reports, and even the Landlord's own business records. Landlord's appeal fails to show that the Examiner erred or in any way abused his discretion. At best, it shows that there were, at times, factual disputes. As such, the order should be upheld in its entirety.

II. FACTS

On September 18, 2024, Tenants at 201, 245, and 301 East O'Keefe Street, filed petitions with the East Palo Alto Rent Stabilization Program against Landlord, Woodland Park Communities. (Hearing Decision, at p. 1.)

The tenants' petitions requested rent rebates, in part, due to Landlord failing to provide housing services in the Property's common areas. (*Id.*, at pp. 1-22.) Specifically, Tenants raised issues including a malfunctioning elevator; defective floors; water pipes leaking and flooding in the parking area; defects in the parking area; a defective motorized gate; malfunctioning stairway lighting; defective gutter; broken doorframe; and poor maintenance of the exterior building paint. (*Id.*, at p. 4.)

The tenants live in fifteen different units at the Property. (*Id.*, at pp. 44-45.) The Board consolidated the matters and set a hearing specifically for the common area issues. (*Id.*, at pp. 1-2.)

On February 26, 2025, the Board held its hearing on the common-area issues. (*Ibid.*) The tenants, many of whom testified, were represented by James Huynh from the Regional Tenant Organizing Network. (*Ibid.*)

Several long-time tenants testified and/or submitted documents concerning conditions in the common area of the property, all of which they say they have brought to the attention of the Landlord numerous times. (*Id.*, at p. 4.) In addition to their testimony, the Tenants submitted seventeen exhibits. (*Id.*, at p. 6.)

The Board issued its decision on June 9, 2025. (*Id.*, at p. 43.) Tenants prevailed on some issues and lost on others. The Decision awarded all fifteen petitioning units a 4% rent rebate for the period of January 2023 through February 26, 2025 for the leaking pipes and flooding in the parking area and a 3% rent rebate for the period of January 2023 to January 1, 2025 for the malfunctioning motorized gate. (*Id.*, at p. 44.) Due to Landlord's neglect of the Property's elevator, Tenants who reside in units on the second level received an additional 7% rent rebate from January 2023 to February 26, 2025. (*Ibid.*) Tenants living on the third floor received an additional 15% rent rebate. (*Ibid.*)

III. LEGAL STANDARDS

Three legal standards are relevant in this matter. The standard in the initial hearing, the standard for this appeal, and the standard if either side seeks judicial review of this decision. All three standards should inform the Board's decision here.

A. Initial Petition

In the initial petition, the Petitioners bear the burden of proof and must show by a preponderance of the evidence the grounds for a reduction in Rent. (RSBR 1500(E)(2)(c).) A preponderance of the evidence "requires the trier of fact to believe that the existence of a fact is more probable than its nonexistence." (*In re Angelia P.* (1981) 28 Cal.3d 908, 918.) "The sole focus of the legal definition of 'preponderance' in the phrase 'preponderance of the evidence' is on the quality of the evidence. The quantity of evidence presented by each side is irrelevant." (*Glage v. Hawes Firearms Co.*, 266 (1990) Cal.App.3d 314, 324–25.)

Appellant falsely claims that a preponderance of the evidence means "more than half of the

evidence." This (citationless) assertion mischaracterizes the standard. The standard addresses the persuasiveness and quality of the evidence, not the quantity.

B. Board Appeal

In appeals before the Board, unless "the Board determines that a de novo hearing is required, the Board's decision will be based exclusively on the record before the Hearing Examiner." (Rent Stabilization Board Regulation (hereafter "RSBR" 1500(G)(2)(h).) To prevail in an appeal, the appellant must establish "either error or abuse of discretion." (RSBR 1500(G)(2)(b).) "In those cases where the Board is able to determine that the Hearing Examiner has erred, the Board may remand the case for further hearing…" (RSBR 1500(G)(2)(g).) The Board can also "affirm, reverse, remand or modify the decision of the Hearing Examiner." (RSBR 1500(G)(2)(j).)

Here, the Board did not order a de novo trial. As such, the Board is limited to the established record. (Notice of Rent Board Appeal Hearing)

C. Superior Court Review

If a party is unsatisfied with the Board's appeal decision, it may seek judicial review in the San Mateo Superior Court. (RSBR 1500(H); Cal. Code Civ. Proc., §§ 1094.5, 1094.6.) However, Courts do not disturb reasonable findings of local rent boards. Superior Court review is limited to jurisdictional issues, whether there was a fair trial, and whether there was "any prejudicial abuse of discretion." (Cal. Code Civ. Proc., §1094.5 subd. (b).) One way of establishing abuse of discretion is by showing that the "decision is not supported by the findings, or the findings are not supported by the evidence." (*Ibid.*) When the petitioner claims that findings are not supported by the evidence, the trial court can use two standards. (Cal. Code Civ. Proc., §1094.5 subd. (c). First,

> In cases in which the court is authorized by law to exercise its independent judgment on the evidence, abuse of discretion is established if the court determines that the findings are not supported by the weight of the evidence.

(*Ibid.*)

In any other case, "abuse of discretion is established if the court determines that the findings are not supported by substantial evidence in the light of the whole record." (*Ibid.*)

Here, Landlord and Tenant agree that the second standard would apply in the Superior Court. (Appellants Opening Brief ("AOB"), at p. 8. *See also H.N. & Frances C. Berger Found. v. City*

of Escondido (2005) 127 Cal.App.4th 1, 7.) Under this standard, "the trial court must draw all reasonable inferences to support the agency's factual findings and ***may reverse only if the findings are so lacking in evidentiary support as to render them arbitrary, capricious, or unreasonable.***" (*Harrington v. Hous. Auth. of Riverside Cnty.* (2026) 118 Cal.App.5th 1086, Citing *Auburn Woods I Homeowners Assn. v. Fair Employment & Housing Com.* (2004) 121 Cal.App.4th 1578, 1583) The reviewing court, "begins with the presumption the record contains evidence to sustain the board's findings of fact." (*H.N. & Frances C. Berger Found.*, *supra*, 127 Cal.App.4th at p. 7.)

If the Board upholds its previous decision, Landlord will have an uphill battle in superior court. Tenants will likely be represented by experienced counsel, and Landlord will not be able to simply allege that there is "no evidence" supporting the decision (as done here). Instead, Landlord will need to affirmatively defeat the Court's presumption that the Board's decision was proper. In doing so, the Court will "draw all inferences" in support of the Board. (*Harrington.*, *supra*, 118 Cal.App.5th 1086.)

IV. ARGUMENT

The Board should uphold its order because the Examiner correctly determined that the preponderance of the evidence showed Landlord neglected its common areas despite having notice of ongoing issues. Landlord's brief makes numerous overlapping arguments about why the Board should reverse its decision. Most center around the Landlord simply disagreeing with the Examiner's findings about whose evidence was more convincing.

Instead of arguing why the Tenant's evidence was insufficient, Landlord merely points out that it had its own evidence. Simply stating that the Landlord had its own evidence is not a basis for appeal. Tenants do not dispute that Landlord defended itself and presented evidence. That said, the Examiner found the weight of Tenants' evidence to be more persuasive. The remaining arguments misrepresent the record, are completely irrelevant, or attempt to create legal errors where none truly exist. To simplify the review of Landlord's appeal, Tenant addresses each of their arguments in the order presented by Landlord in its brief.

A. <u>The Record Demonstrates a Failure to Maintain the Common Areas.</u>

Landlord's first argument is that "Woodland Park timely fixes common area problems"

and that the Hearing Examiner's order is not detailed enough. (Appellant's Opening Brief "AOB", at p. 9.) Unsurprisingly, Landlord presented a defense at the hearing – this is not disputed. Landlord did indeed present evidence that it claimed showed it addressed the issues. Landlord also acknowledged "that its work order records don't reflect the existence of tenant complaints over this period of many years." (Decision, at p. 24.) On the other hand, Tenants had evidence showing that the Landlord did not adequately address the issues. Ultimately, for several issues, the tenants' evidence was more persuasive.

The Examiner did not ignore the Landlord's evidence. Landlord prevailed in part, on issues of the common area walkways and stairs, as well as stairway lighting, and the general exterior appearance. (*Id.*, at pp. 29, 32-33, 37-41.) However, the Examiner also found that "[i]n assessing the response of the Landlord to repair concerns raised by the Tenants, it is noted… that several of the conditions at issue in this case were repaired by the Landlord very close to the time period of the February 26, Hearing." (*Id.*, at p. 24.)

In making this determination, the Examiner credited overlapping, consistent tenant testimony, photographic exhibits of neglected common areas, County Environmental Health inspection notes, and Landlord's own exhibits showing numerous invoices for repairs and other maintenance **but** only within the past few months before the hearing. (*Id.*, at pp. 24, 36-41.)

Pages nine through twenty-two of the Landlord's opening brief offer nothing more than its opinion that the Examiner should have found its evidence persuasive. Landlord did indeed present records that it responded to some complaints (although most of them showed Landlord's hurried attempts to resolve common area issues before the Hearing). (*Id.*, at p. 24.) This evidence was acknowledged in the decision and presumably led to Landlord not being found liable for a greater rent reduction. While Landlord attempts to rehash its largely failed case again, a one-sided rehashing of the Landlord's evidence does nothing to show that the decision involves "either error or abuse of discretion." (RSBR 1500(G)(2)(b).)

a. <u>Elevator Repairs Have Been Unreasonably Delayed and Inadequate</u>

Landlord claims that whenever a tenant raised an issue with the elevator, it was immediately inspected. (AOB, p. 9.) Landlord also claims that the evidence shows the elevator was working and

therefore, no rent rebate is appropriate. (*Id.*, at p. 10.) However, a tenant testified that the elevator continued to break down, including the week of the Hearing. (Decision, at p. 27.) The Rules specify that a basis for reduction in rent is "failure to provide adequate maintenance." (RSBR 1500(E)(1)(c).) Adequate repair of the elevator would mean that the elevator was not unpredictably and intermittently breaking down monthly. (Decision, at p. 27-28.)

Landlord's evidence of some work orders for the elevator does not outweigh the testimony provided by the tenants. Maria De Los Angeles testified that she has repeatedly called the office to report the elevator not working or gone in person to the Landlord's local office. (Decision, at pp. 8-9.) "Management would fix the elevator, and it would work for a few days or a couple of weeks and then break down again." (*Id.*, at p. 8.) Ms. De Los Angeles also testified to an incident in October 2024, where it took management three weeks to repair the elevator. (*Id.*, at p. 9.) At the time of the hearing, Ms. De Los Angeles noted that the elevator had been out of service for a week. (*Ibid.*) A tenant in Unit 12 who uses a wheelchair had to be carried up and down the stairs by family members when the elevator was not working. (*Id.*, at p. 10.) Tenant Tania Raass also recounted when a tenant living on the third floor died and paramedics had to carry the deceased person down the stairs because the elevator was not working. (*Id.*, at p. 11.) "Sometimes, [the elevator] breaks down less than a month after it is repaired." (*Ibid.*)

Landlord's representatives testified that there are records and immediate responses to elevator calls. However, the tenant testimony shows that these issues have not been addressed sufficiently. Even if the records are accurate, the fact remains that the elevators had the same recurring problems. Landlord did not present any reliable testimony that showed the elevator functioned properly on a regular and predictable basis. (*Id.*, at p. 36.) "There was no witness or report from the elevator contractor to dispute the Tenant testimony about the reliability of the elevator." (*Ibid.*) Landlord's records "and the Tenants' evidence, document that the Landlord's efforts were insufficient to provide the Tenants with a predictably reliable elevator service." (*Id.*, at p. 37.)[1] The Examiner did not err or abuse his discretion.

[1] While not pertinent to the hearing here, Tenant's counsel has prosecuted disability discrimination cases based on similar conduct. A small rent reduction trivial compared to the damages and attorney's fees that

b. <u>Plumbing Repairs in Parking Areas Have Been Unreasonably Delayed and Inadequate</u>

Landlord complains that the evidence shows that Landlord timely repaired plumbing issues in the parking area. (AOB, at p. 10.) Again, despite Landlord's claims, consistent tenant testimony and evidence shows that problems with the plumbing in the parking area persist. Raquel Rodriguez testified that leaks in the parking area have been occurring for more than five years. (Decision, at p. 15.) "Despite the notation that [the condition] was 'repaired,' that condition is continuing through today." (*Id.*, at p. 16.) "She reports this problem every month when she goes to the Landlord's local office to pay her rent. She also called the maintenance telephone number when the condition has become worse." (*Ibid.*) Ms. Rodriguez also noted that "[s]ometimes, the flood water is not removed for 2-3 weeks until some of the tenants make complaints, after which the Landlord has the water removed." (Ibid.) There are photos to show areas that continuously flood every rainy season. (*Ibid.*, Tenant's Exhibits 30 & 31.)

Landlord's representatives blamed the age of the building for these problems, instead of noting ways they have tried to structurally address and resolve these issues long-term. (Decision, at p. 17.) Landlord's representatives claimed to have put in pumps to remove accumulated rainwater. (*Ibid.*) However, Tenants testified that they never saw pumps being used before the couple of weeks before the hearing, and that Landlord did not take any actions to address flooding and leaking issues before Tenants filed their petitions. (*Ibid.*) Ultimately the Examiner found "The Landlord failed to prove that it took prompt and effective action to cure any of these conditions, as evidenced by the fact that they continued to re-occur [sic]." (*Id.*, at p. 38.)

There is ample evidence for the Examiner to reasonably find that the Landlord delayed and inadequately resolved the common area plumbing issues, and that this conduct warranted a rent reduction. Landlord does not show that the Examiner's decision was an error or an abuse of discretion.

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may be available in Superior Court under the Fair Employment and Housing Act. Tenant's counsel is optimistic that these proceedings will teach Landlord an important lesson about the importance of maintaining elevators. That said, regardless of the outcome of this appeal, the situation at the Property is being monitored.

c. Security Gate Repairs Have Been Unreasonably Delayed

Again, Landlord simply argues with the Examiner's conclusion on the value of the evidence presented by both sides. Tenants presented ample testimonial and photographic evidence of issues caused by the malfunctioning of the gate. (*Id.* at p. 19.) The tenants met their burden and their evidence was more persuasive that Landlord's. Therefore, the Examiner did not err in his decision.

B. Respondent Had Knowledge of Problems Years Before the Petitions Were Filed.

Landlord's second argument is that it did not have notice or opportunity to correct the conditions forming the basis for the petition, and that Tenants did not provide proof of Landlord's notice. (AOB, at p. 13.) This assertion is contradicted by ample evidence from Tenants in their exhibits and testimony.

The Decision is abundantly clear that tenants met their burden of establishing their claims. The Decision summarizes the testimony of several different Tenants about their repeated notifications to management on issues in the common areas. "The Tenant witnesses described various occasions when they complained about these conditions to the Landlord, primarily by lodging verbal complaints with the staff at the Landlord's local office near the Rental Property, when they paid their monthly rent. They also verbally complained by calling the Landlord telephone number given to them to request repairs." (Decision, at p. 23.) This testimony is not only evidence, but it is evidence superior to the Landlord's hearsay business records. This is because, unlike a self-serving business record, "[o]ral testimony of witnesses given in the presence of the trier of fact is valued for its probative worth on the issue of credibility, because such testimony affords the trier of fact an opportunity to observe the demeanor of witnesses." (*Elkins v. Superior Ct.* (2007) 41 Cal.4th 1337, 1358.)

More importantly, the regulations are clear that "verbal, written, ***or constructive***" notice are all acceptable forms of notice. (Rule 1500(E)(2)(a) (emphasis).)

> Every person who has actual notice of circumstances sufficient to put a prudent person upon inquiry as to a particular fact has constructive notice of the fact itself in all cases in which, by prosecuting such inquiry, he or she might have learned that fact.

(Cal. Civ. Code, § 19.)

Even if none of the tenants said a word about the problems (not the case), all the problems at issue were in the property's common areas. The Landlord cannot, and does not contend, that it has not set foot on its own Property since 2021. "In addition to complaints made by Tenants, it is held that the Landlord was aware of these violations because its security staff personnel were instructed to report these type of conditions." (Decision, at p. 38.) These persistent and observable common area conditions were sufficient to put a prudent person who regularly surveys the property on notice. In fact, in the 201 O'Keefe hearing, Landlord's representative testified that,

> Same thing when we do our walks, um, uh, we take note of it like today as well, we put in a service request and we send out a technician to take care of it …. So, we have ourselves who walk the property, the building, uh we have security who does their checks as well, laundry rooms, you know um, elevators, uh grounds, uh we have our [inaudible] company as well that also walks the premises, they see anything they report it back to us. Um, I know we've had county inspections as well, I think the last one was January, I believe. Um, so if they cite us for anything like that we take care of.

(201 O'Keefe Hearing Recording at 1:44:00.)

Landlord's representative affirmed this assertion in the 245 Hearing as well,

> **Hearing Examiner:** "You testified in uh- earlier proceeding about a security patrol, do those security, those same security company patrol, deal with 245 O'Keefe as well?"
> **Ms. Andrade:** "Yes, sir, they also—that is part of their list as well to patrol."
> **Hearing Examiner:** "And do they also have checkpoints within the building?"
> **Ms. Andrade:** "They do have checkpoints there as well."
>
> ….
>
> **Hearing Examiner:** "And they would have to physically get out of their car to do the laundry checks. But also during the day, they come by, they have checkpoints that they physically have to get out of the car and do some checking?"
> **Ms. Andrade:** "Yes, sir."

(245 O'Keefe Hearing Recording at 29:00)

Landlord attempts to mislead the Board and discredit the Examiner's decision by creatively misquoting the decision. Landlord claims that the decision states,

> There are no clear records establishing Landlord awareness of the conditions found to justify a rebate.

(AOB, at p. 13:21.)

This "quote" from the decision is a product of eliminating part of the sentence and changing the lower case t in "there" to an upper case T – pretending the "quote" is complete when it is not. The actual sentence reads,

> The Tenants testified that they made their complaints about various conditions verbally at the local officer[sic.] or over the phone, so there are no clear records establishing Landlord awareness of the conditions found to justify a rebate.

(Decision, at p. 24:14)

This is not the only instance of Landlord's counsel eliminating words for the decision in hiding the context. (see e.g. AOB, pp. 13:28-14:1.)

Inadvertent drafting errors aside, the Tenants testified that conditions warranting a rent rebate existed for many years. For the elevator, there is testimony that it has been malfunctioning since 2017. (Decision, at p. 24.) "Tenants testified that they made their complaints about various conditions verbally at the local officer [sic] or over the phone, so there are no clear records establishing Landlord awareness of the conditions found to justify a rebate." (*Ibid*.) Landlord's own service records document eleven service calls between January 2023 and March 2025, six of the calls being "trouble calls." (*Id*. at p. 28, LL Ex. 8.) "The frequency of service by [Bleyle elevator service] documents that the elevator has not reliably functioned on multiple occasions in the years 2023, 2024, as well as early 2025. These service records document that the Landlord was aware of the elevator problems during this time period." (*Id*., at pp. 36-37.)

Unable to contradict the tenant's credible testimony, Landlord again attempts to defeat the Tenants' case using their own self-serving and admittedly incomplete business records. "Prior to July 2024, the Tenants understood that the process for requesting a repair or complaining about a condition on the Rental Property was to verbally submit that concern to the Landlord staff working at an office close to the Rental Property, typically at the same time they went to this office to pay their monthly rent. There was also a telephone number for the Tenants to use as an alternative communication channel with the Landlord. There was no written complaint form supplied to tenants to register their requests." (*Id*., at p. 26.) Tenant Maria De Los Angeles testified to her methods of notifying Landlord of issues. "She would call the office to report the elevator not working… Sometimes, she would go to the Landlord's local office on the corner of East Okeefe and

O'Connor… Before 2024, **these were the only options to make a complaint.** There was no specific form to be filled out; they just reported the problem and trusted that the person would take care of her complaint." (*Id.*, at pp. 8-9, *emphasis added*.) Long-time Tenant Tania Raass has testified to the same pattern of reporting. "She has called the office to report that the elevator was broken. Every time she calls, the office staff answers that the repair techs will be called. She has personally gone to the office to tell the staff about the elevator being broken." (*Id.*, at p. 11.) Therefore, it should come as no shock to Landlord that there are no detailed written records of tenants' complaints before July 2024. All this shows is that the Landlord likely took steps to minimize a paper trail of its neglect.

Landlord claims that tenants should have used their portal. (AOB, at p. 14:25.) Whether the tenants used the online portal or not is irrelevant. The issue is whether the Landlord knew of the problems, not whether the tenants used the Landlord's web portal. The Examiner notes, "even if the Tenants had not complained, the Landlord should have independently been aware these conditions needed attention. Several of these conditions were long-standing and obvious. They should have been discovered by the Landlord during periodic inspections." (*Id.*, at p. 23.) The Decision's award of a rent reduction and reimbursement starting from January 2023 is appropriate given that the Hearing Examiner found that Petitioners presented sufficient evidence of a reduction in maintenance and housing services. This determination falls within the Examiner's fact-finding discretion.

C. Prospective Rent Rebates Are Appropriate in This Case.

Landlord claims there is "no authority" for a prospective reduction. However, Prospective Rent Rebates are appropriate when a landlord has not corrected maintenance failures, decreased housing services, or habitability violations that are "in affect at the time of the hearing." (RSBR 1500 (E)(2)(d)(iii). The purpose of these prospective rebates is to adjust rent going forward until compliance and rebate value prospectively by lowering rent during the period of noncompliance that continues past the hearing.

Landlord argues here that "the tenant is receiving all of the housing services for which they contracted and no rent reduction is appropriate." (AOB, at p. 15.) This is not the finding of the

Examiner, but the Landlord's opinion. However, the Examiner notes that "a continuing Award is appropriate for the leaking pipe conditions, given the lack of evidence of effective repairs for these conditions through the date of the February Hearing." (Decision, at p. 39.) For the elevator, the Decision also notes that "[a] continuing award is also appropriate for this condition since the preponderance of the evidence in the Hearing Record supports a Conclusion that the elevator malfunctioning was continuing through the date of the February hearing." (*Id.*, at p. 37.)

Landlord could have eliminated this rent decrease by fixing the issues Tenants complained of and following the proper procedures. (RSBR 1500 (E)(4).) Instead of addressing the issues and following the Board's process, Landlord chose to retain an attorney and challenge the Board's authority on frivolous grounds.

Landlord complains that common area issues reported happen intermittently and affect certain tenants more than others, and this means that the tenants should not receive a blanket rent rebate. (AOB, at p. 16.) There is no legal support for this proposition. The Tenants' rents were adjusted based on the value of the services eliminated. They are not receiving tort damages for emotional distress, pain or suffering, or anything else that requires an individual fact-finding.

The reported common area issues are intermittent but they are repeatedly recurring and unpredictable, leaving Tenants unable to rely on the services they paid for. These issues also occur in the common areas, in which tenants share use. Just because an issue is intermittent does not mean that the Examiner cannot award a rent rebate. "The dates for the rebate allocated to the flooding have been adjusted to represent a projected overall reduction based on averaging the impact of flooding during rainy season versus the dry season." (Decision, at p. 39.) Landlord claims that these conditions only affect certain units.(AOB, at p. 18.) However, the testimony shows that multiple tenants must drive their cards around flooded areas to avoid damage to their vehicles. (*Id.*, at p. 30.) Additionally, the flooding produces bad odors and remains for weeks at times; Tenants' shoes get wet with this water when they must walk through the parking area. (*Ibid.*) This affects all tenants who enter. It is absolutely within the Examiner's discretion to require that Landlord prove the problems are not continuing when time and time again Landlord has told Tenants that problems were remedied without truly resolving them.

D. <u>Landlord's "De Minimis Problems" Argument is not Persuasive.</u>

The Examiner has discretion to determine when maintenance deficiencies or deterioration have significantly impacted the livability or rental value of a unit. (See Regulations 1500(E)(3).) It is not surprising that Landlord does not believe that the maintenance issues at the property were important. That point was made far before the initial petitions. Despite Landlord's belief that the problems were not significant, the Decision did not award rent rebates for *de minimis* problems.

The Tenant's Petitions list many different conditions that qualify tenants for rent reductions, including, "Building, yard, garage, hallways, stairs, and common areas are not clean, sanitary, or free from all accumulations of debris, filth, rubbish, garbage, rodents, and vermin, such as cockroaches or rats; … Inoperative/missing exterior lights; … Peeling, crumbling, stained, worn, scraped or cracked paint or peeling, torn, stained wall covering; ..." Tenants also reported a loss or reduction of services of "Defective or inoperative elevator; … Broken or defective security gates, door or fencing."

The San Mateo County Health Environmental Health Services Department inspected the building in January 2025, after Tenants had organized and pressured Landlord to conduct much-needed repairs. Though the inspector opined that the two of the issues (the downspouts in the central plaza and the dryer vents detached) were "minor" (not de minimis), the Examiner's decision was not solely based on the San Mateo Report. (Decision, at p. 7.) The Department's inspector is merely one witness, not the finder of fact. The evidence still largely shows persistent, unpredictable problems with the elevator, plumbing in parking areas, and motorized gate.

The awarded rent rebates and reimbursements are appropriate and proportional to the rental value attributable to the reported issues. The Examiner found that tenants carried their burden on reductions in maintenance and services due to unreasonable delays in remedying plumbing-related issues, a malfunctioning gate, and a persistent inoperative elevator, while denying other categories, such as the claims of general issues with exterior maintenance and walkways (*Id*. at p. 29-43.) The Examiner properly applied the Rules' factors in determining that Petitioners were entitled to a rent

reduction based on the evidence of maintenance deficiencies in the record. (See RSBR 1500(E)(3).)[2] Landlord's unsupported and inaccurate assertions that the problems "do not affect the rental value" are not a sufficient basis for overturning the decision.

E. <u>All Petitioners Raised Common Area Issues in Their Petitions.</u>

The rule Landlord cites to argue that the petitioners can only receive the rent rebates they request is Rule 1500(E)(3), which requires that rent reductions "shall be based on the issues presented in the petition." Landlord attempts to mislead the Board by failing to mention that every tenant in this consolidated matter submitted an addendum to their petition, which raised all common-area issues. While Landlord's table purports to analyze "each petition," it chooses to simply ignore the most important page, the addendum, which universally raises the issues in question. (T Ex. 1-4) The fact that Tenants did not raise the issues in a particular format or on a particular page is irrelevant, as Landlord was on notice and presented a defense to these claims. This tactic is particularly egregious, as Tenants confronted it in their first petition, and it is repeated here, ruling out the possibility that this was an oversight on the part of Landlord's counsel.

F. <u>The Hearing Examiner Has Discretion to Require Proof of Remedy Under the RSBR.</u>

Landlord argues that there is no authority in the RSO or Rules for specific performance demonstrating adherence to the decision. RSBR 1500(E)(4) outlines the general method for a Landlord to prove that it has resolved the conditions that formed the basis for ordering a rent reduction. The Rules note that restoration of the original rent may be effective once a landlord delivers a notice to the administrator and the tenant, saying that the landlord has corrected the conditions, or the tenant directly confirms to the administrator that the landlord corrected the conditions forming the basis of the rent reduction. (RSBR 1500(E)(4).) However, the rent shall not be restored if "[t]he administrator determines… that there is cause to believe that the condition has not been corrected or was not corrected as of the date specified by the landlord[.]" ((RSBR

[2] Factors include "the extent to which the failure affects the tenant(s), the relative significance of the failure in relation to the safety, health, convenience, and comfort of the tenant(s), the extent to which the tenant relied on the fact that the condition would be adequately maintained, the extent to which the use and enjoyment of the unit is affected, and other factors that are reasonably deemed to be relevant."

1500(E)(4)(a).) Nothing in the RSO or Rules says that an Examiner cannot provide specific parameters for Landlord to prove that it has remedied the conditions that form the basis of the rent rebate. This is especially crucial when record evidence shows a pattern of persistent and intermittent issues, as well as a pattern of the Landlord's failure to adequately repair these conditions.

Landlord mischaracterizes the Examiner's decision as requiring "specific performance." "In essence, the remedy of specific performance enforces the execution of a contract according to its terms, … In specific performance, execution of the contract is enforced by the power of the Court to treat disobedience of its decree as contempt." (G.W. Keeton, *An Introduction to Equity* 304 (5th ed. 1961).) Landlord will not be held in contempt if it does not make the repairs. The parties are in agreement that the Board does not have the power to compel specific performance.

The Examiner has determined that Landlord has failed to provide adequate maintenance in the common areas that constitutes a decrease in housing services at the Property that warrants a rent reduction. (Decision, at p. 39.) "Housing services" include "repairs, maintenance", "elevator service," "parking and any other benefit, privilege or facility connected with the use or occupancy of any rental unit."(East Palo Alto Mun. Code, § 14.04.040.) Services to a rental unit shall include a proportionate part of services provided to common facilities of the building in which the rental unit is contained." (*Ibid.*) The Board is well within its right to order rent rebates if Landlord refuses to maintain its property. The landlord is free to not resolve the problems, they will not be violating a court order, they will not be held in contempt, but they will be subject to further rent rebates.[3]

G. <u>The Decision Only Awards Rebates to Tenants with Tenancies at the Property.</u>

The Decision does not include compensation for time periods when tenants did not occupy their units. Similarly, the Decision does not offer rebates for non-tenants. Clearly, Landlord does not need to apply the rent decrease from January 2023 to February 2025 to tenants who were not occupying the property during that period. The Board has not ordered this, and Tenants do not request it.

[3] And perhaps other legal action.

Landlord's next argument is that several petitioners are not "tenants." No provision of The East Palo Alto Municipal Code requires the Board to, for example, issue half the rent reduction to one unit because the Landlord claims that one of the two tenants is "unauthorized." The reduction of the rent attaches to the unit during the time of tenancy, not to the individual tenants, making this argument unnecessary. (RSBR 1500(C)(3),(4).)

In any event, whether these tenants' names appear on a lease or not, is irrelevant, as the East Palo Alto Municipal code defines a "Tenant" as,

> Any renter, tenant, subtenant, lessee or sublessee of a rental unit, or successor to a renter's interest, or any group of tenants, subtenants, lessee's, or sublessee's of any rental unit, or any other person entitled to the use or occupancy of such rental unit.

(East Palo Alto Mun. Code, 14.04.040.)

Landlord would, of course, benefit from a system that disallows non-signatories of written lease agreements from petitioning; however, for good reason, that is not the law in East Palo Alto. Even tenants not on a written lease are entitled to dignified housing.

In any event, this is not the forum to determine the legitimacy of these tenancies. It was (correctly) not resolved by the Board and was not litigated on the merits. Landlord's choice to retaliate against these tenants for asserting their rights, by claiming these individuals are not tenants, while illegal, has no bearing on this appeal. (Cal. Civ. Code, § 1942.5)

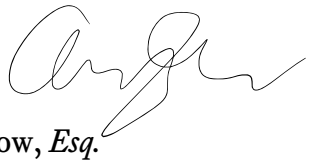
H. <u>The Decision Appropriately Awards Rent Rebates to Petitioners</u>

The preponderance of the evidence standard can be satisfied without personal appearance at the hearing. The evidentiary standard in the Rules contains no requirement of the petitioners' personal appearances at the hearing. Additionally, there is no requirement in the Rules for petitioners pursuing common area claims to also pursue individual unit claims. When the record demonstrates building-wide service reductions affecting the similarly situated tenants, all petitioners are not required to appear on the record and submit evidence for all claims. Rafaela Hernandez and Jorge Rodriguez are still entitled to the rent rebates they petitioned for despite not appearing at the hearing or pursuing individual petitions.

V. CONCLUSION

The rent rebates and reductions should be preserved because the Examiner applied the correct legal framework, properly weighed evidence, and made careful, itemized findings that reflect persistent reductions in common area maintenance and services and intermittent loss of other housing services. While Landlord may disagree with the Examiner's assessment, that alone is not grounds for reversal.

Respectfully submitted,



Dated: May 6, 2026

Amy Androw, *Esq.*
Staff Attorney

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Attorneys for Respondent Woodland Park Communities

RENT STABILIZATION BOARD

CITY OF EAST PALO ALTO

CALDERON, et al., Petitioners and Appellees, v. WOODLAND PARK COMMUNITIES, Respondents and Appellants.	Case Nos. 20240013-20240021 **RESPONDENT'S/APPELLANT'S REPLY BRIEF ON APPEAL** Hearing: June 10, 2026

INTRODUCTION

This appeal presents the question as to when a rent rebate is warranted under the City of East Palo Alto's Rent Stabilization Ordinance ("RSO"). Petitioners argue that a rent rebate is warranted in any circumstance, whether or not the specific requirements of the RSO and its implementing rules (Rules and Regulations for Residential Tenancies Under 2010 RSO ("Rules")) have been met. They apparently believe that a hearing examiner can simply award rent rebates for any issue without regard for the limitations in the RSO and Rules.

In contrast, Respondent believes that the plain language of the voter-adopted RSO and its implementing regulations means something. The authority of the hearing examiner and the scope of a lawful decision is constrained by the authority provided by the voters in the RSO. Respondent agrees that rent rebates are available in some circumstances. However, the Decision went well beyond the authority set forth in the RSO. Respondent asks that rent rebates beyond the authority of the RSO be invalidated.

The RSO sets clear guidance for how the petition process works, what evidence must be presented, what findings a hearing examiner must make to award a rent rebate, and the potential scope of rent rebates. That guidance was not followed in this case. When the guidance isn't followed, it is an error and an abuse of discretion by the hearing examiner that warrants a remand or reversal.

This appeal asks the Rent Stabilization Board ("Rent Board") to reverse the Hearing Examiner's decision on common area issues at the Property to the extent that it: (1) awards a rent rebate when there was no change in housing services; (2) awards a rent rebate for the pool being closed when the pool was open; (3) awards 3 years of rent rebates without determining when landlord was notified of an alleged problem; (4) awards rebates when record evidence shows that problems were fixed in a timely fashion; (5) awards rent rebates without regard for whether a housing service is restored; (6) awards rent rebates for minor problems; (7) awards rent reductions that tenants did not request in their petitions; and (8) awards rebates for periods in which tenants had no tenancy. Such determinations are contrary to the RSO and Rules.

ARGUMENT

I. Unclear Representation.

As a preliminary matter, it is not clear who is appearing in this appeal. Respondent received an opposition brief from the California Center for Movement Legal Services on behalf of Adelina Garcia. No other opposition brief has been received from any other Petitioner. It appears that none of the other Petitioners (Caldaron, Apartment 107; Rios, Apartment 108; Del Cid, Apartment 110; Hernandez, Apartment 201; Villalon, Apartment 202; Garcia, Apartment 204; Ciramagua, Apartment #206; Pereda, Apartment 207; and Spruell, Apartment 208) have opposed the appeal. The deadline has passed for those Petitioners to submit opposition to the appeal. The appeal should be granted as to the Petitioners who did not oppose.

This continues a long-term pattern in which it is not clear which petitions are continuing or who has authority to represent a Petitioner. Without evidence or correspondence from the Petitioner indicating that they are represented or continue to prosecute the Petition, it is error to continue their cases. The Rules provide that although petitioners have the right to representation in petitions, "Any such representative shall file a written statement with the Board that he/she is assisting the named party, with the name, address and phone number of the representative." Rules Section 1500.A.13.e. That does not appear to have happened here, making it impossible to understand who is appearing in these proceedings and on whose behalf.

II. Standard of Review Requires The Decision to Be Supported By Evidence.

The Opposition Brief confusingly articulates three different standards of review. That obfuscates the relevant questions, which are whether the Decision is in error and whether it constitutes an abuse of discretion. The answer to both questions is "yes." The Hearing Examiner must be governed by the RSO and the Rules. Where the Decision violates the RSO or the Rules, it is in error and constitutes an abuse of discretion.

A critical piece of this is the administrative record. "Where it is claimed that the findings are not supported by the evidence… abuse of discretion is established if the court determines that the findings are not supported by substantial evidence in the light of the whole record." CCP Section 1094.5(c). The Opposition alleges without citation or explanation that

there is plenty of record evidence to support the Decision. Neither the Decision nor the Opposition cites to that record evidence. Without any connection between the Decision and the record evidence, there is simply no proof that the Decision is supported by record evidence. Respondent has provided ample citations to the voluminous record in support of its position. Petitioners have provided none, other than a quote from the common area hearing.[1] That quote, of course, supports Respondent's position that it actively managed the properties.

Petitioners' argument on page 5 is illustrative. Petitioners argue that "the tenants' evidence was more persuasive." 5:6-7. The Brief proceeds to cite to Respondents' evidence and brief without ever mentioning a single piece of evidence from Petitioners, much less a persuasive piece of evidence. If Petitioners' evidence was so persuasive, then there would have been citations to evidence and facts to support the conclusion. There are literally none. For example, the Opposition could cite to a particular tenant recalling a particular date on which they notified landlord of a particular problem. If this happened as often as Petitioners allege, certainly there would be some evidence of it. Perhaps there would be emails or handwritten notes. But none were provided. The Decision is not supported by the evidence.

Only Respondent has provided citations and fact to support the claim that landlord did fix problems that were brought to their attention. The reason that Respondent thoroughly explains the record evidence that was presented below is that such evidence is the only proper basis for a decision. Ignoring this evidence without any other evidentiary basis to award a rent rebate is an abuse of discretion.

In this case, the Hearing Examiner abused his discretion by failing to proceed in the manner required by law and by issuing a decision that is not supported by the findings, which in

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[1] This is true even though the City of East Palo Alto apparently provided Petitioners, but not Respondents, with the recording for the hearing on common area issues prior to briefing. Because the City did not provide a copy of the recording prior to the Opening Brief, it was not possible to cite to the hearing. City said they would treat the request for the hearing recording as Public Records Act request and then did not fulfill such request until after the City-set briefing deadline. This made it impossible for Respondent to cite to the hearing record. It is a violation of due process for a document to be provided to one party, but not the other, in a quasi-judicial setting.

turn are not supported by the preponderance of the evidence.

III. The Rules Require the Hearing Examiner to Determine Specific Dates; He Did Not.

The RSO stipulates that a tenant "must specify the housing services decreased and demonstrate that the landlord was provided with reasonable notice and opportunity to correct the conditions that provide the basis for the petition." RSO §§14.04.130C. The Rules further specify that "[t]he petitioner must provide proof that the landlord has reasonable notice (verbal, written, or constructive) and a reasonable opportunity to correct the conditions or restore the reductions in Housing Services that provide the basis for the petition." Rule 1500(E)(2)(a). The hearing examiner "**shall determine the date** on which the landlord was notified or actually knew or reasonably should have known that the conditions or problems existed." Rule 1500(A)(16)(b) (emphasis added). After all, petitioners are required to "set forth in the petition the date on which the landlord was given notice of the conditions or problems" and should attach copies of written notice to the landlord. Rule 1500A.3.E. Petitioners entirely failed to do this.

The Decision fails to meet this basic requirement set forth in the authorizing regulations. The hearing examiner did not determine the date on which the landlord was notified, despite the mandatory language in the Rules. This violates the Rules. The Decision states, without any citation to record evidence or anything else, that "for a period of three years prior to the filing of the petitions in September 2024…Tenants are entitled to have their rents reduced." Decision at p.9. But there is no explanation as to how that date was established or whether Respondent had notice of the alleged problems prior to the summer of 2024 and Petitioner's original letter and subsequent Petitions. That is error and an abuse of discretion warranting reversal.

The Decision's award of rent rebates that date back three years before the Petitioners raised their issues is error and must be reversed. The Hearing Examiner abused his discretion by failing to proceed in the manner required by law — which would have been to make a determination, based on factual record evidence, as to when Respondent had notice. The preponderance of the evidence shows that Petitioners all knew how to — and did — make maintenance requests and give Respondent notice of actual problems. They never requested attention on the common area issues raised herein. It was error to find that Respondent somehow

had notice dating back to 2021.

IV. Rent Rebates Cannot Continue Beyond the Resolution of the Problem.

The Decision awarded prospective rent rebates for a set amount of time — 12 months from the date of the Decision—without regard to whether or not the problem had already been resolved. This is contrary to the RSO, which only authorizes rent rebates to account for the reduction in rental value of an apartment when the apartment is not receiving a housing service to which it is entitled. Any rent reduction is "based on loss of rental value attributable to a reduction in maintenance or services." RSO §14.04.130B. The rent reduction "shall be in effect until the failure is corrected." See Regulation 1500E.2.d.(iii).

Once the failure is corrected, there is no authority for an ongoing rent rebate. To assume, without evidence, that a rent rebate should continue prospectively for 12 months violates the RSO and the Rules. There are no provisions for punitive or prospective rent reductions unassociated with a reduction in housing services.

Petitioners argue that Respondent could have "eliminated" the rent rebate required by the Decision "by fixing the issues." 7:20-21. But that is exactly the flaw in the Decision: It does not permit the Respondent to eliminate a rent reduction by fixing the issues. Rather, it requires the rent reduction for 12 months prospectively "From June 2025 through May 2026 Tenants' rent are reduced by 5%." Decision p.9. There is no provision for eliminating that rent reduction. Without such a provision, the Decision violates the RSO and Rules.

V. The RSO Does Not Support Rebates for Minor Issues Like the Decision Awarded.

Rule 1500(E)(1) specifies that:

> Minor maintenance deficiencies or deterioration which have no or insignificant impacts on the livability or rental value of a unit and which do not cause any health and safety risk shall not provide a basis for a reduction in the Rent pursuant to this subsection. (Emphasis added).

The Decision nonetheless awarded rent reductions for minor deficiencies that had insignificant, if any, impact on the livability, rental value, or health and safety of the rental unit. The San Mateo County Environmental Health Services Department inspected the building in October 2024, in response to complaints from Petitioners, and found only minor issues. See

R518. This government agency is tasked with inspecting multi-family dwellings to ensure they are safe and healthy. Stephen Low, the Housing Inspector, looked at the very same common area issues that the Decision considered. He determined the exterior paint issues to be "Minor." He inspected steps, handrails, and landings and found only one portion of a balcony railing to be loose and need to be re-secured. He considered this to be "Minor." During his multiple inspections of the building, he did not find any issues at all with the pool, the common area floor, the common area lighting, or the elevator. R518 through 521. Because the County's housing inspector found only minor issues, no rent rebate is appropriate.

Petitioners attempt to discount the value of the County's inspection report. However, this runs afoul of direct authority in the Rules. Rule 1500E.3 expressly provides that rent reductions "shall be based on…the evidence presented in conjunction with the hearing, including governmental inspection reports, if any" (emphasis added). This is not "merely one witness," as Petitioners state, but is rather a required source of information that the hearing examiner must consider. The governmental inspection reports determined that there were only minor issues. Minor issues do not warrant rent rebates.

Furthermore, the Decision misstates the findings in the County's report to support the award of a rent rebate. It is an error and an abuse of discretion to misstate the contents of a governmental report. Decision states that the County Inspector identified "the need to repair or replace steps." Decision p. 7. That is not what the report said. The report said, in relation to the topic of steps, handrails, and landings, that the only problem was the following, "Observed that the bottom portion of the balcony railing for unit 110 was loose. Re-secure as necessary." R518. There was no finding that there were missing steps or steps that required repair. Woodland Park re-secured the balcony railing for Unit 110, which the tenant confirmed. See R519.

The Decision states that the County Inspector found "inoperable fire extinguishers." Decision p. 7. That is not true. The County Inspector "observed that the fire extinguishers are due for annual servicing" and indicated this was a "minor" issue. See R518. This is not a determination that the extinguishers are "inoperable."

VI. Due Process Requires Notice of Requests Within the Petitions Themselves.

The Decision ignores the specific requests of each tenant, and instead awards the same rent rebate to each Petitioner. This is error. The City's own petition form, created to effectuate the process set forth in the RSO and explained in the Rules, requires each tenant to complete a table that includes precise dates on which tenant gave landlord notice of a problem and to notify the landlord what rent rebate they are seeking for that problem. Most of the petitions did not indicate that the Petitioner sought a rent rebate for common area issues. It would violate due process to award Petitioners relief they never sought, and they never told Respondent about. Rule 1500(A)(13)(a) protects due process by limiting a hearing to the issues raised by the petition ("the hearing shall be limited to the issues raised by the petition" "to ensure that each party is given notice of the grounds for a petition.").

Only Ms. Spruell in Unit 208, who requested a rebate for pool issues, and Ms. Hernandez in Unit 201, who requested a rebate for elevator issues, gave Respondent notice of their claim for a rebate due to common area issues. The other rebates must be denied on due process grounds.

VII. Rent Rebates for the Pool Can Only Cover Time Periods the Pool Was Closed.

The RSO and Rules only permit a rent rebate when there is a reduction of housing services. Municipal Code §14.04.130B. Petitioners argue that a rent rebate is acceptable even when the housing services are available. That runs contrary to the authority in the ordinance and is error. Respondents have cited significant record evidence regarding when the pool was available. Neither Petitioners nor the Decision cite any evidence whatsoever about dates on which the pool was unavailable. Absent any evidence at all about the pool being closed, no rent rebate is appropriate. There is no record evidence that the pool was closed for long periods in the summers or that Petitioners made reports of pool problems that went unaddressed by Respondent.

Petitioners also argue that it is appropriate to reduce rent for the pool being unavailable in the winter, even though the pool is never available in the winter. In support of this argument, they argue that rent is an annual payment. Record evidence is clear in every single lease for every single Petitioner that rent is paid monthly. There is no support for the theory that rent is annual.

VIII. Petitioners Concede That No Rent Rebates Are Available Without a Tenancy.

Respondents agree with Petitioners that no rent rebates are available when tenants did not occupy a unit. As a clarifying point, the Decision does provide for rebates during time periods when a Petitioner was not a tenant. For example, Katterine Ciramagua and Alex Santiago became tenants of Apartment 206 on June 8, 2024. R002. The May 2025 Decision awards these tenants rent rebates and reimbursements for 24 months, which predates the beginning of their tenancy. See Decision Attachment 1.

The Decision and rent rebates must be corrected to provide for the accurate rebates.

CONCLUSION

The rent rebates and reduction in rent should be reversed.

Respectfully submitted,

Dated: April 23, 2026

OPTERRA LAW, INC.

Corinne I. Calfee

Attorney for Respondent Woodland Park Communities

PROOF OF SERVICE

I, the undersigned, declare that I am employed in the County of Yolo, State of California. I am over the age of eighteen years and not a party to the within cause. My business address is P.O. Box 2369, Davis, CA 95617.

On April 23, 2026, I served the following documents:

- Appellant's/Respondent's Reply Brief

BY FIRST CLASS MAIL by placing a true copy thereof enclosed in a sealed envelope with postage thereon fully prepaid, in the United States mail at Davis, CA to the person(s) at the addresses set forth below.

Katterine Ciramagua & Alex Santiago
201 E. O'Keefe St., #206
East Palo Alto, CA 94303

Elizabeth Perada
201 E. O'Keefe St., #207
East Palo Alto, CA 94303

Melva Spruell
201 E. O'Keefe St., #208
East Palo Alto, CA 94303

Maria Guadalupe Villalon
201 E. O'Keefe St., #202
East Palo Alto, CA 94303

Adelina Garcia
201 E. O'Keefe St., #204
East Palo Alto, CA 94303

Amy Androw
California Ctr for Movement Legal Serv
428 13th St. 8th Floor
Oakland, CA 94612

Josefina Calderon
201 E. O'Keefe St., #107
East Palo Alto, CA 94303

Rocio Rios et al
201 E. O'Keefe St., #108
East Palo Alto, CA 94303

Reyna del Cid et al
201 E. O'Keefe St., #110
East Palo Alto, CA 94303

Alma Hernandez
201 E. O'Keefe St., #201
East Palo Alto, CA 94303

Rent Stabilization Program
City of East Palo Alto
2415 University Avenue
East Palo Alto, CA 94303

I declare under penalty of perjury that the foregoing is true and correct. Executed on April 23, 2026 in Davis, California.

By: Corinne O. Calfee
Name: Corinne Calfee, Attorney

City of East Palo Alto
Rent Stabilization Program
2415 University Avenue, East Palo Alto, CA 94303
Phone: 650.853.3114 Fax: 650.853.3115 Email: rentprogram@cityofepa.org
http://www.cityofepa.org/rentprogram

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CITY OF EAST PALO ALTO
RENT STABILIZATION

FORM TO APPEAL DECISION OF HEARING EXAMINER

☐ Filed by Petitioner(s): _____
Name of Appellant(s)

☑ Filed by Respondent(s):
Woodland Park Communities, Respondent
Name of Appellant(s)

Case Number: 2024-007 to 2024-036

Date of Hearing: February 26, 2025

Date Hearing Decision Received by Appellant(s): June 12, 2025

Property Address: 301 E. O'Keefe St., East Palo Alto, CA

General Information: Any party may appeal the decision of the Hearing Examiner to the Rent Board within 15 calendar days after receipt of the Notice of the Decision of the Hearing Examiner. An appeal must be submitted using this form and must state why the Appellant believes there was either error or abuse of discretion on the part of the Hearing Examiner. The Appellant shall file two copies of this Appeal Form with the Board at the above address with proof of mailing a copy of the appeal to the opposing party(ies). If the decision of the Hearing Examiner is appealed to the Rent Board, the decision of the Hearing Examiner shall be stayed pending issuance of a final and effective Board decision. For more information about the appeal process, please refer to Section 1500, E. Appeals of Decision of Hearing Examiner to Rent Stabilization Board in the regulations adopted by the Rent Board to implement the City of East Palo Alto Rent Stabilization [illegible]

State below the grounds for the appeal and why the Appellant believes there was either error or abuse of discretion on the part of the Hearing Examiner. Attach additional sheets if necessary.

Please see attached.

Each Appellant listed above must sign the certification below in order to be considered one of the parties filing this appeal.

Certification. *I declare under penalty of perjury that the foregoing information in this appeal and any attachments is true and correct to the best of my knowledge and belief. This statement is executed under the laws of the State of California.*

	Aura Andrade, Manager, Woodland Park	June 27, 2025
Signature	Print Name	Date
Signature	Print Name	Date

Grounds for the Appeal

Respondent Woodland Park Communities ("Respondent") hereby appeals the Decision of the Hearing Examiner because the decision was in error and constituted an abuse of discretion on the part of the Hearing Examiner. Respondent respectfully requests that the Rent Board modify the Hearing Examiner's decision to correct the errors and the abuse of discretion.

The Decision was in error and constituted an abuse of discretion, including without limitation for the following reasons:

1.) The Decision awarded rent rebates and reimbursements to tenants for time periods in which Petitioners were not tenants and did not pay rent. For example, record evidence shows that Soane Kefeloa became a tenant of Apartment 9 on March 21, 2024 and moved out on September 4, 2024. The Decision awards this tenant rent rebates and reimbursements for January 2023 to February 2025, which is longer than their entire tenancy. There is no authority in the Rent Stabilization Ordinance ("RSO") to rebate or reimburse tenants for rent that was not paid, during a time period in which they were not tenants. (Neither the prior tenants nor the subsequent tenants are petitioners and no rent rebate or reimbursement is appropriate for a tenant who does not petition.)

2.) The Decision awarded rent rebates and reimbursements for *de minimus* problems, including occasional drips from pipes in a parking area, water during rainstorms, elevator outages and problems with a mechanized gate. No rent rebates or reimbursements are available for minor maintenance deficiencies or deterioration. See Regulation 1500(E)(1)(c) ("Minor maintenance deficiencies or deterioration which have no or insignificant impacts on the livability or rental value of a unit and which do not cause any health and safety risk shall not provide a basis for a reduction in the Rent pursuant to this subsection.")

3.) The Decision awarded rent rebates and reimbursements in excess of the loss in rental value attributable to the alleged problems. Regulation 1500(E)(3) requires "Reductions in Rent shall reflect the loss in rental value attributable to the failures specified...above." The rent rebates and reimbursements far exceed any loss in rental value attributable to the alleged problems, which are de minimus. There is no record evidence that the alleged and unspecified problems with the common areas reduced the rental value by up to 22% for every petitioner. This determination is that nearly one quarter of the value of the rental unit was lost during the relevant time period, when record evidence shows that every alleged problem was addressed by the landlord and no problem continued to exist unabated for the entire time period. This further means that the rental value of the function components of the units and building cannot exceed 78%. It is impossible to understand how the entire living area of each unit including windows, ceiling, roof, walls, bedrooms, closets, bathroom, kitchen, stove, refrigerator, faucets, bath/shower, cabinets, and flooring, in addition to the many attributes of the common areas that function properly day in and day out comprise only 78% of the rental value of the units.

4.) The Decision awarded rent rebates and reimbursements without properly considering the criteria for reductions in rent. Regulation 1500(E)(3) requires that reductions in rent be based on, among other things, "governmental inspection reports, if any." The governmental inspection reports in the instant case showed that any alleged common area problems were "minor." Therefore, it was error and an abuse of discretion to award a rent rebate or reimbursement.

5.) The Decision failed to determine, as required by Regulation 1500(A)(16), the date on which the landlord was notified that each condition or problem existed. Without such date, it is impossible to determine the length of time for any rent rebate or reimbursement. It was error

to calculate or award any rent rebate or reimbursement absent record evidence was to when the landlord was notified of a problem, and to instead assume notice, without any citation or record evidence that it was January 2023. The Decision admits at page 24:8-21 "It has been difficult to determine the beginning dates for the rent rebates ordered herein." The Decision further states, "there are no clear records establishing Landlord awareness of the conditions found to justify a rebate" and "...???look again at and add a Finding and Conclusion on this issue in order to justify the relevant Findings and Conclusions, and to balance the conflicting testimony. conservative [sic] rebate starting dates in 2023 or 2024 have been selected." In other words, the Decision admits that there is no clear starting date for the rent rebates and admits that there is uncertainty and no justification for the starting date in January 2023. Furthermore, the Decision is inconsistent with regard to whether the start date would be in 2023 or 2024. This admits that there is no preponderance of evidence to support a start date of January 2023.

6.) Similarly, Petitioners "must provide proof" that landlords had reasonable notice and a reasonable opportunity to correct the conditions or restore the reductions in housing services. See Regulation 1500(E)(2)(A). Petitioners failed to provide such proof. The Decision explains, "there are no clear records establishing Landlord awareness of the conditions found to justify a rebate." Therefore, the Decision is in error and an abuse of discretion.

7.) The preponderance of the record evidence shows that as soon as a tenant notified the landlord of a problem, the landlord took action to solve the problem. No rent adjustment is permissible unless supported by the preponderance of the evidence, which is not present here. See Regulation 1500(A)(15). There is ample record evidence that when a tenant did provide notice to the landlord, the problem was fixed.

8.) The Decision awards a blanket rent reduction and reimbursement starting from January 2023. There is no record evidence that the alleged housing service reductions began in January 2023 or that the tenants provided the landlord with notice of any problem at that time. There is no citation to record evidence regarding this January 2023 date and there is no explanation as to why this date was chosen.

9.) The blanket rent reduction and reimbursement continues through the present day (and beyond) with no explanation and no citation to record evidence. The hearing on this case took place in February 2025 and no evidence was solicited or provided regarding the time period after the hearing through the present. It is error and an abuse of discretion to award a rent reduction and reimbursement during a time period during which there is no evidence of a problem.

10.) The Decision provides for prospective rent reductions without consideration for whether each alleged condition or problem has been fixed. There is no authority in the RSO or the Rules for prospective relief. Rather, Regulation 1500(E)(2) specifies that "the reduction shall be in effect until the failure is corrected." Regulation 1500(E)(4) explains "Restoration of Rent Once Bases for Reductions in Rent Area Corrected." There is no authority for a reduction to continue beyond the time of correction. Moreover, there is no record evidence that any problems are ongoing, so no prospective rent reduction is lawful. It is error and abuse of discretion to award prospective rent reductions.

11.) The Decision requires specific performance of particular tasks by landlord before the rent reductions can stop. There is no authority in the RSO or the Rules for specific performance. The only remedy is a rent reduction. The landlord cannot be required to "file a written certification from a licensed elevator repair contractor, not previously employed by the

Landlord, stating that long-term repairs have been completed and that the elevator will be expected to function without interruption or breakdown for the next twelve months" or to file "a written certification from a licensed plumbing contractor, not previously employed by the Landlord, stating that long-term repairs have been completed and that further leaks from these pipes will not be expected occur in the next twelve months." It was error and an abuse of discretion to require these acts. Furthermore, there is no evidence in the record or otherwise that it is possible to obtain a "certification" from an elevator contractor or a plumbing contractor that a given housing service is not expected to have problems in the next twelve months. It is error and an abuse of discretion to require something that is not possible.

12.) The Decision did not specify exactly what needs to be fixed. For example, it cites a "malfunctioning elevator" that is currently functioning and in service, "leaking pipes" that are not leaking, and a flooded parking area that is not flooded. There is no description or citation to record evidence as to what alleged elevator malfunction needs to be fixed, what pipe needs to be fixed, or how to fix a parking area that is not flooded. This is error and an abuse of discretion.

13.) The Decision awarded rent rebates and reimbursements to individuals who are not tenants. For example, the Decision awarded Francisco Menera a reimbursement/rebate for Apartment 21 even though the record evidence shows that only Raquel Rodriguez is a tenant in that apartment. No rent rebates and reimbursements are available to non-tenants.

14.) The Decision awards rent rebates and reimbursements that were not requested. Regulation 1500(A)(13) limits a hearing to the issues raised by the petition. Not all petitioners raised issues for which rent rebates were awarded. It was error and abuse of discretion for the Decision to award rent rebates and reimbursements for issues not raised by a given petition.

15.) Furthermore, the Decision awards rent rebates to everyone for issues that only affect certain tenants. It is error and an abuse of discretion to do so. All petitioners were awarded a 4% rent reduction starting in January 2023 and continuing to the present day for "leaking pipes" and flooding in the parking area. Most tenants experienced no leaking pipes and therefore this did not affect the rental value of most tenants' units. Rent rebates cannot be awarded when the rental value is not affected. The leaking pipes only affected certain petitioners. There is record evidence that Unit 10 experienced a leak in the parking stall on October 16, 2024 that was repaired on November 4, 2024 and a second leak in the parking stall on November 11, 2024 that was fixed the same day. On November 26, 2024, the tenant confirmed that "theirs [sic] no leaks anywhere." Those are the only two leaks for Unit 10. They affected Unit 10 for a maximum of 20 days. There is no record evidence that these two leaks affected any other unit or affected anyone for longer than 20 days. There is record evidence that Unit 12 experienced a leak in their parking stall on August 13, 2024. This leak was fixed on August 16, 2024 by repairing the shower in the unit above the parking stall. There is no other record evidence for any other parking area leaks for Unit 12, other than this leak that lasted 3 days. Similarly, there is record evidence that Unit 21 experienced a leak in the parking area on July 14, 2024 that was resolved on July 17, 2024. This is a three day period. There is no evidence of any other parking area leak for Unit 21. On November 4, 2024, the "resident advised that everything work fine and has no issues" [sic]. There is no record evidence that anyone experienced parking area leaks from January 2023 through the present date. It is error to award rent rebates and reimbursements for that time period, especially for the tenants who experienced no leaks. At most, any rent rebate would cover the affected tenant for the time period affected. However, because the landlord timely fixed each leak, no rent rebate is proper.

16.) It was error to award a rent rebate for flooding in the parking areas when the record evidence shows that this happened occasionally, and not for a period extending from January 2023 to the present day. Record evidence shows that this problem only exists for short periods of time during rainy weather. Rainy weather has not extended from January 2023 to the present day, so it is error to award that rent rebate and reimbursement for that whole time period.

17.) It was error to award a rent rebate for flooding in the parking areas when the record evidence shows that landlord immediately responds upon notice of a problem. Record evidence further shows that the problem is caused by the City's storm drain system, which cannot accommodate the storm runoff from the apartment building. Landlord cannot fix the City's storm drain system.

18.) It was error to award an ongoing rent rebate for elevator problems that began and ended on certain dates. Record evidence shows the dates that elevator outages were reported to landlord and the dates that the elevator was repaired. See Decision p. 27. Rent rebates and reimbursements outside of those dates are not permissible as there was no lack of housing services when the elevator was functioning. Indeed, tenants testified that they failed to report certain problems (see Decision p. 10). When a problem is not reported, landlord has no notice of the problem and no rent rebate is available.

19.) It was error to award a blanket, ongoing rent rebate and reimbursement for problems with the mechanical gate. Any problems that have been reported have been repaired. The problem is not ongoing.

20.) It was error to award an ongoing rent rebate and reimbursement for issues that began and ended on particular dates. Record evidence shows when a given problem was

reported and when it was resolved. It is error to award a rent rebate and reimbursement for any time period outside of those dates.

21.) The Decision has many factual inaccuracies. For example, the Decision regularly reports that "Andrea Boulepark" offered testimony on behalf of landlord. There is no such person. Andrea Bumagat attended the hearing but offered no testimony. It is error to state that she did offer testimony. Aura Andrade also attended the hearing. She provided testimony. It was error to misattribute the testimony from landlord representatives. The Decision states that testimony was provided that "Clarice Chan" is the asset manager for the owner. That is not true. The Decision states that the property owner was "Woodland Park, LLC." That is not true.

22.) The Decision omits relevant information that was submitted as part of the record in this case. For example, the landlord submitted information regarding all 15 petitioners but the Decision omits any reference to the information submitted for 10 of these petitioners. Landlord also provided a number of additional supplemental exhibits during the process, not all of which are referenced in the Decision. All of the information submitted by landlord is record evidence and it was error and abuse of discretion to exclude it.

23.) The Decision awards rent rebates and reimbursements to all petitioners, even petitioners who did not attend the hearing and for whom there is no evidence to support a finding that the rental value of their unit has been decreased by the common area issues for which an award was given. This is error and an abuse of discretion.

PROOF OF SERVICE

I, the undersigned, declare that I am employed in the County of San Mateo, State of California. I am over the age of eighteen years and not a party to the within cause. My business address is 5 Newell Ct., East Palo Alto, CA 94303.

On June 27, 2025, I served the following documents:

- Form to Appeal Decision of Hearing Examiner

BY FIRST CLASS MAIL by placing a true copy thereof enclosed in a sealed envelope with postage thereon fully prepaid, in the United States mail at East Palo Alto, CA to the person(s) at the addresses set forth below.

Rafaela Hernandez
301 E. O'Keefe St., #1
East Palo Alto, CA 94303

Jorge Rodriguez
301 E. O'Keefe St. #2
East Palo Alto, CA 94303

Silvelio Sili
301 E. O'Keefe St. #4
East Palo Alto, CA 94303

Federicko Vargas and Yesenia Berber
301 E. O'Keefe St. #5
East Palo Alto, CA 94303

Soane Kefeloa
2235 Terra Villa St
East Palo Alto, CA 94303

Leonor Camarena et al
301 E. O'Keefe St. #10
East Palo Alto, CA 94303

Maggie Pande
301 E. O'Keefe St., #11
East Palo Alto, CA 94303

Gabriel Diaz & Alejandra Gonzalez
301 E. O'Keefe St., #12
East Palo Alto, CA 94303

Juana Serrate & Hilario Arias
301 E. O'Keefe St., #15
East Palo Alto, CA 94303

Nubia Alvarado et al
301 E. O'Keefe St., #16
East Palo Alto, CA 94303

Maria Mondragon et al
301 E. O'Keefe St., #18
East Palo Alto, CA 94303

Isela Garcia
301 E. O'Keefe St., #20
East Palo Alto, CA 94303

Raquel Rodriguez
301 E. O'Keefe St., #21
East Palo Alto, CA 94303

I declare under penalty of perjury that the foregoing is true and correct. Executed on June 27, 2025 in East Palo Alto, California.

By: _____
Name: Aura Andrade
Title: Manager

Address	Apartment	Tenants	Individual Petition Issues	Common Area Items
201 E. Okeefe	107	Josefina Calderon	Since 12/2012 ther was mold for about 6 years, mold in the bathroom and on the windows, pinted it but the mold came back, about 3 months ago it was painted again, toilet doesn't work properly, waste doesn't flush and have to use a bucket of water to force the toilet to flush. Sink in the bathroom is rusty, kitchen floor in living room is peeling off and it is wet underneath, sink cabinets do not close, bathroom doors have mold, the living room windows get wet inside, windows get stuck when it rains, dishwasher has mold, the refridgerator is not working properly, cockroaches, clack water comes out of the pipes.	The elevator is frequently unusable or out of service randomly. It is not clearly communicated to residents when the elevator will be in operation. The paining in the common areas needs to be redone, the stairwell paint is very patchy. Stairway stairs are cracked, uneven and building railings are shaky and need to be reinforced. The walkway floors are cracked and uneven. The cracks should be filled in. The common areas specifically the parking area is not weatherized and when it rains there is significant flooding in the parking garage. The motorized gate into the parking structure malfunctions and has damaaged multiple resident's cars on the property. Througout the whole building, the water/hot water is shut off with limited advance notice. Brown water comes out of the sinks and bathtub when water is turned back on.

201 E. Okeefe	108	Rocio Rios, Jose de la Torre, Miriam De La Torre, Miguel Angel De La Torre	The sink is in terrible condiition, mold around the sink, tiles around the sink are cracked and mold can be seen inside, everything around the sink needs to be repaired, The bathroom tub is rusty and in bad condition, the sink is rusty and peeling paint, Bathroom fan does not work well, the humidity and mold and mold on the walls continually appear. . Stove continually breaks down, more than 10 years old and doesn't work as it should, carpet is worn out and is 8 years old, bathroom doors are in terrible condition, rusted with mold,	The elevator is frequently unusable or out of service randomly. It is not clearly communicated to residents when the elevator will be in operation. The paining in the common areas needs to be redone, the stairwell paint is very patchy. Stairway stairs are cracked, uneven and building railings are shaky and need to be reinforced. The walkway floors are cracked and uneven. The cracks should be filled in. The common areas specifically the parking area is not weatherized and when it rains there is significant flooding in the parking garage. The motorized gate into the parking structure malfunctions and has damaaged multiple resident's cars on the property. Througout the whole building, the water/hot water is shut off with limited advance notice. Brown water comes out of the sinks and bathtub when water is turned back on.

201 E. Okeefe	110	Reyna Del Cid, Richard Juarez, Jacqueline Argueta	rusted bathroom sink and tub, moldy and damaged windows,Rusted blinds, peeling paint on walls, mold on bathroom doors, door hinges with rust, leaking and rusted pipes, dirty pool, no chairs, lots of trash	The elevator is frequently unusable or out of service randomly. It is not clearly communicated to residents when the elevator will be in operation. The paining in the common areas needs to be redone, the stairwell paint is very patchy. Stairway stairs are cracked, uneven and building railings are shaky and need to be reinforced. The walkway floors are cracked and uneven. The cracks should be filled in. The common areas specifically the parking area is not weatherized and when it rains there is significant flooding in the parking garage. The motorized gate into the parking structure malfunctions and has damaaged multiple resident's cars on the property. Througout the whole building, the water/hot water is shut off with limited advance notice. Brown water comes out of the sinks and bathtub when water is turned back on.

201 E. Okeefe	201	Alma Hernandez	pool area, rotten windows during rain water gets in and during hot weather termites come out,stove, balcony door moldy, burner is broken, bathtub is moldy, blinds don't work, cockroaches seen in kitchen	The elevator is frequently unusable or out of service randomly. It is not clearly communicated to residents when the elevator will be in operation. The paining in the common areas needs to be redone, the stairwell paint is very patchy. Stairway stairs are cracked, uneven and building railings are shaky and need to be reinforced. The walkway floors are cracked and uneven. The cracks should be filled in. The common areas specifically the parking area is not weatherized and when it rains there is significant flooding in the parking garage. The motorized gate into the parking structure malfunctions and has damaaged multiple resident's cars on the property. Througout the whole building, the water/hot water is shut off with limited advance notice. Brown water comes out of the sinks and bathtub when water is turned back on.

201 E. Okeefe	202	Maria Guadalupe Villalon	dishwasher doesn't drain properly, bathroom tub clogged, molded tub, sliding bathroom doors have mold and rust, bathroom ventilation is not working properly, fan is rusted, bathroom mirrors are starting to peel, blinds are damaged, heater doesn't work, kitchen drawers are peeling, cockroaches, humidity under the refrigerator.	The elevator is frequently unusable or out of service randomly. It is not clearly communicated to residents when the elevator will be in operation. The paining in the common areas needs to be redone, the stairwell paint is very patchy. Stairway stairs are cracked, uneven and building railings are shaky and need to be reinforced. The walkway floors are cracked and uneven. The cracks should be filled in. The common areas specifically the parking area is not weatherized and when it rains there is significant flooding in the parking garage. The motorized gate into the parking structure malfunctions and has damaaged multiple resident's cars on the property. Througout the whole building, the water/hot water is shut off with limited advance notice. Brown water comes out of the sinks and bathtub when water is turned back on.

201 E. Okeefe	204	Adelina Garcia, Mireya Segundo	Closet doors are falling down, dishwasher doesn't work, storage doors are broken, refrigerator door doesn't close properly thus the food spoils, The bathroom cabinets are rotten and have sawdust, bathroom pipes have not been properly fixed, blinds have rust and mold, heaters are not good, carpet is very damaged.	The elevator is frequently unusable or out of service randomly. It is not clearly communicated to residents when the elevator will be in operation. The paining in the common areas needs to be redone, the stairwell paint is very patchy. Stairway stairs are cracked, uneven and building railings are shaky and need to be reinforced. The walkway floors are cracked and uneven. The cracks should be filled in. The common areas specifically the parking area is not weatherized and when it rains there is significant flooding in the parking garage. The motorized gate into the parking structure malfunctions and has damaaged multiple resident's cars on the property. Througout the whole building, the water/hot water is shut off with limited advance notice. Brown water comes out of the sinks and bathtub when water is turned back on.

201 E. Okeefe	206	Katterine Ciramangua, Alex Santiago	Floor creaks, cockroaches	The elevator is frequently unusable or out of service randomly. It is not clearly communicated to residents when the elevator will be in operation. The paining in the common areas needs to be redone, the stairwell paint is very patchy. Stairway stairs are cracked, uneven and building railings are shaky and need to be reinforced. The walkway floors are cracked and uneven. The cracks should be filled in. The common areas specifically the parking area is not weatherized and when it rains there is significant flooding in the parking garage. The motorized gate into the parking structure malfunctions and has damaaged multiple resident's cars on the property. Througout the whole building, the water/hot water is shut off with limited advance notice. Brown water comes out of the sinks and bathtub when water is turned back on. Only one washing machine on each floor, mailbox is damaged so mail can be stollen

201 E. Okeefe	207	Elibeth Pereda	Carbon monoxide alarm not working, kitchen hood is not working and does not vent, the stove burners are not working properly and have rust on the bottom, bathroom air conditier is not working properly, dishwasher is broken, kitchen cabinets are in poor condition and some are broken, bathroom cabinets need attention and on eis broken, heater does not work, damp and moldy window.	The elevator is frequently unusable or out of service randomly. It is not clearly communicated to residents when the elevator will be in operation. The paining in the common areas needs to be redone, the stairwell paint is very patchy. Stairway stairs are cracked, uneven and building railings are shaky and need to be reinforced. The walkway floors are cracked and uneven. The cracks should be filled in. The common areas specifically the parking area is not weatherized and when it rains there is significant flooding in the parking garage. The motorized gate into the parking structure malfunctions and has damaaged multiple resident's cars on the property. Througout the whole building, the water/hot water is shut off with limited advance notice. Brown water comes out of the sinks and bathtub when water is turned back on.

201 E. Okeefe	208	Melva Spruell	Kitchen walls need to be repainted, kitchen cabinets need caulking because they are falling off, front door needs the weather stripping as insects are going inside, hot water pressure is lacking, bedroom window has mold and doesn't close all the way, screen doors on the balcony sliding door are not closing and look like they are not fitting right, heater is not working, lights in the hallways are out, termites seen in unit.	The elevator is frequently unusable or out of service randomly. It is not clearly communicated to residents when the elevator will be in operation. The paining in the common areas needs to be redone, the stairwell paint is very patchy. Stairway stairs are cracked, uneven and building railings are shaky and need to be reinforced. The walkway floors are cracked and uneven. The cracks should be filled in. The common areas specifically the parking area is not weatherized and when it rains there is significant flooding in the parking garage. The motorized gate into the parking structure malfunctions and has damaaged multiple resident's cars on the property. Througout the whole building, the water/hot water is shut off with limited advance notice. Brown water comes out of the sinks and bathtub when water is turned back on. Building is poorly lit.

245 E. Okeefe	1	Earleen Jenkins, Brian Jenkins	Stove does not work well, ceiling fan in kitchen does not work, outlets in the kitchen and bedroom do not work, bathtub has lots of rust and discoloration needs replacement, kitchen walls need to be painted, grey patch in kitchen, windows are not weatherized and let in a lot of cold and let out heat, medicine cabinet is rusted and needs to be replaced, locks are very old and loose posing a safety risk, termites in unit,	The elevator is frequently unusable or out of service randomly. It is not clearly communicated to residents when the elevator will be in operation. The paining in the common areas needs to be redone, the stairwell paint is very patchy. Stairway stairs are cracked, uneven and building railings are shaky and need to be reinforced. The walkway floors are cracked and uneven. The cracks should be filled in. The common areas specifically the parking area is not weatherized and when it rains there is significant flooding in the parking garage. The motorized gate into the parking structure malfunctions and has damaaged multiple resident's cars on the property. Througout the whole building, the water/hot water is shut off with limited advance notice. Brown water comes out of the sinks and bathtub when water is turned back on. Elevator down, building is poorly lit

245 E. Okeefe	12	Oscar Reyes, Elida Candia	Humidity problem in the walls, rust in the refrigerator, apartment floors unleveled, closet doors are bad, extractor fan is constantly damaged,	The elevator is frequently unusable or out of service randomly. It is not clearly communicated to residents when the elevator will be in operation. The paining in the common areas needs to be redone, the stairwell paint is very patchy. Stairway stairs are cracked, uneven and building railings are shaky and need to be reinforced. The walkway floors are cracked and uneven. The cracks should be filled in. The common areas specifically the parking area is not weatherized and when it rains there is significant flooding in the parking garage. The motorized gate into the parking structure malfunctions and has damaaged multiple resident's cars on the property. Througout the whole building, the water/hot water is shut off with limited advance notice. Brown water comes out of the sinks and bathtub when water is turned back on. Elevator, cockroaches,

245 E. Okeefe	14	Tomas Jimenez	Bathroom has mold on walls, hole in the bathroom, bathroom has liquid that goes down to the parking lot, corner behind the bathroom toilet is broken, windows fo the partment are broken, cabinets next to the sink and next to the stove are broken, smoke alarms are broken	The elevator is frequently unusable or out of service randomly. It is not clearly communicated to residents when the elevator will be in operation. The paining in the common areas needs to be redone, the stairwell paint is very patchy. Stairway stairs are cracked, uneven and building railings are shaky and need to be reinforced. The walkway floors are cracked and uneven. The cracks should be filled in. The common areas specifically the parking area is not weatherized and when it rains there is significant flooding in the parking garage. The motorized gate into the parking structure malfunctions and has damaaged multiple resident's cars on the property. Througout the whole building, the water/hot water is shut off with limited advance notice. Brown water comes out of the sinks and bathtub when water is turned back on. Dryer door doesn't work, hole in the laundry room wall, mailboxes are not secure. Building needs new paint

245 E. Okeefe	15	Sallyanne vuthbert, Carmon webster, francisco hernandez	Kitchen cabinets damaged, maintenance does not come	The elevator is frequently unusable or out of service randomly. It is not clearly communicated to residents when the elevator will be in operation. The paining in the common areas needs to be redone, the stairwell paint is very patchy. Stairway stairs are cracked, uneven and building railings are shaky and need to be reinforced. The walkway floors are cracked and uneven. The cracks should be filled in. The common areas specifically the parking area is not weatherized and when it rains there is significant flooding in the parking garage. The motorized gate into the parking structure malfunctions and has damaaged multiple resident's cars on the property. Througout the whole building, the water/hot water is shut off with limited advance notice. Brown water comes out of the sinks and bathtub when water is turned back on. Rats, packages stolen, elevator broken

245 E. Okeefe	18	Fredy Raman, Ana Cardana, Becky Roman	Refridgerator is rusty on outside and light bulb inside is not working does not cool well. Bathtub is leaking water and it is also spilling on the floor, the kitchen vent hood is not working well and is not drawing in air, rats in public area are climbing onto balcony, the windows are damaged and letting in moisture and air, they also need window screens, sliding balcony door is not in good condition and the screen is not good, termites in the ceiling, kitchen floor is giving way, bathroom floor is damaged, the bathroom sliding doors are not working properly, entire floor fo the apartment moves a lot and there is a lot of noise, the carpet was very old, when requested the replacement was told that they would increase the rent, Tenant changed it themselves paid $8000.	The elevator is frequently unusable or out of service randomly. It is not clearly communicated to residents when the elevator will be in operation. The paining in the common areas needs to be redone, the stairwell paint is very patchy. Stairway stairs are cracked, uneven and building railings are shaky and need to be reinforced. The walkway floors are cracked and uneven. The cracks should be filled in. The common areas specifically the parking area is not weatherized and when it rains there is significant flooding in the parking garage. The motorized gate into the parking structure malfunctions and has damaaged multiple resident's cars on the property. Througout the whole building, the water/hot water is shut off with limited advance notice. Brown water comes out of the sinks and bathtub when water is turned back on.

245 E. Okeefe	19	Tonga Victoria	Rusty old broken kitchen and bathroom appliances, rusty old broken windows, moldy sink and dry area, broken cabinets, stained and deteriorated walls and carpentry	The elevator is frequently unusable or out of service randomly. It is not clearly communicated to residents when the elevator will be in operation. The paining in the common areas needs to be redone, the stairwell paint is very patchy. Stairway stairs are cracked, uneven and building railings are shaky and need to be reinforced. The walkway floors are cracked and uneven. The cracks should be filled in. The common areas specifically the parking area is not weatherized and when it rains there is significant flooding in the parking garage. The motorized gate into the parking structure malfunctions and has damaaged multiple resident's cars on the property. Througout the whole building, the water/hot water is shut off with limited advance notice. Brown water comes out of the sinks and bathtub when water is turned back on. Rats, broken elevator,

301 E. Okeefe	1	Rafaela Hernandez	Sliding doors to the balcony do not close and are falling apart, refrigerator is leaking water, bathroom door is stuck from the bottom, not installed well and is rotten, kitchen vent hood is not working well, stove needs to be checked for rust damage due to age, bathroom needs a fan, bathroom mirror is damaged and leaking chemicals, sink is very rusty and moldy, windows all leak water when it rains or seeps through the wall above,	The elevator is frequently unusable or out of service randomly. It is not clearly communicated to residents when the elevator will be in operation. The paining in the common areas needs to be redone, the stairwell paint is very patchy. Stairway stairs are cracked, uneven and building railings are shaky and need to be reinforced. The walkway floors are cracked and uneven. The cracks should be filled in. The common areas specifically the parking area is not weatherized and when it rains there is significant flooding in the parking garage. The motorized gate into the parking structure malfunctions and has damaaged multiple resident's cars on the property. Througout the whole building, the water/hot water is shut off with limited advance notice. Brown water comes out of the sinks and bathtub when water is turned back on.

301 E. Okeefe	2	Jorge Rodriguez	Bathtub is damaged, has a hole on the outside, the sliding bathroom doors are damaged and have mold and rust, the floor in the living room entrance is damaged and raised, the windows in the entire apartment are damaged and have mold, the balcony door is rusty and moldy, the stove is constantly breaking down and it gets repaired and after a few days it stops working. The kitchen cabinets are giving off dust because they are very old and damaged. The wooden fence on the balcony is falling down, it's dangerous. The carpet is old and gives allergies. The blinds are rusty, and damp and they fall off very often. The bathroom needs ventilation. The screen door at the entrance needs repair.	The elevator is frequently unusable or out of service randomly. It is not clearly communicated to residents when the elevator will be in operation. The paining in the common areas needs to be redone, the stairwell paint is very patchy. Stairway stairs are cracked, uneven and building railings are shaky and need to be reinforced. The walkway floors are cracked and uneven. The cracks should be filled in. The common areas specifically the parking area is not weatherized and when it rains there is significant flooding in the parking garage. The motorized gate into the parking structure malfunctions and has damaaged multiple resident's cars on the property. Througout the whole building, the water/hot water is shut off with limited advance notice. Brown water comes out of the sinks and bathtub when water is turned back on.

301 E. Okeefe	4	Silivelio Sili, Falakika Sili	Countertops and floor tiles are cracked and deteriating they are unsafe for when kids are over so the cracks have been covered with tape. Everything needs to be repainted, drawers and cabinets are old and stained. Doors need new doorknobs; closets need to be fixed, we need a new sliding screen door, diswasher is broken and has been for over 15 years, Oven is unusable due to being too hot and door cannot close properly.	The elevator is frequently unusable or out of service randomly. It is not clearly communicated to residents when the elevator will be in operation. The paining in the common areas needs to be redone, the stairwell paint is very patchy. Stairway stairs are cracked, uneven and building railings are shaky and need to be reinforced. The walkway floors are cracked and uneven. The cracks should be filled in. The common areas specifically the parking area is not weatherized and when it rains there is significant flooding in the parking garage. The motorized gate into the parking structure malfunctions and has damaaged multiple resident's cars on the property. Througout the whole building, the water/hot water is shut off with limited advance notice. Brown water comes out of the sinks and bathtub when water is turned back on.

301 E. Okeefe	5	Federico Vargas, Yesenia Berber	Kitchen floor is broken and bad condition, door of hallway closet are rusty with mold and in bad condition, veiling of the living room and room are falling, toilet bowl is leaking dirty water, the tub is rusty and damp, sliding doors of the bathroom are wet, humid and in poor condition, walls of the room get humid even after leaned, carpet is dirty, entrance lights and switches are broken, kitchen hood does not work, stove cabinets are peeling and in bad condition, the flor in the kitchen are in bad condition, kitchen sink is rusty and in poor condition, bathroom floor is broken and damaged, entrance door needs maintenance heat and humidity pass through, sliding door of the balcony is tusty and wet very damaged, screen of the balcony door is not the right one and it fell, no screens on any of the windows, windows are damp and wet, very damaged,	The elevator is frequently unusable or out of service randomly. It is not clearly communicated to residents when the elevator will be in operation. The paining in the common areas needs to be redone, the stairwell paint is very patchy. Stairway stairs are cracked, uneven and building railings are shaky and need to be reinforced. The walkway floors are cracked and uneven. The cracks should be filled in. The common areas specifically the parking area is not weatherized and when it rains there is significant flooding in the parking garage. The motorized gate into the parking structure malfunctions and has damaaged multiple resident's cars on the property. Througout the whole building, the water/hot water is shut off with limited advance notice. Brown water comes out of the sinks and bathtub when water is turned back on.

301 E. Okeefe	6	Tomasi Pelesikti, Malia Pelesiksti	The kitchen cabinets are falling down, floor tiles are coming apart and creating a tripping hazard, nonweatherproofed windowsin bedroom has caused a lot of items to be severly damaged and waterstained, mold and mildew growing in the apartment, makes it difficult to keep the bedroom warm, windows leak water, closet doors in the bedroom have fallen out and needs to be replaced, when it rains the drains back up and come up into the apartment.	The elevator is frequently unusable or out of service randomly. It is not clearly communicated to residents when the elevator will be in operation. The paining in the common areas needs to be redone, the stairwell paint is very patchy. Stairway stairs are cracked, uneven and building railings are shaky and need to be reinforced. The walkway floors are cracked and uneven. The cracks should be filled in. The common areas specifically the parking area is not weatherized and when it rains there is significant flooding in the parking garage. The motorized gate into the parking structure malfunctions and has damaaged multiple resident's cars on the property. Througout the whole building, the water/hot water is shut off with limited advance notice. Brown water comes out of the sinks and bathtub when water is turned back on.

301 E. Okeefe	9	Soane Kofeloa	Mold in the bathroom, behind the toilet constantly spray bathtub for mold, hard time communicating with staff, staff enter without notice, Bath and kitchen sinks clog and leaks, maitenance call always take a long time to fix, mold problem has affected kids, staff denide my rental insurance for $8 and charge $14 a month.	The elevator is frequently unusable or out of service randomly. It is not clearly communicated to residents when the elevator will be in operation. The paining in the common areas needs to be redone, the stairwell paint is very patchy. Stairway stairs are cracked, uneven and building railings are shaky and need to be reinforced. The walkway floors are cracked and uneven. The cracks should be filled in. The common areas specifically the parking area is not weatherized and when it rains there is significant flooding in the parking garage. The motorized gate into the parking structure malfunctions and has damaaged multiple resident's cars on the property. Througout the whole building, the water/hot water is shut off with limited advance notice. Brown water comes out of the sinks and bathtub when water is turned back on.

301 E. Okeefe	10	Leonor Camarena, Jesus I. Lopez B., Brittany Y. Lopez B., Joczan Lopez C.	Windows with mold, no screens, old ventilator, tub is damaged, in winter and during the rain the walls get moldy, the security gate doesn't work, the elevator breaks down often and it is in bad conditions, mailboxes are also broken and the locks don't work, cockroaches, stove burners are damaged and stop working, no cover on the closet light, ceiling drops dust and small bubbles, floor is damaged and peeled off the corners of the kitchen area and dining room, hole in the bathroom shower from ceiling to wall in the pipe, tube water leak and ceiling and wall poured for 9 years. Kitchen cabinets don't close and the shelves are loose and the paint is in bad conditions	The elevator is frequently unusable or out of service randomly. It is not clearly communicated to residents when the elevator will be in operation. The paining in the common areas needs to be redone, the stairwell paint is very patchy. Stairway stairs are cracked, uneven and building railings are shaky and need to be reinforced. The walkway floors are cracked and uneven. The cracks should be filled in. The common areas specifically the parking area is not weatherized and when it rains there is significant flooding in the parking garage. The motorized gate into the parking structure malfunctions and has damaaged multiple resident's cars on the property. Througout the whole building, the water/hot water is shut off with limited advance notice. Brown water comes out of the sinks and bathtub when water is turned back on. The rain gutters leak and clogg when it rains.

301 E. Okeefe	11	Maggie Pande	Water does not properly drain down the bath, Cabinets in the bathroom broken, Water coming down on the front of the down when it rains, tile missing from the living room, leaks from the refrigerator from the freezer, stove not working even though it was changed recently, not notifying tenants when water is being shut off, kitchen cabinets are broken, toilet joints are loos and it is terrible to sit on, roof brings water to the front of the porch which is always slippery when walking. Blinds that are mold and it is not safe for breathing. Bathroom tub draingin doesn't work properly at is a headach everytime you take a shower. Light fixtures are broken worried about being electricuted.	The elevator is frequently unusable or out of service randomly. It is not clearly communicated to residents when the elevator will be in operation. The paining in the common areas needs to be redone, the stairwell paint is very patchy. Stairway stairs are cracked, uneven and building railings are shaky and need to be reinforced. The walkway floors are cracked and uneven. The cracks should be filled in. The common areas specifically the parking area is not weatherized and when it rains there is significant flooding in the parking garage. The motorized gate into the parking structure malfunctions and has damaaged multiple resident's cars on the property. Througout the whole building, the water/hot water is shut off with limited advance notice. Brown water comes out of the sinks and bathtub when water is turned back on.

301 E. Okeefe	12	Gabriel Diaz, Alejandra gonzalez, yanitza diaz, gabriel Diaz	The lights in the kitchen, vent hood not working, the fridge doesn't cool, windows, sliding doors don't work, damage kitchen cabinets.Mold in the room, bathroom and kitchen, pipes always getting clogged, stove does not work well.	The elevator is frequently unusable or out of service randomly. It is not clearly communicated to residents when the elevator will be in operation. The paining in the common areas needs to be redone, the stairwell paint is very patchy. Stairway stairs are cracked, uneven and building railings are shaky and need to be reinforced. The walkway floors are cracked and uneven. The cracks should be filled in. The common areas specifically the parking area is not weatherized and when it rains there is significant flooding in the parking garage. The motorized gate into the parking structure malfunctions and has damaaged multiple resident's cars on the property. Througout the whole building, the water/hot water is shut off with limited advance notice. Brown water comes out of the sinks and bathtub when water is turned back on. Gate doesn't work damaged car

301 E. Okeefe	14	Tania Raass	Toilet bowl handle doesn't work, water continues running, Outlets are really olda nd need to be updated, Outlet burned due to elevator issue, tiles on the floors are broken throughout the apartment, cabinet and drawers in the kitchen have multiple layers of paint and are hard to open. Closet doors are broken, Heater does not turn off even if it is off. Heater needs to be checked for gas leak. Two of the outlets in my bedroom blow fuses.	The elevator is frequently unusable or out of service randomly. It is not clearly communicated to residents when the elevator will be in operation. The paining in the common areas needs to be redone, the stairwell paint is very patchy. Stairway stairs are cracked, uneven and building railings are shaky and need to be reinforced. The walkway floors are cracked and uneven. The cracks should be filled in. The common areas specifically the parking area is not weatherized and when it rains there is significant flooding in the parking garage. The motorized gate into the parking structure malfunctions and has damaaged multiple resident's cars on the property. Througout the whole building, the water/hot water is shut off with limited advance notice. Brown water comes out of the sinks and bathtub when water is turned back on.

301 E. Okeefe	15	Juana Serrate, Hilario Arias	Toilet bowl gets clogged, room is falling down, windows have rust , kitchen and bathroom cabinets don't close, bathroom and kitchen floors are damaged, cockroaches, old carpet, baseboards are broken and floor is cracked, stove and refridgerator are damaged, kitchen and bathroom sink dont work	The elevator is frequently unusable or out of service randomly. It is not clearly communicated to residents when the elevator will be in operation. The paining in the common areas needs to be redone, the stairwell paint is very patchy. Stairway stairs are cracked, uneven and building railings are shaky and need to be reinforced. The walkway floors are cracked and uneven. The cracks should be filled in. The common areas specifically the parking area is not weatherized and when it rains there is significant flooding in the parking garage. The motorized gate into the parking structure malfunctions and has damaaged multiple resident's cars on the property. Througout the whole building, the water/hot water is shut off with limited advance notice. Brown water comes out of the sinks and bathtub when water is turned back on. Elevator broken got trapped in the elevator

301 E. Okeefe	16	Nubia Alvarado, Cristofer Alveno, Fernanda Alveno, Kevin Alveno	Stove is not working turns off suddenly, it is also very damaged. The kitchen and bathroom cabinets are very damaged and rotten, they do not close properly and are falling off. The bathroom mirror is in very bad condition, the bathroom lights are in very bad condition, the kitchen vent hood does not work well and is very old and damaged, the ceiling of the enterance hall is falling down. The windows and the sliding door to the balcony are in very bad condition and do not close properly. The blinds are very old and need to be replaced. The kitchen fan is very old and moves so much that it seems like it is going to fall down. Car also has damgae to the paint from the leaking pipes and I want them to pay me for the repair and to fix the pipes so that these things don't happen. Requesting document with all rent increases for each year since move-in. Holes in the ceiling smell and looks bad. Rusty and damp blinds affect health, kitchen cabinets are releasing dust that falls on the dishes that are used to cook. Fell in the hallways.	The elevator is frequently unusable or out of service randomly. It is not clearly communicated to residents when the elevator will be in operation. The paining in the common areas needs to be redone, the stairwell paint is very patchy. Stairway stairs are cracked, uneven and building railings are shaky and need to be reinforced. The walkway floors are cracked and uneven. The cracks should be filled in. The common areas specifically the parking area is not weatherized and when it rains there is significant flooding in the parking garage. The motorized gate into the parking structure malfunctions and has damaaged multiple resident's cars on the property. Througout the whole building, the water/hot water is shut off with limited advance notice. Brown water comes out of the sinks and bathtub when water is turned back on.

301 E. Okeefe	18	Maria Mondragon, Candido Marin, Julian Marin, Ashley Marin, Candido Marin	Mold contnually around the bedroom and kitchen window. The wall in the kitchen is eaten away, the bathroom floor is in bad condition and the shower is bursting on the wall. The doors are peeling. The fridge is in bad condition. The pipe is not working correctly the grease expands on the walls.. The bathtub needs to be painted and the sink as well. The kitchen cabinets are worn out and eaten away. The sink is rusty and smells. The stoves don't work properly. Cockroaches.	The elevator is frequently unusable or out of service randomly. It is not clearly communicated to residents when the elevator will be in operation. The paining in the common areas needs to be redone, the stairwell paint is very patchy. Stairway stairs are cracked, uneven and building railings are shaky and need to be reinforced. The walkway floors are cracked and uneven. The cracks should be filled in. The common areas specifically the parking area is not weatherized and when it rains there is significant flooding in the parking garage. The motorized gate into the parking structure malfunctions and has damaaged multiple resident's cars on the property. Througout the whole building, the water/hot water is shut off with limited advance notice. Brown water comes out of the sinks and bathtub when water is turned back on.

301 E. Okeefe	20	Isela Garcia, Noemora	Water comes out black and smells bad, does not consistantly come out hot, carpet is old, walls are moldy, balcony door does not work, the bell(fan) is super rusty and does not function	The elevator is frequently unusable or out of service randomly. It is not clearly communicated to residents when the elevator will be in operation. The paining in the common areas needs to be redone, the stairwell paint is very patchy. Stairway stairs are cracked, uneven and building railings are shaky and need to be reinforced. The walkway floors are cracked and uneven. The cracks should be filled in. The common areas specifically the parking area is not weatherized and when it rains there is significant flooding in the parking garage. The motorized gate into the parking structure malfunctions and has damaaged multiple resident's cars on the property. Througout the whole building, the water/hot water is shut off with limited advance notice. Brown water comes out of the sinks and bathtub when water is turned back on.

301 E. Okeefe	21	Francisco Menera, Raquel Rodriguez	The sink is in very bad condition with mold around and rotting, the faucet doesn't work properly, the kitchen cabinets are old and release a lot of dust from the wood, the vent hood does not function completely, bedroom carpet is really old and very damaged with stains that don't come off when washed, Sliding door of the balcony does not close and the door frame is uneven, bathtub is damaged on the bottom and the faucet is rusty, parking floods when it rains. Heater doesn't work well, bathtub has a lot of mold and the walls have holes with mold making it difficult to clean.	The elevator is frequently unusable or out of service randomly. It is not clearly communicated to residents when the elevator will be in operation. The paining in the common areas needs to be redone, the stairwell paint is very patchy. Stairway stairs are cracked, uneven and building railings are shaky and need to be reinforced. The walkway floors are cracked and uneven. The cracks should be filled in. The common areas specifically the parking area is not weatherized and when it rains there is significant flooding in the parking garage. The motorized gate into the parking structure malfunctions and has damaaged multiple resident's cars on the property. Througout the whole building, the water/hot water is shut off with limited advance notice. Brown water comes out of the sinks and bathtub when water is turned back on.

RENT STABILIZATION BOARD

CITY OF EAST PALO ALTO

PRE-HEARING MEETING SUMMARY AND ORDER

JOSEPHINA CALDERON, ET AL, Tenant-Petitioners, vs. WOODLAND PARK COMMUNITIES, Landlord-Respondent.	Consolidated Petitions Numbers 2024007 - 20240036 Subject Rental Property and Units: 201, 245, 301 East O'Keefe [Numerous Rental Units]

SUMMARY[1]

a) As per the January 22,2025 Notice served on the parties in the above consolidated cases, a Pre-Hearing Meeting was held on January 28, 2025. The Meeting commenced at 1:00 pm and concluded at approximately 2:30 pm.

b) The Meeting participants were:

Representative for the Tenant Petitioners, [hereafter "Tenants"], James Huynh from the Regional Tenant Organizing Network;

Attorney Cori Calfee, appearing on behalf of the Landlord, Woodland Park Communities, [hereafter "Landlord];"

[1] In order to provide greater clarity, this Summary varies from the actual order and content of the discussion at the January 22, 2025.

The Hearing Examiners assigned to hold the Hearings and issue the Decisions for these consolidated cases, Martin Eichner and Michael Roush;

Natasha Raiburn, East Palo Alto Rent Stabilization Program Administrator;

Spanish-English interpreters Melisa Rybaltowski and Laura Eloina.

Other interested parties attended the Meeting as non-speaking participants through the Zoom Webinar format.

c) The Meeting was facilitated by Hearing Examiner Martin Eichner. It was convened and recorded on the Zoom digital platform. The parties were informed that they could obtain a copy of the recording by making an appropriate request to City Staff.

d) After the participating parties identified themselves, Hearing Examiner Eichner began by describing the goals for this Pre-Hearing Conference, which are:

   i. To explain the process that would be utilized for the upcoming evidentiary hearings in this case, hereafter "Hearings,"

   ii. To identify the steps that need to be completed so that all parties are prepared to effectively prepare their cases and effectively participate in the Hearings;

   iii. To lay the groundwork to develop a complete and accurate record upon which the subsequent written Decisions would be based.

e) Hearing Examiner Eichner indicated that he would be issuing this written Summary and Order documenting the content of this Conference, including the disclosure schedule set forth therein.

f) It was further explained that the Hearings for this case are being held under the provisions of Section 1500 of the East Palo Alto Rent Stabilization Regulations. The general contentions raised by the Tenants were listed as,

   i. Whether conditions in the Rental Property or in the Rental Units have constituted a breach of the implied warranty of habitability.

   ii. Whether there has been a decrease in housing services in the rental property or rental units occupied by the Tenants;

   iii. Whether there has been a deterioration of the Rental Property.

The overall analysis that applies to these contentions addresses the following questions:

i. Was it proven that there was a condition violating one of the general contentions listed above, and if so, how long did it exist and how did it affect the Tenant or Tenants?

ii. Was the Landlord aware of the condition directly or indirectly, or should the Landlord have been aware of it?

iii. After becoming aware of the condition, did the Landlord take timely and effective action to remedy it?

g) It was further explained that the formal rules of evidence used in a courtroom do not apply in these Hearings. Instead, a more general standard applies, which asks whether the evidence, either by testimony or by documents, is believable. The evidence from each side is judged under the preponderance of the evidence rule, which asks which party has tipped the scales in its favor.

The Hearings are formal. Each witness testifies under penalty of perjury without interruption, subject to being questioned by the other side.

Alltestimony as to each of the specific conditions raised in the Petitions will be presented by both sides, before moving to the next condition raised. After each person finishes testifying about one specific condition raised in the Petition, the opposing party will be entitled to cross-examine that witness and then present its own testimony and evidence for that condition. Each party will be given an additional follow-up opportunity to present any further evidence or testimony.

The Hearing Examiner may ask many of the questions during the Hearing because of his greater experience examining witnesses. However, despite the fact that the Hearing Examiner may ask many of the questions, the parties remain ultimately responsible for presenting and proving their cases. It is not the responsibility of the Hearing Examiner to help the parties prove their cases or obtain documentary evidence apart from the subpoena process described in the below Order.

The fact that the Rent Stabilization Program accepted the Petition is an administrative judgment that the required paperwork for a petition had been filed. It is not a decision on

the merits of the case. That decision is the independent role of the Hearing Examiner, totally separate from the role of Rent Stabilization Staff.

Inspection reports from code enforcement agencies are being obtained and will be given significant weight.

The parties are strongly encouraged to submit evidence in the form of written statements. Landlord evidence of repairs will be accepted in the form of written invoices from contractors and similar receipts, as detailed in Appendix A.

h) In order to effectively administer the large number of Petitions, the Hearing process is being divided into several parts. The initial plan, subject to further revision as the process moves forward, is that the first three Hearings, and resulting written decisions, will focus on the common area conditions in each of the three buildings, one Hearing for each building.

Thereafter, Hearings focusing on the specific issues raised in each Petition for the individual rental units will be held. It is currently contemplated that two to three Petitions with at least some common conditions in the same building will be heard in a single Hearing. The Hearing examiners will then issue written decisions in these cases.

Thereafter, all remaining unresolved Petitions will be determined in additional Hearings, if the parties are unable to resolve the remaining cases in light of the decisions issued to date.

ORDER

1. The first Hearing in this case, to be conducted by Hearing Examiner Eichner, will be noticed for February 26, 2025 in the East Palo Alto City Council Chambers beginning at 10 a.m. That Hearing will be limited to the common area contentions for the rental property at 301 E. O'Keefe. If there will be an inspection on February 26, the notice will include the inspection.
2. Hearings and inspections by Hearing Examiner Roush for the common area contentions at 201 E. O'Keefe and 245 E. O'Keefe will be scheduled on the same day, February 27, 2025. The inspections will occur beginning at 9:00 a.m., with the first inspection at 201 E. O'Keefe and the second inspection at 245 E. O'Keefe immediately following the first inspection. The hearing for 201 E. O'Keefe will begin at 10 a.m. or as soon thereafter as the parties return from the inspections to the East Palo Alto City Hall. The hearing for 245 E. O'Keefe will begin at 1 p.m., or shortly thereafter. If necessary, February 28, 2025 is also available for these hearings.
3. These first three Hearings will be held, pursuant to notice, in-person in the East Palo Alto City Council Chambers.
4. Each party is directed to make the following written disclosures relevant to the first three Hearings, to be submitted to Rent Stabilization Staff for service on the opposing party.
5. The parties will submit the written disclosures directly to the Rent Stabilization Staff for service on the opposing party with an indication of the specific rental property building to which they pertain. The submissions will be made pursuant to the following schedule:
6. The initial disclosures from each party must be submitted to Rent Stabilization Staff by close of business, February 20, 2025.
7. Each party may send further submissions to Rent Stabilization Staff in response to the February 20, 2025 disclosures by close of business February 24, 2025.
8. The specific disclosures are:

a. On behalf of the Tenants: A specific description of each common area condition that the Tenants intend to address as a habitability, housing services or deterioration violation;

b. The names of any witnesses, including any Tenant who is a Petitioner and any Landlord representative, that the party intends to have testify at the Hearing;

c. A list of any written documentary exhibits, including photos, videos, text messages and emails, to be presented at the Hearing, along with copies of any such exhibits. This list should include any documents already submitted with the Petitions. The exhibit disclosure should follow the instructions and format of the attached Appendix A.

9. These disclosure requirements supersede any general standing disclosure orders that may apply in other Rent Stabilization cases.
10. Any witnesses or documents not disclosed pursuant to this schedule will not be permitted unless the party wishing to use the document or witness shows good cause as to why the document or witness was not disclosed pursuant to the above schedule.
11. Any party wishing to have a Hearing Officer issue a subpoena must make that request in writing and explain the basis for the request as part of its February 20, 2025 submission.
12. To the extent there have been any settlement discussions between the parties, no evidence describing any such discussions will be admissible in any of these Hearings.

Dated: January 31, 2025

Martin Eichner
Hearing Examiner

APPENDIX A

PROCEDURE REGARDING EXHIBITS

Each party will need to submit an Exhibit List.

1. Exhibit List Contents

A. Correspondence, letters, e-mails and notices must include the following information:

i. The date of the document;

ii. The author of the document;

iii. Any and all recipients of the document.

iv. Any e-mails or text messages submitted must include the entirety of all responses and replies to the email or text thread.

B. Videos and Photographs must include the following information:

i. The location and subject of the document, eg. "mold on master bedroom wall";

ii. The date on which the video or photograph was taken;

iii. If the document is a video indicate the duration of the video.

iv. The name of the person who took the photo or the video.

C. Copies of written Service Requests, must include the following information:

i. Indicate the date on which the request was made;

ii. Indicate to whom the request was made;

iii. The condition which is the subject of the service request;

iv. The date on which any condition or defect was repaired;

v. The nature of the repair or correction.

D. Work Orders and Invoices must include the following information;

i. Date that the invoice was issued;

ii. The date on which the invoice was served;

iii. The name of the individual, company or other business entity who issued the invoice, AND contractor license number if applicable;

iv. The nature of the work for which the invoice was prepared;

v. The amount of the invoice.

2. Format and Service of Exhibits and Exhibit Lists:

E. Exhibit Lists may be submitted in hard copy or in electronic format. In the event that an Exhibit List is submitted electronically, it should be submitted as a Microsoft Word document (.doc or .docx) or a Portable Document Format (.pdf).

G. Petitioners shall mark their exhibits sequentially, using numbers only, beginning with Exhibit 1.

H. Respondents shall mark their exhibits sequentially, using letters only, beginning with Exhibit A.

RENT STABILIZATION BOARD

CITY OF EAST PALO ALTO

POST-HEARING ORDER

JOSEPHINA CALDERON, ET AL, Tenant-Petitioners, vs. WOODLAND PARK COMMUNITIES, Landlord-Respondent.	Consolidated Petitions Numbers 2024007 - 20240036 Subject Rental Property and Units: 201, 245, 301 East O'Keefe Consolidated **HEARING FOR COMMON AREA ISSUES AT 301 East O'Keefe**

1. PROCEDURAL HISTORY TO DATE

a) On September 18, 2024, a group of Tenants, hereafter "Tenants," filed Tenant Petitions Numbers 2024007 through 20240036 with attachments. These Petitions were filed pursuant to the provisions of the Rental Stabilization and Just Cause for Eviction Ordinance of 2010, and the Regulations associated with that Ordinance, hereafter jointly referenced as the "RSO." The Petitions applied to various rental units in buildings located at 201, 245 and 301 East O'Keefe, in the City East Palo Alto, CA 94303, hereafter "Rental Properties." The Petitions asserted the presence of conditions on the Rental Properties that constituted a breach of the implied warranty of habitability, a decrease in housing services and/or a deterioration of the Rental Properties.

b) The Petitions named Woodland Park Communities as the Respondent owner of the Rental Properties. Greystar was subsequently identified as the owner's property management agent for the Rental Properties. Both parties are jointly identified herein as the "Landlord."

c) The petitions were subsequently served on the Landlord and consolidated for Hearing and for Decision.

d) As per a January 22,2025 Notice served on the parties in the consolidated cases, a Pre-Hearing Meeting was held on January 28, 2025. The Meeting participants were: Representative for the Tenant Petitioners, James Huynh from the Regional Tenant Organizing Network; Attorney Cori Calfee, appearing on behalf of the Landlord; the Hearing Examiners assigned to hold the Hearings and issue the Decisions for these consolidated cases, Martin Eichner and Michael Roush; Natasha Raiburn, East Palo Alto Rent Stabilization Program Administrator; and Spanish-English interpreters Melisa Rybaltowski and Laura Eloina. Other interested parties attended the Meeting as non-speaking participants through the Zoom Webinar format. At this meeting, the process that would be applied to the various evidentiary Hearings for these Petitions was described. Scheduling dates for the Hearings and for Pre-Hearing disclosures were also established.

e) Hearing Examiner Eichner issued a Pre-Hearing Summary and Order on January 31, 2025. Pursuant to that Summary and Order, initial hearing dates were set to determine the common area issues in each of the three Rental Property Buildings. The Hearing for the 301 East O'Keefe building common area issues was set for February 26, 2025 at 10 a.m. to be conducted by Hearing Examiner Eichner. Hearings for the common area issues at the 201 and 245 E. O'Keefe Rental Property buildings were set to begin on February 27, 2025 to be conducted by Hearing Examiner Michael Roush. The Pre-Hearing Order and Summary also set dates for the parties to submit Pre-Hearing witness lists and documentary evidence relevant to these common area Hearings.

f) The evidentiary Hearing for the common area issues at 301 E. O'Keefe was held on February 26, 2025 by Hearing Examiner Martin Eichner. Tenants from 301 E. O'Keefe attended the Hearing and participated as witnesses. Other Tenants attended the Hearing which was also available for viewing on the Zoom platform. The Tenants were represented by James Huynh and from the Regional Tenant Organizing Network and Laura Vasquez from the East O'Keefe Tenant Association. The Landlord was

represented at the Hearing by Aura Andrade, Community Manager, Andrea Boulepark, Compliance Manager, and Enrique Bedolla, Maintenance Manager for Woodland Park. The City was represented at the Hearing by Rent Stabilization Program Administrator Natasha Raiburn. Simultaneous translations was provided by Jorge Andres. The above named parties participated in person but the Hearing was available, and was recorded, on the Zoom Platform.

g) At the start of the Hearing, the Hearing Examiner again explained the process and rules of evidence that apply in this administrative Hearing. He emphasized that regardless of whether he was asking questions, it remained the responsibility of the parties to present their own cases and offer their evidence in support.

h) At the Hearing, various documents identified and marked as Exhibits. The evidentiary portion of the Hearing was completed on February 26, 2025, except that certain relevant documents were identified that had not yet been submitted as exhibits.

i) The following Post-Hearing Order is being issued to address the unavailable documents and other submissions necessary to close the Hearing Record:

ORDER

A. this Order applies to any of the following common area issues at 301 E. O'Keefe that were addressed during the February 26, 2025 Hearing:

   a. Malfunctioning elevator;
   b. Defects or hazards in the walking area surfaces;
   c. Water leaks, flooding and ceiling holes in or near the parking area;
   d. Defects or hazards to vehicles in the pavement or surface used by vehicles;
   e. Malfunctioning automatic entrance gate;
   f. Broken or inadequate lighting in the front covered stairway;
   g. Dislocated rain gutter;
   h. Door frame with broken or displaced mounting [Tenant Exhibit 35];
   i. Failure to maintain the exterior paint.

B. The following documents pertaining to the above issues at the Rental Property, *that have not already been submitted to the Rent Stabilization Program Administrator prior to February 25, 2025*, shall be submitted to the Rent Stabilization Program Administrator for service on the opposing party and the Hearing Officer. These documents are limited to those created or existing during the time period February 26, 2022 through February 26, 2025. These documents are to be submitted, no later than close of business, April 17, 2025:

a. Any documents containing communications between the Tenants and the Landlord, including text messages or emails, concerning any of the above conditions;

b. Any records of complaints or requests for repairs or maintenance made by any tenant at 301 E. O'Keefe concerning any of the above conditions;

c. Any notices or written instructions given to the tenants at 301 E. O'Keefe concerning how to request a repair or maintenance service or to otherwise report a concern about a condition at 301 E. O'Keefe;

d. Any work orders, invoices, receipts, reports or other evidence of repairs or attempted repairs by any contractors or vendors at the request of the Landlord, or by staff directly employed by the Landlord concerning any of the above conditions;

e. Any reports from the Landlord's security staff or security contractors concerning any of the above conditions;

f. Any photos depicting any of the above conditions, in either hardcopy or in a digital file format that can be opened and provided for the Hearing Record;

g. Any documents containing communications with City of East Palo Alto code enforcement staff or County of San Mateo environmental health or building inspection staff, including any annual inspections or other inspections concerning 301 E. O'Keefe.

C. Either of the parties may submit additional documents in response to the April 17, 2025 submittals from the opposing party, no later than close of business April 21, 2025.

D. Absent unforeseen circumstances, the Hearing Record for this Decision will be fully closed as of April 21, 2025 and the Hearing Examiner Decision will be due thereafter.

Dated: April 3, 2025

Martin Eichner
Hearing Examiner

1208

Leonor Camavena
301 E. Ok. # 10
E.P.A.

For Office Use Only
Date Received:

RECEIVED
SEP 18 2024
CITY OF EAST PALO ALTO
RENT STABILIZATION

Ciudad de East Palo Alto
Programa de Estabilización de Renta
2415 University Avenue, East Palo Alto, CA 94303
P: 650-853-3114 F: 650-853-3115 correo electrónico: rentprogram@cityofepa.org
www.ci.east-palo-alto.ca.us/rentprogram

APLICACIÓN DEL INQUILINO — INFORMACIÓN GENERAL

Adjunte Solicitudes por Violaciones del Límite de Renta para asegurar un Ajuste de Renta Individual y/o Descuento; Reducción de Mantenimiento y Servicios; Incumplimiento de Garantía Implícita de Habitabilidad; y Aprobación de Retención del Alquiler.

Proporcione la información solicitada a continuación. Adjunte hojas adicionales si es necesario.

1. **Información de la Propiedad:**

Dirección: 301 E. Okeefe St. **Apt. #** 10 **Código Postal:** 9303

2. **Información del Inquilino:** Llene los datos para todos los inquilinos en la unidad rentada que están buscando un ajuste de alquiler, descuento o retención.

Fecha de Inquilinato: Junio 16 2014

Nombe(s)	Teléfono(s)	Correo Electrónico(s)
Leonor Camavena	650 290 1237	leonor.camavena66@gmail.com
Jesús I. López B.	650 301 2196	
Brittany Y. López B.		
Joczan López C.		

Cada inquilino mencionado arriba debe firmar la certificación en la página 3 para ser considerado como una de las partes en esta aplicación.

3. **Persona u organización autorizada para representarlo/a, si existe:**

Nombre: _____ **Teléfono(s):** _____

Dirección: _____ **Ciudad:** _____

Estado: _____ **Código Postal:** _____ **Correo Electrónico:** _____

4. **Base para la Solicitud**: Marque la razón(es) de su solicitud. Marque solamente el casillero que aplica. Complete la solicitud correspondiente y proporcione la información necesaria solicitada.

☐ **Petición A — Violación de Límite de Renta** (para reducción de renta y/o devolución por cobros de renta por encima de la renta máxima permitida)

☑ **Petición B— Reducciones de mantenimiento, servicio, y/o habitabilidad** (cuando hay una disminución en servicios de vivienda, incluyendo mantenimiento que el propietario no ha subsanado después de dar aviso razonable, el incumplimiento del contrato de alquiler, o de los códigos de construcción y vivienda, Garantía de Habitabilidad de California y otros requisitos legales para el alquiler de vivienda)

☐ **Petición C — Aprobación para Retener la Renta** (el propietario no registró la unidad con el Programa de Estabilización de Renta)

☐ **Otro —** Adjunte una hoja explicando sus razones para la solicitud y las secciones pertinentes de la Ordenanza y/o regulaciones.

5. **Yo elijo mediación (Opcional):** ☐

a. Ambas partes deben estar de acuerdo a la mediación; si no, el asunto será referido a un Examinador de Audiencia. El proceso de mediación no es obligatorio, es decir que las partes no estan obligados a llegar a un acuerdo,. Si no se llega a un acuerdo a través de mediacion, entonces el asunto se referirá al Examinador de Audiencia.

b. Si el asunto se resuelve a través de la mediación, el mediador preparará una estipulación que establece los términos del acuerdo que será ejecutado por las partes. Esta disposición a partir de entonces se convertirá en una orden de la Junta de Estabilización de Alquileres. Las partes que estipulan renuncian a cualquier derecho de audiencia o apelación sobre las cuestiones contenidas en la petición que han sido cubiertas por la estipulación. Asuntos relacionados con la petición que no esten contemplados en la estipulación no se consideran resultos y cualquiera de las partes puede solicitar una audiencia sobre los asuntos no resueltos.

6. **Consolidación**: Si esta solicitud se ha presentado junto con las peticiones de los inquilinos de otras unidades en la misma propiedad, por favor liste los números de los apartamentos de las unidades en conjunto.

201 E O'Keefe St 107, 108, 109, 110, 201, 202, 204, 206, 207, 208
301 E O'Keefe St 1, 2, 4, 5, 6, 9, 10, 11, 12, 14, 15, 16, 18, 20, 21
245 E O'Keefe St 1, 12, 14, 15, 18, 19

7. **Certificación**: ***Declaro bajo pena de perjurio que la información anterior en esta aplicación, solicitud y adjuntos es verdadera y correcta en la medida de mi conocimiento. Esta declaración se ejecuta bajo las leyes del Estado de California.***

Firma	Imprima su nombre	Fecha
[signature]	Leonor Camarena	08/14/2024
	Jesús I. López	08/14/2024
	Brittany López	08/14/2024
	Joczan López	08/14/2024

Adjunte páginas adicionales si hay más firmando esta aplicación en la misma propiedad, indique la dirección y unidad de cada inquilino firmando esta solicitud.

PETITION B – Reductions in Maintenance and Services, Habitability Problems, and/or Failure to Provide Maintenance and Services Required by Law

COPY

Rental unit address: 301 E. O'Keefe St, Unit 10

Date you moved into this rental unit: June 16, 2014

1. I am seeking (check all that apply): ■ **A Rent Reduction** ■ **A Rent Rebate**

2. Check if you have any of the following habitability, maintenance and/or problems, or list other problems with your unit that your landlord failed to correct in a reasonable timeframe. (Attach additional pages if needed)

HABITABILITY PROBLEMS: (Failure to comply with the "Warranty of Habitability" set forth in California Civil Code Sec. 1941.1.)

■ Ineffective waterproofing to prevent wet or moldy walls

■ Inadequate weather protection of roof and exterior walls or ceiling, including broken windows and doors.

■ Defective plumbing, drains, sewage system or toilet facilities.

■ Loss of or insufficient hot water or water supply.

■ Defective or broken heater or gas facilities.

■ Unsafe or inoperative electrical lighting, wiring or outlets and other equipment.

■ Building, yard, garage, hallways, stairs, and common areas are not clean, sanitary, or free from all accumulations of debris, filth, rubbish, garbage, rodents, and vermin, such as cockroaches or rats.

■ Inadequate trash receptacles in clean condition and good repair.

■ Floors; stairways, or railings are broken, rotting, or missing.

MAINTENANCE-RELATED CONDITIONS:

☐ Broken locks or security devices on the windows or doors

■ Holes in floors, walls or ceilings.

■ Defective plumbing, drains, sewage system or toilet, sink, bathtub or shower.

■ Carpets or other floor coverings with holes, cracks, gaps, shredded or disintegrated material.

■ Deteriorated/broken cabinets or drawers.

■ Deteriorated countertops.

PETITION B–Reductions in Maintenance and Services, Habitability Problems, and/or Failure to Provide Maintenance and Services Required by Law

- [x] Window coverings with stains, holes, tears, or disintegrating fabric, or window coverings that have been removed.
- [x] Defective or inoperative appliance in unit.
- [x] Peeling, crumbling, stained, worn, scraped or cracked paint or peeling, torn, stained wall covering.
- [x] Missing or cracked, broken tile.
- [x] Bathtub or shower with glazing chipped or peeling.
- [x] Broken fan or vent.
- [ ] Inoperative/missing exterior lights.

Other: _____

Other: _____

CODE VIOLATIONS:

- [x] Failure to comply with code violations that materially affect tenants' health and safety, including Health and Safety Code Sec. 17920.3. (Attach copy of Notice to Correct from City Building Inspector or Code Enforcement Officer, or County Environmental Health Inspector.)

LOSS OF OR REDUCED HOUSING SERVICES:

- [ ] Parking.
- [x] Broken or defective security gates, door or fencing.
- [x] Defective or inoperative elevator.
- [ ] Broken or defective intercom.
- [ ] Storage.
- [x] Laundry facilities.
- [ ] Swimming pool or recreational facilities.
- [ ] Play areas, yards, patios, balconies.
- [ ] Landscaping or yard-care services.
- [x] Broken or missing mailbox.
- [ ] No on-site resident manager services for rental properties with16 or more units.

PETITION B – Reductions in Maintenance and Services, Habitability Problems, and/or Failure to Provide Maintenance and Services Required by Law

Other: _____

Other: _____

3. For each of the problems checked above, describe where the problem exists, and the nature and cause of each problem. (Attach additional pages if necessary.)

Windows with mold, no screen, old ventilator, the tub is damaged. In winter and raining season the walls get moldy, the security gate doesn't work, the elevator breaks down often and its in bad conditions the mailboxes are also broken down the locks don't work, the exterior of the drains leak and they get clogged when it rains.

I have attached another page with more problems.

4. For each of the problems presented in this petition, specify whether you have already notified your landlord, and how your landlord was notified of each problem, whether verbally or in writing. If you know the name of the landlord or manger that you informed of a problem, include the name of this person. If you notified your landlord in writing of a problem and you have a copy of the notice, attach a copy.

Tenant notified landlord: ■ **verbally** ■ **in writing (attach copy)**

If you did not notify the landlord, provide the timeframe in which the landlord knew or should have known about each problem. Explain how they knew about the problem.

PETITION B – Reductions in Maintenance and Services, Habitability Problems, and/or Failure to Provide Maintenance and Services Required by Law

5. Describe specifically how you and your family have been affected by the problems cited in this petition. In what ways has your use and enjoyment of and benefit from your rental unit been impaired by each of the problems? (Attach additional pages if necessary.)

In my unit I suffer from mold on the walls with nasal allergies constantly sneezing my daugheter Britanny who has the worst allergies (cough, teary eyes, runny nose, sneezing) always dealing with it during rainy season. Since i've lived in my unit 301 E Okeefe #10 EPA, CA 94303 the cockroaches have been infecting my food. The stove burners get damaged and stop working continually. The windows during winter get mold and the screen is missing. The closet light remained without a cover for many years. The mailbox the key doesn't work and my mail is not safe. The ceiling drops dust and small bubbles. The floor is damaged and peeled off the corners the kitchen area and dining room. Hole in the bathroom shower from ceiling to wall in the pipe affected me for almost a year with the hole open but tube water leak and ceiling and wall poured for 9 years. The kitchen cabinets don't close and the shelevs are lose and the paint is in bad condition.

PETITION B – Reductions in Maintenance and Services, Habitability Problems, and/or Failure to Provide Maintenance and Services Required by Law

6. What documentation do you have for the existence of each of the problems cited in this petition?

Photos

☐ I wish to have the Rent Program Administrator or Hearing Examiner determine whether my unit has been properly registered and whether my landlord failed to comply with the Rent Stabilization Ordinance or regulations adopted by the Rent Board to implement the Ordinance. If it is found that my landlord has not properly registered my rental unit or failed to comply with the Ordinance and regulations, I wish to contest any increases in my rent until compliance is met.

☐ I wish to have the Hearing Examiner conduct an inspection of the problems cited in this petition if a hearing is held to make a determination on the issues raised in this petition.

PETITION B–Reductions in Maintenance and Services, Habitability Problems, and/or Failure to Provide Maintenance and Services Required by Law

7. To calculate the amount you believe your rent should be reduced and/or be rebated to you, complete the following table with the information requested for each maintenance, service, or habitability problem that you claim. For each problem, provide the date it began, or the first date you had knowledge of the problem. Then provide the date your landlord first knew of or was notified of the problem, or should have known about the problem. If a problem has already been corrected, provide the date the correction was made or completed. (Attach additional pages if necessary.) State the percent you think your rent should be reduced for each item given its impact on your use and enjoyment of your rented home and its rental value.

Unit Address: 301 E. O'Keefe St.Unit 10

List Each Problem	Date Problem First Noticed	Date Owner Informed (or Should Have Known) of Problem	Date Problem Corrected (If not corrected, leave blank)	Number of Months Problem Existed	Rent Paid During Period Each Problem Existed	Percent Reduction in Rent Requested
Heater not working	Jul 2014	Mar 20. 2022		9 years	$1338	20 %
Bathtub	Jul 2014	Jul 2014		10 years; 6 months	$1338	30 %
Ventilator	Jul 2014	3 Sept 2024		10 years; 6 months	$1338	30 %
Windows	Jul 2014	3 Sept 2024		10 years; 6 months	$1338	30 %
Stove	Oct 2016	3 Sept. 2024		7 years; 10 months	$1378	20 %
Closet lamp	March 20, 2023	Oct 2024		1 year, 5 months	$1478	10 %
Cockroach infestation	Jul 2014	3 Sept 2024		10 years; 6 months	$1556	30 %
Mailbox	Jul 2018	3 Sept 2024		6 years; 1 month	$1378	20 %

8. If you seek reimbursement for out-of-pocket expenses you incurred as a result of the above reductions in maintenance and service, enter the amount of reimbursement requested: $_____. (Submit documentation for each expense, and how it relates to the maintenance or service reduction reported.)

PETITION B – Reductions in Maintenance and Services, Habitability Problems, and/or Failure to Provide Maintenance and Services Required by Law

Rental unit address: 301 E. O'Keefe St, Unit 10

Date you moved into this rental unit: June 16, 2014

1. I am seeking (check all that apply): ■ **A Rent Reduction** ■ **A Rent Rebate**

2. Check if you have any of the following habitability, maintenance and/or problems, or list other problems with your unit that your landlord failed to correct in a reasonable timeframe. (Attach additional pages if needed)

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■ Inadequate weather protection of roof and exterior walls or ceiling, including broken windows and doors.

■ Defective plumbing, drains, sewage system or toilet facilities.

■ Loss of or insufficient hot water or water supply.

■ Defective or broken heater or gas facilities.

■ Unsafe or inoperative electrical lighting, wiring or outlets and other equipment.

■ Building, yard, garage, hallways, stairs, and common areas are not clean, sanitary, or free from all accumulations of debris, filth, rubbish, garbage, rodents, and vermin, such as cockroaches or rats.

■ Inadequate trash receptacles in clean condition and good repair.

■ Floors; stairways, or railings are broken, rotting, or missing.

MAINTENANCE-RELATED CONDITIONS:

☐ Broken locks or security devices on the windows or doors

■ Holes in floors, walls or ceilings.

■ Defective plumbing, drains, sewage system or toilet, sink, bathtub or shower.

■ Carpets or other floor coverings with holes, cracks, gaps, shredded or disintegrated material.

■ Deteriorated/broken cabinets or drawers.

■ Deteriorated countertops.

PETITION B–Reductions in Maintenance and Services, Habitability Problems, and/or Failure to Provide Maintenance and Services Required by Law

- [x] Window coverings with stains, holes, tears, or disintegrating fabric, or window coverings that have been removed.
- [x] Defective or inoperative appliance in unit.
- [x] Peeling, crumbling, stained, worn, scraped or cracked paint or peeling, torn, stained wall covering.
- [x] Missing or cracked, broken tile.
- [x] Bathtub or shower with glazing chipped or peeling.
- [x] Broken fan or vent.
- [ ] Inoperative/missing exterior lights.

Other:_____

Other:_____

CODE VIOLATIONS:

- [x] Failure to comply with code violations that materially affect tenants' health and safety, including Health and Safety Code Sec. 17920.3. (Attach copy of Notice to Correct from City Building Inspector or Code Enforcement Officer, or County Environmental Health Inspector.)

LOSS OF OR REDUCED HOUSING SERVICES:

- [ ] Parking.
- [x] Broken or defective security gates, door or fencing.
- [x] Defective or inoperative elevator.
- [ ] Broken or defective intercom.
- [ ] Storage.
- [x] Laundry facilities.
- [ ] Swimming pool or recreational facilities.
- [ ] Play areas, yards, patios, balconies.
- [ ] Landscaping or yard-care services.
- [x] Broken or missing mailbox.
- [ ] No on-site resident manager services for rental properties with16 or more units.

PETITION B – Reductions in Maintenance and Services, Habitability Problems, and/or Failure to Provide Maintenance and Services Required by Law

Other: _____

Other: _____

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I have attached another page with more problems.

4. For each of the problems presented in this petition, specify whether you have already notified your landlord, and how your landlord was notified of each problem, whether verbally or in writing. If you know the name of the landlord or manger that you informed of a problem, include the name of this person. If you notified your landlord in writing of a problem and you have a copy of the notice, attach a copy.

Tenant notified landlord: ■ **verbally** ■ **in writing (attach copy)**

If you did not notify the landlord, provide the timeframe in which the landlord knew or should have known about each problem. Explain how they knew about the problem.

PETITION B – Reductions in Maintenance and Services, Habitability Problems, and/or Failure to Provide Maintenance and Services Required by Law

5. Describe specifically how you and your family have been affected by the problems cited in this petition. In what ways has your use and enjoyment of and benefit from your rental unit been impaired by each of the problems? (Attach additional pages if necessary.)

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PETITION B – Reductions in Maintenance and Services, Habitability Problems, and/or Failure to Provide Maintenance and Services Required by Law

6. What documentation do you have for the existence of each of the problems cited in this petition?

Photos

☐ I wish to have the Rent Program Administrator or Hearing Examiner determine whether my unit has been properly registered and whether my landlord failed to comply with the Rent Stabilization Ordinance or regulations adopted by the Rent Board to implement the Ordinance. If it is found that my landlord has not properly registered my rental unit or failed to comply with the Ordinance and regulations, I wish to contest any increases in my rent until compliance is met.

☐ I wish to have the Hearing Examiner conduct an inspection of the problems cited in this petition if a hearing is held to make a determination on the issues raised in this petition.

PETITION B–Reductions in Maintenance and Services, Habitability Problems, and/or Failure to Provide Maintenance and Services Required by Law

7. To calculate the amount you believe your rent should be reduced and/or be rebated to you, complete the following table with the information requested for each maintenance, service, or habitability problem that you claim. For each problem, provide the date it began, or the first date you had knowledge of the problem. Then provide the date your landlord first knew of or was notified of the problem, or should have known about the problem. If a problem has already been corrected, provide the date the correction was made or completed. (Attach additional pages if necessary.) State the percent you think your rent should be reduced for each item given its impact on your use and enjoyment of your rented home and its rental value.

Unit Address: 301 E. O'Keefe St.Unit 10

List Each Problem	Date Problem First Noticed	Date Owner Informed (or Should Have Known) of Problem	Date Problem Corrected (If not corrected, leave blank)	Number of Months Problem Existed	Rent Paid During Period Each Problem Existed	Percent Reduction in Rent Requested
Heater not working	Jul 2014	Mar 20. 2022		9 years	$1338	20 %
Bathtub	Jul 2014	Jul 2014		10 years; 6 months	$1338	30 %
Ventilator	Jul 2014	3 Sept 2024		10 years; 6 months	$1338	30 %
Windows	Jul 2014	3 Sept 2024		10 years; 6 months	$1338	30 %
Stove	Oct 2016	3 Sept. 2024		7 years; 10 months	$1378	20 %
Closet lamp	March 20, 2023	Oct 2024		1 year, 5 months	$1478	10 %
Cockroach infestation	Jul 2014	3 Sept 2024		10 years; 6 months	$1556	30 %
Mailbox	Jul 2018	3 Sept 2024		6 years; 1 month	$1378	20 %

8. If you seek reimbursement for out-of-pocket expenses you incurred as a result of the above reductions in maintenance and service, enter the amount of reimbursement requested: $_____. (Submit documentation for each expense, and how it relates to the maintenance or service reduction reported.)

PETITION B–Reductions in Maintenance and Services, Habitability Problems, and/or Failure to Provide Maintenance and Services Required by Law

7. To calculate the amount you believe your rent should be reduced and/or be rebated to you, complete the following table with the information requested for each maintenance, service, or habitability problem that you claim. For each problem, provide the date it began, or the first date you had knowledge of the problem. Then provide the date your landlord first knew of or was notified of the problem, or should have known about the problem. If a problem has already been corrected, provide the date the correction was made or completed. (Attach additional pages if necessary.) State the percent you think your rent should be reduced for each item given its impact on your use and enjoyment of your rented home and its rental value.

Unit Address: 301 E. O'Keefe St. Unit 10

List Each Problem	Date Problem First Noticed	Date Owner Informed (or Should Have Known) of Problem	Date Problem Corrected (If not corrected, leave blank)	Number of Months Problem Existed	Rent Paid During Period Each Problem Existed	Percent Reduction in Rent Requested
Mold on walls and bathroom	Jul 2014	Sept 3, 2024		10 years; 6 months	$1556	30 %
Bathroom sink	Jul 2014	March 20, 2023		9 years; 8 months	$1338	20 %
Damaged floor	Jul 2014	March 20, 2023		9 years, 8 months	$1338	20 %
Ceiling in living rooms falling	Jul 2014	March 20, 2023		9 years; 8 months	$1338	20 %
Kitchen parapet	Jul 2014	March 20, 2023		9 years; 8 months	$1338	20 %
Kitchen Cabinets	Jul 2014	March 20, 2023		9 years; 8 months	$1338	20 %
Dirty pipe water	Jul 2014	Sept, 23, 2024		10 years; 5 months	$1556	30 %
					$	%

8. If you seek reimbursement for out-of-pocket expenses you incurred as a result of the above reductions in maintenance and service, enter the amount of reimbursement requested: $_____. (Submit documentation for each expense, and how it relates to the maintenance or service reduction reported.)

Leonor 301

I also want to let you know that the bathroom ceiling and wall had a large hole that was left so they could repair it for a full year. Started since July 2014 and reported since 2014, repaired March 2023.

The kitchen wall and the kitchen light were leaking water since July 2014 and I reported it since July 2014 and since July I have not had the problem. The problem happened so often that I asked them to move my apartment and they told me that if they moved me they would raise my rent.

The enamel of the bathtub is damaged and rusty July 2014 until now the problem.
The mailbox has not worked since August 2018 but only reported on September 3, 2024
The heater had not worked since July 2014, I reported it since July 2014 and they fixed it in March 2023.

The ceiling of the room was falling and I reported it in July 2014 and they fixed it until March 20.
The apartment floor was damaged since I entered in July 2014 and reported it in 2014 and they fixed it in March 2023

The kitchen parapet had the tile detached and broken since July 2014 and it was reported in July 2014 that they repaired it in March 2023.

The kitchen cabinets did not close and were damaged in July 2014 and were repaired in March 2023.

Black water from the pipeline July 2014 to September 2024. It was reported in September 2024.

The cockroaches from July 2014 until now are the problem.
The same has been reported to them since July 2014.

- The ceiling of the bathroom and the wall had a large hole that remained so they could repair it for a full year.
- The kitchen wall and the kitchen light leaked water
- The bathroom tub, the enamel is damaged and parts are rusty.
- The mailbox does not work
- The heater does not work
- The ceiling of the living room was falling
- The floor was damaged
- The kitchen parapet had the tile detached and broken
- The kitchen cabinets did not close and were damaged
- Cockroaches

PETICIÓN B – Reducciones en el Mantenimiento y Servicios, Problemas de Habitabilidad, y/o Falla en Proveer Mantenimiento y Servicios Requeridos por la Ley

Dirección de la Unidad de Renta: 301 E. Okeefe St. #10 EPA Ca. 94303

Fecha en que se mudó a esta unida de Renta: Junio 16 de 2014

1. Estoy pidiendo (Marque lo que aplique): ☒ **Una Reducción de la Renta** ☒ **Una Devolución**

2. Marque si usted tiene algunos de los siguientes problemas de habitabilidad, mantenimiento, o haga una lista de otros problemas en su unidad que el propietario falló en corregir en un lapso de tiempo razonable. (Adjunte páginas adicionales si necesita).

PROBLEMAS DE HABITABILIDAD: (Falló en cumplir con la "Garantía de Habitabilidad" establecida en el Código Civil de Sec. 1941.1.)

☑ Impermeabilización inefectiva para prevenir paredes húmedas o con moho.

☑ Protección inadecuada en contra del tiempo del techo y las paredes exteriores o el cielo raso, incluyendo ventanas rotas y puertas.

☑ Defectos en la plomería, drenajes, sistema cloacal o instalaciones sanitarias.

☑ Pérdida o insuficiencia de agua caliente o provisión de agua.

☑ Defectos o rotura en el calefactor o las instalaciones de gas.

☑ Alumbrado eléctrico, cableado o toma corrientes y otro equipamiento inseguros o inoperantes.

☑ El edificio, el área verde, garaje, pasillos, escaleras y áreas comunes no están limpias, higiénicas o libres de toda acumulación de desechos, suciedad, basura, desperdicios, roedores y alimañas como cucarachas o ratas.

☑ Receptáculos de basura inadecuados en condiciones limpias y bien reparadas.

☑ Pisos; escaleras o pasamanos rotos, pudriéndose o faltantes. ;

CONDICIONES RELACIONADAS AL MANTENIMIENTO:

☐ Cerraduras o dispositivos de seguridad rotos en las ventanas o puertas.

☑ Agujeros en los pisos, paredes o cielos rasos.

☑ Defectos en la plomería, drenajes, sistema cloacal o inodoro, lavabo, bañera o ducha.

☑ Alfombras u otros revestimientos del piso con agujeros, rajaduras, faltantes, material desintegrado o deshilachado.

☑ Armarios o cajones deteriorados / rotos.

☑ Mesones deteriorados.

PETICIÓN B – Reducciones en el Mantenimiento y Servicios, Problemas de Habitabilidad, y/o Falla para Proveer Mantenimiento y Servicios Requeridos por la Ley

☑ Coberturas de las ventanas con manchas, agujeros, roturas o tela desintegrada, o cobertura de ventanas que han sido removidas.

☑ Aparato electrodoméstico defectuoso o inoperante en la unidad. .

☑ Pintura pelándose, cayéndose, manchada, gastada, raspada o rajada o el revestimiento de la pared pelándose, arrancado, manchado.

☑ Cerámicos faltantes, rajados, rotos.

☑ Bañera o ducha con vidriado astillado o pelándose.

☑ Ventiladores o ventilación rota.

☐ Luces exteriores que no funcionan/ faltantes.

Otro: _____

Otro: _____

VIOLACIONES DEL CÓDIGO:

☑ Incumplimiento del código con las violaciones que afectan materialmente a la salud y seguridad de los inquilinos, incluyendo el Código de Salud y Seguridad Sec. 17920.3 (Adjuntar copia de Notificación para Corregir del Inspector de Construcción de la Ciudad o el Oficial de Aplicación del Código, o Inspector de Salud Ambiental del Condado.)

PÉRDIDA O REDUCCIÓN DE LOS SERVICIOS DE VIVIENDA:

☐ Estacionamiento

☑ Portón de seguridad, puertas o cercado rotos o defectuosos.

☑ Elevador defectuoso o inoperante.

☐ Intercomunicador roto o defectuoso.

☐ Depósito.

☑ Instalaciones de lavandería. puerta de lavandeng rota

☐ Alberca o instalaciones de recreación.

☐ Áreas de juego, jardín, patios, balcones.

☐ Servicios de cuidado del jardín y del paisaje.

☑ Buzones de correo roto o faltante.

☐ Servicios de administración de las propiedades en renta con 16 o más unidades que no vive en el lugar.

PETICIÓN B – Reducciones en el Mantenimiento y Servicios, Problemas de Habitabilidad, y/o Falla para Proveer Mantenimiento y Servicios Requeridos por la Ley

Otra: _____

Otra: _____

3. Para cada problema marcado arriba, describa dónde existe el problema y la naturaleza y causa de cada problema. (Adjunte hojas adicionales si es necesario.)

Ventanas manchadas con moho sin mosquitero, ventilador viejo, tina con esmalte maltratado, en invierno y época de lluvias las paredes se enmohecen, portón de seguridad no funciona, el elevador se descompone constantemente y está en mal estado, buzones descompuestos sus cerraduras no funcionan, el drenaje exterior tienen fugas, el alcantarillado (rejillas) tapadas en tiempos de lluvia. Agregaré hojas para describir más problemas.

4. Para cada problema presentado en esta petición, especifique si usted ya ha notificado al propietario, y cómo el propietario fue notificado de cada problema, si fue verbalmente o por escrito. Si usted conoce el nombre del propietario o administrador a quien usted le informó de un problema, incluya el nombre de esta persona. Si usted notificó al propietario por escrito de un problema y usted tiene una copia de la notificación, adjunte una copia.

El Inquilino notificó al propietario: ☑ **verbalmente** ☑ **por escrito (Adjunte copia)**

Si usted no le notificó al propietario, provea el período de tiempo en el cual el propietario supo o debería haber sabido sobre cada problema. Explique como ellos supieron del problema.

PETICIÓN B – Reducciones en el Mantenimiento y Servicios, Problemas de Habitabilidad, y/o Falla para Proveer Mantenimiento y Servicios Requeridos por la Ley

5. Describa específicamente como usted y su familia han sido afectados por los problemas citados en esta petición. ¿De qué maneras cada uno de los problemas le ha perjudicado a usted en el uso, disfrute y beneficio de la unidad rentada? (Adjunte hojas adicionales si es necesario.)

En mi unidad cada año sufro del moho en las paredes con alérgias nazales (estornudos constantes sobre todo mi hija Brittany quien peor le va con la alérgia (tos, ojos llorosos y flujo nazal y estornudos constantes) lo padece toda la temporada de humedad. desde que vivo en mi unidad 801 E Okeefe #10 EPA ca. 94303
Las cucarachas infectan mis comidas.
La estufa los quemadores se maltratan y descomponen continuamente. Las ventanas en invierno con moho y humedad y falta mosquitero. La lámpara del closet permaneció sin tapa por varios años. El buzón la llave no funciona y mi correo queda desprotegido.
El techo se desprendía polvo y pequeños trozos y tenía muchas burbujas. El pizo estaba maltratado y desprendido de las orillas en el area de la cosina y roto. y el comedor.
Hueco en el baño regadera de techo a pared en la tuberia. me afecto por casi un año con el hueco abierto pero tube fuga de agua y techo y pared podrido durante 9 años
El prefil tenía el azulejo desprendido y quebrado.
Armarios de cocina no cerraban y tablas sueltas y pintura en mal estado.

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PETICIÓN B – Reducciones en el Mantenimiento y Servicios, Problemas de Habitabilidad, y/o Falla para Proveer Mantenimiento y Servicios Requeridos por la Ley

7. Para calcular la cantidad que usted cree que su renta debería ser reducida y/o reembolsada a usted, complete la siguiente tabla con la información pedida para cada mantenimiento, servicio o problema de habitabilidad que usted reclama. Para cada problema, provea la fecha en que comenzó o la primera fecha que usted tuvo conocimiento del problema. Luego provea la fecha en que el propietario se enteró o fue notificado del problema, o debería haber sabido sobre el problema. Si un problema ya ha sido corregido, provea la fecha en que la corrección fue hecha o completada. (Adjunte hojas adicionales si es necesario.) Diga el porcentaje que usted piensa que su renta debería ser reducida por cada punto, considerando el impacto causado en su uso y disfrute de su casa rentada y el valor de la renta.

Dirección de la Unidad: 301 E-Okeefe st. # 10 EPA. Ca. 94303

Lista de Cada Problema	Fecha que el Problema Primero fue Notificado	Fecha que el Dueño fue Informado (o debería haber sabido) del Problema	Fecha que el Problema fue corregido (Si no está corregido, déjelo en blanco)	Número de meses que el Problema Existió	Renta Pagada Durante el Periodo que Cada Problema Existió	Porcentaje Requerido de Reducción en la Renta
calentón no funciona	Jul. 2014	20 Marzo 2023		9 años 8m.	1338	20 -/-
Tina de baño	Jul. 2014	Jul. 2014	NO	10 años 6m.	$ 1338	30-/- %
Ventilador	Jul. 2014	3 Sep. 2024		10 años 6m.	$ 1338	30-/- %
Ventanas	Jul. 2014	3 Sep. 2024		10 años 6m.	$ 1338	30-/- %
estufa	Oct. 2016	3 sep. 2024		7 años 10m.	$ 1378	20-/- %
lámpara closet	20 marzo 2023	oct 2024		1 año 5m.	$ 1378	10-/- %
infestación de cu	Jul. 2014	3 Sep 2024		10 años 6m.	$ 1556	30-/- %
carachas	Jul. 2018	3 sep 2024		6 años 1m.	$ 1378	20-/- %
Buzón						
Moho en paredes y baños	Jul. 2014	3 sep. 2024		10 años 6m.	$ 1556	30-/- %
El sink del baño	Jul. 2014	20 Marzo 2023		9 años 8m	$ 1338	20-/-
Piso maltratado	Jul. 2014	20 Marzo 2023		9 años 8m	$ 1338	20-/-
El techo de la sala cayendose	Jul. 2014	20 Marzo 2023		9 años 8m	$ 1338	20-/-

8. Si usted busca un reintegro de los gastos de bolsillo en los que usted incurrió como resultado de las reducciones mencionadas en el mantenimiento y los servicios, entre la cantidad de reembolso solicitado: $_____. (Presentar la documentación de cada gasto, y cómo se relaciona con el mantenimiento o la reducción en el servicio que se ha reportado.)

12/2/14

6. ¿Qué documentación tiene usted para la existencia de cada problema citado en esta petición?

fotos

☐ Yo deseo que el Administrador del Programa de Rentas o Examinador a cargo de la Audiencia determine si mi unidad fue registrada adecuadamente, y si el propietario falló en cumplir con la Ordenanza de Estabilización de Rentas, o las regulaciones adoptadas por la Mesa de Rentas para implementar la Ordenanza. Si se encuentra que el propietario no ha registrado adecuadamente mi unidad de renta o falló en cumplir con la Ordenanza y las regulaciones, deseo disputar cualquier aumento en mi renta hasta que se logre la conformidad.

☐ Yo deseo que el Examinador de la Audiencia realice una inspección de los problemas citados en esta petición si es que se realizará una audiencia para determinar los asuntos aquí presentados.

Leonor 301 problemas anteriores.

Tambien quiero dejarles saber que el techo del bano y la pared tenia un gran hoyo que estubo asi para que pudieran repararlo un ano completo. Comenso desde Julio del 2014 y lo reporte desde Julio 2014 repararon Marzo 2023.

La pared de la cocina y la luz de la cocina filtraban agua desde Julio 2014 y la reporte desde Julio 2014 y desde Julio no he tenido el problema. El problema ocurria tan seguido que les pedi que me movieran de apartamento y me dijeron que si me movían me iba a subir la renta a lo que estaba en ese momento.

La tina del baño el esmalte está maltratado y partes con óxido Julio 2014 hasta ahora el problema.
El buzón del correo no funciona desde Agosto 2018 pero apenas reporte en septiembre 3 2024
El calentón no funcionaba desde Julio 2014 lo reporte desde Julio 2014 y lo arreglaron el MArzo 2023.
El techo de la sala estaba cayendo y lo reporte Julio 2014 y lo arreglaron hasta el 20 de Marzo.
El piso estaba maltratado desde que entre en julio 2014 y lo reporte 2014 y lo arre4glar0on marzo 2023
El pretil de la cocina tenía el azulejo desprendido y quebrado desde
Julio 2014 y lo reporte julio 2014 repararon Marzo 2023

Los gabinetes de la cocina no cerraban y estaban dañados en julio 2014 se repararon en marzo 2023.
Aguas negras de la tubería Julio 2014 hasta septiembre 2024. Se reportó en septiembre de 2024.

Las cucarachas desde Julio 2014 hasta ahora esta el problema.
Igual se les reportó desde Julio 2014.

Leonor peticion

- El techo del baño y la pared tenia un gran hoyo que estuvo así para que pudieran repararlo un año completo.
- La pared de la cocina y la luz de la cocina filtraban agua
- La tina del baño el esmalte está maltratado y partes con óxido
- El buzón del correo no funciona
- El calentón no funcionaba
- El techo de la sala estaba cayendo
- El piso estaba maltratado
- El pretil de la cocina tenía el azulejo desprendido y quebrado
- Los gabinetes de la cocina no cerraban y estaban dañados
- Las cucarachas

Response 3 Addendum:

301 E Okeefe Common Area Issues:

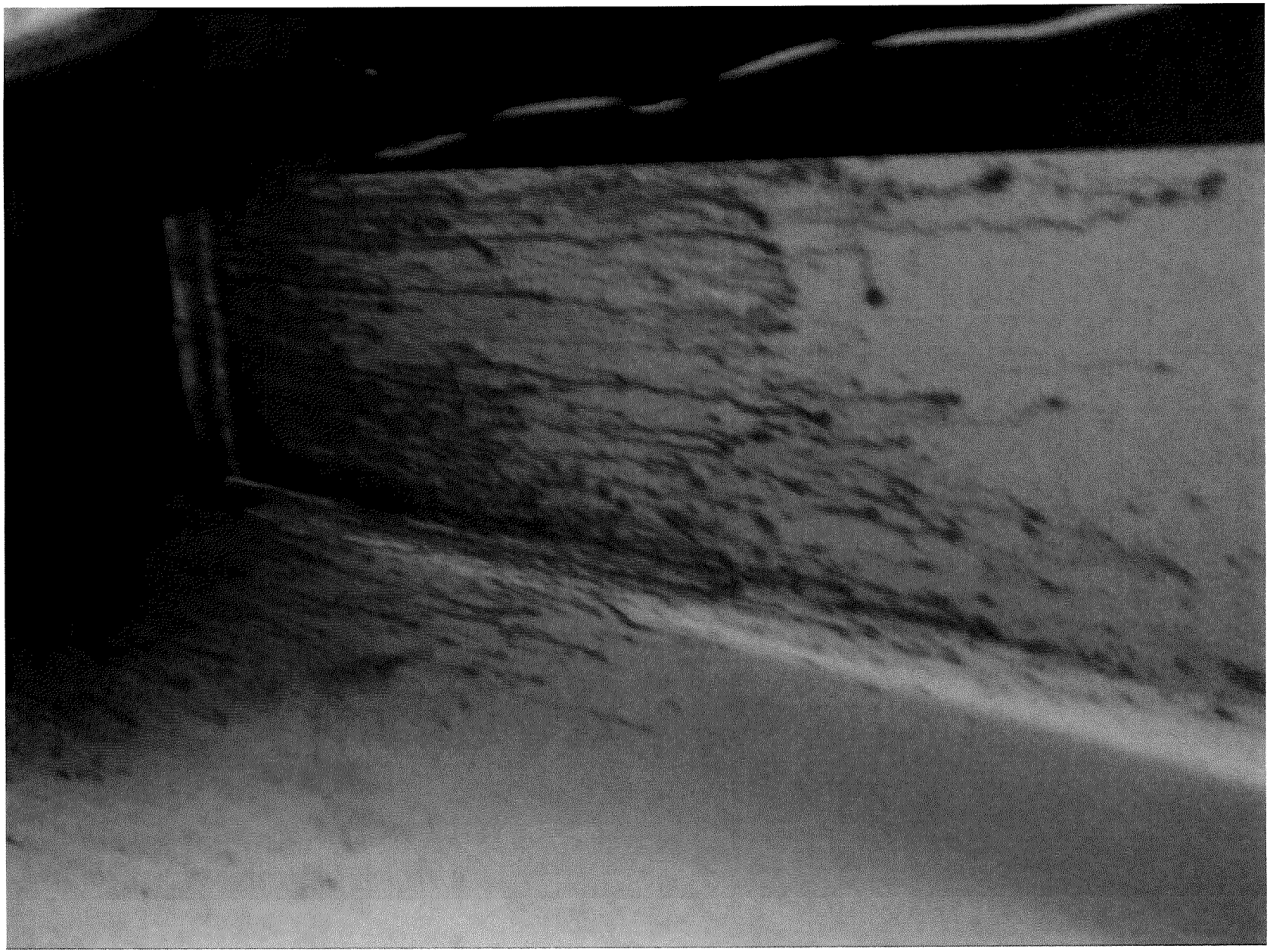
- The elevator is frequently unusable or out of service randomly. It is not clearly communicated to residents when the elevator will be in operation
- The painting in the common areas needs to be redone, the stairwell paint is very patchy
- Stairway stairs are cracked, uneven and building railings are shaky and need to be reinforced
- The walkway floors are cracked and uneven. The cracks should be filled in.
- The common areas specifically the parking area is not weatherized and when it rains there is significant flooding in the parking garage
- The motorized gate into the parking structure malfunctions and has damaged multiple resident's cars on the property
- Throughout the whole building, the water/hot water is shut off with limited advance notice. Brown water comes out of the sinks and bathtub when we turn on the water.

Problemas de áreas comunes en 301 E Okeefe St.:

- El ascensor suele quedar inutilizable o fuera de servicio de forma aleatoria. No se comunica claramente a los residentes cuándo estará en funcionamiento el ascensor.
- Es necesario rehacer la pintura en las áreas comunes, la pintura de las escaleras está muy irregular
- Las escaleras de las escaleras están agrietadas, son desiguales y las barandillas del edificio tiemblan y necesitan ser reforzadas.
- Los pisos de las pasarelas están agrietados y desiguales. Se deben rellenar las grietas.
- Las áreas comunes específicamente el área de estacionamiento no están climatizadas y cuando llueve hay inundaciones importantes en el estacionamiento.
- La puerta motorizada de la estructura del estacionamiento no funciona correctamente y ha dañado los automóviles de varios residentes en la propiedad.
- En todo el edificio, el agua/agua caliente se corta con previo aviso limitado. Sale agua marrón de los lavabos y de la bañera cuando abrimos el agua.

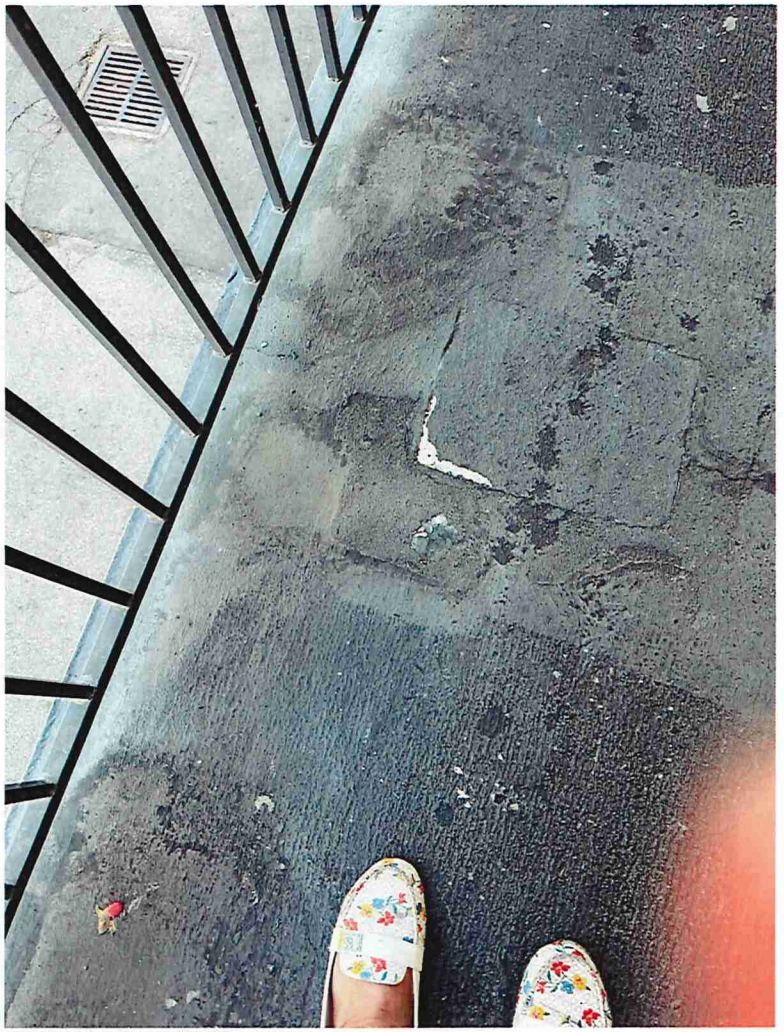
LEONOR





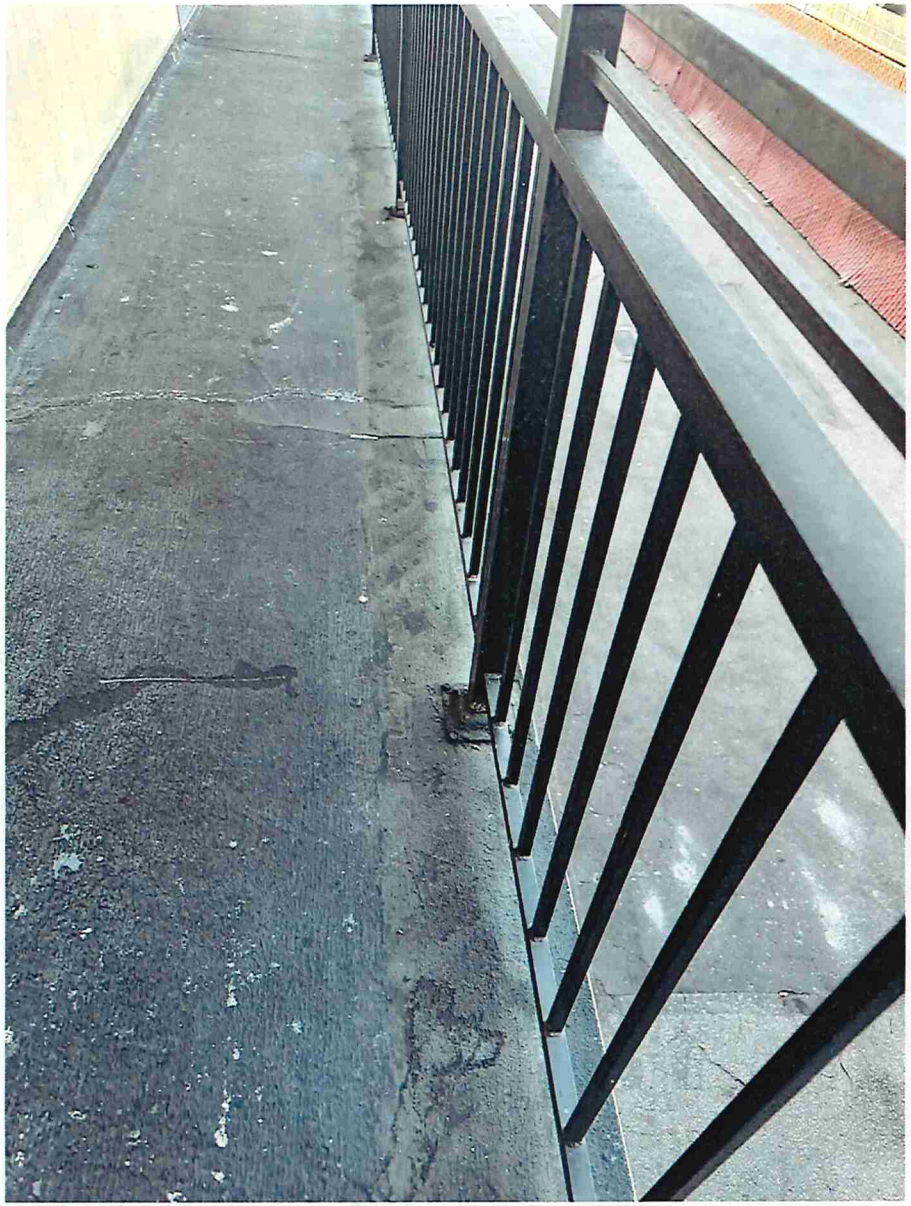
301 E. O'Keefe St Common Area Issues





301 E. O'Keefe St Common Area Issues

301 E. O'Keefe St Common Area Issues





301 E. O'Keefe St Common Area Issues

301 E. O'Keefe St Common Area Issues





301 E. O'Keefe St Common Area Issues

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RECEIVED
SEP 18 2024
CITY OF EAST PALO ALTO
RENT STABILIZATION

Office Use Only
Date Received:
By:

City of East Palo Alto
Rent Stabilization Program
2415 University Avenue, East Palo Alto, CA 94303
Phone: 650-853-3114 Fax: 650-853-3115 Email: rentprogram@cityofepa.org
www.ci.east-palo-alto.ca.us/rentprogram

TENANT PETITION APPLICATION FORM — GENERAL INFORMATION

Attach Petitions for Rent Ceiling Violations to Secure an Individual Rent Adjustment and/or Rent Rebate; Maintenance and Service Reductions; Breach of Implied Warranty of Habitability; and Approval for Rent Withholding.

Provide the information requested below. You may attach additional sheets if necessary.

1. **Rental Unit Address:**

Address: 301 E O'Keefe **Apt. #** 11 **Zip code:** 94303

2. **Tenant Information:** Fill in the following information for **all** adult tenants in the rental unit who are petitioning for a rent adjustment, rebate or withholding.

Date of Initial Occupancy: 2015 December 23th

Name(s)	Phone(s)	Email Address
Maggie Pande	5134623	MaggiePande@outlook.com

(Each Tenant listed above must sign the certification on page 3 in order to be considered one of the parties filing this petition.)
Per Regulation 2000 and for the purposes of this petition, I authorize to be served at:

maggiepande@outlook.com — **Email Address**

MP — **Initials**

I also understand that I can electronically submit my filings related to this petition to the Rent Stabilization Program at rentprogram@cityofepa.org

3. **Person or organization authorized to represent you, if any:**

Name: _____ **Phone(s):** _____

Address: _____ **City:** _____

State: _____ **Zip:** _____ **Email:** _____

4. **Basis for petition:** Check the reason(s) for filing your petition. Check only the boxes which apply. Complete the corresponding Petition(s) and provide supporting information as requested.

☐ **Petition A — Rent Ceiling Violation** (to seek a rent reduction and/or rebate for rent overcharges above Maximum Allowable Rent)

☑ **Petition B— Reductions in Maintenance, Service, and/or Habitability** (when there are decreases in Housing Services, including maintenance, that the landlord has failed to correct after given reasonable notice; failure to comply with rental agreement or with building and housing codes, California Warranty of Habitability, and other legal requirements for rental of housing)

☐ **Petition C — Petition for Approval to Withhold Rent** (for Landlord's Failure to Register with the Rent Stabilization Program)

☐ **Other** — Attach sheet(s) explaining your grounds for petitioning and relevant sections of the Rent Stabilization Ordinance and/or regulations.

5. **I elect to pursue mediation (Optional):** ☐

a. Both parties must agree to mediation; if not the matter will be referred to a Hearing Examiner. The mediation process is non-binding, meaning that parties are not required to reach an agreement. Should this matter be deemed unresolved by the Mediator, the matter shall be referred to a Hearing Examiner.

b. Should this matter be resolved through mediation, the Mediator shall prepare a stipulation setting forth the terms of the agreement to be executed by the parties. This stipulation shall thereafter become an order of the Rent Stabilization Board. Each party executing such a stipulation will be deemed to have waived any right to a hearing or appeal on the issues in the petition that are addressed by the stipulation. Issues in the petition that are not addressed by the stipulation are not considered resolved, and either party may request a hearing on these unresolved issues.

6. **Consolidation:** If this petition is being submitted together with petitions from tenants in other units on the same property, please list apartment numbers of units petitioning together.

201 E O'Keefe St 107, 108, 109, 110, 201, 202, 204, 206, 207, 208
301 E O'Keefe St 1, 2, 4, 5, 6, 9, 10, 11, 12, 14, 15, 16, 18, 20, 21
245 E O'Keefe St 1, 12, 14, 15, 18, 19.

7. **Certification:** ***I declare under penalty of perjury that the foregoing information in this petition, schedules and attachment is true and correct to the best of my knowledge and belief. This statement is executed under the laws of the State of California.***

Signature	Print Name	Date
Maggie Pandl	Maggie Pandl	8-14-2024
	Regina Pandl	8-14-2024
	Graham	8-14-2024

Attach additional pages if there are more signing this petition at the same property, listing the tenant address and unit for each tenant signing the petition.

PETITION B – Reductions in Maintenance and Services, Habitability Problems, and/or Failure to Provide Maintenance and Services Required by Law

Rental unit address: 301 E O'Keefe Apt 11

Date you moved into this rental unit: 2015 December - 21st

1. I am seeking (check all that apply): ☑ **A Rent Reduction** ☑ **A Rent Rebate**

2. Check if you have any of the following habitability, maintenance and/or problems, or list other problems with your unit that your landlord failed to correct in a reasonable timeframe. (Attach additional pages if needed)

HABITABILITY PROBLEMS: (Failure to comply with the "Warranty of Habitability" set forth in California Civil Code Sec. 1941.1.)

☑ Ineffective waterproofing to prevent wet or moldy walls

☑ Inadequate weather protection of roof and exterior walls or ceiling, including broken windows and doors.

☑ Defective plumbing, drains, sewage system or toilet facilities.

☑ Loss of or insufficient hot water or water supply.

☐ Defective or broken heater or gas facilities.

☑ Unsafe or inoperative electrical lighting, wiring or outlets and other equipment.

☑ Building, yard, garage, hallways, stairs, and common areas are not clean, sanitary, or free from all accumulations of debris, filth, rubbish, garbage, rodents, and vermin, such as cockroaches or rats.

☑ Inadequate trash receptacles in clean condition and good repair.

☑ Floors; stairways, or railings are broken, rotting, or missing.

MAINTENANCE-RELATED CONDITIONS:

☐ Broken locks or security devices on the windows or doors

☑ Holes in floors, walls or ceilings.

☑ Defective plumbing, drains, sewage system or toilet, sink, bathtub or shower.

☑ Carpets or other floor coverings with holes, cracks, gaps, shredded or disintegrated material.

☑ Deteriorated/broken cabinets or drawers.

☑ Deteriorated countertops.

PETITION B–Reductions in Maintenance and Services, Habitability Problems, and/or Failure to Provide Maintenance and Services Required by Law

☑ Window coverings with stains, holes, tears, or disintegrating fabric, or window coverings that have been removed.

☑ Defective or inoperative appliance in unit.

☑ Peeling, crumbling, stained, worn, scraped or cracked paint or peeling, torn, stained wall covering.

☑ Missing or cracked, broken tile.

☑ Bathtub or shower with glazing chipped or peeling.

☑ Broken fan or vent.

☑ Inoperative/missing exterior lights.

Other:_____

Other:_____

CODE VIOLATIONS:

☐ Failure to comply with code violations that materially affect tenants' health and safety, including Health and Safety Code Sec. 17920.3. (Attach copy of Notice to Correct from City Building Inspector or Code Enforcement Officer, or County Environmental Health Inspector.)

LOSS OF OR REDUCED HOUSING SERVICES:

☐ Parking.

☑ Broken or defective security gates, door or fencing.

☑ Defective or inoperative elevator.

☑ Broken or defective intercom.

☐ Storage.

☐ Laundry facilities.

☐ Swimming pool or recreational facilities.

☑ Play areas, yards, patios, balconies.

☐ Landscaping or yard-care services.

☐ Broken or missing mailbox.

☑ No on-site resident manager services for rental properties with16 or more units.

PETITION B – Reductions in Maintenance and Services, Habitability Problems, and/or Failure to Provide Maintenance and Services Required by Law

Other: _____

Other: _____

3. For each of the problems checked above, describe where the problem exists, and the nature and cause of each problem. (Attach additional pages if necessary.)

- Water not running down the drain from the bath drain.
- Cabinets in the bathroom broken
- Water running down on the front of the down stairs it rains.
- Tile missing from the living room
- Leaks from the refrigerator from the freezer.
- Stove, one part of it is not working even though it was changed recently.
- Not letting us know when shut shutting the water off.
- Kitchen cabinet nops are broken

4. For each of the problems presented in this petition, specify whether you have already notified your landlord, and how your landlord was notified of each problem, whether verbally or in writing. If you know the name of the landlord or manger that you informed of a problem, include the name of this person. If you notified your landlord in writing of a problem and you have a copy of the notice, attach a copy.

Tenant notified landlord: ☑ **verbally** ☑ **in writing (attach copy)**

If you did not notify the landlord, provide the timeframe in which the landlord knew or should have known about each problem. Explain how they knew about the problem.

Sending Email and pictures of the problems. Letting the Landlord know through Email. My daughter called the manger and notify about the problem and they would say that they coming and not show up a year ago.

PETITION B – Reductions in Maintenance and Services, Habitability Problems, and/or Failure to Provide Maintenance and Services Required by Law

5. Describe specifically how you and your family have been affected by the problems cited in this petition. In what ways has your use and enjoyment of and benefit from your rental unit been impaired by each of the problems? (Attach additional pages if necessary.)

Broken Refrigerator which leaks from the above freeze water coming down and destroys the food and the floors. Toilet lid joints loose and it terrible setting on it. Roof is always bring rain water to the front of the porch which is always slippery when walking. Main Electric gate is always not functioning and it is a problem and you feel unsafe. Main drainage system doesn't work and when its raining, there's a large flood in the drive thruways because it doesn't flow through the drain. Blinds that are moldy and it is not safe breathing. Bathroom tube draining doesn't work properly and it is a headache everytime you take a shower. Light fixtures are broken and you feel afraid to touch it because you might get Electrocuted. All these are some of the issues we face living in the apartment and it does affect us emotionally.

PETITION B – Reductions in Maintenance and Services, Habitability Problems, and/or Failure to Provide Maintenance and Services Required by Law

6. What documentation do you have for the existence of each of the problems cited in this petition?

Pictures

☑ I wish to have the Rent Program Administrator or Hearing Examiner determine whether my unit has been properly registered and whether my landlord failed to comply with the Rent Stabilization Ordinance or regulations adopted by the Rent Board to implement the Ordinance. If it is found that my landlord has not properly registered my rental unit or failed to comply with the Ordinance and regulations, I wish to contest any increases in my rent until compliance is met.

☑ I wish to have the Hearing Examiner conduct an inspection of the problems cited in this petition if a hearing is held to make a determination on the issues raised in this petition.

PETITION B – Reductions in Maintenance and Services, Habitability Problems, and/or Failure to Provide Maintenance and Services Required by Law

7. To calculate the amount you believe your rent should be reduced and/or be rebated to you, complete the following table with the information requested for each maintenance, service, or habitability problem that you claim. For each problem, provide the date it began, or the first date you had knowledge of the problem. Then provide the date your landlord first knew of or was notified of the problem, or should have known about the problem. If a problem has already been corrected, provide the date the correction was made or completed. (Attach additional pages if necessary.) State the percent you think your rent should be reduced for each item given its impact on your use and enjoyment of your rented home and its rental value.

Unit Address: 301 E O'Keefest Apt # 11

List Each Problem	Date Problem First Noticed	Date Owner Informed (or Should Have Known) of Problem	Date Problem Corrected (If not corrected, leave blank)	Number of Months Problem Existed	Rent Paid During Period Each Problem Existed	Percent Reduction in Rent Requested
Bathroom drainage problem	~~2022~~ 7-7-2022	8-7-2022	None	2 Years	$ 1991.49	10 %
Lights Fixtures	7-7-2022	8-7 2022		2 Years	$ 1991.49	10 %
Flower Tiling	7-7-22	8-7-2022		2 Years	$ 1991.49	10 %
Refrigerator Leaks	7-7-22	8-7 2022		2 years	$ 1991.49	10 %
Kitchen Cabinets Nops	7-7-22	8-7-2022		2 Years	$ 1991.49	10 %
Electric Main Gate Disfunctional	10-10-23	10-10-23		1 Years	$ 1991.49	10 %
Rain coming from the roof	7-7-22	8-7-2022		2 years	$ 1991.49	10 %
Blinds Molded	7-7-22	8-7-2022		2 Years	$ 1991.49	10 %

8. If you seek reimbursement for out-of-pocket expenses you incurred as a result of the above reductions in maintenance and service, enter the amount of reimbursement requested: $_____. (Submit documentation for each expense, and how it relates to the maintenance or service reduction reported.)

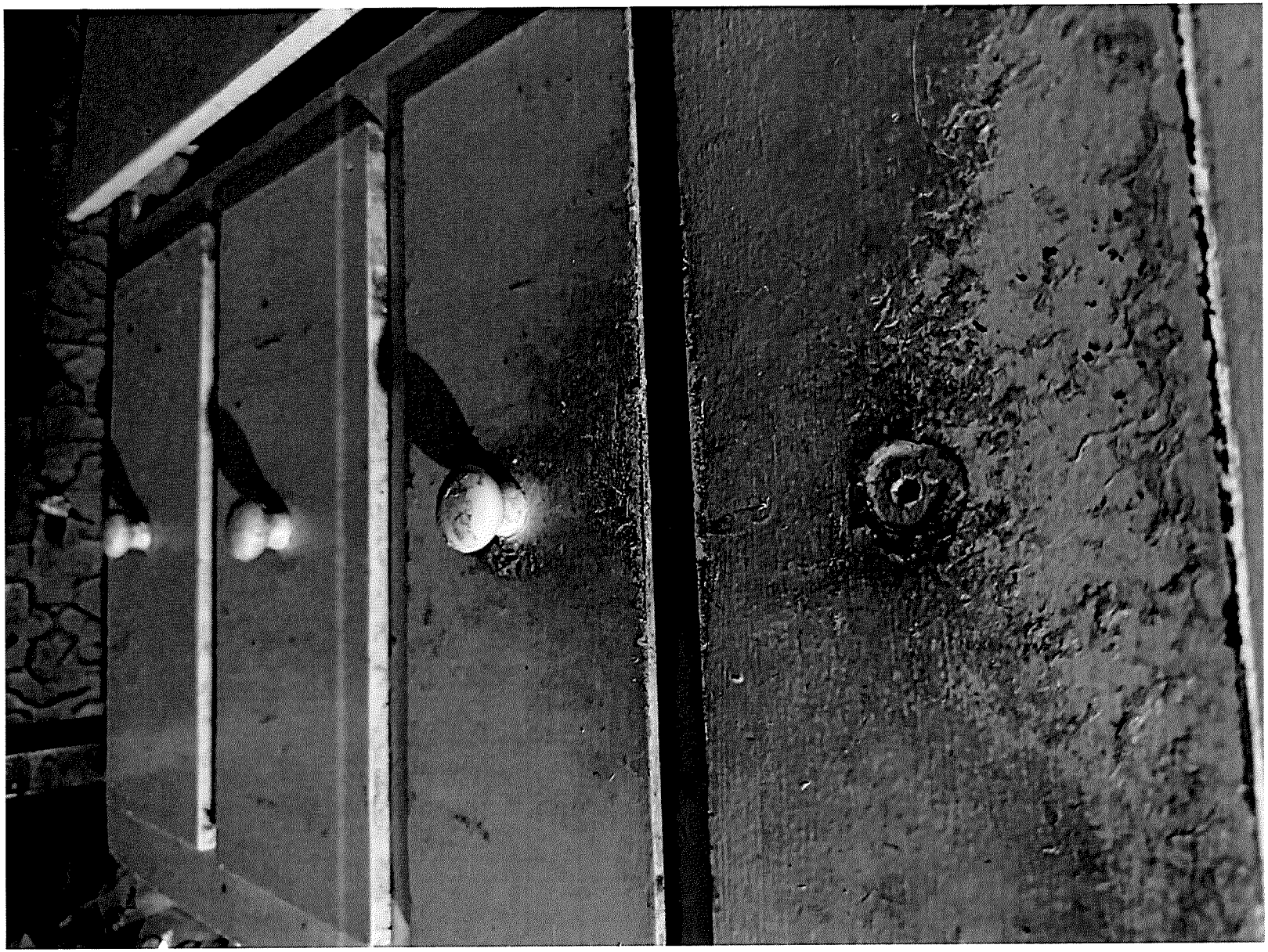
Response 3 Addendum:

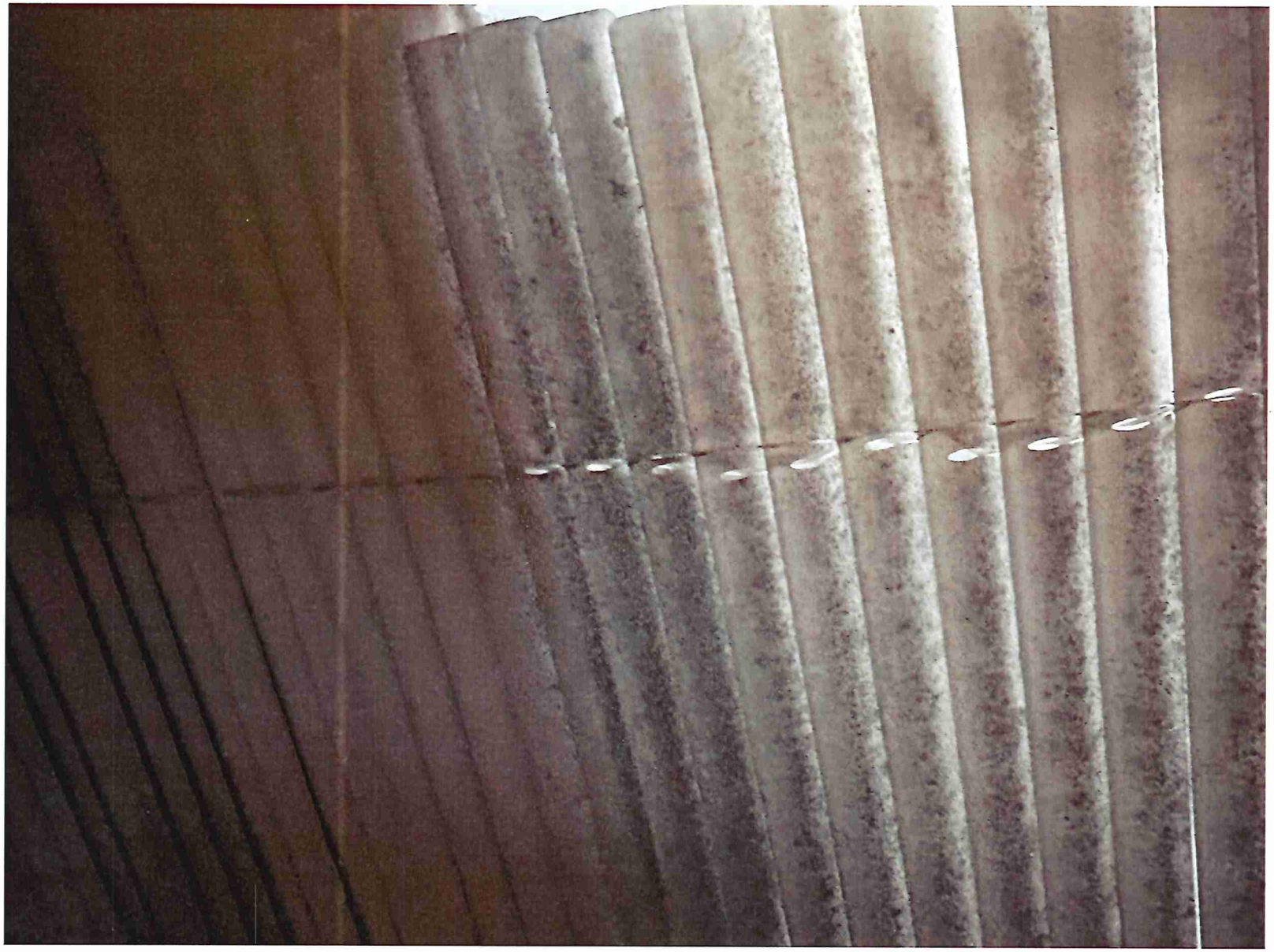
301 E Okeefe Common Area Issues:

- The elevator is frequently unusable or out of service randomly. It is not clearly communicated to residents when the elevator will be in operation
- The painting in the common areas needs to be redone, the stairwell paint is very patchy
- Stairway stairs are cracked, uneven and building railings are shaky and need to be reinforced
- The walkway floors are cracked and uneven. The cracks should be filled in.
- The common areas specifically the parking area is not weatherized and when it rains there is significant flooding in the parking garage
- The motorized gate into the parking structure malfunctions and has damaged multiple resident's cars on the property
- Throughout the whole building, the water/hot water is shut off with limited advance notice. Brown water comes out of the sinks and bathtub when we turn on the water.

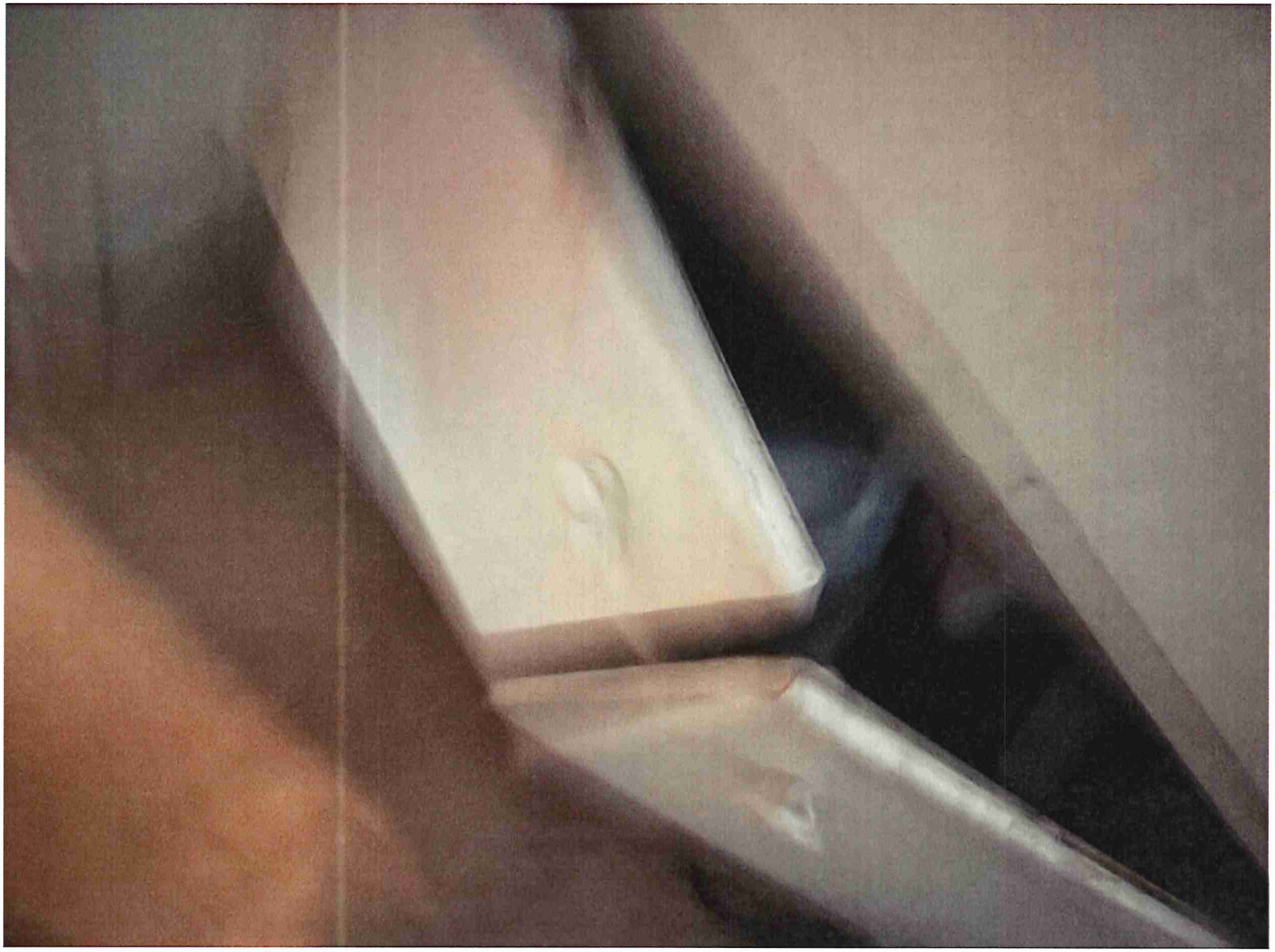
Problemas de áreas comunes en 301 E Okeefe St.:

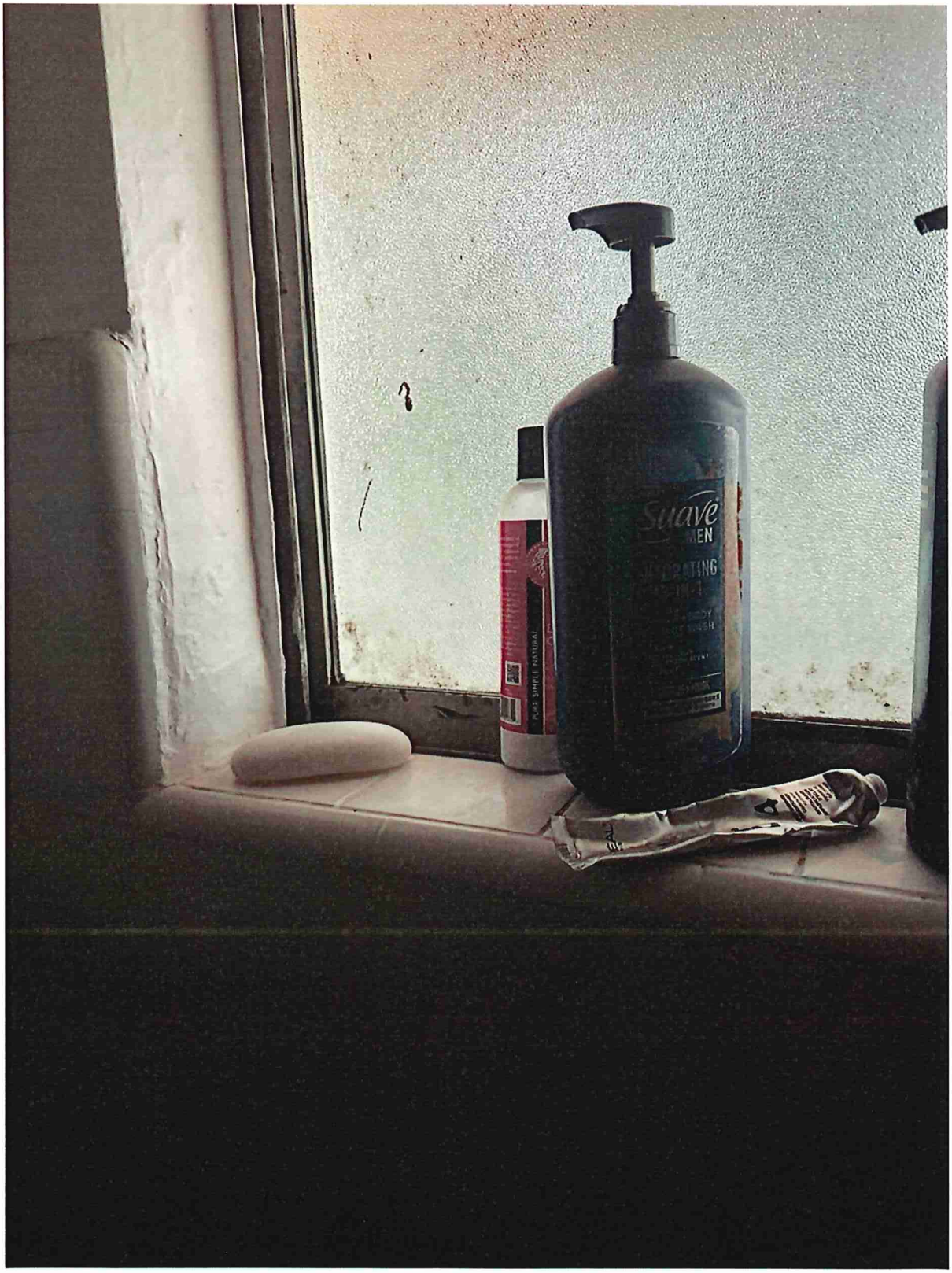
- El ascensor suele quedar inutilizable o fuera de servicio de forma aleatoria. No se comunica claramente a los residentes cuándo estará en funcionamiento el ascensor.
- Es necesario rehacer la pintura en las áreas comunes, la pintura de las escaleras está muy irregular
- Las escaleras de las escaleras están agrietadas, son desiguales y las barandillas del edificio tiemblan y necesitan ser reforzadas.
- Los pisos de las pasarelas están agrietados y desiguales. Se deben rellenar las grietas.
- Las áreas comunes específicamente el área de estacionamiento no están climatizadas y cuando llueve hay inundaciones importantes en el estacionamiento.
- La puerta motorizada de la estructura del estacionamiento no funciona correctamente y ha dañado los automóviles de varios residentes en la propiedad.
- En todo el edificio, el agua/agua caliente se corta con previo aviso limitado. Sale agua marrón de los lavabos y de la bañera cuando abrimos el agua.







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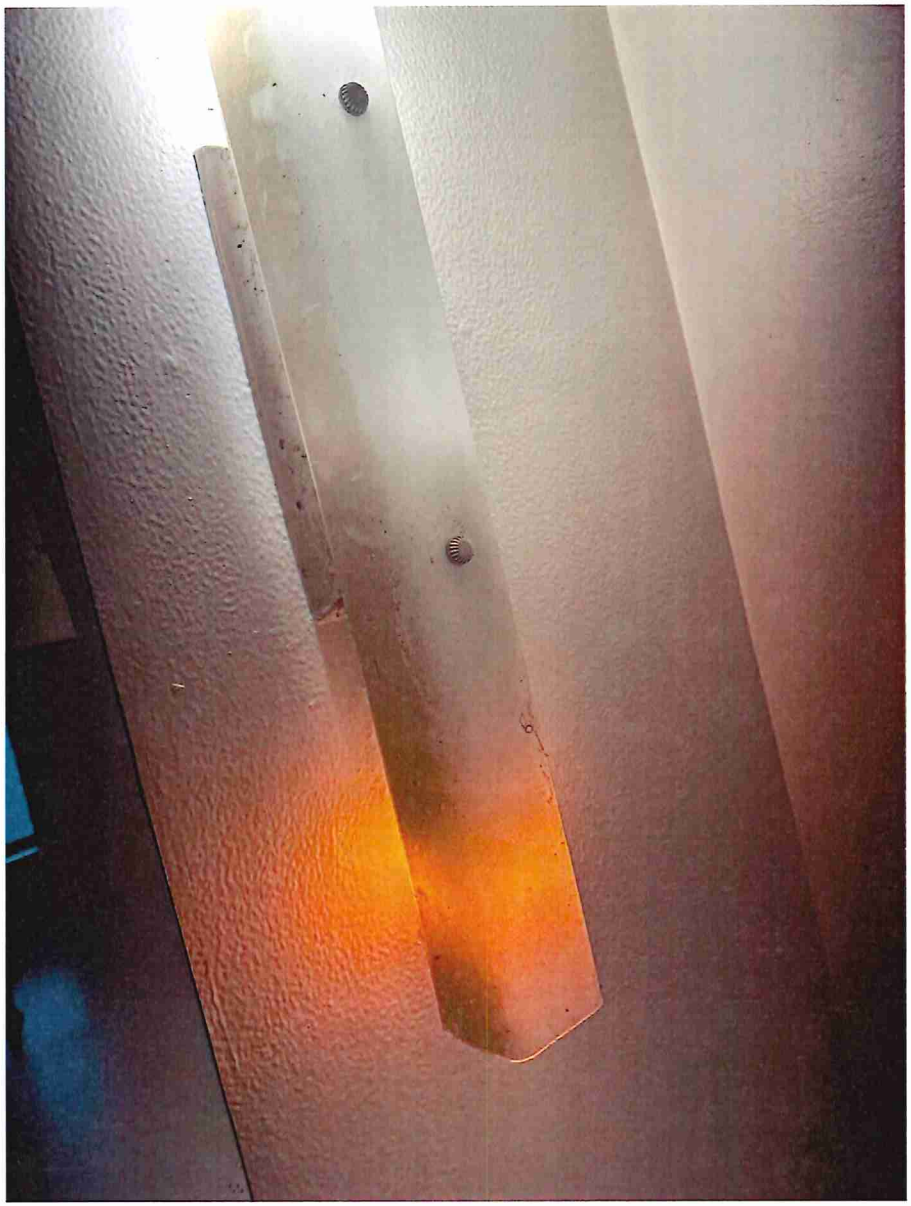
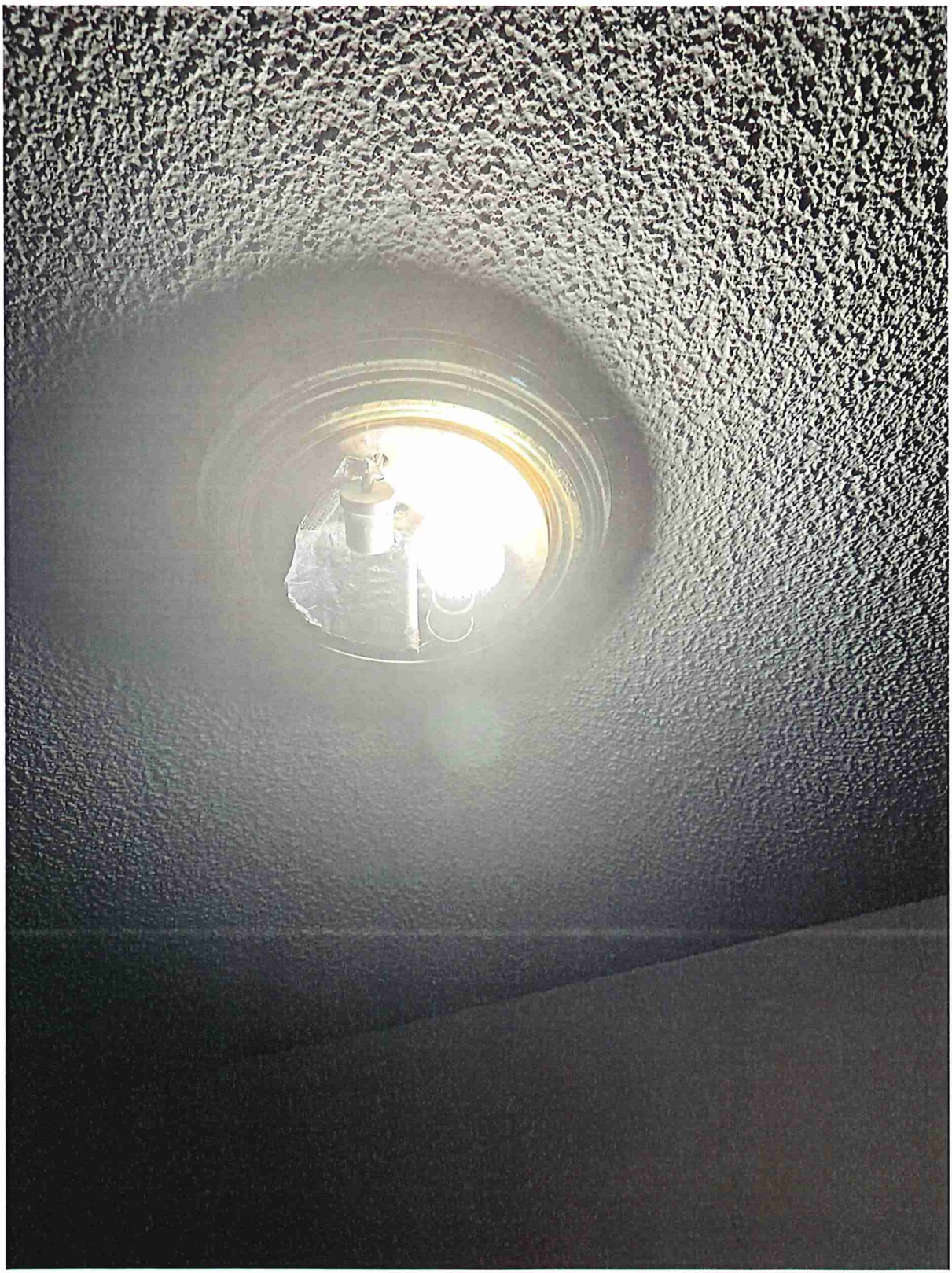




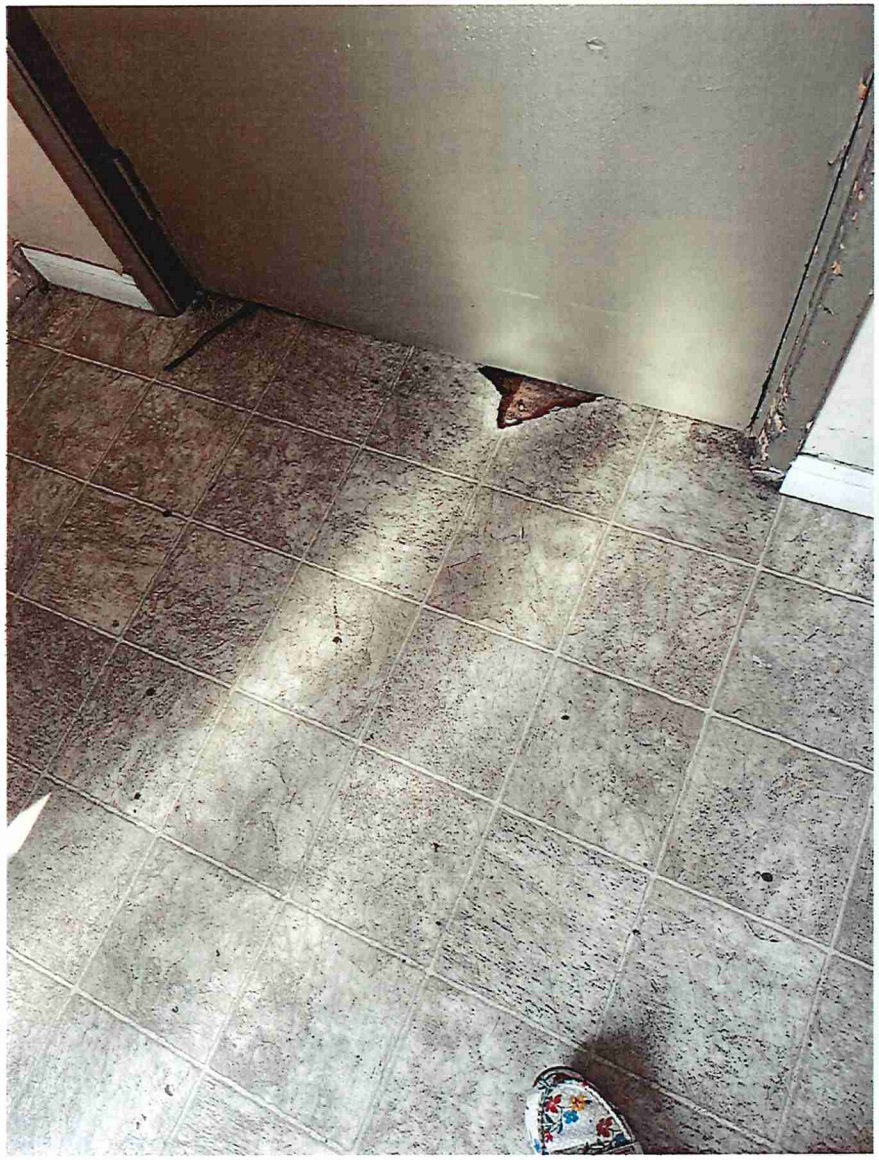








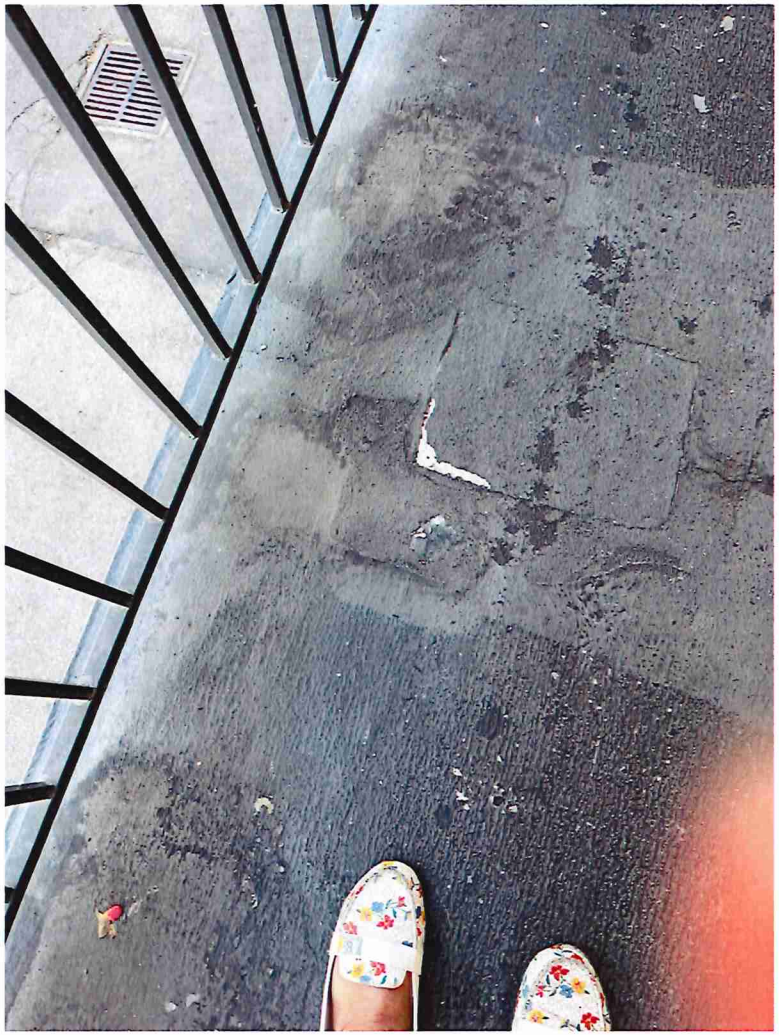
301 E. O'Keefe St Common Area Issues





301 E. O'Keefe St Common Area Issues





301 E. O'Keefe St Common Area Issues

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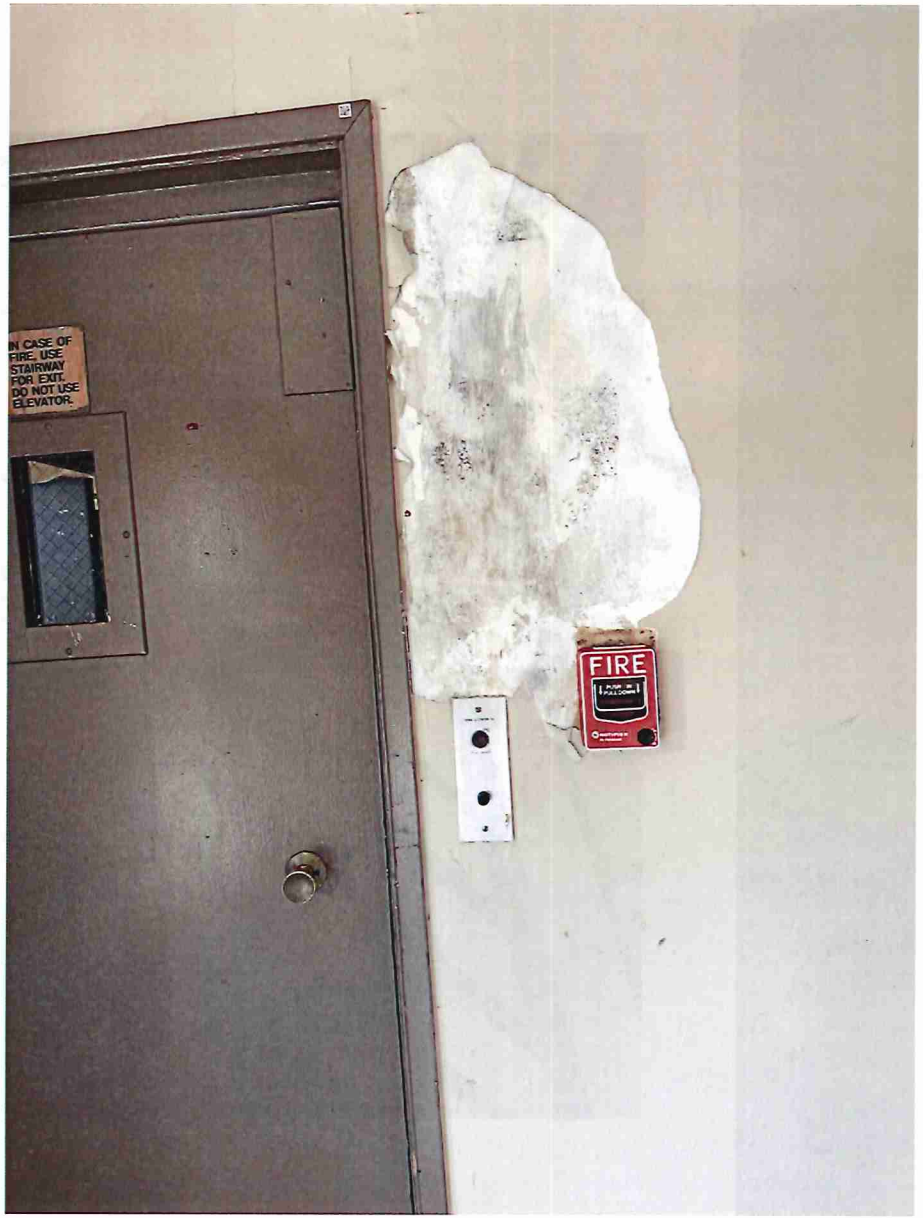



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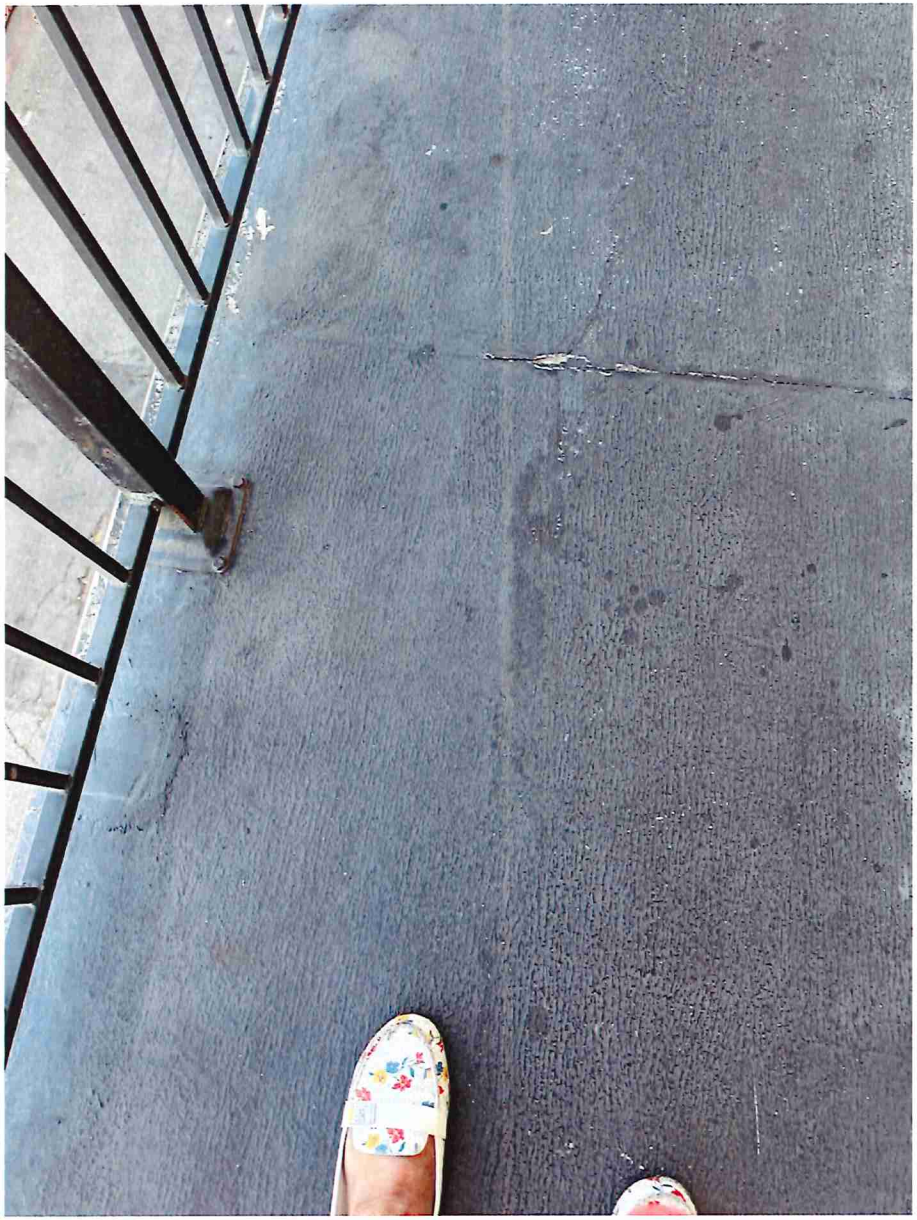

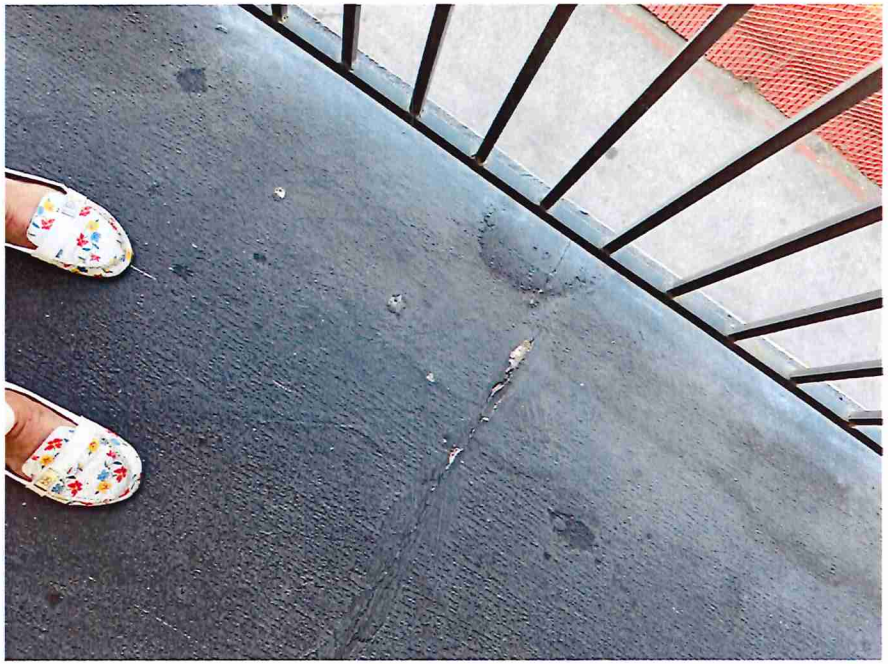

301 E. O'Keefe St Common Area Issues

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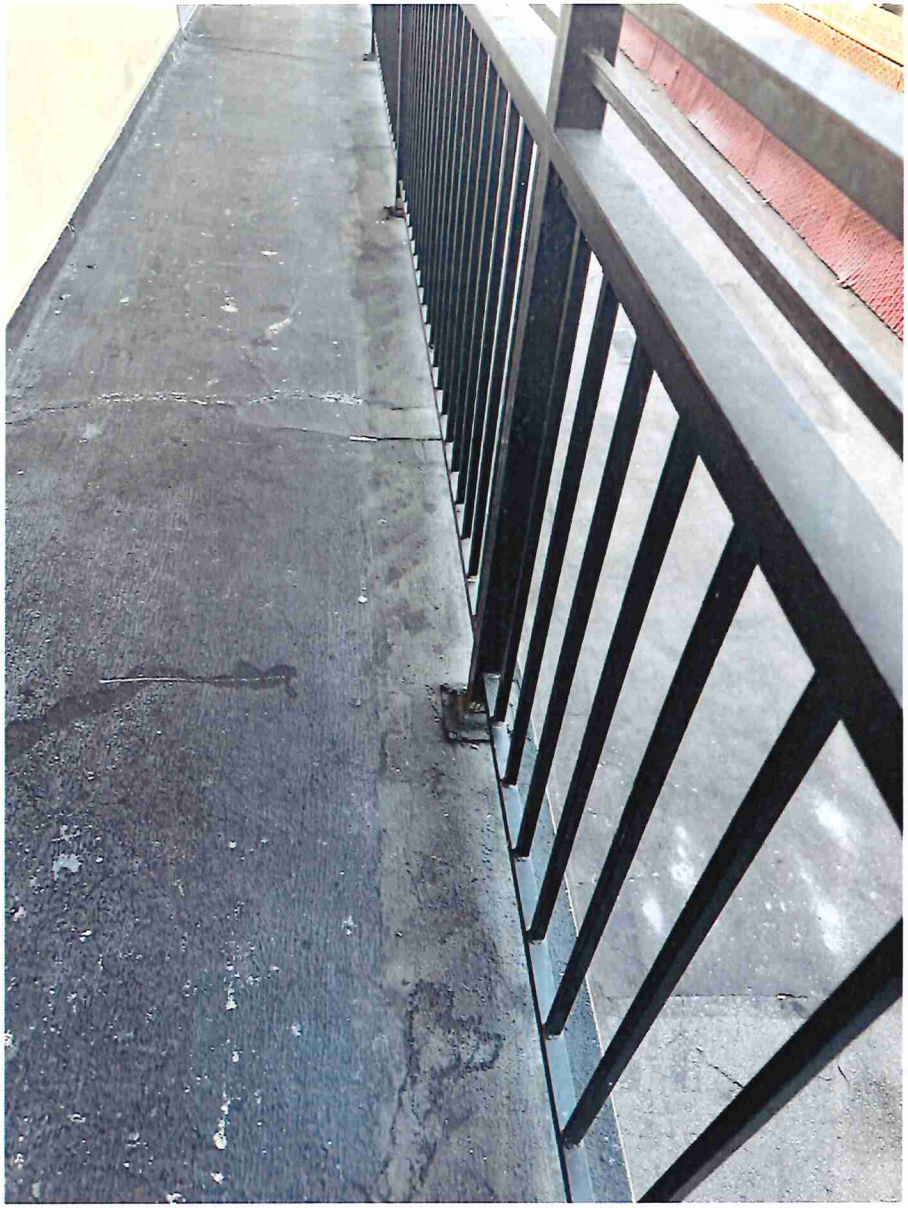



301 E. O'Keefe St Common Area Issues

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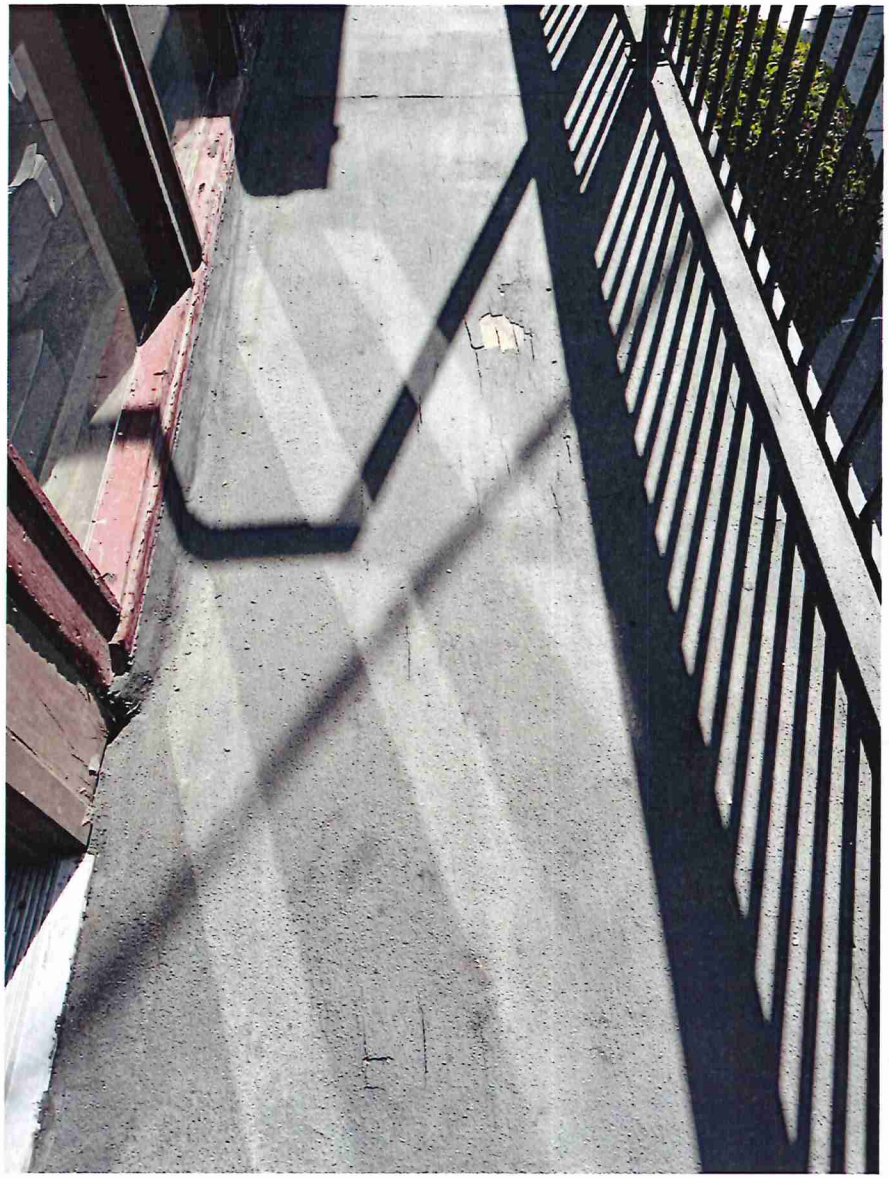



1276

For Office Use Only
Date Received:

RECEIVED
SEP 18 2024
CITY OF EAST PALO ALTO
RENT STABILIZATION

Ciudad de East Palo Alto
Programa de Estabilización de Renta
2415 University Avenue, East Palo Alto, CA 94303
P: 650-853-3114 F: 650-853-3115 correo electrónico: rentprogram@cityofepa.org
www.ci.east-palo-alto.ca.us/rentprogram

APLICACIÓN DEL INQUILINO — INFORMACIÓN GENERAL

Adjunte Solicitudes por Violaciones del Límite de Renta para asegurar un Ajuste de Renta Individual y/o Descuento; Reducción de Mantenimiento y Servicios; Incumplimiento de Garantía Implícita de Habitabilidad; y Aprobación de Retención del Alquiler.

Proporcione la información solicitada a continuación. Adjunte hojas adicionales si es necesario.

1. **Información de la Propiedad:**

Dirección: 301 E. OKeefe st **Apt. #** 18 **Código Postal:** 94303

2. **Información del Inquilino**: Llene los datos para todos los inquilinos en la unidad rentada que están buscando un ajuste de alquiler, descuento o retención.

Fecha de Inquilinato: 11/30/2011

Nombe(s)	Teléfono(s)	Correo Electrónico(s)
Maria Mendragon R.	650 518 23 18	Maninangeles82@gmail.com
Candido Marin R.	650 814 13 92	
Julian Marin M		
Ashley Marin M		
Candido Marin M		

Cada inquilino mencionado arriba debe firmar la certificación en la página 3 para ser considerado como una de las partes en esta aplicación.

3. **Persona u organización autorizada para representarlo/a, si existe:**

Nombre: _____ **Teléfono(s):** _____

Dirección: _____ **Ciudad:** _____

Estado: _____ **Código Postal:** _____ **Correo Electrónico:** _____

4. **Base para la Solicitud**: Marque la razón(es) de su solicitud. Marque solamente el casillero que aplica. Complete la solicitud correspondiente y proporcione la información necesaria solicitada.

☐ **Petición A — Violación de Límite de Renta** (para reducción de renta y/o devolución por cobros de renta por encima de la renta máxima permitida)

☑ **Petición B— Reducciones de mantenimiento, servicio, y/o habitabilidad** (cuando hay una disminución en servicios de vivienda, incluyendo mantenimiento que el propietario no ha subsanado después de dar aviso razonable, el incumplimiento del contrato de alquiler, o de los códigos de construcción y vivienda, Garantía de Habitabilidad de California y otros requisitos legales para el alquiler de vivienda)

☐ **Petición C — Aprobación para Retener la Renta** (el propietario no registró la unidad con el Programa de Estabilización de Renta)

☐ **Otro —** Adjunte una hoja explicando sus razones para la solicitud y las secciones pertinentes de la Ordenanza y/o regulaciones.

5. **Yo elijo mediación (Opcional):** ☐

   a. Ambas partes deben estar de acuerdo a la mediación; si no, el asunto será referido a un Examinador de Audiencia. El proceso de mediación no es obligatorio, es decir que las partes no estan obligados a llegar a un acuerdo,. Si no se llega a un acuerdo a través de mediacion, entonces el asunto se referirá al Examinador de Audiencia.

   b. Si el asunto se resuelve a través de la mediación, el mediador preparará una estipulación que establece los términos del acuerdo que será ejecutado por las partes. Esta disposición a partir de entonces se convertirá en una orden de la Junta de Estabilización de Alquileres. Las partes que estipulan renuncian a cualquier derecho de audiencia o apelación sobre las cuestiones contenidas en la petición que han sido cubiertas por la estipulación. Asuntos relacionados con la petición que no esten contemplados en la estipulación no se consideran resultos y cualquiera de las partes puede solicitar una audiencia sobre los asuntos no resueltos.

6. **Consolidación**: Si esta solicitud se ha presentado junto con las peticiones de los inquilinos de otras unidades en la misma propiedad, por favor liste los números de los apartamentos de las unidades en conjunto.

201 E O'Keefe st 107, 108, 109, 110, 201, 202, 209, 206, 207, 208
301 E O'Keefe st 1, 2, 4, 5, 6, 9, 10, 11, 12, 14, 15, 16, 18, 20, 21
245 E O'Keefe St 1, 12, 14, 15, 18, 19

7. **Certificación**: ***Declaro bajo pena de perjurio que la información anterior en esta aplicación, solicitud y adjuntos es verdadera y correcta en la medida de mi conocimiento. Esta declaración se ejecuta bajo las leyes del Estado de California.***

Firma	Imprima su nombre	Fecha
Maria Magon R.	Maria Mondragon	08/24/24

Adjunte páginas adicionales si hay más firmando esta aplicación en la misma propiedad, indique la dirección y unidad de cada inquilino firmando esta solicitud.

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PETITION B – Reductions in Maintenance and Services, Habitability Problems, and/or Failure to Provide Maintenance and Services Required by Law

Rental unit address: 301 E. O'Keefe St, Unit 18

Date you moved into this rental unit: Nov. 1 2024

COPY

1. I am seeking (check all that apply): ■ **A Rent Reduction** ■ **A Rent Rebate**

2. Check if you have any of the following habitability, maintenance and/or problems, or list other problems with your unit that your landlord failed to correct in a reasonable timeframe. (Attach additional pages if needed)

HABITABILITY PROBLEMS: (Failure to comply with the "Warranty of Habitability" set forth in California Civil Code Sec. 1941.1.)

■ Ineffective waterproofing to prevent wet or moldy walls

☐ Inadequate weather protection of roof and exterior walls or ceiling, including broken windows and doors.

■ Defective plumbing, drains, sewage system or toilet facilities.

☐ Loss of or insufficient hot water or water supply.

■ Defective or broken heater or gas facilities.

☐ Unsafe or inoperative electrical lighting, wiring or outlets and other equipment.

■ Building, yard, garage, hallways, stairs, and common areas are not clean, sanitary, or free from all accumulations of debris, filth, rubbish, garbage, rodents, and vermin, such as cockroaches or rats.

☐ Inadequate trash receptacles in clean condition and good repair.

■ Floors; stairways, or railings are broken, rotting, or missing.

MAINTENANCE-RELATED CONDITIONS:

☐ Broken locks or security devices on the windows or doors

■ Holes in floors, walls or ceilings.

■ Defective plumbing, drains, sewage system or toilet, sink, bathtub or shower.

☐ Carpets or other floor coverings with holes, cracks, gaps, shredded or disintegrated material.

■ Deteriorated/broken cabinets or drawers.

☐ Deteriorated countertops.

PETITION B–Reductions in Maintenance and Services, Habitability Problems, and/or Failure to Provide Maintenance and Services Required by Law

- [x] Window coverings with stains, holes, tears, or disintegrating fabric, or window coverings that have been removed.
- [x] Defective or inoperative appliance in unit.
- [x] Peeling, crumbling, stained, worn, scraped or cracked paint or peeling, torn, stained wall covering.
- [ ] Missing or cracked, broken tile.
- [x] Bathtub or shower with glazing chipped or peeling.
- [ ] Broken fan or vent.
- [ ] Inoperative/missing exterior lights.

Other: The painting on the outside of the building is in bad conditions

Other: The elevator works some days and some days it does not

CODE VIOLATIONS:

- [ ] Failure to comply with code violations that materially affect tenants' health and safety, including Health and Safety Code Sec. 17920.3. (Attach copy of Notice to Correct from City Building Inspector or Code Enforcement Officer, or County Environmental Health Inspector.)

LOSS OF OR REDUCED HOUSING SERVICES:

- [ ] Parking.
- [x] Broken or defective security gates, door or fencing.
- [x] Defective or inoperative elevator.
- [ ] Broken or defective intercom.
- [ ] Storage.
- [x] Laundry facilities.
- [ ] Swimming pool or recreational facilities.
- [x] Play areas, yards, patios, balconies.
- [ ] Landscaping or yard-care services.
- [ ] Broken or missing mailbox.
- [x] No on-site resident manager services for rental properties with16 or more units.

PETITION B – Reductions in Maintenance and Services, Habitability Problems, and/or Failure to Provide Maintenance and Services Required by Law

Other: _____

Other: _____

3. For each of the problems checked above, describe where the problem exists, and the nature and cause of each problem. (Attach additional pages if necessary.)

Mold there is mold continually around the bedroom window and the kitchen window. The wall in the kitchen is eaten away. The bathroom floor is in bad conditions around the shower its bursting on the wall. The wall on the doors is peeling. The fridge is in bad conditions. The bell pipe is not working correctly the grease expands on the walls. The bathtub needs to be painted and the sink as well. The kitchen cabinets are worn out and eaten away.

4. For each of the problems presented in this petition, specify whether you have already notified your landlord, and how your landlord was notified of each problem, whether verbally or in writing. If you know the name of the landlord or manger that you informed of a problem, include the name of this person. If you notified your landlord in writing of a problem and you have a copy of the notice, attach a copy.

Tenant notified landlord: ☐ **verbally** ■ **in writing (attach copy)**

If you did not notify the landlord, provide the timeframe in which the landlord knew or should have known about each problem. Explain how they knew about the problem.

I have been waiting over a year for them to come repair the fridge I asked that the replaced it because they had already tried to repair it on many occasions. And I reported it verbally. A few weeks ago I reported via electronic email and they only came to fix a few things.

the mold in the rooms I reported verbally and they came and only painted that was about 2 years ago. Subsequently we have been painting because it keeps happening and its been about a month since we have painted we have to paint twice a year.

5. Describe specifically how you and your family have been affected by the problems cited in this petition. In what ways has your use and enjoyment of and benefit from your rental unit been impaired by each of the problems? (Attach additional pages if necessary.)

In the kitchen the refrigerator was spoiling my vegetables and freezing food in the back all the time. The hood, I have to constantly clean the walls, the mold The elevator service when you go to the supermarket is difficult to bring everything up the stairs since I try to stock up every week so as not to waste too much time and it its burdensome. Sometimes it works and other days it doesn't work. The drains outside the building get clogged and it takes several days for the water to drain away, so they retain a bad smell. The sink is rusty and gives off an odor. The stoves they install, even if they are new, do not work properly. I reported my previous stove more than 3 years ago and it took more than 1 year to replace it. The cockroach infestation has been going on for over 4 years and they have not fumigated properly. The staff that comes only puts out boxes and they know there are plenty of them and they have not done anything. It is frustrating for all of us.

PETITION B – Reductions in Maintenance and Services, Habitability Problems, and/or Failure to Provide Maintenance and Services Required by Law

6. What documentation do you have for the existence of each of the problems cited in this petition?

I have photos and the las email I sent

some issues I reported verbally.

☐ I wish to have the Rent Program Administrator or Hearing Examiner determine whether my unit has been properly registered and whether my landlord failed to comply with the Rent Stabilization Ordinance or regulations adopted by the Rent Board to implement the Ordinance. If it is found that my landlord has not properly registered my rental unit or failed to comply with the Ordinance and regulations, I wish to contest any increases in my rent until compliance is met.

☐ I wish to have the Hearing Examiner conduct an inspection of the problems cited in this petition if a hearing is held to make a determination on the issues raised in this petition.

PETITION B – Reductions in Maintenance and Services, Habitability Problems, and/or Failure to Provide Maintenance and Services Required by Law

7. To calculate the amount you believe your rent should be reduced and/or be rebated to you, complete the following table with the information requested for each maintenance, service, or habitability problem that you claim. For each problem, provide the date it began, or the first date you had knowledge of the problem. Then provide the date your landlord first knew of or was notified of the problem, or should have known about the problem. If a problem has already been corrected, provide the date the correction was made or completed. (Attach additional pages if necessary.) State the percent you think your rent should be reduced for each item given its impact on your use and enjoyment of your rented home and its rental value.

Unit Address: 301 E. O'Keefe St. Apt #18 EPA CA 94303

List Each Problem	Date Problem First Noticed	Date Owner Informed (or Should Have Known) of Problem	Date Problem Corrected (If not corrected, leave blank)	Number of Months Problem Existed	Rent Paid During Period Each Problem Existed	Percent Reduction in Rent Requested
Fridge	March 2021	March 2021	August 2024	3 years	$1544.27	10 %
Stove	Nov. 2022	Jun 2023		3 years	$1544.27	10 %
Pipe	Aug. 2022	Aug. 2024		2 years	$1544.27	10 %
Elevator	Jan. 2017	Aug. 2024		7 years	$1544.27	%
Bathtub	/2018	Aug. 2024		6 years	$	%
Cockroaches	/2020	They've known	all these years	Around 4 years	$	10 %
Mold	Sept. 2012	/2021		12 years	$	30 %
Building Drains	Jan. 2018	/2020		4 or 5 years	$	20 %

8. If you seek reimbursement for out-of-pocket expenses you incurred as a result of the above reductions in maintenance and service, enter the amount of reimbursement requested: $_____. (Submit documentation for each expense, and how it relates to the maintenance or service reduction reported.)

PETICIÓN B – Reducciones en el Mantenimiento y Servicios, Problemas de Habitabilidad, y/o Falla en Proveer Mantenimiento y Servicios Requeridos por la Ley

Dirección de la Unidad de Renta: 301 E. Okeefe st. Apt # 18

Fecha en que se mudó a esta unida de Renta: Nov. 1 2024

1. Estoy pidiendo (Marque lo que aplique): [X] **Una Reducción de la Renta** [X] **Una Devolución**

2. Marque si usted tiene algunos de los siguientes problemas de habitabilidad, mantenimiento, o haga una lista de otros problemas en su unidad que el propietario falló en corregir en un lapso de tiempo razonable. (Adjunte páginas adicionales si necesita).

PROBLEMAS DE HABITABILIDAD: (Falló en cumplir con la "Garantía de Habitabilidad" establecida en el Código Civil de Sec. 1941.1.)

- [X] Impermeabilización inefectiva para prevenir paredes húmedas o con moho.
- [ ] Protección inadecuada en contra del tiempo del techo y las paredes exteriores o el cielo raso, incluyendo ventanas rotas y puertas.
- [X] Defectos en la plomería, drenajes, sistema cloacal o instalaciones sanitarias.
- [ ] Pérdida o insuficiencia de agua caliente o provisión de agua.
- [X] Defectos o rotura en el calefactor o las instalaciones de gas.
- [ ] Alumbrado eléctrico, cableado o toma corrientes y otro equipamiento inseguros o inoperantes.
- [X] El edificio, el área verde, garaje, pasillos, escaleras y áreas comunes no están limpias, higiénicas o libres de toda acumulación de desechos, suciedad, basura, desperdicios, roedores y alimañas como cucarachas o ratas.
- [ ] Receptáculos de basura inadecuados en condiciones limpias y bien reparadas.
- [X] Pisos; escaleras o pasamanos rotos, pudriéndose o faltantes. ;

CONDICIONES RELACIONADAS AL MANTENIMIENTO:

- [ ] Cerraduras o dispositivos de seguridad rotos en las ventanas o puertas.
- [X] Agujeros en los pisos, paredes o cielos rasos.
- [X] Defectos en la plomería, drenajes, sistema cloacal o inodoro, lavabo, bañera o ducha.
- [ ] Alfombras u otros revestimientos del piso con agujeros, rajaduras, faltantes, material desintegrado o deshilachado.
- [X] Armarios o cajones deteriorados / rotos.
- [ ] Mesones deteriorados.

PETICIÓN B – Reducciones en el Mantenimiento y Servicios, Problemas de Habitabilidad, y/o Falla para Proveer Mantenimiento y Servicios Requeridos por la Ley

- [x] Coberturas de las ventanas con manchas, agujeros, roturas o tela desintegrada, o cobertura de ventanas que han sido removidas.
- [x] Aparato electrodoméstico defectuoso o inoperante en la unidad. .
- [x] Pintura pelándose, cayéndose, manchada, gastada, raspada o rajada o el revestimiento de la pared pelándose, arrancado, manchado.
- [ ] Cerámicos faltantes, rajados, rotos.
- [x] Bañera o ducha con vidriado astillado o pelándose.
- [ ] Ventiladores o ventilación rota.
- [ ] Luces exteriores que no funcionan/ faltantes.

Otro: la pintura del fuera del Edificio en malas Condiciones

Otro: el Elevador dias funciona y dias No funciona

VIOLACIONES DEL CÓDIGO:

- [ ] Incumplimiento del código con las violaciones que afectan materialmente a la salud y seguridad de los inquilinos, incluyendo el Código de Salud y Seguridad Sec. 17920.3 (Adjuntar copia de Notificación para Corregir del Inspector de Construcción de la Ciudad o el Oficial de Aplicación del Código, o Inspector de Salud Ambiental del Condado.)

PÉRDIDA O REDUCCIÓN DE LOS SERVICIOS DE VIVIENDA:

- [ ] Estacionamiento
- [x] Portón de seguridad, puertas o cercado rotos o defectuosos.
- [x] Elevador defectuoso o inoperante.
- [ ] Intercomunicador roto o defectuoso.
- [ ] Depósito.
- [x] Instalaciones de lavandería.
- [ ] Alberca o instalaciones de recreación.
- [x] Áreas de juego, jardín, patios, balcones.
- [ ] Servicios de cuidado del jardín y del paisaje.
- [ ] Buzones de correo roto o faltante.
- [x] Servicios de administración de las propiedades en renta con 16 o más unidades que no vive en el lugar.

PETICIÓN B – Reducciones en el Mantenimiento y Servicios, Problemas de Habitabilidad, y/o Falla para Proveer Mantenimiento y Servicios Requeridos por la Ley

Otra: _____

Otra: _____

3. Para cada problema marcado arriba, describa dónde existe el problema y la naturaleza y causa de cada problema. (Adjunte hojas adicionales si es necesario.)

Hojo Continuamente hay Hojo al Rededor de la Ventana del Cuato y en Ventana de la Cosina,
La pared de la Cosina esta calcomida,
el Piso del Baño esta en mal condiciones al Rededor del Shower esta Reventada sobre la pared.
la pintura de las puertas esta Callendo.
el Refigerador esta en Malas condiciones.
la pipa de la Campana no funciona Correctamente la grasa se expande por la pared.
la tina del Baño Necesita pintarse y el lavamanos tambien los gabinetes de la Cosina estan calcomidos y desgastados

4. Para cada problema presentado en esta petición, especifique si usted ya ha notificado al propietario, y cómo el propietario fue notificado de cada problema, si fue verbalmente o por escrito. Si usted conoce el nombre del propietario o administrador a quien usted le informó de un problema, incluya el nombre de esta persona. Si usted notificó al propietario por escrito de un problema y usted tiene una copia de la notificación, adjunte una copia.

El Inquilino notificó al propietario: ☐ **verbalmente** ☑ **por escrito (Adjunte copia)**

Si usted no le notificó al propietario, provea el período de tiempo en el cual el propietario supo o debería haber sabido sobre cada problema. Explique como ellos supieron del problema.

yo Tuve esperando Mas de 1 año con el Refigerador para que ellos Vinieran a Reparar yo pedia que lo cambiaran por que ya habia sido Reparado, Varcas Ocaciones.
y lo Reporte Verbalmente.
y hace unas Semanas Reporte Todo por medio de un Correo electronico y Solo Repararon unas par de Cosas

el Mojo en el Cuarto yo lo Reporte Verbalment y Binieron y Solo pintaron eso fue hace como 2 años postercor mente Nosotros emos estado pintando por que sigue Saliendo y hace mas de 1 mes que acabamos de pintar tenemos que pintar 2 veces por año

5. Describa específicamente como usted y su familia han sido afectados por los problemas citados en esta petición. ¿De qué maneras cada uno de los problemas le ha perjudicado a usted en el uso, disfrute y beneficio de la unidad rentada? (Adjunte hojas adicionales si es necesario.)

en la Cosina el Refigerador me dañava los Vegetales y Congelava la Comida en la parte de atras todo el Tiempo.
la Campana tengo que limpiar paredes Contantemente el mojo el holor es molesto
el Servicio del Elevador. Cuando uno va al Super Mercado es dificil Subir todo por las escaleras ya que yo trato de Surtir Cada Semana por no perder mucho tiempo. y es pesado. aveces Funciona y dias No funciona
las Coladeras de afuera del Edificio se tapan y Tarda Varios dias Para irse la agua asi que guardan Mal olor.
en el lavamanos esta oxidado y despide un olor
las Estufas que ellos instalan aun que sean Nuevas No funcionan correctamente.
Mi estufa antercor la Reporte mas de 3 años y Tardaron mas de 1 año para Cambiarla.
la plaga de las Cucarachas tengo mas de 4 años que no fumigan Correctamente el personal que viene solo pone unas Cajas y ellos saben que hay Bastanes y No an echo Nada es frustante para todos Nosotros

PETICIÓN B – Reducciones en el Mantenimiento y Servicios, Problemas de Habitabilidad, y/o Falla para Proveer Mantenimiento y Servicios Requeridos por la Ley

6. ¿Qué documentación tiene usted para la existencia de cada problema citado en esta petición?

Tengo fotos y el ultimo Correo que envie pues algunas problemas los Notifique verbalmente.

☑ Yo deseo que el Administrador del Programa de Rentas o Examinador a cargo de la Audiencia determine si mi unidad fue registrada adecuadamente, y si el propietario falló en cumplir con la Ordenanza de Estabilización de Rentas, o las regulaciones adoptadas por la Mesa de Rentas para implementar la Ordenanza. Si se encuentra que el propietario no ha registrado adecuadamente mi unidad de renta o falló en cumplir con la Ordenanza y las regulaciones, deseo disputar cualquier aumento en mi renta hasta que se logre la conformidad.

☐ Yo deseo que el Examinador de la Audiencia realice una inspección de los problemas citados en esta petición si es que se realizará una audiencia para determinar los asuntos aquí presentados.

PETICIÓN B – Reducciones en el Mantenimiento y Servicios, Problemas de Habitabilidad, y/o Falla para Proveer Mantenimiento y Servicios Requeridos por la Ley

7. Para calcular la cantidad que usted cree que su renta debería ser reducida y/o reembolsada a usted, complete la siguiente tabla con la información pedida para cada mantenimiento, servicio o problema de habitabilidad que usted reclama. Para cada problema, provea la fecha en que comenzó o la primera fecha que usted tuvo conocimiento del problema. Luego provea la fecha en que el propietario se enteró o fue notificado del problema, o debería haber sabido sobre el problema. Si un problema ya ha sido corregido, provea la fecha en que la corrección fue hecha o completada. (Adjunte hojas adicionales si es necesario.) Diga el porcentaje que usted piensa que su renta debería ser reducida por cada punto, considerando el impacto causado en su uso y disfrute de su casa rentada y el valor de la renta.

Dirección de la Unidad: 301 E. Okeefe st. Apt. # 18 E. P. A. CA 94303

Lista de Cada Problema	Fecha que el Problema Primero fue Notificado	Fecha que el Dueño fue Informado (o debería haber sabido) del Problema	Fecha que el Problema fue corregido (Si no está corregido, déjelo en blanco)	Número de meses que el Problema Existió	Renta Pagada Durante el Periodo que Cada Problema Existió	Porcentaje Requerido de Reducción en la Renta
Refrigerador	Marza 2021	Marzo /2021	Agost/24	Marzo 3 años	$ 1,544.27	10 %
estufa	Nov. /22	Jun /23		3 años	$ 1,544.27	10 %
pipa	Agost/22	Agost/24		2 años	$ 1,544.27	10 %
elevador	Enero /2017	Agost/24		N7 años	$ 1,544.27	%
Bañera	/2018	Agost/24		6 años	$	%
Cucarachas	/2020	Todos estos Años lo an saben		al Rededor de 4 años	$	10 %
Mojo	Sept./2012	/2021		12 años	$	30 %
caladeras del edificio	Enero /2018	/2020		5 o 4 años	$	20 %

8. Si usted busca un reintegro de los gastos de bolsillo en los que usted incurrió como resultado de las reducciones mencionadas en el mantenimiento y los servicios, entre la cantidad de reembolso solicitado: $_____. (Presentar la documentación de cada gasto, y cómo se relaciona con el mantenimiento o la reducción en el servicio que se ha reportado.)

Response 3 Addendum:

301 E Okeefe Common Area Issues:

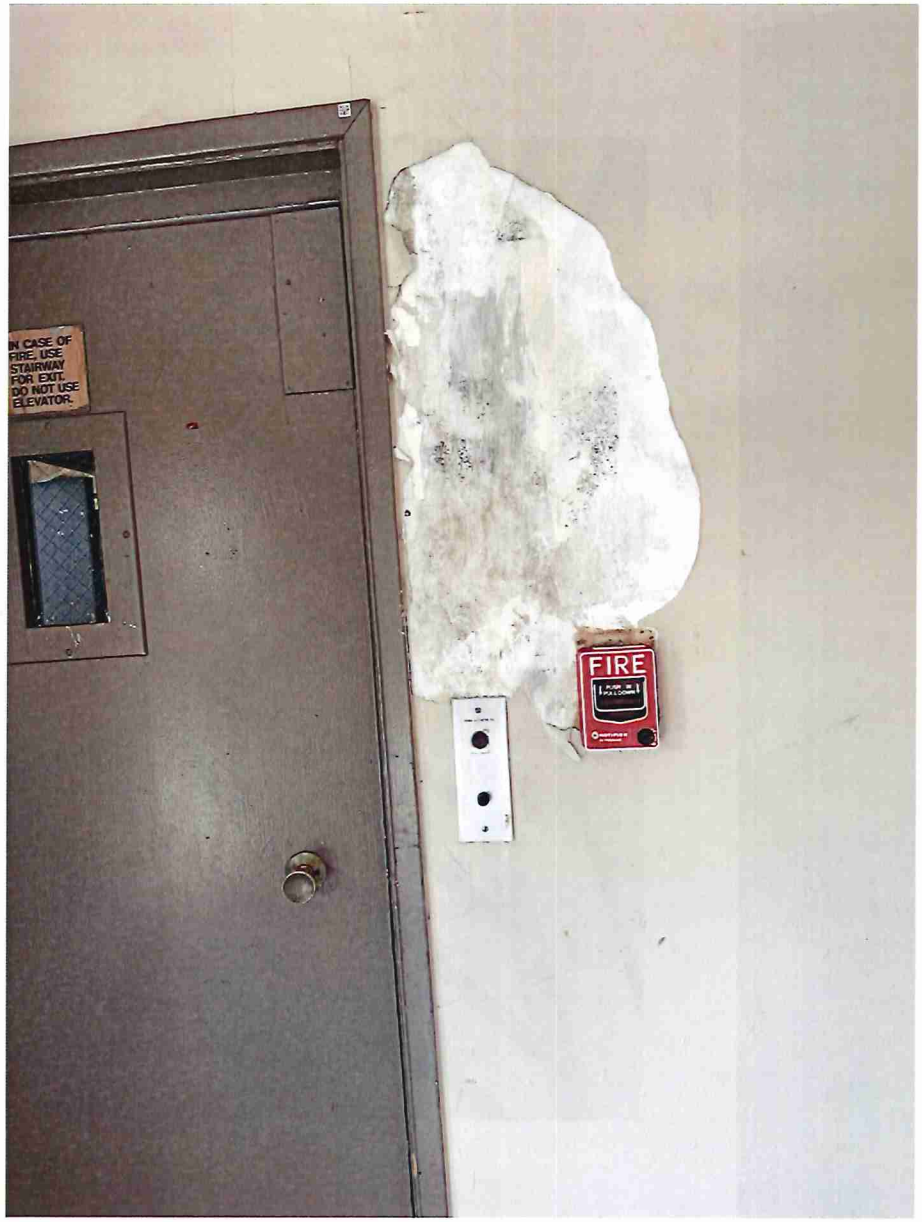
- The elevator is frequently unusable or out of service randomly. It is not clearly communicated to residents when the elevator will be in operation
- The painting in the common areas needs to be redone, the stairwell paint is very patchy
- Stairway stairs are cracked, uneven and building railings are shaky and need to be reinforced
- The walkway floors are cracked and uneven. The cracks should be filled in.
- The common areas specifically the parking area is not weatherized and when it rains there is significant flooding in the parking garage
- The motorized gate into the parking structure malfunctions and has damaged multiple resident's cars on the property
- Throughout the whole building, the water/hot water is shut off with limited advance notice. Brown water comes out of the sinks and bathtub when we turn on the water.

Problemas de áreas comunes en 301 E Okeefe St.:

- El ascensor suele quedar inutilizable o fuera de servicio de forma aleatoria. No se comunica claramente a los residentes cuándo estará en funcionamiento el ascensor.
- Es necesario rehacer la pintura en las áreas comunes, la pintura de las escaleras está muy irregular
- Las escaleras de las escaleras están agrietadas, son desiguales y las barandillas del edificio tiemblan y necesitan ser reforzadas.
- Los pisos de las pasarelas están agrietados y desiguales. Se deben rellenar las grietas.
- Las áreas comunes específicamente el área de estacionamiento no están climatizadas y cuando llueve hay inundaciones importantes en el estacionamiento.
- La puerta motorizada de la estructura del estacionamiento no funciona correctamente y ha dañado los automóviles de varios residentes en la propiedad.
- En todo el edificio, el agua/agua caliente se corta con previo aviso limitado. Sale agua marrón de los lavabos y de la bañera cuando abrimos el agua.

301 E. O'Keefe St Common Area Issues

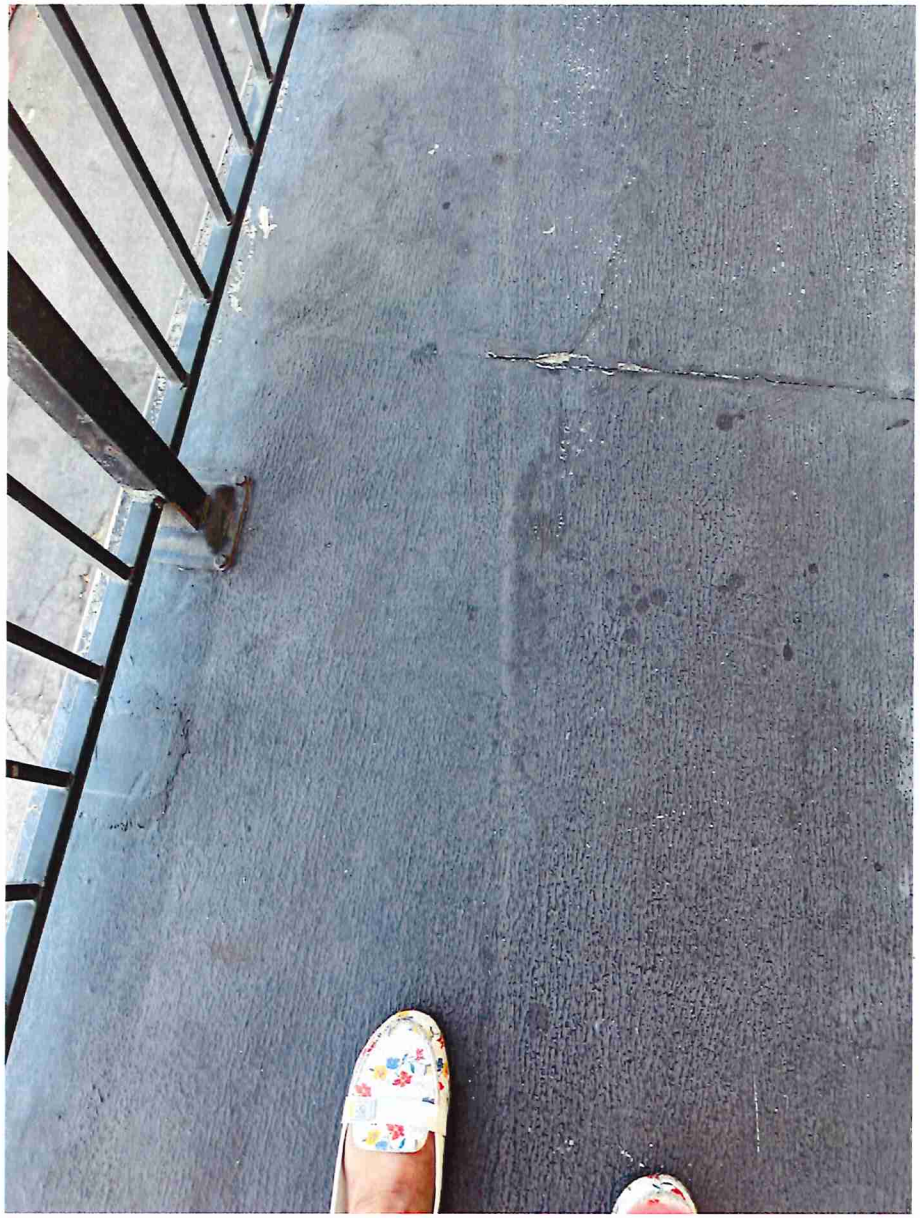
301 E. O'Keefe St Common Area Issues

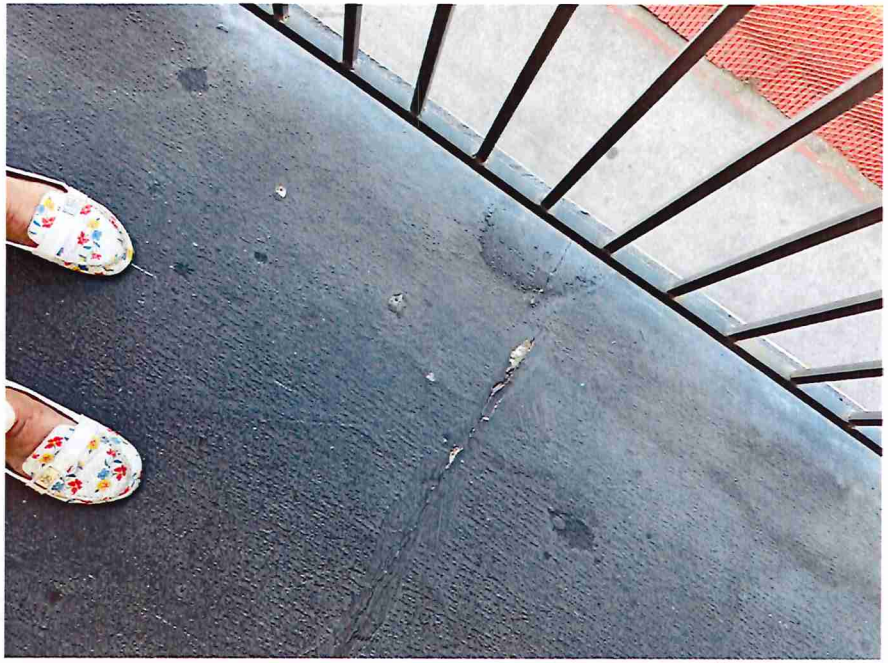




301 E. O'Keefe St Common Area Issues

301 E. O'Keefe St Common Area Issues





301 E. O'Keefe St Common Area Issues

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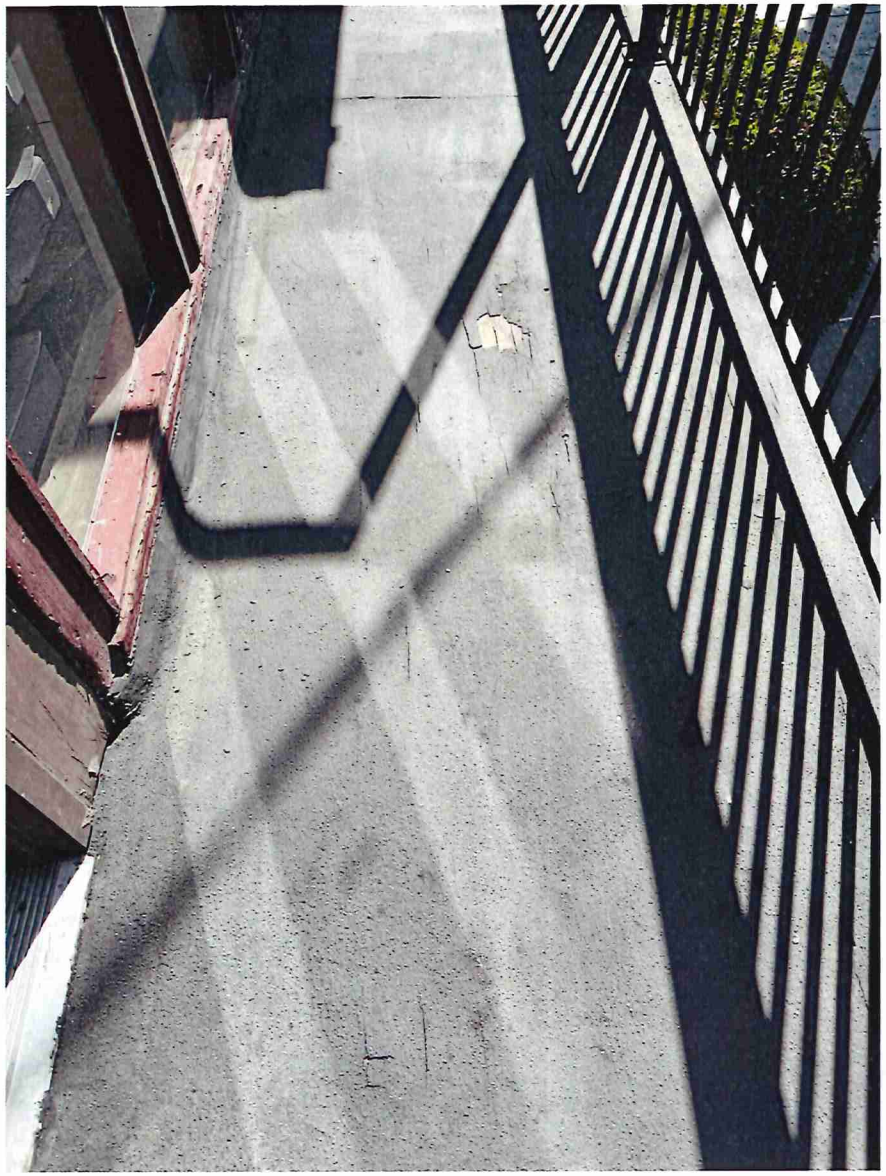



301 E. O'Keefe St Common Area Issues

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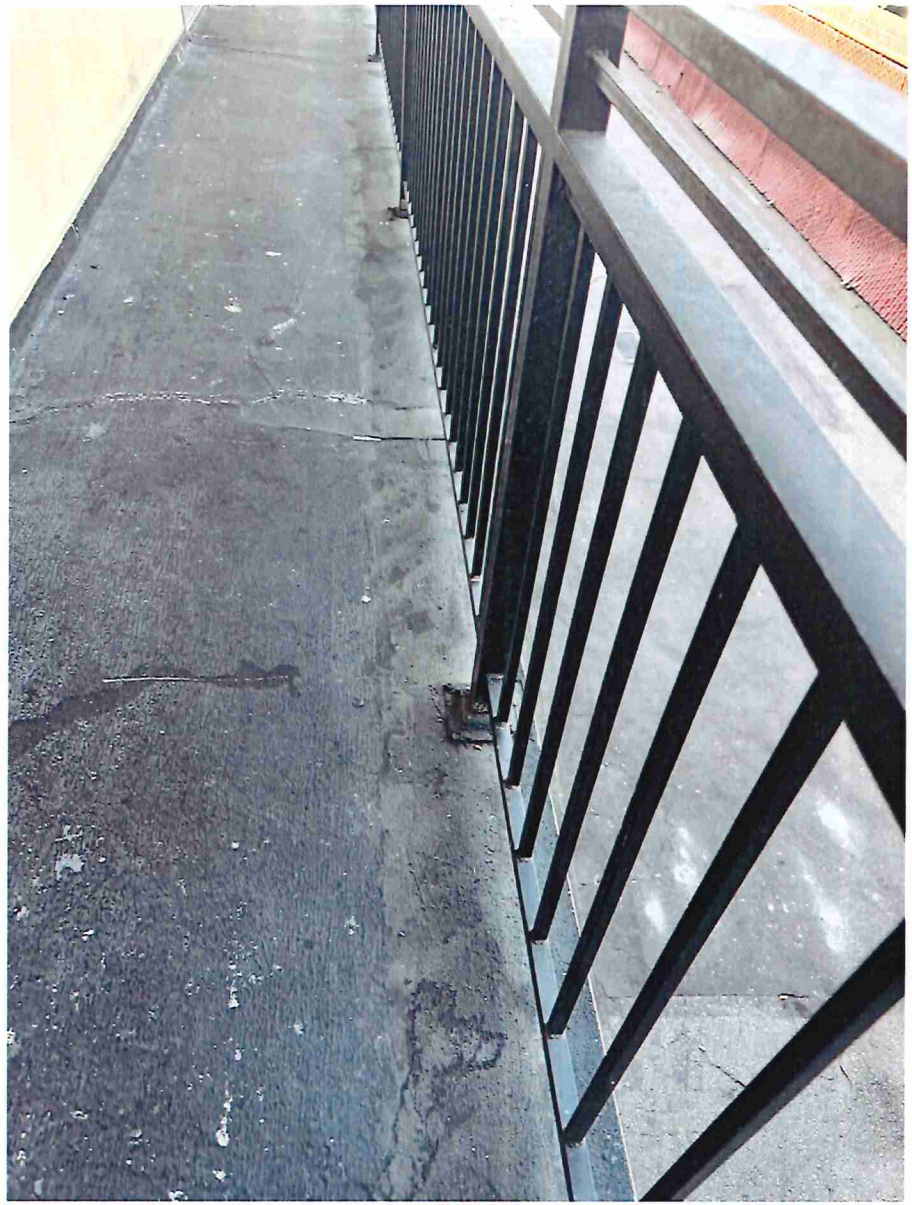



301 E. O'Keefe St Common Area Issues

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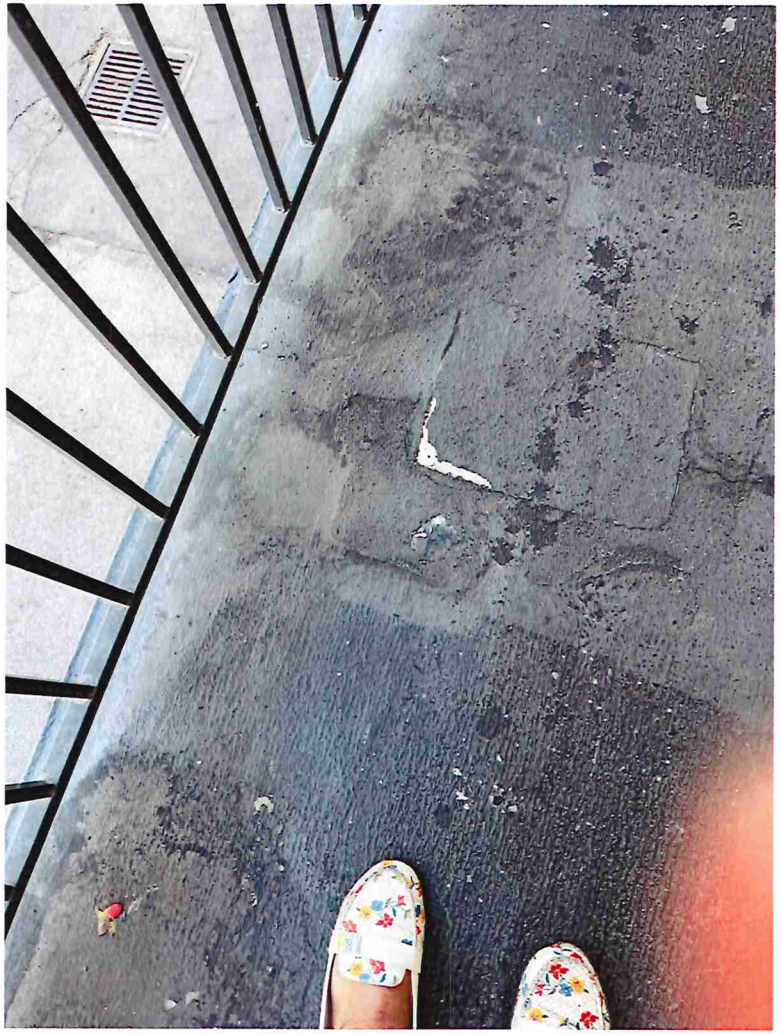
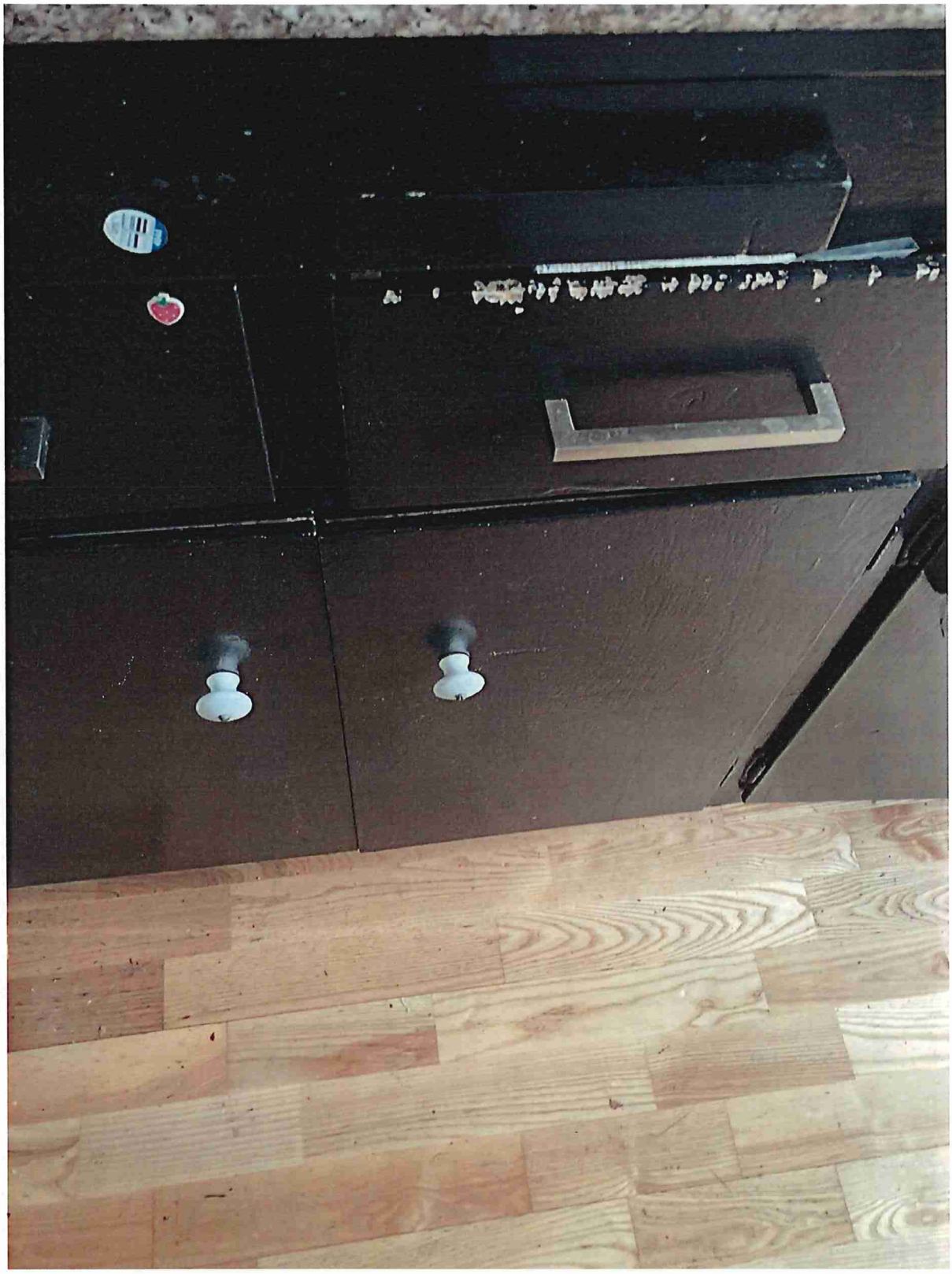








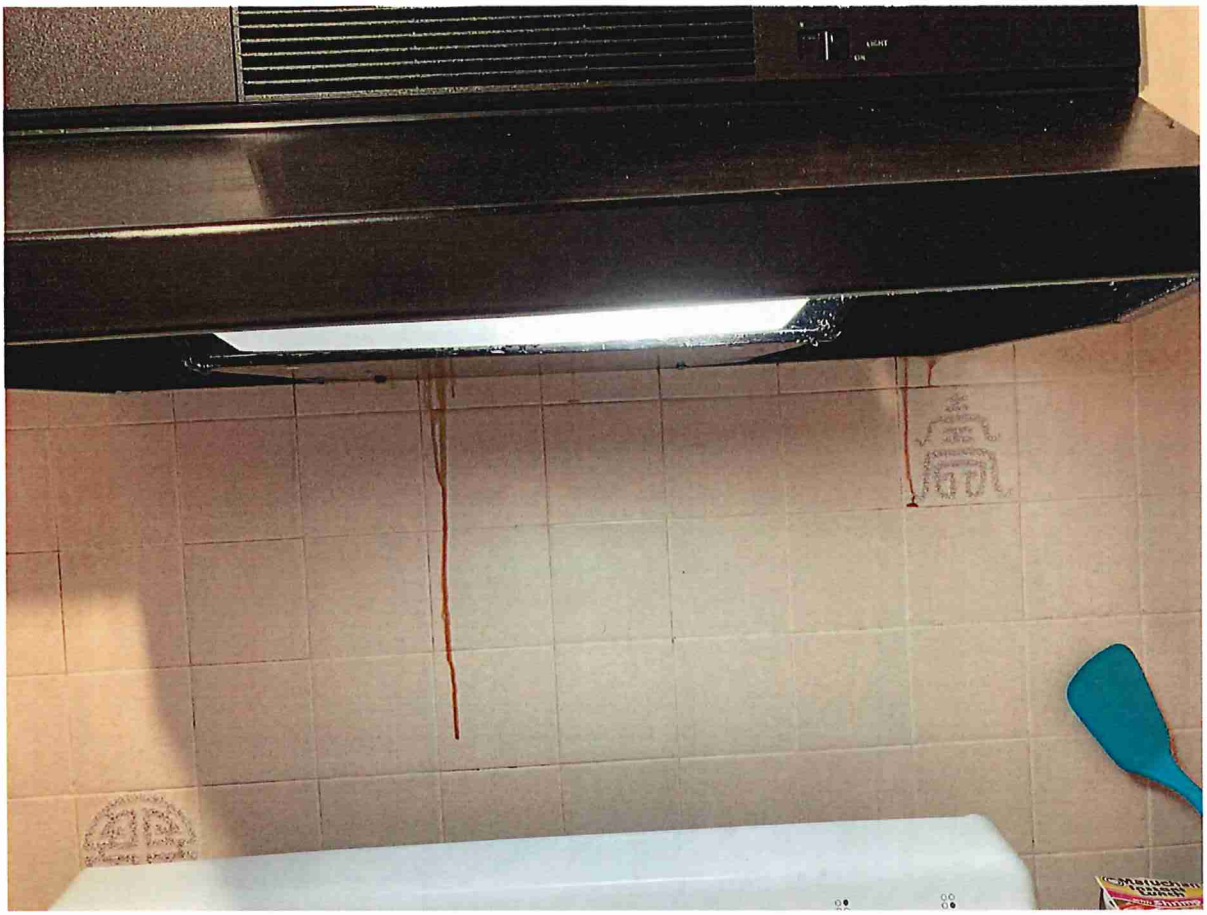


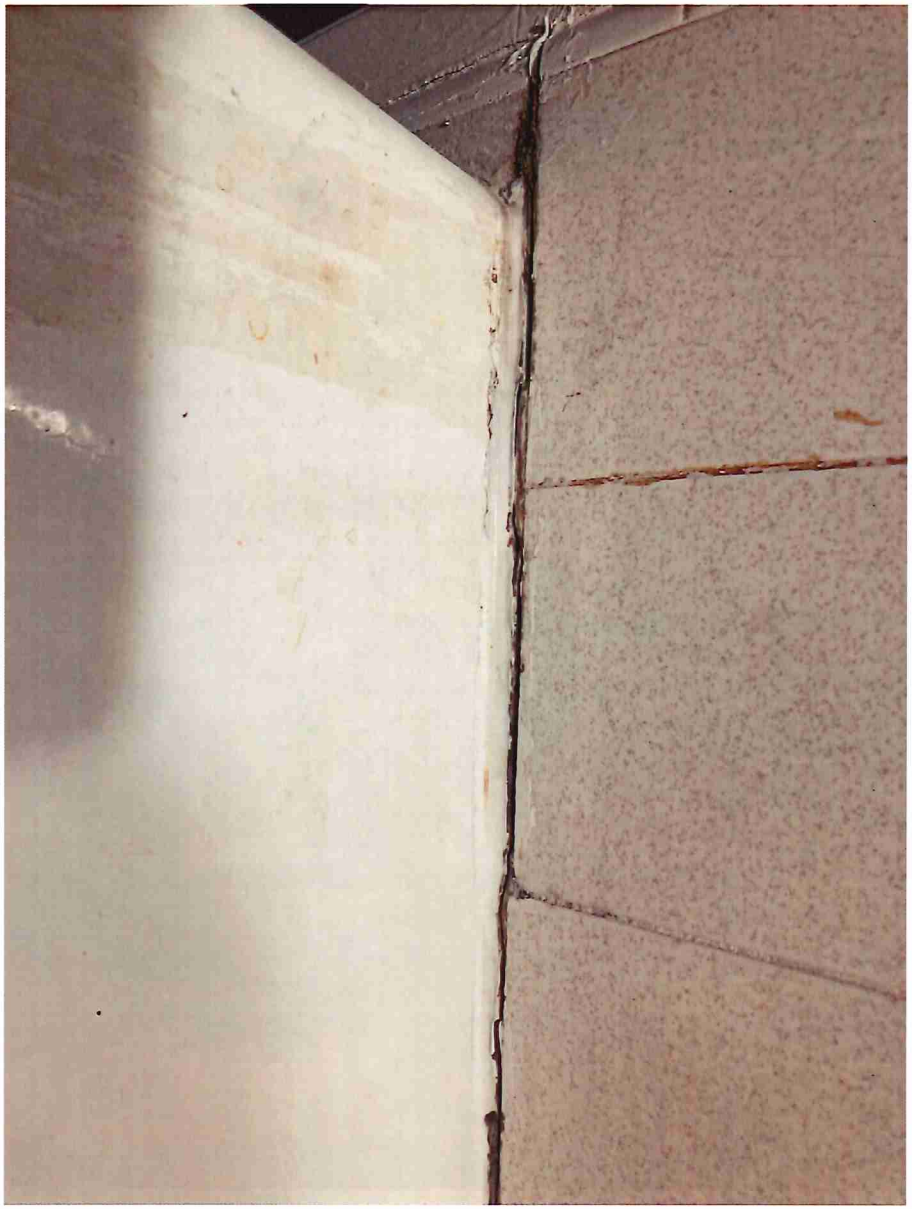





CATCHMASTER
Insect Trap
And Monitor
Trape et Moniteur
pour Insectes







1311

For Office Use Only
Date Received:

RECEIVED
SEP 18 2024
CITY OF EAST PALO ALTO
RENT STABILIZATION

Ciudad de East Palo Alto
Programa de Estabilización de Renta
2415 University Avenue, East Palo Alto, CA 94303
P: 650-853-3114 F: 650-853-3115 correo electrónico: rentprogram@cityofepa.org
www.ci.east-palo-alto.ca.us/rentprogram

APLICACIÓN DEL INQUILINO — INFORMACIÓN GENERAL

Adjunte Solicitudes por Violaciones del Límite de Renta para asegurar un Ajuste de Renta Individual y/o Descuento; Reducción de Mantenimiento y Servicios; Incumplimiento de Garantía Implícita de Habitabilidad; y Aprobación de Retención del Alquiler.

Proporcione la información solicitada a continuación. Adjunte hojas adicionales si es necesario.

1. **Información de la Propiedad:**

Dirección: 301 E. Okeefe St **Apt. #** #2 **Código Postal:** 94303

2. **Información del Inquilino:** Llene los datos para todos los inquilinos en la unidad rentada que están buscando un ajuste de alquiler, descuento o retención.

Fecha de Inquilinato: 11-21-2000

Nombe(s)	Teléfono(s)	Correo Electrónico(s)
Jorge Rodriguez	650-248-7109	

Cada inquilino mencionado arriba debe firmar la certificación en la página 3 para ser considerado como una de las partes en esta aplicación.

3. **Persona u organización autorizada para representarlo/a, si existe:**

Nombre: _____ **Teléfono(s):** _____

Dirección: _____ **Ciudad:** _____

Estado: _____ **Código Postal:** _____ **Correo Electrónico:** _____

4. **Base para la Solicitud**: Marque la razón(es) de su solicitud. Marque solamente el casillero que aplica. Complete la solicitud correspondiente y proporcione la información necesaria solicitada.

☐ **Petición A — Violación de Límite de Renta** (para reducción de renta y/o devolución por cobros de renta por encima de la renta máxima permitida)

☑ **Petición B— Reducciones de mantenimiento, servicio, y/o habitabilidad** (cuando hay una disminución en servicios de vivienda, incluyendo mantenimiento que el propietario no ha subsanado después de dar aviso razonable, el incumplimiento del contrato de alquiler, o de los códigos de construcción y vivienda, Garantía de Habitabilidad de California y otros requisitos legales para el alquiler de vivienda)

☐ **Petición C — Aprobación para Retener la Renta** (el propietario no registró la unidad con el Programa de Estabilización de Renta)

☐ **Otro —** Adjunte una hoja explicando sus razones para la solicitud y las secciones pertinentes de la Ordenanza y/o regulaciones.

5. **Yo elijo mediación (Opcional):** ☐

   a. Ambas partes deben estar de acuerdo a la mediación; si no, el asunto será referido a un Examinador de Audiencia. El proceso de mediación no es obligatorio, es decir que las partes no estan obligados a llegar a un acuerdo,. Si no se llega a un acuerdo a través de mediacion, entonces el asunto se referirá al Examinador de Audiencia.

   b. Si el asunto se resuelve a través de la mediación, el mediador preparará una estipulación que establece los términos del acuerdo que será ejecutado por las partes. Esta disposición a partir de entonces se convertirá en una orden de la Junta de Estabilización de Alquileres. Las partes que estipulan renuncian a cualquier derecho de audiencia o apelación sobre las cuestiones contenidas en la petición que han sido cubiertas por la estipulación. Asuntos relacionados con la petición que no esten contemplados en la estipulación no se consideran resultos y cualquiera de las partes puede solicitar una audiencia sobre los asuntos no resueltos.

6. **Consolidación**: Si esta solicitud se ha presentado junto con las peticiones de los inquilinos de otras unidades en la misma propiedad, por favor liste los números de los apartamentos de las unidades en conjunto.

201 E O'Keefe St 107, 108, 109, 110, 201, 202, 204, 206, 207, 208
301 E O'Keefe St 1, 2, 4, 5, 6, 9, 10, 11, 12, 14, 15, 16, 18, 20, 21
215 E O'Keefe St 1, 13, 14, 15, 18, 19

7. **Certificación**: ***Declaro bajo pena de perjurio que la información anterior en esta aplicación, solicitud y adjuntos es verdadera y correcta en la medida de mi conocimiento. Esta declaración se ejecuta bajo las leyes del Estado de California.***

Firma	Imprima su nombre	Fecha
Jorge L	Jorge Rodriguez	09-06-24

Adjunte páginas adicionales si hay más firmando esta aplicación en la misma propiedad, indique la dirección y unidad de cada inquilino firmando esta solicitud.

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PETITION B–Reductions in Maintenance and Services, Habitability Problems, and/or Failure to Provide Maintenance and Services Required by Law

Rental unit address: 301 E. O'Keefe St, Unit 2

Date you moved into this rental unit: 11-21-2000

COPY

1. I am seeking (check all that apply): ☒ **A Rent Reduction** ☒ **A Rent Rebate**

2. Check if you have any of the following habitability, maintenance and/or problems, or list other problems with your unit that your landlord failed to correct in a reasonable timeframe. (Attach additional pages if needed)

HABITABILITY PROBLEMS: (Failure to comply with the "Warranty of Habitability" set forth in California Civil Code Sec. 1941.1.)

☒ Ineffective waterproofing to prevent wet or moldy walls

☒ Inadequate weather protection of roof and exterior walls or ceiling, including broken windows and doors.

☒ Defective plumbing, drains, sewage system or toilet facilities.

☐ Loss of or insufficient hot water or water supply.

☐ Defective or broken heater or gas facilities.

☐ Unsafe or inoperative electrical lighting, wiring or outlets and other equipment.

☒ Building, yard, garage, hallways, stairs, and common areas are not clean, sanitary, or free from all accumulations of debris, filth, rubbish, garbage, rodents, and vermin, such as cockroaches or rats.

☒ Inadequate trash receptacles in clean condition and good repair.

☒ Floors; stairways, or railings are broken, rotting, or missing.

MAINTENANCE-RELATED CONDITIONS:

☐ Broken locks or security devices on the windows or doors

☒ Holes in floors, walls or ceilings.

☒ Defective plumbing, drains, sewage system or toilet, sink, bathtub or shower.

☒ Carpets or other floor coverings with holes, cracks, gaps, shredded or disintegrated material.

☒ Deteriorated/broken cabinets or drawers.

☒ Deteriorated countertops.

PETITION B–Reductions in Maintenance and Services, Habitability Problems, and/or Failure to Provide Maintenance and Services Required by Law

- [x] Window coverings with stains, holes, tears, or disintegrating fabric, or window coverings that have been removed.
- [x] Defective or inoperative appliance in unit.
- [x] Peeling, crumbling, stained, worn, scraped or cracked paint or peeling, torn, stained wall covering.
- [x] Missing or cracked, broken tile.
- [x] Bathtub or shower with glazing chipped or peeling.
- [x] Broken fan or vent.
- [ ] Inoperative/missing exterior lights.

Other:_____

Other:_____

CODE VIOLATIONS:

- [ ] Failure to comply with code violations that materially affect tenants' health and safety, including Health and Safety Code Sec. 17920.3. (Attach copy of Notice to Correct from City Building Inspector or Code Enforcement Officer, or County Environmental Health Inspector.)

LOSS OF OR REDUCED HOUSING SERVICES:

- [ ] Parking.
- [x] Broken or defective security gates, door or fencing.
- [x] Defective or inoperative elevator.
- [ ] Broken or defective intercom.
- [ ] Storage.
- [ ] Laundry facilities.
- [x] Swimming pool or recreational facilities.
- [x] Play areas, yards, patios, balconies.
- [x] Landscaping or yard-care services.
- [ ] Broken or missing mailbox.
- [ ] No on-site resident manager services for rental properties with16 or more units.

PETITION B – Reductions in Maintenance and Services, Habitability Problems, and/or Failure to Provide Maintenance and Services Required by Law

Other: _____

Other: _____

3. For each of the problems checked above, describe where the problem exists, and the nature and cause of each problem. (Attach additional pages if necessary.)

See attached page with my responses.

4. For each of the problems presented in this petition, specify whether you have already notified your landlord, and how your landlord was notified of each problem, whether verbally or in writing. If you know the name of the landlord or manger that you informed of a problem, include the name of this person. If you notified your landlord in writing of a problem and you have a copy of the notice, attach a copy.

Tenant notified landlord: ■ **verbally** ■ **in writing (attach copy)**

If you did not notify the landlord, provide the timeframe in which the landlord knew or should have known about each problem. Explain how they knew about the problem.

PETITION B – Reductions in Maintenance and Services, Habitability Problems, and/or Failure to Provide Maintenance and Services Required by Law

5. Describe specifically how you and your family have been affected by the problems cited in this petition. In what ways has your use and enjoyment of and benefit from your rental unit been impaired by each of the problems? (Attach additional pages if necessary.)

The condition of the apartment is what causes us allergies and the balcony fence is dangerous and could fall on someone at any moment.

PETITION B–Reductions in Maintenance and Services, Habitability Problems, and/or Failure to Provide Maintenance and Services Required by Law

6. What documentation do you have for the existence of each of the problems cited in this petition?

Photos

☐ I wish to have the Rent Program Administrator or Hearing Examiner determine whether my unit has been properly registered and whether my landlord failed to comply with the Rent Stabilization Ordinance or regulations adopted by the Rent Board to implement the Ordinance. If it is found that my landlord has not properly registered my rental unit or failed to comply with the Ordinance and regulations, I wish to contest any increases in my rent until compliance is met.

☐ I wish to have the Hearing Examiner conduct an inspection of the problems cited in this petition if a hearing is held to make a determination on the issues raised in this petition.

PETITION B–Reductions in Maintenance and Services, Habitability Problems, and/or Failure to Provide Maintenance and Services Required by Law

7. To calculate the amount you believe your rent should be reduced and/or be rebated to you, complete the following table with the information requested for each maintenance, service, or habitability problem that you claim. For each problem, provide the date it began, or the first date you had knowledge of the problem. Then provide the date your landlord first knew of or was notified of the problem, or should have known about the problem. If a problem has already been corrected, provide the date the correction was made or completed. (Attach additional pages if necessary.) State the percent you think your rent should be reduced for each item given its impact on your use and enjoyment of your rented home and its rental value.

Unit Address: 301 E. O'Keefe Street, Apt 2

List Each Problem	Date Problem First Noticed	Date Owner Informed (or Should Have Known) of Problem	Date Problem Corrected (If not corrected, leave blank)	Number of Months Problem Existed	Rent Paid During Period Each Problem Existed	Percent Reduction in Rent Requested
Damaged bathtub	Jun 2010	Jun 2010		14 Years	$1000	30 %
Bathroom Glass Doors	Jun 2010	Jun 2010		14 Years	$1000	30 %
Damaged Entrance Door	Jun 2015	Jun 2015		9 years	$1200	20 %
Screen Door Entrance	Jun 2015	Jun 2015		9 years	$1200	20 %
Falling Balcony	Jun 2010	Jun 2010		14 years	$1000	30 %
					$	%
					$	%
					$	%

8. If you seek reimbursement for out-of-pocket expenses you incurred as a result of the above reductions in maintenance and service, enter the amount of reimbursement requested: $_____. (Submit documentation for each expense, and how it relates to the maintenance or service reduction reported.)

Petition B Response to Question #3 Jorge Rodriguez 301 E. O'Keefe St. Apt. 2

1. The bathtub is damaged; it has a hole on the outside.

2. The sliding bathroom doors are damaged and have mold and rust.

3. The floor in the living room entrance is damaged and raised.

4. The windows in the entire apartment are damaged and have mold.

5. The balcony door is rusty and moldy.

6. The stove is constantly breaking down and they repair it and after a few days it doesn't work again. And it has rust.

7. The kitchen cabinets are giving off dust because they are very old and damaged.

8. The wooden fence on the balcony is falling down, it's dangerous.

9. The carpet in the bedroom is very old and gives us allergies.

10. The blinds are rusty, and damp and they fall off very often.

11. The bathroom needs ventilation.

12. The screen door at the entrance needs repair.

13. The hallways outside are deteriorating and many people have fallen.

14. The elevator is in very poor condition.

15. The building needs to be repainted.

16. The fence at the back needs a gate like the one in the apartment next door. For Rene, access to exit through the back.

1320

PETICIÓN B – Reducciones en el Mantenimiento y Servicios, Problemas de Habitabilidad, y/o Falla en Proveer Mantenimiento y Servicios Requeridos por la Ley

Dirección de la Unidad de Renta: 301 E O'Keefe St Apt. 2

Fecha en que se mudó a esta unida de Renta: 11-21-2000

1. Estoy pidiendo (Marque lo que aplique): ☒ **Una Reducción de la Renta** ☒ **Una Devolución**

2. Marque si usted tiene algunos de los siguientes problemas de habitabilidad, mantenimiento, o haga una lista de otros problemas en su unidad que el propietario falló en corregir en un lapso de tiempo razonable. (Adjunte páginas adicionales si necesita).

PROBLEMAS DE HABITABILIDAD: (Falló en cumplir con la "Garantía de Habitabilidad" establecida en el Código Civil de Sec. 1941.1.)

☒ Impermeabilización inefectiva para prevenir paredes húmedas o con moho.

☒ Protección inadecuada en contra del tiempo del techo y las paredes exteriores o el cielo raso, incluyendo ventanas rotas y puertas.

☒ Defectos en la plomería, drenajes, sistema cloacal o instalaciones sanitarias.

☐ Pérdida o insuficiencia de agua caliente o provisión de agua.

☐ Defectos o rotura en el calefactor o las instalaciones de gas.

☐ Alumbrado eléctrico, cableado o toma corrientes y otro equipamiento inseguros o inoperantes.

☒ El edificio, el área verde, garaje, pasillos, escaleras y áreas comunes no están limpias, higiénicas o libres de toda acumulación de desechos, suciedad, basura, desperdicios, roedores y alimañas como cucarachas o ratas.

☒ Receptáculos de basura inadecuados en condiciones limpias y bien reparadas.

☒ Pisos; escaleras o pasamanos rotos, pudriéndose o faltantes. ;

CONDICIONES RELACIONADAS AL MANTENIMIENTO:

☐ Cerraduras o dispositivos de seguridad rotos en las ventanas o puertas.

☒ Agujeros en los pisos, paredes o cielos rasos.

☒ Defectos en la plomería, drenajes, sistema cloacal o inodoro, lavabo, bañera o ducha.

☒ Alfombras u otros revestimientos del piso con agujeros, rajaduras, faltantes, material desintegrado o deshilachado.

☒ Armarios o cajones deteriorados / rotos.

☒ Mesones deteriorados.

PETICIÓN B – Reducciones en el Mantenimiento y Servicios, Problemas de Habitabilidad, y/o Falla para Proveer Mantenimiento y Servicios Requeridos por la Ley

☒ Coberturas de las ventanas con manchas, agujeros, roturas o tela desintegrada, o cobertura de ventanas que han sido removidas.

☒ Aparato electrodoméstico defectuoso o inoperante en la unidad. .

☒ Pintura pelándose, cayéndose, manchada, gastada, raspada o rajada o el revestimiento de la pared pelándose, arrancado, manchado.

☒ Cerámicos faltantes, rajados, rotos.

☒ Bañera o ducha con vidriado astillado o pelándose.

☒ Ventiladores o ventilación rota.

☐ Luces exteriores que no funcionan/ faltantes.

Otro: _____

Otro: _____

VIOLACIONES DEL CÓDIGO:

☐ Incumplimiento del código con las violaciones que afectan materialmente a la salud y seguridad de los inquilinos, incluyendo el Código de Salud y Seguridad Sec. 17920.3 (Adjuntar copia de Notificación para Corregir del Inspector de Construcción de la Ciudad o el Oficial de Aplicación del Código, o Inspector de Salud Ambiental del Condado.)

PÉRDIDA O REDUCCIÓN DE LOS SERVICIOS DE VIVIENDA:

☐ Estacionamiento

☒ Portón de seguridad, puertas o cercado rotos o defectuosos.

☒ Elevador defectuoso o inoperante.

☐ Intercomunicador roto o defectuoso.

☐ Depósito.

☐ Instalaciones de lavandería.

☒ Alberca o instalaciones de recreación.

☒ Áreas de juego, jardín, patios, balcones.

☒ Servicios de cuidado del jardín y del paisaje.

☐ Buzones de correo roto o faltante.

☐ Servicios de administración de las propiedades en renta con 16 o más unidades que no vive en el lugar.

PETICIÓN B – Reducciones en el Mantenimiento y Servicios, Problemas de Habitabilidad, y/o Falla para Proveer Mantenimiento y Servicios Requeridos por la Ley

Otra: _____

Otra: _____

3. Para cada problema marcado arriba, describa dónde existe el problema y la naturaleza y causa de cada problema. (Adjunte hojas adicionales si es necesario.)

Añado una hoja con mis respuestas.

4. Para cada problema presentado en esta petición, especifique si usted ya ha notificado al propietario, y cómo el propietario fue notificado de cada problema, si fue verbalmente o por escrito. Si usted conoce el nombre del propietario o administrador a quien usted le informó de un problema, incluya el nombre de esta persona. Si usted notificó al propietario por escrito de un problema y usted tiene una copia de la notificación, adjunte una copia.

El Inquilino notificó al propietario: ☒ **verbalmente** ☐ **por escrito (Adjunte copia)**

Si usted no le notificó al propietario, provea el período de tiempo en el cual el propietario supo o debería haber sabido sobre cada problema. Explique como ellos supieron del problema.

PETICIÓN B – Reducciones en el Mantenimiento y Servicios, Problemas de Habitabilidad, y/o Falla para Proveer Mantenimiento y Servicios Requeridos por la Ley

5. Describa específicamente como usted y su familia han sido afectados por los problemas citados en esta petición. ¿De qué maneras cada uno de los problemas le ha perjudicado a usted en el uso, disfrute y beneficio de la unidad rentada? (Adjunte hojas adicionales si es necesario.)

y en las condiciones que esta el apartamento es la causa de que nos causa alergia y pues el fens del balcon esta peligroso en cualquier rato se puede caher ensima de alguien

PETICIÓN B – Reducciones en el Mantenimiento y Servicios, Problemas de Habitabilidad, y/o Falla para Proveer Mantenimiento y Servicios Requeridos por la Ley

6. ¿Qué documentación tiene usted para la existencia de cada problema citado en esta petición?

FOTOS

☐ Yo deseo que el Administrador del Programa de Rentas o Examinador a cargo de la Audiencia determine si mi unidad fue registrada adecuadamente, y si el propietario falló en cumplir con la Ordenanza de Estabilización de Rentas, o las regulaciones adoptadas por la Mesa de Rentas para implementar la Ordenanza. Si se encuentra que el propietario no ha registrado adecuadamente mi unidad de renta o falló en cumplir con la Ordenanza y las regulaciones, deseo disputar cualquier aumento en mi renta hasta que se logre la conformidad.

☐ Yo deseo que el Examinador de la Audiencia realice una inspección de los problemas citados en esta petición si es que se realizará una audiencia para determinar los asuntos aquí presentados.

PETICIÓN B–Reducciones en el Mantenimiento y Servicios, Problemas de Habitabilidad, y/o Falla para Proveer Mantenimiento y Servicios Requeridos por la Ley

7. Para calcular la cantidad que usted cree que su renta debería ser reducida y/o reembolsada a usted, complete la siguiente tabla con la información pedida para cada mantenimiento, servicio o problema de habitabilidad que usted reclama. Para cada problema, provea la fecha en que comenzó o la primera fecha que usted tuvo conocimiento del problema. Luego provea la fecha en que el propietario se enteró o fue notificado del problema, o debería haber sabido sobre el problema. Si un problema ya ha sido corregido, provea la fecha en que la corrección fue hecha o completada. (Adjunte hojas adicionales si es necesario.) Diga el porcentaje que usted piensa que su renta debería ser reducida por cada punto, considerando el impacto causado en su uso y disfrute de su casa rentada y el valor de la renta.

Dirección de la Unidad: 301 E O'Keefe St Apt #2

Lista de Cada Problema	Fecha que el Problema Primero fue Notificado	Fecha que el Dueño fue Informado (o debería haber sabido) del Problema	Fecha que el Problema fue corregido (Si no está corregido, déjelo en blanco)	Número de meses que el Problema Existió	Renta Pagada Durante el Periodo que Cada Problema Existió	Porcentaje Requerido de Reducción en la Renta
Tina dañada	Jun-2010	Jun-2010		14 años	$1,000	30 %
Puertas Vidrio Bajo	Jun-2010	Jun-2010		14 años	$1,000	30 %
Piso Entrada Dañado	Jun-2015	Jun-2015		9 años	$1,200	20 %
Sickeen Door Entrada	Jun-2015	Jun-2015		9 años	$1,200	20 %
Fence Cayendose	Jun-2010	Jun-2011		14 años	$1,000	30 %
					$	%
					$	%
					$	%

8. Si usted busca un reintegro de los gastos de bolsillo en los que usted incurrió como resultado de las reducciones mencionadas en el mantenimiento y los servicios, entre la cantidad de reembolso solicitado: $_____. (Presentar la documentación de cada gasto, y cómo se relaciona con el mantenimiento o la reducción en el servicio que se ha reportado.)

Peticion B Respuestas a la Pregunta numero 3 Jorge Rodriguez 301 E O'Keefe st Apt 2

1. La tina está dañada tiene un hoyo por fuera.
2. Las puertas del baño deslizables están dañadas y tienen mojo y oxidación.
3. El piso de la entrada de la sala está dañada y levantado.
4. Las ventanas de todo el apartamento están dañadas tienen mojo.
5. La puerta del balcón está con oxidación y mojo.
6. La estufa se descompone constatenmente y la reparan y a los días ya no sirve otra vez. Y tiene óxido.
7. Los gabinetes de la cocina sueltan polvo porque ya son muy viejos y dañados.
8. El fence de madera de la parte del balcón se está cayendo, es peligroso.
9. La alfombra del cuarto es muy vieja y nos da alergia.
10. Las persianas están con oxidación y humedad y se caen muy seguido.
11. El baño ocupa la ventilación.
12. El screen door de la entrada necesita arreglo.
13. Los pasillos de afuera están deteriorados y mucha gente se ha caído.
14. El elevador en muy malas condiciones.
15. La pintura del edificio necesita pintarse otra vez.
16. El fence de atrás necesita una puerta como la del apartamento de al lado. Para René acceso a salir por la parte de atrás.

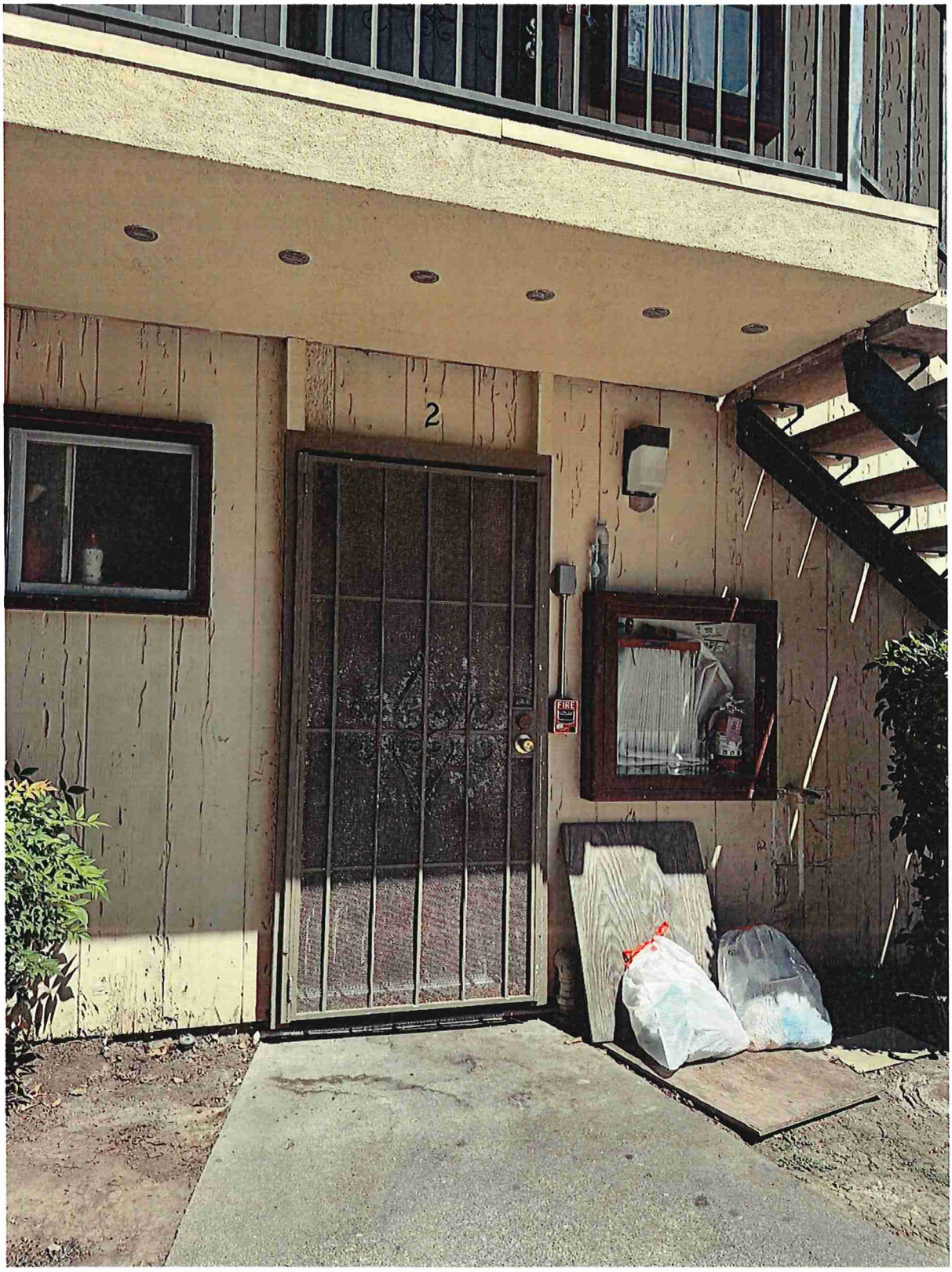
Response 3 Addendum:

301 E Okeefe Common Area Issues:

- The elevator is frequently unusable or out of service randomly. It is not clearly communicated to residents when the elevator will be in operation
- The painting in the common areas needs to be redone, the stairwell paint is very patchy
- Stairway stairs are cracked, uneven and building railings are shaky and need to be reinforced
- The walkway floors are cracked and uneven. The cracks should be filled in.
- The common areas specifically the parking area is not weatherized and when it rains there is significant flooding in the parking garage
- The motorized gate into the parking structure malfunctions and has damaged multiple resident's cars on the property
- Throughout the whole building, the water/hot water is shut off with limited advance notice. Brown water comes out of the sinks and bathtub when we turn on the water.

Problemas de áreas comunes en 301 E Okeefe St.:

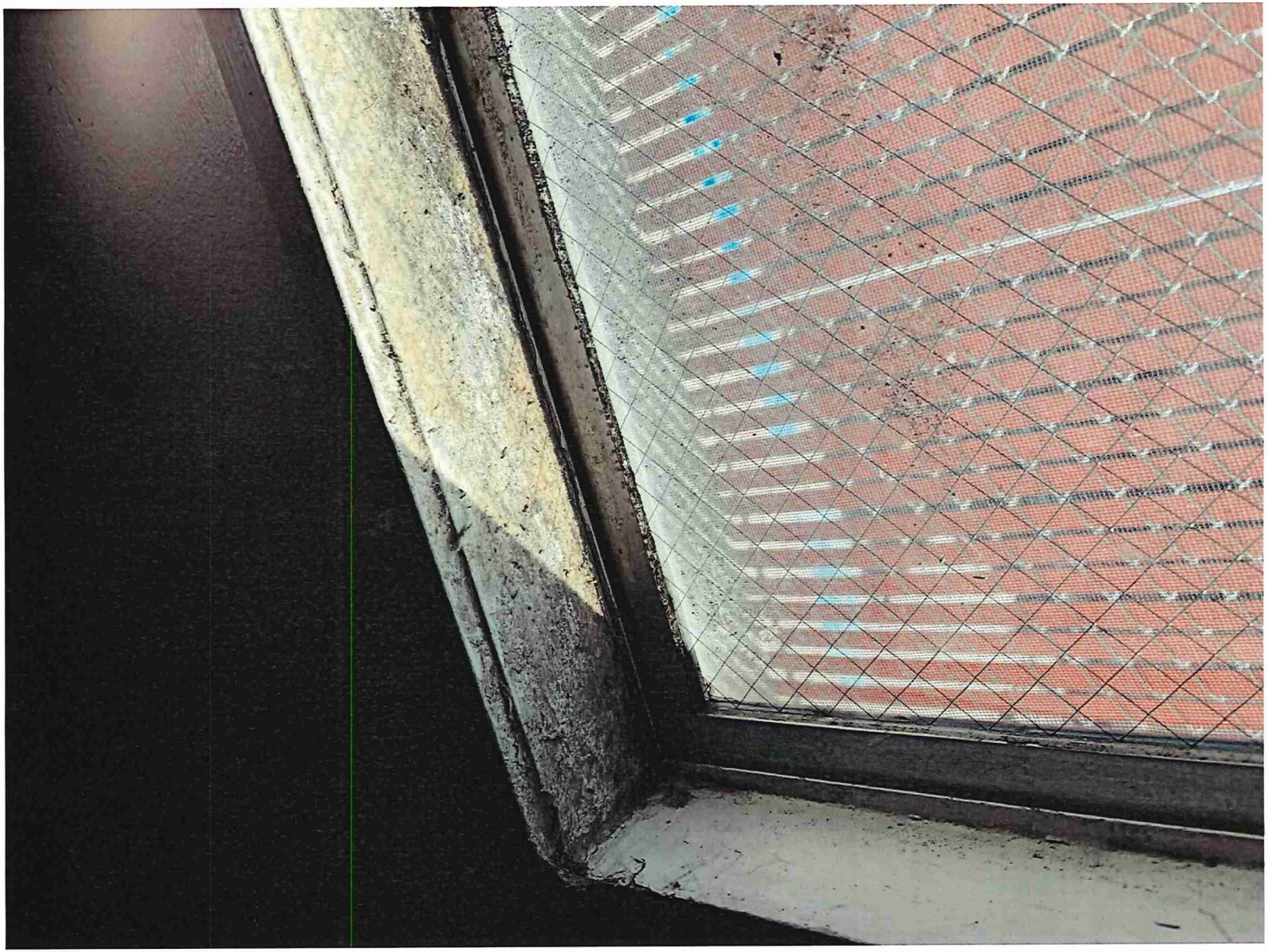
- El ascensor suele quedar inutilizable o fuera de servicio de forma aleatoria. No se comunica claramente a los residentes cuándo estará en funcionamiento el ascensor.
- Es necesario rehacer la pintura en las áreas comunes, la pintura de las escaleras está muy irregular
- Las escaleras de las escaleras están agrietadas, son desiguales y las barandillas del edificio tiemblan y necesitan ser reforzadas.
- Los pisos de las pasarelas están agrietados y desiguales. Se deben rellenar las grietas.
- Las áreas comunes específicamente el área de estacionamiento no están climatizadas y cuando llueve hay inundaciones importantes en el estacionamiento.
- La puerta motorizada de la estructura del estacionamiento no funciona correctamente y ha dañado los automóviles de varios residentes en la propiedad.
- En todo el edificio, el agua/agua caliente se corta con previo aviso limitado. Sale agua marrón de los lavabos y de la bañera cuando abrimos el agua.


2
FIRE

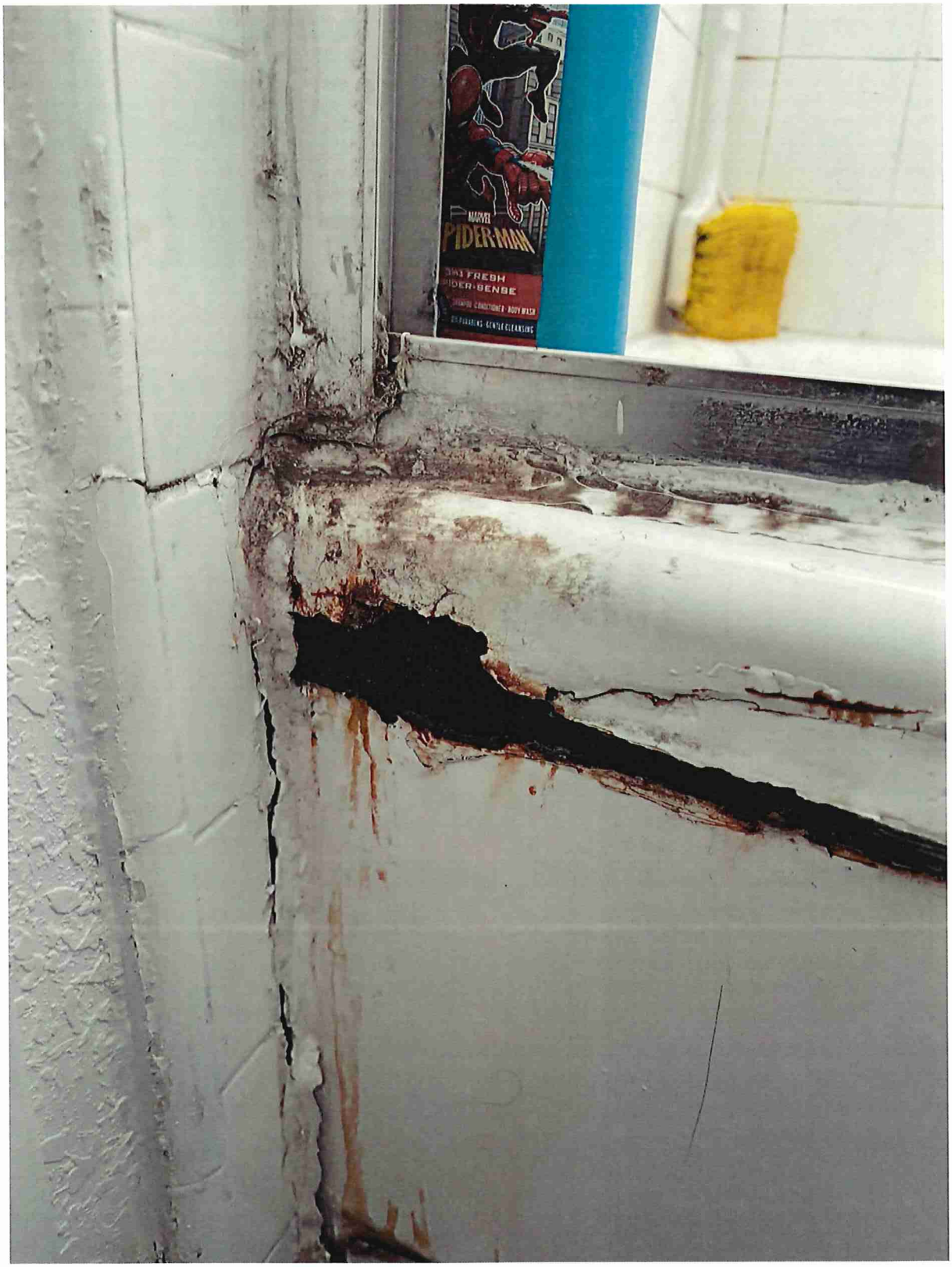





PROFESSIONAL
BEHRINGER



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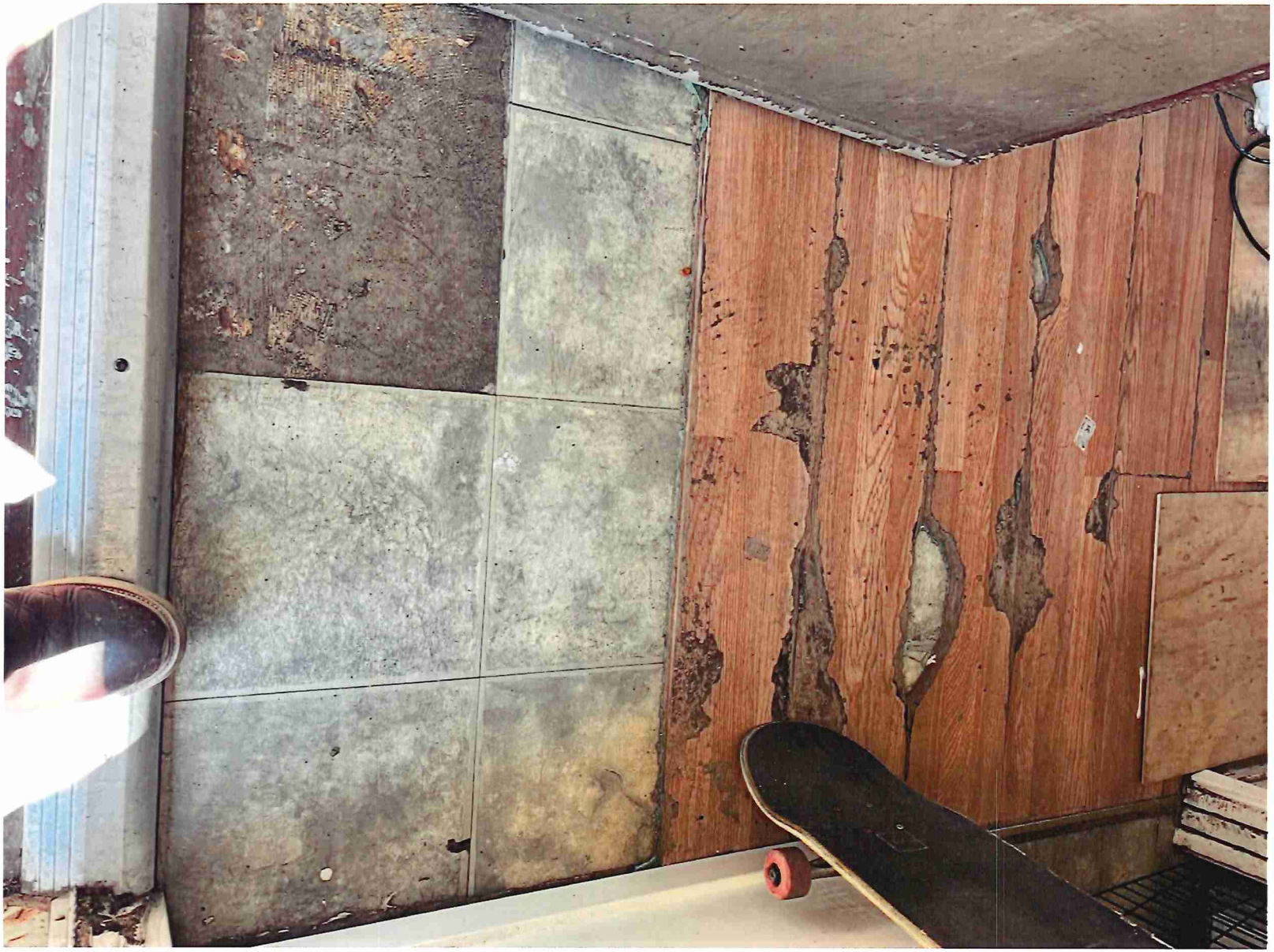
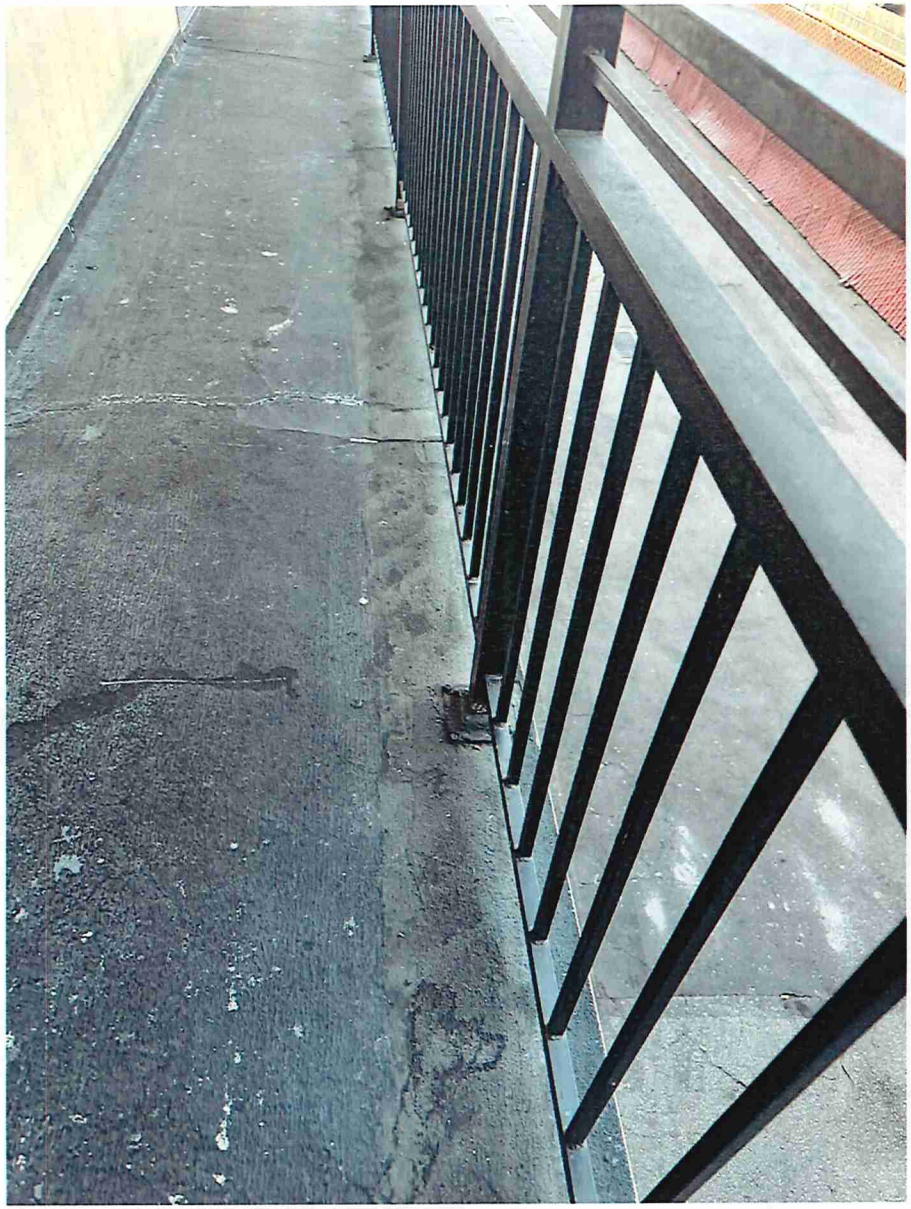


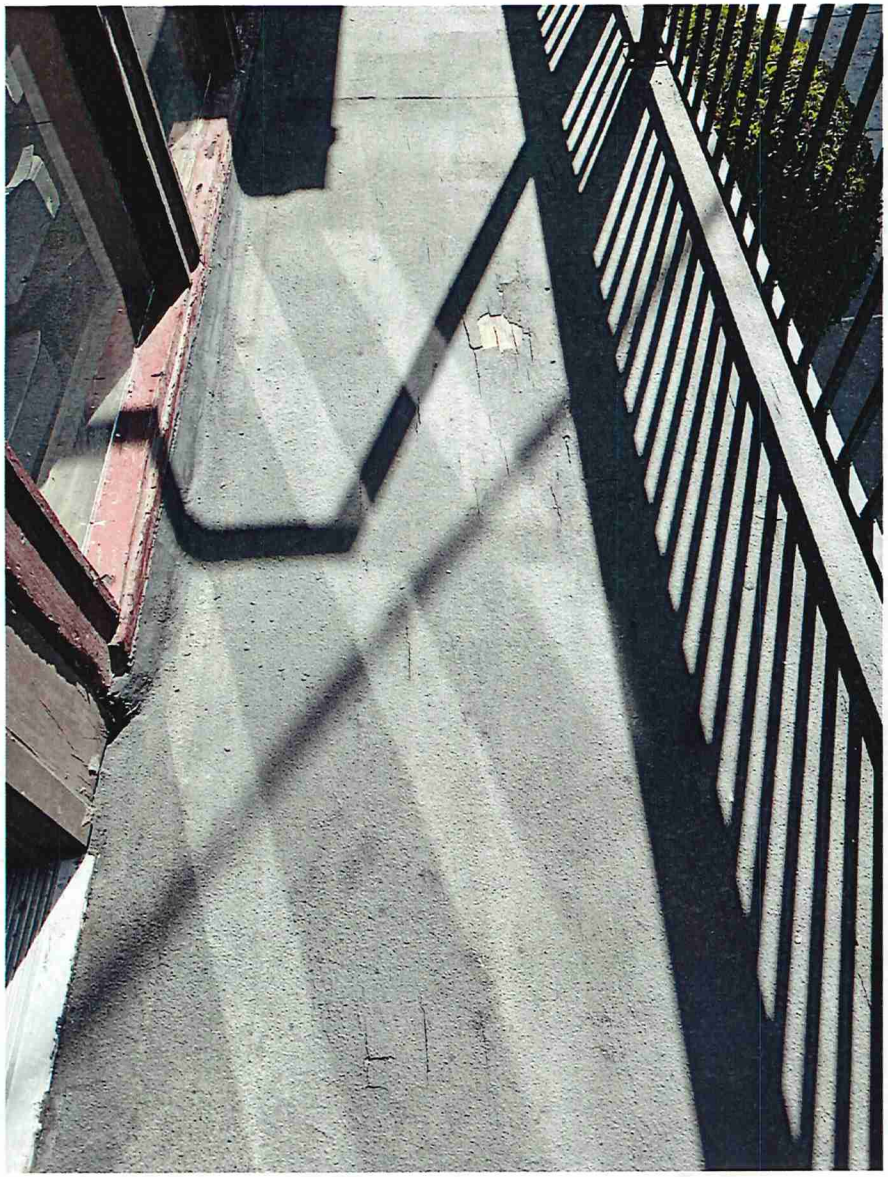
301 E. O'Keefe St Common Area Issues





301 E. O'Keefe St Common Area Issues

301 E. O'Keefe St Common Area Issues





301 E. O'Keefe St Common Area Issues

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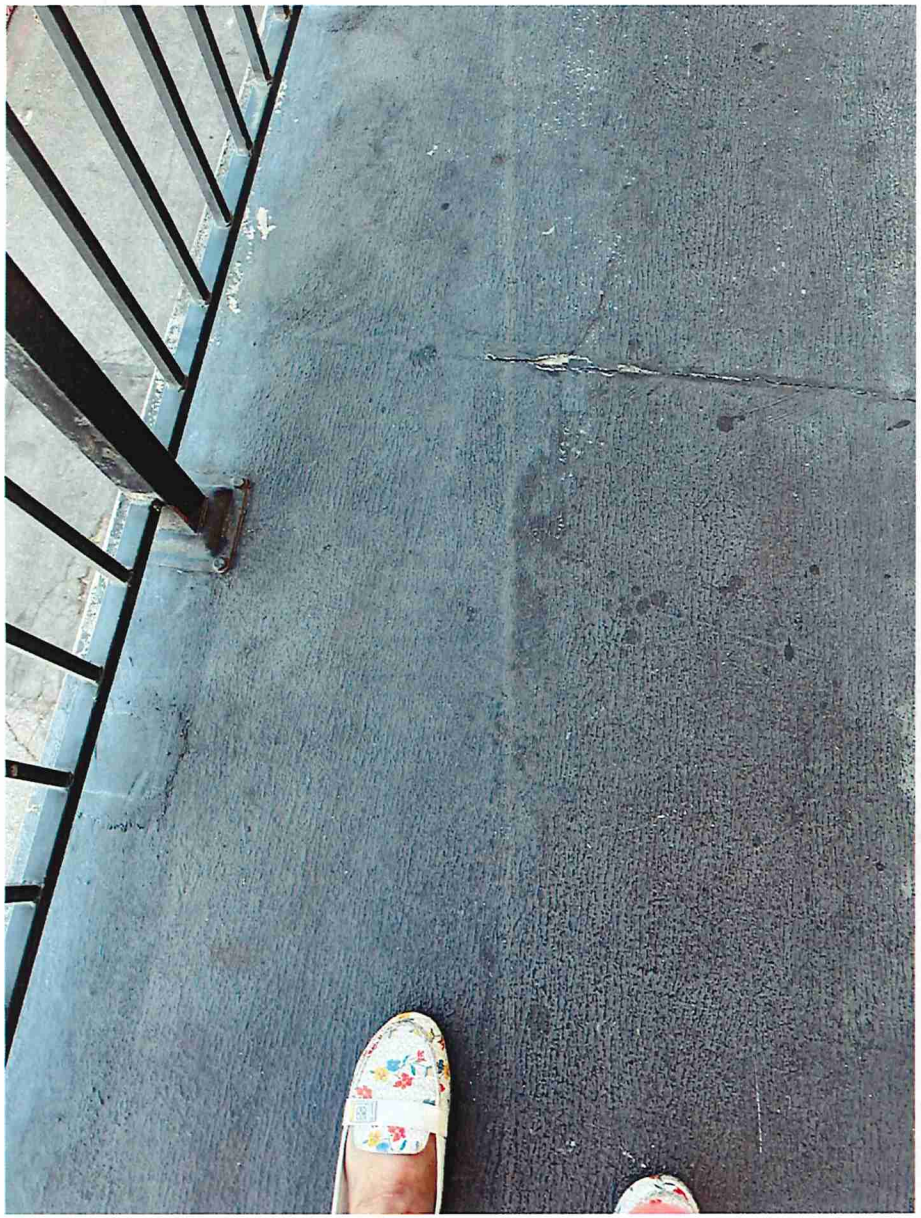
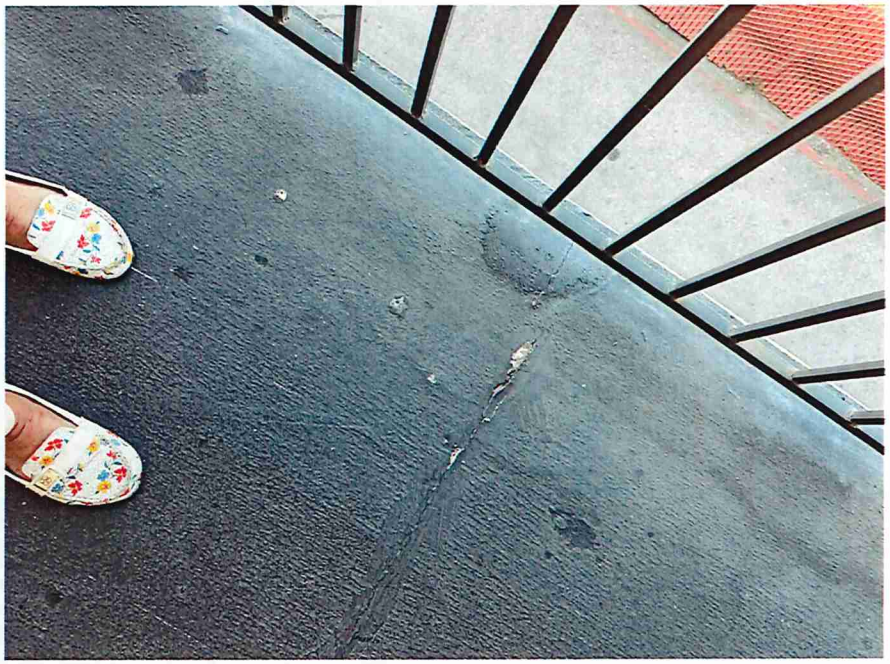
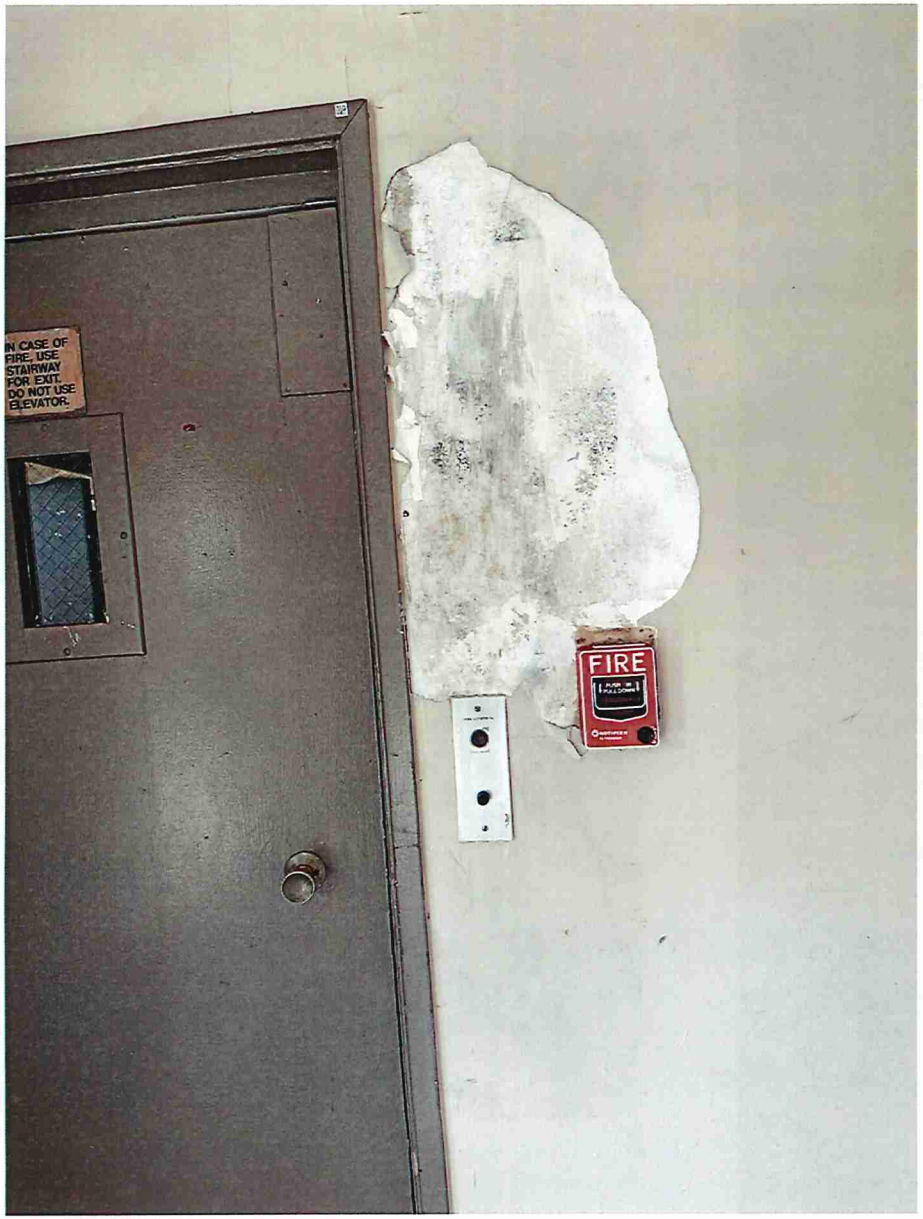




301 E. O'Keefe St Common Area Issues

301 E. O'Keefe St Common Area Issues

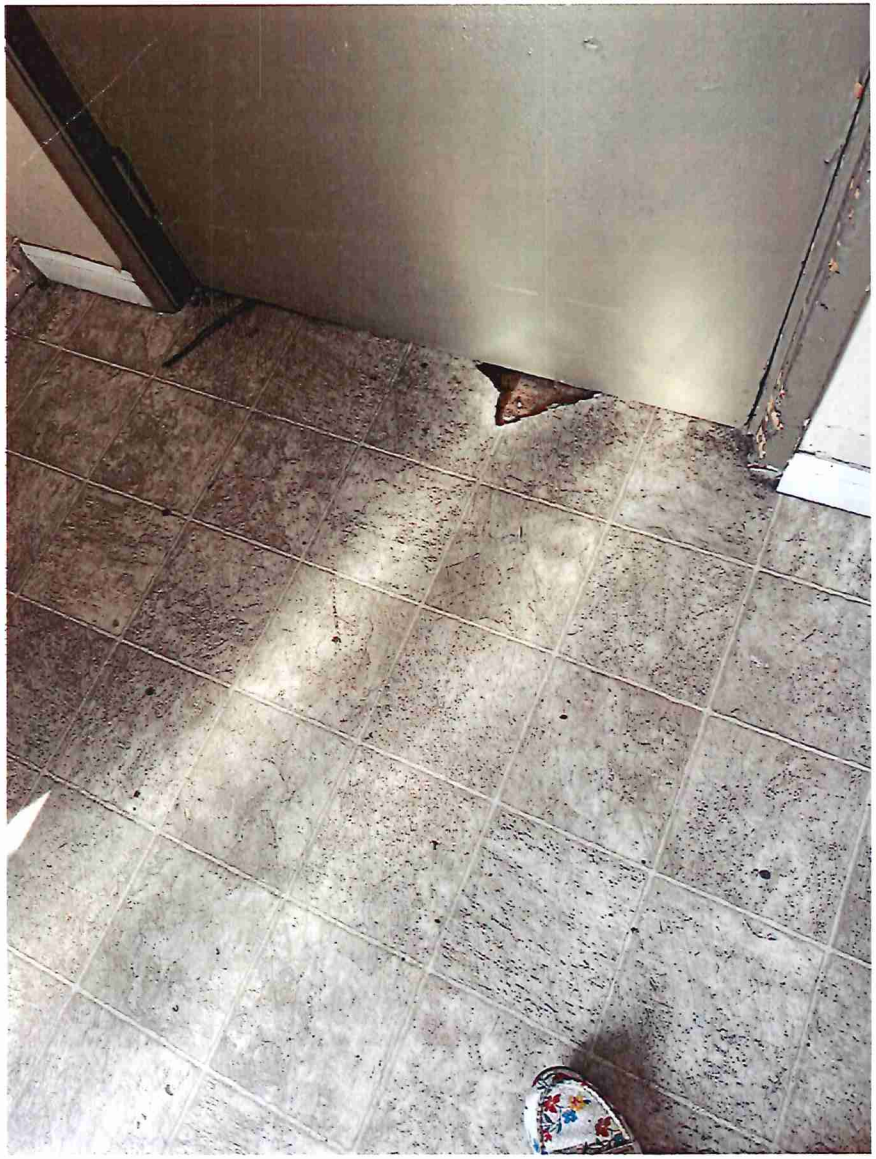




301 E. O'Keefe St Common Area Issues

301 E. O'Keefe St Common Area Issues

301 E. O'Keefe St Common Area Issues



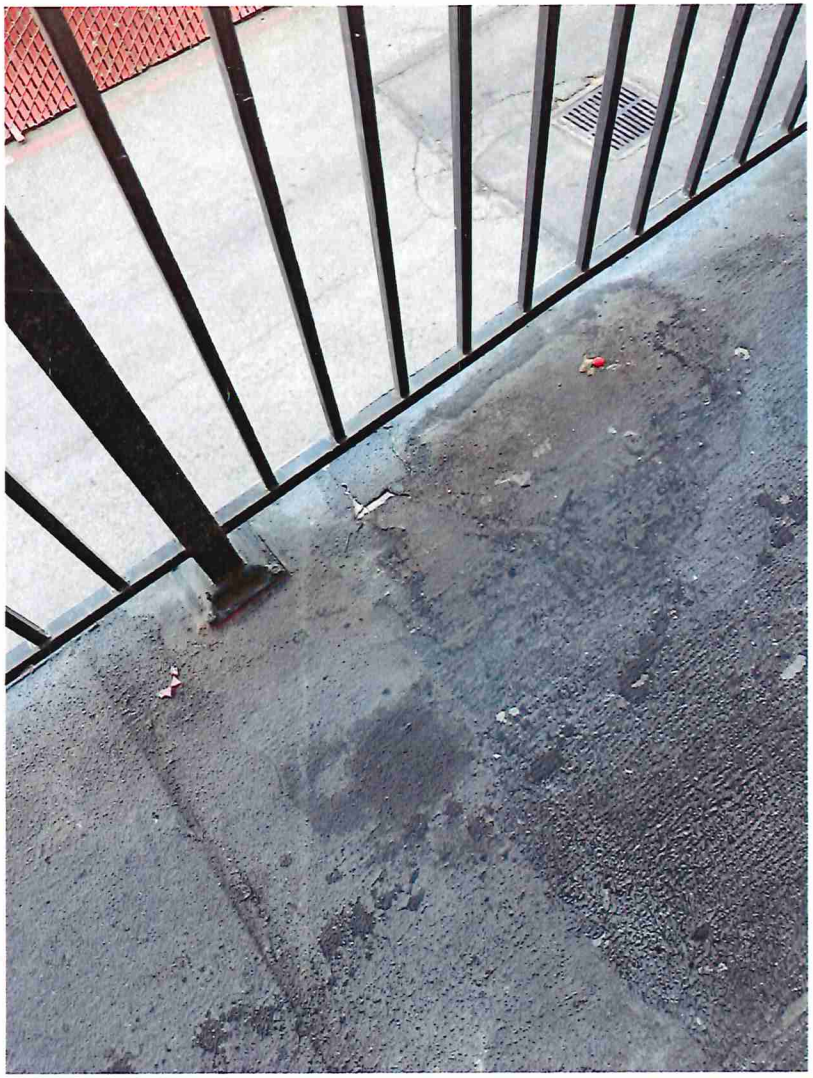
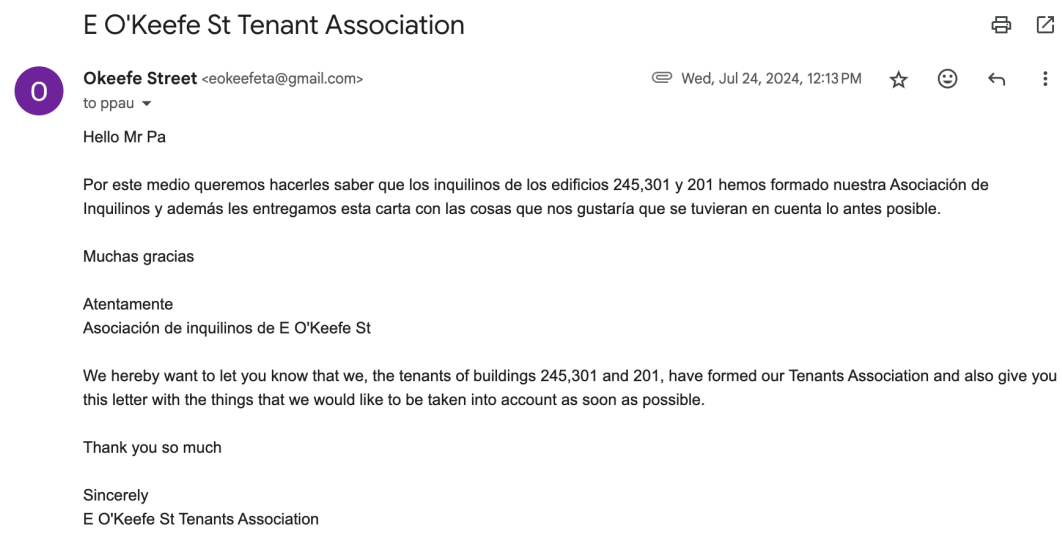


Exhibit 1



E O'Keefe St Tenant Association

Okeefe Street <eokeefeta@gmail.com> Wed, Jul 24, 2024, 12:13 PM

to ppau

Hello Mr Pa

Por este medio queremos hacerles saber que los inquilinos de los edificios 245,301 y 201 hemos formado nuestra Asociación de Inquilinos y además les entregamos esta carta con las cosas que nos gustaría que se tuvieran en cuenta lo antes posible.

Muchas gracias

Atentamente
Asociación de inquilinos de E O'Keefe St

We hereby want to let you know that we, the tenants of buildings 245,301 and 201, have formed our Tenants Association and also give you this letter with the things that we would like to be taken into account as soon as possible.

Thank you so much

Sincerely
E O'Keefe St Tenants Association

Email sent with demand letter from the E Okeefe Tenant Association sent to owner of Sand Hill Property Company, petition signatures to form the E Okeefe Tenant Association were sent by mail (these are photos of the resident signatures) , Peter Pau, 7.24.24

Exhibit 1: E. Okeefe TA Demand Letter #1.pdf

July 17, 2024
Sand HIll Property Company
2600 El Camino Real # 410, Palo Alto, CA 94306

Dear Mr. Pau,

We are delivering this petition on behalf of E. Okeefe Tenant Association representing a majority of residents at 201, 245, 301 E Okeefe St. As long-term residents at 201, 245, 301 E Okeefe St, we have observed a set of consistent behaviors and management practices that we would like changed. Across all buildings, we would like for all notices from management to be offered in English and Spanish. Here is a summarized list of demands that we want addressed divided by each apartment building:

201 E. Okeefe St.

- Swimming Pool: Open and clean the swimming pool. Provide clear hours of operation and access for all residents.
- Ensure safe and sanitary conditions in common areas: Repaint stairways and repair broken and unsafe stairs and balcony railings. Fix the flooring in common areas to be even and fill in cracks.
- Elevator: Ensure the elevator is properly maintained and hire an elevator maintenance company that is able to respond to elevator maintenance requests within 24 hours
- Provide effective plumbing: replace leaky pipes and old pipes that cause leakage in units throughout the complex. In addition, provide thorough inspection and remediation to brown water coming out of the kitchen sink and shower at irregular intervals.
- Repair and provide effective walls, floors and weather protection for all residents by:
    - Repairing all windows that are broken in the units and in the common areas. Ensure that all windows and doors have effective working locks and that all windows and doors are properly sealed from outside elements in the resident's unit and in common areas.
    - Ensure that roof is in good condition and does not leak when raining
- Fumigation for Cockroaches: Provide proper fumigation for units for pests like cockroaches working in conjunction with resident's schedules to limit interruptions
- Notices: Provide proper notice at minimum 24 hour notice for water shutoffs in the complex
- Appliances: Update and fix appliances in the kitchen including dishwashers
- Bathroom: Update and fix old bathroom fixtures like rusted bathtubs and sinks
- Carpet: Put in new carpets for all tenants that would like to have old carpets replaced

245 E. Okeefe St.:

- Elevator: Re-open the elevator and ensure it is fully functional and hire an elevator maintenance company that is able to respond to elevator maintenance requests within 24 hours
- Repair and provide effective walls, floors and weather protection for all residents by:
    - Repairing all windows that are broken in the units and in the common areas. Ensure that all windows and doors have effective working locks and that all windows and doors are properly sealed from outside elements in the resident's unit and in common areas.
    - Ensure that roof is in good condition and does not leak when raining
- Security: Improve on-site security response time to ensure the property is safe for residents. This means hiring effective on-site security patrolmen and ensuring garage gates are fixed and secure to deter outside non-residents from entering.
    - Hire a security company that can communicate professionally with residents in Spanish
- Kitchen: Update and fix appliances in the kitchen including stoves with alot of oxidation and rust
- Bathroom: Update and fix bathroom fixtures like rusted bathtubs and sinks. For example: In some units, bathtubs leak water onto the bathroom floor.
- Provide effective plumbing: replace leaky pipes and old pipes that cause leakage in units throughout the complex.
- Provide proper notice at minimum 24 hour notice for water shutoffs in the complex
- Carpets: Put in new carpets for all tenants that would like to have old carpets replaced

301 E. Okeefe St.:

- Elevator: Repair and maintain the elevator so it is fully functional and hire an elevator maintenance company that is able to respond to elevator maintenance requests within 24 hours
- Provide proper notice at minimum 24 hour notice for water shutoffs in the complex
- Install fire and carbon monoxide alarms in all units in the complex
- Repair and provide effective walls, floors and weather protection for all residents by:
    - Repairing all windows that are broken in the units and in the common areas. Ensure that all windows and doors have effective working locks and that all windows and doors are properly sealed from outside elements in the resident's unit and in common areas.
    - Replace blinds and screen doors in all units
    - Ensure that roof is in good condition and does not leak when raining
- Ensure safe and sanitary conditions in common areas:

    - Repaint stairways and repair broken and unsafe stairs and balcony railings. Fix the flooring in common areas to be even and fill in cracks.
- Provide effective plumbing: Replace the pipes in units to ensure that pipes do not keep bursting. Retain a plumbing company to ensure that plumbing issues are fixed in a timely manner. Address the leaking pipes, old sewer systems and clog drains that contribute to the sulfur smell in the water.
- Fix the motorized gate to enter the parking structure: multiple neighbors have had their motor vehicles and transportation damaged by the gate malfunctioning. Pay for all damages incurred by tenants due to the gate malfunctioning.
- Address flooding in the parking structure: When it rains the parking structure gets flooded which is a hazard and poses potential damage to vehicles
- Provide proper fumigation for units for pests like cockroaches working in conjunction with resident's schedules to limit interruptions
- Properly remediate mold/mildew within all units
- Kitchen Appliances: Update and fix appliances in the kitchen including stoves, refrigerators and stove hoods. For example: refrigerators do not work properly and do not maintain temperature properly
- Bathroom: Update and fix bathroom fixtures like rusted bathtubs and sinks.
- Cabinetry: Replace cabinet fixtures in kitchen and bathrooms. Many cabinets have completely fallen apart in units throughout the complex posing a potential health hazard for tenants.
- Carpets: Put in new carpets for all tenants that would like to have old carpets replaced

In light of these issues, the undersigned tenants would like to request that Sandhill Properties come to the negotiation table to address these matters. Please see the enclosed petition. We request a response by July 30th, 2024 to our association email: eokeefeta@gmail.com

Sincerely,
E Okeefe Tenant Association

July 17, 2024
Sand HIll Property Company
2600 El Camino Real # 410, Palo Alto, CA 94306

Querido Mr. Pau,

Entregamos esta petición en nombre de la Asociación de Inquilinos de E. Okeefe que representa a la mayoría de los residentes de 201, 245, 301 E Okeefe Street. Como residentes a largo plazo en estos edificios, hemos observado un conjunto de comportamientos y prácticas constantes que nos gustaría cambiar. Aquí hay una lista resumida de las demandas que queremos abordar en los apartamentos:

201 E. Okeefe St.:

- Abrir y limpiar la piscina. Proporcionar un procedimiento de mantenimiento claro
- Asegúrese de que el ascensor esté completamente funcional y contrate una empresa de mantenimiento de ascensores que pueda responder a las solicitudes de mantenimiento de ascensores dentro de las 24 horas.
- Trate las unidades contra plagas, incluidas las cucarachas.
- Garantizar condiciones seguras y sanitarias en las áreas comunes:
- Volver a pintar escaleras y reparar escaleras y barandillas de balcones rotas e inseguras. Arregle el piso en áreas comunes para que quede nivelado y rellene las grietas.
- Reparar todas las ventanas que estén rotas en las unidades y en las áreas comunes. Asegúrese de que todas las ventanas y puertas tengan cerraduras que funcionen eficazmente y que todas las ventanas y puertas estén debidamente selladas contra elementos externos en la unidad del residente y en las áreas comunes.
- Asegúrese de que el techo esté en buenas condiciones y no gotee cuando llueve.
- Fumigación contra cucarachas: proporcione una fumigación adecuada para las unidades contra plagas como cucarachas, trabajando en conjunto con los horarios de los residentes para limitar las interrupciones.
- Avisos: Proporcionar un aviso adecuado con un mínimo de 24 horas de anticipación para cortes de agua en el complejo.
- Electrodomésticos: Actualizar y reparar electrodomésticos en la cocina, incluidos lavavajillas.
- Baño: actualice y arregle accesorios de baño viejos, como bañeras y lavabos oxidados.
- Alfombra: coloque alfombras nuevas para todos los inquilinos que deseen reemplazar las alfombras viejas.

245 E. Okeefe St.:

- Vuelva a abrir el ascensor y asegúrese de que esté completamente funcional y contrate una empresa de mantenimiento de ascensores que pueda responder a las solicitudes de mantenimiento de ascensores dentro de las 24 horas.
- Seguridad: Mejorar el tiempo de respuesta de seguridad en el sitio para garantizar que la propiedad sea segura para los residentes. Esto significa contratar patrullas de seguridad efectivas en el lugar y garantizar que las puertas de los garajes estén fijas y seguras para disuadir la entrada de no residentes externos.
    - Contratar una empresa de seguridad que pueda comunicarse profesionalmente con los residentes en español.
- Repare y proporcione paredes, pisos y protección efectiva contra la intemperie para todos los residentes mediante:
    - Reparar todas las ventanas que estén rotas en las unidades y en las áreas comunes.
    - Asegúrese de que todas las ventanas y puertas tengan cerraduras que funcionen eficazmente y que todas las ventanas y puertas estén debidamente selladas contra elementos externos en la unidad del residente y en las áreas comunes.

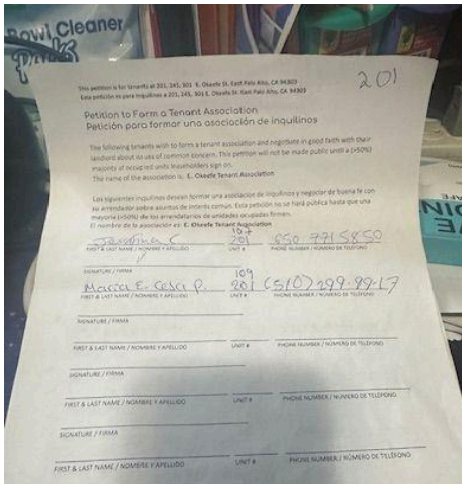
301 E Okeefe St.

- Ascensor: repare y mantenga el ascensor para que sea completamente funcional y contrate una empresa de mantenimiento de ascensores que pueda responder a las solicitudes de mantenimiento de ascensores dentro de las 24 horas.
- Proporcionar un aviso adecuado con un mínimo de 24 horas de anticipación para cortes de agua en el complejo.
- Instalar alarmas contra incendios y monóxido de carbono en todas las unidades del complejo.
- Repare y proporcione paredes, pisos y protección efectiva contra la intemperie para todos los residentes mediante:
- Reparar todas las ventanas que estén rotas en las unidades y en las áreas comunes. - - - Asegúrese de que todas las ventanas y puertas tengan cerraduras que funcionen eficazmente y que todas las ventanas y puertas estén debidamente selladas contra elementos externos en la unidad del residente y en las áreas comunes.
- Reemplazar persianas y puertas mosquiteras en todas las unidades.
- Asegúrese de que el techo esté en buenas condiciones y no gotee cuando llueve.
- Garantizar condiciones seguras y sanitarias en las áreas comunes:

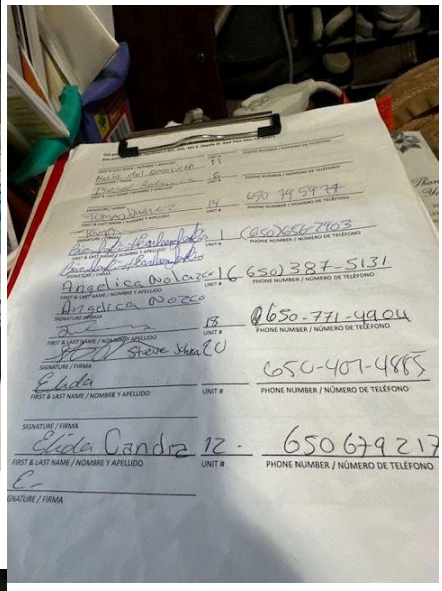
- Volver a pintar escaleras y reparar escaleras y barandillas de balcones rotas e inseguras. Arregle el piso en áreas comunes para que quede nivelado y rellene las grietas.
- Proporcione plomería eficaz: reemplace las tuberías en las unidades para garantizar que no sigan con fugas. Contrate una empresa de plomería para garantizar que los problemas de plomería se solucionen de manera oportuna. Aborde las tuberías con fugas, los sistemas de alcantarillado viejos y los desagües obstruidos que contribuyen al olor a azufre en el agua.
- Repare la puerta motorizada para ingresar en carro al estacionamiento del edifico: varios vecinos han sufrido daños en sus vehículos y transportes debido al mal funcionamiento de la puerta. Pagar todos los daños sufridos a los vehículos de los inquilinos debido al mal funcionamiento de la puerta.
- Reparar las inundaciones en la estructura del estacionamiento: cuando llueve, la estructura del estacionamiento se inunda, lo cual es un peligro y presenta daños potenciales a los vehículos.
- Proporcionar una fumigación adecuada para las unidades contra plagas como cucarachas, trabajando en conjunto con los horarios de los residentes para limitar las interrupciones.
- Reparar y remover el moho y los hongos dentro de todas las unidades.
- Electrodomésticos de cocina:
- Actualizar y reparar electrodomésticos en la cocina, incluidas estufas, refrigeradores y campanas extractoras. Por ejemplo: los refrigeradores no funcionan correctamente y no mantienen la temperatura adecuadamente
- Baño: actualice y repare los accesorios del baño, como bañeras y lavabos oxidados.
- Gabinetes: Reemplace los accesorios de los gabinetes en la cocina y los baños. Muchos gabinetes se han desmoronado por completo en unidades de todo el complejo, lo que representa un peligro potencial para la salud de los inquilinos.
- Alfombras: coloque alfombras nuevas para todos los inquilinos que deseen reemplazar las alfombras viejas.

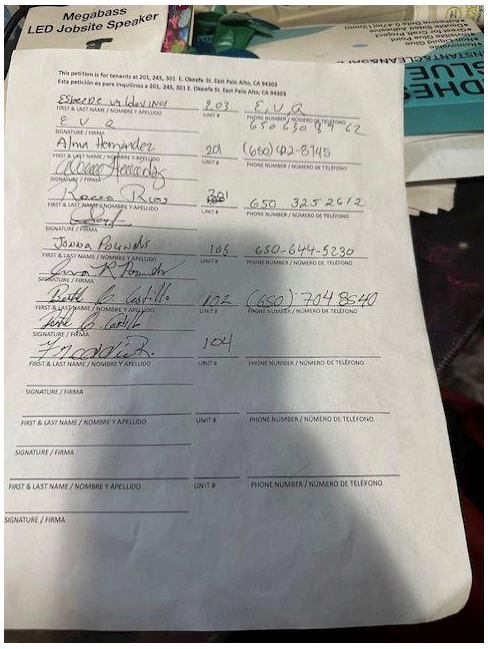
A la luz de estos problemas, los inquilinos firmando en la parte de abajo quisieran solicitar que Sandhill Properties venga a la mesa de negociación para abordar y elaborar un plan sobre estos asuntos. Por favor vea la petición adjunta. Solicitamos una respuesta antes del 30 de Julio de 2024 al correo electrónico de nuestra asociación: **eokeefeta@gmail.com**

Sinceramente
E Okeefe Tenant Association



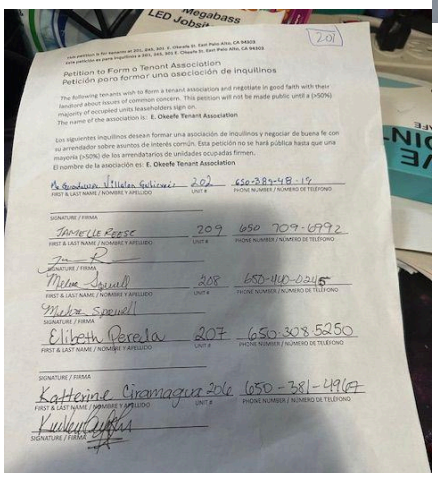
Petition to Form a Tenant Association
Petición para formar una asociación de inquilinos



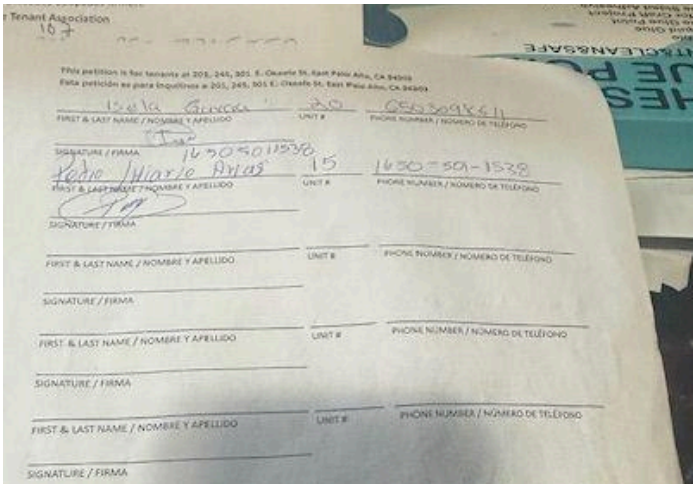


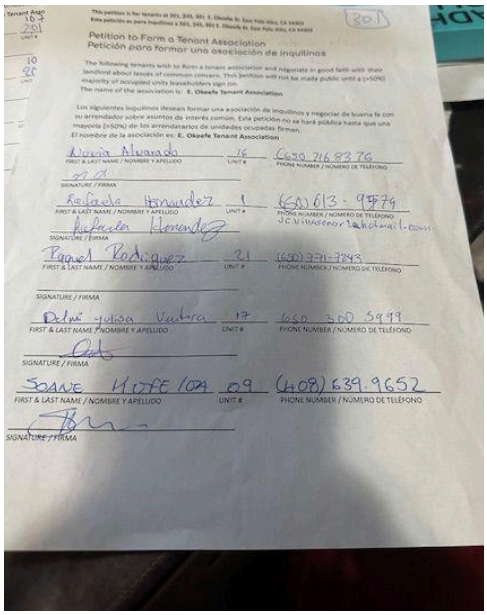
Megabass
LED Jobsite Speaker

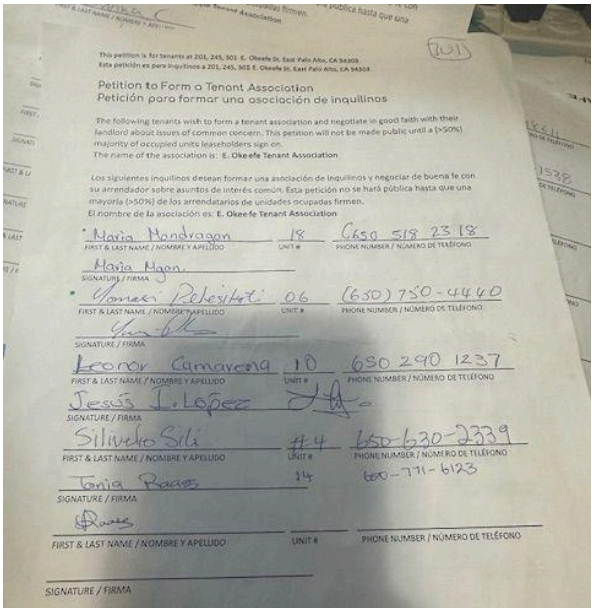
Petition to Form a Tenant Association
Petición para formar una asociación de inquilinos

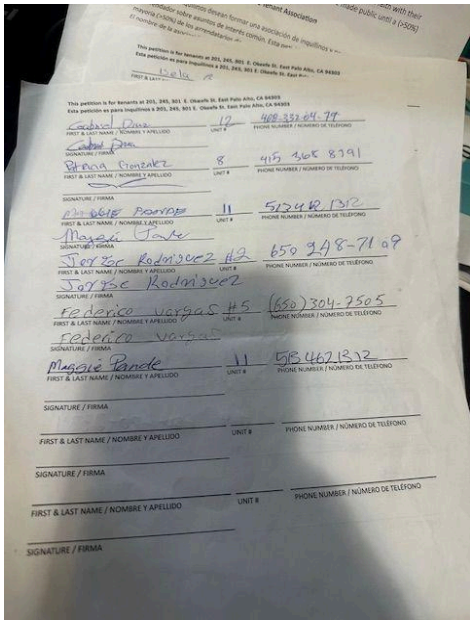


Petition to Form a Tenant Association
Petición para formar una asociación de inquilinos



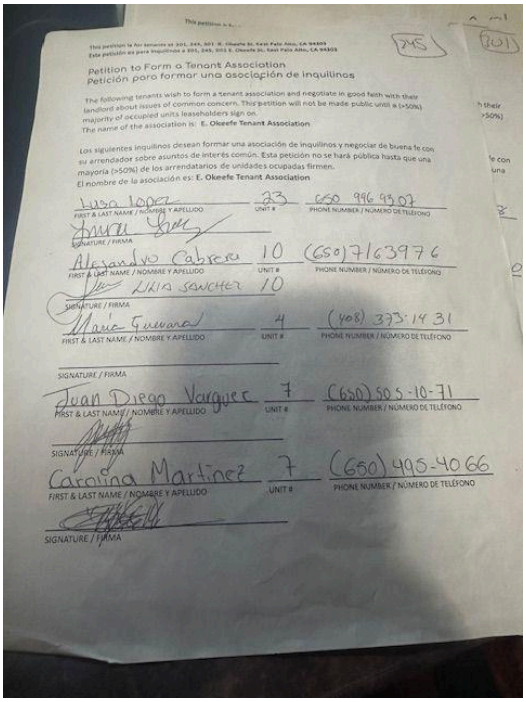






This petition is for tenants at 201, 245, 301 E. Okeefe St. East Palo Alto, CA 94303
Esta petición es para inquilinos a 201, 245, 301 E. Okeefe St. East Palo Alto, CA 94303

FIRST & LAST NAME / NOMBRE Y APELLIDO	UNIT #	PHONE NUMBER / NÚMERO DE TELÉFONO
Gabriel Pina	12	408-332-04-79
Bienna Gonzalez	8	415 368 8391
Maggie Pande	11	512 462 1312
Jorge Rodriguez	#2	650 248-71 09
Federico Vargas	#5	(650) 304-7505
Maggie Pande	11	513 462 1312



This petition is for tenants at 201, 245, 301 E. Okeefe St. East Palo Alto, CA 94303
Esta petición es para inquilinos a 201, 245, 301 E. Okeefe St. East Palo Alto, CA 94303

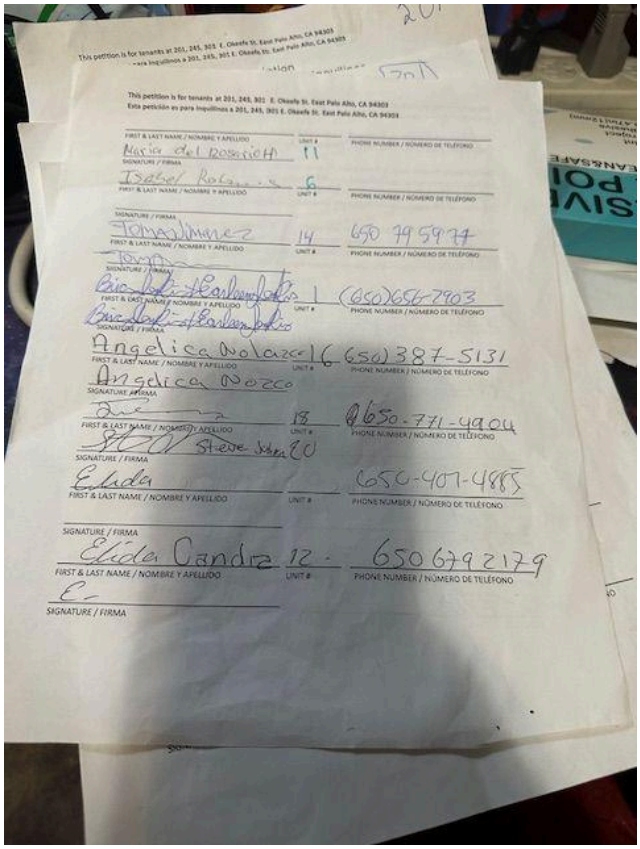
245 201

Petition to Form a Tenant Association
Petición para formar una asociación de inquilinos

The following tenants wish to form a tenant association and negotiate in good faith with their landlord about issues of common concern. This petition will not be made public until a (>50%) majority of occupied units leaseholders sign on.
The name of the association is: E. Okeefe Tenant Association

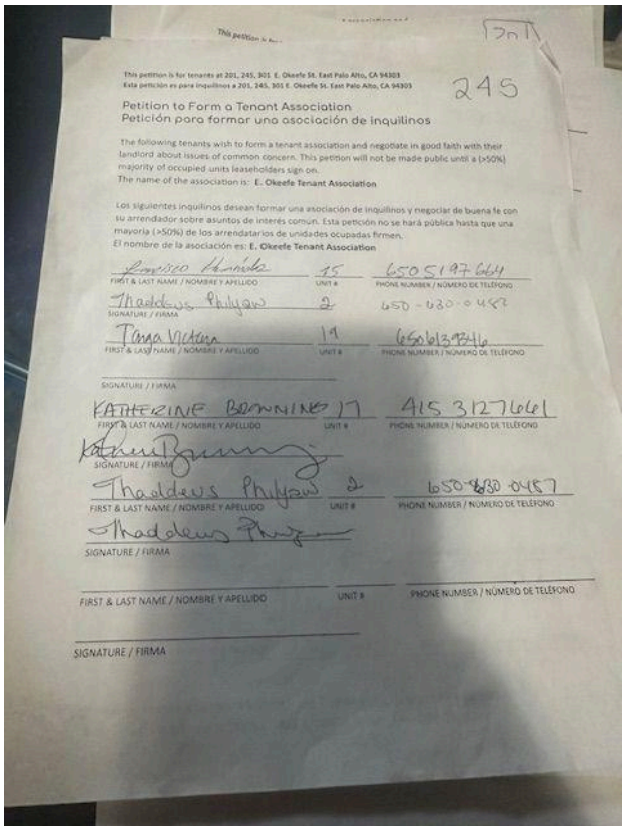
Los siguientes inquilinos desean formar una asociación de inquilinos y negociar de buena fe con su arrendador sobre asuntos de interés común. Esta petición no se hará pública hasta que una mayoría (>50%) de los arrendatarios de unidades ocupadas firmen.
El nombre de la asociación es: E. Okeefe Tenant Association

FIRST & LAST NAME / NOMBRE Y APELLIDO	UNIT #	PHONE NUMBER / NÚMERO DE TELÉFONO
Luisa Lopez	23	650 996 93 07
Alejandro Cabrera	10	(650) 7163976
LILIA SANCHEZ	10	
María Guevara	4	(408) 373-14 31
Juan Diego Varguez	7	(650) 505-10-71
Carolina Martinez	7	(650) 495-4066



This petition is for tenants at 201, 245, 301 E. Okeefe St. East Palo Alto, CA 94303
Esta petición es para inquilinos a 201, 245, 301 E. Okeefe St. East Palo Alto, CA 94303

FIRST & LAST NAME / NOMBRE Y APELLIDO	UNIT #	PHONE NUMBER / NÚMERO DE TELÉFONO
Maria del Rosario H	11	
Isabel Rodriguez	6	
Tomas Jimenez	14	650 79 59 77
Brian Jackson & Earlene Jackson	1	(650) 656-7903
Angelica Nolazco	16	(650) 387-5131
Angelica Nozco		
[illegible]	18	650-771-4904
Steve Johnson	20	
Elida		650-407-4885
Elida Candia	12	650 679 2179



This petition is for tenants at 201, 245, 301 E. Okeefe St. East Palo Alto, CA 94303
Esta petición es para inquilinos a 201, 245, 301 E. Okeefe St. East Palo Alto, CA 94303

245

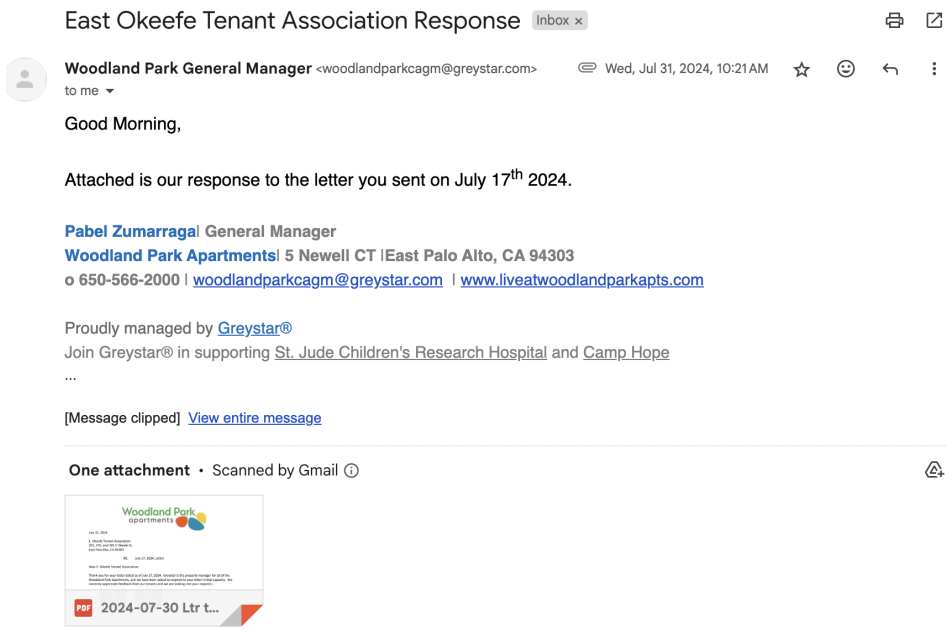
Petition to Form a Tenant Association
Petición para formar una asociación de inquilinos

The following tenants wish to form a tenant association and negotiate in good faith with their landlord about issues of common concern. This petition will not be made public until a (>50%) majority of occupied units leaseholders sign on.
The name of the association is: E. Okeefe Tenant Association

Los siguientes inquilinos desean formar una asociación de inquilinos y negociar de buena fe con su arrendador sobre asuntos de interés común. Esta petición no se hará pública hasta que una mayoría (>50%) de los arrendatarios de unidades ocupadas firmen.
El nombre de la asociación es: E. Okeefe Tenant Association

FIRST & LAST NAME / NOMBRE Y APELLIDO	UNIT #	PHONE NUMBER / NÚMERO DE TELÉFONO
Francisco Hernández	15	650 5197 664
Thaddeus Philyaw	2	650-630-0487
Tanya Victoria	19	650 613 9346
KATHERINE BRONNINE	17	415 3127661
Thaddeus Philyaw	2	650-630-0487

Exhibit 2


East Okeefe Tenant Association Response Inbox ×

Woodland Park General Manager <woodlandparkcagm@greystar.com> Wed, Jul 31, 2024, 10:21 AM

to me

Good Morning,

Attached is our response to the letter you sent on July 17th 2024.

Pabel Zumarraga| General Manager
Woodland Park Apartments| 5 Newell CT |East Palo Alto, CA 94303
o 650-566-2000 | woodlandparkcagm@greystar.com | www.liveatwoodlandparkapts.com

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...

[Message clipped] View entire message

One attachment • Scanned by Gmail

2024-07-30 Ltr t...

Response from Pabel, General Manager back to E Okeefe Tenant Association, 7.31.24

Exhibit 2: 2024-07-30 Ltr to E. OKeefe Tenant Association.pdf

Exhibit 3

Tenants come present their demands to the Sand Hill Property Company office.
https://www.mercurynews.com/2024/08/03/east-palo-alto-tenants-demand-property-owners-improve-living-conditions/

Exhibit 4

Letter presented at the August 1st delegation

Exhibit 4: 8.1.24 E Okeefe TA Action Letter.pdf

Exhibit 5

Follow up article about the habitability issues at the buildings in the Mercury News
https://www.mercurynews.com/2024/09/07/east-palo-alto-tenants-union-landlord-complaints/

Exhibit 6

Email correspondence between tenant association and the Michael Kramer, Sand HIll Property Company, to set up first negotiation meeting

July 31, 2024

E. Okeefe Tenant Association
201, 245, and 301 E Okeefe St.
East Palo Alto, CA 94303

RE: July 17, 2024, Letter

Dear E. Okeefe Tenant Association:

Thank you for your letter dated as of July 17, 2024. Greystar is the property manager for all of the Woodland Park Apartments, and we have been asked to respond to your letter in that capacity. We sincerely appreciate feedback from our tenants and we are looking into your requests.

You asked for an immediate response, so we are sending this reply as fast as we are able. However, we continue to look into the situation to better understand your input.

As a preliminary matter, Greystar is committed to ensuring that all of the Woodland Park Apartments are safe and habitable at all times. We work hard in our management office and through our maintenance team to track and complete all work orders in a timely fashion. We have confirmed that all of the work orders for units in 201 and 245 E. O'Keefe Street have been resolved at this time. There are no "open" or unresolved work orders in which a resident has alerted us to a problem that has not yet been addressed. There are a handful of recent work orders for units in 301 E. O'Keefe Street that are in the process of being resolved.

The swimming pool at 201 E. OKeefe is open and clean. The elevators at 201 and 301 E. Okeefe are fully functional and there is an elevator maintenance company that responds to maintenance requests in a timely fashion. There is no elevator at 245 E. O'Keefe; any elevator that may have existed at that building was decommissioned prior to the current ownership of the Woodland Park Apartments.

In the event that a maintenance issue arises, please have that resident report the issue in their unit so that it can be fixed. There are many ways for a resident to report an issue. The resident can log on to the resident portal, they can call 650-566-2000, or they can come to a Management Office at 5 Newell Court or 2043 Euclid Ave.

We respectfully request time to look further into these issues, at which point we would be happy to meet and discuss any remaining issues.

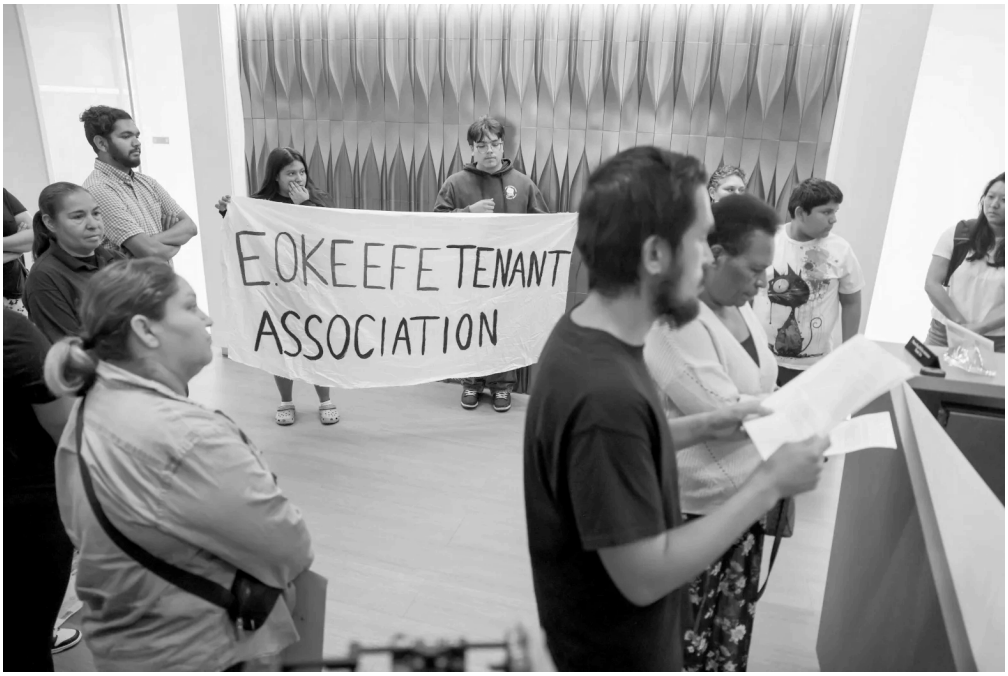
We will be back in touch soon with additional information.

Sincerely,

Pabel Zumarraga
General Manager
Woodland Park Apartments

East Palo Alto tenants demand property owners improve living conditions

Tenants, who unionized last month, say maintenance requests have gone unresolved for years



Tenants of Woodland Park Apartments, a rent-controlled property in East Palo Alto, drop off a petition at Sandhill Property Company in Palo Alto, Calif., on Thursday, Aug. 1, 2024. Residents have been complaining about mold and broken elevators, among



By **CAMERON DURAN** | Bay Area News Group

PUBLISHED: August 3, 2024 at 6:30 AM PDT | UPDATED: August 4, 2024 at 2:15 AM PDT

Mold. Cockroaches. Broken windows. Faulty plumbing.

These are a few of the problems residents of three East Palo Alto apartment buildings along one residential street say they have lived with for years. Complaints, they say, have gone unheard for too long.

On Thursday afternoon, around 10 residents gathered in the office of the property owner, Sand Hill Property Company, to deliver a list of demands. The dozens of requests included repairs, pest control and improved security.

“Now, they heard,” said Maggie Bande, one of the residents who read the letter aloud Thursday. “It sort of gives us a little peace.”



The movement to organize began when residents received a notice that the properties they live in, three buildings along East Okeefe Street, had been put up for sale. Confused by what the notice meant for the future of their buildings, tenants reached out to the local social justice group Youth United for Community Action, who contacted the Bay Area's Regional Tenant Organizing Network (TRO).

When the TRO began asking more questions, they realized tenants were living in poor conditions, said TRO director James Huynh. Last month, around 50 tenants — out of the around 60 total units — signed a petition to form a union, Huynh said. Tenants mailed a list of demands to Sand Hill last Tuesday but received what they saw as an insufficient response, leading to Thursday's in-person demonstration at the company's swanky Palo Alto office.



Tenants of Woodland Park Apartments, a rent-controlled property in East Palo Alto, drop off a petition at Sandhill Property Company in Palo Alto, Calif., as Chief Operating Officer Jason Villarreal, second from right, and Chief Financial Officer Igor Aleksandrov look on on Thursday, Aug. 1, 2024. Residents have been complaining about mold and broken elevators, among other issues that have been allegedly neglected for years and have caused health issues and accessibility problems for tenants with disabilities, they say. (Ray Chavez/Bay Area News Group)

"We are committed to ensuring that all the Woodland Park Apartments are safe and habitable at all times," a spokesperson for Sand Hill Property Company wrote to this news organization. "These buildings are managed by

Greystar Property Management did not immediately respond to a request for comment.

Tenants and organizers squeezed into the office lobby as two tenants began to read out their demands in English and Spanish. A dozen Youth United for Community Action members held a banner reading “E. OKEEFE TENANT ASSOCIATION.” A handful of employees came into the lobby, which was silent as residents read a long list of grievances.

“It was a challenge for me to go out there,” one tenant, Jesús Villalón, said in Spanish. “I just wanted to make sure my voice was heard.”

On one of the office walls, a flat screen TV played a slideshow of Sand Hill Property Company’s other properties. Their portfolio includes dozens of Silicon Valley properties that evoke images of techie utopias. The Innovation Curve, a complex of futuristic buildings at the edge of Stanford Research Park. A Cupertino Whole Foods, as well as the picturesque mixed-use mall down the block. Two theaters. One property sticks out from their portfolio — the 1,800-unit, rent-controlled Woodland Park apartments, which include the East Okeefe Street buildings, built in the early 1960s.

Freddy Roman, a 38-year-old landscaper, has lived on East Okeefe Street for 13 years. He says there have been unresolved maintenance issues in his apartment throughout his time at the property.

“It’s not in conditions fit for habitation,” Roman said in Spanish. “They don’t pay attention to us.”

When he reports a maintenance issue, Roman says, someone will come out to fix it, but the problem isn’t permanently resolved. And the stakes are now higher — Roman and his wife are expecting their first child, a baby girl, in just over a week.

“She has to be in good conditions,” Roman said.

Despite the problems, the Roman family is reluctant to consider relocating. The aging building is protected by the city’s Rent Stabilization Ordinance — the couple pays $1,500 per month in rent for a one-bedroom apartment.

Villalón, who works as a valet, also hasn't considered leaving. He has lived on East Okeefe Street since he first moved to the U.S. from Mexico in the fifth grade. He lives with his aunt in a two-bedroom for $2,200 per month, and he has more family members along the street. Villalón said that though his windows don't close all the way, making for chilly winters, it doesn't make sense to move.

"It's a place that feels like home," he said. "I don't wanna leave."

Sand Hill Property Company's COO Jason Villarreal and CFO Igor Aleksandrov were present at Thursday's reading. They introduced themselves and said they were open to working with the association and addressing residents' concerns.

Huynh said the response from Villarreal and Aleksandrov on Thursday was a good sign.

"I think it all went as well as it could. The hope is that they're true to their word," Huynh said.

James Huynh, an organizer from the Regional Tenant Network, talks to Chief Operating Officer Jason Villarreal and Chief Financial Officer Igor Aleksandrov after tenants of Woodland Park Apartments, a rent-controlled property in East Palo Alto, after dropping off a petition at Sandhill Property Company in Palo Alto, Calif., on Thursday, Aug. 1, 2024. Residents have been complaining about mold and broken elevators, among other issues that have been allegedly neglected for years and have caused health issues and accessibility problems for tenants with disabilities, they say. (Ray Chavez/Bay Area News Group)

Around the Web

REVCONTENT

August 1, 2024
Sand HIll Property Company
2600 El Camino Real # 410, Palo Alto, CA 94306

Dear Mr. Pau,

We are members of the E Okeefe Tenant Association. We have some points we want to highlight in response to the letter you sent to our tenant association email yesterday, July 31st.

1. We request that all communication with tenants and the tenant association at large be in both English and Spanish
2. The letter implies that all maintenance requests at 201 and 245 have been fully completed and that property management has been timely in response to our repair requests. That has not been our experience as residents. There were many items noted in our first demand letter related to security, plumbing issues, frequent water stoppages, leakages, mold and cockroaches that have not been addressed in the response.
3. We have requested to have a direct meeting with you, our landlord Sandhill Property Company as our landlord to negotiate on our issues of common concern which include the general decisions made around the sale and purchase of our homes. We are still awaiting a response for our meeting request and that is why we have come here to your office in person.

Here are a set of demands from our first demand letter that we are still waiting to be addressed properly:

201 E. Okeefe St.

- Ensure safe and sanitary conditions in common areas
- Provide proper fumigation for units for pests like cockroaches working in conjunction with resident's schedules to limit interruptions
- Provide proper notice at minimum 24 hour notice for water shutoffs in the complex
- Update and fix appliances in the kitchen including dishwashers and old bathroom fixtures like rusted bathtubs and sinks
- Put in new carpets for all tenants that would like to have old carpets replaced

245 E. Okeefe St.:

- Provide proper notice at minimum 24 hour notice for water shutoffs in the complex
- Ensure safe and sanitary conditions and address rats in common areas
- Repair and provide effective walls, floors and weather protection for all residents-
- Repair or replace all broken windows in units and common areas
- Provide effective plumbing: replace leaky pipes and old pipes that cause leakage in units throughout the complex.

- Update and fix appliances in the kitchen including dishwashers and old bathroom fixtures like rusted bathtubs and sinks
- Put in new carpets for all tenants that would like to have old carpets replaced

301 E. Okeefe St.:

- Provide proper notice at minimum 24 hour notice for water shutoffs in the complex
- Install fire and carbon monoxide alarms in all units in the complex
- Repair and provide effective walls, floors and weather protection for all residents by repairing roof, windows and blinds
- Repaint stairways and repair broken and unsafe stairs and balcony railings. Fix the flooring in common areas to be even and fill in cracks.
- Provide effective plumbing
- Fix the motorized gate to enter the parking structure
- Address flooding in the parking structure
- Provide proper fumigation for units for pests
- Properly remediate mold/mildew within all units
- Update and fix appliances in the kitchen including dishwashers and old bathroom fixtures like rusted bathtubs and sinks
- Replace cabinet fixtures in kitchen and bathrooms.
- Put in new carpets for all tenants that would like to have old carpets replaced

We look forward to your response. Please email eokeefeta@gmail.com with available times to meet.

Sincerely,
E Okeefe Tenant Association

August 1, 2024
Sand HIll Property Company
2600 El Camino Real # 410, Palo Alto, CA 94306

Estimado Peter Pau,
Somos miembros de la Asociación de inquilinos de E Okeefe. Tenemos algunos puntos que queremos destacar en respuesta a la carta que envió ayer a nuestro correo electrónico de la asociación de inquilinos.

1. Solicitamos que toda la comunicación con los inquilinos o a la asociación de inquilinos en general se realice tanto en inglés como en español.
2. La carta implica que todas las solicitudes de mantenimiento en 201 y 245 se han completado por completo y que la administración de la propiedad ha respondido oportunamente a nuestras solicitudes de reparación. Esa no ha sido nuestra experiencia como residentes. En nuestra primera carta de demanda se mencionaron muchos elementos relacionados con la seguridad, problemas de plomería, cortes frecuentes de agua, fugas, moho y cucarachas que no se abordaron en la respuesta.
3. Hemos solicitado tener una reunión directa con usted, nuestro propietario Sandhill Property Company, como nuestro propietario para negociar sobre nuestros problemas de interés común, que incluyen las decisiones generales tomadas en torno a la venta y compra de nuestras casas. Todavía estamos esperando una respuesta a nuestra solicitud de reunión y es por eso que hemos venido aquí a su oficina en persona.

A continuación se incluye un conjunto de demandas de nuestra primera carta de demanda que aún estamos esperando que se aborden adecuadamente:

201 E. Okeefe St.:

- Trate las unidades contra plagas, incluidas las cucarachas.
- Garantizar condiciones seguras y sanitarias en las áreas comunes
- Asegúrese de que el techo esté en buenas condiciones y no gotee cuando llueve.
- Proporcionar un aviso adecuado con un mínimo de 24 horas de anticipación para cortes de agua en el complejo.
- Actualizar y reparar electrodomésticos en la cocina, incluidos lavavajillas y accesorios de baño viejos, como bañeras y lavabos oxidados.
- Coloque alfombras nuevas para todos los inquilinos que deseen reemplazar las alfombras viejas.

245 E. Okeefe St.:

- Repare y proporcione paredes, pisos y protección efectiva contra la intemperie para todos los residentes mediante
- Garantizar condiciones sanitarias y seguras y abordar las ratas en las zonas comunes.
- Reparar o reemplazar todas las ventanas que estén rotas en las unidades y en las áreas comunes
- Proporcione plomería eficaz: reemplace las tuberías en las unidades para garantizar que no sigan con fugas.
- Proporcionar un aviso adecuado con un mínimo de 24 horas de anticipación para cortes de agua en el complejo.
- Actualizar y reparar electrodomésticos en la cocina, incluidos lavavajillas y accesorios de baño viejos, como bañeras y lavabos oxidados.
- Coloque alfombras nuevas para todos los inquilinos que deseen reemplazar las alfombras viejas.

301 E. Okeefe St.

- Proporcionar un aviso adecuado con un mínimo de 24 horas de anticipación para cortes de agua en el complejo.
- Instalar alarmas contra incendios y monóxido de carbono en todas las unidades
- Reparar y proporcionar paredes, pisos y protección efectiva contra la intemperie para todos los residentes mediante la reparación de techos, ventanas y persianas.
- Volver a pintar escaleras y reparar escaleras y barandillas de balcones rotas e inseguras. Arregle el piso en áreas comunes para que quede nivelado y rellene las grietas.
- Proporcione plomería eficaz: reemplace las tuberías en las unidades para garantizar que no sigan con fugas.
- Repare la puerta motorizada para ingresar en carro al estacionamiento del edificio
- Reparar las inundaciones en la estructura del estacionamiento
- Proporcionar una fumigación adecuada para las unidades contra plagas como cucarachas, trabajando en conjunto con los horarios de los residentes para limitar las interrupciones.
- Reparar y remover el moho y los hongos dentro de todas las unidades.
- Actualizar y reparar electrodomésticos en la cocina, incluidos lavavajillas y accesorios de baño viejos, como bañeras y lavabos oxidados.
- Reemplace los accesorios de los gabinetes en la cocina y los baños.
- Coloque alfombras nuevas para todos los inquilinos que deseen reemplaza

Esperamos su respuesta. Envíe un correo electrónico a eokeefeta@gmail.com con los horarios disponibles para reunirse.

Sincerely,
E Okeefe Tenant Association

NEWS > HOUSING • News

East Palo Alto residents organizing to fight for better living conditions

Complaints of mold, pests, plumbing issues went unresolved for years, tenants say



Tennant Maggie Pande says her car and other tenants' vehicles have been damaged by the malfunction of the electric gate which is left open and unsafe now at Woodland Park Apartments in East Palo Alto, Calif., on Thursday, Aug. 15, 2024. Residents say that have been complaining about mold and broken elevators, among other issues that have been allegedly neglected for years. (Ray Chavez/Bay Area News Group)



By **RYAN MACASERO** | rmacasero@bayareanewsgroup.com | Bay Area News Group

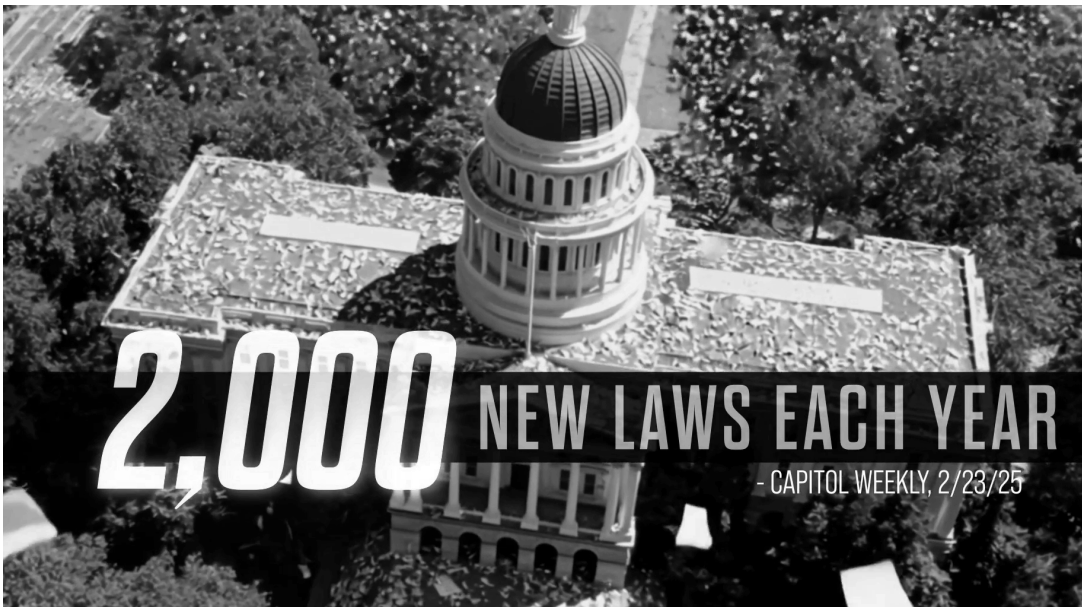
PUBLISHED: September 7, 2024 at 5:45 AM PDT | UPDATED: September 12, 2024 at 12:14 PM PDT

Maggie Pande first came to America from Papua New Guinea more than 30 years ago with nothing more than a few suitcases and a dream for a better life for her family. Pande initially lived in Ohio when she first arrived in 1993. But in 2015, she settled at Woodland Park Apartments in East Palo Alto, near where her son decided to go to school and pursue his dream of becoming a psychologist.

Pande is a caregiver in San Mateo, while her son Graham now works with special education students in Redwood City.

“Even if we live not in the best area, it allowed us to pursue our goals,” Pande said of their modest home in what was dubbed the “murder capital” of the U.S. in the early 1990s.

While that distinction no longer holds — the city reported zero murders in 2023 — Pande’s one-bedroom unit, which she rents for about $2,000, has fallen into disrepair in recent years, she said, and like dozens of other tenants at the complex, the pair say they have had difficulty getting the building’s owner to attend to their needs.



The easy answer might be to move elsewhere, but it’s not that simple for Pande and her neighbors.

East Palo Alto is near their jobs. Once known as the last affordable area in Silicon Valley, the tech boom in nearby Menlo Park, Mountain View and Palo Alto has driven up the cost of living in the Peninsula’s most diverse city, meaning there are few options nearby for those on a modest budget.

According to Apartments.com, the average rent for a one-bedroom apartment is now $2,369. While the region’s housing crisis has pushed many families who lived in the area for decades to more affordable areas like the Central Valley, many residents of three buildings on E. O’Keefe Street — part of the 1,800 unit Woodland Park complex — are choosing to stay and fight for better living conditions.

“I love that there are plenty of international people here. So, I identify with them,” Pande said. “This is home to me.”

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The movement to organize for improvements to the apartments began when residents of the rent-controlled buildings received a notice that their homes had been put up for sale. While the sale is not expected to be imminent and it's not clear what a transaction might mean for tenants, the news worried residents, who connected with a tenants' rights group. That group urged them to push for better apartment conditions. Before that, many of the residents had been worried about upsetting the powerful property owner, Sand Hill Property Company, and facing eviction.

Last month, nearly a dozen residents visited Sand Hill Property Company, the developer behind the massive project at the former Vallco mall site in Cupertino and other high-end sites, at their upscale Palo Alto office to present their demands for improving building conditions.

Among those demands include ensuring "safe and sanitary conditions" in common areas, fumigation for pest control, providing proper notice for water shutoffs, and updating and fixing appliances that many residents say have been neglected for years.



Tennant Gabriel Diaz shows deterioration in an electrical panel caused by water or sewage leakage at Woodland Park Apartments in East Palo Alto, Calif., on Thursday, Aug. 15, 2024. Residents say that have been complaining about mold and broken elevators, among other issues that have been allegedly neglected for years. (Ray Chavez/Bay Area News Group)

Gabriel Dias has lived in the complex for more than 20 years with his wife and five children, one of whom is in a wheelchair and had to be rescued by firefighters after being trapped in the building's aging elevator, he said.

Raquel and Francisco Rodriguez, who have lived there for 10 years, say their patio door doesn't fully close, letting in wind and rain during the winter. Mold grows in the bathroom and kitchen, and several cabinets are broken or missing.

"Last winter was really hard for us," Raquel, who is from Mexico, said in Spanish. She works as a porter, handling custodial tasks at a tech company in Palo Alto, while her husband works at a janitorial services company in Mountain View.

In the past, Raquel said she has requested repairs in person or over the phone. She said management leaves notices, but workers will either not show up or perform insufficient work.

The fan above her stove, she said, was broken for years.

A spokesperson for Sand Hill Property Company told the Bay Area News Group the company has been responsive since hearing about tenants' concerns.

"When we received the concerns, we inspected the buildings and held three listening sessions with the residents to learn more about their specific requests," the spokesperson said. "As always, we encourage residents to report any maintenance issue when it arises so it can be fixed."

"We have either resolved or are in the process of resolving all open maintenance requests," he added.

Greystar, the property manager, said it is "committed to ensuring that all residents of Woodland Park Apartments are safe and habitable at all times."

Tenants say that since organizing and formalizing a tenant union, maintenance workers have come to visit, albeit at inconvenient times or without enough notice.



Tenants of Woodland Park Apartments, a rent-controlled property in East Palo Alto, drop off a petition at Sandhill Property Company in Palo Alto as Chief Operating Officer Jason Villarreal, second from right, and Chief Financial Officer Igor Aleksandrov look on on Thursday, Aug. 1, 2024. (Ray Chavez/Bay Area News Group)

“The goal over the next couple of weeks is to really articulate some concrete proposals that can be presented to Sand Hill Company,” said James Huynh of the Regional Tenant Organizing Network, the tenants’ rights organization working with residents. “The speed, the responsiveness has definitely improved, but there still continues to be communication challenges.”

In recent weeks, tenants have been meeting to discuss how to pressure the building’s management to improve maintenance services. They are also planning to get in touch with East Palo Alto’s rent board in the coming days.

East Palo Alto officials said no formal complaints have been received so far about the E. O’Keefe Street buildings. But Mayor Antonio Lopez said he is aware of the recent complaints from residents and that the city is willing to work with tenants to address them.

“We are happy to work with any tenants. (They can) escalate if necessary, as well as work with the private landlords,” Lopez said.

Residents say they are now hopeful they will be able to improve their living conditions.

“One good thing that came out of this is that the neighbors are becoming like family. Before, we’d just mind our own business. Now we watch out for each other,” Pande said.

“This experience taught me that we have rights,” she said. “We thought that if you’re just a renter, you play by the landlord’s rules. But we have rights and we should assert it.”

Around the Web

REVCONTENT



This Hummingbird Feeder Breaks All Sales Records in Fremont

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Gmail Okeefe Street <eokeefeta@gmail.com>

Meetings with Woodland Park Ownership this week

8 messages

Michael Kramer <mkramer@shpco.com> Tue, Aug 20, 2024 at 7:56 PM
To: eokeefeta@gmail.com
Cc: Ofelia Bello <ofeliabello@youthunited.net>, Laura Rubio <lauritarneli@yahoo.com>

Hello,

We recently received correspondence from you requesting a meeting with Woodland Park ownership regarding specific questions and concerns about 201, 245, and 301 E. O'Keefe Ave. Thank you for contacting us. We posted an invitation on all the apartments in those buildings last Monday 8/12 about listening session meetings each evening from 6:30 – 8:30 pm with the property management and ownership team on Monday 8/19, Tuesday 8/20, and Wednesday 8/21. These meetings are open to any residents and will be translated in English and Spanish.

Recientemente recibimos correspondencia de usted pidiendo una reunión con los dueños de Woodland Park concerniente a preguntas especificas y preocupaciones acerca de 201, 245, y 301 E. Okeefe Avenue. Gracias por contactarnos. Pusimos un aviso en todos los apartamentos en esos edificios el Lunes pasado 8/12 acerca de las sesiones o reuniones para escuchar cada tarde de 6:30-8:30 pm con el equipo de manejo de la propiedad y el equipo de los dueños el lunes 8/19, martes 8/20 y miércoles 8/21. Estas reuniones están abiertas a cualquier residente y serán traducidas en ingles y en español.

Ofelia joined us earlier this evening but said it was not clear that these meetings were intended as a response to your request. These meetings are intended as a response to your request, and as an opportunity to hear from residents about any questions or concerns they may have.

Ofelia paso por la reunión esta tarde pero dijo no estar claro que estas reuniones fueron en respuesta a su petición. Estas reuniones tienen el fin de servir como respuesta a su petición, y como una oportunidad para escuchar de los inquilinos acerca de sus preguntas que pudieran tener.

You are welcome to join or to invite any residents interested in speaking with ownership to the remainder of tonight's meeting (we'll be here until 8:30 pm) or to tomorrow's meeting (6:30 – 8:30 pm). They are held at our community engagement office at 2041 Euclid Ave (at the corner of E. O'Keefe).

Sírvase a participar o a invitar a los residentes interesados en hablar con los dueños en la reunión que resta en el 2041 Euclid Avenue (esquina de East O'Keefe).

Thanks! Hope to see you soon – *Gracias! Espero verle muy pronto* –

Mike

Michael Kramer

Sand Hill Property Company

Tel. +1 650 772 4319

Final - English and Spanish EOK Invitations.pdf
5362K

Okeefe Street <eokeefeta@gmail.com> Wed, Aug 21, 2024 at 8:41 PM
To: Michael Kramer <mkramer@shpco.com>
Cc: Ofelia Bello <ofeliabello@youthunited.net>, Laura Rubio <lauritarneli@yahoo.com>

Querido Mr. Kramer,

Agradecemos el correo electrónico de aclaración que envió y queríamos compartir con usted nuestra perspectiva sobre las sesiones para escucharnos.

El 17 de julio, enviamos nuestra primera carta de demanda a Sand Hill Property Company solicitando que todos aborden los problemas de mantenimiento diferido y las necesidades de justicia lingüística en nuestra comunidad. Todos enviaron una

respuesta al correo electrónico de nuestra asociación de inquilinos el 31 de julio. En respuesta, una delegación de inquilinos que representan a la Asociación de Inquilinos de E. Okeefe, con el apoyo de aliados de la comunidad, entregó personalmente una carta a su oficina el 1 de agosto solicitando que todos respondieran al correo electrónico de nuestra asociación de inquilinos (eokeefeta@gmail.com) con los horarios disponibles. para encontrarse.

Vimos los volantes sobre una sesión para escucharnos en la oficina de Woodland y los volantes no contenían información sobre la asociación de inquilinos ni indicación de que estas sesiones pretendían ser una respuesta a la carta de la asociación de inquilinos. Como resultado, asumimos que era parte de un esfuerzo general de Woodland Park para escuchar las inquietudes de los residentes. Hemos tenido reuniones periódicas para formar nuestra asociación de inquilinos y redactar las demandas claras y articuladas que hemos incluido en nuestras dos cartas para ayudarlos a todos a abordar los problemas en nuestros edificios. Todavía no hemos recibido una respuesta que aborde los puntos de nuestras cartas.

Además, queremos aclarar lo que hemos dicho en nuestra carta inicial. Estamos pidiendo que Sand Hill Property Company se reúna con nosotros en la mesa de negociaciones para negociar de buena fe sobre nuestros temas de interés común. Lo que eso significa es que todas las partes acuerden mutuamente la hora y el lugar para que se reúnan la asociación de inquilinos y los representantes de Sand Hill Property Company y Woodland Park Property Management. Somos una asociación de inquilinos formada por familias trabajadoras y muchos de nosotros trabajamos en múltiples trabajos. Queremos poder participar en negociaciones directas y eso requiere una cuidadosa planificación y consideración por nuestra parte. Esperamos que puedan reconocer que las sesiones de escucha propuestas tienen muy poco parecido con el proceso de negociación que hemos estado solicitando como asociación de inquilinos.

En conclusión, queremos dejar muy claro que la Asociación de Inquilinos de E. Okeefe quiere negociar con usted, Sand Hill Property Company, de buena fe sobre nuestros temas de interés común. Si bien apreciamos el ofrecimiento de la sesión de escucharnos, es una respuesta insuficiente a las demandas que ya hemos hecho como asociación de inquilinos. Como resultado, nos gustaría proponer que comencemos las negociaciones con una reunión el Miercoles (9/25) at 6:30 to 8:00 pm, Viernes (9/27) at 6:30 to 8:00 pm or Sabado (9/28) at 12 to 1:30 pm. Responda a este correo electrónico antes del 30 de agosto confirmando su participación en nuestra primera reunión de negociación.

Sinceramente,
E. Okeefe Tenant Association
[Quoted text hidden]

8.21.24_E. Okeefe TA Response Letter .pdf
42K

Michael Kramer <mkramer@shpco.com> Tue, Aug 27, 2024 at 2:03 PM
To: Okeefe Street <eokeefeta@gmail.com>
Cc: Ofelia Bello <ofeliabello@youthunited.net>, Laura Rubio <lauritarneli@yahoo.com>, Teresa Morales <tmorales@wlpcommunities.com>, Pabel Zumarraga <woodlandparkcagm@greystar.com>

Hello,

Thanks for reaching out. Are you a resident of one of the buildings? What is your name and which building do you live in?

We appreciate your correspondence. After receiving your first two letters, both the property management team and the ownership team inspected the three buildings in question and have resolved many of the stated concerns. We held the three listening sessions this week as a response to your letter so that all residents of those buildings, yourself included, would have an opportunity to ask any questions and share any concerns they may have directly with the ownership and property management teams. The listening sessions were very successful, and we had tenants from all three buildings attend the meetings and we were able to open new work orders to address their concerns. These meetings were conducted in English and Spanish. Additionally, we included instructions in the listening session invitation for tenants to report a maintenance issue for repair, and many have contacted us directly with new maintenance requests even if they chose not to attend the meeting.

We are happy to fix any maintenance issues that our tenants bring up to ensure that their housing is safe and habitable. It is important for them to let us know about any maintenance issue directly so we can look into it. There are many ways to do so. The resident can log on to the resident portal, they can call 650-566-2000, they can e-mail woodlandparkcagm@greystar.com, or they can come to a Management Office at 5 Newell Court or 2043 Euclid Ave.

If any resident has further questions or concerns, they can also contact the ownership community engagement team led by Teresa Morales. The best way to do so is to call 650-690-6199, email tmorales@wlpcommunities.com, or visit the Community Engagement Office at 2041 Euclid Ave.

I would be happy to meet with you on Wednesday 9/25 at 6:30 pm to further listen to any questions or concerns you may have. We can meet at our community engagement office at 2041 Euclid Ave. Any other residents can join us and can submit a maintenance request to Greystar at that time.

Thanks! Best wishes -

Mike

Hola,

Gracias por comunicarse con nosotros. ¿Es usted residente de uno de los edificios? ¿Cuál es su nombre y en qué edificio vive?

Agradecemos su correspondencia. Después de recibir sus dos cartas, tanto el equipo de administración y mantenimiento de la propiedad como el equipo de propietarios inspeccionaron los tres edificios en cuestión y resolvieron muchas de las preocupaciones planteadas. Realizamos tres sesiones para escuchar esta semana pasada en respuesta a su carta para que todos los residentes de esos edificios, incluyendo usted, tuvieran la oportunidad de hacer preguntas y compartir las inquietudes que pudieran tener directamente con los equipos de los propietarios y de mantenimiento de la propiedad. Las sesiones para escuchar fueron muy exitosas, y los inquilinos de los tres edificios asistieron a las reuniones y pudimos abrir nuevas órdenes de mantenimiento para abordar sus preocupaciones. Estas reuniones se llevaron a cabo en inglés y español. Además, incluimos instrucciones en la invitación a la sesión para escuchar para que los inquilinos informen sus problemas de mantenimiento para su reparación, y muchos ya nos han contactado directamente con nuevas solicitudes de mantenimiento incluyendo aquellos que decidieron no asistir a la reunión.

Estamos disponibles para solucionar cualquier problema de mantenimiento que presenten nuestros inquilinos para garantizar que su vivienda sea segura y habitable. Es importante que nos informen sobre cualquier problema de mantenimiento directamente para que podamos investigarlo. Hay muchas formas de hacerlo. El residente puede iniciar una orden en el portal para residentes, puede llamar al 650-566-2000, puede enviar un correo electrónico a woodlandparkcagm@greystar.com o puede acercarse a las Oficinas de Administración del manejo de la propiedad en el 5 Newell Court o al 2043 Euclid Ave.

Si algún residente tiene más preguntas o inquietudes, también puede comunicarse con el equipo de participación comunitaria de los propietarios dirigido por Teresa Morales. La mejor manera de hacerlo es llamando al 650-690-6199, enviando un correo electrónico a tmorales@wlpcommunities.com o visitando la Oficina de Participación Comunitaria en el 2041 Euclid Ave.

Con gusto nos reuniremos con usted el miércoles 25 de septiembre a las 6:30 pm para escuchar más sobre cualquier pregunta o inquietud que pueda tener. Podemos reunirnos en nuestra oficina de participación comunitaria en 2041 Euclid Ave. Cualquier otro residente puede unirse a esta reunión y puede hacer una solicitud de mantenimiento a Greystar en ese momento.

¡Gracias! Saludos cordiales -

Mike

Michael Kramer

Sand Hill Property Company

Tel. +1 650 772 4319

[Quoted text hidden]

Okeefe Street <eokeefeta@gmail.com> Fri, Aug 30, 2024 at 11:14 PM
To: Michael Kramer <mkramer@shpco.com>
Cc: Ofelia Bello <ofeliabello@youthunited.net>, Laura Rubio <lauritarneli@yahoo.com>, Teresa Morales <tmorales@wlpcommunities.com>, Pabel Zumarraga <woodlandparkcagm@greystar.com>

Hola, Sr. Kramer:

Esta cuenta de correo electrónico fue creada colectivamente por los miembros de la Asociación de inquilinos de E Okeefe que viven en 201, 245, 301 E Okeefe St. Le enviamos una petición con las firmas de los miembros que se unieron para formar la asociación.

El miércoles (25 de septiembre) a las 6:30 p. m. será nuestra primera reunión de negociación. Nos gustaría proponer un lugar neutral para que Sand Hill Property Company, Greystar Management y nuestra Asociación de inquilinos de E Okeefe se reúnan. Lo ideal sería que pudiera invitar a Peter Pau y a otros tomadores de decisiones de Sand Hill y Greystar Management a unirse a la reunión. Estamos buscando un lugar donde podamos reunirnos y le enviaremos la dirección del lugar y borrador de agenda cuando la hayamos encontrado.

Hi Mr Kramer,

This email account is collectively governed by the E Okeefe Tenant Association members living at 201, 245, 301 E Okeefe St. We sent you a petition with

signatures from the members who signed on to form the association.

Wednesday (9/25) at 6:30 pm will be our first negotiation meeting. We would like to propose a neutral location for Sand HIll Property Company, Greystar Management and our E Okeefe Tenant Association to meet. Ideally, if you could invite Peter Pau and other decision makers from Sand Hill and Greystar Management to join the meeting that would be great. We are exploring meeting locations and will be sending you the location address and draft agenda when it is finalized.

Sinceramente,
E. Okeefe Tenant Association
[Quoted text hidden]

Michael Kramer <mkramer@shpco.com> Wed, Sep 4, 2024 at 1:15 PM
To: Okeefe Street <eokeefeta@gmail.com>
Cc: Ofelia Bello <ofeliabello@youthunited.net>, Laura Rubio <lauritarneli@yahoo.com>, Teresa Morales <tmorales@wlpcommunities.com>, Pabel Zumarraga <woodlandparkcagm@greystar.com>

Hello,

Thank you, we are looking forward to meeting on Wednesday, September 9/25 at 6:30 pm. We are happy to meet at any nearby location. Since it is walking distance to the buildings, our offer stands to host the meeting at our Community Engagement Office at 2041 Euclid Ave if you're interested. Who can we expect to attend from your group?

Yes, we will have decision makers from Sand Hill and Greystar attend the meeting to listen to your questions and concerns.

We did not receive a petition with signatures from the members of the association – when you came to our office you left us a letter, but it was unsigned. Do you have a copy?

If any maintenance issues come up between now and the meeting, any resident can log on to the resident portal, call 650-566-2000, e-mail woodlandparkcagm@greystar.com, or come to one of our two management offices at 5 Newell Court or 2043 Euclid Ave. If any resident has further questions or concerns, they can contact the community engagement team at 650-690-6199, email tmorales@wlpcommunities.com, or visit in person at 2041 Euclid Ave.

Please feel free to contact me directly at 650-772-4319 if anything comes up or you'd like to chat before the meeting. Thanks! Best wishes,

Mike

Hola,

Gracias, esperamos reunirnos el miércoles 25 de septiembre a las 6:30 p.m. Con gusto le recibiremos en cualquier lugar cercano. Dado que está a corta distancia de los edificios, nuestra oferta es organizar la reunión en nuestra Oficina de Participación Comunitaria en 2041 Euclid Ave, si están interesados. ¿Quién asistirá de su grupo?

Sí, los que hacen las decisiones de Sand Hill y Greystar asistirán a la reunión para escuchar sus preguntas e inquietudes.

No hemos recibimos una petición firmada por los miembros de la asociación; cuando ustedes vinieron a nuestra oficina nos dejaron una carta, pero no estaba firmada. ¿Tienen una copia?

Si surge algún problema de mantenimiento entre ahora y la reunión, todo residente puede iniciar una sesión en el portal para residentes, llamando al 650-566-2000, enviando un correo electrónico a woodlandparkcagm@greystar.com o visitando una de nuestras dos oficinas administrativas en 5 Newell Court ó en 2043 Euclid Ave. Si algún residente tiene más preguntas o inquietudes, puede comunicarse con el equipo de participación comunitaria al 650-690-6199, enviando un correo electrónico a tmorales@wlpcommunities.com o visitando en persona en 2041 Euclid Ave.

No duden en comunicarse conmigo directamente al 650-772-4319 si surge algo o si desea conversar antes de la reunión.

[Quoted text hidden]

Okeefe Street <eokeefeta@gmail.com> Thu, Sep 19, 2024 at 4:56 PM
To: Michael Kramer <mkramer@shpco.com>

Hello Michael

We are sending the location and the Agenda for our meeting on Wednesday.

See you soon and have a nice weekend.

[Quoted text hidden]

Agenda Meeting E O'Keefe Tenant Association.pdf
33K

Michael Kramer <mkramer@shpco.com> Mon, Sep 23, 2024 at 11:54 AM
To: Okeefe Street <eokeefeta@gmail.com>
Cc: Teresa Morales <TMorales@wlpcommunities.com>

Hello,

We're looking forward to our meeting on Wednesday, September 9/25 at 6:30 pm. We are happy to meet at 1900 University Ave, Suite 400. How do we get into the building/suite?

Who can we expect to attend from your group?

We will have decision makers from Sand Hill and Greystar attend the meeting to listen to your questions and concerns. To protect the privacy of our residents and staff, we request no members of the press be present – this meeting will be off the record.

Please note that we can only accept maintenance requests inside a unit made by a resident of that unit. Therefore, if anyone has a maintenance request inside their unit, it would be best if they can attend the meeting themselves. If they are not able to attend, they can also log on to the resident portal, call 650-566-2000, e-mail woodlandparkcagm@greystar.com, or come to one of our two management offices at 5 Newell Court or 2043 Euclid Ave at another time.

If any resident has further questions or concerns, or are not able to make the meeting Wednesday, they can also contact the community engagement team at 650-690-6199, email tmorales@wlpcommunities.com, or visit in person at 2041 Euclid Ave.

Looking forward to seeing you Wednesday. Please feel free to contact me directly at 650-772-4319 if anything comes up or you'd like to chat in advance.

Thanks! Best wishes –

[Quoted text hidden]

Okeefe Street <eokeefeta@gmail.com> Tue, Sep 24, 2024 at 7:17 PM
To: Michael Kramer <mkramer@shpco.com>
Cc: Teresa Morales <TMorales@wlpcommunities.com>

Hello,

To your question about who will be in the meeting, members of the E. Okeefe tenant association will be present with support from community based organizations.

And when you get there tomorrow you can contact Laura Vasquez at 408-887-0510 and she can go and show you where the Suite is located.

Thanks and see you on Tomorrow

[Quoted text hidden]

Exhibit 6: Scheduling first negotiation meeting with Woodland Park.pdf

Exhibit 7

Email correspondence follow-up from first negotiation meeting on 9.25.24 between E Okeefe Tenant Association and Michael Kramer

Exhibit 7: Follow-up from September 25th Negotiation Meeting.pdf

Exhibit 8

Proposal document shared with Sand Hill Property Company and Greystar Property Management at Negotiation meeting

Exhibit 8: 9.25.24_E.OkeefeTA_Proposals.pdf

Exhibit 9

Email correspondence to scheduling the second negotiation meeting with Sand Hill Property Company

Exhibit 9: Scheduling 2nd negotiation meeting Conversation.pdf

Exhibit 10

Email correspondence to follow-up on the in-person 2nd negotiation meeting with Sand Hill Property Company

Exhibit 10: Follow-up on the Negotiation Meeting 1.16.25.pdf

Exhibit 11

The proposal document that was shared with Sand Hill Property Company and Greystar Property Management at the in person negotiation meeting

Exhibit 11: 1.16.25 EOTA Negotiation Proposals .pdf

Exhibit 12

Email follow-up from Jason Villareal to the E Okeefe Tenant Association

Exhibit 12: East O'Keefe Tenant Association Negotiation Proposals and Petitions.pdf

Gmail Okeefe Street <eokeefeta@gmail.com>

Follow-up from September 25th Negotiation Meeting

6 messages

Okeefe Street <eokeefeta@gmail.com> Thu, Oct 10, 2024 at 11:35 AM
To: Michael Kramer <mkramer@shpco.com>
Cc: Teresa Morales <TMorales@wlpcommunities.com>

Hi Michael,

We have attached a pdf document with our proposals from our meeting on September 25th 2024. You shared in the meeting that you would send us formal responses to each line item in our proposals and we wanted to make sure that you had them in writing. In light of the fact that we were not able to get through our full discussion in regards to our proposals, we would like to schedule a second negotiation meeting with you for Wednesday, October 23rd from 6:30 to 8:00 pm or Friday, October 25th from 6:30 to 8:00 pm. It would be ideal if you could send us your formal responses by end of day on Friday, October 18th, 2024 to facilitate a more substantive discussion at our second negotiation meeting.

Similar to our first negotiation meeting we will be prepared with simultaneous English/Spanish interpretation as a tenant association. Please come prepared with a Spanish interpreter so that you all can participate fully in the negotiation meeting space.

We are looking forward to hearing a response confirming your availability for the second negotiation meeting by Tuesday, October 15th.

Sincerely,
E. Okeefe Tenant Association

Querido Michael,

Adjuntamos un documento pdf con nuestras propuestas de nuestra reunión del 25 de septiembre de 2024. Usted compartió en la reunión que nos enviaría respuestas formales a cada elemento de nuestras propuestas y queríamos asegurarnos de que las tuviera por escrito. En vista del hecho de que no pudimos llevar a cabo nuestra discusión completa con respecto a nuestras propuestas, nos gustaría programar una segunda reunión de negociación con usted para el miércoles 23 de octubre de 6:30 a 8:00 pm o el viernes. 25 de octubre de 18:30 a 20:00 horas. Sería ideal si pudiera enviarnos sus respuestas formales antes del final del día viernes 18 de octubre de 2024 para facilitar una discusión más sustantiva en nuestra segunda reunión de negociación.

Al igual que en nuestra primera reunión de negociación, estaremos preparados con interpretación simultánea inglés/español como asociación de inquilinos. Venga preparado con un intérprete de español para que todos puedan participar plenamente en el espacio de la reunión de negociación.

Esperamos escuchar una respuesta que confirme su disponibilidad para la segunda reunión de negociación antes del martes 15 de octubre.

Sinceramente,
E. Okeefe Tenant Association

9.25.24_E.OkeefeTA_Proposals.pdf
72K

Michael Kramer <mkramer@shpco.com> Sat, Oct 19, 2024 at 3:09 PM
To: Okeefe Street <eokeefeta@gmail.com>
Cc: Teresa Morales <TMorales@wlpcommunities.com>

Hello,

Thanks for following up, it was nice meeting with you last month. I appreciate you sending along the proposal document. Regarding our response to the proposals:

Category 1: Potential Sale - We will provide updates about the sale as required by law and the City of East Palo Alto. Currently there are no potential buyers and the property is not in contract. We do not expect a sale in the immediate future.

Category 2: Repairs – We will review all recent and current work orders for 201, 245, and 301 E. O'Keefe Ave, as well as the recent petitions that were sent to the City to understand recent requests for repairs. We will work with Greystar property management to ensure they respond to repair requests in a timely and satisfactory manner. We currently have an emergency maintenance hotline 24/7 which can be reached at 650-566-2000**.**

As a reminder, If you have a maintenance concern in your home, please let the Greystar property management team know right away so that the issue(s) can be fixed as soon as possible. There are several ways for you to report a maintenance issue:

You can log on to the resident portal online at https://www.liveatwoodlandparkapts.com/.

You can call the main office line at (650) 566-2000.

You can visit the Management Office at 5 Newell Court or 2043 Euclid Ave. The hours of operation are Monday-Friday, 9am-6pm, and Saturday-Sunday, 9AM-5PM.

If you have any questions or feedback for the Woodland Park Communities ownership team, please contact Teresa Morales, Community Engagement Manager, at 650-690-6199, tmorales@wlpcommunities.com, or in-person at 2041 Euclid Avenue (at East O'Keefe).

Category 3: Weatherization – We will conduct inspections of all common areas and units in 201, 245, and 301 E. O'Keefe Ave, and make any necessary repairs to ensure the buildings and units are safe and habitable.

Category 4: Safety – We currently have private security which patrols the property on a regular basis. If any resident has a concern or would like to speak to security, they can call 408-978-9111. If any resident needs a copy of a key to any building or common area they are entitled to in their lease, please contact Greystar management and they will provide one if possible.

Category 5: Rent – We strictly follow the East Palo Alto Rent Stabilization Ordinance and charge at or below the maximum allowable rent for each unit. You can obtain information about the maximum allowable rent for your unit from the Rent Stabilization Program at 650-853-3157.

We would be happy to meet again, but I think it would be best if we are able to complete the inspections of the buildings that you requested in advance of the meeting. Additionally, just this week we received 30 petitions that were submitted to the Rent Stabilization Program with concerns about 201, 245, and 301 E. O'Keefe. These petitions are hundreds of pages, so we need to review each of them and make the appropriate inquiries and inspections of the units involved. We would be happy to meet after we've completed this, but I expect that will take at least until mid- to late-November. I can reach out once we've made sufficient progress to schedule another meeting.

Thanks! Best wishes –

Mike

Hola,

Gracias por seguirnos, fue un placer reunirnos contigo el mes pasado. Agradezco que nos hayas enviado el documento de propuesta. Con respecto a nuestra respuesta a las propuestas:

***Categoría 1: Venta potencial**: brindaremos actualizaciones sobre la venta según lo exija la ley y la ciudad de East Palo Alto. Actualmente, no hay compradores potenciales y la propiedad no está bajo contrato. No esperamos una venta en el futuro inmediato.*

***Categoría 2: Reparaciones:** revisaremos todas las órdenes de trabajo recientes y actuales para 201, 245 y 301 E. O'Keefe Ave, así como las peticiones recientes que se enviaron a la ciudad para comprender las solicitudes recientes de reparaciones. Trabajaremos con la administración de la propiedad de Greystar para asegurarnos de que respondan a las solicitudes de reparación de manera oportuna y satisfactoria. Actualmente, contamos con una línea directa de mantenimiento de emergencia disponible las 24 horas, los 7 días de la semana, a la que se puede llamar al 650-566-2000.*

Como recordatorio, si tiene un problema de mantenimiento en su hogar, infórmeselo de inmediato al equipo de administración de propiedades de Greystar para que los problemas se puedan solucionar lo antes posible. Hay varias formas de informar un problema de mantenimiento:

- *Puede iniciar sesión en el portal para residentes en línea en https://www.liveatwoodlandparkapts.com/.*
- *Puede llamar a la línea principal de la oficina al (650) 566-2000.*
- *Puede visitar la Oficina de Administración en 5 Newell Court o 2043 Euclid Ave. El horario de atención es de lunes a viernes, de 9 a. m. a 6 p. m., y sábados y domingos, de 9 a. m. a 5 p. m.*

Si tiene alguna pregunta o comentario para el equipo de propietarios de Woodland Park Communities, comuníquese con Teresa Morales, Gerente de Participación Comunitaria, al 650-690-

6199, tmorales@wlpcommunities.com, o en persona en 2041 Euclid Avenue (en East O'Keefe).

***Categoría 3: Climatización:** realizaremos inspecciones de todas las áreas comunes y unidades en 201, 245 y 301 E. O'Keefe Ave, y haremos las reparaciones necesarias para garantizar que los edificios y las unidades sean seguros y habitables.*

***Categoría 4: Seguridad:** actualmente contamos con seguridad privada que patrulla la propiedad de manera regular. Si algún residente tiene alguna inquietud o desea hablar con seguridad, puede llamar al 408-978-9111. Si algún residente necesita una copia de una llave de cualquier edificio o área común a la que tenga derecho en su contrato de alquiler, comuníquese con la administración de Greystar y ellos le proporcionarán una si es posible.*

***Categoría 5: Alquiler:** seguimos estrictamente la Ordenanza de Estabilización de Alquileres de East Palo Alto y cobramos el alquiler máximo permitido o menos por cada unidad. Puede obtener información sobre el alquiler máximo permitido para su unidad del Programa de Estabilización de Alquileres al 650-853-3157.*

Nos encantaría volver a reunirnos, pero creo que sería mejor si pudiéramos completar las inspecciones de los edificios que solicitó antes de la reunión. Además, esta semana recibimos 30 peticiones que se presentaron al Programa de Estabilización de Alquileres con inquietudes sobre 201, 245 y 301 E. O'Keefe. Estas peticiones tienen cientos de páginas, por lo que debemos revisar cada una de ellas y realizar las consultas e inspecciones correspondientes de las unidades involucradas. Nos encantaría reunirnos después de que hayamos completado esto, pero creo que eso llevará al menos hasta mediados o fines de noviembre. Puedo comunicarme con usted una vez que hayamos avanzado lo suficiente para programar otra reunión.

¡Gracias! –

Mike

Michael Kramer

Sand Hill Property Company

Tel. +1 650 772 4319

From: Okeefe Street <eokeefeta@gmail.com>
Sent: Thursday, October 10, 2024 11:36 AM
To: Michael Kramer <mkramer@shpco.com>
Cc: Teresa Morales <TMorales@wlpcommunities.com>
Subject: Follow-up from September 25th Negotiation Meeting

Hi Michael,

We have attached a pdf document with our proposals from our meeting on September 25th 2024. You shared in the meeting that you would send us formal responses to each line item in our proposals and we wanted to make sure that you had them in writing. In light of the fact that we were not able to get through our full discussion in regards to our proposals, we would like to schedule a second negotiation meeting with you for Wednesday, October 23rd from 6:30 to 8:00 pm or Friday, October 25th from 6:30 to 8:00 pm. It would be ideal if you could send us your formal responses by end of day on Friday, October 18th, 2024 to facilitate a more substantive discussion at our second negotiation meeting.

Similar to our first negotiation meeting we will be prepared with simultaneous English/Spanish interpretation as a tenant association. Please come prepared with a Spanish interpreter so that you all can participate fully in the negotiation meeting space.

We are looking forward to hearing a response confirming your availability for the second negotiation meeting by Tuesday, October 15th.

Sincerely,
E. Okeefe Tenant Association

Querido Michael,

Adjuntamos un documento pdf con nuestras propuestas de nuestra reuni□el 25 de septiembre de 2024. Usted comparti la reuni□ue nos enviar?respuestas formales a cada elemento de nuestras propuestas y quer?os asegurarnos de que las tuviera por escrito. En vista del hecho de que no pudimos llevar a cabo nuestra discusi□ompleta con respecto a nuestras propuestas, nos gustar?programar una segunda reuni□e negociaci□on usted para el mi oles 23 de octubre de 6:30 a 8:00 pm o el viernes. 25 de octubre de 18:30 a 20:00 horas. Ser?ideal si pudiera enviarnos sus respuestas formales antes del final del d?viernes 18 de octubre de 2024 para facilitar una discusi□□sustantiva en nuestra segunda reuni□e negociaci□

Al igual que en nuestra primera reuni□e negociaci□estaremos preparados con interpretaci□imu̧ta ingl espa□como asociaci□e inquilinos. Venga preparado con un int rete de espa□para que todos puedan participar plenamente en el espacio de la reuni□e negociaci□

Esperamos escuchar una respuesta que confirme su disponibilidad para la segunda reuni□e negociaci□ntes del martes 15 de octubre.
[Quoted text hidden]

Okeefe Street <eokeefeta@gmail.com> Thu, Oct 24, 2024 at 12:16 PM
To: Michael Kramer <mkramer@shpco.com>
Cc: Teresa Morales <TMorales@wlpcommunities.com>

Hola Michael,

Sí, estamos revisando estas respuestas a nuestras propuestas y esperamos continuar negociando con usted. En vista de los próximos días festivos que se acercan nos gustaría proponer algunas fechas sobre la mesa para así poder programar nuestra segunda reunión de negociación. ¿Podría informarnos si el 13 o 15

de noviembre a las 6:30 pm sería conveniente para usted y sus colegas para una segunda reunión de negociación? Así nosotros, podemos incluir esta fecha en el calendario y prepararnos como asociación de inquilinos e informar a nuestros miembros para que puedan organizar horarios de trabajo y cuidado de niños para que puedan participar en el diálogo con todos ustedes.

Creemos que la negociación nos facilitará a nosotros como residentes y a usted como nuestro propietario formar una relación más sólida y trabajar mejor juntos. Nos complace saber que está revisando nuestras peticiones y que todos ustedes se involucrarán más en ese frente.

Atentamente,
Asociación de Inquilinos de E O'Keefe

Hi Michael,

Yes we are reviewing these responses to our proposals and look forward to continuing to negotiate with you. In light of the upcoming holidays, we would like to put some dates on the table for us to have our second negotiation meeting scheduled. Could you let us know if November 13th or 15th at 6:30 pm would work for you and your colleagues for a second negotiation meeting? Ideally, we can get this on the calendar so that we can prepare as a tenant association and inform our members so that they can arrange work and childcare schedules so that we can participate in dialogue with you all.

We believe that negotiation will facilitate us as residents and you as our landlord to form a stronger relationship and work better together. We are excited to hear that you are reviewing our petitions and further engagement from you all on that front.

Sincerely,
E Okeefe Tenant Association
[Quoted text hidden]

Okeefe Street <eokeefeta@gmail.com> Thu, Nov 7, 2024 at 7:59 AM
To: Michael Kramer <mkramer@shpco.com>
Cc: Teresa Morales <TMorales@wlpcommunities.com>

Hola Michael,

Queremos comunicarnos con usted para dar seguimiento a la programación de nuestra segunda reunión de negociación para el 13 o 15 de noviembre. Necesitamos tiempo de anticipación para coordinar nuestros horarios como familias trabajadoras para estar completamente presentes en estas reuniones de negociación. Tomaremos su falta de respuesta a nuestro mensaje anterior como confirmación de que los días 13 y 15 de noviembre no le convienen en términos de nuestra segunda reunión de negociación.

A la luz del próximo feriado de Acción de Gracias, la próxima fecha disponible para nuestra asociación de inquilinos es el miércoles 4 de diciembre a las 6:30 p.m. Esperamos recibir una respuesta que confirme su disponibilidad para la segunda reunión de negociación antes del viernes 8 de noviembre de 2024 a las 5:00 p.m.

Atentamente,
Asociación de inquilinos de E Okeefe

Hi Michael,

We want to reach back out to you to follow-up on scheduling for our second negotiation meeting for either November 13th or 15th. We do need lead time in order to coordinate our schedules as working families to be fully present for these negotiation meetings. We will take your lack of response to our prior message as confirmation that November 13th and 15th do not work for you in terms of our second negotiation meeting.

In light of the upcoming Thanksgiving holiday, the next available date for our tenant association is Wednesday December 4th at 6:30 pm. We are looking forward to hearing a response confirming your availability for the second negotiation meeting by Friday, November 8th 2024 at 5 pm.

Sincerely,
E Okeefe Tenant Association
[Quoted text hidden]

Michael Kramer <mkramer@shpco.com> Mon, Nov 11, 2024 at 10:41 AM
To: Okeefe Street <eokeefeta@gmail.com>
Cc: Teresa Morales <TMorales@wlpcommunities.com>

Hello,

Thank you for reaching back out. It has recently come to our attention that besides the 30 petitions that were submitted to the Rent Stabilization Program with concerns about 201, 245, and 301 E. O'Keefe, similar complaints were submitted to the San Mateo County Department of Housing as well. These petitions are hundreds of pages, so we need to review each of them and make the appropriate inquiries and inspections of the units involved. We also need to discuss with both City staff and County staff to resolve these complaints, which is a time-consuming process.

We would be happy to meet after we've completed this, but I expect that will not be done by November 15th. I will let you know if it is completed sooner than expected, and I can reach out once we've made sufficient progress to schedule another meeting.

Thanks! Best wishes –

Mike

Hola,

Gracias por volver a contactarnos. Recientemente nos enteramos de que, además de las 30 peticiones que se presentaron al Programa de Estabilización de Alquileres con inquietudes sobre 201, 245 y 301 E. O'Keefe, también se presentaron quejas similares al Departamento de Vivienda del Condado de San Mateo. Estas peticiones tienen cientos de páginas, por lo que debemos revisar cada una de ellas y realizar las consultas e inspecciones correspondientes de las unidades involucradas. También debemos hablar con el personal de la ciudad y del condado para resolver estas quejas, lo que es un proceso que lleva mucho tiempo.

Nos encantaría reunirnos después de que hayamos completado esto, pero espero que no sea antes del 15 de noviembre. Le informaré si se completa antes de lo esperado y podré comunicarme con usted una vez que hayamos logrado el progreso suficiente para programar otra reunión.

[Quoted text hidden]

Okeefe Street <eokeefeta@gmail.com> Mon, Nov 18, 2024 at 5:25 PM
To: Michael Kramer <mkramer@shpco.com>
Cc: Teresa Morales <TMorales@wlpcommunities.com>

Hi Michael,

We greatly appreciate this response. Can you confirm that the date Wednesday, December 4th works for you to meet for our second negotiation meeting? We need time to arrange our schedules as an association. Please confirm your and your colleagues availability by Wednesday (11/20) at 12 pm.

Agradecemos mucho esta respuesta. ¿Puede confirmar que la fecha del miércoles 4 de diciembre le conviene para reunirse en nuestra segunda reunión de negociación? Necesitamos tiempo para organizar nuestros horarios como asociación. Confirme su disponibilidad y la de sus colegas antes del miércoles (11 de Noviembre) a las 12 p.m.

Sinceramente,
E Okeefe Tenant Association
[Quoted text hidden]

E. O’Keefe Tenant Association Proposals

CATEGORY 1: CONDITIONS OF SALE

To improve transparency, we propose:

1. Provide regular monthly updates to the tenant association regarding potential interested buyers
2. Set up a meeting between potential buyers and the E. Okeefe Tenant Association prior to entering escrow

CATEGORY 2: REPAIR PROCEDURE

1. Improved Repair Process & Individual Repair Requests (See attached list). In light of past difficulties in obtaining timely, quality repairs, we propose the following demands for a more effective repair process:
    a. Initial Response and Inspection: Respond to non-urgent repair requests within 48 hours. Provide tenants with proper, legal notice for an initial inspection of the reported issue**.**
        i. As tenants we have experienced getting multiple 24 hour notices to enter from different places and that should become streamlined with a single written notice.
    b. Written Repair Proposal: After the initial visit, management should provide tenants with a written repair proposal within a reasonable timeframe. The proposal should outline the plan, scope of work, and details of the repair. The proposal should also include what maintenance staff will be working on the repair and provide identification. Residents need coordination with Manager so that they can be present for repairs.
        i. If the tenant raises no objection within 24 hours, management can proceed with the plan.
        ii. If there’s objection, management should engage in a dialogue with the tenant to address concerns, make necessary adjustments, and reach an agreement. Final Inspection: After repair completion, both the manager and tenant must be present for a final inspection and sign-off on the work and provide a copy to the tenant
            1. If a needed repairs take longer than 12 hours, property management should provide tenants with relocation for a night in a hotel that accommodates their household.
    c. If the reported issue reoccurs within a 90-day period, the tenant should be eligible for a 20% rent reduction. An additional 10% reduction should be provided for each subsequent recurrence within that time frame.

d. Property management provides an emergency maintenance hotline for unforseen habitability emergencies 24/7.

CATEGORY 3: WEATHERIZATION OF ALL UNITS AND COMMON AREAS

1. Sand Hill Property Company shall arrange comprehensive inspections of all common areas and dwelling units within 30 days of the execution of the agreement. Sand Hill's inspections shall assess any defects, including the electrical systems, heating, cooling, plumbing, appliances, the weathertightness of the unit, for any evidence of moisture, mold, or infestations. Sand Hill Property Company shall present a report of all inspections and plan to the tenant union to correct any defects within 30 days of completing the inspections and shall promptly make repairs, with documentation provided in writing to the tenants occupying the repaired unit(s). This document shall include:
    a. Inspection by licensed professional plumbers on plumbing system and methodically begin upgrades to plumbing system while providing relocation as needed
    b. Update all windows in the complex so that they can fully seal when it is raining
    c. Every unit should receive needed updates to cabinets, carpets and bathroom fans
2. Improve common areas:
    a. Ensure that there is no leakage into the parking garage area when it is raining.
    b. Fill in cracked floors and chipped paint
    c. Ensure elevator is properly maintained and has responsive maintenance for when elevator goes out of service
        i. Tenants need a responsive emergency number to call when the elevator is out of service and/or they are trapped inside.
    d. Restore elevator at 245 E. O'keefe to be used by residents
    e. Add additional washers and dryers, put forth a regular cleaning schedule and improve ventilation
    f. Ensure that the access roads to the cars where the water drains are located and all those that are uneven must be leveled so as not to cause damage to the tenants' vehicles.

CATEGORY 4: SAFETY & SECURITY

To improve security, we propose:

1. Provide walking security patrol and signage for 201, 245 and 301 E O'keefe and have the Tenants Association view reports of this patrol on an ongoing basis.

2. Installation of security cameras in parking lot areas, commitment to maintain the cameras and provide tenants with camera footage upon request within 24 hours of their request
3. Ensure that all entrances to the apartments, including pedestrian entrances, car entrances, pool accesses and mailbox accesses, are properly closed.
4. Ensure that all tenants have copies of keys with access to the pool in the buildings where necessary.

CATEGORY 5: RENT ROLLBACK FOR ALL UNITS

1. Provide documentation for each unit of their rent increase history for the full duration of their tenure and correct any discrepancies between rent increase amounts and allowable annual rent increases under local rent stabilization ordinance.
2. Provide rent reduction of 10% to all units in the three buildings with an additional 1% per year that the tenant has lived in the building

Propuestas De La Asociacion de Inquilinos De E. Okeefe

Para comenzar las negociaciones, nuestras propuestas iniciales de nuestros miembros se encuentran a continuación:

CATEGORÍA 1: CONDICIONES DE VENTA

Para mejorar la transparencia, proponemos:

1. Proporcionar actualizaciones mensuales regulares a la asociación de inquilinos con respecto a los posibles compradores interesados.
2. Establecer una reunión entre los compradores potenciales y la Asociación de inquilinos de E. Okeefe antes de ingresar el depósito en garantía.

CATEGORÍA 2: PROCEDIMIENTO DE REPARACIÓN

Proceso de reparación mejorado y solicitudes de reparación individuales (ver lista adjunta).

1. En vista de las dificultades pasadas para obtener reparaciones oportunas y de calidad, proponemos las siguientes demandas para un proceso de reparación más efectivo:
    a. Respuesta inicial e inspección: Responder a las solicitudes de reparación no urgentes dentro de las 72 horas. Proporcionar a los inquilinos un aviso adecuado para una inspección inicial del problema informado.
        - Como inquilinos, hemos recibido múltiples avisos de 24 horas para ingresar desde diferentes lugares y eso debería simplificarse con un solo aviso por escrito.
    b. Propuesta de reparación por escrito: después de la visita inicial, la administración debe proporcionar a los inquilinos una propuesta de reparación por escrito dentro de un período de tiempo razonable. La propuesta debe describir el plan, el alcance del trabajo y los detalles de la reparación. También debe incluir cuál es el personal de mantenimiento que trabajará en la reparación y proporcionar una identificación. Los residentes deben coordinarse con el administrador para que puedan estar presentes durante las reparaciones.
        I. Si el inquilino no plantea objeciones dentro de las 48 horas, la administración puede continuar con el plan. (Enviamos varias cartas a los inquilinos el mismo día. Eso es muy poco profesional).
        Ii. Si hay objeciones, la administración debe entablar un diálogo con el inquilino para abordar las inquietudes, hacer los ajustes necesarios y llegar a un acuerdo. Inspección final: una vez

finalizada la reparación, tanto el administrador como el inquilino deben estar presentes para una inspección final y aprobar el trabajo y dar documentación del mismo al inquilino.

c. Si el problema informado ocurre dentro de un período de 90 días, el inquilino debe ser elegible para una reducción del alquiler del 20 % (40 %). Se debe proporcionar una reducción adicional del 10 % (20 %) por cada recurrencia posterior dentro de ese período de tiempo.
d. La administración de la propiedad debe proporcionar una línea directa de mantenimiento de emergencias imprevistas en los apartamentos y tener a alguien que resuelva estas emergencias imprevistas 24/7.

CATEGORÍA 3: CLIMATIZACIÓN DE TODAS LAS UNIDADES Y ÁREAS COMUNES

1. Sand Hill Property Company organizará inspecciones exhaustivas de todas las áreas comunes y unidades de vivienda dentro de los 30 días posteriores a la ejecución del contrato. Las inspecciones de Sand Hill evaluarán cualquier defecto, incluidos los sistemas eléctricos, calefacción, refrigeración, plomería, electrodomésticos, la hermeticidad de la unidad, para detectar cualquier evidencia de humedad, moho o infestaciones. Sand Hill Property Company presentará un informe de todas las inspecciones y un plan a la Asociación de Inquilinos para corregir cualquier defecto dentro de los 30 días posteriores a la finalización de las inspecciones y realizará reparaciones de inmediato, con documentación proporcionada por escrito a los inquilinos que ocupan la(s) unidad(es) reparada(s). Este documento incluirá:

    a. Actualizar el sistema de plomería metódicamente y proporcionar reubicación para todos los residentes
    b. Actualizar todas las ventanas del complejo para que puedan sellar completamente cuando llueva
    c. Asegurarse de que no haya fugas en el área del estacionamiento cuando llueva.
    d. Cada unidad debe recibir las actualizaciones necesarias en gabinetes, alfombras y ventiladores de baño

2. Mejorar las áreas comunes:
    a. Rellenar pisos agrietados y pintura cayendo o descarapelando.
    b. Asegurarse de que el ascensor tenga el mantenimiento adecuado y un mantenimiento continuo para cuando el ascensor deje de funcionar

c. Los inquilinos necesitan un número de emergencia al que puedan llamar cuando el ascensor esté fuera de servicio o se queden atrapados en el interior.
d. Reparar el ascensor en 245 E. O'keefe para que lo utilicen los residentes.
e. Agregar más lavadoras y secadoras y establecer un programa de limpieza regular y mejorar la ventilación del cuarto de lavandería.
f. Asegurarse que los caminos de acceso a los carros donde están las coladeras del agua y todos los que esten desnivelados deben estar nivelados para no causar daños a los vehículos de los inquilinos.

CATEGORÍA 4: SEGURIDAD Y PROTECCIÓN

Para mejorar la seguridad, proponemos:

1. Proporcionar patrulla de seguridad a pie y llevar un continuo patrullaje cada ciertas horas para 201, 245 y 301 E O'keefe St y que la Asociación de Inquilinos pueda ver los reportes de este patrullaje constantemente.
2. Instalación de cámaras de seguridad en áreas de estacionamiento, compromiso de mantener las cámaras y proporcionar a los inquilinos las imágenes de la cámara a pedido dentro de las 24 horas posteriores a su solicitud.
3. Asegurarse de que todas las entradas a los edificios de los apartamentos incluyendo entrada de peatones, entrada de carros, accesos a piscinas y acceso a cajas de correo están cerrando bien y funcionando bien.
4. Asegurarse que todos los inquilinos cuenten con sus copias de llaves con acceso a la piscina en los edificios que sea necesario.

CATEGORÍA 5: RETROACTIVO DEL ALQUILER PARA TODAS LAS UNIDADES

1. Proporcionar documentación para cada unidad de su historial de aumento de alquiler durante toda la duración de su mandato y corregir cualquier discrepancia entre los montos de aumento de alquiler y los aumentos de alquiler anuales permitidos según la ordenanza local de estabilización de alquiler.
2. Proporcionar una reducción de alquiler del 10 % a todas las unidades en los tres edificios con un 1 % adicional por año que el inquilino haya vivido en el edificio

Gmail **Okeefe Street <eokeefeta@gmail.com>**

Following-up on our In-Person Conversation

7 messages

Okeefe Street <eokeefeta@gmail.com> Thu, Dec 19, 2024 at 3:45 PM
To: Michael Kramer <mkramer@shpco.com>

Hi Michael,

We just wanted to follow-up from our in-person conversation where you shared that you would respond to our association to schedule our second negotiation meeting. It is now December 18th and we still have not heard from you. There are still many items we would like to discuss with you in good faith and we want you to follow through on your word.

We would like to offer Friday, January 17th from 6:30 to 8:30 pm for our second negotiation meeting. With the holiday season fast approaching, we would like this second negotiation meeting to be scheduled sooner than later. Please respond with a confirmation by December 23rd, 2024 at 5 pm.

Hola Michael,

Solo queríamos dar seguimiento a nuestra conversación en persona en la que compartió que respondería a la programación de nuestra segunda reunión de negociación. Ya es 18 de diciembre y todavía no hemos tenido noticias suyas. Todavía hay muchos temas que nos gustaría discutir con usted de buena fe y queremos que cumpla su palabra.

Nos gustaría ofrecer el viernes 17 de enero de 6:30 a 8:30 pm para nuestra segunda reunión de negociación. Dado que la temporada navideña se acerca rápidamente, nos gustaría que esta segunda reunión de negociación esté programada para el 23 de diciembre.

-James

Michael Kramer <mkramer@shpco.com> Fri, Dec 20, 2024 at 1:16 PM
To: Okeefe Street <eokeefeta@gmail.com>
Cc: Teresa Morales <TMorales@wlpcommunities.com>, Bill Reyes <breyes@wlpcommunities.com>, Clarisse Tan <ctan@shpco.com>

Hello,

Thanks for reaching out. As I mentioned, we have been waiting for additional information from the City about the recently filed petitions and from the County about the complaints that were recently lodged. I believe the most productive conversation would be after we hear back from them. However, they are both moving slowly and I understand your interest in meeting earlier.

Unfortunately, we are not available the evening of 1/17 and generally a Friday night will be difficult to schedule our team. What about the afternoon of Thursday, January 16 from 4-6 pm? Or on Wednesday, January 29 from 4-6 pm?

Additionally, our team met recently to discuss how we can be more responsive and provide a helpful channel for communication. As I mentioned when we spoke in person, our Palo Alto office on El Camino Real is not open for public business, please do not visit again. You are welcome to visit our on-site management office nearby at 2041 Euclid Ave where Teresa (cc'ed) sits downstairs and Clarisse (cc'ed) sits upstairs. I would also be happy to meet you in East Palo Alto by appointment. Additionally, we will provide a dedicated ownership representative to talk through any concerns or complaints that any resident of 201, 245, or 301 E'O'Keefe may have. His name is Bill Reyes and you can reach him any time at breyes@wlpcommunities.com or 650-730-0411 to speak with him directly or make an appointment to meet in person in East Palo Alto. He has over 4 years of experience dealing with tenant concerns at Woodland Park and is well suited to listen to and address any concerns. Please feel free to provide his contact information to any of the residents.

Please let me know if the dates above work for a meeting, and I look forward to hearing back. Happy holidays and have a great weekend! Best wishes –

Mike

Hola,

Gracias por comunicarse. Como mencioné, hemos estado esperando información adicional de la Ciudad sobre las peticiones presentadas recientemente y del Condado sobre las quejas que se presentaron recientemente. Creo que la conversación más productiva sería después de que tengamos noticias de ellos. Sin embargo, ambos están avanzando lentamente y entiendo su interés en reunirse antes.

Lamentablemente, no estamos disponibles la noche del 17 de enero y, por lo general, un viernes por la noche será difícil programar a nuestro personal. ¿Qué pasa la tarde del jueves 16 de enero de 4 a 6 p. m.? ¿O el miércoles 29 de enero de 4 a 6 p. m.?

Además, nuestro equipo se reunió recientemente para analizar cómo podemos ser más receptivos y brindar un canal útil para la comunicación. Como mencioné cuando hablamos en persona, nuestra oficina de Palo Alto no está abierta al público, no vuelva a visitarnos. Puede visitar nuestra oficina de administración en el lugar, cerca de 2041 Euclid Ave, donde Teresa (con copia) se sienta en la planta baja y Clarisse (con copia) se sienta en la planta alta. También me encantaría reunirme con usted en East Palo Alto con cita previa. Además, le proporcionaremos un representante de propietarios dedicado para hablar sobre cualquier inquietud o queja que pueda tener cualquier residente de 201, 245 o 301 E'O'Keefe. Su nombre es Bill Reyes y puede comunicarse con él en cualquier momento a breyes@wlpcommunities.com o al 650-730-0411 para hablar con él directamente o programar una cita para reunirse en persona en East Palo Alto. Tiene más de 4 años de experiencia en el tratamiento de inquietudes de inquilinos en Woodland Park y está bien preparado para escuchar y abordar cualquier inquietud. No dude en proporcionar su información de contacto a cualquiera de los residentes.

Avíseme si las fechas anteriores le convienen para una reunión. Espero recibir noticias suyas. ¡Felices fiestas y que tenga un excelente fin de semana! Mis mejores deseos –

Mike

Michael Kramer

Sand Hill Property Company

Tel. +1 650 772 4319

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Okeefe Street <eokeefeta@gmail.com> Thu, Jan 9, 2025 at 9:08 AM
To: Michael Kramer <mkramer@shpco.com>
Cc: Teresa Morales <TMorales@wlpcommunities.com>, Bill Reyes <breyes@wlpcommunities.com>, Clarisse Tan <ctan@shpco.com>

Hi Michael,
Happy New Year and we appreciate your timely response to schedule our second negotiation meeting. The evening of Friday (1/17) was our preferred date to accommodate our members schedules and so it has taken us time to figure out other options especially during the holiday season. It is important that we meet in the evening because that ensures that more members are able to participate. After discussing with our membership, it seems that Thursday, (1/16) can work for us if we can meet at 6 pm so that members can join after they come back from work.

Please confirm your availability by Friday (1/10) at 5 pm so that we can hold it on our schedule. We will be looking to secure a location for this second negotiation meeting and will provide an updated location prior to the confirmed meeting time.

Sincerely,
East Okeefe Tenant Association

Hola Michael,

Feliz Año Nuevo y agradecemos su oportuna respuesta para programar nuestra segunda reunión de negociación. La noche del viernes (17 de enero) fue nuestra fecha preferida para acomodar los horarios de nuestros miembros, por lo que nos tomó tiempo pensar en otras opciones, especialmente durante la temporada navideña. Es importante que nos reunamos por la noche porque eso garantiza que más miembros puedan participar. Después de discutir con nuestros miembros, parece que el jueves (16 de enero) puede funcionar para nosotros si podemos reunirnos a las 6 pm para que los miembros puedan unirse después de regresar del trabajo.

Confirme su disponibilidad antes del viernes (1/10) a las 5 p.m. para que podamos mantenerla en nuestro horario. Buscaremos asegurar una ubicación para esta segunda reunión de negociación y proporcionaremos una ubicación actualizada antes de la hora confirmada de la reunión.

Sinceramente,
Asociación de inquilinos de E OKeefe

[Quoted text hidden]

Michael Kramer <mkramer@shpco.com> Thu, Jan 9, 2025 at 7:17 PM
To: Okeefe Street <eokeefeta@gmail.com>
Cc: Teresa Morales <TMorales@wlpcommunities.com>, Bill Reyes <breyes@wlpcommunities.com>, Clarisse Tan <ctan@shpco.com>

Hello –

Happy New Year. Yes, our team is available to meet on Thursday evening 1/16 at 6 pm. I suggest we meet at our community engagement office at 2041 Euclid Ave at the corner of E. O'Keefe. Please let us know if this works for you.

Thanks – see you soon –

Mike

Hola –

Feliz año nuevo. Sí, nuestro equipo está disponible para reunirse el jueves 16 de enero a las 6:00 p. m. Sugiero que nos reunamos en nuestra oficina de participación comunitaria en 2041 Euclid Ave, esquina con E. O'Keefe. Por favor, avísenos si esto le resulta conveniente.

Gracias. Nos vemos pronto.

[Quoted text hidden]

Okeefe Street <eokeefeta@gmail.com> Wed, Jan 15, 2025 at 9:35 AM
To: Michael Kramer <mkramer@shpco.com>
Cc: Teresa Morales <TMorales@wlpcommunities.com>, Bill Reyes <breyes@wlpcommunities.com>, Clarisse Tan <ctan@shpco.com>

Hi Michael,

We are looking forward to meeting with you and your colleagues at 6 pm tomorrow (1/16). For the meeting we have reserved 1900 University Avenue, Floor 4. Please let us know if you need additional directions.

Here is the basic outline for the agenda of the meeting tomorrow:

1. Intros/Community Agreements (10 mins)
2. Updates from the E Okeefe Tenant Association (10 minute)
3. Negotiation on Proposals from E Okeefe Tenant Association (60 minutes)
4. Report back / next steps (10 minutes)

Please let us know if you have any questions.

See you tomorrow,
E Okeefe Tenant Association

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Hola Michael,

Esperamos reunirnos con usted y sus colegas mañana a las 6 p.m. (16/01). Para la reunión hemos reservado 1900 University Avenue, piso 4. Infórmenos si necesita instrucciones adicionales.

Aquí está el esquema básico de la agenda de la reunión de mañana:
- Introducciones/Acuerdos comunitarios (10 minutos)
- Actualizaciones de la Asociación de Inquilinos de E Okeefe (10 minutos)

- Negociación sobre propuestas de la Asociación de Inquilinos de E Okeefe (60 minutos)
- Informe posterior/próximos pasos (10 minutos)

Por favor háganos saber si tiene alguna pregunta.

Nos vemos mañana,
Asociación de inquilinos de E Okeefe

[Quoted text hidden]

Michael Kramer <mkramer@shpco.com> Wed, Jan 15, 2025 at 4:53 PM
To: Okeefe Street <eokeefeta@gmail.com>
Cc: Teresa Morales <TMorales@wlpcommunities.com>, Bill Reyes <breyes@wlpcommunities.com>, Clarisse Tan <ctan@shpco.com>

Hello,

Thank you for confirming. We will see you there at 6 pm. I will be joined by my colleagues Jason, Clarisse, Teresa, and Bill from Sand Hill, and Stacie and Enrique from Greystar Property Management.

Who will be joining from your side? Will you have any City Council members or Rent Board members in attendance? Please note that since petitions have been submitted to the rent stabilization program, any public official (including Rent Board members) who joins the meeting will have to be recused from any future hearings regarding those petitions.

Thanks,

Mike

Hola,

Gracias por confirmar. Nos vemos allí a las 6:00 p. m. Me acompañarán mis colegas Jason, Clarisse, Teresa y Bill de Sand Hill Property Company, y Stacie y Enrique de Greystar Property Management.

¿Quién se unirá a ustedes? ¿Habrá miembros del Ayuntamiento o de la Junta de Alquileres presentes? Tenga en cuenta que ahora que se han presentado peticiones al programa de estabilización de alquileres, cualquier funcionario público (incluidos los miembros de la Junta de Alquileres) que se una a la reunión deberá ser recusado de cualquier audiencia de petición futura relacionada con esas peticiones.

Gracias,

[Quoted text hidden]

Okeefe Street <eokeefeta@gmail.com> Thu, Jan 16, 2025 at 5:26 PM

To: Michael Kramer <mkramer@shpco.com>
Cc: Teresa Morales <TMorales@wlpcommunities.com>, Bill Reyes <breyes@wlpcommunities.com>, Clarisse Tan <ctan@shpco.com>

Hi Michael,

On our side there will be tenant association members with support from community based organization staff and volunteers. We have invited no public officials (city council or rent board members) to join this meeting and do not expect for them to attend.

Looking forward to meeting,
E Okeefe Tenant Association

- - - -

De nuestro lado habrá miembros de la asociación de inquilinos con el apoyo del personal y voluntarios de organizaciones comunitarias. No hemos invitado a ningún funcionario público (concejo municipal o miembros de la junta de alquileres) a unirse a esta reunión y no esperamos que asistan.

Sinceramente,
Asociación de Inquilinos E Okeefe
[Quoted text hidden]

Gmail **Okeefe Street <eokeefeta@gmail.com>**

Following up on our Negotiation Meeting Yesterday

1 message

Okeefe Street <eokeefeta@gmail.com> Fri, Jan 17, 2025 at 3:42 PM
To: Michael Kramer <mkramer@shpco.com>, ppau@shpco.com
Cc: Teresa Morales <tmorales@wlpcommunities.com>, Bill Reyes <breyes@wlpcommunities.com>, Clarisse Tan <ctan@shpco.com>

Hi Michael,

It was great being able to meet with you all yesterday and continue the process of discussing the proposals presented to you by our tenant association. I have included the full list of proposals for your review. We would like to continue the discussion on these proposals as soon as possible. If you could share the full update that you shared during the meeting via email that would be great.

Here are some of the questions we have for you all regarding our experiences as tenants:
Category 1: Repair Procedure
What is the internal communication system for Property Management? From our experience maintenance staff come in at different parts of the same repair confused about what they are supposed to do.

Category 2: Safety & Security
We have noticed less frequent walking security in our buildings for the past few months? How many times a week is security supposed to be on patrol based on the contract signed by property management? And what is the schedule time daily?

Category 3: Weatherization and Improvements of all Units and Common Areas
In fall of 2024, we saw that you came to 201,245 and 301 buildings to do inspections. What were the results of those inspections? Did you have a plumber check out why we have so many water issues in our buildings?

We will be working on a set of dates to follow-up on this negotiation process and will send those to you next week. We do hope that at our next meeting you all will be prepared to engage in substantive responses to our proposals and we can have productive negotiations.

- -
Fue fantástico poder reunirme con todos ustedes ayer y continuar el proceso de discusión de las propuestas que les presentó nuestra asociación de inquilinos. He incluido la lista completa de propuestas para su revisión. Si pudiera compartir la actualización completa que compartió durante la reunión por correo electrónico, sería fantástico.
Estas son algunas de las preguntas que tenemos para todos ustedes sobre nuestras experiencias como inquilinos:

Categoría 1: Procedimiento de Reparación
¿Cuál es el sistema de comunicación interna de Gestión de Propiedades? Según nuestra experiencia, el personal de mantenimiento llega a diferentes partes de la misma reparación confundido acerca de lo que se supone que debe hacer.

Categoría 2: Seguridad y protección
¿Hemos notado una seguridad ambulante menos frecuente en nuestros edificios durante los últimos meses? ¿Cuántas veces por semana se supone que la seguridad debe estar patrullando según el contrato firmado por la administración de la propiedad? ¿Y cuál es el horario horario diario?

Categoría 3: Climatización y mejoras de todas las unidades y áreas comunes
En el otoño de 2024, vimos que vinieron a 201,245 y 301 edificios para realizar inspecciones. ¿Cuáles fueron los resultados de esas inspecciones? ¿Le pidió a un plomero que averiguara por qué tenemos tantos problemas de agua en nuestros edificios?

Estaremos trabajando en un conjunto de fechas para dar seguimiento a este proceso de negociación y se las enviaremos la próxima semana. Esperamos que en nuestra próxima reunión todos ustedes estén preparados para dar respuestas sustantivas a nuestras propuestas y que podamos tener negociaciones productivas.

Have a great weekend!

E Okeefe Tenant Association

1.16.25 EOTA Negotiation Proposals .pdf
104K

Date Presented: 1.16.25

E. OKeefe Tenant Association Proposals

CATEGORY 1: REPAIR PROCEDURE

1. All written communication with tenants should be conducted in their preferred language (English or Spanish)
2. Maintenance staff should wear a badge to indicate that they are staff members with greystar property management and/or woodland park.
3. Property management provides an emergency maintenance hotline for unforseen habitability emergencies 24/7. The emergency hotline should be available in both English and spanish.

Proposed Repair Procedure

4. When tenants make a request (in person, over phone or via email) they should be emailed a work order form within 24 hours for emergency requests and up to 48 hours for nonurgent requests that details
    a. The overview plan for the timeline of when the initial inspection and repair will take place
    b. The primary maintenance staff(s) who will be working on the repair
    c. The supervisor who will oversee the coordination of the repair
5. For nonurgent repair requests, tenants should be able to make schedule adjustment requests within 24 hours of receiving the work order form
6. After repair completion, both the manager and tenant must be present for a final inspection and sign-off on the work and provide a copy to the tenant
    a. If a needed repairs take longer than 12 hours, property management should provide tenants with relocation for a night in a hotel that accommodates their household.
7. If the reported issue reoccurs within a 90-day period, the tenant should be eligible for a 20% rent reduction. An additional 10% reduction should be provided for each subsequent recurrence within that time frame.

CATEGORY 2: SAFETY & SECURITY

To improve security, we propose:

1. Provide regular walking security patrol and signage for 201, 245, 300, 301, 360 & 380
    a. Patrol officers should wear identification and badge when on patrol
    b. There has been instances of a patrol officer being unprofessional and aggressive with residents and we want to be able to file specific complaints as residents

2. Installation of security cameras in parking lot areas, commitment to maintain the cameras and provide tenants with camera footage upon request within 24 hours of their request
3. Ensure that all entrances to the apartments, including pedestrian entrances, car entrances, pool accesses and mailbox accesses, are properly secured.
4. Ensure that all tenants have copies of keys with access to the pool in the buildings where necessary.
5. Implement a security patrol number to have call options for both English and Spanish so that residents can navigate the menus. Spanish speaking call operatorsr should be available for the security number.

CATEGORY 3: WEATHERIZATION AND IMPROVEMENTS OF ALL UNITS AND COMMON AREAS

1. Improve common areas:
    a. Ensure that there is no leakage into the parking garage area when it is raining. Level the access roads to the cars where the water drains are located so as not to cause damage to the tenants' vehicles
    b. Ensure elevator is properly maintained and has responsive maintenance for when elevator goes out of service
        i. Tenants need a responsive emergency number to call when the elevator is out of service and/or they are trapped inside.
    c. Fill in cracked floors and chipped paint
    d. Add additional washers and dryers, put forth a regular cleaning schedule and improve ventilation
2. Improve common issues in all units:
    a. Update all windows and patio doors in the complex so that they can fully seal when it is raining
    b. Every unit should receive needed updates to cabinets, carpets and bathroom fans
3. Upon receipt of multiple complaints from the same building and/or demand letter with a building-wide petition, Sand Hill Property Company shall arrange comprehensive inspections of all common areas and dwelling units within 30 days. Sand Hill’s inspections shall assess any defects, including the electrical systems, heating, cooling, plumbing, appliances, the weathertightness of the unit, for any evidence of moisture, mold, or infestations. Sand Hill Property Company shall present a report of all inspections and plan to the tenant union to correct any defects within 30 days of completing the inspections and shall promptly make repairs, with documentation provided in writing to the tenants occupying the repaired unit(s).This document shall include: Inspection by licensed

professional plumbers on plumbing system and methodically begin upgrades to plumbing system while providing relocation as needed

CATEGORY 4: RENT ROLLBACK FOR ALL UNITS

1. Provide rent reduction of 15% to all units in the six buildings
2. Waive annual rent increases until the major repairs and renovations to common areas, plumbing and appliances are completed and the completed work is signed off on by the tenant association

CATEGORY 5: CONDITIONS OF SALE

To improve transparency, we propose:

1. Provide regular monthly updates to the tenant association regarding potential interested buyers
2. Arrange a meet & greet meeting between potential buyers and the E. Okeefe Tenant Association prior to entering escrow

Propuestas de la Asociación de Inquilinos de E. OKeefe

CATEGORÍA 1: PROCEDIMIENTO DE REPARACIÓN

1. Toda comunicación escrita con los inquilinos debe realizarse en su idioma preferido (inglés o español).
2. El personal de mantenimiento debe usar una identificacion para indicar que son miembros del personal de Greystar Property Management y/o Woodland Park.
3. La administración de la propiedad proporciona una línea directa de mantenimiento de emergencia para emergencias de habitabilidad imprevistas las 24 horas, los 7 días de la semana. La línea directa de emergencia debe estar disponible tanto en inglés como en español.Procedimiento de reparación propuesto
4. Cuando los inquilinos realizan una solicitud (en persona, por teléfono o por correo electrónico), se les debe enviar por correo electrónico un formulario de orden de trabajo dentro de las 24 horas para solicitudes de emergencia y hasta 48 horas para solicitudes no urgentes que se detallen.
5. El plan general para el cronograma o linea de tiempo de cuándo se llevarán a cabo la inspección y reparación inicial.
    a. El personal de mantenimiento principal que trabajará en la reparación.
    b. El supervisor que supervisará la coordinación de la reparación.
6. Para solicitudes de reparación no urgentes, los inquilinos deben poder realizar solicitudes de ajuste de horario dentro de las 24 horas posteriores a la recepción del formulario de orden de trabajo.
7. Después de completar la reparación, tanto el administrador como el inquilino deben estar presentes para una inspección final y aprobar el trabajo y proporcionar una copia al inquilino.
    a. Si las reparaciones necesarias tardan más de 12 horas, la administración de la propiedad debe proporcionar a los inquilinos la reubicación para pasar una noche en un hotel que acomode a su familia.
8. Si el problema reportado vuelve a ocurrir dentro de un período de 90 días, el inquilino debería ser elegible para una reducción del alquiler del 20 %. Se debe proporcionar una reducción adicional del 10% por cada recurrencia posterior dentro de ese plazo.

CATEGORÍA 2: SEGURIDAD Y PROTECCIÓN

Para mejorar la seguridad, proponemos:

1. Proporcionar patrullas de seguridad ambulantes regulares y señalización para 201, 245, 300, 301, 360 y 380.
    a. Los oficiales de patrulla deben usar identificación y placa cuando estén patrullando.
    b. Ha habido casos en los que un oficial de patrulla ha sido poco profesional y agresivo con los residentes y queremos poder presentar quejas específicas como residentes.
2. Instalación de cámaras de seguridad en las áreas de estacionamiento, comprometerse al mantenimiento de las cámaras y de proporcionar a los inquilinos las imágenes de las cámaras si las solicitan dentro de las 24 horas posteriores a su solicitud.
3. Asegurarse de que todas las entradas a los apartamentos, incluidas las entradas para peatones, las entradas para automóviles, los accesos a la piscina y los accesos al buzón, estén debidamente aseguradas.
4. Asegurarse de que todos los inquilinos tengan copias de las llaves con acceso a la piscina en los edificios cuando sea necesario.
5. Implementar un número de patrulla de seguridad para tener opciones de llamada tanto en inglés como en español para que los residentes puedan navegar por los menús. Los operadores de llamadas de habla hispana deben estar disponibles para el número de seguridad

CATEGORÍA 3: CLIMATIZACIÓN Y MEJORAS DE TODAS LAS UNIDADES Y ÁREAS COMUNES

1. Mejorar areas comunes:
    a. Asegúrese de que no haya fugas en el área del estacionamiento cuando esté lloviendo. Nivelar las vías de acceso a los autos donde se encuentran los desagües de agua para no causar daños a los vehículos de los inquilinos.
    b. Asegúrese de que el ascensor tenga el mantenimiento adecuado y tenga un mantenimiento adecuado para cuando el ascensor quede fuera de servicio.
        i. Los inquilinos necesitan un número de emergencia receptivo para llamar cuando el ascensor está fuera de servicio y/o están atrapados dentro.
    c. Rellene pisos agrietados y pintura desconchada.
    d. Agregue lavadoras y secadoras adicionales, establezca un programa de limpieza regular y mejore la ventilación en los cuartos de lavanderia.
2. Mejorar problemas comunes en todas las unidades:
    a. Actualice todas las ventanas y puertas de patio del complejo para que puedan sellar completamente cuando llueve.

b. Cada unidad debe recibir las actualizaciones necesarias en gabinetes, alfombras y ventiladores de baño.

3. Al recibir múltiples quejas del mismo edificio y/o carta de demanda con una petición para todo el edificio, Sand Hill Property Company organizará inspecciones integrales de todas las áreas comunes y unidades de vivienda dentro de los 30 días. Las inspecciones de Sand Hill evaluarán cualquier defecto, incluidos los sistemas eléctricos, calefacción, refrigeración, plomería, electrodomésticos y la estanqueidad de la unidad a la intemperie, en busca de evidencia de humedad, moho o infestaciones. Sand Hill Property Company presentará un informe de todas las inspecciones y un plan al sindicato de inquilinos para corregir cualquier defecto dentro de los 30 días posteriores a la finalización de las inspecciones y realizará las reparaciones de inmediato, con documentación proporcionada por escrito a los inquilinos que ocupan las unidades reparadas. Este documento deberá incluir: Inspección por parte de plomeros profesionales con licencia en el sistema de plomería y comenzar metódicamente las actualizaciones del sistema de plomería mientras se proporciona la reubicación según sea necesario.

CATEGORÍA 4: REVOCACIÓN DEL ALQUILER PARA TODAS LAS UNIDADES

1. Proporcionar una reducción de alquiler del 15% a todas las unidades en los seis edificios.
2. Renunciar a los aumentos anuales de alquiler hasta que se completen las reparaciones y renovaciones importantes de las áreas comunes, la plomería y los electrodomésticos y la asociación de inquilinos apruebe el trabajo completado.

CATEGORÍA 5: CONDICIONES DE VENTA

Para mejorar la transparencia, proponemos:

1. Proporcionar actualizaciones mensuales regulares a la asociación de inquilinos con respecto a los posibles compradores interesados.
2. Establecer una reunión entre los compradores potenciales y la Asociación de inquilinos de E. Okeefe antes de ingresar el depósito en garantía.

Gmail Okeefe Street <eokeefeta@gmail.com>

East O'Keefe Tenant Association Negotiation Proposals and Petitions

2 messages

Jason Villarreal <jvillarreal@shpco.com> Fri, Feb 7, 2025 at 7:58 AM
To: eokeefeta@gmail.com

Dear East O'Keefe Tenant Association:

We write today in response to your proposal dated as of January 16, 2025, and James Huynh's representations to the City of East Palo Alto (the "City") at the January 28, 2025, Pre-Hearing Conference regarding Petitions for Individual Rent Adjustment from 201, 245, and 301 E. O'Keefe St. (the "Petitions"). We appreciate your patience on this and we wanted to evaluate all matters including tenant representation.

I wanted to share a reminder pertaining to our tenant's privacy as it is valued to ownership and property management. Woodland Park is in contractual privity with its tenants. As part of this legal relationship, Woodland Park is obligated to maintain confidentiality of tenant records. Woodland Park does not discuss the specifics of any given tenant or tenancy with anyone other than the named tenants on the lease. This protects the confidentiality of the tenant information as well as the safety and security of the tenants. Woodland Park is unable to discuss specifics about any tenancy with anyone other than the tenant. The purported "Association" continues to request that Woodland Park make private tenant information public which we cannot and will not do for the sake of our tenants. We appreciate your cooperation, compliance, and understanding in respecting tenant privacy by refraining from asking Woodland Park to compromise tenants' privacy.

Woodland Park has a written lease agreement with every tenant of ours. That lease agreement, together with local and state law, governs the terms of each tenancy. Woodland Park fulfills all of its obligations to every tenant pursuant to their lease agreement, local law, and state law.

A number of tenants in 201, 245, and 301 E. O'Keefe St. have submitted petitions for individual rent adjustment. On January 28, 2025, the City held a pre-hearing conference to discuss the logistics of the hearings on these Petitions. Mr. Huynh appeared at the conference but did not disclose whom he was representing. Mr. Huynh told the City and its hearing examiners that Woodland Park refused to participate in settlement negotiations regarding the Petitions. That is not true.

In fact, Mr. Huynh has prevented Woodland Park from discussing the petitions at the meetings that have been held. The "Association" requested the January 16, 2025, meeting to "negotiate." Woodland Park came prepared to discuss the previously raised issues at 201, 245, and 301 E. O'Keefe St. Mr. Huynh cut off this conversation and refused to discuss it. This was disappointing as we wanted to focus on the 201, 245, and 301 E. O'Keefe St. tenant's thoughts and follow up with their work order concerns. This did not happen and instead, Mr. Huynh insisted on raising new and different issues at different properties, all of which are irrelevant to the Petitions. It was Mr. Huynh who refused to negotiate or work toward settlement, not Woodland Park.

Mr. Huynh is advised not to misstate facts or otherwise mislead the tribunal or the City with regard to the Petitions or any other matter. His actions do not help the tenants but in turn delays getting the tenant's issues addressed and resolved.

We wanted to reiterate that Woodland Park continues to fulfill all of its obligations under the lease agreements, local law, and state law. Woodland Park tenants are provided all of the housing services to which they are entitled. Woodland Park has opposed each of

the Petitions for rent reduction and rebate on the basis that Woodland Park maintains the premises in a good and habitable condition. And, when a tenant does not notify Woodland Park of a problem or provides Woodland Park an opportunity to correct it, no rent rebate is available. Woodland Park has responded to and corrected in a timely fashion all problems identified by tenants, except where tenants prevented Woodland Park from providing requested services.

We do have concerns that there is a directive from the association side to tenants not to submit work orders through the proper channels and protocol to the leasing team, online, or by phone nor send them to our onsite Community Engagement Manager. This is concerning because it significantly reduces the opportunity for Woodland Park to address and resolve our tenants' work orders. We hope this is not the case. When Woodland Park received your letter of concerns about 201, 245, and 301 E. O'Keefe St., Woodland Park took those concerns very seriously. Woodland Park hosted three evening listening sessions and invited all tenants to all of those buildings to come speak directly about their concerns. Almost no one came, giving rise to an inference that individual tenants do not have ongoing concerns.

The "Association" has held "negotiation meetings," but unfortunately these meetings have not been productive while taking away valuable and needed time away from our tenants. To date, these meetings have consisted of "Association" representatives reading a letter that could have been sent and read in advance. As mentioned on several occasions, if there are issues to be resolved in any tenant's unit, Woodland Park invites that tenant to report the issue directly to the property management team (Greystar) or the community engagement staff so it can be solved.

To also aid in our tenants' needs, Woodland Park has hired a new part-time community engagement representative dedicated to solving any tenant problems. Woodland Park announced his e-mail address and phone number to the "Association" and reported that he would schedule an appointment with any tenant to discuss and help fix their problems. Unfortunately, zero tenants from any of the six buildings have reached out to him. This reflects that individual tenants do not have ongoing concerns.

Woodland Park has brought the General Manager, the Regional Property Manager, and the Maintenance Manager to the "negotiation meetings" to receive reports of any problems so that work orders can be created efficiently and problems can be solved expediently. No tenant provided any new work orders at the meetings. It seems it does not appear that individual tenants have any ongoing concerns.

Woodland Park hereby reiterates that it is always willing to meet with any tenant and to address their concerns. That said, Woodland Park cannot meet with "representatives" with whom it has no relationship or otherwise discuss private tenant matters with anyone other than the tenant. The property owner is working closely with Greystar property management to ensure that the on-site management team responds to repair requests in a timely and satisfactory manner. There is an emergency maintenance hotline 24/7 which can be reached at **650-566-2000**.

If any tenant has a maintenance concern in their home, they should let the Greystar property management team know right away so that the issue(s) can be fixed as soon as possible. There are several ways to report a maintenance issue:

- Tenants can log on to the resident portal online at:

  https://www.liveatwoodlandparkapts.com

- Tenants can call the main office line at **(650) 566-2000**.
- Tenants can visit the **Management Office** at 5 Newell Court or 2043 Euclid Ave. The hours of operation are **Monday-Friday, 9am-6pm, and Saturday-Sunday, 9AM-5PM**.

If anyone has questions or feedback for the Woodland Park Communities ownership team, please contact **Teresa Morales**, Community Engagement Manager, at **(650) 690-6199**, tmorales@wlpcommunities.com, or in-person at 2041 Euclid Avenue (at East O'Keefe). There is also a dedicated ownership representative to talk through any concerns or complaints that any tenant may have. His name is **Bill Reyes** and you can reach him any time at breyes@wlpcommunities.com or **(650) 730-0411** to speak with

him directly or make an appointment to meet in person in East Palo Alto. He has over 4 years of experience dealing with tenant concerns at Woodland Park and is well suited to listen to and address any concerns.

Woodland Park will continue to fulfill its obligations under its lease agreements, local law, and state law. Woodland Park will participate in the Petition hearings. We will also continue to respond to tenant inquiries and work orders in a timely fashion and address/resolve.

At this time; and after attending recent association meetings, we will continue to be focused on addressing any tenant issues that arise; however, we will not be attending future association meetings so we can provide said focus and be mindful of our tenant's time.

Woodland Park tenants and members of the public are welcome to visit the Woodland Park public offices at 5 Newell Ct., 2041 Euclid Ave., and 2043 Euclid Ave. As noted and stated at the recent association meeting, The Sand Hill Property Company office on El Camino Real is not open for public business and any unauthorized visits will be considered trespassing.

Thank you for your time and understanding.

Sincerely,

Jason Villarreal

Chief Operating Officer

SAND HILL PROPERTY COMPANY

T:(650) 344-1500

F:(650) 344-0652

Estimada Asociación de Inquilinos de East O'Keefe:

Le escribo hoy en respuesta a su propuesta con fecha de enero 16, 2025 y a las representaciones de James Huynh ante el Consejo de la Ciudad de East Palo Alto (la Ciudad) en la Pre-conferencia de enero 28, 2025 Audiencia acerca de las Peticiones para Ajustes de Rentas Individuales del 201, 245, y 301 E. O'Keefe St. (las "Peticiones"). Apreciamos su paciencia en este asunto y quisimos evaluar todos los asuntos presentados incluyendo la representacion de los inquilinos.

Queria compartir un recordatorio respecto a la privacidad de nuestros inquilinos ya que es valorada por los dueños y los gerentes de la propiedad. Woodland Park está en contrato de privacidad con sus inquilinos. Como parte de esta relación legal, Woodland Park está obligada a mantener confidencialidad de los records de tales inquilinos. Woodland Park no comparte los detalles de ningun asunto de contrato de inquilinos con nadie mas allá de los inquilinos dentro de cada contrato de arrendamiento. Esto proteje la confidencialidad de la información del inquilino así como la seguridad de los inquilinos.

Woodland Park no puede hablar de especificos de ningun inquilino con alguien mas aparte del inquilino. La supuesta “Asociación” continua pidiendo que Woodland Park haga pública la información de los inquilinos lo cual no podemos hacer para proteger a los inquilinos. Apreciamos su cooperación, su conformidad, y su consideración con respecto a la privacidad de los inquilinos al no solicitar que Woodland Park comprometa la privacidad de sus inquilinos.

Woodland Park tiene un acuerdo por escrito con cada inquilino. Ese acuerdo, junto con la ley local y estatal, protegen los terminos de cada contrato de arrendamiento. Woodland Park responde a todas sus obligaciones con cada inquilino de acuerdo a su contrato con la ley local y estatal.

Un número de inquilinos en el 201, 245, y 301 E. O’Keefe St., han entregado peticiones para ajustes de rental individual. El 28 de enero, 2025, la Ciudad llevo a cabo una conferencia de pre-audiencia para hablar de las logisticas de las audiencias de estas Peticiones. El Sr Huynh se presentó a la conferencia pero no reveló a quien estaba representando. El Sr. Huynh manifestó ante la Ciudad y los examinadores de la audiencia que Woodland Park se rehusó a participar en negociaciones referente a las Peticiones. Esto no es verdad.

De hecho, El Sr. Huynh ha impedido que Woodland Park dialogue sobre las peticiones en las reuniones llevadas a cabo. La “Asociación” pidió una reunión el 16 de enero, 2025 para “negociar.” Woodland Park llegó preparada para hablar de los asuntos previamente discutidos del 201, 245, y 310 E. O’Keefe St. El Sr. Hyunh cerró la conversación y se rehusó a hablar de tales asuntos. Esto nos desagradó ya que queriamos enfocarnos en el 201, 245, y 301 E. O’Keefe y lo que inquilinos pensaban de las órdenes de mantenenimiento y sus preocupaciones. Esto no sucedió, y en su lugar el Sr. Huynh insistió en enfocarse en presentar nuevos y diferentes asuntos de diferentes propiedades. Las cuales todas eran irrelevantes a las Peticiones. Fué el Sr Huynh quien se rehusó a negociar ó a dialogar para llegar a un acuerdo, no Woodland Park.

Se le aconseja al Sr Huynh a no presentar hechos incorrectos ni tampoco hacer representaciones falsas ante el tribunal de la Ciudad con respecto a peticiones o cualquier otro asunto. Sus acciones no ayudan a los inquilinos, al contrario impiden que los asuntos de los inquilinos se escuchen y se resuelvan.

Queremos reiterar que Woodland Park continua asumiendo sus obligaciones bajos el contrato de arrendamiento, la ley local, y estatal. Los inquilinos de Woodland Park reciben todos los servicios de vidienda a los que tienen derecho. Woodland Park se opone a cada una de las Peticiones de reducción de renta y rebate con base en que Woodland Park mantiene las propiedad en condiciones buenas y habitables. Y, cuando un inquilino no notifica a Woodland Park de un problema o provee a Woodland Park la oportunidad de corregir tal problema, el rebate de renta no está disponible. Woodland Park ha respondido y corregido todos los poblemas de manera oportuna con los inquilinos, excepto donde los inquilinos han impedido que Woodland Park provea tales servicios requeridos.

Nos preocupa que haya un influencia por la asociación dirigiendo a los inquilinos a no entregar sus órdenes de reparaciones por medio de los medios apropiados y el protocólo del equipo de arrendamientos, ya sea por línea, por teléfono o por medio de la gerente de asuntos comunitarios. Nos preocupa porque esto reduce significativamente la oportunidad de Woodland Park de resolver y enfocarse en las órdenes de reparaciones de los inquilinos. Esperamos que este no sea el caso. Cuando Woodland park recibió su carta de procupaciones acerca de 201,245, y 301 E. O’Keefe St., Woodland Park tomó muy seriamente esas preocupaciones. Woodland Park organizó tres sesiones para escuchar por las tardes e invitó a todos los inquilinos de todos esos edificios para que vinieran a hablar directamente acerca de sus preocupaciones. Casi nadie llegó, dandonos asi el mensaje de que los inquilinos individualmente no tenian preocupaciones actuales.

La “Asociación” ha organizado “reuniones de negociación” pero desafortunadamente estas reuniones no han sido productivas tomando asi el tiempo necesario y de valor para nuestros inquilinos. A la fecha, estas reuniones han consistido en lecturas de cartas por los representates de la “Asociación” las cuales pudieron haber sido enviadas para leerlas previamente. Como mencionado en varias ocasiones, si existen asuntos a resolver en cualquiera de las unidades, Woodland Park le invita a los inquilinos a reportar el problema directamente a la compañia de manejo de la propiedad o al personal de asuntos comunitarios para que se resuelvan.

Para ayudar con las necesidades de nuestros inquilinos, Woodland Park ha contratado a un nuevo representate de asuntos comunitarios parte de tiempo y esta dedicado a resolver problemas de los inquilinos. Woodland Park anunció su correo electronico y su número de teléfono a la "Asociación" y anunciamos que esta persona estaría disponible para ayudar a asegurar que se resuelvan los problemas de mantenimiento. Desafortunadamente, ningun inquilino de los seis edificios han contactado a esta persona. Esto nos dice que los inquilinos individuales no tienen problemas actuales.

Woodland park invitó al Gerente General, El Gerente Regional, y al Gerente de Mantenimiento a las "reuniones de negociaciones" para recibir reportes y quejas de cualquier problema para asegurar que las órdernes de trabajo se llenaran al momento de la reunión y asi resolver los problemas de manera mas rápida. Ningun inquilino se acercó para entregar órdenes de trabajo de mantenimiento en estas reuniones. Esto nos dice que parece no haber preocupaciones actuales de parte de inquilinos individuales.

Por medio de la presente, Woodland Park reitera que siempre está dispuesta a reunirse con los inquilinos para abordar sus procupaciones. Habiendo dicho esto, Woodland Park no puede reunirse con "representantes" con quienes no tiene relación ó de otra manera no puede discutir asuntos privados de inquilinos con personas que nos sean los inquilinos. El dueño de la propiedad esta supervisando muy de cerca a Greystar quien maneja la propiedad para asegurarse que el equipo de mantenimiento responda a las peticiones de reparaciones de manera satisfactoria y rápida. Existe una línea de emergencias 24/7 la cual puede contactarse en el (**650) 566-2000.**

Si un inquilino tiene un asunto de mantenimiento en su hogar, ellos pueden hacerle saber al equipo de Greystar imediatamente para que el asunto se resuelva a la brevedad posible. Hay varias maneras de reportar estos asuntos de mantenimiento:

- Inquilinos pueden entrar al portal de residentes por línea a:

  https://www.liveatwoodlandparkapts.com

- Inquilinos pueden llamar a la oficina **(650) 566-2000**.
- Inquilinos pueden visitar la **Oficina de Gerencia** al 5 Newell Court o al 2043 Euclid Ave. Las horas de operación son de **lunes-viernes, 9am-6pm, y de sábado-domingo, 9AM-5PM**.

Si alguien tiene preguntas o información para los dueños de Woodland Park Communities, favor de hablar con **Teresa Morales,** Gerente de Compromiso Comunitario, al **(650) 690-6199,** tmorales@wlpcommunities.com, ó en persona al 2041 Euclid Avenue (en East O'Keefe). Tambíen pueden llamar al representante de los dueños dedicado a estos asuntos y quejas de los inquilinos. Su nombre es **Bill Reyes** y pueden encontrarlo en breyes@wlpcommunities.com ó (**650) 730-0411** para hablar con el directamente ó hacer una cita en persona en East Palo Alto. El tiene más de 4 años de experiencia de manejo de asuntos de mantenimiento con inquilinos en Woodland Park. El está disponible para darle atención adecuada y resolver cualquier asunto.

Woodland Park continuará asumiendo sus obligaciones bajo los acuerdos de arrendamiento, la ley local y estatal. Woodland Park participará en las audiencias de Peticiones. También continuará respondiendo a las preguntas y órdenes de trabajo de mantenimiento a la brevedad possible y asi abordar/resolver cualquier asunto.

Por ahora; y despúes de asistir a recientes reuniones de la asociación, continuaremos enfocados en responder a las cuestiones que se presenten; no obstante, no atenderemos reuniones futuras de la asociación y asi enfocarnos y respetar el tiempo de nuestros inquilinos.

Inquilinos de Woodland Park y miembros del público son bienvenidos a visitar las oficinas de Woodland Park en el 5 Newell Ct. 2041 Euclid Ave., y el 2043 Euclid Ave. Como se subrayó y como se especificó en la reunión de la asociación, la oficina de la Compañia Sand Hill Property en Camino Real no está abierta para negocios de asuntos públicos y cualquier visita no autorizada será considerada como una intrusión.

Gracias por su tiempo y comprensión.

Sinceramente,

Jason Villarreal

Chief Operating Officer

SAND HILL PROPERTY COMPANY

T:(650) 344-1500

F:(650) 344-0652

Okeefe Street <eokeefeta@gmail.com> Thu, Feb 13, 2025 at 10:12 AM
To: jvillareal@shpco.com, Michael Kramer <mkramer@shpco.com>, ppau@shpco.com

Hi Jason,

We want to respond to a few points that you have made in your letter to the tenant association dated for 2.7.25. As the E Okeefe Tenant Association, we have stated from the beginning since our first petition and demand letter from tenant association members living at 201, 245, 301 E Okeefe that our intent was to negotiate with you all on our issues of common concern and improve our living conditions. We have had two negotiation meetings with the first on September 25th 2024 and the second on January 16th 2025. At both meetings, we presented proposals drafted from our membership on ways to improve issues of common concern across the buildings in the tenant association. These proposals were clear in that they do not pertain to individual tenant units but are in fact related to the overall business process and procedures in regards to property management processes and functions.

At the meeting on 1.16.25, prior to the proposals being shared by the negotiation committee, you all shared that there are no outstanding work orders for 201, 245, 301 E Okeefe. Many of the tenants present at the meeting have direct experience about calling about an issue in their unit and/or common areas and not getting the issue addressed. For example, the light being out in the stairwell at 301 E Okeefe that did not get fixed for months until after the negotiation meeting and a tenant shared with you the issue directly. If that update was an attempt towards settlement negotiations regarding the petitions, it was very much unclear to us. We developed proposals as a way to clarify and strengthen the relationship between yourselves, our landlord, and us, the residents as a tenant association. Presenting proposals is our good faith effort to come to settlement negotiations in regards to the petitions and we hope that you can see why we have been trying to resume active meetings with you all.

At the meeting you stated that you all were not prepared to comment on any of the proposals and specific questions asked by the tenant association negotiation committee and shared that you were amenable to meeting again. Since the meeting, we have followed up with the written proposals and also a request to continue the conversation for February 12th and have received this letter stating that you all are not willing to meet with the tenant association and continue the negotiation process. We are disheartened by this response and hope that you can come back to the negotiation table because currently it appears that you are unwilling to participate in settlement negotiations.

As tenant association members, we are proactive in calling the main office line (650) 566-2000 when issues arise. The claim that there has been a directive to not submit work orders is false. The challenge is that we have had consistent experiences where we call about an issue and do not receive timely response and follow-up. As of the emergence of the E Okeefe Tenant Association we have seen increased efforts of responsiveness on your part, but still issues persist and repairs are often still left incomplete. That is why we presented a proposal for a systemized process for how work orders would be followed-up upon when tenants make complaints. We are invested in improving the system for all of us. As you are well aware, a majority of our membership are immigrant, non-English speaking and so the phone is oftentimes the most accessible method of making complaints for our membership.

We want to reiterate that we very much have outstanding habitability issues in our individual units and common areas. Many of these issues have been communicated through our association letters, individual correspondence and complaints made over the phone and in-person at the office. The association is composed of residents in Woodland Park properties on East Okeefe Street and we are working together to exercise our rights as a tenant association. We will continue to organize to ensure that our voices are heard and that we can build a constructive relationship with you all as our landlord.

Sincerely, E Okeefe Tenant Association

Queremos responder a algunos puntos que usted ha planteado en su carta a la asociación de inquilinos del 2.7.25. Como Asociación de Inquilinos de E Okeefe, hemos declarado desde el principio desde nuestra primera petición y carta de demanda de los miembros de la asociación de inquilinos que viven en 201, 245, 301 E Okeefe que nuestra intención era negociar con todos ustedes sobre nuestros temas de interés común y mejorar nuestras condiciones de vida. Hemos tenido dos reuniones de negociación: la primera el 25 de septiembre de 2024 y la segunda el 16 de enero de 2025. En ambas reuniones, presentamos propuestas redactadas por nuestros miembros sobre formas de mejorar cuestiones de interés común en todos los edificios de la asociación de inquilinos. Estas propuestas fueron claras en el sentido de que no se refieren a unidades de inquilinos individuales, sino que, de hecho, están relacionadas con el proceso y los procedimientos comerciales generales con respecto a los procesos y funciones de administración de propiedades.

En la reunión del 16/01/25, antes de que el comité de negociación compartiera las propuestas, todos ustedes compartieron que no hay órdenes de trabajo pendientes para 201, 245, 301 E Okeefe. Muchos de los inquilinos presentes en la reunión tienen experiencia directa en llamar por un problema en su unidad y/o áreas comunes y no solucionar el problema. Por ejemplo, la luz de la escalera en 301 E Okeefe no se reparó durante meses hasta después de la reunión de negociación y un inquilino compartió con usted el problema directamente. Si esa actualización fue un intento de lograr negociaciones para llegar a un acuerdo con respecto a las peticiones, no nos quedó muy claro. Desarrollamos propuestas como una manera de aclarar y fortalecer la relación entre ustedes, nuestro propietario y nosotros, los residentes como asociación de inquilinos. Presentar propuestas es nuestro esfuerzo de buena fe para llegar a negociaciones para llegar a un acuerdo con respecto a las peticiones y esperamos que puedan ver por qué hemos estado tratando de reanudar reuniones activas con todos ustedes.

En la reunión usted declaró que no todos estaban preparados para comentar sobre ninguna de las propuestas y preguntas específicas formuladas por el comité de negociación de la asociación de inquilinos y compartió que estaban dispuestos a reunirse nuevamente. Desde la reunión, hemos dado seguimiento a las propuestas escritas y también a una solicitud para continuar la conversación para el 12 de febrero y hemos recibido esta carta indicando que todos ustedes no están dispuestos a reunirse con la asociación de inquilinos y continuar el proceso de negociación. Estamos desalentados por esta respuesta y esperamos que pueda volver a la mesa de negociaciones porque actualmente parece que no está dispuesto a participar en las negociaciones para llegar a un acuerdo.

Como miembros de la asociación de inquilinos, somos proactivos al llamar a la línea de la oficina principal (650) 566-2000 cuando surgen problemas. La afirmación de que ha habido una directiva para no presentar órdenes de trabajo es falsa. El desafío es que hemos tenido experiencias consistentes en las que llamamos sobre un problema y no recibimos respuesta ni seguimiento oportunos. A partir del surgimiento de la Asociación de Inquilinos de E Okeefe, hemos visto mayores esfuerzos de respuesta de su parte, pero aún persisten los problemas y las reparaciones a menudo quedan incompletas. Por eso presentamos una propuesta de proceso sistematizado de cómo se daría seguimiento a las órdenes de trabajo cuando los inquilinos presenten quejas. Estamos invertidos en mejorar el sistema para todos nosotros. Como bien sabe, la mayoría de nuestros miembros son inmigrantes que no hablan inglés, por lo que el teléfono suele ser el método más accesible para presentar quejas para nuestros miembros.

Queremos reiterar que tenemos problemas de habitabilidad pendientes en nuestras unidades individuales y áreas comunes. Muchos de estos problemas se han comunicado a través de cartas de nuestra asociación, correspondencia individual y quejas realizadas por teléfono y en persona en la oficina. La asociación está compuesta por residentes de propiedades de Woodland Park en East Okeefe Street y estamos trabajando juntos para ejercer nuestros derechos como asociación de inquilinos. Continuaremos organizándonos para garantizar que nuestras voces sean escuchadas y que podamos construir una relación constructiva con todos ustedes como nuestro propietario.

Sinceremente,
La Asociación de Inquilinos de E Okeefe
[Quoted text hidden]

Exhibit 13

Maria de Los Angeles, captured video of her experience getting stuck in the elevator on her way to work, 2.19.25. 50 seconds

Resident getting stuck in elevator.mp4

Exhibit 14



02-05-2025, elevator ceiling is missing the plastic cover, Leonor

Exhibit 15



10/9/24 Elevator not working for several days stuck between floors, Angeles (apt. 18)

Exhibit 16



10/11/24 Elevator not working for 3 weeks, Angeles (apt. 18)

Exhibit 17

Leaking in the parking structure_spot10.mp4

Video of leaking through the parking structure, Leonor, 2.10.25, 20 seconds

Exhibit 18



10/16/24 Hole in the parking structure where water would come through on top of vehicles and creating puddles,, Leonor

Exhibit 19



Leaking in the parking structure after multiple complaints and repair has been completed, Raquel, 12.19.24

Exhibit 20

01/02/25 Leaking on parking spot after repair.mp4
Video of leaking through the parking structure after repairs are made, Raquel, 1.02.25, 28 seconds

Exhibit 21

Email from woodlandparkca@greystar.com confirming that leaking plumbing issues in the parking area was addressed to Raquel Rodriguez

work order Raquel apt21

Exhibit 22

02/06/25 Parking spot after repaired Raquel apt21.mp4

Video of leaking through the parking structure continuing, Raquel, 2.6.25, 20 seconds

Exhibit 23

02/10/25 Parking liking again after reported Raquel apt 21.mp4

Video of leaking through the parking structure and causing puddles, Raquel, 2.10.25, 16 seconds

Exhibit 24

8.12.24_leaking_hole.MP4

Video of hole and debris left over from parking structure at 301, Gabriel, 8.12.24

Exhibit 25

Email that was sent from eokeefeta@gmail.com to woodlandparkca@greystar.com ccing Marvin Figueroa to report the injury sustained by the tenant on the cracks in the walkway

9.5.24 Email reporting the tripping hazard

Fwd: Work Order Closed

1 message

Raquel Rodriguez <rrodriguez011181@gmail.com> Mon, Feb 17, 2025 at 12:51 PM
To: eokeefeta@gmail.com

---------- Forwarded message ---------
From: **Woodland Park** <noreply@risebuildings.com>
Date: Thu, Jan 2, 2025 at 9:29 AM
Subject: Work Order Closed
To: <rrodriguez011181@gmail.com>

Woodland Park - 45 Newell Road

Hello,

The work order you submitted was closed.

ID: DEB8847

Status: Closed

Category: Plumbing

Problem: Misc. Plumbing Issue

Description: tube is dropping water in parking spot

This email was sent by VTS Rise on behalf of Woodland Park - 45 Newell Road

Unsubscribe

THIS EMAIL WAS AUTO-GENERATED - DO NOT REPLY TO THIS EMAIL

Gmail

Okeefe Street <eokeefeta@gmail.com>

Reparaciones en el Apartamento 16 de 301 E O'Keefe st

Okeefe Street <eokeefeta@gmail.com> Thu, Sep 5, 2024 at 4:25 PM
To: Pabel Zumarraga <woodlandparkcagm@greystar.com>, woodlandparkca@greystar.com
Cc: "MarvinFigueroa33@gmail.com" <MarvinFigueroa33@gmail.com>

Hola

Estamos mandando este email por parte Nubia en el apartamento 16 del 301 porque ella no tiene acceso a su email por razones de seguridad.

La persona de mantenimiento que fue a hablar con ella para las reparaciones de el techo en la entrada de el apartamento le dijo que no queria que nadie pasarra por ahi en en el lapso de 6 horas que practicamente es imposible porque ella necesita tener acceso a su apartamento para el bano y comida. Asi que si por favor hablan con los de mantenimiento para que sepan que Nubia y su familia van a tener que estar entrando al apartamento para alguna necesidad.

Otra cosa que Nubia quiere reportar es que el dia de ahora se tropezo y callo en el pasillo del piso 2 por que el pasillo esta en mal estado y eso ya se ha reportado anteriormente y esto es negligencia de ustedes por no hacer las reparaciones necesesarias. Nubia mandara un email en cuanto pueda para repoortarlo ella directamente tambien pero ella espera una indemnizacion de dinero por parte de ustedes por la caida y el golpe que sufrio en su pie ella ya no pudo hacer las cosas que tenia que hacer.

Ella les dejara saber despues cuanto es lo que ella esta pidiendo.

Manda fotos de eso.

Gracias

Atentamente
Asociacion de Inquilinos de E O'Keefe St





Exhibit 26



Cracks in the walkway of hallway 2nd floor, Leonor, 2.15.25

Exhibit 27





Cracked and shaky stairs in the lobby, Leonor Camarena, 1.28.25



Stairs in disrepair, Maggie Pande, 8.31.24

Exhibit 28



2nd floor, back stairs cracked and unfinished, Leonor Camarena, 2.15.25

Exhibit 29



Water accumulation and flooding in the back parking area, Raquel, 11.22.24

Exhibit 30



Water accumulation and flooding in the back parking area, Leonor, 2.13.25

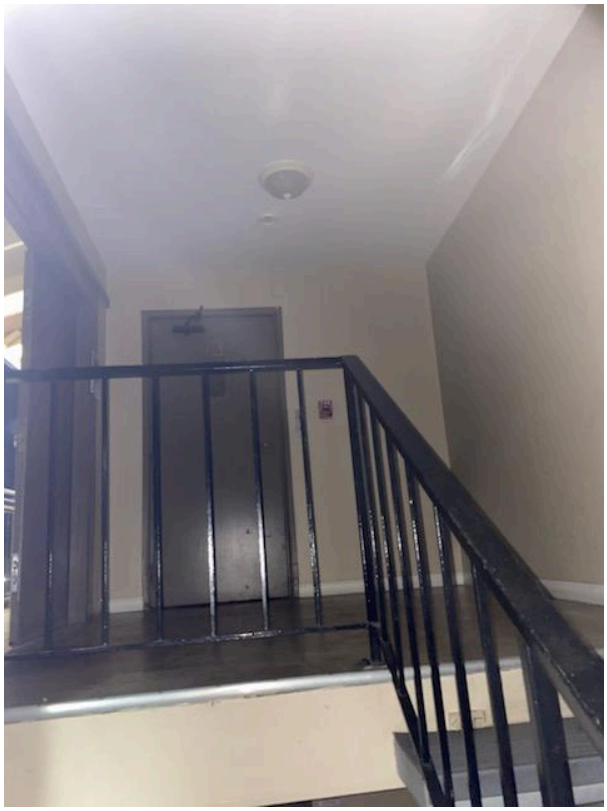
Exhibit 31



Storm drain in parking area not working properly causing huge pools of water, Leonor, 2.13.25

Exhibit 32





Stairway lights were out for months, Tania, 10.27.24

Exhibit 33

Gmail

Okeefe Street <eokeefeta@gmail.com>

Service request from 301 e okeefe14

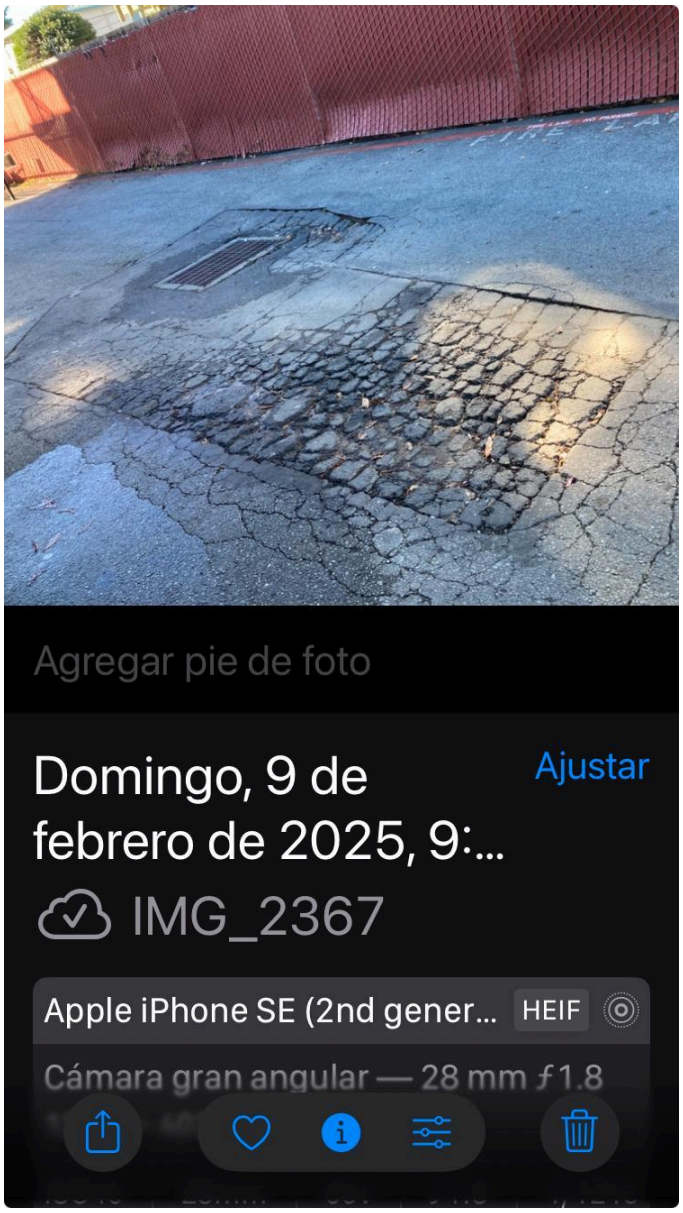
1 message

Tania Raass <taniaraass.tr@gmail.com> Sat, Nov 9, 2024 at 11:40 AM
To: woodlandparkcagm@greystar.com
Cc: eokeefeta@gmail.com

I have listed all I need in my room to be fixed, nothing that I known is fixed or look at!! Stairs lights is still not fixed ITS VERY DANGEROUS FOR ME TO USED STAIRS !!!!

Email sent from tenant, Tania, to property manager after making numerous phone calls about the stairway light being out months prior

Exhibit 34



Uneven concrete in the parking area which poses damage to vehicles, Angeles, 2.9.25

Exhibit 35



Door plastic coming off the frame, Leonor, 2.13.25

Exhibit 36





Cracks on walkway on 2nd Floor, Leonor, 2.13.25

Exhibit 37

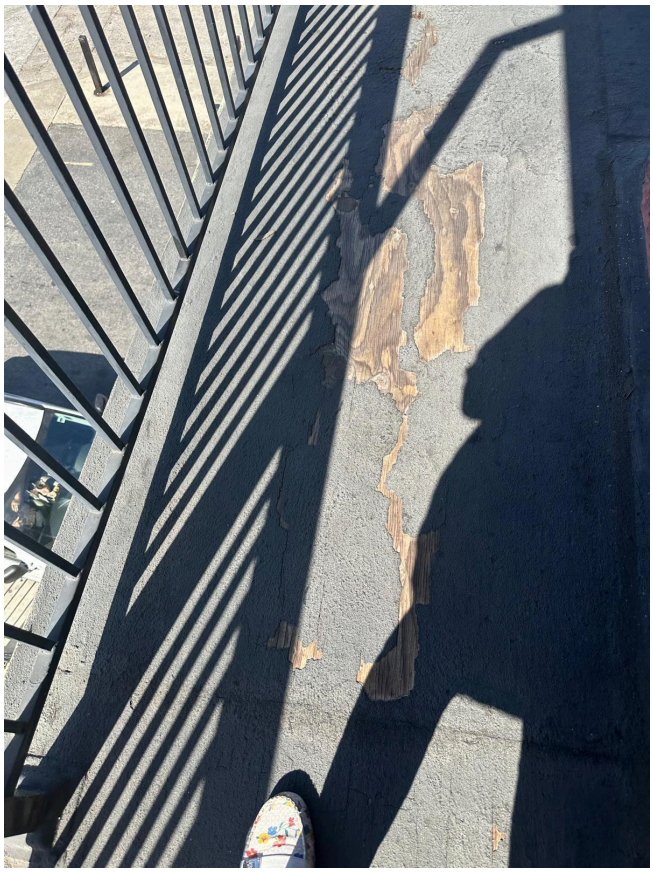


Gutter misaligned on 1st floor, Maggie Pande, 8.31.24



Gutter misaligned on 1st floor, Maggie Pande, 2.20.25

Exhibit 38







Walkway cracks on the 1st Floor, Maggie Pande, 8.31.24

Exhibit 39

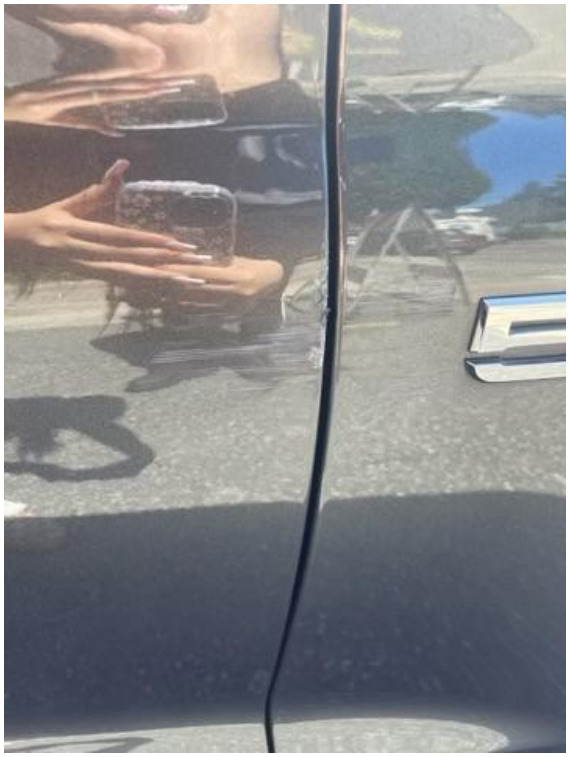


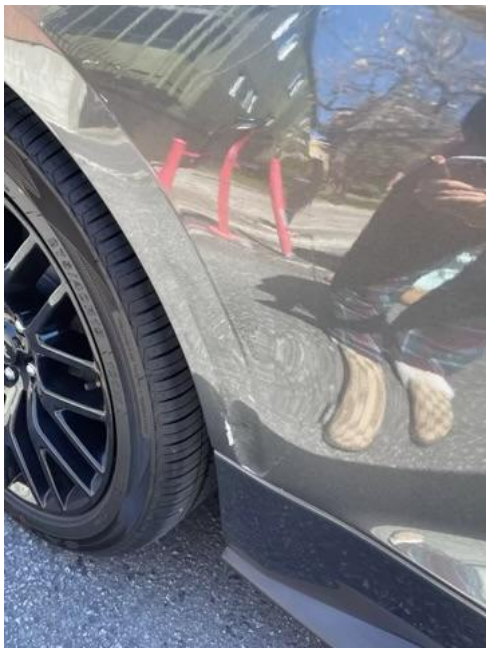


Walkway cracks on the 1st Floor, Maggie Pande, 2.20.25

Exhibit 40

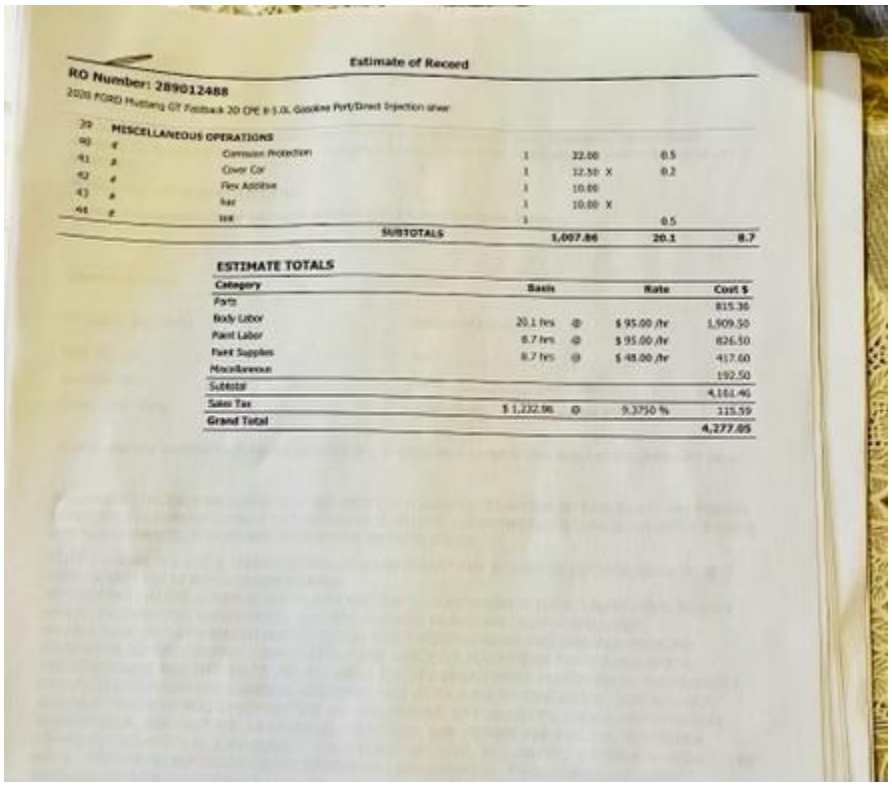






Motorized gate malfunction damaging vehicle of resident, Gabriel, 4.30.24

Exhibit 41



Estimate of Record

RO Number: 289012488

2020 FORD Mustang GT Fastback 2D CPE 5.0L Gasoline Port/Direct Injection silver

MISCELLANEOUS OPERATIONS

90	#	Corrosion Protection	1	22.00	0.5	
91	#	Cover Car	1	12.50 X	0.2	
92	#	Flex Additive	1	10.00		
93	#	Tax	1	10.00 X		
94	#	Tint	1		0.5	
		SUBTOTALS		1,007.86	20.1	8.7

ESTIMATE TOTALS

Category	Basis		Rate	Cost $
Parts				815.36
Body Labor	20.1 hrs	@	$ 95.00 /hr	1,909.50
Paint Labor	8.7 hrs	@	$ 95.00 /hr	826.50
Paint Supplies	8.7 hrs	@	$ 48.00 /hr	417.60
Miscellaneous				192.50
Subtotal				4,161.46
Sales Tax	$ 1,232.96	@	9.3750 %	115.59
Grand Total				4,277.05

5.30.24 Invoice from Crash Champions Collission Repair
156 Milpitas Boulevard Milpitas, CA 95035
408-961-2330
289Staff@crashchampions.com
ServiceKing.com

Exhibit 42
Email from resident, Gabriel, highlighting the car getting hit by the gate malfunctioning

Reparaciones Apartamento 12 edificio 301 E O'Keefe st.pdf

Gmail

Okeefe Street <eokeefeta@gmail.com>

Reparaciones Apartamento 12 edificio 301 E O'Keefe st

2 messages

Gabriel Ponce <poncegabriel223@gmail.com> Mon, Aug 12, 2024 at 7:45 PM
To: woodlandparkca@greystar.com, woodlandparkcagm@greystar.com
Cc: eokeefeta@gmail.com

Manejadores de los edificios del 301 E' O'keefe St.

Me gustaria darles a saber sobre los siguientes problemas en mi apartamento.

1. Las luces de la cocina y en general de todo el apartamento se caen y están en muy mal estado. Es peligroso porque ya se han caído varias veces y podemos tener un accidente fatal. Mando fotos.
2. La campana de la estufa está bien dañada y no funciona. No jala aire y se llena todo el apartamento de el olor y lo caliente. Necesita ser remplazada.
3. El refrigerador no esta enfriando bien y esta oxidado de la parte de afuera y esos toxicos los estamos oliendo en la casa. Por favor reemplazar por uno nuevo.
4. La estufa no funciona bien y se esta apagando los quemadores. No calienta bien. También es muy vieja y esta oxidada en algunas partes. Ocupa ser reemplazada.
5. Ventanas y puerta corrediza están muy dañadas. No cierran bien están muy viejas.
6. Gabinetes de la cocina muy viejos de la madera no cierran bien, les falta partes.
7. Los calentones se estan cayendo y no trabajan bien.
8. Las puertas estan danadas tambien y necesitan ser remplazadas.
9. El piso del pasillo de afuera del apartamento esta danado y necesita reparacion urgente porque se mueve y es peligroso.
10. El lugar de mi parqueadero esta goteando y puede dañar mi carro y lo muevo mas adelante para que no pase esto,hasta los de seguridad me dicen que lo mueva pero no puedo porque se va a danar la pintura. Se de varios vecinos que ya les ha pasado esto y tuvieron que pagar de su dinero las reparaciones. Por favor arreglar lo mas pronto posible. Y han mandado varia gente a arreglar pero creo no son profesionales porque el problema continua.
11. Las persianas tambien estan muy danadas y se llenan de mojo son muy viejas necesitan ser remplazadas.
12. Mi carro sufrio un golpe por culpa de que no lo reparan y ya se les ha reportado varias vecez desde hace 3 anos o mas. Yo hable con Pabel de la oficina de manejadors hace como 4 meses y todavia no me ha resuelto y la verdad si me urge porque yo tuve que conseguir para arreglarlo porque es el que usamos para el trabajo. Mando fotos y los recibos para que se me sea pagado lo mas pronto posible. Perdi dos dias de trabajo tambien por el mismo motivo que seria un total de $600 que tambien fueran recuperados por parte de ustedes.
13. Tambien me gustaria dejarles saber que yo soy testigo de que el carro de mi vecina Maggie en el apartamento 11 y ella necesita ser remunerada por lo que pago.
14. Ocupamos el aire de ventilación en el baño. La ciudad vino y les dejo saber que se necesitaban pero ustedes no lo han llevado a cabo.

Espero su pronta respuesta a más tardar el Jueves 15 de Agosto.

Sinceramente
Gabriel Diaz
Apartamento 12
Enviado desde mi iPhone

17 attachments



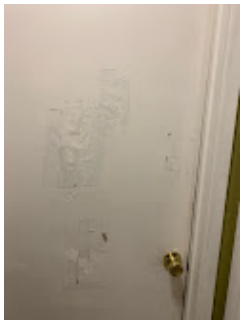
image0.jpeg
138K



image1.jpeg
101K



image2.jpeg
94K



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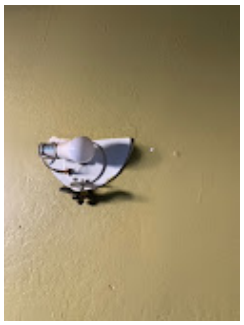

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image9.jpeg
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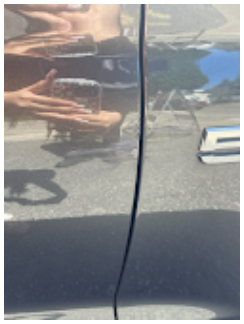

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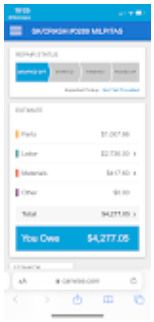

image.png
167K

Woodland Park General Manager <woodlandparkcagm@greystar.com> Tue, Aug 13, 2024 at 7:08 AM
To: Gabriel Ponce <poncegabriel223@gmail.com>
Cc: "eokeefeta@gmail.com" <eokeefeta@gmail.com>, Woodland Park <woodlandparkca@greystar.com>

Good Morning Gabriel,

Thank you for bringing this to our attention, we will submit service request to get these items taken care of. Do we have permission to enter?

Pabel Zumarraga| **General Manager**
Woodland Park Apartments| **5 Newell CT** |**East Palo Alto, CA 94303**
o 650-566-2000 | woodlandparkcagm@greystar.com | www.liveatwoodlandparkapts.com

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From: Gabriel Ponce <poncegabriel223@gmail.com>
Sent: Monday, August 12, 2024 7:45 PM
To: Woodland Park <woodlandparkca@greystar.com>; Woodland Park General Manager <woodlandparkcagm@greystar.com>
Cc: eokeefeta@gmail.com <eokeefeta@gmail.com>
Subject: [EXTERNAL] Reparaciones Apartamento 12 edificio 301 E O'Keefe st

[Quoted text hidden]













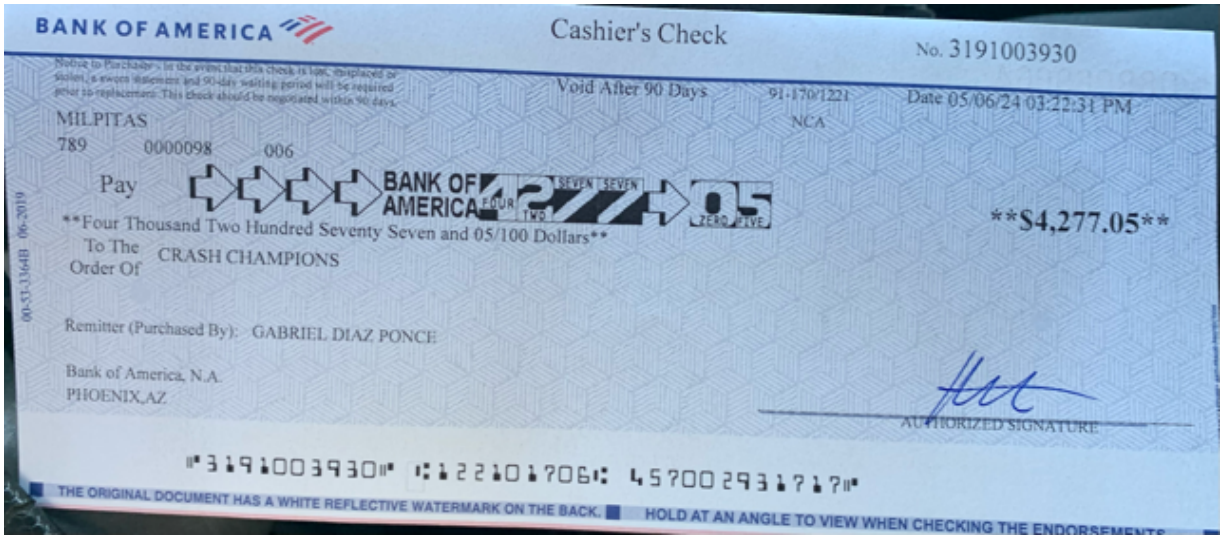












BANK OF AMERICA

Cashier's Check

No. 3191003930

Void After 90 Days

91-170/1221

NCA

Date 05/06/24 03:22:31 PM

MILPITAS

789 0000098 006

Pay BANK OF AMERICA FOUR TWO SEVEN SEVEN ZERO FIVE

$4,277.05

Four Thousand Two Hundred Seventy Seven and 05/100 Dollars

To The Order Of CRASH CHAMPIONS

Remitter (Purchased By): GABRIEL DIAZ PONCE

Bank of America, N.A.
PHOENIX,AZ

AUTHORIZED SIGNATURE

⑈3191003930⑈ ⑆122101706⑆ 457002931717⑈

THE ORIGINAL DOCUMENT HAS A WHITE REFLECTIVE WATERMARK ON THE BACK. HOLD AT AN ANGLE TO VIEW WHEN CHECKING THE ENDORSEMENTS

00-53-3364B 06-2019



BANK OF AMERICA

Cashier's Check

No. 3191003930

Void After 90 Days

91-170/1221

NCA

Date 05/06/24 03:22:31 PM

MILPITAS

789 0000098 006

Pay BANK OF AMERICA FOUR TWO SEVEN SEVEN ZERO FIVE

$4,277.05

Four Thousand Two Hundred Seventy Seven and 05/100 Dollars

To The Order Of CRASH CHAMPIONS

Remitter (Purchased By): GABRIEL DIAZ PONCE

Bank of America, N.A.
PHOENIX,AZ

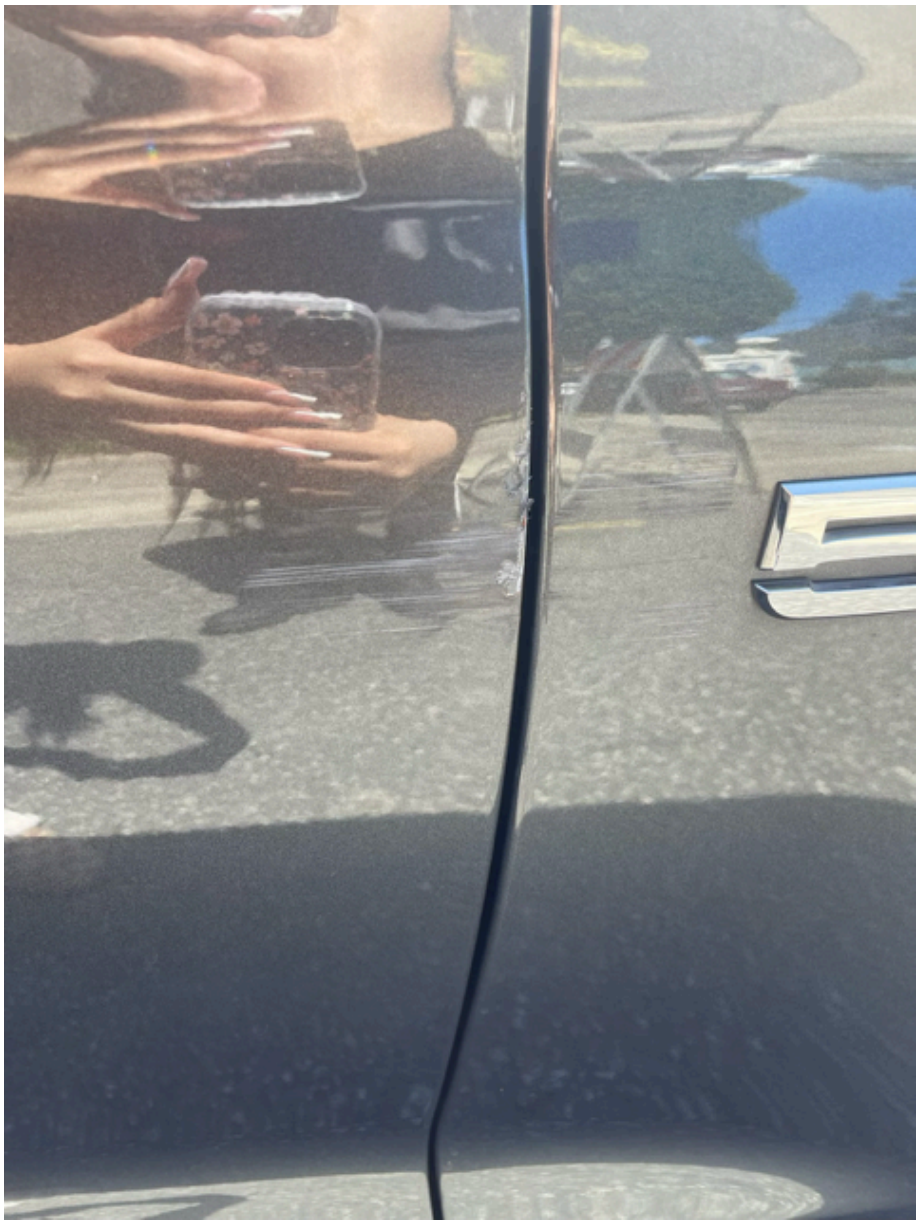
AUTHORIZED SIGNATURE

⑈3191003930⑈ ⑆122101706⑆ 457002931717⑈

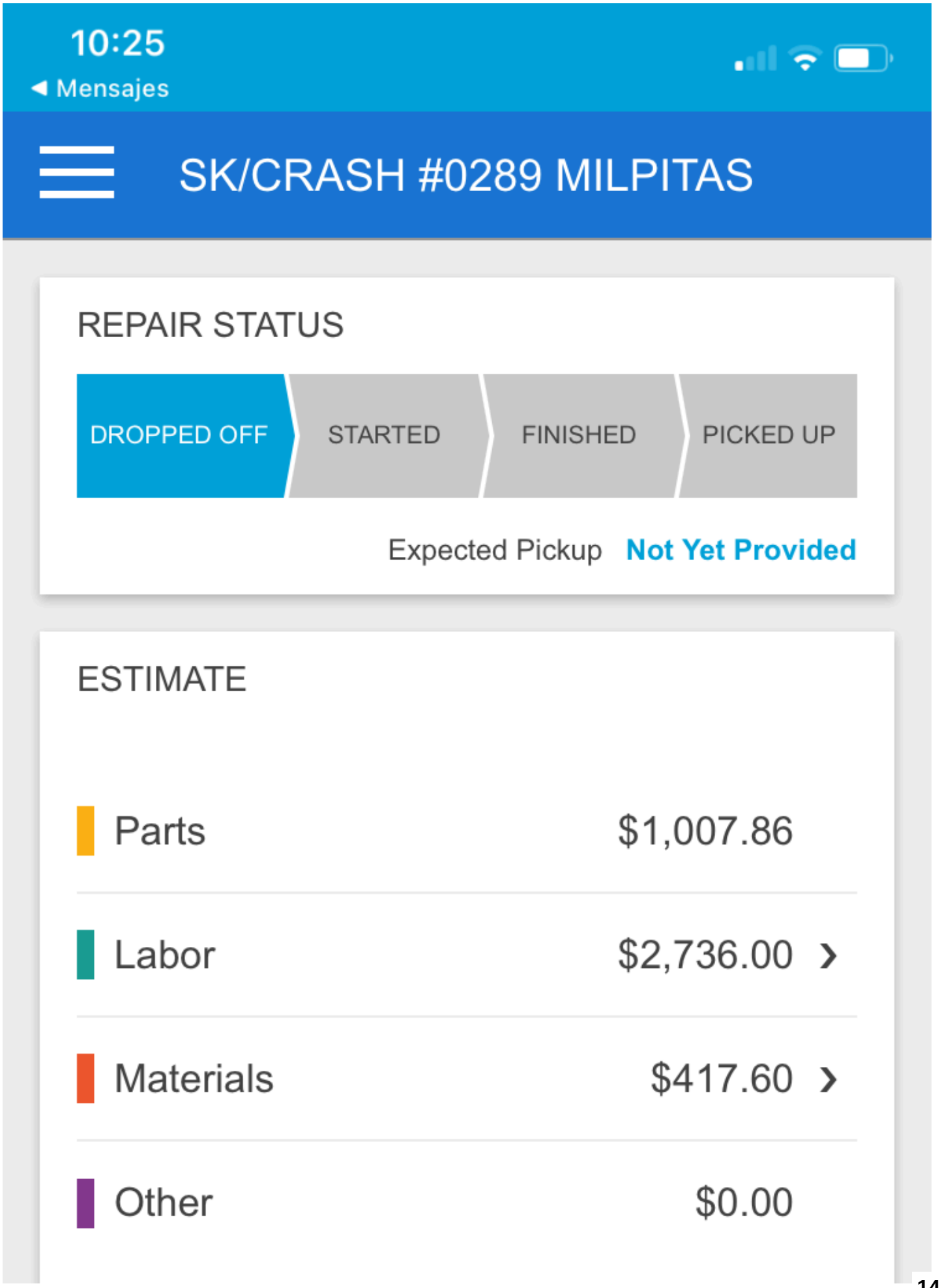
THE ORIGINAL DOCUMENT HAS A WHITE REFLECTIVE WATERMARK ON THE BACK. HOLD AT AN ANGLE TO VIEW WHEN CHECKING THE ENDORSEMENTS.

00-53-3364B 06-2019





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SK/CRASH #0289 MILPITAS
REPAIR STATUS
DROPPED OFF
STARTED
FINISHED
PICKED UP
Expected Pickup
Not Yet Provided
ESTIMATE
Parts
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Labor
$2,736.00
Materials
$417.60
Other
$0.00

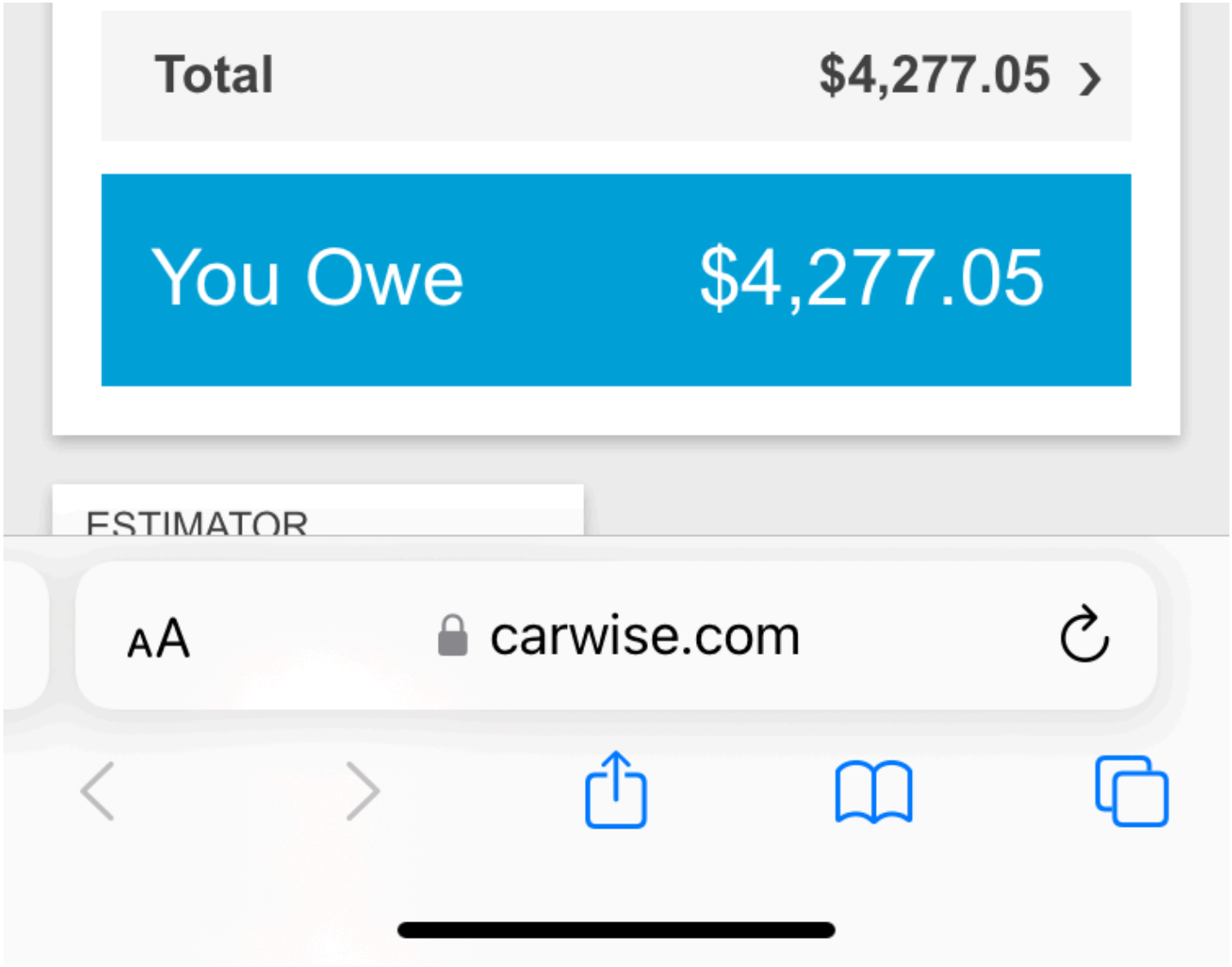

Total
$4,277.05 ›
You Owe
$4,277.05
ESTIMATOR
AA
carwise.com

Exhibit 43



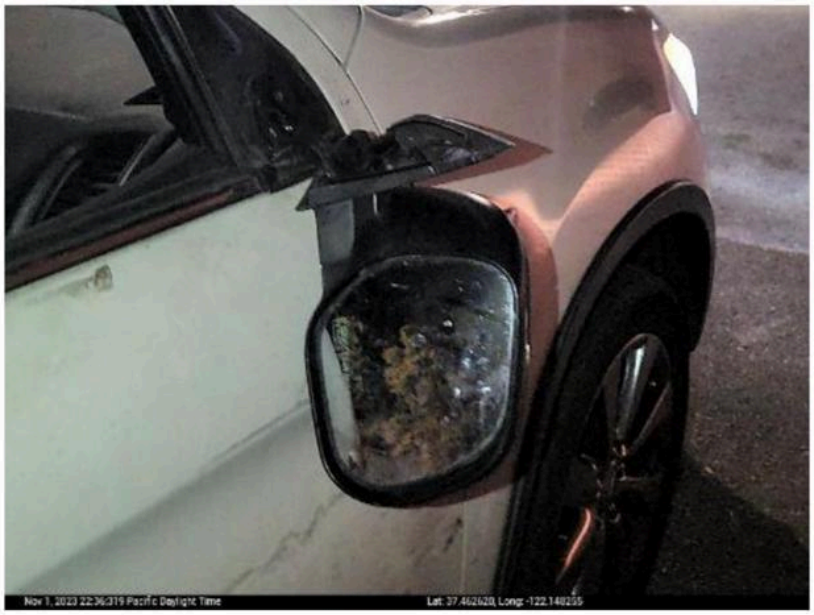
Flooding in the back area, Raquel, 12.14.24

Speakers List for E Okeefe Tenant Association

<u>201 E Okeefe St.</u>
Apt. 208 Alyce Spruell
Apt. 110 Josefina Calderon
Apt. 107 Reyna Del Cid De Argueta

<u>245 E Okeefe St.</u>
Apt. 1 Brian Jenkins
Apt. 18 Fredy Roman Alfredo

<u>301 E Okeefe St.</u>
Apt. 10 Leonor Camarena
Apt. 11 Maggie Pande
Apt 18 Maria De Los Ángeles
Apt. 21 Raquel Rodriguez



Damage - Left Angle

Claim Reference Id	:	1005-43-8177.1
File Name	:	Damage - Left Angle
File Date	:	11/02/2023
Label	:	Damage - Left Angle
VIN	:	4A4AP5AU4DE025077
Note	:	
Photo Location	:	37.46262 (Lat), -122.1482552 (Lon)
Photo Taken By	:	PANDE, MAGGIE

Exhibit 1: Insurance claim and documentation from car damage from parking gate malfunctioning at 301, Maggie Pande, 11/02/23

6:12 5G

maggiedamage

PDF - 295 KB



Damage - Center

Claim Reference Id	:	1005-43-8177.1
File Name	:	Damage - Center
File Date	:	11/02/2023
Label	:	Damage - Center
VIN	:	4A4AP5AU4DE025077
Note	:	
Photo Location	:	37.46262 (Lat), -122.1482552 (Lon)
Photo Taken By	:	PANDE, MAGGIE

Exhibit 2: Vehicle photo of damage to car from malfunctioning parking gate, Maggie Pande, 8.13.24





Exhibit 3: Management needing to drain water to the street because the drains do not work properly at 301 E Okeefe St which contributes to the flooding, Leonor Camarena, 2.14.25



Leonor Camarena v. Woodland Park Communities
Case No 20240036

Respondent's Exhibit List

Exhibit #	Title	Page #
A	Lease Agreement	R001
B	Current Ledger	R031
C	Historic Ledger (covering February 2016-July 2021, if applicable)	R034
D	Work Order Overview Report	R043
E	Work Orders	R046
F	Woodland Park Witness List	R082

Exhibit A

CALIFORNIA LEASE AGREEMENT

1.

LANDLORD NAME:	Woodland Park Property Owner, LLC, doing business as Woodland Park Communities
LANDLORD'S AGENT:	Alliance Residential, LLC, doing business as Woodland Park Apartments
LANDLORD ADDRESS:	45 Newell Road, East Palo Alto, CA 94303
PHONE/E-MAIL:	(650) 566-2000 / woodlandpark@allresco.com

2.

RESIDENT NAME(S):	Leonor Camarena Vazquez AND Jesus Ignacio Lopez (individually and collectively, "Resident")
OTHER OCCUPANT(S):	
RESIDENT ADDRESS:	301 East O'Keefe Street, East Palo Alto, CA 94303
	UNIT: # 10 (the "Premises") PARKING SPACE: #

3.

INITIAL TERM:	Month-to-Month	Lease Renewal:
	START DATE: December 1, 2014	END DATE:
	MOVE-IN DATE: December 1, 2014	

4.

MONTHLY CHARGES	
Base Rent	$1,377.78
Renters Insurance	$12.00
Parking	$$0.00
Trash	$$0.00
Water	$$0.00
Gas	$$0.00
Sewer	$$0.00
Electricity	$$0.00
TOTAL RENT	$1,389.78

5.

DEPOSITS	
Security Deposit	$1,000.00
TOTAL	$1,000.00

6.

KEYS:				
	❑ UNIT	2	❑ MAIL	1
	❑ REMOTE	0	❑ POOL	0
	❑ GARAGE	0	❑ STORAGE	0
	❑ CARD	2	❑ COMMON AREA	0

This Lease is entered into on the date signed, by and between the above-named parties (collectively, "Parties"). The party executing this Lease as the Landlord's Agent is acting as the managing agent for the owner of Woodland Park (the "Community"). Each person living in the Premises that is 18 years of age or older must sign the Lease as a resident. Each Resident states that they are of legal age to enter into a binding Lease for lodging. All others living in the Premises must be designated as Occupants. Each person signing the Lease is jointly and severally liable for all the various resident obligations under the Lease. Every individual resident, including all co-residents, is responsible for the entire rental amount and other obligations, even if, as roommates, individual residents have made arrangements among themselves to allocate the rent or other payments or obligations.

Landlord hereby leases and Resident hereby hires and takes the Premises for the term specified and subject to all of the terms and provisions set forth herein.

A. TERM OF LEASE

7. **INITIAL TERM:** The initial term of this Lease shall commence on the Start Date and end on the End Date as outlined in Section 3 and shall **automatically continue as a tenancy from month-to-month upon expiration of the initial term.**

8. **LEASE EXPIRATION:** Either party may terminate this Lease on the End Date or after the initial term by giving the other party at least **thirty (30) days'** written notice of its intention to terminate the tenancy, subject to California Civil Code sections 1946, et seq. In the absence of written notice of termination, or a new lease, after the expiration of the initial term, the tenancy shall become month-to-month subject to a rental increase and applicable fees as allowed under local and state law. Resident agrees to pay all rent up to and including the end of any **thirty (30) day** (or, as applicable, sixty (60) day) notice period (which may not occur before the end of the initial Lease term) or until the Premises are re-occupied, whichever occurs first.

9. **FAILURE TO VACATE AFTER NOTICE:** If Resident gives written notice to vacate the Premises and fails to completely vacate prior to the expiration of the notice, Landlord shall be entitled to commence legal proceedings to recover possession of the Premises and Resident shall be liable, unless otherwise prohibited by law, in addition to all other damages provided for under this Lease, for the daily rent based on a pro-ration of the monthly rent for each day Resident remains in the Premises. In addition, Landlord may collect costs for loss suffered from future resident losses, legal costs, lost rent, and other expenses, and any other amount allowed by law.

10. **OPTION FOR EARLY TERMINATION:** Resident is expected to remain a Resident for the entire initial term. If Resident fails to do so, Resident will be responsible to Landlord for all damages provided by law, including (but not limited to) rent due through the end of the initial term, minus rents paid by a replacement resident (if any). This amount will vary depending upon how long it takes Landlord to find a replacement resident which typically cannot be determined in advance of move-out.

To avoid this uncertainty, Resident may choose to exercise an Early Termination Option. Resident understands and acknowledges that Landlord is not legally obligated to allow early termination of the Lease unless provided for pursuant to law. To exercise this option, Resident must deliver to Landlord:

i. A written notice stating that Resident has elected to exercise the Early Termination Option;
ii. An early termination option payment of **$3,000.00**;
iii. An executed agreement for repayment of concessions received prior to the early termination (if applicable, see Concession Addendum); and
iv. Payment of rent and other amounts due through the new End Date.

When Landlord has (1) received the written notice and the Early Termination Option payment, and (2) signed the notice, the End Date will be amended. The new End Date will be the date specified in the notice which must be at least **thirty** days after the written election and payment are given to Landlord. Exercise of the Early Termination Option will affect only Resident's rent obligations after the new End Date. Resident must comply with all other Lease obligations.

The notice will not move the End Date forward if:

i. Resident is in default under the Lease at the time that Resident gives notice of Resident's exercise of the option;
ii. Resident provides the notice unaccompanied by the Early Termination Option payment; or
iii. Resident does not properly exercise the Early Termination Option by following the procedures specified above, but vacates the Premises before the End Date specified in the Lease.

11. **EARLY TERMINATION:** In the event Resident vacates the Premises before the End Date, and fails to exercise the Early Termination Option as specified above. Resident shall be liable for all rent owed for the remainder of the initial term minus amounts paid by a replacement resident (if any), plus any other amounts as specified by law.

12. **DELAY OF POSSESSION:** If the Landlord, for any reason, cannot deliver the possession of the Premises to Resident at the Move-In Date, this Lease shall not be void or voidable, nor shall Landlord be liable to Resident for any loss or damages resulting therefrom; but in that event there shall be a per diem deduction of rent covering the period between the Move-In Date and the time when Landlord can deliver possession.

13. **FAILURE TO MAKE PAYMENTS PRIOR TO COMMENCEMENT:** If Resident fails to make any payment due prior to the Start Date of Lease shown in Section 3, Landlord has no duty to provide possession of the Premises, and Landlord may apply any and all previously made payments to amounts due to Landlord.

B. PAYMENTS, DEPOSITS, AND FEES

14. **MONTHLY RENT PAYMENT:** The total rent is set forth in Section 4.
    i. All rent payments are due in advance on or before the 1st day of each month. It is Resident's responsibility to be certain that each payment is actually received by Landlord on or before its due date. Use of a rental payment drop box is for Resident's convenience – the risk of receipt of funds by Landlord when such box is used is Resident's risk, and not Landlord's risk. If any rent payment is made late, it will be subject to all applicable charges and may be rejected by Landlord.
    ii. Initial payment due for move in must be made in the form of a cashier's check. Except as otherwise provided, all subsequent rent payments shall be made by check, cashier's check, money order, or through the online payment portal. No cash or post-dated checks will be accepted.
    iii. Payments must be made payable to **Woodland Park** and may be personally delivered to the Business Manager, Assistant Business Manager or Sales Associate at 5 Newell Court or at 2041 Euclid Ave., East Palo Alto, CA 94303. On non-holidays, the business hours, which remain subject to change, when rent payments may be made personally are: Monday and Wednesday, 9am to 6pm, Tuesday 10am to 6pm, Thursday and Friday 9am to 7 pm, Saturday and Sunday 10am to 7pm.
    iv. Unless Resident notifies Landlord otherwise by written notation on the rent payment, Landlord shall apply all of the payments made in the order of priority Landlord determines. Landlord reserves the right at any time to change payment procedures and policies.
    v. If Resident makes any payment by check, it may be converted into an electronic funds transfer ("EFT"). This means Landlord will copy the check and use the account information on it to electronically debit Resident's account for the amount of the check. The debit from Resident's account will usually occur within 24 hours, and may occur as early as the same day as Landlord receives payment. The debit will be shown on Resident's regular account statement. Resident will not receive the original check back. Landlord will destroy the original check, but will keep a copy of it to the extent required by applicable laws. If the EFT cannot be processed for technical reasons, Resident authorizes Landlord to process the copy in place of the original check. If the EFT cannot be completed because of insufficient funds, Landlord may require payment in certified funds as required below.
    vi. If the Start Date occurs on other than the first day of a calendar month or the End Date occurs on other than the last day of a calendar month, then the rent for that month shall be prorated on a daily basis.

15. **LATE CHARGE AND NSF CHARGE:** Landlord and Resident agree that when Resident fails to pay rent on time, or when Resident pays rent by a check which payment is subsequently dishonored by the bank, the actual cost to Landlord is difficult or impossible to ascertain, but the Parties agree that Landlord does, in the event of late payment or in the event of a dishonored check, incur certain costs, including without limitation, communication with Resident, additional bookkeeping and administrative charges, bank charges, and lost opportunity costs of the late payment. After making a reasonable endeavor to estimate accurately the approximate costs associated with such a breach, which the Parties agree is difficult or impossible to ascertain, the Parties agree that, any time the rent for any given month is paid after the **4th** day of such month, Resident will in that month pay to Landlord, as additional rent due with the late payment, a late charge in the sum of **$35.00** and further agree that, in the event of a dishonored check, Resident will pay to Landlord, as additional rent due with the payment required to replace the dishonored check, an NSF fee in the sum of **$25.00**. The Parties agree that the payment of these sums does not constitute a license to pay rent late nor does it constitute a license to pay by dishonored check. Rent remains due on the first day of the month and there is no grace period for the payment of rent. A three-day notice to pay rent or quit may be served at any time after the first day of the month irrespective of the existence of the late charges as set forth in this section. If such notice is served after the **4th** day of the month, it may include the late charge and NSF charge, if applicable, which charges, as set forth above, are payable as additional rent. Furthermore, if Resident does not pay by the end of the **4th** day of the month, Resident may only pay by cashier's check or electronic payment (if offered). Landlord will not accept a personal check after the **4th** day of the month, or in response to a notice to pay rent or quit, or a notice to perform covenant or quit requiring payment. Landlord may terminate this Lease for failure to pay late charges and may terminate this Lease for non-payment of rent. If Resident gives Landlord two payments that are returned for nonpayment during the term of this Lease, then the future rent shall be payable by cashier's check for the remainder of the term.

16. **SECURITY DEPOSIT:**
    i. Resident shall pay to Landlord, as security, the amount set forth in Section 5, which sum shall not exceed the maximum permitted by California Civil Code Section 1950.5. This sum shall be applied and accounted for in accordance with the provisions of California Civil Code Section 1950.5 and any other applicable statutes. Landlord shall not be obligated to pay Resident interest in connection with such security deposit, unless specifically required by applicable law.
    ii. It is understood that the security deposit is applicable to all Residents jointly, and Landlord does not account for it until the passing of the permissible statutory period after all Residents have vacated the Premises. Any refund due may be made payable jointly to all Residents and it shall be the responsibility of all Residents to work out between themselves the manner of dividing said security deposit. If Landlord chooses to make the refund to any one of the Residents individually, in legal contemplation the payment shall be deemed to have been made to all Residents and Landlord shall have no liability to any one or group of Residents for failure of any Resident to divide such refund equitably.
    iii. If the security deposit is later increased by agreement of the Parties for any reason (such as the installation of a waterbed or relating to a pet), the additional security deposit will be disbursed by Landlord in accordance with this section at the end of the statutory period following the end of Resident's tenancy. Removal of the waterbed or pet, or whatever caused the increase in the deposit, will not be grounds for early

disbursement of the security dep[illegible].

C. RESIDENT DEFAULT

17. **DEFAULT BY RESIDENT:** Resident shall be guilty of material breach of this Lease if Resident: (a) fails to pay any rent or other sums payable under this Lease on the date it becomes due; (b) defaults in the performance of or breach of any other provision, term, covenant or condition of this Lease; (c) vacates or abandons the Premises before expiration of the full term of this Lease, or any extension of the term; (d) permits the leasehold interest of Resident to be levied upon or attached by process of law; or (e) makes an assignment for the benefit of creditors.

18. **REMEDIES:** Upon the occurrence of any default by Resident, Landlord may exercise any right or remedy which Landlord may have at law or in equity, each and all of which are cumulative and nonexclusive. This may include giving Resident notice to correct or cure such default, taking action to recover possession of the Premises via the eviction process or otherwise, and/or terminating the Lease, all in accordance with applicable law. Additionally, Landlord shall be entitled to recover from Resident all damages incurred by Landlord by reason of Resident's default. Without limitation on the foregoing, upon the occurrence of any event of default by Resident, Landlord shall have the option to pursue any one or more of the following remedies, each and all of which shall be cumulative and nonexclusive:
    i. Terminate this Lease and Resident's right to possession of the Premises and recover from Resident all damages allowed at law or in equity, including those allowed under Civil Code Section 1951.2 including:
        a. The worth at the time of award of the unpaid rent which had been earned at time of termination;
        b. The worth at the time of award of the amount by which the unpaid rent which would have been earned after termination until the time of award exceeds the amount of such rental loss that the Resident proves could have been reasonably avoided;
        c. Subject to subsection (iii), the worth at the time of award of the amount by which the unpaid rent for the balance of the term after the time of award exceeds the amount of such rental loss that the Resident proves could be reasonably avoided; and
        d. Any other amount necessary to compensate the Landlord for all the detriment proximately caused by the Resident's failure to perform Resident's obligations under the Lease or which in the ordinary course of things would be likely to result therefrom.
    ii. The "worth at the time of award" of the amounts referred to in paragraphs (a) and (b) of subsection (i) is computed by allowing interest at **10% per year**, but no greater than the maximum interest rate permitted by law. The worth at the time of award of the amount referred to in paragraph c of subsection (i) is computed by discounting such amount at the discount rate of the Federal Reserve Bank of San Francisco at the time of award plus 1 percent.
    iii. Landlord may recover damages that include the worth at the time of award of the amount by which the unpaid rent of the balance of the term after the time of award, exceeds the amount of rental loss for the same period Resident proves could be reasonably avoided.
    iv. Efforts by the Landlord to mitigate the damages caused by the Resident's breach of the Lease do not waive the Landlord's rights to recover damages under this section.
    v. Nothing in this section affects the right of the Landlord under a Lease to indemnification for liability arising prior to the termination of the Lease for personal injuries or property damage where the Lease provides for such indemnification.
    vi. Landlord has the remedy described in California Civil Code Section 1951.4 (Landlord may continue Lease in effect after Resident's breach and abandonment and recover rent as it becomes due, if Resident has the right to sublet or assign, subject only to reasonable limitations). Accordingly, if Landlord does not elect to terminate this Lease on account of any default by Resident, Landlord may, from time to time, without terminating this Lease, enforce all of its rights and remedies under this Lease, including the right to recover all rent as it becomes due.

19. **DAMAGE BY RESIDENT:** If any damage or destruction to the Premises, building, or Community is caused by Resident, Occupants, guests or invitees, such damage shall be considered a breach of Lease. Resident further agrees to pay rent for the period the Premises is damaged whether or not habitable, if such damage is caused by Resident, Occupants, guests or invitees. Any such damage or destruction of the Premises caused by Resident, Occupants, guests or invitees constitutes grounds for termination of the Lease; additionally, such actions will not create any right of rent reduction. Resident shall pay for any expenses, including the costs of repairing such damage or destruction.

20. **RESIDENT INFORMATION:** If Resident has supplied information to Landlord by means of a rental application or similar instrument, Landlord has relied upon the statements set forth in said application or instrument in deciding to rent the Premises to Resident. Resident covenants that all such information is accurate and was given voluntarily and knowingly by Resident. It is agreed that, if Landlord subsequently discovers any misstatements of fact in the application or instrument, any such misstatements shall be deemed a material breach of this Lease. In the event that Resident submits information to verify Resident's income, Resident hereby certifies the accuracy of such information and further agrees that accurate information regarding family income, family composition and any other related eligibility requirements shall be deemed substantial and material obligations of Resident's tenancy; that Resident will comply with all requests for information with respect thereto from Landlord or any mortgagee; that Resident's failure to provide accurate information shall be a default by Resident, which shall entitle Landlord to pursue all rights and remedies set forth in the **"DEFAULT BY RESIDENT"** section or otherwise permitted by law, and that Resident's failure to furnish accurate and current information could subject Resident to civil liability.

21. **COMPLIANCE WITH APPLICABLE LAWS:** Resident agrees not to engage in or permit unlawful activities in the Premises, in the common areas or on the grounds of the Community or permit the Premises or Community to be used for any purpose which violates local, state or federal law. Resident, Occupants, guests or invitees and any other person under Resident's control shall not engage in or facilitate in criminal activity, including drug-related criminal activity, on or near the Premises. "Drug-related criminal activity" means illegal manufacture, sale, distribution, use or possession with intent to manufacture, sell, distribute, or use a controlled substance (as defined in Section 102 of the Controlled Substances Act (21 U.S.C. 802)). Resident, Occupants, guests or invitees or other person under Resident's control shall not engage in any act of violence or threats of violence, including, but not limited to, the unlawful discharge of firearms, on or near the Premises. Resident agrees to reimburse and indemnify Landlord for all fines or other penalties incurred by Landlord as a result of Resident's violation of any statute, ordinance, regulation or other governmental restriction. This provision constitutes written notice to cease any breach of this section, including, without limitation, being so disorderly as to destroy the peace, quiet, comfort, or safety of the Landlord or other tenants of the building or Community or, where the Premises are a single-family dwelling, the peace, quiet, comfort or safety of the owner or residents of an adjacent property. Such disorderly conduct includes violations of state and federal criminal law that destroy the peace, quiet, comfort, or safety of the landlord or other tenants of the building or Community containing the rental unit, or, where the Premises are a single-family dwelling, the peace, quiet, comfort or safety of the owner or residents of an adjacent property.

22. **COMPLIANCE WITH POLICIES:** If indicated on the last page of this Lease with respect to Attachments/Addenda, Resident acknowledges receipt of a copy of the Community Policies, which Community Policies are incorporated into and made a part of this Lease, Resident agrees to abide by said Community Policies in all respects. Any Community Policies may be changed with thirty days' notice and Resident agrees to abide by any such changes. Failure to comply with the Community Policies shall be deemed a breach of this Lease.

D. PREMISES:

23. **CONDITION OF PREMISES:** Resident has inspected the Premises and acknowledges that the Premises are in good and habitable order and repair with all appliances and equipment in good working order at the time Resident is given occupancy. Resident also agrees that Landlord has made no promise to decorate, alter, repair or improve the Premises, except as listed on the Move In/Move Out Inspection Form.

24. **RESTRICTIONS ON ALTERATIONS:** Without the prior written consent of Landlord, Resident agrees not to make any alterations or improvements to the Premises, including, without limitation (i) changing or removing any part of the appliances, fixtures, or equipment; (ii) painting, installing wallpaper, or adhering contact paper; (iii) installing appliances including washing machines, dishwashers, dryers, fans, heaters, or air conditioners; or (iv) adding window coverings, foil draperies, or non-standard window coverings. In no event can any personal property, alterations, or improvements block entrance to or egress from the Premises, create a health or safety hazard or interfere with walkways or utility service equipment. All additions, fixtures and improvements shall be Landlord's property and shall remain upon the Premises after the termination of the Lease unless Landlord, as a condition to allowing Resident to make such alteration, requires that the Premises be restored to the condition existing prior to such alteration or addition.

25. **MAINTENANCE:** Resident is responsible to notify Landlord in writing, delivered personally or submitted online (except in the event of an emergency, in which case by telephone), if maintenance issues arise in or around the Premises. Maintenance requests will be handled after office hours only in an emergency. The on-duty maintenance associate will determine the appropriate course of action. Resident shall replace light bulbs and replace broken, damaged, or missing articles that Landlord has furnished.
    To maintain the Premises, Resident agrees to:
    i. Keep the Premises clean.
    ii. Use all appliances, fixtures, and equipment in a safe manner and only for the purposes for which they are intended.
    iii. Refrain from destroying, defacing, damaging or removing any part of the Premises, common areas, Community or grounds.
    iv. Refrain from making any repairs without Landlord's prior written consent.
    v. Maintain a minimum of 50 degrees inside the Premises at all times to prevent water lines from freezing during winter months.
    vi. Dispose of all garbage, waste and recyclable materials in designated containers and/or designated areas and in accordance with applicable law and Landlord's instructions. Large items may not be disposed of in garbage containers or common areas.
    vii. Keep all ingress and egress routes clear and unobstructed and at all times.
    viii. Practice safe use of electrical cords, outlets, and appliances.

26. **DUTY TO CLEAN AND VENTILATE:** Resident hereby acknowledges that mold and mildew can grow in the Premises if the Premises are not properly ventilated and maintained. Resident acknowledges that it is important that Resident regularly allow air to circulate in the Premises. Resident agrees to regularly allow air to circulate in the Premises by using bathroom fan(s), using ceiling fans, where available, and regularly opening the windows and/or sliding doors where available. Since it is common for mold and mildew to grow even if a small amount of moisture builds up, Resident agrees to regularly wipe down areas where moisture sometimes accumulates and clean all toilets, sinks, countertops, bathroom walls, windows, windowsills, patio doors, showers, bathtubs and tile or linoleum floors with a household cleaner on at least a bi-weekly basis. Resident further agrees to notify Landlord immediately whenever Resident learns of any condition which could lead to a build-up of moisture in the Premises, including, but not limited to plumbing leaks, broken window or door seals, accumulation of rainwater or other moisture around windows or doors, broken water lines or sprinklers, inoperable fans, doors, or windows, and any failure or malfunction in the heating, ventilation, or air-conditioning system, if any, in the Premises, storage room, garage, or common area. If Resident notices mold, mildew, or other organic growth in the Premises, Resident agrees to notify Landlord, in writing, immediately. Resident agrees to take the following steps to prevent the growth of mildew, mold, and organic growth in the Premises:
    i. In damp or rainy weather, keep windows and doors closed.
    ii. If possible, maintain a temperature of between 50° and 80° Fahrenheit within the Premises at all times.
    iii. Use the pre-installed bathroom fan or alternative ventilation when bathing or showering and allow the fan to run until all excess moisture has vented from the bathroom.
    iv. Use the exhaust fan in the kitchen when cooking or while the dishwasher is running. Allow the fan to run until all excess moisture has vented from the kitchen.
    v. Use care when watering houseplants. If spills occur, dry up excess water immediately.
    vi. When washing clothes in warm or hot water, watch to make sure condensation does not build up within the washer and dryer closet. If condensation does accumulate, dry with a fan or towel.
    vii. Thoroughly dry any spills on carpeting.
    viii. Do not allow damp or moist stacks of clothes or other cloth materials to lie in piles for an extended period of time.
    ix. Do not overfill closets or storage areas to allow for proper ventilation.
    x. Do not overfill the Premises or block with personal property ventilation from fans, windows, or doors.
    xi. Vacuum and dust the Premises on a regular basis to remove household dirt and debris that contribute to mold growth.
    Any failure to comply with the requirements of this section shall be deemed a material breach of this Lease. In addition, Resident shall be liable to Landlord for any damage resulting from Resident's failure to comply with the requirements of this section.

27. **PESTS AND PEST CONTROL:**
    i. The Premises and/or the common areas may be covered by a contract for periodic pest control by a registered structural pest control company. If so, pursuant to applicable law, concurrently with signing this Lease, Resident is being provided with a copy of the legally required notice provided by the registered pest control company under Business and Professions Code §8538 and California Civil Code §1940.8. Resident accepts all risks and hazards associated with chemicals used on the Premises that are stated in the notice attached to this Lease.
    ii. Resident and Landlord have inspected the Premises prior to leasing and acknowledge there is no visible evidence of the presence or infestation of insects or vermin, including bedbugs, in the Premises. Resident agrees to inspect all personal belongings for signs of bedbugs or other insects or vermin prior to bringing personal belongings into the apartment and further agrees not to bring into the Premises any belongings which Resident suspects may be infested with bedbugs, insects, or other vermin.
    iii. Resident agrees to maintain the Premises in a manner that prevents the occurrence of an infestation of insects and vermin, including bedbugs, and comply with policies relating to the prevention of infestations. Resident further agrees to report any signs of bedbugs, ants, fleas, roaches, or other insects or vermin immediately to Landlord.
    iv. If Resident allows individuals or items carrying bedbugs, fleas, roaches, or other insects or vermin into the Premises, or has an infestation that cannot be traced to another source, such infestation will be deemed damage to the Premises and Resident will be responsible for all costs of treatment to the Premises, Resident's personal belongings, and neighboring units as necessary to eradicate the infestation. Resident will also be responsible for any damages caused to the Premises or to any of Resident's personal property, including without limitation furniture, clothing, and personal belongings, caused by pests or the treatment of pests. The choice of treatment shall be at the discretion of Landlord in consultation with Landlord's pest control vendor, if any.
    v. Resident agrees to cooperate with all pest control efforts at and within the Premises and the Community. Resident shall follow all

instructions from Landlord and/or Landlord's pest control vendor, if any, with respect to treatment and eradication of pests, whether infestation is within the Premises, a neighboring unit, or elsewhere in the Community. The Premises must be properly prepared for any treatment. Resident acknowledges that preparations for treatments can be time consuming and difficult. Resident nonetheless agrees to fully prepare the Premises in a timely manner at its own cost and expense for the treatment and eradication of pests until the pest infestation is fully abated. Resident further agrees to coordinate the cleaning and/or disposal of Resident's personal property with the treatment being performed, so as to protect against a re-infestation of any pests. Resident agrees to follow the recommended readiness procedures, including allowing full access for treatment(s). Resident agrees that the choice of pest control vendors, if any, and the implementation of a treatment plan, including the application of pesticides, is exclusively that of Landlord. Resident agrees not to treat the Premises, building, or Community with pesticides without the written authorization of Landlord.

vi. Resident is required to report, in writing, any suspected infestations to Landlord immediately after discovery. Resident shall report any signs of any infestations, including, but not limited to any household member experiencing any bites, seeing any insects or vermin within the Premises, or seeing any feces or other detritus relating to insects.

vii. Resident represents to Landlord that Resident is not aware that bed bugs were present in Resident's last residence and that if bed bugs were present in any of their furniture, clothing, or other personal property, the bed bugs have been eradicated. Resident agrees that this representation to Landlord is a material inducement to Landlord leasing the Premises to Resident.

28. **KEYS, LOCKS, AND ACCESS DEVICES:**

i. **Keys and Locks:** Resident agrees not to change or add any locks or gates on any doors or windows to the Premises without prior written consent of Landlord. If Landlord, in its sole discretion, approves a request to install locks, Resident agrees to immediately provide Landlord with a key for each lock. On or before the end of the term, Resident agrees to return all keys to the Premises to Landlord. Landlord may charge Resident **$5.00** for each key that is lost or not returned.

ii. **Access:** Resident agrees to promptly notify Landlord in writing of any problem, defect, malfunction or failure of door locks, window latches, controlled access gates, intrusion alarms, and any other security device. Resident agrees to be responsible for all fines, penalties and other charges resulting from or attributable to the alarm, including false alarm charges. It is understood that Landlord is not responsible for providing access to the Premises after office hours. Resident is responsible for contacting a locksmith, at Resident's expense, to gain access to the Premises in the event of lockout. If Resident has called a locksmith, Landlord must be notified and then change locks at Resident's expense.

iii. **Access Devices:** If Resident has received gate cards, fitness, restroom and/or entry gate keys as indicated in Section 6 of this Lease, Resident understands that if any of these items are lost or not returned upon move out, that the following fees will apply: Gate Access Device **$0.00** Key Fob **$0.00** Entry Gate Key **$50.00**

29. **LOCATION:** Upon reasonable notice, Landlord shall have the right to transfer Resident to another unit that is comparable to the Premises, upon which transfer the other unit shall automatically become the Premises under this Lease, which shall remain in full force and effect. Resident acknowledges and agrees that such comparable unit shall be deemed to provide the same housing services as the original Premises and that such transfer is not an eviction.

30. **CONDITION UPON TERMINATION.** Upon termination of the Lease, or the termination of Resident's right to occupy the Premises, Resident shall deliver all keys, access cards, and remotes to Landlord and move out of the Premises, leaving them in substantially the same clean, undamaged, and ready-to-rent condition as existed on the Start Date, less ordinary wear and tear. If the Premises are not returned in such condition, Landlord may charge Resident for the costs to repair any damage and to put the Premises back in the condition they were in upon the Start Date, less ordinary wear and tear. Resident is responsible for replacement of any damaged or missing items and for payment of all costs to clean or repair any portion of the Premises, carpeting, flooring, wall coverings, paint, counters, trim, window treatment, doors, windows, or appliances which are damaged, dirty, or unsanitary. Cleaning and repair of any damage due to smoking of any kind is not considered ordinary wear and tear. Resident is responsible for removing all trash and other items of personal property from the Premises. Failure to do so will constitute a condition that exceeds ordinary wear and tear. Resident will not be considered as having moved out, vacated and surrendered possession of the Premises until Resident has removed all personal belongings from the Premises and returned all keys, access cards and remotes. If Resident moves out and fails to return all keys, access cards and remotes, Resident agrees that the move-out date shall be determined by Landlord in Landlord's reasonable judgment and that Resident will be charged for any missing keys, access cards and remotes. If Resident leaves personal property in the Premises after move-out or if Resident places personal property in areas of the Community not designated for Resident's exclusive use, Landlord can determine that such property has been abandoned and can take steps to remove or dispose of the property consistent with applicable laws.

31. **ENTRY:** Landlord has the right to enter the Premises as allowed by law, including, without limitation, in case of emergency, to make desired, necessary or agreed repairs, decorations, alterations, renovations, or improvements, to supply necessary or agreed services, to test smoke detectors, to exhibit the dwelling unit to prospective or actual purchasers, mortgagees, tenants, workmen or contractors, or for any other purposes permitted by California Civil Code section 1954 (and any other applicable statutes or amendments which might be enacted subsequent to the execution of this Lease). Landlord also has the right to enter the Premises in order to make an inspection pursuant to subdivision (f) of Civil Code section 1950.5 when Resident has abandoned or surrendered the Premises and pursuant to court order. Resident agrees that if Resident denies Landlord access to the Premises when Landlord is in compliance with statutory requirements and entitled to access, any such denial of access shall be deemed a material breach of this Lease. The Parties agree that 24 hours' notice is presumed reasonable, although the Parties acknowledge that a shorter time period may also be reasonable under some circumstances. Landlord will serve Resident with written notice before entry unless:

i. Entry is due to an emergency, surrender or abandonment of the Premises, or

ii. Resident and Landlord agree orally to an entry to make agreed repairs or supply agreed services at an approximate day and time within one week of the oral agreement, or

iii. Resident is present and consents to entry at the time of entry, or

iv. To exhibit the Premises to prospective or actual purchasers of the property, provided that Landlord has notified Resident in writing within 120 days of the oral notice that the property is for sale and that Resident may be contacted to allow for an inspection.

32. **SMOKE DETECTORS:** The Premises have been equipped with smoke detectors. The smoke detectors have been tested prior to Resident's move in to ensure they are operational. Resident agrees not to interfere with the presence or operability of any smoke detector and to report immediately to Landlord, in writing, any defects in the condition of any smoke detectors. Resident agrees that if a smoke detector is battery operated, pursuant to California Civil Code Section 1942.1, as part of the consideration of the rental, Resident assumes responsibility to: (a) ensure the battery is in operating condition at all times; and (b) replace the battery as needed. Under no circumstances shall Resident remove the battery of a smoke detector without immediately replacing the battery with a new one.

33. **CARBON-MONOXIDE DEVICES:** If a carbon-monoxide device has been installed within the Premises, Resident acknowledges that the carbon-monoxide device was operable at the time Resident took possession of the Premises. Resident is responsible for notifying Landlord if Resident becomes aware of an inoperable or deficient carbon-monoxide device within the Premises. Landlord shall correct any reported deficiencies or inoperability's in the carbon-monoxide device. Resident further agrees that, if the carbon-monoxide device is battery operated, pursuant to California Civil Code Section 1942.1, as part of the consideration of the rental, Resident assumes responsibility to: (a) ensure the battery is in operating condition at all times; and (b) replace the battery as needed. Under no circumstances shall Resident remove the battery of a carbon-

monoxide device without immediately placing the battery with a new one.

34. **SATELLITE DISHES:** If satellite dishes are allowed in the Community they must be one meter or less in size and may not be affixed to the patio or balcony of the Premises. Resident is specifically prohibited from making physical modifications to the Premises and is prohibited from installing said satellite dish in the common areas of the Community, including, but not limited to, outside walls, roofs, window sills, common balconies or stairways. Resident will be responsible for damages caused by the satellite dish, including the cost of removal if in any violation of any satellite guidelines. Resident shall install, use, maintain and remove a satellite dish in a manner which is consistent with industry standards and shall be liable for any damage or injury sustained as a result of the negligent installation, maintenance, use or removal of said satellite dish. Allowable locations may not provide an optimal signal or any signal at all.

35. **WATERBEDS AND AQUARIUMS:** Waterbeds and water tanks holding 30 or more gallons may only be installed in the Premises with prior written consent from Landlord. Prior to installation, a valid waterbed insurance policy or certificate of insurance for property damage must be obtained. The policy shall be issued by a company licensed to do business in California and possessing a Best's Insurance Report rating of "B" or higher. The insurance policy shall be maintained in full force and effect until the waterbed/water tank is permanently removed from the Premises. The policy shall be written for no less than **one hundred thousand dollars ($100,000.00)** of coverage. The policy shall cover, up to the limits of the policy, replacement value of all property damage, including loss of use, incurred by the Landlord or other residents caused by or arising out of the ownership, maintenance, use, or removal of the waterbed/water tank, except for any damage caused intentionally or at the direction of the insured, or for any damage caused by or resulting from fire. Landlord may require Resident to produce evidence of insurance at any time. The insurance carrier shall give Landlord notice of cancellation or non-renewal 10 days prior to this action. The waterbed/tank shall conform to the pounds-per-square foot weight limitation and placement as dictated by the floor load capacity of the Premises. The weight shall be distributed on a pedestal or frame which is equivalent to the dimensions of the mattress itself. Resident shall install, maintain and remove the waterbed/tank, including, but not limited to, the mattress and frame, according to standard methods of installation, maintenance, and removal as prescribed by the manufacturer, retailer, or state law, whichever provides the higher degree of safety. Resident shall notify Landlord in writing of the intent to install, remove, or move the waterbed/tank. The notice shall be delivered at least 24 hours prior to the installation, removal, or movement. The Landlord has the right to be present at the time of installation, removal, or movement. If the waterbed/water tank is installed or moved by any person other than Resident, Resident shall deliver to Landlord a written installation receipt stating the installer's name, address, and business affiliation.

E. LIMITATION ON LIABILITY:

36. **LIABILITY:** Landlord shall not be liable to Resident, Occupants, or to any guests or invitees of Resident for any damage or losses to person or property arising from any cause including, but not limited to, theft, burglary, assault, vandalism, fire, flood, water leaks, rain, hail, ice, snow, smoke, lightning, wind, explosion, interruption of utilities, earthquake, or any other condition over which the Landlord has no control. To the extent allowed by law, Resident agrees to assume all risk of harm, and waive all claims against Landlord, resulting from use of common area amenities. To the extent allowed by law, use of the common area amenities is at the sole risk of Resident, Occupants, guests or invitees.

37. **INDEMNITY/HOLD HARMLESS:** Resident and Occupants agree to indemnify and hold Landlord harmless, from any claims arising out of any death or injury to any person, or any damage to property, if such injury or damage is caused directly or indirectly by the act, omission, negligence, or fault of Resident, Occupants, or Resident's guests or invitee(s).

38. **HOUSING SERVICES:** The furnishing by Landlord to Resident of any storage space, use of laundry, electronic access controls and gates, or any other common area facilities outside the Premises shall be deemed to be furnished gratuitously and Landlord makes no representations or guarantees as to the availability, adequacy, or fitness of such space, service, or facilities. Resident acknowledges that Landlord will not provide lifeguard service at swimming facilities, if any, and Resident agrees to take adequate and reasonable care in use of all recreational facilities to ensure the safety of Resident, Occupants, guests or invitees. All guests and invitees must be accompanied by a Resident or Occupant to use recreational facilities and amenities. Resident, Occupants, guests, and invitees shall comply with all signs posted by Landlord in and around the common areas and Community. Landlord may ban any Resident, Occupant, guest or invitee from using any amenity at the Community if such persons fail to abide by posted signs or rules relating to those areas and Resident shall not be entitled to any rent reduction or offset if the loss of amenity privileges is the result of the conduct of Resident, Occupants, guests or invitees. Landlord makes no representations, warranties or guarantees express or implied, regarding the presence or quality of reception of electronic communication or information retrieving devices within the Premises or Community.

39. **EMINENT DOMAIN OR CONDEMNATION:** Should the land whereon the building containing the Premises is situated, or any part thereof, or any portion of the Community, be condemned or taken for public use, then, in that event, upon the taking of the same for such public use, this Lease, at the option of Landlord, shall be deemed null and void, and the term shall cease and come to an end, notwithstanding anything to the contrary herein, and without apportionment of the award. Resident shall not be entitled to receive any sum, or portion thereof, constituting any award arising out of any such eminent domain or condemnation.

40. **SIGNIFICANT DAMAGE TO OR DESTRUCTION OF PREMISES:**
    i. If the Premises or property are damaged by fire, flood or other casualty, necessitating repairs that require Resident to vacate the Premises for any length of time, in the sole and absolute discretion of Landlord, Landlord shall have the option either (1) to repair the damage or otherwise restore the Premises, with this Agreement continuing in full force and effect, or (2) give notice to Resident, at any time after such damage occurs or repairs become necessary, terminating this Agreement as of a date to be specified in such notice. Landlord shall not be required to repair any damage by fire or other cause or to make any repairs of any property installed in the Premises by Resident.
    ii. If Landlord elects to terminate, this Lease shall expire and all interest of the Resident in the Premises shall terminate and Landlord shall have no obligation to pay lodging costs or other expenses to Resident after the termination date. If Landlord elects to repair the damage and/or make the significant repairs and continue this Lease in full force and effect, the "Duty to Cooperate" and "Significant Repairs" sections, below, shall apply.

41. **SIGNIFICANT REPAIRS:**
    i. If the Premises require significant renovations, improvements or repairs (such as, by way of example only and not by way of any limitation, tenting for termites, treating for pests or other vermin, replacing plumbing or electrical wiring, repairing fire damage, etc.) which require Resident to vacate the Premises for any length of time, Resident must vacate the Premises as needed and otherwise cooperate with Landlord in its efforts to perform the work. To the extent possible, Landlord shall give Resident at least ten days written notice of the need to vacate the Premises, which notice shall include Landlord's best estimation of the length of time Landlord anticipates Resident will need to be absent from the Premises.
    ii. Resident agrees to vacate the Premises for the time necessary for the work to be completed and, if Resident needs to be absent from the Premises for more than 8 hours in any 24-hour period, relocate to alternative housing of the Landlord's choosing. Landlord shall be responsible to pay for the alternative housing; however, Resident will remain responsible for all rent while Landlord is paying for alternative accommodations. If Resident elects to relocate temporarily to lodging other than that designated by Landlord, then Landlord shall have no obligation to pay the cost of such housing, which shall be at Resident's sole cost and expense; although Resident shall have no obligation to

pay rent during the time the Pre[illegible]es are not available to Resident during the repairs [illegible]andlord is not paying for the alternative lodging, except as provided below. Resident shall return to the Premises once Landlord advises Resident that the work has been completed. Landlord shall have no obligation to pay for alternative housing or waive rent after Landlord has advised Resident that Resident may return to the Premises.

iii. If the work or repairs are required because of the conduct of Resident or the conduct of Occupants, invitees or guests (such as misuse of plumbing, causing a fire, etc.), then Landlord shall be relieved of its obligation to pay for alternative accommodations set forth above and Resident shall remain responsible for both rent and the cost of alternative lodging during the time when Resident must vacate the Premises for any work to be completed.

42. **DUTY TO COOPERATE:** Failure to vacate the Premises or otherwise cooperate with Landlord's efforts to conduct repairs, renovations or other improvements in the Community is a material breach of this Lease and grounds for termination of this Agreement.

43. **SAFETY CONCERNS:**

i. Landlord makes no representations or guarantees to Resident concerning the security of the Premises or the Community. Landlord is under no obligation to Resident to provide any security measure or take any action not required by statute. The presence of courtesy patrols, patrol cars, access gates, surveillance cameras or other deterrents do not guarantee that crime can or will be prevented. Landlord reserves the right to reduce, modify or eliminate any such measures (other than those statutorily required) at any time; and Resident agrees that such action shall not be a breach of any obligation or warranty on the part of Landlord. All such measures are subject to personnel absenteeism, human error, mechanical malfunctions and tampering. Resident is responsible for planning and taking action with respect to the safety of Resident and personal property as if such systems and deterrents did not exist.

ii. Landlord may install surveillance cameras in some common areas. These cameras may or may not be monitored and the footage recorded by these cameras may or may not be kept by Landlord for any length of time. Landlord may remove such cameras, or install additional cameras, at any time without notice to Resident. Footage from any cameras belongs to Landlord and shall not be released to any resident although such footage may be released to law enforcement personnel, insurance adjusters or others with legitimate business needs for such footage in the sole discretion of Landlord and without the consent of any individuals recorded by such footage.

iii. Landlord has no obligation to obtain criminal background checks on any residents and bears no responsibility or liability related to the criminal background or actions (whether past, present or future) of any person, even if Landlord has actually run a criminal background check on applicants. Resident agrees to hold Landlord harmless from claims arising out of criminal acts of other residents or third parties. Resident shall not rely on the fact that Landlord may have run a criminal background check on residents or any other applicant when deciding whether to enter into this Lease. Background checks are limited to the information actually reviewed and are not a guarantee that a person with a criminal background does not reside at the Community or that someone living in the Community will not commit a crime in the future. Landlord has not made and does not make any representations as to the background of any existing or future resident and Landlord is under no obligation to run background checks on any existing resident or future applicant.

iv. Resident agrees to report immediately all suspected or actual criminal activity to the appropriate local law enforcement agencies and, after doing so, to Landlord, and shall provide Landlord with such law enforcement agency's incident report number upon request. If Resident receives a copy of any law enforcement agency's incident report for an incident that occurred on the property and said incident impacted the Premises, the Community or other residents in the Community, Resident shall provide a copy of said incident report to Landlord upon request.

44. **INSURANCE:** Landlord does not maintain insurance to cover (a) Resident's personal injury, (b) loss or damage to Resident's personal property, or (c) Resident's liability for injury, loss or damage caused to others by Resident (or Occupants or guests). Resident is not a co-insured, a beneficiary, or an implied beneficiary under any insurance policy maintained by Landlord. Unless prior to the Start Date, Resident provides Landlord with written proof of a policy of liability insurance issued by an authorized insurance company that provides Resident with a minimum policy coverage amount of $100,000 per occurrence and names Landlord as an Interested Party, Resident hereby elects for Landlord to enroll Resident in a service program administered by Landlord and backed by a liability coverage program administered by an insurance company selected by Landlord. Resident agrees to reimburse Landlord for the actual cost of such program. The premium payment made by Landlord on Resident's behalf will be considered rent. Landlord reserves the right to hold Resident liable for any loss in excess of the insurance proceeds paid by the insurer. If Resident maintains its own liability insurance, Resident shall provide proof of such insurance to Landlord upon Landlord's request. Resident's failure to provide such proof within three days of a request therefor shall constitute an election by Resident for Landlord to enroll Resident in the service program specified above, at the then-current actual cost of the service program.

45. **MEGAN'S LAW:** Pursuant to Section 290.46 of the Penal Code, information about specified registered sex offenders is made available to the public via internet web site maintained by the Department of Justice at www.meganslaw.ca.gov. Depending on an offender's criminal history, this information will include either the address at which the offender resides or the community of residence and the zip code in which the offender resides. Since the information is equally available to residents and Landlord, and Landlord cannot discriminate against registered sex offenders pursuant to Penal Code Section 290.46 et seq., Landlord has not made any inquiry of any applicant or resident as to whether he or she is a registered sex offender. Resident is advised to take whatever reasonable and lawful actions Resident believes necessary to protect household members or guests against any potential harm. This includes talking to any children or individuals with a diminished capacity about how to deal with strangers and similar topics. Resident is advised that Landlord may not notify Resident if Landlord learns or is advised that a registered sex offender is living in the Community.

46. **ENVIRONMENTAL INDEMNIFICATION:** To the extent allowed by law, Resident expressly assumes and accepts any and all risks involved or related to the presence in the Premises, common areas, and Community of any and all health affecting substances, and any power lines in the vicinity of the Premises. Resident waives all claims and causes of action of any kind or nature, at law or in equity, including, but not limited to, claims or causes of action arising by statute, ordinance, rule, regulation or similar provision, against Landlord and Landlord's agents, principals, employees, legal representatives, affiliates, assignees, successors in title, partners, shareholders, officers, directors, parents, members and managers (herein collectively called the "Landlord Affiliates") with respect to any health hazard occurring in connection with the presence in the Premises, common areas, or Community of materials containing potentially health affecting substances, and claims arising out of or based upon any potentially health affecting substances brought, or allowed to be brought, into the Premises, common areas, or Community by any Resident, Occupant, guest, or invitee. Resident agrees to defend, indemnify and hold harmless the Landlord Affiliates against and from any and all actions, causes of action, claims, demands, liabilities, losses, damages and expenses of whatsoever kind, including, but not limited to, attorneys' fees at both the trial and appellate levels, that any or all of the Landlord Affiliates may at any time sustain or incur by reason of any and all claims asserted against them arising out of potentially health affecting substances brought or allowed to be brought into the Community by any Resident, Occupant, guest, or invitee.

47. **PROPOSITION 65 WARNING:** The Premises, common areas, and Community may contain chemicals known to the State of California to cause cancer, birth defects, and other reproductive harm. These chemicals may be contained in emissions and fumes from building materials, products and materials used to maintain the property, and emissions, fumes, and smoke from Resident and guest activities, including but not limited to the use of motor vehicles, barbecues, and tobacco products. These chemicals may include, but are not limited to carbon monoxide, formaldehyde, tobacco smoke, unleaded gasoline, soot, tars, and mineral oils.

For more information please contact OEHHA at (916) 445-6900 or visit http://www.oehha.org/prop65/pdf/Prop65tenants.pdf for additional

information from the California Enviro. ental Protection Agency's Office of Environmental He. Hazard.

48. **LEAD-BASED PAINT WARNING:** Housing built before 1978 may contain lead-based paint. Lead from paint chips and dust can pose health hazards if not managed properly. Lead exposure is especially harmful to young children and pregnant women. Lead poisoning in young children may produce permanent neurological damage, including learning disabilities, reduced intelligence quotient, behavioral problems, and impaired memory. Before renting pre-1978 housing, Landlords must disclose the presence of known lead-based paint and/or lead-based paint hazards in the Unit. Residents must also receive a federally approved pamphlet on lead poisoning prevention. By Resident signing this Lease, they acknowledge receipt of Protect Your Family from Lead in Your Home pamphlet.
    i. Presence of lead-based paint or lead-based paint hazards: Known lead-based paint and/or lead-based paint hazards **are present** in the housing.
    ii. Landlord has reports or records pertaining to lead-based and/or lead-based paint hazards in the Premises and has made available to Resident all available records and reports upon Resident's request.

49. **ASBESTOS DISCLOSURE:** Before 1981, asbestos was commonly used in construction. This Community was built before 1981 and asbestos may be present. Asbestos is a chemical known to cause cancer. Asbestos may be present in sprayed-on acoustical ceiling material, insulation, fire proofing and floor tiles in the Premises and/or buildings of the Community. Disturbing or damaging certain interior Premises, common areas, and/or Community surfaces may increase the potential exposure to asbestos. Resident may not pierce, damage, disturb, or remove any portions of the Premises, common areas, and/or Community known or suspected to contain asbestos. Resident must notify Landlord immediately in writing if any portion of the Premises, common areas, and/or Community known or suspected to contain asbestos are pierced, damaged, disturbed or removed. Landlord has instituted an operations and maintenance program directed at maintaining the Community in accordance with any applicable federal and state safety requirements regarding asbestos-containing material. This program is designed (among other things) to prevent release of asbestos fibers into the air; minimize disturbance of damage to asbestos-containing materials; monitor the conditions of materials and air in the building; and regulate maintenance, renovation and construction activities. No matter how small the percentage of such material may be, Resident, Occupants, guests, or invitees shall comply with such rules and regulations as Landlord from time to time may prescribe in connection with Landlord's operations and maintenance program, including without limitation to the following:
    i. Hazardous Materials: Resident shall not take or allow any action which in any way damages or disturbs all or part of the ceiling, flooring, walls, insulation in the Premises, including but not limited to: Piercing the surface of the ceiling, flooring, walls or insulation by drilling or any other method; hanging plants, mobiles, or other objects from the ceiling; allowing any objects to come into contact with the ceiling; permitting water or any other liquid to come into contact with the ceiling; painting or undertaking any repairs or improvements with respect to the ceiling or floor tiles; or undertaking any activity which results in building vibration which may damage the ceiling.
    ii. Resident shall notify Landlord immediately in writing if there is any damage to or deterioration of the ceiling, flooring, walls or insulation of the Premises, including (without limitation) loose, cracking, hanging, or dislodged material, water leaks, or stains in the ceiling, flooring, walls or insulation.

50. **CREDIT REPORTING:** Resident is notified that Resident's performance as a tenant of this Community may be reported to credit reporting agencies.

51. **SOCIAL MEDIA:** Landlord maintains an online presence through its website and social media. This online presence includes, but is not limited to, displaying images from community events organized by Landlord. From time to time Landlord will capture still ("photo") and moving ("video") images at these events. Resident hereby acknowledges that by attending these events Residents accepts and agrees to the potential of being depicted in those images and further agrees to permit Landlord to use Resident's, Occupants', guests' or invitees' likenesses, without compensation, for the limited purpose of Landlord's online presence. Please note that Landlord respects Resident's privacy and at Resident's written request Landlord will remove any image depicting Resident, Occupants, guests or invitees.

F. COMMUNITY CONSIDERATION

52. **USE OF PREMISES:** Resident agrees to use the Premises solely as a private residence. Storage areas, parking areas, balconies, patios, outdoor areas, and decks shall not be used for occupancy. Resident shall not use the Premises as a business address, nor shall Resident conduct business activities on the Premises. Conducting business activities includes, without limitation, using the Premises as a mailing address for a business enterprise, having a business telephone line in the Premises, having business clients meet with Resident at the Premises, having business stationery setting forth the address of the Premises as a business address, assembling or manufacturing any product upon the Premises, or otherwise holding out the Premises as the address of any business. Resident may, however, insofar as it is consistent with the restrictions set forth in this section, and with the written consent of Landlord, use a portion of the Premises as a "home office." Nothing set forth herein shall be deemed as disallowing any use of the Premises that cannot be prohibited legally.

53. **CONDUCT OF RESIDENT:** Resident agrees not to harass, annoy, or endanger any other resident, neighbor, or other person, or create or maintain a nuisance, or disturb the peace or solitude or quiet enjoyment of any other resident, neighbor or other person, or commit waste in or about the Premises. Resident further agrees not to harass, verbally abuse, denigrate or otherwise disrespect Landlord's employees, agents and/or contractors or interfere with the operations of the Community or the work of Landlord's employees or agents. Resident agrees to keep the volume of any activity, radio, stereo, electronic equipment, television or musical instrument at such a level which will not disturb the other residents at any time. Any noise, disturbance, or activity which would, in the sole and absolute discretion of Landlord, be reasonably likely to annoy or disturb other residents is strictly prohibited. Certain acts are considered to be contrary to the safety, well-being, peace, and enjoyment of the other residents of the Community. These include, but are not limited to, the use, possession or sale of illegal drugs or controlled substances and the carrying or exhibiting of firearms in the Community. Such acts are prohibited. The carrying or exhibiting of firearms may be permitted with written consent of Landlord if doing so is required by law or job necessity. Resident shall not deface or damage any part of the Premises or the common areas or the Community or permit the same to be done. Resident shall not keep in the Community any flammable or explosive materials or any substance considered dangerous, hazardous, or toxic under any governmental law or regulation. Resident shall not do or permit anything to be done in the Premises that may be deemed hazardous or which will cause a cancellation of or an increase in the premiums for any insurance for the Community. Resident is responsible for the conduct of Occupants, guests, and invitees, including without limitation any minors, while they are in the Premises and in the Community. A resident conducting any of the activities set forth in this section, or who allows Occupants, guests, or invitees to conduct any of said activities shall be deemed in violation of this Agreement, and said activity shall be grounds for termination of this Agreement. This provision constitutes written notice to cease any breach of this section, including, without limitation, committing or permitting to exist a nuisance in the Premises, building, or Community.

54. **PARKING:** Resident, Occupants, guests, and invitees shall follow the Parking Rules and Regulations, as the same may be amended from time to time. Landlord shall not be liable for any damage or loss to motor vehicles, the contents of motor vehicles, or personal property of Residents, Occupants, guests, or invitees. Failure to follow the Parking Rules and Regulations and posted signs relating to parking and operation of vehicles will result in the towing of the offending vehicle at the cost of the vehicle owner.

55. **OCCUPANTS:** Any person staying in the Premises for longer than two weeks or 20 nonconsecutive days out of the year shall be considered to be occupying the Premises. The Premises shall be occupied only by the person(s) indicated in Section 2. No other persons have permission to occupy the Premises unless such permission is in writing and signed by Landlord. Landlord's acceptance of rent from any other individual shall

be deemed to be the payment of rent on behalf of the Resident and shall not constitute permission for the person making the payment to occupy the Premises. Should any person not named in Section 2 make any claim of right to possession of the Premises, any such person shall be deemed to be the guest or invitee of the named Resident and their claim to right of possession shall be denied. Any Occupant, named in Section 2, who is not a signatory to this Lease shall be deemed to be an invitee of Resident, who is a signatory to this Lease. Accordingly, if any such Occupant is not named in any unlawful detailer action to regain possession of the Premises, and if any such individual thereafter makes a claim to right of possession of the Premises, that claim shall be denied on the basis that said individual is the invitee of the named Resident and does not have an independent claim to right of possession of the Premises.

56. **GUESTS:** Any person occupying the Premises shall be considered an unauthorized occupant in violation of this Lease unless that person has completed a rental application, been approved, and been added to the Lease.

57. **ASSIGNMENT AND SUBLETTING**: Resident shall not assign this Lease nor sublet all or any part of the Premises without Landlord's written consent. Resident shall not sublet all or any part of the Premises on a short-term basis, including without limitation through Air BNB or any other short-term rental program. Permitting any person not named as an Occupant or as a Resident in this Lease to occupy the Premises shall be deemed an improper subletting of the Premises and shall subject the tenancy to termination. This provision constitutes written notice to cease any breach of this section, which breach is incurable pursuant to state law. Any attempted subletting or assignment in violation of this provision shall be void. In the event that no original Resident remains in residency at the Premises, Landlord may reset the rent in accordance with the Civil Code and Rent Stabilization Ordinance.

58. **PETS:** No pets are permitted in the Premises without the prior written consent of the Landlord through an Animal Addendum to this Lease. Permission to keep a pet may be granted, denied, or revoked in Landlord's sole discretion. Except to the extent written permission has been given, pets may not be brought upon the Premises, whether such pets belong to Resident or to any other person. The presence of any pets for which written permission has not been given and is not currently in force, even if such pets are "just visiting" shall be deemed a material breach of this Lease. This policy does not apply to accommodation or service animals. A disabled individual who requires an animal in order to be able to use and enjoy the Premises or the Community should contact Landlord before bringing the animal onto the Premises and request an accommodation to this Lease provision. All accommodation requests will be processed in accordance with applicable laws. Resident is responsible for reimbursing Landlord for the costs of repairing damage to the Premises, common areas, or Community caused by animal(s) under the control of or visiting Resident. Resident must promptly notify Landlord of any damage caused by animals.

59. **CLOTHESLINES/DRYING RACKS**: If the Premises has a private patio, deck, or balcony, which is enclosed by a fence, railing, or other structure, Resident is permitted to hang clothing, blankets or other laundry on the patio, deck, or balcony subject to the following rules and conditions:
    i. No more than two drying lines/racks may be in use at any one time.
    ii. Items may not be left on the drying lines/racks for more than 24 hours (i.e., all items must be removed within 24 hours of being put out on the drying lines/racks).
    iii. Drying lines/racks must be free standing.
    iv. No drying lines or racks may be attached or affixed in any manner to any portion of the building, fence, railing, wall, building support structure, or light fixtures.
    v. Drying lines/racks cannot be higher than the patio, balcony, or deck fence or railing.
    vi. Drying lines/racks cannot be clearly visible from the sidewalk or street.
    vii. Drying lines/racks cannot block entrance to or egress from the Premises, create a health or safety hazard or interfere with walkways or utility service equipment.
    viii. Drying lines/racks cannot interfere with the maintenance of the Community.
    ix. Clothes may not be draped over fence or balcony railings, or hung from any building fixtures.

    If the private patio or balcony is not enclosed by a fence, railing, or other structure, Resident is not permitted to hang clothing, blankets, or any other laundry on the patio, deck, or balcony.

G. UTILITIES AND HOT WATER

60. **UTILITIES:** Utility services shall be provided directly from the utility provider or, at the sole discretion of Landlord, on a sub-metering, square footage, or other allocation basis. Landlord reserves the right to modify the method by which the utilities are furnished to the Premises or billed to Resident during the term of this Lease and may modify billing Resident for utilities previously included in the rent by giving Resident a 30-day written notice. Reference the utility addendum for detailed terms, conditions and methodology.

    The following terms shall apply:
    i. Resident agrees to pay all charges for utilities for the Premises for the term of the Lease including but not limited to those listed in the Utility Billing Addendum. Charges may be assessed by the utility provider or Landlord or Landlord's designated Billing Party in the case of utilities billed to Resident by Landlord in connection with Resident's use of utilities.
    ii. Resident shall not use any utility in a wasteful, unreasonable, or hazardous manner and agrees to comply with all utility conservation efforts implemented by Landlord.
    iii. Landlord is not liable for claims arising from utility service outages, interruptions, or fluctuations in utilities provided to the Premises not reasonably within Landlord's control.
    iv. For any utility which Resident is responsible for paying directly to the utility provider, Resident must contact the utility company prior to move-in to have the services placed in Resident's name no later than ten (10) business day following move-in. Resident shall continue to contract with the utility provider throughout the term for continuous utility service. Resident's failure to make necessary arrangements for Resident's utility service may result in an interruption of services and Resident's failure to transfer utility services to Resident's name or failure to have continuous utility service may be, at Landlord's discretion, considered a material breach of this Lease and will permit Landlord to terminate the Lease. If Resident fails to pay any utility charges that are to be paid by Resident, Landlord may, at its option, pay such charges to retain continuing utilities service. If Landlord does so, any such charges may be billed to Resident by Landlord and said billing shall become due and payable, in full, as additional rent together with the regular monthly rent payment on the first day of the month next following the date of such billing.
    v. Resident shall not use any utilities in the common areas for their own personal use without written consent of the Landlord.
    vi. Resident agrees not to disturb, tamper, adjust, or disconnect any utility service, sub-metering device or system.

61. **HOT WATER:** The following will apply.
    i. The water temperature in the Premises is set at 120 degrees Fahrenheit or below. When the water temperature is 120 degrees Fahrenheit, or below, bacteria may enter the water heater or associated plumbing and accumulate. If Resident desires the thermostat to remain at 120 degrees Fahrenheit, or below, Resident assumes any and all risks associated with any bacterial growth in the water heater or associated plumbing.

ii. Resident should be aware that s. .s units may be equipped with an HVAC heating syste. .hich operates on hot water. To achieve full heating potential, it may be necessary to increase the temperature of the water heater during the colder months of the year. Resident should also be aware that some units operate on centralized hot water systems which service multiple units and as such individual adjustments in temperatures will not be possible.

iii. If Resident desires the water temperature in the Premises to be higher than 120 degrees Fahrenheit and the Premises has an individual hot water heater, Resident will request, in writing, the temperature of the hot water heater to be adjusted by Landlord, and Resident shall specify the desired temperature at which Landlord is requested to set the thermostat.

iv. Resident understands that if the temperature is set above 120 degrees Fahrenheit, that the water released from the taps in the Premises may scald or burn anyone using water, and potentially cause severe injury.

v. Resident may not tamper with, or adjust the water temperature thermostat in the Premises in any way without written authorization from Landlord.

vi. Resident agrees to indemnify and hold Landlord harmless in any action involving any injury related to the temperature of the water, the water system or the associated plumbing in the Premises.

H. ADDITIONAL TERMS

62. **REQUESTS FOR ACCOMMODATIONS OR MODIFICATIONS:** A disabled person shall be provided reasonable accommodations or reasonable modifications to the extent necessary to provide the disabled person with an opportunity to use and occupy the Premises in a manner equal to that of a non-disabled person. If Resident believes Resident, Occupant, or a member of Resident's household requires an accommodation or modification as a result of a disability, Resident should contact Landlord to begin the interactive process.

63. **MILITARY:** Military personnel on active duty may terminate this lease under Federal law if:
   i. Resident becomes a member of the Armed Forces of the United States after Resident enters into the Lease; or
   ii. Resident is or becomes a member of the Armed Forces of the United States and receives:
      a. Orders for a permanent change of station; or
      b. Orders to deploy for a period of at least 90 days.

   Landlord fully supports its residents who are active-duty or reserve military personnel. Resident must give Landlord written notice of termination. For rentals when rent is paid monthly, the termination becomes effective 30 days after the first date on which the next rent payment is due after the termination notice is delivered and no further rent will be owed following the expiration of the notice period (or the actual move-out date, if later). Resident must furnish the Landlord with proof to establish that Resident qualifies for this limited exception. Proof may consist of any official military orders, or any notification, certification, or verification from the service member's commanding officer, with respect to the service member's current or future military duty status. Military permission for base housing does not constitute a permanent change-of-station order.

64. **OFFICE OF FOREIGN ASSETS CONTROL:** Resident represents and warrants that Resident and each person or entity owning an interest in Resident is:
   i. Not currently identified on the Specially Designated Nationals and Blocked Persons List maintained by the Office of Foreign Assets Control, Department of the Treasury ("OFAC") and/or on any other similar list maintained by OFAC pursuant to any authorizing statute, executive order or regulation (collectively, the "List").
   ii. Not a person or entity with whom a citizen of the United States is prohibited to engage in transactions by any trade embargo, economic sanction, or other prohibition of United States law, regulation, or Executive Order of the President of the United States.
   iii. None of the funds or other assets of Resident constitute property of, or are beneficially owned, directly or indirectly, by any Embargoed Person (as hereinafter defined).
   iv. No Embargoed Person has any interest of any nature whatsoever in Resident (whether directly or indirectly).
   v. None of the funds of Resident have been derived from any unlawful activity with the result that the investment in Resident is prohibited by law or that the Lease is in violation of law.
   vi. Resident has implemented procedures, and will consistently apply those procedures, to ensure the foregoing representations and warranties remain true and correct at all times. The term "Embargoed Person" means any person, entity or government subject to trade restrictions under U.S. law, including but not limited to, the International Emergency Economic Powers Act, 50 U.S.C. § 1701 et seq., The Trading with the Enemy Act, 50 U.S.C. App. 1 at seq., and any Executive Orders or regulations promulgated there under with the result that the investment in Resident is prohibited by law or Resident is in violation of law.

   Resident covenants and agree(s):
   i. To comply with all requirements of law relating to money laundering, anti-terrorism, trade embargo and economic sanctions, now or hereafter in effect.
   ii. To immediately notify Landlord in writing if any of the representations, warranties or covenants set forth in this section or the preceding section are no longer true or have been breached or if Landlord has a reasonable basis to believe that they may no longer be true or have been breached.
   iii. Not to use funds from any "Prohibited Person" (as such term is defined in the September 24, 2001, Executive Order Blocking Property and Prohibiting Transactions with Persons Who Commit, Threaten to Commit, or Support Terrorism) to make any payment due to Landlord.
   iv. At the request of Landlord, Resident may be asked to provide such information to determine Resident's compliance with the terms hereof.
   v. Resident hereby acknowledges and agrees that Resident's inclusion on the List at any time during the term shall be a material default. Notwithstanding anything herein to the contrary, Resident shall not permit the Premises or any portion thereof to be used or occupied by any person or entity on the List or by any Embargoed Person (on a permanent, temporary or transient basis), and any such use or occupancy of the Premises by any such person or entity shall be a material default.

65. **NON-DISCRIMINATION:** There shall be no discrimination against or segregation of, any persons on account of race, color, national origin, ancestry, creed, religion, gender, gender identity, gender expression, sexual orientation, genetic information, marital status, familial status, age, source of income, handicap, disability, citizenship status, immigration status, primary language spoken or any other protected classification under state or federal law, in the sale, lease, sublease, transfer, use, occupancy, tenure or enjoyment of the Premises, nor shall the Landlord or any person claiming under or through Landlord, establish or permit any such practice or practices of discrimination or segregation with reference to the selection, location, number, use or occupancy of tenants, lessees, or vendees of the Premises.

66. **TIME IS OF THE ESSENCE:** Time is of the essence with respect to the provisions of this Lease. This provision shall be interpreted in its strictest sense irrespective of the relative hardship to the Parties.

67. **SUCCESSORS:** If the property is sold or the ownership interest otherwise transferred, the successor in interest of Landlord shall be deemed the assignee of all rights arising under this Lease, and shall be entitled to enforce the provisions of this Lease against Resident. Nothing in this provision shall be construed as conflicting or superseding the foregoing subordination or as requiring a continuation of the tenancy in the event of a foreclosure or other involuntary transfer of ownership.

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68. **SUBORDINATION:** This Lease shall, without further act on the part of Resident, be subject and subordinate to the lien of any mortgage and/or any deed of trust or other encumbrance which may now exist, upon, or which may hereafter be placed by Landlord upon, the leased Premises or property including the Premises.

69. **ATTORNMENT:** Resident hereby agrees that Resident will recognize as its Landlord under this Lease and shall attorn to any person succeeding to the interest of Landlord in respect of the land and the buildings on or in which the Premises is contained upon any foreclosure of any mortgage upon such land or buildings or upon the execution of any deed in lieu of such foreclosure in respect of such mortgage. If requested, Resident shall execute and deliver an instrument or instruments confirming its attornment as provided for herein; provided, however, that no such mortgagee or successor-in-interest shall be bound by any payment of rent for more than one 1 month in advance, or any amendment or modification of this Lease made without the express written consent of such mortgagee.

70. **ESTOPPEL CERTIFICATE:** Resident agrees that within 5 days of Landlord's request, Resident must execute and deliver to Landlord a written statement certifying that this Lease is unmodified and in full force and effect (or if modified, describing the modification). Any prospective or actual property purchaser may rely upon Resident's written statement. Should Resident fail to deliver a statement within the specified time, it will be conclusively presumed that the Lease is unmodified and in full force and effect, except as otherwise indicated, and there are no uncured defaults in Landlord's performance, and any other details specified by Landlord originally requested of Resident.

71. **CONTENTS OF THIS LEASE:** The failure of Landlord to insist upon strict performance of any of the covenants and agreements of this Lease or any addenda thereto, or to exercise any rights arising under this Lease, shall not be construed to be a waiver of Landlord's right to subsequently enforce any such provision or to insist upon any such right. The fact that Landlord may have accepted late payment(s) on one or more occasions shall not be deemed a waiver of Landlord's right to insist upon timely payment or rent or to exercise any remedy available for late payment of rent. Acceptance of rent following a breach of this Agreement shall not be deemed to constitute a waiver of such breach. No custom or practice which may develop between the Parties in the course of the tenancy shall be construed to waive the right of Landlord to enforce any provision of this Lease.

72. **SEVERABILITY AND PROVISIONS REQUIRED BY LAW:** If a provision or section of this Lease is legally invalid, or declared by a court to be unenforceable, such provision or section will be deemed deleted and the rest of this Lease will remain in effect. To the extent any provision of this Lease is in direct conflict with any provisions of applicable law, such provision is hereby deleted. Any provision specifically required by applicable law which is not included in this Lease is hereby inserted as an additional provision of this Lease, but only to the extent required by applicable law and then only so long as the provision of the applicable law is not repealed or held invalid by a court of competent jurisdiction.

73. **ENTIRE AGREEMENT:** This Lease, including all addenda executed by both Parties, sets forth the entire agreement among the Parties with respect to the matters set forth in it. It shall not be altered nor modified unless such alteration or modification is in writing and signed by all signatories to this Lease. No verbal agreements or representations have been made or relied upon by either party or any agent or employee of either party, and neither party nor any agent or employee of either party is entitled to alter any provisions of this Lease by any verbal representations or agreements to be made subsequent to the execution of this Lease. The foregoing notwithstanding, if Resident holds over after the expiration of the Lease term on a month-to-month basis, Landlord may change any provision of this Lease without the consent of Resident in the manner prescribed by California Civil Code Section 827.

74. **SECTION HEADINGS:** The section headings are inserted only for convenience and are not intended to define or limit the scope or intent of any clause.

75. **NOTICES:**
    i. Any notice that Landlord gives to Resident shall be deemed properly served (whether or not actually received by (Resident) if served in the manner prescribed in Code of Civil Procedure Section 1162. Except as prohibited by law, if Landlord fails to serve the notice in accordance with the provisions of Code of Civil Procedure Section 1162, but Resident actually receives the notice, the actual receipt shall be deemed to cure any defects in the manner of service and the notice shall be deemed properly and personally served. Service upon any Resident of the Premises shall be deemed valid service upon all Residents - it is not necessary to serve each Resident individually unless otherwise required by law.
    ii. Any notice that Resident gives to Landlord shall be given to the business manager, assistant business manager, or sales associates, who are authorized to manage the Premises, at the management office(s) located at 5 Newell Court or at 2041 Euclid Ave., East Palo Alto, CA 94303 during normal business hours. The telephone number is 650-566-2000. On non-holidays, the business hours, which remain subject to change, are: Monday and Wednesday, 9am to 6pm, Tuesday 10am to 6pm, Thursday and Friday 9am to 7 pm, Saturday and Sunday 10am to 7pm.
    iii. The persons designated above are the persons authorized by the owner to act for an on behalf of the owner for the purpose of service of process and for the purpose of receiving and giving receipts for all notices and demands.

76. **JOINT AND SEVERAL LIABILITY AND AUTHORITY:** In the event of more than one Resident, each Resident is jointly and severally liable for each provision of this Lease and service of any notice or demand upon one shall constitute notice to each other Resident. All persons signing this Lease as Resident shall remain jointly and severally liable for all obligations arising under it, whether or not they remain in actual possession of the Premises. The giving by any individual Resident of a notice of termination of tenancy shall not terminate the Lease as to that Resident unless all Residents vacate the Premises by the agreed date. Landlord may, however, treat any such notice as a notice binding against all Residents of the Premises, and may institute unlawful detainer proceedings against all Residents if they do not restore possession of the Premises to Landlord on or before the end of the notice period. Conversely, Landlord may, at its sole option, if one or more Resident gives notice, but all Residents do not return possession of the Premises to Landlord within the notice period, continue the tenancy in effect and, if Landlord does so, all Residents, including the Resident giving notice, shall remain fully liable for all obligations arising hereunder whether or not they remain in occupancy of the Premises.

77. **ELECTRONIC SIGNATURES:** The Parties agree that they may enter into this Lease by electronic means, although traditional hard copies with wet signatures may be used instead at the option of Landlord. Resident agrees and acknowledges that if Resident is entering into this Lease with Landlord by electronic means, doing so is not conditioned on Resident's agreement to conduct the leasing transaction electronically.

78. **ATTACHMENTS/ADDENDA:** Resident(s) acknowledges receipt of a copy of the attachments/addenda listed in this section, which are incorporated into and made part of this Lease. Resident(s) agrees to abide by said attachments/addenda in all respects. Any failure to comply with any of the attachments shall be deemed a breach of this Lease. If there is a conflict between these policies and the Lease, the Lease shall govern.

1	Animal Addendum
2	Community Policies
3	Concession Agreement
5	Move-In/Move-Out Inspection Form
6	Notice of Ordinance at Commencement of Tenancy

7	Pest Insect and Bed Bug Addendum
8	Registered Structural Pest Control Company Notice
11	Parking Rules and Regulations
12	Utility Addendum
13	Acknowledgement Regarding Use of Medical Marijuana
14	Addendum Regarding Use of Medical Marijuana
15	Because We Care
16	Resident Security Notice & Acknowledgment
17	Security Deposit Agreement

SIGNATURES:

The undersigned expressly understands that after the initial term, the tenancy may automatically continue from month to month.

Leonor Camarena Vazquez *(Resident)* — Date: 02/01/18

Woodland Park Apartments *(Landlord)* — Date: 2/1/18

Jesus Ignacio Lopez *(Resident)* — Date: 02/01/18

(Resident) — Date

(Resident) — Date

COMMUNITY POLICIES

This document is an addendum to the California Lease Agreement ("Lease") dated **December 1, 2014** by between **Leonor Camarena Vazquez Jesus Ignacio Lopez** ("Resident") and **Woodland Park** ("Landlord") for the **Unit # 10** ("Premises") located at **301 East O'Keefe Street, East Palo Alto, CA 94303.**

In order to maintain and promote the Community, Landlord has established the following policies for the comfort and convenience of all residents. These Community Policies may be modified by written notice to residents.

1. **Service Requests:** All requests for service should be made in writing, delivered personally, sent via electronic mail, or submitted to the online resident portal. In an emergency, call 911 directly for help. Notify the Landlord immediately after.

2. **Laundry Facilities:** Laundry facilities are for the exclusive use by Resident and/or Occupants during the hours posted. Items should not be left unattended in the laundry area. Landlord is not responsible for loss or damage to personal items or clothing. To ensure the washers and dryers are working when needed, please follow the posted operating instructions carefully and treat the machines with care. If any of the laundry machines are not working properly, please notify Landlord immediately, so service can be arranged. A few additional tips:
   i. Do not put plastic items in the dryer.
   ii. Always clean the lint screen prior to use.
   iii. Never operate the dryer without a lint screen,
   iv. Refrain from overloading the washing machine or dryer. Do not use laundry facilities to wash or dry bulky items such as comforters.
   v. We recommend leaving washer door open after cycle for better ventilation.
   vi. Always clean the lint screen prior to using the dryer never operate it without a lint filter.
   vii. Never dry items that have come into contact with flammable substances like cooking oil, gasoline, paint thinner, or alcohol.

3. **Appliances:** The following policies must be followed with regard to appliances.
   i. Appliances shall not be removed from the Premises, common areas, or Community.
   ii. The Dispose All should only be used for the purpose for which it was designed. The following items should not be put in the Dispose All: metal, string, grease, coffee grounds, nut shells, fruit pits, corn on the cob, or potato peel.
   iii. The bathroom fixtures should only be used for the purpose for which they were designed. The following items should not be disposed of in the toilets: diapers, paper towels, sanitary napkins, tampons, food, and baby wipes rags. Resident shall be held responsible for any repairs or damage resulting from the disposal of such items in the toilet. If Resident puts any other foreign objects in bathroom or plumbing fixtures, Resident shall reimburse Landlord for any repairs or damage caused by the same.
   iv. Dishwashers should not be overloaded and only detergents made for automatic dishwashers should be used. We recommend using a rinse agent to improve drying and reduce spots and build up in dishwasher.
   v. To keep the oven clean, use mild detergents following each use and do not use hard abrasives on chrome or glass parts of the oven.
   vi. On the stove, never place foil under the burner pans.

4. **Interior Alterations:** Resident must obtain the prior written approval of Landlord before making any interior alteration. Any expenses incurred to restore the Premises will be at Resident's expense. Resident may not use nails when hanging pictures, mirrors, or other wall hangings. Please use adhesive hangers.

5. **Window Coverings Signs:** Resident shall not use blankets, sheets, foil or non-standard window coverings in place of draperies or blinds. Except as permitted by law, Residents shall not place objects on window or window sill which are visible from the outside.

6. **Community Equipment Facilities:** Recreational facilities may include business centers, fitness rooms, swimming pools, and community rooms. Residents, Occupants, guests and invitees shall abide by all rules and regulations for the use of the recreational facilities. Resident, Occupants, guests and invitees will avoid conduct that Landlord deems inappropriate or disruptive. Any person in violation of these rules will be asked to vacate the area immediately. Failure to adhere strictly to the posted rules and regulations is acknowledged as grounds for suspension of privileges or termination of the tenancy in accordance with law. Landlord may change the rules and regulations at Landlord's discretion. Exercise care when enjoying the recreation facilities/equipment. Landlord is not responsible for physical injuries that result from the use of the recreational facilities/equipment. Any damages to any of the recreational facilities/ equipment caused by Resident, Occupants, guests or invitees will result in Resident being responsible for the cost of repairing the damages. Take caution to lock/close common area doors and gates. No pets are allowed in any of the recreational facilities.

7. **Communities with Pools:** Resident is required to limit guests to no more than two at a time and accompany them to the pool. Visitors not accompanied by Resident will be asked to leave. Glass containers are not allowed in the pool area. Please help keep the pool area clean. Proper pool attire, such as bathing suits or swim trunks, is required. Children who are not toilet trained must wear a swim diaper. Cut-off jeans, T-shirts or non-swim diapers are not allowed. Additional pool policies and hours are posted by the pool. For safety reasons, do not swim alone.

8. **Patios Balconies:** Resident shall comply with the following rules:
   i. Patios and balconies are to be kept neat and orderly at all times.
   ii. The installation of sunshades, blinds or hanging fabrics is not allowed.
   iii. The construction of walls, ceilings, or other permanent attachments to the patio or balcony is not permitted.
   iv. Patios and balconies may not be used as bedrooms.
   v. No storage of any personal property or trash containers is allowed.
   vi. All plants must be free-standing and have saucers underneath them. Hanging plants are not permitted.
   vii. No motorcycles are allowed to be kept on any patios or balconies at any time.
   viii. Unapproved bike hooks are not permitted and will be removed.
   ix. Only furniture designed for outdoor use is permitted.

9. **Trash Removal:** Containers are located at various places throughout the Community. Residents shall secure trash and place it in a designated container. Residents shall not place trash on the ground if dumpster is full and should proceed to the next closest container to dispose of the trash. Resident shall not place large articles, such as furniture, for trash removal and Resident shall make alternate arrangements with a private disposal service to pick up such item at Resident's expense. Recyclable materials shall be separated from trash disposed of in the recycling receptacles. Boxes should be recycled and broken down before disposal. Resident shall not dispose of hazardous materials in any container or other location at the Community. Resident shall only dispose of refuse in compliance with applicable laws. Resident may be charged a fee for not following these guidelines. Do not store trash on porches, balconies or in the hallways unless it is an approved container provided by the Landlord is served regularly by the Landlord or a third-party vendor.

10. **Recycling:** Resident agrees to comply with all present and future Community policies, laws, orders regulations of all state, federal, municipal local governments regarding the collection, sorting, separation, recycling of waste products, garbage, and refuse trash.

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11. **Barbeques:** The use or storage of a[illegible]harcoal burner, liquid petroleum, gas fueled or any [illegible]r open flame cooking devices are prohibited in the Premises, including on any patio or balcony.

12. **Loitering:** No unnecessary loitering in laundry facilities, recreation areas, leasing office, amenity areas, parking areas, or other common areas.

13. **Recreational Equipment:** Skateboards, motorcycles, bicycles and similar vehicles may not be stored in entry ways or under stairs without prior written permission from Landlord. Skateboards, roller-blades or other similar recreational equipment usage in Premises and in common areas is prohibited.

14. **Posting Flyers:** Resident is not authorized to distribute advertising, information or any other type of flyer, door-to-door, on cars, anywhere else in the building or throughout the Community, except as authorized by law. Landlord may designate a place for such items to be displayed remove items that are not in keeping with the nature of the Community, as determined by Landlord.

15. **Garage Storage:** Parking areas may only be used to park the Resident's registered, operational personal vehicle(s) in accordance with the Lease and Parking Rules and Regulations. Resident shall not use any parking area as storage for equipment, personal items, containers, vehicle parts or inoperable vehicles. In addition, Resident will not under any circumstances use any parking area or storage space to store flammable or toxic chemicals /or waste. The parking area and storage space may not be used for occupancy. If Resident violates these requirements Resident agrees to immediately reimburse the Landlord for any costs associated with the removal of the unauthorized materials immediately vacate the parking area or storage. Resident further agrees to be liable for any and all damage caused by Resident's carelessness or negligent driving, which may result in the destruction of the storage space and/or parking area or to any other vehicle near garage or storage space. The Landlord shall not be liable for any loss, theft, damages and/or destruction of any personal property contained in any parking area or storage space. Nor shall the Landlord be held liable for or held responsible for any injury to any Resident, Occupant, guest or invitee resulting from the use of any parking area and/or storage space.

16. **Solicitors and Salespeople:** Solicitors are not allowed in the Community, except as authorized by law. Residents shall report all solicitors or salespeople to the Landlord immediately.

17. **Car Wash and Repair:** Vehicle repairs, including oil changes washing of vehicles are prohibited in the common areas and Community unless there is a designated area provided by Landlord.

18. **Moving of Furniture:** Landlord may designate the time and method for moving items to and from the Premises such as any furniture, merchandise, goods, freight or other such items. Residents may not move furniture to and from the Premises through the lobby, patio doors, or through the use of elevators (if available) without Landlord's permission. If elevators are installed at the Community, Landlord does not guaranty that the elevators will be available for use by Resident nor shall Landlord be liable for any loss resulting from the unavailability of elevator service.

19. **Notification of Changes:** Resident shall notify Landlord immediately in writing with any change to Resident's employer, employer telephone number, alternate phone numbers, emergency contact or other pertinent information.

Resident and Landlord represent that they have read this Addendum, understand the terms and conditions contained herein, and agree to the terms conditions contained herein.

Leonor Camarena Vazquez *(Resident)* — Date 2/01/18

Woodland Park Apartments *(Landlord)* — Date 2/1/18

Jesus Ignacio Lopez *(Resident)* — Date 2/01/18

(Resident) — Date

(Resident) — Date

ANIMAL ADDENDUM

This document is an addendum to the California Lease Agreement ("Lease") dated **December 1, 2014** between **Leonor Camarena Vazquez Jesus Ignacio Lopez** ("Resident") and **Woodland Park** ("Landlord") for the **Unit # 10** ("Premises") located at **301 East O'Keefe Street, East Palo Alto, CA 94303**.

Animals, including unauthorized or visiting pets, are not permitted on the Premises without prior written consent from Landlord. This addendum constitutes written consent for the animal(s) described below in the "Pet Description."

Pet Description

Resident Landlord agree as follows:

1. Resident agrees to pay **$0.00** per month in Pet Rent per month on or before the first of each month with Monthly Rent. Pet Rent is additional "rent" for all purposes.
2. If a pet is added during the lease term, Resident agrees to pay **$0.00** will be required to pay an additional pet deposit of **$500.00**.
3. The additional deposit shall be subject to full inspection of the Premises upon Resident's move out shall be considered an additional deposit pursuant to the Lease terms.
4. Resident shall be liable for all damages to Premises, common areas, or Community and all expenses caused by or in connection with pet.
5. Pet will not be permitted outside the Premises unless restrained by a leash. Resident must control pet activity while in the Premises.
6. Pets may not be left or tied on balconies, porches, or patios. These areas must be kept clean and free of pet waste.
7. Resident is responsible for immediate and proper cleaning up and disposal of pet waste. Please note that landscape pesticides and chemicals are used on the grounds of the Community and therefore special care should be taken when walking pets.
8. If pet is a cat, an appropriate litter box shall be maintained and a scratching post should be provided. Resident must place soiled cat litter in a securely tied trash bag for disposal.
9. If Resident does not clean up after pet, Resident will be fined **$50.00** per occurrence.
10. Animals shall not weigh over **30 pounds** full grown. Animals under **one (1) year** of age are not permitted.
11. The number of pets per unit is limited to **1**.
12. Resident shall not permit and represents that pet will not cause any damage, discomfort, annoyance, nuisance or in any way inconvenience, or cause complaints from, any other resident.
13. All pets must have all required vaccinations. Resident must provide proof of vaccinations to Landlord.
14. It is strongly recommended that all pets have an identification tag showing current address and telephone number on their collar. Dogs are required to have a current license and an identification tag at all times.
15. Resident agrees to comply with all applicable ordinances, regulations laws governing pets.
16. In addition, Resident shall comply with the following policies:
    - i. Except as further restricted by law, the following types of pets are permissible: cats, dogs, hamsters, guinea pigs, rabbits, birds, fish, non-poisonous or non-venomous amphibians, non-poisonous or non-venomous reptiles. Birds must be kept caged and permitted fish, amphibians, reptiles must remain in in a tank/aquarium at all times.
    - ii. All pets must be spayed/neutered.
    - iii. Resident shall prevent any fleas or other infestation of the Premises, building and Community.
    - iv. Birds shall not be let out of cages.
    - v. Resident must obtain prior written consent from Landlord to have fish tanks over 30 gallons. Fish tanks must be placed in a safe area inside of the Premises.
    - vi. Dangerous, illegal, exotic or poisonous animals (as determined solely by Landlord) are not permitted on the Premises.
    - vii. Residents are not allowed to keep endangered species.
    - viii. Feral animals cannot be fed or kept on the Premises, common areas, or Community.
    - ix. Resident shall not allow any animal in the Community that has exhibited any sign of aggressive behavior or aggressive tendencies towards any person.
    - x. Resident shall not allow any animal in the Community that is a Restricted Breed. Restricted Breeds are Alaskan Malamute, Boxer, Chow Chow, Dalmatian, Doberman Pinscher, German Shepherd, Belgian Malinois, Husky breeds, Pit-Bull breeds, Staffordshire Terrier, Presa Canario, Rottweiler wolf hybrids.
17. Assistive Animals (including companion animals): Landlord will accept and evaluate a request for reasonable accommodation to allow Resident to have an assistive animal. Assistive animals for persons with disabilities are not considered pets and are not subject to the following requirements:
    - i. Spayed/Neutered requirement;
    - ii. Breed restriction;
    - iii. Age restriction;
    - iv. Weight restriction;
    - v. The number of assistive animals per unit shall be evaluated on case by case basis;
    - vi. Monthly pet rent;
    - vii. Pet deposits.
18. A request for a Reasonable Accommodation must be submitted for Landlord's review and Landlord shall not unreasonably withhold its written approval for an assistive animal or animals. Resident hereby agrees to comply with the terms and conditions of this Pet Addendum, except for the exceptions set forth in section 17, for assistive animals.
19. This addendum shall terminate without affecting the Lease or Resident's responsibilities under the Lease and Resident shall remove the pet

immediately if any of the following oc...:

i. Payment of Pet Rent is delinquent
ii. The pet displays aggressive behavior
iii. Landlord perceives the pet to be dangerous or disruptive to premises, common areas, or Community, other residents, guest or employees.
iv. Upon thirty (30) day notice by either party to the other of intent to terminate this Addendum

20. Resident agrees to hold harmless and indemnify Landlord from all liability pertaining to animals on the property. Resident shall hold Landlord harmless and indemnify Landlord for any and all damages or costs in connection with pet.

Resident Landlord represent that they have read this Addendum, understand the terms conditions contained herein, and agree to the terms conditions contained herein.

2/01/18
Leonor Camarena Vazquez *(Resident)* *Date*

2/1/18
Woodland Park Apartments *(Landlord)* *Date*

2/01/18
Jesus Ignacio Lopez *(Resident)* *Date*

(Resident) *Date*

(Resident) *Date*

R018

CONCESSION AGREEMENT

Community	Unit Address
Woodland Park	301 East O'Keefe Street # 10, East Palo Alto, CA 94303
Resident Name(s)	
Leonor Camarena Vazquez Jesus Ignacio Lopez	
Lease Term	
December 1, 2014 to	
Rental Amount	
$1,377.78	
Concession	
NONE	
Additional Monthly Rent	
$0.00 per month for **Electricity**. Total amount of additional rent over the lease term is **$0.00**.	

COMMENTS: If Resident fails to maintain his/her/their tenancy for the entire length of the initial term described in Section 3 of the Lease, then Resident shall reimburse **Woodland Park** for the full amount used of the concession outlined above. The concession reimbursement owed to **Woodland Park** is due and payable on the date that the Resident serves upon **Woodland Park** a notice of intent to vacate, or the date upon which the Resident vacates the Premises, whichever occurs earlier, and Resident shall simultaneously pay any other penalties that may be due pursuant to the Lease, and any other outstanding balances on the resident account.

2/01/18

Leonor Camarena Vazquez *(Resident)* *Date*

2/01/18

Jesus Ignacio Lopez *(Resident)* *Date*

2/1/18

Woodland Park Apartments *(Landlord)* *Date*

(Resident) *Date*

(Resident) *Date*

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City of East Palo Alto
Office of the City Manager Rent Stabilization Program
2415 University Avenue, 2nd Floor East
Palo Alto, CA 94303
Tel: 650-853-3114 / Fax: 650-853-3115
rentprogram@cityofepa.org

NOTICE OF ORDINANCE AT COMMENCEMENT OF TENANCY

Section 6 of the East Palo Alto Rent Stabilization Just Cause of Eviction Ordinance of 2010 requires Landlords provide residential tenants with a written notice of this Ordinance at the commencement of any tenancy.

RENTS RENT INCREASES

How Much Can Rents be Increased Each Year:

The Rent Stabilization Board determines the percentage increase each year, the Annual General Adjustment ("AGA"), that Landlords can raise rents for tenants in regulated rental units. **The percentage of rent increase allowed,** including for all fees for regulated housing services, **for the 2017-2018 program year is 2.7%.**

Landlords, who are in compliance with the Ordinance, may increase rents between July 1 and June 30 of each program year by the amount of the AGA after giving a proper 30-day notice to a tenant. A landlord is eligible to increase rents using AGAs only if the landlord:

1. Registers all units in the same property with the Rent Stabilization Program;
2. Substantially complies with the Rent Stabilization Ordinance /or orders or regulations issued under the Ordinance, including not charging more than the maximum allowed rent;
3. Ensures the rental unit complies with the implied warranty of habitability; and completes all repairs ordered by the City.

Fees paid to a landlord for regulated housing services such as parking or utilities are generally part of the rent. An increase in fees for housing services, or charges for additional services that were not included in a tenant's initial rental agreement, are generally considered rent increases must conform to the requirements for raising rents.

Accumulating AGAs for Future Rent Increases:

Landlords may raise rents by a lesser amount than allowed by the AGA or choose not to raise rents in any given year, and in that event, they may apply the AGA for future use to raise a tenant's rent. Rent increases may not exceed **10%** in any 12-month period.

Certificate of Maximum Allowable Rent ("MAR"):

Certificates are issued upon Initial Registration of a rental unit, upon occupancy by a new tenant, and upon individual request. They are not issued every year. Based on information submitted by Landlords, the Rent Stabilization Administrator calculates the Maximum Allowable Rent in the Certificates issued for rental units that have been properly registered with the City. A tenant cannot be charged rent, including any fees for regulated housing services, that exceeds the MAR for the timeframe specified in the Certificate issued for their unit.

RIGHT TO PETITION FOR VIOLATIONS OF ORDINANCE

A tenant can file petition A, B /or C when their landlord violates the requirements of the City's Rent Stabilization Ordinance. A tenant may file a petition seeking a rent reduction or a rebate for rent already paid for the following reasons:

File Petition A for a Rent Reduction Rebate for Maximum Allowable Rent Violations: This petition may be filed when rent is being charged over the Maximum Allowable Rent for a regulated rental unit. A tenant can also file Petition A if their landlord failed to properly register the unit.

File Petition B for Rent Reduction Rebate for Housing Service Reductions, including Maintenance Breach of Implied Warranty of Habitability: This petition may be filed when the tenant experiences habitability /or maintenance problems, /or reductions in services that have not been corrected in a reasonable time.

File Petition C for Approval to Withhold Rent for Landlord's Failure to Register a Unit with the Rent Stabilization Program: Tenants may contact the Rent Program to find out if their rental unit is properly registered for more information about this provision in the Ordinance.

R020

PROTECTIONS AGAINST EVICTIO[illegible] WITHOUT CAUSE

Evictions are only permitted for the specific reasons cited in the Ordinance. Evictions not meeting these requirements can be contested in any action to recover possession of a rental unit in court.

Landlords must specify at least one of the permitted grounds for eviction listed in the Ordinance in a written notice of termination of tenancy. Permitted grounds for eviction include failing to pay rent, violating the lease, or engaging in disorderly or destructive conduct, among other reasons.

The landlord must file with the Rent Board a copy of any termination of tenancy unlawful detainer action within five calendar days after the tenant has been served with such a notice.

TENANT PROTECTION ORDINANCE (Codified in Section 14.02 of the Municipal Code):
In May 2014, the City Council adopted the Tenant Protection Ordinance ("TPO") to further protect tenants. The TPO requires landlords to provide tenants a tenant rights information sheet, to give keys to every adult occupant in the rental unit, and to replace locks before a new tenancy begins. The TPO prohibits landlords from discriminating against families with children or based on the student or non-student status of housing applicants and tenants. It also prohibits landlords from harassing or taking retaliatory action against tenants. The TPO confirms tenants' rights to organize and to distribute literature related to tenancy issues. The TPO also provides for relocation assistance when units are to be demolished or removed or tenants have to temporarily relocate due to necessary repairs.

FOR MORE INFORMATION ABOUT THE ORDINANCE

Contact the Rent Stabilization Program at (650) 853-3114 or rentprogram@cityofepa.org; or the City's website at: www.cityofepa.org/rentprogram. You may also visit us at 2415 University Avenue, 2nd floor between 8:00 a.m. – 5:00 p.m.

For legal advice or representation, you may contact Legal Aid Society of San Mateo County for an appointment at (650) 517-8911; or Community Legal Services in East Palo Alto at (650) 326-20740; or go to 1861 Bay Road, East Palo Alto.

I received a copy of this notice on **December 1, 2014**.

2/01/18
Leonor Camarena Vazquez *(Resident)* *Date*

Woodland Park Apartments *(Landlord)* *Date*

2/01/18
Jesus Ignacio Lopez *(Resident)* *Date*

(Resident) *Date*

(Resident) *Date*

UTILITY ADDENDUM 2 (WITH GAS ELECTRIC CHARGES)

UTILITY/ SERVICE	UTILITY'S CUSTOMER OF RECORD	CHARGED TO RESIDENT?	CALCULATION METHOD ("FORMULA") For CHARGES TO RESIDENT	COMMON AREAS
Water	Landlord	Yes		Are not separately metered a deduction of 0% for estimated common area charges is made before calculating Resident's bill
Sewer	Landlord	Yes		Are not separately metered a deduction of 0% for estimated common area charges is made before calculating Resident's bill
Trash	Landlord	Yes		Resident will pay a pro-rata share of the utilities consumed in common areas
Gas	Landlord	Yes		Are not separately metered a deduction of 0% for estimated common area charges is made before calculating Resident's bill
Electricity	Landlord	Yes		Are not separately metered a deduction of 0% for estimated common area charges is made before calculating Resident's bill

This document is an addendum to the California Lease Agreement ("Lease") dated December 1, 2014 between Leonor Camarena Vazquez Jesus Ignacio Lopez ("Resident") and Woodland Park ("Landlord") for the Unit # 207 ("Premises") located at 301 East O'Keefe Street #10, East Palo Alto, CA 94303.

1. **Resident Not the Direct Customer of Record.** The following provisions apply to utilities/services which are the Resident's responsibility, but of which Landlord is the utility/service customer of record.

   i. Sub-metered Utilities. Billings based on sub-meter readings (if any) will itemize the beginning and ending meter readings, the rate charged to Resident and all categories of information that appear within the utility's standard billing format to the Landlord billing amounts will be determined by multiplying the sub-meter readings for the Resident's Premises by the utility rate that would be charged by the utility for that level of consumption if the Resident was the utility provider's direct customer of record. Residents should be aware that because of volume discounts the rate charged to Landlord may be less than the rate that would be charged to the Resident if the Resident was the utility provider's direct customer of record. If the Premises are sub-metered, Resident agrees to allow Landlord, or a billing service provider designated by Landlord, access to Resident's Premises in order to install, repair, remove read sub-meters.

   ii. The sub meters in the Premises are located_____. Landlord's agent will require access to your Premises, upon reasonable advanced notice (at least 24 hours when possible), for the purpose of submeter installation, repair, reading, maintenance, inspections testing.

   iii. RUBS Formula Billing Used. If formula billing is used, the specific formula used is indicated above. Details about formulas are below.
      a. Square footage: For any Square Footage formula, Resident's share is calculated by comparing the approximate square footage of Resident's Premises as compared to the total square footage of all premises on the property.
      b. Occupants: Resident's share using an Occupant formula is calculated by comparing the number of occupants residing in Resident's Premises as compared to all occupants in all premises on the property as of the first day of the month. Resident represents that all occupants that who reside in the Premises are identified in the Lease. Resident agrees to immediately notify Landlord of any change in the number of occupants.
      c. Per Premises: Dividing the bill equally among all premises on the property.
      d. Flat: Standard amount charged each month.

2. **Water, Sewer, Trash, Gas, Electricity.** If either sub-metering or formula methods are used to calculate Resident's share for water, sewer, trash, gas, or electricity, all related charges assessed to Landlord may be used to calculate the amount charged to Resident. These may include (but are not limited to) related charges contained on tax bills, and all charges contained on the local water provider's bills to Landlord. Landlord Resident agree that it is impractical or extremely difficult to determine the exact amount of the utilities consumed by Resident (/or in the common areas), but that the methods used to determine Resident's share described above are reasonably accurate estimates. Trash costs to be charged to Resident may include actual trash invoices, costs on tax bills, Landlord's internal costs related to trash disposal, trash management costs, trash auditing costs, and recycling charges.

3. **Utility Billing Service.** Landlord currently uses the services of Conservice, Resident Services, P.O. Box 4718, Logan, Utah, 84323-4718 ("Utility Billing Company") to bill for utilities. Landlord reserves the right to change utility billing service providers at any time. If Landlord changes the utility billing service during Resident's tenancy, Resident will be given notice by Landlord. The Utility Billing Company is not the utility provider. Resident Questions Concerns Regarding Utility Billings may be addressed to Conservice 1-866-947-7 2079

4. **Utility Billing Statements.** Resident will receive monthly billing statements. All amounts due to are payable to Woodland Park at 5 Newell Court or at 2041 Euclid Ave., East Palo Alto, CA 94303. Failure of the Resident to pay the utility charges by their due date will be considered a material breach of the Lease grounds for termination. All monetary amounts due under this Utility Addendum are deemed additional rent. Utility billings will be prorated as necessary.

5. **Payment from Security Deposit.** Any obligation that remains unpaid, including utility charges that have accrued but have not been invoiced when Landlord reacquires possession of the Premises, may be deducted from the Resident's security deposit. If actual amounts have not been determined before Landlord provides Resident with an accounting of Resident's security deposit, Landlord may estimate the amount based on prior consumption or until actual numbers become available.

6. **Utility Payment.** Resident must make payment in full to Landlord or the Utility Billing Company for the utility charges prior to the due date listed on each bill.

i. Landlord Resident agree that the actual cost to Landlord /or Utility Billing Company when Resident fails to pay the utility bill on time is difficult or impossible to ascertain, but the Parties agree that Landlord /or Utility Billing Company does, in the event of a late payment, incur certain costs including, without limitation, additional bookkeeping administrative charges, additional charges from the billing provider, costs in printing mailing late notices, lost opportunity costs of the payment. Accordingly, Landlord and Resident agree that if the payment is received after the enumerated due date then:

   a. If the Utility Billing company collects utility payments then Resident shall immediately pay a late payment in the amount of **$35.00**, which is a reasonable estimate of the costs incurred;

   b. If Landlord collects utility payments then late fees shall apply as if rent was not paid. Returned checks will be assessed a non-sufficient funds charge applicable charges in accordance to the Lease.

ii. Resident's billing statement will include a monthly service charge of up to **$0.00**. A new account set up charge of **$0.00** final bill fee of **$0.00** will also be applied to the resident's bill. The service charge represents the reasonable value of services provided by Landlord or the utility billing company to allocate the utility costs to the responsible parties, provides billing to Resident, and process payments. The monthly service charge is subject to change upon **sixty (60) days** written notice of increase. Resident agrees to pay any fees charged by a collection agency to Landlord to collect amounts due from Resident.

7. **No Waiver.** Landlord's waiver of any covenant of this Utility Addendum or the Lease will not constitute a waiver of any other breach. Landlord's acceptance of rent or any other payment with knowledge of Resident's failure to pay utility charges does not waive Landlord's right to enforce any provision of this Utility Addendum or the Lease. No waiver will exist unless made in writing and signed by both Resident and Landlord.

8. **Estimation.** Landlord may estimate Resident's consumption if Resident's sub-meter is broken or does not transmit a meter reading or if Landlord has not received bills from utility providers in time to prepare Resident's invoices.

Resident and Landlord represent that they have read this Addendum, understanding the terms conditions contained herein, and agree to the terms and conditions contained herein.

2/01/18 — 2/1/18

Leonor Camarena Vazquez *(Resident)* — *Date*

Woodland Park Apartments *(Landlord)* — *Date*

2/01/18

Jesus Ignacio Lopez *(Resident)* — *Date*

(Resident) — *Date*

(Resident) — *Date*

R023

ACKNOWLEDGEMENT RE USE OF MEDICAL MARIJUANA

Resident acknowledges receipt and understanding of the attached policies concerning use of Medical Marijuana. If applicable, Resident agrees to complete the Addendum for any Resident, Occupant, invitee, or guest who requires a Medical Marijuana Accommodation. If the accommodation is not applicable, Resident is **not** required to complete the Addendum and it will remain solely as an informative section of the lease, not an Acknowledgment of any sort.

Leonor Camarena Vazquez *(Resident)* — Date 2/01/18

Woodland Park Apartments *(Landlord)* — Date 2/1/18

Jesus Ignacio Lopez *(Resident)* — Date 2/01/18

(Resident) — Date

(Resident) — Date

R024

ADDENDUM RE USE OF MEDICAL MARIJUANA

This document is an addendum to the Lease Agreement dated **December 1, 2014** between **Leonor Camarena Vazquez Jesus Ignacio Lopez** and **Woodland Park** for the **Unit # 10** located at **301 East O'Keefe Street, East Palo Alto, CA 94303**.

I have read the following and agree to adhere to the below rules and regulations for Medical Marijuana use at the Community:

1. I have a physical or mental impairment that limits one (or more) major life activity. As a result of my disability, I require the use of Medical Marijuana. A copy of the Medical Marijuana Card is attached and incorporated by reference into this Addendum. I agree to notify Landlord if the Medical Marijuana Card is revoked or expires and understands that this Agreement terminates immediately upon revocation or expiration of the Medical Marijuana Card.
2. The Office of Environmental Health Hazard Assessment and the California Environmental Protection Agency list marijuana smoke as a carcinogen. In 2009, the Carcinogen Identification Committee determined that marijuana smoke was shown to cause cancer, and was added to the Proposition 65 list, pursuant to Title 27, California Code of Regulations, section 25305(a)(1) (formerly Title 22, California Code of Regulations, section 12305(a)(1)).
3. I UNDERSTAND THAT ANY SECONDHAND MARIJUANA SMOKE THAT DRIFTS INTO THE WINDOWS OF OTHER UNITS, THROUGH THE VENTS, UNDER ANOTHER RESIDENT'S DOOR, ONTO A BALCONY, OR IN A COMMON AREA (INCLUDING FITNESS CENTER POOL/SPA) IS PROHIBITED. I AGREE TO CONFINE THE SMOKE TO MY PREMISES AND AGREE THAT ANY SMOKE THAT AFFECTS A NEIGHBORING RESIDENT WILL BE DEEMED A NUISANCE. I UNDERSTAND THAT I WILL BE REQUIRED TO TAKE THE MEDICATION IN AN ALTERNATE MEANS /OR SMOKE IN AN ALTERNATE LOCATION IF THE SMOKE DISTURBS ANY NEIGHBORING RESIDENT.
4. I understand that there are reasonable alternate means to take the medication, including (among others) edibles, tinctures, beverages, cannabis oils, and pills. Landlord understands that each individual's medical situation is different and will address the specific situation and alternate means to take the medication with advice from the prescribing physician.
5. The distribution /or sale of marijuana or any other narcotic or illegal substance is a violation of the Lease and basis for termination of tenancy.
6. Resident is prohibited from making any unauthorized modifications to the Premises, including indoor irrigation systems or any other alteration that may increase the moisture /or humidity levels or risk of fire in the Premises, building or Community.
7. This Addendum may be modified for any reason at any time without Resident's approval in accordance with State and Federal law.
8. Except as expressly modified hereunder, the remaining terms and conditions of the Lease as previously amended shall remain in full force and effect.
9. Resident hereby acknowledges that this addendum is incorporated into the Lease.
10. The Parties hereto represent and acknowledge that in executing this Agreement they do not rely upon and have not relied upon any representation made by the other party with regard to the subject matter of this Addendum, or its effects, other than those representations specifically set forth herein. No supplement, modification, or amendment of this Addendum shall be binding unless executed in writing by both Parties.

This Addendum may be executed in counterparts facsimile copies of same shall be admissible for all purposes shall be deemed an original.

Leonor Camarena Vazquez *(Resident)* — Date 2/01/18

Jesus Ignacio Lopez *(Resident)* — Date 2/01/18

Woodland Park Apartments *(Landlord)* — Date 2/1/18

(Resident) — Date

(Resident) — Date

Information About Bedbugs Pest Control Policies

This document is an addendum to the Lease Agreement dated December 1, 2014 by and between Leonor Camarena Vazquez Jesus Ignacio Lopez and Woodland Park for Unit # 10 located at 301 East O'Keefe Street, East Palo Alto, CA 94303.

1. In recent times, bed bugs have become a re-emerging problem nationwide. One reason for these increasing problems is that it is easy for persons to spread the problem unknowingly. Bed bugs readily hide in small crevices and are notorious hitch-hikers. Bed bugs are often transferred by purchasing used furniture and through travel in luggage and in hotel beds linens.

2. Landlord provides the following information about bedbugs pursuant to California Civil Code Section 1954.603:

   a) Bed Bug Appearance: Bed bugs have six legs. Adult bed bugs have flat bodies about 1/4 of an inch in length. Their color can vary from red brown to copper colored. Young bed bugs are very small. Their bodies are about 1/16 of an inch in length. They have almost no color. When a bed bug feeds, its body swells, may lengthen, and becomes bright red, sometimes making it appear to be a different insect. Bed bugs do not fly. They can either crawl or be carried from place to place on objects, people, or animals. Bed bugs can be hard to find and identify because they are tiny and try to stay hidden.

   b) Life Cycle and Reproduction: An average bed bug lives for about 10 months. Female bed bugs lay one to five eggs per day. Bed bugs grow to full adulthood in about 21 days.

   c) Bed bugs can survive for months without feeding.

   d) Bed bug Bites: Because bed bugs usually feed at night, most people are bitten in their sleep and do not realize they were bitten. A person's reaction to insect bites is an immune response and so varies from person to person. Sometimes the red welts caused by the bites will not be noticed until many days after a person was bitten, if at all.

   e) Common signs symptoms of a possible bed bug infestation:

      • Small red to reddish brown fecal spots on mattresses, box springs, bed frames, mattresses, linens, upholstery, or walls.

      • Molted bed bug skins, white, sticky eggs, or empty eggshells.

      • Very heavily infested areas may have a characteristically sweet odor.

      • Red, itchy bite marks, especially on the legs, arms, and other body parts exposed while sleeping. However, some people do not show bed bug lesions on their bodies even though bed bugs may have fed on them.

   f) For more information, see the Internet Web sites of the United States Environmental Protection Agency and the National Pest Management Association.

3. The best strategy for effective pest control is prevention. The following are recommended steps in the prevention of infestations by insects vermin, including bed bugs: (1) Clean Premises regularly, including vacuuming mattresses; (2) Clean up clutter to help reduce the number of places insects like bed bugs can hide; (3) Carefully thoroughly inspect used furniture or clothes you acquire bring into the Premises; Ask the person from whom you acquire the items if the items were checked and treated for bed bugs; (4) Do not bring discarded furniture, mattresses or clothing into the Premises; and (5) When traveling or staying in hotels, avoid places which do not appear to be cleaned regularly.

4. If the Premises or neighboring Premises are infested with vermin or insects, including bed bugs, Landlord may hire a pest control professional to develop a treatment plan and apply pesticides. The Premises must be properly prepared for any treatment and Resident must cooperate with the implementation of the treatment plan.

Resident and Landlord represent that they have read this Addendum, understands the terms and conditions contained herein, and agree to the terms conditions contained herein.

Leonor Camarena Vazquez *(Resident)* — Date 2/01/18

Jesus Ignacio Lopez *(Resident)* — Date 2/01/18

Woodland Park Apartments *(Landlord)* — Date 2/1/18

(Resident) — Date

(Resident) — Date

BECAUSE WE CARE

At **Woodland Park**, we care about our residents' safety. We would like you to be aware of some important guidelines for your safety and protecting your personal property. Keep in mind that security is provided by local law enforcement agencies, much as it is for the other communities in the surrounding area. You should always proceed as if safety systems do not exist. The best safety measures you can take are the ones you can perform yourself as a matter of common sense. We have worked with local law enforcement agencies to develop a list of their recommendations for prudent practices regarding your personal safety. We provide this list as a convenience to you, without making any representation or warranty, and subject to the Lessee Security Notice & Acknowledgement:

PERSONAL SAFETY/INSIDE YOUR HOME

1. Lock your doors and windows, even when you're home.
2. If you have a deadbolt or night latch, use them even when you're home.
3. Never answer your door unless you know who is on the other side by looking through a peephole or window. If you don't know the person, talk to them without opening the door, and don't open the door unless you're satisfied with their identity.
4. If you are worried because you have lost a key, ask the management to rekey the locks. You have the right to do so, provided that you pay the cost of rekeying in advance.
5. Keep the telephone numbers for the police, emergency, and medical services handy.
6. Check your smoke detector periodically to ensure it is working.
7. Report to the management (in writing, dated signed) any malfunction of safety devices outside your home such as broken gate locks, burned-out stairwell parking lot lights, etc.
8. Close your curtains or blinds at night.
9. Let friends know when you're going to be gone for an extended period of time. Ask your neighbors to keep an eye on your home, because the management cannot assume that responsibility.
10. Mark or engrave valuable personal possessions for identification.
11. Be careful to whom you lend or give your keys.
12. When lighting candles, always use holders that are sturdy to avoid tipping and keep candles 12" away from flammable objects such as curtains or pillows. Never leave a candle unattended. Extinguish them prior to sleeping or leaving your home.
13. Do not leave cooking items unattended. If a grease fire should break out, place a metal lid over the flames. Do not use glass since the heat from the fire could cause the glass to break. Smother the fire with a liberal amount of baking soda if it is relatively small contained. Do NOT attempt to extinguish a grease fire with water; this will only cause the burning oil to splash and spread the flames.

PERSONAL SAFETY/OUTSIDE YOUR HOME

1. Lock your doors while you're gone. That means dead bolts too!
2. Leave a radio playing very softly when you're not at home.
3. Close and lock your windows when you're gone. Don't forget the sliding glass doors. Purchase a lamp timer at the hardware store, and set the time when you're not home in the evening or when you're on vacation.
4. Try not to walk outside alone at night.
5. Don't hide your front door key under the doormat. It's usually the first place a burglar will look.
6. If you have an entry code, don't give your code to guests or strangers.
7. Arrange for your newspaper delivery to be stopped when you're on vacation.

PERSONAL SAFETY/USING YOUR CAR

1. Lock your car doors when you're driving. Lock the doors and roll up the windows when you leave the car parked.
2. Don't leave visible items in the car, such as purses, briefcases, packages, money, etc.
3. Don't leave your keys in the car.
4. No matter where you are, always carry your key ring in your hand when you walk to the car. Don't ever stand by the car fumbling for keys.
5. Look in the back seat before you get in the car.
6. Don't stop alone at night at an automatic teller or gas station.

Leonor Camarena Vazquez *(Resident)* — Date 2/09/18

Woodland Park Apartments *(Landlord)* — Date 2/1/18

Jesus Ignacio Lopez *(Resident)* — Date 2/01/18

(Resident) — Date

(Resident) — Date

RESIDENT SECURITY
NOTICE & ACKNOWLEDGMENT

NOTICE TO RESIDENT: Landlord does not promise, warrant, or guarantee the safety or security of the Resident, Occupants, or their personal property against the criminal actions of other residents or third parties. Each Resident has the responsibility to protect himself or herself and to maintain appropriate insurance to protect his or her belongings.

It is a fact that no security system, courtesy patrol or electronic security device can guarantee protection against crime. Even elaborate security systems are subject to mechanical malfunction, tampering, human error or personnel absenteeism, and can be defeated or avoided by clever criminals. Therefore, Lessees should always proceed on the assumption that no security systems exist. The best safety measures are those precautions that can be performed as a matter of common sense and habit.

If security systems, security devices, or walk-through/drive-through services are employed at this community, no representation is being made that they will be effective to prevent injury, theft or vandalism. Such personnel, if provided, cannot physically be every place at every moment. Usually, such personnel are unarmed independent contractors and have no greater authority under the law to restrain or arrest criminals than the ordinary citizen. Therefore, Landlord does not warrant that any security systems, security devices, or services employed at this community will discourage or prevent breaches of security, intrusions, thefts, or incidents of violent crime. Further, Landlord reserves the right to reduce, modify or eliminate any security system, security devices or services (other than those statutorily required) at any time; Resident agrees that such action shall not be a breach of any obligation or warranty on the part of Landlord.

Resident agrees to promptly notify Landlord in writing of any problem, defect, malfunction or failure of door locks, window latches, controlled access gates, intrusion alarms, and any other security-related device. If Resident's home is equipped with an intrusion alarm, Resident agrees to be responsible for all fines, penalties and other charges resulting from or attributable to the alarm, including false alarm charges.

ACKNOWLEDGMENT BY RESIDENT: I have read, understood and agree with the above notice. I have received no representation or warranties, either express or implied, as to any security or any security system on the property. Landlord has not in any way stated or implied to me that security of person or property was provided, promised, or guaranteed or that the Community was or will be free from crime. I further acknowledge that Landlord is not obligated under any circumstances to respond to any signal from an intrusion alarm system. The responsibility for protecting me, my property, and my family, guests invitees from acts of crime is the sole responsibility of myself and law enforcement agencies.

I agree to release and hold harmless Landlord from claims arising out of criminal acts of other residents and third parties. I agree that Landlord shall not be liable to me based upon any claim that security was not provided, subject to Landlord's compliance with state statutes regarding door locks and window latches. Resident acknowledges that the foregoing shall also be binding upon Resident's heirs, successors, and assigns.

Representatives of Landlord have no authority to make changes or modifications in the terms of this document, except when in writing and signed.

Leonor Camarena Vazquez *(Resident)* — Date: 2/01/18

Jesus Ignacio Lopez *(Resident)* — Date: 2/01/18

(Resident) — Date

(Resident) — Date

Woodland Park Apartments *(Landlord)* — Date: 2/1/18

SECURITY DEPOSIT AGREEMENT

This Agreement is made this day, **December 1, 2014**, by and between **Woodland Park** (hereinafter referred to as "Landlord"), Landlord of the Community in which the "Premises", as hereinafter defined, are located, acting pursuant to express written authority given by the owner of such apartment complex, **Leonor Camarena Vazquez Jesus Ignacio Lopez** (hereinafter referred to as "Resident"), in connection with the California Lease Agreement (the "Lease") between Landlord Resident for: **301 East O'Keefe Street #10, East Palo Alto, Ca 94303** in **Woodland Park** (the "Premises").

1. **Security Deposit.** Landlord hereby acknowledges receipt from Resident of the sum of: **$1,000.00** (Security Deposit) which represents the security deposit payment under the Lease, which shall hereinafter be defined as "Security Deposit". Landlord will hold the Security Deposit for the faithful performance by Resident of Resident's obligations under the Lease, including payment of rent, and cleaning and repair of the Premises after surrender.

2. **Refund of Security Deposit.** Landlord shall deduct from the Security Deposit all monies expended as a result of any breach of the Lease or this Agreement, including but not limited to the following obligations:
   - A. Resident shall vacate completely the entire Premises on or before the date specified in the required written **30-day** move-out notice, expiration of the term of the Lease, or termination or cancellation of the Lease in accordance with the express provisions thereof.
   - B. Payment by Resident of all rent required under the Lease, up to and including the date of expiration or termination of the term of the Lease, or the full move-out notice period, whichever is longer.
   - C. The Premises, including all kitchen appliances (refrigerator, oven, range, dishwasher, and microwave) including all baths, closets, storage areas, patios/balconies, and all other areas have been thoroughly cleaned, so as to be in the same condition as they were in on the commencement date of the term of Lease, normal wear and tear excepted.
   - D. There are no defects or damage to the Premises, whether caused by Resident, pets, or otherwise, unless shown on a written list of damages and defects signed by Resident at the commencement of the Lease term.
   - E. Resident observes and performs all other covenants and obligations to be kept or performed by Resident under the Lease up to and including the date of expiration or termination of the Lease term.
   - F. Resident observes and follows all rules and regulations including, without limitation, those rules and regulations pertaining to pets.
   - G. **RESIDENT has given LANDLORD thirty (30) days written notice prior to the date of expiration or termination of the term of the Lease.**
   - H. Resident has provided Landlord with a written copy of the forwarding address of Resident.

3. **Deductions.** Within twenty-one (21) days after Resident has vacated the Premises, Landlord shall furnish Resident with an itemized written statement of the basis for, and the amount of, any security received and the disposition of such security to Resident.

4. **Move-Out Procedures.** When Resident moves out of the Premises, an inspection of the condition of same shall be made after all of the personal effects of Resident have been removed. Resident should accompany Landlord during said inspection to help resolve any problems that may arise. Failure of Resident to do so shall constitute a concurrence by Resident in Landlord's assessment of charges for damages or cleaning. After inspection by Landlord, appropriate charges will be assessed by Landlord for any missing items; damages or repairs to the Premises, or its contents (normal wear tear excepted) with the exception of those items listed on the Move-In/Move-Out Inspection Report attached to this Agreement; insufficient light bulbs; scratches, burns, or holes in the walls, doors, floors, draperies, carpets /or furniture; for cleaning the Premises (including all kitchen appliances). Resident shall be charged for each unreturned key (mail-box key garage remote), and charged for replacing locks if all door keys to the Premises are not returned to Landlord.

Leonor Camarena Vazquez *(Resident)* — Date 2/01/18

Jesus Ignacio Lopez *(Resident)* — Date 2/01/18

Woodland Park Apartments *(Landlord)* — Date 2/1/18

(Resident) — Date

(Resident) — Date

PARKING RULES REGULATIONS

1. Each resident may only use the assigned parking space associated with that resident's lease and parking permit. Any vehicle parked in a parking space other than the assigned space is subject to immediate tow at the owner's expense. If you are not sure which space is yours, please ask the Management Office.
2. Every vehicle, including motorcycles, parked in an assigned **Woodland Park** parking space must have a visible, valid **Woodland Park** parking permit.
3. The **Woodland Park** Management Office at **5 Newell Court, East Palo Alto, CA 94303** issues parking permits. Generally, one parking permit will be issued for each assigned parking space. The make, model, color, and license plate number for each vehicle must be provided to obtain a parking permit.
4. The parking permit, including the permit identification number, must be fully visible at all times that the vehicle is parked at **Woodland Park**. Be sure not to cover the permit identification number.
5. If a resident's vehicle information changes or there are any other changes affecting the parking permit, the Management Office will reissue the parking permit. Upon reissue, the original parking permit will no longer be valid. All updated information must be provided to the Management Office.
6. If a parking permit must be reissued due to loss or theft, the resident will be charged a replacement fee for reissuance of the permit. Upon reissue, the original parking permit will no longer be valid. If the original parking permit is found in any vehicle parked at **Woodland Park**, that vehicle will be subject to immediate tow at the owner's expense. Reproduction or alteration of a parking permit is a direct violation of the Parking Rules. Any vehicle parked at **Woodland Park** with a reproduced or altered parking permit will be subject to immediate tow at the owner's expense.
7. No vehicle may be parked at any time in a fire lane, red zone, or any other area marked "NO PARKING." No vehicle may be parked so as to block any other parking space, sidewalk, driveway, or garage entrance. Any vehicle parked in violation of these rules is subject to immediate tow at the owner's expense.
8. Certain parking spaces are marked as guest or visitor parking spaces. Vehicles cannot be parked in guest or visitor spaces for more than 72 hours, unless the Management Office has provided prior written approval. An unapproved vehicle parked in a guest or visitor space for more than 72 hours is subject to immediate tow at the owner's expense. It is the resident's responsibility to advise guests and visitors of the Parking Rules.
9. Residents and their guests or visitors may park their vehicles in the parking spaces marked "**Woodland Park Management Office**" outside of Management Office hours; however, these vehicles must be moved during Management Office hours (signs are posted with the times). Any vehicle parked in the Management Office parking spaces during office hours are subject to immediate tow at the owner's expense.
10. Motorcycles must be parked in parking spaces. Motorcycles must affix the parking permit so that it is visible on the front area of the vehicle. Motorcycles may not be stored in units, on walkways, in courtyards, or on balconies. All parking rules and regulations apply to motorcycles.
11. All vehicles parked at **Woodland Park** must be in good operating condition and currently registered and licensed. Vehicles leaking any fluids will be subject to clean up fees. Any vehicle that is lacking any part or equipment necessary to operate safely, including without limitation, an engine, transmission, wheels, tires, doors, or windshield is subject to tow at the owner's expense. Management will attempt to provide 72 hours of notice before towing any such vehicle. Vehicle repair and maintenance in parking spaces and/or driveways is strictly prohibited.
12. Storage of personal property is not allowed in parking spaces. Management reserves the right to remove personal property left in parking spaces with no prior warning. Parking spaces and adjacent areas are to be neat and clean at all times.
13. Vehicles are not to be covered. Management will remove and discard covers.
14. Management is not responsible for theft or damage to any vehicle or personal property in the parking areas.
15. Boats, large trucks, RV's or trailers are not to be parked in the parking areas.
16. Bicycles must be parked in designated bicycle racks or inside a Resident's unit. Bicycles may not be stored or parked in common walkways or by the resident's front door.

Please remember to always lock your vehicle and never leave valuables in your car. Management is not responsible for loss or damage. Park at your own risk.

IF YOUR VEHICLE IS TOWED...

You have rights if your vehicle gets towed. Please consult the California Vehicle Code to fully understand your rights, as this is only an overview the law may change at any time.

Generally, prior to paying any towing storage-related fees, you have the right to:

- Receive an itemized invoice of actual charges.
- Receive your personal property, at no charge, during normal business hours.
- Retrieve your vehicle during the first 72 hours of storage and not pay a lien fee.
- Request a copy of the Towing Fees and Access Notice.
- Pay by cash or valid bank credit card
- Inspect your vehicle or have your insurance carrier inspect your vehicle at the storage facility, at no charge, during normal business hours.

You generally have the right to have the vehicle released to you upon (1) payment of all towing and storage-related fees, (2) presentation of a valid photo identification, (3) presentation of reliable documentation showing that you are the owner of the vehicle or that the owner has authorized you to take possession of the vehicle, and (4), if applicable, presentation of any required police or law enforcement release documents.

If you do not pay the towing and/or storage-related fees or you abandon your vehicle at the towing company, the towing company may sell your vehicle and any money received will be applied to towing and storage-related fees that have accumulated against your vehicle. You are still responsible for paying the towing company any outstanding balance due on any of these fees once the sale is complete.

If your vehicle was damaged during storage or towing, the owner of the vehicle may recover for any damage to the vehicle resulting from any intentional or negligent act of a person causing the removal of, or removing, the vehicle.

If the towing company violates the law, you may be able to bring a lawsuit in court, generally in small claims court. The towing company may be civilly liable for damages up to two times the amount charged, not to exceed $500, and possibly more for certain violations.

Leonor Camarena Vazquez *(Resident)* 2/01/18 *Date*

Jesus Ignacio Lopez *(Resident)* 2/01/18 *Date*

Woodland Park Apartments *(Landlord)* 2/1/18 *Date*

(Resident) *Date*

(Resident) *Date*

Exhibit B

Resident Ledger

GREYSTAR®

Date: 02/12/2025

Code	t2841179	**Property**	cawoopa2	**Lease From**	12/01/2014
Name	Leonor Camarena	**Unit**	218-10	**Lease To**	12/31/2014
Address	301 East O'Keefe Street	**Status**	Current	**Move In**	12/01/2014
	#10	**Rent**	1585.33	**Move Out**	
City	East Palo Alto, CA 94303	**Phone (H)**		**Phone (W)**	

Date	Chg Code	Post Month	Description	Charge	Payment	Balance	Chg/Rec
06/21/2023	balfwd	07/2023	:Posted by QuickTrans (balfwd)	1,426.84		1,426.84	132770881
07/21/2023	secdep	07/2023	:Posted by QuickTrans (secdep)	1,000.00		2,426.84	132770141
07/21/2023	balfwd	07/2023	:Posted by QuickTrans (balfwd)	1,432.88		3,859.72	132770696
07/21/2023		07/2023	chk# :QuickTrans :Posted by QuickTrans		1,000.00	2,859.72	32404251
08/01/2023	rent	08/2023	Base Rent (08/2023)	1,432.88		4,292.60	134011655
08/11/2023	latefee	08/2023	Late Fees	35.00		4,327.60	134371659
08/21/2023		08/2023	chk# 2089 :CHECKscan Payment		461.74	3,865.86	32843481
08/21/2023		08/2023	chk# 2089 :CHECKscan Payment		1,000.00	2,865.86	32843482
08/21/2023		08/2023	chk# 2089 :CHECKscan Payment		1,000.00	1,865.86	32843483
08/21/2023		08/2023	chk# 2089 :CHECKscan Payment		1,000.00	865.86	32843484
08/21/2023		08/2023	chk# 2089 :CHECKscan Payment		1,000.00	(134.14)	32843485
08/21/2023		08/2023	chk# 2089 :CHECKscan Payment		1,000.00	(1,134.14)	32843486
08/21/2023		08/2023	chk# 2089 :CHECKscan Payment		430.00	(1,564.14)	32843487
09/01/2023	rent	09/2023	Base Rent (09/2023)	1,432.88		(131.26)	135898736
09/07/2023		09/2023	chk# 2089 :CHECKscan Payment		430.00	(561.26)	33231744
09/07/2023		09/2023	chk# 2089 :CHECKscan Payment		1,000.00	(1,561.26)	33231745
10/01/2023	rent	10/2023	Base Rent (10/2023)	1,432.88		(128.38)	137757133
10/10/2023		10/2023	chk# 0000043649 :CHECKscan Payment		430.00	(558.38)	33755991
10/10/2023		10/2023	chk# 0000043648 :CHECKscan Payment		1,000.00	(1,558.38)	33755992
11/01/2023	rent	11/2023	Base Rent (11/2023)	1,432.88		(125.50)	139695291
12/01/2023	rent	12/2023	Base Rent (12/2023)	1,555.77		1,430.27	141050124
12/11/2023	latefee	12/2023	Late Fees	35.00		1,465.27	141816092
12/11/2023		12/2023	chk# 1091 74337866 :CHECKscan Payment		1,000.00	465.27	34736773
12/11/2023		12/2023	chk# 1091 74337877 :CHECKscan Payment		430.00	35.27	34736774
12/11/2023		12/2023	chk# 1091 74337888 :CHECKscan Payment		1.00	34.27	34736775
01/01/2024	rent	01/2024	Base Rent (01/2024)	1,555.77		1,590.04	143344382
01/09/2024		01/2024	chk# 90 :CHECKscan Payment		556.00	1,034.04	35186512
01/09/2024		01/2024	chk# 90 :CHECKscan Payment		1,000.00	34.04	35186513
02/01/2024	rent	02/2024	Base Rent (02/2024)	1,555.77		1,589.81	145244476
02/01/2024		02/2024	chk# 2089 8008753304 :CHECKscan Payment		35.00	1,554.81	35487195
02/08/2024		02/2024	chk# 0000047159 :CHECKscan Payment		556.00	998.81	35699986
02/08/2024		02/2024	chk# 0000047158 :CHECKscan Payment		1,000.00	(1.19)	35699987
03/01/2024	rent	03/2024	Base Rent (03/2024)	1,555.77		1,554.58	147173405
03/11/2024	latefee	03/2024	Late Fees	35.00		1,589.58	147676919
03/11/2024		03/2024	chk# 0000048091 :CHECKscan Payment		555.00	1,034.58	36248582
03/11/2024		03/2024	chk# 0000048090 :CHECKscan Payment		1,000.00	34.58	36248583
04/01/2024	rent	04/2024	Base Rent (04/2024)	1,555.77		1,590.35	149262871
04/08/2024	latefee	04/2024	Reverse Late Fee (03/2024) Resident brought in on time.	(35.00)		1,555.35	149634693
04/08/2024		04/2024	chk# 0000049012 :CHECKscan Payment		556.00	999.35	36739661
04/08/2024		04/2024	chk# 0000049011 :CHECKscan Payment		1,000.00	(0.65)	36739662
05/01/2024	rent	05/2024	Base Rent (05/2024)	1,555.77		1,555.12	151202926
05/11/2024	latefee	05/2024	Late Fees	35.00		1,590.12	151822329
05/12/2024		05/2024	chk# 0000050132 :CHECKscan Payment		35.00	1,555.12	37319642
05/12/2024		05/2024	chk# 0000050131 :CHECKscan Payment		556.00	999.12	37319643

05/12/2024		05/2024	chk# 0000050130 :CHECKscan Payment		1,000.00	(0.88)	37319644
06/01/2024	rent	06/2024	Base Rent (06/2024)	1,555.77		1,554.89	153196586
06/11/2024	latefee	06/2024	Late Fees	35.00		1,589.89	154009135
06/26/2024		07/2024	chk# 0000051299 :CHECKscan Payment		1,000.00	589.89	38030921
06/26/2024		07/2024	chk# 0000051300 :CHECKscan Payment		591.00	(1.11)	38030922
07/01/2024	rent	07/2024	Base Rent (07/2024)	1,555.77		1,554.66	155642815
07/11/2024	latefee	07/2024	Late Fees	35.00		1,589.66	156297312
07/22/2024		08/2024	chk# 0000052150 :CHECKscan Payment		1,000.00	589.66	38568877
07/22/2024		08/2024	chk# 0000052151 :CHECKscan Payment		591.00	(1.34)	38568878
08/01/2024	rent	08/2024	Base Rent (08/2024)	1,555.77		1,554.43	157730084
08/11/2024	latefee	08/2024	Late Fees	35.00		1,589.43	158641425
08/21/2024		08/2024	chk# 0000053086 :CHECKscan Payment		1,000.00	589.43	39180231
08/21/2024		08/2024	chk# 0000053087 :CHECKscan Payment		591.00	(1.57)	39180232
09/01/2024	rent	09/2024	Base Rent (09/2024)	1,555.77		1,554.20	160111857
09/11/2024	latefee	09/2024	Late Fees	35.00		1,589.20	161010370
09/26/2024		10/2024	chk# 0000054074 :CHECKscan Payment		590.00	999.20	39860823
09/26/2024		10/2024	chk# 0000054073 :CHECKscan Payment		1,000.00	(0.80)	39860824
10/01/2024	rent	10/2024	Base Rent (10/2024)	1,555.77		1,554.97	162444077
10/11/2024	latefee	10/2024	Late Fees	35.00		1,589.97	163372013
10/20/2024		10/2024	chk# 0000054785 :CHECKscan Payment		591.00	998.97	40387062
10/20/2024		10/2024	chk# 0000054784 :CHECKscan Payment		1,000.00	(1.03)	40387063
11/01/2024	rent	11/2024	Base Rent (11/2024)	1,555.77		1,554.74	165051538
11/11/2024	latefee	11/2024	Late Fees	35.00		1,589.74	165727196
11/12/2024		11/2024	chk# 0000055572 :CHECKscan Payment		1,000.00	589.74	40922956
11/12/2024		11/2024	chk# 0000055573 :CHECKscan Payment		591.00	(1.26)	40922957
12/01/2024	rent	12/2024	Base Rent (12/2024)	1,555.77		1,554.51	167404166
12/01/2024	rent	12/2024	Rental Increase December 2024	29.56		1,584.07	167935832
12/11/2024	latefee	12/2024	Late Fees	35.00		1,619.07	168081424
12/17/2024		12/2024	chk# 0000056503 :CHECKscan Payment		1,000.00	619.07	41532611
12/17/2024		12/2024	chk# 0000056504 :CHECKscan Payment		625.00	(5.93)	41532612
01/01/2025	rent	01/2025	Base Rent (01/2025)	1,585.33		1,579.40	170131741
01/06/2025		01/2025	chk# 1092 92661159 :CHECKscan Payment		586.00	993.40	41990454
01/06/2025		01/2025	chk# 1092 92661148 :CHECKscan Payment		1,000.00	(6.60)	41990455
02/01/2025	rent	02/2025	Base Rent (02/2025)	1,585.33		1,578.73	171870067
02/04/2025		02/2025	chk# 0000057887 :CHECKscan Payment		1,000.00	578.73	42559498
02/04/2025		02/2025	chk# 0000057888 :CHECKscan Payment		586.00	(7.27)	42559499

Exhibit C

R035

Resident Ledger

Leonor Camarena

301 East O'Keefe Street
10
Palo Alto, CA, 94303

Date:	8/11/2021
Resident Code:	t2814092
Property:	018230
Unit:	218-10
Status:	Current
Rent:	$1,432.88
Deposit:	$1,000.00
Move In Date:	12/01/14
Move Out Date:	
Due Day:	1
Tel Num(Office)	
Tel Num(Home)	

Date	Post Mo	Description	Charges	Payments	Balance
		Balance Forward			**0.00**
01/01/18	5/2018	Leased Rent (01/2018)	1,377.78		1,377.78
01/05/18	5/2018	5991/ 5992		1,377.78	0.00
02/01/18	5/2018	Leased Rent (02/2018)	1,378.00		1,378.00
02/14/18	12/2017	:QuickTrans - :Posted by QuickTrans		1,000.00	378.00
02/14/18	5/2018	Chk# 107989663760		1,000.00	(622.00)
02/14/18	5/2018	Chk# 107989663771		378.00	(1,000.00)
02/14/18	12/2017	:Posted by QuickTrans (secdepre)	1,000.00		0.00
03/01/18	3/2018	Leased Rent (03/2018)	1,377.78		1,377.78
03/05/18	3/2018	Late fees, 5% of $1377.78	68.89		1,446.67
03/05/18	7/2018	resident paid on time	(68.89)		1,377.78
03/27/18	4/2018	Chk# 107989668666 - Manually posted MO 107989668666, rec. 3/4/18		1,000.00	377.78
03/27/18	4/2018	Chk# 107989668677 - Manually posted MO 107989668677, rec. 3/4/18		378.00	(0.22)
04/01/18	4/2018	Leased Rent (04/2018)	1,377.78		1,377.56
04/05/18	4/2018	Late fees, 5% of $1377.78	68.89		1,446.45
04/05/18	7/2018	resident paid on time	(68.89)		1,377.56
05/01/18	5/2018	Leased Rent (05/2018)	1,377.78		2,755.34
05/04/18	5/2018	17-666907147		500.00	2,255.34
05/04/18	5/2018	17-666907146		500.00	1,755.34
05/04/18	5/2018	17-666907148		378.00	1,377.34
05/05/18	5/2018	Late fees, 5% of $1377.78	68.89		1,446.23
05/05/18	7/2018	resident paid on time	(68.89)		1,377.34
05/09/18	5/2018	R107365647543		1,000.00	377.34
05/09/18	5/2018	R107365647554		378.00	(0.66)
05/22/18	5/2018	Security deposits received	1,000.00		999.34
05/22/18	5/2018	Reversal for incorrect charge	(1,000.00)		(0.66)
06/01/18	6/2018	Leased Rent (06/2018)	1,377.78		1,377.12
06/05/18	6/2018	Late fees, 5% of $1377.78	68.89		1,446.01
06/06/18	6/2018	R108094686315		1,000.00	446.01
06/06/18	6/2018	R108094686326		378.00	68.01
06/06/18	6/2018	R108094686337		35.00	33.01
07/01/18	7/2018	Leased Rent (07/2018)	1,377.78		1,410.79
07/05/18	7/2018	Late fees, 5% of $1377.78	68.89		1,479.68

R036

Resident Ledger

Leonor Camarena

301 East O'Keefe Street
10
Palo Alto, CA, 94303

Date:	8/11/2021
Resident Code:	t2814092
Property:	018230
Unit:	218-10
Status:	Current
Rent:	$1,432.88
Deposit:	$1,000.00
Move In Date:	12/01/14
Move Out Date:	
Due Day:	1
Tel Num(Office)	
Tel Num(Home)	

Date	Post Mo	Description	Charges	Payments	Balance
07/06/18	7/2018	R107365665814		1,000.00	479.68
07/06/18	7/2018	R107365665825		378.00	101.68
07/06/18	7/2018	R10736565836		35.00	66.68
08/01/18	8/2018	Leased Rent (08/2018)	1,377.78		1,444.46
08/04/18	8/2018	R107365671920		1,000.00	444.46
08/04/18	8/2018	R107365671930		378.00	66.46
08/05/18	8/2018	Late fees, 5% of $1377.78	68.89		135.35
09/01/18	9/2018	Leased Rent (09/2018)	1,377.78		1,513.13
09/05/18	9/2018	Late fees, 5% of $1377.78	68.89		1,582.02
09/12/18	9/2018	resident made payment on time	(275.56)		1,306.46
09/21/18	10/2018	Chk# 108269679947		1,000.00	306.46
09/21/18	10/2018	Chk# 108269679958		378.00	(71.54)
09/21/18	10/2018	Chk# 108269679969		35.00	(106.54)
10/01/18	10/2018	Leased Rent (10/2018)	1,377.78		1,271.24
10/05/18	10/2018	Late fees, 5% of $1377.78	68.89		1,340.13
10/09/18	10/2018	Chk# 10826968520		1,000.00	340.13
10/09/18	10/2018	Chk# 10826968521		378.00	(37.87)
11/01/18	11/2018	Leased Rent (11/2018)	1,377.78		1,339.91
11/04/18	11/2018	Chk# 10736568160		1,000.00	339.91
11/04/18	11/2018	Chk# 10736568161		378.00	(38.09)
11/05/18	11/2018	Late fees, 5% of $1377.78	68.89		30.80
12/01/18	12/2018	Leased Rent (12/2018)	1,377.78		1,408.58
12/04/18	12/2018	Chk# 10809467036		1,000.00	408.58
12/04/18	12/2018	Chk# 10809467037		378.00	30.58
12/05/18	12/2018	Late fees, 5% of $1377.78	68.89		99.47
01/01/19	1/2019	Leased Rent (01/2019)	1,377.78		1,477.25
01/04/19	1/2019	Chk# 10826970654		1,000.00	477.25
01/04/19	1/2019	Chk# 10826970655		378.00	99.25
01/05/19	1/2019	Late fees, 5% of $1377.78	68.89		168.14
02/01/19	2/2019	Leased Rent (02/2019)	1,377.78		1,545.92
02/04/19	2/2019	Chk# 10826971430		1,000.00	545.92
02/04/19	2/2019	Chk# 10826971431		378.00	167.92
02/05/19	2/2019	Late fees, 5% of $1377.78	68.89		236.81
02/07/19	2/2019	paid on time 11/2018-2/2019	(275.56)		(38.75)

R037

Resident Ledger

Leonor Camarena

301 East O'Keefe Street
10
Palo Alto, CA, 94303

Date:	8/11/2021
Resident Code:	t2814092
Property:	018230
Unit:	218-10
Status:	Current
Rent:	$1,432.88
Deposit:	$1,000.00
Move In Date:	12/01/14
Move Out Date:	
Due Day:	1
Tel Num(Office)	
Tel Num(Home)	

Date	Post Mo	Description	Charges	Payments	Balance
03/01/19	3/2019	Leased Rent (03/2019)	1,377.78		1,339.03
03/05/19	3/2019	1082 69719866		1,000.00	339.03
03/05/19	3/2019	1082 69719877		378.00	(38.97)
04/01/19	4/2019	Leased Rent (04/2019)	1,377.78		1,338.81
04/04/19	4/2019	Chk# 86492456		1,000.00	338.81
04/04/19	4/2019	Chk# 86492467		378.00	(39.19)
05/01/19	5/2019	Leased Rent (05/2019)	1,377.78		1,338.59
05/06/19	5/2019	1083 86501311		1,000.00	338.59
05/06/19	5/2019	1083 86501322		378.00	(39.41)
06/01/19	6/2019	Leased Rent (06/2019)	1,377.78		1,338.37
06/05/19	6/2019	1083 86510925		1,000.00	338.37
06/05/19	6/2019	1083 86510936		378.00	(39.63)
07/01/19	7/2019	Leased Rent (07/2019)	1,377.78		1,338.15
07/09/19	7/2019	Chk# 108386516678		1,000.00	338.15
07/09/19	7/2019	Chk# 108386516689		378.00	(39.85)
07/09/19	7/2019	Chk# 108386516690		35.00	(74.85)
08/01/19	8/2019	Leased Rent (08/2019)	1,377.78		1,302.93
08/09/19	8/2019	Chk# 8001429530		1,000.00	302.93
08/09/19	8/2019	Chk# 8001429531		378.00	(75.07)
09/01/19	9/2019	Leased Rent (09/2019)	1,377.78		1,302.71
09/10/19	9/2019	Chk# 8001429905		1,000.00	302.71
09/10/19	9/2019	Chk# 8001429906		378.00	(75.29)
09/10/19	9/2019	Chk# 8001429907		35.00	(110.29)
10/01/19	10/2019	Leased Rent (10/2019)	1,377.78		1,267.49
10/08/19	10/2019	Chk# 10853790736		1,000.00	267.49
10/08/19	10/2019	Chk# 10853790737		378.00	(110.51)
10/08/19	10/2019	Chk# 10853790738		35.00	(145.51)
11/01/19	11/2019	Leased Rent (11/2019)	1,377.78		1,232.27
11/05/19	11/2019	2089 8001430665 - :CHECKscan Payment		1,000.00	232.27
11/05/19	11/2019	2089 8001430666 - :CHECKscan Payment		378.00	(145.73)
12/01/19	12/2019	Leased Rent (12/2019)	1,377.78		1,232.05
12/06/19	12/2019	2089 8001825901 - :CHECKscan Payment		1,000.00	232.05
12/06/19	12/2019	2089 8001825902 - :CHECKscan Payment		378.00	(145.95)
01/01/20	1/2020	Leased Rent (01/2020)	1,377.78		1,231.83

R038

Resident Ledger

Leonor Camarena

301 East O'Keefe Street
10
Palo Alto, CA, 94303

Date:	8/11/2021
Resident Code:	t2814092
Property:	018230
Unit:	218-10
Status:	Current
Rent:	$1,432.88
Deposit:	$1,000.00
Move In Date:	12/01/14
Move Out Date:	
Due Day:	1
Tel Num(Office)	
Tel Num(Home)	

Date	Post Mo	Description	Charges	Payments	Balance
01/05/20	1/2020	2089 8001826355 - :CHECKscan Payment		1,000.00	231.83
01/05/20	1/2020	2089 8001826356 - :CHECKscan Payment		378.00	(146.17)
02/01/20	2/2020	Leased Rent (02/2020)	1,377.78		1,231.61
02/06/20	2/2020	2089 8001826845 - :CHECKscan Payment		1,000.00	231.61
02/06/20	2/2020	2089 8001826846 - :CHECKscan Payment		378.00	(146.39)
03/01/20	3/2020	Leased Rent (03/2020)	1,377.78		1,231.39
03/06/20	3/2020	2089 8002131124 - :CHECKscan Payment		1,000.00	231.39
03/06/20	3/2020	2089 8002131125 - :CHECKscan Payment		378.00	(146.61)
04/01/20	4/2020	Leased Rent (04/2020)	1,377.78		1,231.17
04/11/20	4/2020	Late fees	35.00		1,266.17
04/20/20	4/2020	Reverse April Late Fee	(35.00)		1,231.17
05/01/20	5/2020	Leased Rent (05/2020)	1,377.78		2,608.95
06/01/20	6/2020	Leased Rent (06/2020)	1,377.78		3,986.73
07/01/20	7/2020	Leased Rent (07/2020)	1,377.78		5,364.51
08/01/20	8/2020	Leased Rent (08/2020)	1,377.78		6,742.29
09/01/20	9/2020	Leased Rent (09/2020)	1,377.78		8,120.07
10/01/20	10/2020	Leased Rent (10/2020)	1,377.78		9,497.85
11/01/20	11/2020	Leased Rent (11/2020)	1,377.78		10,875.63
11/30/20	12/2020	COVID-19 Payment Plan	(7,035.06)		3,840.57
12/01/20	12/2020	Leased Rent (12/2020)	1,377.78		5,218.35
12/01/20	12/2020	COVID-19 Payment Plan (12/2020)	1,172.51		6,390.86
12/02/20	12/2020	Covid-19 payment plan total amount	(5,862.55)		528.31
12/07/20	12/2020	Reverse double credit	5,862.55		6,390.86
12/09/20	12/2020	Chk# 802063 - :CHECKscan Payment		8,000.00	(1,609.14)
01/01/21	1/2021	Leased Rent (01/2021)	1,377.78		(231.36)
01/01/21	1/2021	COVID-19 Payment Plan (01/2021)	1,172.51		941.15
01/09/21	1/2021	Reversal of covidpp credits	4,690.04		5,631.19
02/01/21	2/2021	Leased Rent (02/2021)	1,377.78		7,008.97
03/01/21	3/2021	Leased Rent (03/2021)	1,377.78		8,386.75
04/01/21	4/2021	Leased Rent (04/2021)	1,377.78		9,764.53
05/01/21	5/2021	Leased Rent (05/2021)	1,377.78		11,142.31
06/01/21	6/2021	Leased Rent (06/2021)	1,377.78		12,520.09
07/01/21	7/2021	Leased Rent (07/2021)	1,432.88		13,952.97

R039

Resident Ledger

Leonor Camarena

301 East O'Keefe Street
10
Palo Alto, CA, 94303

Date:	8/11/2021
Resident Code:	t2814092
Property:	018230
Unit:	218-10
Status:	Current
Rent:	$1,432.88
Deposit:	$1,000.00
Move In Date:	12/01/14
Move Out Date:	
Due Day:	1
Tel Num(Office)	
Tel Num(Home)	

Current	30 Days	60 Days	Over 90	Current Owed
0.00	1,432.88	1,377.78	11,142.31	13,952.97

Resident Ledger

R040

Leonor Camarena
301 East O'Keefe Street
10
Palo Alto, CA, 94303

Date:	09/29/2023
Resident Code:	t2439155
Property:	ca301eas
Unit:	218-10
Status:	Eviction
Rent:	$1,432.88
Deposit:	
Move In Date:	12/01/2014
Move Out Date:	12/31/2023
Due Day:	1
Tel Num(Home):	
Tel Num(Office):	

Date	Description	Charges	Payments	Balance
07/01/21	Balance Forward			12,520.09
07/01/21	Leased Rent (07/2021)	1,432.88		13,952.97
07/28/21	Chk# 0054863457 - :CHECKscan Payment - CA Covid-19 RentRelief P		6,709.40	7,243.57
07/28/21	Chk# 0054869178 - :CHECKscan Payment - CA Covid-19 RentRelief P		1,033.34	6,210.23
08/01/21	Base Rent (08/2021)	1,432.88		7,643.11
08/10/21	Chk# 0055540877 - :CHECKscan Payment - Covid-19 Rent Reliefe P		1,677.35	5,965.76
08/10/21	Chk# 0055553184 - :CHECKscan Payment - Covid-19 California Rent Relief		3,100.00	2,865.76
09/01/21	Base Rent (09/2021)	1,432.88		4,298.64
10/01/21	Base Rent (10/2021)	1,432.88		5,731.52
11/01/21	Base Rent (11/2021)	1,432.88		7,164.40
12/01/21	Base Rent (12/2021)	1,432.88		8,597.28
01/01/22	Base Rent (01/2022)	1,432.88		10,030.16
01/13/22	1089 41264180 - :CHECKscan Payment		438.00	9,592.16
01/13/22	1089 41264179 - :CHECKscan Payment		1,000.00	8,592.16
02/01/22	Base Rent (02/2022)	1,432.88		10,025.04
02/08/22	1089 41268898 - :CHECKscan Payment		438.00	9,587.04
02/08/22	1089 41268887 - :CHECKscan Payment		1,000.00	8,587.04
02/17/22	Chk# 0060383674 - :CHECKscan Payment - CA Covid-19 Rent Relief P		8,597.28	(10.24)
03/01/22	Base Rent (03/2022)	1,432.88		1,422.64
03/28/22	1089 93775352 - :CHECKscan Payment		1,000.00	422.64
03/28/22	1089 93775363 - :CHECKscan Payment		423.00	(0.36)
04/01/22	Base Rent (04/2022)	1,432.88		1,432.52
04/25/22	2089 8005614213 - :CHECKscan Payment		438.00	994.52

04/25/22	R041	2089 8005614212 - :CHECKscan Payment		1,000.00	(5.48)
05/01/22		Base Rent (05/2022)	1,432.88		1,427.40
05/10/22		2089 8005614837 - :CHECKscan Payment		1,000.00	427.40
05/10/22		2089 8005614838 - :CHECKscan Payment		438.00	(10.60)
06/01/22		Base Rent (06/2022)	1,432.88		1,422.28
06/14/22		1089 93789509 - :CHECKscan Payment		1,000.00	422.28
06/14/22		1089 93789510 - :CHECKscan Payment		438.00	(15.72)
07/01/22		Base Rent (07/2022)	1,432.88		1,417.16
07/14/22		Chk# 1089 - :CHECKscan Payment		1,000.00	417.16
07/14/22		Chk# 1089 - :CHECKscan Payment		438.00	(20.84)
08/01/22		Base Rent (08/2022)	1,432.88		1,412.04
08/08/22		Chk# 2089 - :CHECKscan Payment		438.00	974.04
08/08/22		Chk# 2089 - :CHECKscan Payment		1,000.00	(25.96)
09/01/22		Base Rent (09/2022)	1,432.88		1,406.92
09/08/22		Chk# 2089 - :CHECKscan Payment		1,000.00	406.92
09/08/22		Chk# 2089 - :CHECKscan Payment		438.00	(31.08)
10/01/22		Base Rent (10/2022)	1,432.88		1,401.80
10/18/22		Chk# 2089 - :CHECKscan Payment		1,000.00	401.80
10/18/22		Chk# 2089 - :CHECKscan Payment		401.00	0.80
11/01/22		Base Rent (11/2022)	1,432.88		1,433.68
11/07/22		Chk# 2089 - :CHECKscan Payment		1,000.00	433.68
11/07/22		Chk# 2089 - :CHECKscan Payment		439.00	(5.32)
12/01/22		Base Rent (12/2022)	1,432.88		1,427.56
12/26/22		Chk# 1090 - :CHECKscan Payment		438.00	989.56
12/26/22		Chk# 1090 - :CHECKscan Payment		1,000.00	(10.44)
01/01/23		Base Rent (01/2023)	1,432.88		1,422.44
01/24/23		Chk# 1090 - :CHECKscan Payment		1,000.00	422.44
01/24/23		Chk# 1090 - :CHECKscan Payment		423.00	(0.56)
02/01/23		Base Rent (02/2023)	1,432.88		1,432.32
02/21/23		Chk# 2089 - :CHECKscan Payment		1,000.00	432.32
02/21/23		Chk# 2089 - :CHECKscan Payment		438.00	(5.68)
03/01/23		Base Rent (03/2023)	1,432.88		1,427.20
03/20/23		Chk# 2089 - :CHECKscan Payment		438.00	989.20
03/20/23		Chk# 2089 - :CHECKscan Payment		1,000.00	(10.80)
04/01/23		Base Rent (04/2023)	1,432.88		1,422.08
05/01/23		Chk# 40193651265971 - :CHECKscan Payment		500.00	922.08
05/01/23		Chk# 40193651265980 - :CHECKscan Payment		500.00	422.08
05/01/23		Chk# 40193651265998 - :CHECKscan Payment		423.00	(0.92)

05/01/23	R042	Base Rent (05/2023)	1,432.88		1,431.96
05/30/23		1090 85970389 - :CHECKscan Payment		1,000.00	431.96
05/30/23		1090 85970390 - :CHECKscan Payment		438.00	(6.04)
06/01/23		Base Rent (06/2023)	1,432.88		1,426.84
07/01/23		Base Rent (07/2023)	1,432.88		2,859.72

0-30 Days	31-60 Days	61-90 Days	Over 90 Days	Current Owed
0.00	**0.00**	**1,432.88**	**13,946.93**	**15,379.81**

Exhibit D

Work Order Cost Analysis Details

Property : Woodland Park (cawoopa2)

Unit : 218-10

WO#	Property	Unit	Priority	Status	Category	Brief Desc.	Call Date	Scheduled Date	Completed Date	Amount
7497716	cawoopa2	218-10	Emergency	Work Completed	Plumbing	emergency- water in the light	10/05/2023	10/09/2023	10/10/2023	0
7869209	cawoopa2	218-10	High	Work Completed	Building Interior	PTE 650-290-1237	02/05/2024	02/05/2024	02/15/2024	0
7869216	cawoopa2	218-10	Routine	Work Completed	Building Interior	PTE 650-290-1237	02/05/2024	02/05/2024	02/13/2024	0
7869221	cawoopa2	218-10	High	Work Completed	Window Replace / Repair	PTE 650-290-1237	02/05/2024	02/05/2024	02/13/2024	0
8649015	cawoopa2	218-10		Work Completed	Plumbing	Serv- Bathroom paint	08/13/2024	08/13/2024	09/03/2024	0
8649020	cawoopa2	218-10		Work Completed	Appliance Repair	Serv- stove	08/13/2024	08/13/2024	08/20/2024	0
8649054	cawoopa2	218-10		Work Completed	Painting	Serv- dinning room fan	08/13/2024	08/13/2024	09/03/2024	0
8651150	cawoopa2	218-10		Work Completed	Lighting	Serv- walk in closet	08/13/2024	08/13/2024	08/19/2024	0
8651151	cawoopa2	218-10		Work Completed	Window Replace / Repair	Serv- window discoloration	08/13/2024	08/13/2024	09/03/2024	0
8830657	cawoopa2	218-10		Work Completed	Pest Control	INSPECTION	09/24/2024		09/30/2024	0
Total: 10										**0**

Work Order Cost Analysis Details

Property : Woodland Park (cawoopa2)

Unit : 218-10

WO#	Property	Unit	Priority	Status	Category	Brief Desc.	Call Date	Scheduled Date	Completed Date	Amount
8830657	cawoopa2	218-10		Work Completed	Pest Control	INSPECTION	09/24/2024		09/30/2024	0
8922262	cawoopa2	218-10	Emergency	Work Completed	Water Intrusion	GS Standard Plumbing	10/16/2024	10/16/2024	11/04/2024	0
8972760	cawoopa2	218-10		Work Completed	Appliance Repair	burners not working	10/29/2024		11/26/2024	0
8972763	cawoopa2	218-10		Work Completed	Vinyl Repair	Kitchen vinyl flooring peeling	10/29/2024		11/26/2024	0
8972768	cawoopa2	218-10		Work Completed	Cabinets and Drawers	Cabinets dont close	10/29/2024		11/26/2024	0
8972771	cawoopa2	218-10		Work Completed	Water Intrusion	Walls and light fixture leaking	10/29/2024		11/26/2024	0
8972773	cawoopa2	218-10		Work Completed	Painting	Bathtub Reglaze	10/29/2024		11/26/2024	0
8972775	cawoopa2	218-10		Work Completed		Bathroom exhaust fan missing?	10/29/2024		11/26/2024	0
8972780	cawoopa2	218-10		Work Completed	Painting	Hole in bathroom shower ceiling	10/29/2024		11/26/2024	0
8972783	cawoopa2	218-10		Work Completed	Window Replace / Repair	Windows discoloration/ need screens	10/29/2024		11/26/2024	0
8972789	cawoopa2	218-10		Work Completed	Community Amenities	Gate does not work	10/29/2024		11/21/2024	0
8972791	cawoopa2	218-10		Work Completed	Community Amenities	Mailboxes are broken, repair locks	10/29/2024		11/26/2024	0
8972795	cawoopa2	218-10		Work Completed	Plumbing	Building exterior drains get clogge	10/29/2024		11/26/2024	0
8972803	cawoopa2	218-10		Work Completed	Lighting	Closet light missing cover	10/29/2024		11/26/2024	0
8972806	cawoopa2	218-10		Work Completed		Ceiling drops dust and bubbles	10/29/2024		11/26/2024	0
8972807	cawoopa2	218-10		Work Completed		Shelves loose and repaint	10/29/2024		11/26/2024	0
8972809	cawoopa2	218-10		Work Completed	Appliance Repair	Heater not working	10/29/2024		11/26/2024	0
8972817	cawoopa2	218-10		Work Completed	Plumbing	Black water from pipes	10/29/2024		11/26/2024	0
8972819	cawoopa2	218-10		Work Completed	Pest Control	Roaches	10/29/2024		11/18/2024	0
9023068	cawoopa2	218-10		Work Completed	Community Amenities	Grounds- parking stall pipe	11/11/2024		11/11/2024	0
9075347	cawoopa2	218-10		Work Completed		missing window screen	11/24/2024	11/25/2024	11/26/2024	0
9075350	cawoopa2	218-10		Work Completed		appliances not working	11/24/2024	11/25/2024	11/26/2024	0
9111161	cawoopa2	218-10		Work Completed	Pest Control	INSPECTION	12/04/2024		11/25/2024	0
9126562	cawoopa2	218-10		Work Completed	Pest Control	INSPECTION	12/08/2024		12/05/2024	0
Total: 24										**0**

Exhibit E

Woodland Park
5 Newell Ct
East Palo Alto,CA 94303
Office (650) 566-2000x

Work Order No. 7497716
Date Call: 10/5/2023 10:37:00 AM

Date Scheduled: 10/9/2023 10:09:40 AM

Status Work Completed

Date Completed: 10/10/2023 3:12:00 PM
Brief Desc: emergency-water in the light

Job Site: cawoopa2/218-10
301 East O'Keefe Street
#10
East Palo Alto,CA 94303

Caller Name: Leonor Camarena

Caller Phone:
Occupant: Camarena (t2841179)

Priority: Emergency
Ok to enter? YES
Category: Plumbing

Mobile (650) 290-1237x

Problem Description: PTE
(650)2901237
the resident reported the light has water needs to be inspect the light
she said the vecino de arriba has a leak needs inspect the apartment 19
DD

Parts & Labor

Quantity/ Hours	Item Type/ Employee Name	Description	Unit Price	Total
0.0000	Gutierrez	Gutierrez	0.00	0.00
			Total	0.00

Authorized by: _____
Signed by _____
Dated _____
Invoice No. _____

Technician Notes: Se inpesiono la gus ise puso una luz nueba

Woodland Park
5 Newell Ct
East Palo Alto,CA 94303
Office (650) 566-2000x

Work Order No. 7869209
Date Call: 2/5/2024 3:10:00 PM

Date Scheduled: 2/5/2024 3:27:00 PM

Status Work Completed

Date Completed: 2/15/2024 11:42:26 AM
Brief Desc: PTE 650-290-1237

Job Site: cawoopa2/218-10
301 East O'Keefe Street
#10
East Palo Alto,CA 94303

Caller Name:

Caller Phone: (650) 290-1237x
Occupant: Camarena (t2841179)

Priority: High
Ok to enter? YES
Category: Building Interior

Mobile (650) 290-1237x

SubCategory: Bath Exhaust Fan

Problem Description: PTE 650-290-1237
resident states that the exhaust fan doesnt turn on at all.

Parts & Labor

Quantity/ Hours	Item Type/ Employee Name	Description	Unit Price	Total
0.0000	Hernandez		0.00	0.00
			Total	0.00

Authorized by: _____
Signed by _____
Dated _____
Invoice No. _____

Technician Notes: replaced bathroom fan

Woodland Park
5 Newell Ct
East Palo Alto,CA 94303
Office (650) 566-2000x

Work Order No. 7869216
Date Call: 2/5/2024 3:12:00 PM

Date Scheduled: 2/5/2024 3:28:00 PM

Status Work Completed

Date Completed: 2/13/2024 9:39:16 AM
Brief Desc: PTE 650-290-1237

Job Site: cawoopa2/218-10
301 East O'Keefe Street
#10
East Palo Alto,CA 94303

Caller Name:

Caller Phone: (650) 290-1237x
Occupant: Camarena (t2841179)

Priority: Routine
Ok to enter? YES
Category: Building Interior

Mobile (650) 290-1237x

Problem Description: PTE 650-290-1237
resident states we never finished paintingher bathroom when we repaired for damages on a leak please inspect

Parts & Labor

Quantity/ Hours	Item Type/ Employee Name	Description	Unit Price	Total
0.0000	Hernandez		0.00	0.00
			Total	0.00

Authorized by: _____
Signed by _____
Dated _____
Invoice No. _____

Technician Notes: painted bathroom and hallway, also replaced kitchen light bulbs

Woodland Park
5 Newell Ct
East Palo Alto,CA 94303
Office (650) 566-2000x

Work Order No. 7869221
Date Call: 2/5/2024 3:13:00 PM
Date Scheduled: 2/5/2024 3:29:00 PM

Status Work Completed

Date Completed: 2/13/2024 9:38:34 AM
Brief Desc: PTE 650-290-1237

Job Site: cawoopa2/218-10
301 East O'Keefe Street
#10
East Palo Alto,CA 94303

Caller Name:
Caller Phone: (650) 290-1237x
Occupant: Camarena (t2841179)

Priority: High
Ok to enter? YES
Category: Window Replace / Repair

Mobile (650) 290-1237x

Problem Description: PTE 650-290-1237
resident states the binds for the living room need to be replaced

Parts & Labor

Quantity/ Hours	Item Type/ Employee Name	Description	Unit Price	Total
0.0000	Hernandez		0.00	0.00
			Total	0.00

Authorized by: _____
Signed by _____
Dated _____
Invoice No. _____

Technician Notes: replaced blinds

Woodland Park
5 Newell Ct
East Palo Alto,CA 94303
Office (650) 566-2000x

Work Order No. 8649015
Date Call: 8/13/2024 9:49:00 AM
Date Scheduled: 8/13/2024 9:54:00 AM
Date Completed: 9/3/2024 8:57:35 AM
Brief Desc: Serv- Bathroom paint
Job Site: cawoopa2/218-10
301 East O'Keefe Street
#10
East Palo Alto,CA 94303

Status Work Completed

Caller Name: Leonor Camarena
Caller Phone:
Occupant: Camarena (t2841179)
Mobile (650) 290-1237x

Ok to enter? NO
Category: Plumbing
SubCategory: Tub

Problem Description: NO PTE

Bathroom paint needed

(650) 290-1237

OG

Parts & Labor

Quantity/ Hours	Item Type/ Employee Name	Description	Unit Price	Total
0.0000	Fernando		0.00	0.00
			Total	0.00

Authorized by: _____
Signed by _____
Dated _____
Invoice No. _____

Technician Notes: Painted bathroom and closet were paint was chipped, due to leak.

Woodland Park
5 Newell Ct
East Palo Alto,CA 94303
Office (650) 566-2000x

Work Order No. 8649020
Date Call: 8/13/2024 9:49:00 AM
Date Scheduled: 8/13/2024 9:55:00 AM
Date Completed: 8/20/2024 5:55:24 PM
Brief Desc: Serv- stove

Status Work Completed

Job Site: cawoopa2/218-10
301 East O'Keefe Street
#10
East Palo Alto,CA 94303

Caller Name: Leonor Camarena
Caller Phone:
Occupant: Camarena (t2841179)
Mobile (650) 290-1237x

Ok to enter? NO
Category: Appliance Repair
SubCategory: Stove

Problem Description: NO PTE

resident reported that her stove is rusty and needs to be replaced

(650) 290-1237
OG

Parts & Labor

Quantity/ Hours	Item Type/ Employee Name	Description	Unit Price	Total

Total

Authorized by: _____
Signed by _____
Dated _____
Invoice No. _____

Technician Notes: inspected stove works fine; left resident the 4 drip pans and 2 burner; could not install them myself because they were using the stove at the moment

Woodland Park
5 Newell Ct
East Palo Alto,CA 94303
Office (650) 566-2000x

Work Order No. 8649054
Date Call: 8/13/2024 9:53:00 AM
Date Scheduled: 8/13/2024 9:57:00 AM

Status Work Completed

Date Completed: 9/3/2024 8:50:00 AM
Brief Desc: Serv- dinning room fan

Job Site: cawoopa2/218-10
301 East O'Keefe Street
#10
East Palo Alto,CA 94303

Caller Name: Leonor Camarena
Caller Phone:
Occupant: Camarena (t2841179)

Mobile (650) 290-1237x

Ok to enter? NO
Category: Painting

Problem Description: NO PTE

dinning room fan is old and needs repalcement

(650) 290-1237

OG

Parts & Labor

Quantity/ Hours	Item Type/ Employee Name	Description	Unit Price	Total

Total

Authorized by: _____
Signed by _____
Dated _____
Invoice No. _____

Technician Notes: ceiling fan is working fine, resident requesting replacement but it needs cleaning. resident was informed we no longer install ceiling fans. she said it was fine to leave as is

Woodland Park
5 Newell Ct
East Palo Alto,CA 94303
Office (650) 566-2000x

Work Order No. 8651150
Date Call: 8/13/2024 3:16:00 PM
Date Scheduled: 8/13/2024 3:18:00 PM
Date Completed: 8/19/2024 9:11:06 AM
Brief Desc: Serv- walk in closet
Job Site: cawoopa2/218-10
301 East O'Keefe Street
#10
East Palo Alto,CA 94303

Status Work Completed

Caller Name: Leonor Camarena
Caller Phone:
Occupant: Camarena (t2841179)
Mobile (650) 290-1237x

Ok to enter? NO
Category: Lighting
SubCategory: Replace Bulb

Problem Description: NO PTE

walk in closet light doesnt work

(650) 290-1237

OG

Parts & Labor

Quantity/ Hours	Item Type/ Employee Name	Description	Unit Price	Total

Total

Authorized by: _____
Signed by _____
Dated _____
Invoice No. _____

Technician Notes: replaced hallway light fixture.

Work completed by Pedro H.

Woodland Park
5 Newell Ct
East Palo Alto,CA 94303
Office (650) 566-2000x

Work Order No. 8651151
Date Call: 8/13/2024 3:17:00 PM
Date Scheduled: 8/13/2024 3:19:00 PM

Status Work Completed

Date Completed: 9/3/2024 9:01:28 AM
Brief Desc: Serv- window discoloration

Job Site: cawoopa2/218-10
301 East O'Keefe Street
#10
East Palo Alto,CA 94303

Caller Name: Leonor Camarena
Caller Phone:
Occupant: Camarena (t2841179)

Mobile (650) 290-1237x

Ok to enter? NO
Category: Window Replace / Repair

Problem Description: NO PTE

windows have discoloration

(650) 290-1237

OG

Parts & Labor

Quantity/ Hours	Item Type/ Employee Name	Description	Unit Price	Total
0.0000	Lopez		0.00	0.00
			Total	0.00

Authorized by: _____
Signed by _____
Dated _____
Invoice No. _____

Technician Notes: Theirs dirt in the window kitchen and livingroom but resident has many items along the windows and AC which is causing dirt and discoloration around. Advised resident to properly clean area and remove furniture around window, provide space for air to circulate.

Woodland Park
5 Newell Ct
East Palo Alto,CA 94303
Office (650) 566-2000x

Work Order No. 8830657
Date Call: 9/24/2024 10:52:00 AM

Status Work Completed

Date Completed: 9/30/2024 10:43:00 AM
Brief Desc: INSPECTION

Job Site: cawoopa2/218-10
301 East O'Keefe Street
#10
East Palo Alto,CA 94303

Caller Name: Leonor Camarena

Caller Phone:
Occupant: Camarena (t2841179)

Mobile (650) 290-1237x

Ok to enter? YES
Category: Pest Control

Problem Description: Roaches

Parts & Labor

Quantity/ Hours	Item Type/ Employee Name	Description	Unit Price	Total

Total

Authorized by: _____
Signed by _____
Dated _____
Invoice No. _____

Technician Notes: 9/30 BANNER NO ACTIVITY MONITOES PLACED NO ACTION RECOMMENdED PLACED MONITORS

Woodland Park
5 Newell Ct
East Palo Alto,CA 94303
Office (650) 566-2000x

Work Order No. 8922262
Date Call: 10/16/2024 1:56:00 PM

Date Scheduled: 10/16/2024 2:00:45 PM

Status Scheduled

Brief Desc: GS Standard Plumbing

Job Site: cawoopa2/218-10
301 East O'Keefe Street
#10
East Palo Alto,CA 94303

Caller Name: Jesus Ignacio Lopez

Caller Phone:
Occupant: Camarena (t2841179)

Priority: Emergency
Ok to enter? YES
Category: Water Intrusion

Mobile (650) 290-1237x

SubCategory: External (from external src)

Technician Notes
Time: _____ **Date:** _____
Material: _____

Problem Description: Inspect parking lot #10, resident claims there is a water leak that prevents him from parking LR

Parts & Labor

Quantity/ Hours	Item Type/ Employee Name	Description	Unit Price	Total

Total

Authorized by: _____
Signed by _____
Dated _____
Invoice No. _____

Woodland Park
5 Newell Ct
East Palo Alto,CA 94303
Office (650) 566-2000x

Work Order No. 8830657
Date Call: 9/24/2024 10:52:00 AM

Status Work Completed

Date Completed: 9/30/2024 10:43:00 AM
Brief Desc: INSPECTION

Job Site: cawoopa2/218-10
301 East O'Keefe Street
#10
East Palo Alto,CA 94303

Caller Name: Leonor Camarena

Caller Phone:
Occupant: Camarena (t2841179)

Mobile (650) 290-1237x

Ok to enter? YES
Category: Pest Control

Problem Description: Roaches

Parts & Labor

Quantity/ Hours	Item Type/ Employee Name	Description	Unit Price	Total

Total

Authorized by: _____
Signed by _____
Dated _____
Invoice No. _____

Technician Notes: 9/30 BANNER NO ACTIVITY MONITOES PLACED NO ACTION RECOMMENdED PLACED MONITORS

Woodland Park
5 Newell Ct
East Palo Alto,CA 94303
Office (650) 566-2000x

Work Order No. 8922262
Date Call: 10/16/2024 1:56:00 PM

Date Scheduled: 10/16/2024 2:00:00 PM

Status Work Completed

Date Completed: 11/4/2024 3:23:30 PM
Brief Desc: GS Standard Plumbing

Job Site: cawoopa2/218-10
301 East O'Keefe Street
#10
East Palo Alto,CA 94303

Caller Name: Jesus Ignacio Lopez
Caller Phone:
Occupant: Camarena (t2841179)

Priority: Emergency
Ok to enter? YES
Category: Water Intrusion
Mobile (650) 290-1237x
SubCategory: External (from external src)

Problem Description: Inspect parking lot #10, resident claims there is a water leak that prevents him from parking LR

Parts & Labor

Quantity/ Hours	Item Type/ Employee Name	Description	Unit Price	Total

Total

Authorized by: _____
Signed by _____
Dated _____
Invoice No. _____

Technician Notes: unit on the third floor had a broken angel stop that leaked from the 3rd floor to parking garage. Pedro Replaced leaking angle stop.

Woodland Park
5 Newell Ct
East Palo Alto,CA 94303
Office (650) 566-2000x

Work Order No. 8972760
Date Call: 10/29/2024 5:24:00 PM

Status Work Completed

Date Completed: 11/26/2024 8:59:03 AM
Brief Desc: burners not working

Job Site: cawoopa2/218-10
301 East O'Keefe Street
#10
East Palo Alto,CA 94303

Caller Name: Leonor Camarena
Caller Phone:
Occupant: Camarena (t2841179)

Mobile (650) 290-1237x

Ok to enter? NO
Category: Appliance Repair
SubCategory: Stove

Problem Description: PTE - NO, CALL FIRST

Parts & Labor

Quantity/ Hours	Item Type/ Employee Name	Description	Unit Price	Total
121.0000	Bedolla		0.00	0.00
			Total	0.00

Authorized by: _____
Signed by _____
Dated _____
Invoice No. _____

Technician Notes: 10/31/2024 Minor in the unit, Left resident a voicemail. 11/05/2024 Inspected stove and its working fine, all 4 burners turn on and heat up appropriately. Also inspected oven and both burners are working broiler and bake.

Woodland Park
5 Newell Ct
East Palo Alto,CA 94303
Office (650) 566-2000x

Work Order No. 8972763
Date Call: 10/29/2024 5:25:00 PM

Status Work Completed

Date Completed: 11/26/2024 9:15:00 AM
Brief Desc: Kitchen vinyl flooring peeling

Job Site: cawoopa2/218-10
301 East O'Keefe Street
#10
East Palo Alto,CA 94303

Caller Name: Leonor Camarena
Caller Phone:
Occupant: Camarena (t2841179)

Mobile (650) 290-1237x

Ok to enter? NO
Category: Vinyl Repair

Problem Description: PTE - NO, CALL FIRST

Parts & Labor

Quantity/ Hours	Item Type/ Employee Name	Description	Unit Price	Total
119.7500	Bedolla		0.00	0.00
			Total	0.00

Authorized by: _____
Signed by _____
Dated _____
Invoice No. _____

Technician Notes: 10/31/2024 Minor in the unit, Left resident a voicemail. 11/05/2024 Kitchen flooring was replaced back in September.

Woodland Park
5 Newell Ct
East Palo Alto,CA 94303
Office (650) 566-2000x

Work Order No. 8972768
Date Call: 10/29/2024 5:28:00 PM

Status Work Completed

Date Completed: 11/26/2024 9:19:23 AM
Brief Desc: Cabinets dont close

Job Site: cawoopa2/218-10
301 East O'Keefe Street
#10
East Palo Alto,CA 94303

Caller Name: Leonor Camarena
Caller Phone:
Occupant: Camarena (t2841179)

Mobile (650) 290-1237x

Ok to enter? NO
Category: Cabinets and Drawers

Problem Description: PTE - NO, CALL FIRST

Parts & Labor

Quantity/ Hours	Item Type/ Employee Name	Description	Unit Price	Total
121.0000	Bedolla		0.00	0.00
			Total	0.00

Authorized by: _____
Signed by _____
Dated _____
Invoice No. _____

Technician Notes: 10/31/2024 Minor in the unit, Left resident a voicemail. 11/05/2024 All cabinets door and drawers close correctly. Inspected all and double checked.

Woodland Park
5 Newell Ct
East Palo Alto,CA 94303
Office (650) 566-2000x

Work Order No. 8972771
Date Call: 10/29/2024 5:29:00 PM

Status Work Completed

Date Completed: 11/26/2024 9:22:03 AM
Brief Desc: Walls and light fixture leaking

Job Site: cawoopa2/218-10
301 East O'Keefe Street
#10
East Palo Alto,CA 94303

Caller Name: Leonor Camarena
Caller Phone:
Occupant: Camarena (t2841179)

Mobile (650) 290-1237x

Ok to enter? NO
Category: Water Intrusion

Problem Description: PTE - NO, CALL FIRST

Parts & Labor

Quantity/ Hours	Item Type/ Employee Name	Description	Unit Price	Total
124.0000	Bedolla		0.00	0.00
			Total	0.00

Authorized by: _____
Signed by _____
Dated _____
Invoice No. _____

Technician Notes: 10/31/2024 Minor in the unit, Left resident a voicemail. 11/05/2024 All lighting is working fine they were replaced back in august and no leaks found. Resident confirmed lights are working and theirs no leaks anywhere.

Woodland Park
5 Newell Ct
East Palo Alto,CA 94303
Office (650) 566-2000x

Work Order No. 8972773
Date Call: 10/29/2024 5:30:00 PM

Status Work Completed

Date Completed: 11/26/2024 9:25:18 AM
Brief Desc: Bathtub Reglaze

Job Site: cawoopa2/218-10
301 East O'Keefe Street
#10
East Palo Alto,CA 94303

Caller Name: Leonor Camarena

Caller Phone:
Occupant: Camarena (t2841179)

Mobile (650) 290-1237x

Ok to enter? NO
Category: Painting

Problem Description: PTE - NO, CALL FIRST

Parts & Labor

Quantity/ Hours	Item Type/ Employee Name	Description	Unit Price	Total
118.0000	Bedolla		0.00	0.00
			Total	0.00

Authorized by: _____
Signed by _____
Dated _____
Invoice No. _____

Technician Notes: 10/31/2024 Minor in the unit, Left resident a voicemail. 11/05/2024 Resident advised they don't want tub and enclosure painted. It was bathroom walls painting which was replaced back in August.

Woodland Park
5 Newell Ct
East Palo Alto,CA 94303
Office (650) 566-2000x

Work Order No. 8972775
Date Call: 10/29/2024 5:30:00 PM

Status Work Completed

Date Completed: 11/26/2024 9:38:55 AM
Brief Desc: Bathroom exhaust fan missing?

Job Site: cawoopa2/218-10
301 East O'Keefe Street
#10
East Palo Alto,CA 94303

Caller Name: Leonor Camarena
Caller Phone:
Occupant: Camarena (t2841179)

Mobile (650) 290-1237x

Ok to enter? NO

Problem Description: PTE - NO, CALL FIRST

Parts & Labor

Quantity/ Hours	Item Type/ Employee Name	Description	Unit Price	Total
121.0000	Bedolla		0.00	0.00
			Total	0.00

Authorized by: _____
Signed by _____
Dated _____
Invoice No. _____

Technician Notes: 10/31/2024 Minor in the unit, Left resident a voicemail. 11/05/204 Bathroom fan was replaced back in august. Resident confirmed its working.

Woodland Park
5 Newell Ct
East Palo Alto,CA 94303
Office (650) 566-2000x

Work Order No. 8972780
Date Call: 10/29/2024 5:31:00 PM

Status Work Completed

Date Completed: 11/26/2024 9:42:49 AM
Brief Desc: Hole in bathroom shower ceiling

Job Site: cawoopa2/218-10
301 East O'Keefe Street
#10
East Palo Alto,CA 94303

Caller Name: Leonor Camarena
Caller Phone:
Occupant: Camarena (t2841179)

Mobile (650) 290-1237x

Ok to enter? NO
Category: Painting

Problem Description: PTE - NO, CALL FIRST

Parts & Labor

Quantity/ Hours	Item Type/ Employee Name	Description	Unit Price	Total
122.0000	Bedolla		0.00	0.00
			Total	0.00

Authorized by: _____
Signed by _____
Dated _____
Invoice No. _____

Technician Notes: 10/31/2024 Minor in the unit, Left resident a voicemail. 11/05/2024 Bathroom and living room ceiling was repaired back in July, their is no leaks or stains anywhere. resident confirmed ceiling has no issues.

Woodland Park
5 Newell Ct
East Palo Alto,CA 94303
Office (650) 566-2000x

Work Order No. 8972783
Date Call: 10/29/2024 5:31:00 PM

Status Work Completed

Date Completed: 11/26/2024 9:36:04 AM
Brief Desc: Windows discoloration/ need screens

Job Site: cawoopa2/218-10
301 East O'Keefe Street
#10
East Palo Alto,CA 94303

Caller Name: Leonor Camarena
Caller Phone:
Occupant: Camarena (t2841179)

Mobile (650) 290-1237x

Ok to enter? NO
Category: Window Replace / Repair

Problem Description: PTE - NO, CALL FIRST

Parts & Labor

Quantity/ Hours	Item Type/ Employee Name	Description	Unit Price	Total
120.2500	Bedolla		0.00	0.00
			Total	0.00

Authorized by: _____
Signed by _____
Dated _____
Invoice No. _____

Technician Notes: 10/31/2024 Minor in the unit, Left resident a voicemail. 11/05/2024 Discoloration on window glass due to lack of ventilation, resident has beds and furniture, also AC unit which doesn't allow them to ventilate. AC units has lots of water in the window frame. See pictures.

Woodland Park
5 Newell Ct
East Palo Alto,CA 94303
Office (650) 566-2000x

Work Order No. 8972789
Date Call: 10/29/2024 5:32:00 PM

Status Work Completed

Date Completed: 11/21/2024 11:30:11 AM
Brief Desc: Gate does not work

Job Site: cawoopa2/218-10
301 East O'Keefe Street
#10
East Palo Alto,CA 94303

Caller Name: Leonor Camarena
Caller Phone:
Occupant: Camarena (t2841179)

Mobile (650) 290-1237x

Ok to enter? NO
Category: Community Amenities
SubCategory: Entry Doors

Problem Description: Front gate doesnt work

Parts & Labor

Quantity/ Hours	Item Type/ Employee Name	Description	Unit Price	Total
1.0000	Bedolla		0.00	0.00
			Total	0.00

Authorized by: _____
Signed by _____
Dated _____
Invoice No. _____

Technician Notes: 10/31/2024 Vehicle gate is working fine, it says open 3 times a week Monday, Wednesday and Friday from 6am to 1pm so Recology can access and empty the bins.

Woodland Park
5 Newell Ct
East Palo Alto,CA 94303
Office (650) 566-2000x

Work Order No. 8972791
Date Call: 10/29/2024 5:33:00 PM

Status Work Completed

Date Completed: 11/26/2024 9:53:00 AM
Brief Desc: Mailboxes are broken, repair locks

Job Site: cawoopa2/218-10
301 East O'Keefe Street
#10
East Palo Alto,CA 94303

Caller Name: Leonor Camarena
Caller Phone:
Occupant: Camarena (t2841179)

Mobile (650) 290-1237x

Ok to enter? NO
Category: Community Amenities
SubCategory: Mailbox Area

Problem Description: PTE - NO, CALL FIRST

Parts & Labor

Quantity/ Hours	Item Type/ Employee Name	Description	Unit Price	Total
120.5000	Bedolla		0.00	0.00
			Total	0.00

Authorized by: _____
Signed by _____
Dated _____
Invoice No. _____

Technician Notes: 10/31/2024 Minor in the unit, Left resident a voicemail. 11/05/2024 Replaced mailbox lock.

Woodland Park
5 Newell Ct
East Palo Alto,CA 94303
Office (650) 566-2000x

Work Order No. 8972795
Date Call: 10/29/2024 5:34:00 PM

Status Work Completed

Date Completed: 11/26/2024 10:09:05 AM
Brief Desc: Building exterior drains get clogge

Job Site: cawoopa2/218-10
301 East O'Keefe Street
#10
East Palo Alto,CA 94303

Caller Name: Leonor Camarena
Caller Phone:
Occupant: Camarena (t2841179)

Mobile (650) 290-1237x

Ok to enter? NO
Category: Plumbing

Problem Description: PTE - NO, CALL FIRST, Building water drains get clogged

Parts & Labor

Quantity/ Hours	Item Type/ Employee Name	Description	Unit Price	Total
0.2500	Bedolla		0.00	0.00
			Total	0.00

Authorized by: _____
Signed by _____
Dated _____
Invoice No. _____

Technician Notes: 10/31/2024 storm drains are accurately working fine with no issues.

Woodland Park
5 Newell Ct
East Palo Alto,CA 94303
Office (650) 566-2000x

Work Order No. 8972803
Date Call: 10/29/2024 5:35:00 PM

Status Work Completed

Date Completed: 11/26/2024 9:57:47 AM
Brief Desc: Closet light missing cover

Job Site: cawoopa2/218-10
301 East O'Keefe Street
#10
East Palo Alto,CA 94303

Caller Name: Leonor Camarena
Caller Phone:
Occupant: Camarena (t2841179)

Mobile (650) 290-1237x

Ok to enter? NO
Category: Lighting

Problem Description: PTE - NO, CALL FIRST

Parts & Labor

Quantity/ Hours	Item Type/ Employee Name	Description	Unit Price	Total
123.0000	Bedolla		0.00	0.00
			Total	0.00

Authorized by: _____
Signed by _____
Dated _____
Invoice No. _____

Technician Notes: 10/31/2024 Minor in the unit, Left resident a voicemail. 11/05/2024 closet light was replaced back in September, resident confirmed its working.

Woodland Park
5 Newell Ct
East Palo Alto,CA 94303
Office (650) 566-2000x

Work Order No. 8972806
Date Call: 10/29/2024 5:35:00 PM

Status Work Completed

Date Completed: 11/26/2024 9:59:39 AM
Brief Desc: Ceiling drops dust and bubbles

Job Site: cawoopa2/218-10
301 East O'Keefe Street
#10
East Palo Alto,CA 94303

Caller Name: Leonor Camarena
Caller Phone:
Occupant: Camarena (t2841179)

Mobile (650) 290-1237x

Ok to enter? NO

Problem Description: PTE - NO, CALL FIRST

Parts & Labor

Quantity/ Hours	Item Type/ Employee Name	Description	Unit Price	Total
122.0000	Bedolla		0.00	0.00
			Total	0.00

Authorized by: _____
Signed by _____
Dated _____
Invoice No. _____

Technician Notes: 10/31/2024 Minor in the unit, Left resident a voicemail. 11/05/2024 Bathroom and living room ceiling was repaired back in July, their is no leaks or stains anywhere. resident confirmed ceiling has no issues.

Woodland Park
5 Newell Ct
East Palo Alto,CA 94303
Office (650) 566-2000x

Work Order No. 8972807
Date Call: 10/29/2024 5:36:00 PM

Status Work Completed

Date Completed: 11/26/2024 10:02:16 AM
Brief Desc: Shelves loose and repaint

Job Site: cawoopa2/218-10
301 East O'Keefe Street
#10
East Palo Alto,CA 94303

Caller Name: Leonor Camarena

Caller Phone:
Occupant: Camarena (t2841179)

Mobile (650) 290-1237x

Ok to enter? NO

Problem Description: PTE - NO, CALL FIRST. Not specified where

Parts & Labor

Quantity/ Hours	Item Type/ Employee Name	Description	Unit Price	Total
122.0000	Bedolla		0.00	0.00
			Total	0.00

Authorized by: _____
Signed by _____
Dated _____
Invoice No. _____

Technician Notes: 10/31/2024 Minor in the unit, Left resident a voicemail. 11/05/2024 All shelfs, drawers and doors open and close correctly resident confirmed repaired were completed back in September.

Woodland Park
5 Newell Ct
East Palo Alto,CA 94303
Office (650) 566-2000x

Work Order No. 8972809
Date Call: 10/29/2024 5:36:00 PM

Status Work Completed

Date Completed: 11/26/2024 10:15:34 AM
Brief Desc: Heater not working

Job Site: cawoopa2/218-10
301 East O'Keefe Street
#10
East Palo Alto,CA 94303

Caller Name: Leonor Camarena
Caller Phone:
Occupant: Camarena (t2841179)

Mobile (650) 290-1237x

Ok to enter? NO
Category: Appliance Repair

Problem Description: PTE - NO, CALL FIRST

Parts & Labor

Quantity/ Hours	Item Type/ Employee Name	Description	Unit Price	Total
1.0000	Bedolla		0.00	0.00
			Total	0.00

Authorized by: _____
Signed by _____
Dated _____
Invoice No. _____

Technician Notes: 10/31/2024--Heater is working fine with no issues, We turned it off because resident has furniture and flammables against the heater. Advised her to move her items 2-4 feet away so we can leave it on.

Woodland Park
5 Newell Ct
East Palo Alto,CA 94303
Office (650) 566-2000x

Work Order No. 8972817
Date Call: 10/29/2024 5:38:00 PM

Status Work Completed

Date Completed: 11/26/2024 10:06:39 AM
Brief Desc: Black water from pipes

Job Site: cawoopa2/218-10
301 East O'Keefe Street
#10
East Palo Alto,CA 94303

Caller Name: Leonor Camarena
Caller Phone:
Occupant: Camarena (t2841179)

Mobile (650) 290-1237x

Ok to enter? NO
Category: Plumbing

Problem Description: PTE - NO, CALL FIRST

Parts & Labor

Quantity/ Hours	Item Type/ Employee Name	Description	Unit Price	Total
123.0000	Bedolla		0.00	0.00
			Total	0.00

Authorized by: _____
Signed by _____
Dated _____
Invoice No. _____

Technician Notes: 10/31/2024 Minor in the unit, Left resident a voicemail. 11/05/2024 Resident advised black water comes out at least once a month. I advised resident that O'Connor water trac and fire department flush the fire hydrants on a monthly basis and we flush the hoses bibs to the building to help avoid these issues.

Woodland Park
5 Newell Ct
East Palo Alto,CA 94303
Office (650) 566-2000x

Work Order No. 8972819
Date Call: 10/29/2024 5:39:00 PM

Status Work Completed

Date Completed: 11/18/2024 10:53:00 AM
Brief Desc: Roaches

Job Site: cawoopa2/218-10
301 East O'Keefe Street
#10
East Palo Alto,CA 94303

Caller Name: Leonor Camarena
Caller Phone:
Occupant: Camarena (t2841179)

Mobile (650) 290-1237x

Ok to enter? NO
Category: Pest Control

Problem Description: PTE - NO, CALL FIRST

Parts & Labor

Quantity/ Hours	Item Type/ Employee Name	Description	Unit Price	Total

Total

Authorized by: _____
Signed by _____
Dated _____
Invoice No. _____

Technician Notes: 11/18 banner unable to service due to key not working scheduled for novemebr 25

Woodland Park
5 Newell Ct
East Palo Alto,CA 94303
Office (650) 566-2000x

Work Order No. 9023068
Date Call: 11/11/2024 11:18:00 AM

Status Work Completed

Date Completed: 11/11/2024 2:55:20 PM
Brief Desc: Grounds- parking stall pipe

Job Site: cawoopa2/218-10
301 East O'Keefe Street
#10
East Palo Alto,CA 94303

Caller Name: Leonor Camarena
Caller Phone:
Occupant: Camarena (t2841179)

Mobile (650) 290-1237x

Ok to enter? YES
Category: Community Amenities
SubCategory: Common Areas

Problem Description: parking stall # 9 pipe burst and is leasking water all over

Parts & Labor

Quantity/ Hours	Item Type/ Employee Name	Description	Unit Price	Total
0.5000	Bedolla		0.00	0.00
			Total	0.00

Authorized by: _____
Signed by _____
Dated _____
Invoice No. _____

Technician Notes: replaced damaged broken pipe.

Woodland Park
5 Newell Ct
East Palo Alto,CA 94303
Office (650) 566-2000x

Work Order No. 9075347
Date Call: 11/24/2024 5:45:00 PM
Date Scheduled: 11/25/2024 8:37:00 AM
Date Completed: 11/26/2024 9:28:04 AM
Brief Desc: missing window screen

Job Site: cawoopa2/218-10
301 East O'Keefe Street
#10
East Palo Alto,CA 94303

Status Work Completed

Caller Name: Leonor Camarena
Caller Phone:
Occupant: Camarena (t2841179)
Mobile (650) 290-1237x

Ok to enter? NO

Access Notes: please call resident before going (650) 290-1237

Problem Description: missing window screen in unit (did not specify where)

Parts & Labor

Quantity/ Hours	Item Type/ Employee Name	Description	Unit Price	Total
2.0000	Bedolla		0.00	0.00
			Total	0.00

Authorized by: _____
Signed by _____
Dated _____
Invoice No. _____

Technician Notes: 11/25/2024 Installed 4 New screen on each window. Total of 4 window screens.

Woodland Park
5 Newell Ct
East Palo Alto,CA 94303
Office (650) 566-2000x

Work Order No. 9075350
Date Call: 11/24/2024 5:48:00 PM
Date Scheduled: 11/25/2024 8:38:00 AM
Date Completed: 11/26/2024 9:16:54 AM
Brief Desc: appliances not working
Job Site: cawoopa2/218-10
301 East O'Keefe Street
#10
East Palo Alto,CA 94303

Status Work Completed

Caller Name: Leonor Camarena
Caller Phone:
Occupant: Camarena (t2841179)
Mobile (650) 290-1237x

Ok to enter? NO

Access Notes: please call tenant before going (650) 290-1237

Problem Description: Please inspect the stove

Parts & Labor

Quantity/ Hours	Item Type/ Employee Name	Description	Unit Price	Total
0.5000	Bedolla		0.00	0.00
			Total	0.00

Authorized by: _____
Signed by _____
Dated _____
Invoice No. _____

Technician Notes: 11/25/2024 Inspected stove and its working fine, all 4 burners turn on and heat up appropriately. Also inspected oven and both burners are working broiler and bake.

Woodland Park
5 Newell Ct
East Palo Alto,CA 94303
Office (650) 566-2000x

Work Order No. 9111161
Date Call: 12/4/2024 10:55:00 AM

Status Work Completed

Date Completed: 11/25/2024 10:55:00 AM
Brief Desc: INSPECTION

Job Site: cawoopa2/218-10
301 East O'Keefe Street
#10
East Palo Alto,CA 94303

Caller Name: Leonor Camarena

Caller Phone:
Occupant: Camarena (t2841179)

Mobile (650) 290-1237x

Ok to enter? YES
Category: Pest Control

Problem Description: roaches

Parts & Labor

Quantity/ Hours	Item Type/ Employee Name	Description	Unit Price	Total

Total

Authorized by: _____
Signed by _____
Dated _____
Invoice No. _____

Technician Notes: 11/25 banner unable to service minor left home alone no adult scheduled for 12/5

Woodland Park
5 Newell Ct
East Palo Alto,CA 94303
Office (650) 566-2000x

Work Order No. 9126562
Date Call: 12/8/2024 2:02:00 PM

Status Work Completed

Date Completed: 12/5/2024 2:03:00 PM
Brief Desc: INSPECTION

Job Site: cawoopa2/218-10
301 East O'Keefe Street
#10
East Palo Alto,CA 94303

Caller Name: Leonor Camarena
Caller Phone:
Occupant: Camarena (t2841179)

Mobile (650) 290-1237x

Ok to enter? YES
Category: Pest Control

Problem Description: ROACHES

Parts & Labor

Quantity/ Hours	Item Type/ Employee Name	Description	Unit Price	Total

Total

Authorized by: _____
Signed by _____
Dated _____
Invoice No. _____

Technician Notes: 12/5 banner no activity seen during inspection monitors placed

Exhibit F

Woodland Park Witness List

Stacie Roebuck, Regional Manager
Aura Andrade, General Manager
Enrique Bedolla, Maintenance Manager

Maggie Pande v. Woodland Park Communities
Case No 20240026

Respondent's Exhibit List

Exhibit #	Title	Page #
A	Lease Agreement	R001
B	Current Ledger	R033
C	Historic Ledger (covering February 2016-July 2021, if applicable)	R036
D	Work Order Overview Report	R043
E	Work Orders	R046
F	Woodland Park Witness List	R093

Exhibit A

CALIFORNIA LEASE AGREEMENT

1.

LANDLORD NAME:	Woodland Park Property Owner, LLC, doing business as Woodland Park Communities
LANDLORD'S AGENT:	Alliance Residential, LLC, doing business as Woodland Park Apartments
LANDLORD ADDRESS:	45 Newell Road, East Palo Alto, CA 94303
PHONE/E-MAIL:	(650) 566-2000 / woodlandpark@alliresco.com

2.

RESIDENT NAME(S):	Maggie Pande AND Graham Pande (individually and collectively, "Resident")
OTHER OCCUPANT(S):	Regina Pande
RESIDENT ADDRESS:	301 East O'Keefe Street, East Palo Alto, CA 94303
	UNIT: # 11 (the "Premises") PARKING SPACE: #

3.

INITIAL TERM:	Month-to-Month	Lease Renewal:
	START DATE: December 1, 2014	END DATE:
	MOVE-IN DATE: December 1, 2014	

4.

MONTHLY CHARGES	
Base Rent	$1,740.77
Renters Insurance	$12.00
Parking	$$0.00
Trash	$$0.00
Water	$$0.00
Gas	$$0.00
Sewer	$$0.00
Electricity	$$0.00
TOTAL RENT	$1,752.77

5.

DEPOSITS	
Security Deposit	
TOTAL	

6.

KEYS:				
	❑ UNIT	3	❑ MAIL	1
	❑ REMOTE	0	❑ POOL	0
	❑ GARAGE	0	❑ STORAGE	0
	❑ CARD	3	❑ COMMON AREA	0

This Lease is entered into on the date signed, by and between the above-named parties (collectively, "Parties"). The party executing this Lease as the Landlord's Agent is acting as the managing agent for the owner of Woodland Park (the "Community"). Each person living in the Premises that is 18 years of age or older must sign the Lease as a resident. Each Resident states that they are of legal age to enter into a binding Lease for lodging. All others living in the Premises must be designated as Occupants. Each person signing the Lease is jointly and severally liable for all the various resident obligations under the Lease. Every individual resident, including all co-residents, is responsible for the entire rental amount and other obligations, even if, as roommates, individual residents have made arrangements among themselves to allocate the rent or other payments or obligations.

Landlord hereby leases and Resident hereby hires and takes the Premises for the term specified and subject to all of the terms and provisions set forth herein.

A. TERM OF LEASE

7. **INITIAL TERM:** The initial term of this Lease shall commence on the Start Date and end on the End Date as outlined in Section 3 and shall **automatically continue as a tenancy from month-to-month upon expiration of the initial term.**

8. **LEASE EXPIRATION:** Either party may terminate this Lease on the End Date or after the initial term by giving the other party at least **thirty (30) days'** written notice of its intention to terminate the tenancy, subject to California Civil Code sections 1946, et seq. In the absence of written notice of termination, or a new lease, after the expiration of the initial term, the tenancy shall become month-to-month subject to a rental increase and applicable fees as allowed under local and state law. Resident agrees to pay all rent up to and including the end of any **thirty (30) day** (or, as applicable, sixty (60) day) notice period (which may not occur before the end of the initial Lease term) or until the Premises are re-occupied, whichever occurs first.

9. **FAILURE TO VACATE AFTER NOTICE:** If Resident gives written notice to vacate the Premises and fails to completely vacate prior to the expiration of the notice, Landlord shall be entitled to commence legal proceedings to recover possession of the Premises and Resident shall be liable, unless otherwise prohibited by law, in addition to all other damages provided for under this Lease, for the daily rent based on a pro-ration of the monthly rent for each day Resident remains in the Premises. In addition, Landlord may collect costs for loss suffered from future resident losses, legal costs, lost rent, and other expenses, and any other amount allowed by law.

10. **OPTION FOR EARLY TERMINATION:** Resident is expected to remain a Resident for the entire initial term. If Resident fails to do so, Resident will be responsible to Landlord for all damages provided by law, including (but not limited to) rent due through the end of the initial term, minus rents paid by a replacement resident (if any). This amount will vary depending upon how long it takes Landlord to find a replacement resident which typically cannot be determined in advance of move-out.

To avoid this uncertainty, Resident may choose to exercise an Early Termination Option. Resident understands and acknowledges that Landlord is not legally obligated to allow early termination of the Lease unless provided for pursuant to law. To exercise this option, Resident must deliver to Landlord:

i. A written notice stating that Resident has elected to exercise the Early Termination Option;
ii. An early termination option payment of **$3,000.00**;
iii. An executed agreement for repayment of concessions received prior to the early termination (if applicable, see Concession Addendum); and
iv. Payment of rent and other amounts due through the new End Date.

OnSite

When Landlord has (1) received the ...ten notice and the Early Termination Option payme...nd (2) signed the notice, the End Date will be amended. The new End Date will be the date specified in the notice which must be at least thirty days after the written election and payment are given to Landlord. Exercise of the Early Termination Option will affect only Resident's rent obligations after the new End Date. Resident must comply with all other Lease obligations.

The notice will not move the End Date forward if:

i. Resident is in default under the Lease at the time that Resident gives notice of Resident's exercise of the option;
ii. Resident provides the notice unaccompanied by the Early Termination Option payment; or
iii. Resident does not properly exercise the Early Termination Option by following the procedures specified above, but vacates the Premises before the End Date specified in the Lease.

11. **EARLY TERMINATION:** In the event Resident vacates the Premises before the End Date, and fails to exercise the Early Termination Option as specified above. Resident shall be liable for all rent owed for the remainder of the initial term minus amounts paid by a replacement resident (if any), plus any other amounts as specified by law.

12. **DELAY OF POSSESSION:** If the Landlord, for any reason, cannot deliver the possession of the Premises to Resident at the Move-In Date, this Lease shall not be void or voidable, nor shall Landlord be liable to Resident for any loss or damages resulting therefrom; but in that event there shall be a per diem deduction of rent covering the period between the Move-In Date and the time when Landlord can deliver possession.

13. **FAILURE TO MAKE PAYMENTS PRIOR TO COMMENCEMENT:** If Resident fails to make any payment due prior to the Start Date of Lease shown in Section 3, Landlord has no duty to provide possession of the Premises, and Landlord may apply any and all previously made payments to amounts due to Landlord.

B. PAYMENTS, DEPOSITS, AND FEES

14. **MONTHLY RENT PAYMENT:** The total rent is set forth in Section 4.
    i. All rent payments are due in advance on or before the 1st day of each month. It is Resident's responsibility to be certain that each payment is actually received by Landlord on or before its due date. Use of a rental payment drop box is for Resident's convenience – the risk of receipt of funds by Landlord when such box is used is Resident's risk, and not Landlord's risk. If any rent payment is made late, it will be subject to all applicable charges and may be rejected by Landlord.
    ii. Initial payment due for move in must be made in the form of a cashier's check. Except as otherwise provided, all subsequent rent payments shall be made by check, cashier's check, money order, or through the online payment portal. No cash or post-dated checks will be accepted.
    iii. Payments must be made payable to **Woodland Park** and may be personally delivered to the Business Manager, Assistant Business Manager or Sales Associate at 5 Newell Court or at 2041 Euclid Ave., East Palo Alto, CA 94303. On non-holidays, the business hours, which remain subject to change, when rent payments may be made personally are: Monday and Wednesday, 9am to 6pm, Tuesday 10am to 6pm, Thursday and Friday 9am to 7 pm, Saturday and Sunday 10am to 7pm.
    iv. Unless Resident notifies Landlord otherwise by written notation on the rent payment, Landlord shall apply all of the payments made in the order of priority Landlord determines. Landlord reserves the right at any time to change payment procedures and policies.
    v. If Resident makes any payment by check, it may be converted into an electronic funds transfer ("EFT"). This means Landlord will copy the check and use the account information on it to electronically debit Resident's account for the amount of the check. The debit from Resident's account will usually occur within 24 hours, and may occur as early as the same day as Landlord receives payment. The debit will be shown on Resident's regular account statement. Resident will not receive the original check back. Landlord will destroy the original check, but will keep a copy of it to the extent required by applicable laws. If the EFT cannot be processed for technical reasons, Resident authorizes Landlord to process the copy in place of the original check. If the EFT cannot be completed because of insufficient funds, Landlord may require payment in certified funds as required below.
    vi. If the Start Date occurs on other than the first day of a calendar month or the End Date occurs on other than the last day of a calendar month, then the rent for that month shall be prorated on a daily basis.

15. **LATE CHARGE AND NSF CHARGE:** Landlord and Resident agree that when Resident fails to pay rent on time, or when Resident pays rent by a check which payment is subsequently dishonored by the bank, the actual cost to Landlord is difficult or impossible to ascertain, but the Parties agree that Landlord does, in the event of late payment or in the event of a dishonored check, incur certain costs, including without limitation, communication with Resident, additional bookkeeping and administrative charges, bank charges, and lost opportunity costs of the late payment. After making a reasonable endeavor to estimate accurately the approximate costs associated with such a breach, which the Parties agree is difficult or impossible to ascertain, the Parties agree that, any time the rent for any given month is paid after the **4th** day of such month, Resident will in that month pay to Landlord, as additional rent due with the late payment, a late charge in the sum of **$35.00** and further agree that, in the event of a dishonored check, Resident will pay to Landlord, as additional rent due with the payment required to replace the dishonored check, an NSF fee in the sum of **$25.00**. The Parties agree that the payment of these sums does not constitute a license to pay rent late nor does it constitute a license to pay by dishonored check. Rent remains due on the first day of the month and there is no grace period for the payment of rent. A three-day notice to pay rent or quit may be served at any time after the first day of the month irrespective of the existence of the late charges as set forth in this section. If such notice is served after the 4th day of the month, it may include the late charge and NSF charge, if applicable, which charges, as set forth above, are payable as additional rent. Furthermore, if Resident does not pay by the end of the 4th day of the month, Resident may only pay by cashier's check or electronic payment (if offered). Landlord will not accept a personal check after the 4th day of the month, or in response to a notice to pay rent or quit, or a notice to perform covenant or quit requiring payment. Landlord may terminate this Lease for failure to pay late charges and may terminate this Lease for non-payment of rent. If Resident gives Landlord two payments that are returned for nonpayment during the term of this Lease, then the future rent shall be payable by cashier's check for the remainder of the term.

16. **SECURITY DEPOSIT:**
    i. Resident shall pay to Landlord, as security, the amount set forth in Section 5, which sum shall not exceed the maximum permitted by California Civil Code Section 1950.5. This sum shall be applied and accounted for in accordance with the provisions of California Civil Code Section 1950.5 and any other applicable statutes. Landlord shall not be obligated to pay Resident interest in connection with such security deposit, unless specifically required by applicable law.
    ii. It is understood that the security deposit is applicable to all Residents jointly, and Landlord does not account for it until the passing of the permissible statutory period after all Residents have vacated the Premises. Any refund due may be made payable jointly to all Residents and it shall be the responsibility of all Residents to work out between themselves the manner of dividing said security deposit. If Landlord chooses to make the refund to any one of the Residents individually, in legal contemplation the payment shall be deemed to have been made to all Residents and Landlord shall have no liability to any one or group of Residents for failure of any Resident to divide such refund equitably.
    iii. If the security deposit is later increased by agreement of the Parties for any reason (such as the installation of a waterbed or relating to a pet), the additional security deposit will be disbursed by Landlord in accordance with this section at the end of the statutory period following the end of Resident's tenancy. Removal of the waterbed or pet, or whatever caused the increase in the deposit, will not be grounds for early

D. PREMISES:

23. **CONDITION OF PREMISES:** Resident has inspected the Premises and acknowledges that the Premises are in good and habitable order and repair with all appliances and equipment in good working order at the time Resident is given occupancy. Resident also agrees that Landlord has made no promise to decorate, alter, repair or improve the Premises, except as listed on the Move In/Move Out Inspection Form.

24. **RESTRICTIONS ON ALTERATIONS:** Without the prior written consent of Landlord, Resident agrees not to make any alterations or improvements to the Premises, including, without limitation (i) changing or removing any part of the appliances, fixtures, or equipment; (ii) painting, installing wallpaper, or adhering contact paper; (iii) installing appliances including washing machines, dishwashers, dryers, fans, heaters, or air conditioners; or (iv) adding window coverings, foil draperies, or non-standard window coverings. In no event can any personal property, alterations, or improvements block entrance to or egress from the Premises, create a health or safety hazard or interfere with walkways or utility service equipment. All additions, fixtures and improvements shall be Landlord's property and shall remain upon the Premises after the termination of the Lease unless Landlord, as a condition to allowing Resident to make such alteration, requires that the Premises be restored to the condition existing prior to such alteration or addition.

25. **MAINTENANCE:** Resident is responsible to notify Landlord in writing, delivered personally or submitted online (except in the event of an emergency, in which case by telephone), if maintenance issues arise in or around the Premises. Maintenance requests will be handled after office hours only in an emergency. The on-duty maintenance associate will determine the appropriate course of action. Resident shall replace light bulbs and replace broken, damaged, or missing articles that Landlord has furnished.
To maintain the Premises, Resident agrees to:
    i. Keep the Premises clean.
    ii. Use all appliances, fixtures, and equipment in a safe manner and only for the purposes for which they are intended.
    iii. Refrain from destroying, defacing, damaging or removing any part of the Premises, common areas, Community or grounds.
    iv. Refrain from making any repairs without Landlord's prior written consent.
    v. Maintain a minimum of 50 degrees inside the Premises at all times to prevent water lines from freezing during winter months.
    vi. Dispose of all garbage, waste and recyclable materials in designated containers and/or designated areas and in accordance with applicable law and Landlord's instructions. Large items may not be disposed of in garbage containers or common areas.
    vii. Keep all ingress and egress routes clear and unobstructed and at all times.
    viii. Practice safe use of electrical cords, outlets, and appliances.

26. **DUTY TO CLEAN AND VENTILATE:** Resident hereby acknowledges that mold and mildew can grow in the Premises if the Premises are not properly ventilated and maintained. Resident acknowledges that it is important that Resident regularly allow air to circulate in the Premises. Resident agrees to regularly allow air to circulate in the Premises by using bathroom fan(s), using ceiling fans, where available, and regularly opening the windows and/or sliding doors where available. Since it is common for mold and mildew to grow even if a small amount of moisture builds up, Resident agrees to regularly wipe down areas where moisture sometimes accumulates and clean all toilets, sinks, countertops, bathroom walls, windows, windowsills, patio doors, showers, bathtubs and tile or linoleum floors with a household cleaner on at least a bi-weekly basis. Resident further agrees to notify Landlord immediately whenever Resident learns of any condition which could lead to a build-up of moisture in the Premises, including, but not limited to plumbing leaks, broken window or door seals, accumulation of rainwater or other moisture around windows or doors, broken water lines or sprinklers, inoperable fans, doors, or windows, and any failure or malfunction in the heating, ventilation, or air-conditioning system, if any, in the Premises, storage room, garage, or common area. If Resident notices,mold, mildew, or other organic growth in the Premises, Resident agrees to notify Landlord, in writing, immediately. Resident agrees to take the following steps to prevent the growth of mildew, mold, and organic growth in the Premises:
    i. In damp or rainy weather, keep windows and doors closed.
    ii. If possible, maintain a temperature of between 50° and 80° Fahrenheit within the Premises at all times.
    iii. Use the pre-installed bathroom fan or alternative ventilation when bathing or showering and allow the fan to run until all excess moisture has vented from the bathroom.
    iv. Use the exhaust fan in the kitchen when cooking or while the dishwasher is running. Allow the fan to run until all excess moisture has vented from the kitchen.
    v. Use care when watering houseplants. If spills occur, dry up excess water immediately.
    vi. When washing clothes in warm or hot water, watch to make sure condensation does not build up within the washer and dryer closet. If condensation does accumulate, dry with a fan or towel.
    vii. Thoroughly dry any spills on carpeting.
    viii. Do not allow damp or moist stacks of clothes or other cloth materials to lie in piles for an extended period of time.
    ix. Do not overfill closets or storage areas to allow for proper ventilation.
    x. Do not overfill the Premises or block with personal property ventilation from fans, windows, or doors.
    xi. Vacuum and dust the Premises on a regular basis to remove household dirt and debris that contribute to mold growth.
Any failure to comply with the requirements of this section shall be deemed a material breach of this Lease. In addition, Resident shall be liable to Landlord for any damage resulting from Resident's failure to comply with the requirements of this section.

27. **PESTS AND PEST CONTROL:**
    i. The Premises and/or the common areas may be covered by a contract for periodic pest control by a registered structural pest control company. If so, pursuant to applicable law, concurrently with signing this Lease, Resident is being provided with a copy of the legally required notice provided by the registered pest control company under Business and Professions Code §8538 and California Civil Code §1940.8. Resident accepts all risks and hazards associated with chemicals used on the Premises that are stated in the notice attached to this Lease.
    ii. Resident and Landlord have inspected the Premises prior to leasing and acknowledge there is no visible evidence of the presence or infestation of insects or vermin, including bedbugs, in the Premises. Resident agrees to inspect all personal belongings for signs of bedbugs or other insects or vermin prior to bringing personal belongings into the apartment and further agrees not to bring into the Premises any belongings which Resident suspects may be infested with bedbugs, insects, or other vermin.
    iii. Resident agrees to maintain the Premises in a manner that prevents the occurrence of an infestation of insects and vermin, including bedbugs, and comply with policies relating to the prevention of infestations. Resident further agrees to report any signs of bedbugs, ants, fleas, roaches, or other insects or vermin immediately to Landlord.
    iv. If Resident allows individuals or items carrying bedbugs, fleas, roaches, or other insects or vermin into the Premises, or has an infestation that cannot be traced to another source, such infestation will be deemed damage to the Premises and Resident will be responsible for all costs of treatment to the Premises, Resident's personal belongings, and neighboring units as necessary to eradicate the infestation. Resident will also be responsible for any damages caused to the Premises or to any of Resident's personal property, including without limitation furniture, clothing, and personal belongings, caused by pests or the treatment of pests. The choice of treatment shall be at the discretion of Landlord in consultation with Landlord's pest control vendor, if any.
    v. Resident agrees to cooperate with all pest control efforts at and within the Premises and the Community. Resident shall follow all

disbursement of the security dep

C. RESIDENT DEFAULT

17. **DEFAULT BY RESIDENT:** Resident shall be guilty of material breach of this Lease if Resident: (a) fails to pay any rent or other sums payable under this Lease on the date it becomes due; (b) defaults in the performance of or breach of any other provision, term, covenant or condition of this Lease; (c) vacates or abandons the Premises before expiration of the full term of this Lease, or any extension of the term; (d) permits the leasehold interest of Resident to be levied upon or attached by process of law; or (e) makes an assignment for the benefit of creditors.

18. **REMEDIES:** Upon the occurrence of any default by Resident, Landlord may exercise any right or remedy which Landlord may have at law or in equity, each and all of which are cumulative and nonexclusive. This may include giving Resident notice to correct or cure such default, taking action to recover possession of the Premises via the eviction process or otherwise, and/or terminating the Lease, all in accordance with applicable law. Additionally, Landlord shall be entitled to recover from Resident all damages incurred by Landlord by reason of Resident's default. Without limitation on the foregoing, upon the occurrence of any event of default by Resident, Landlord shall have the option to pursue any one or more of the following remedies, each and all of which shall be cumulative and nonexclusive:
    i. Terminate this Lease and Resident's right to possession of the Premises and recover from Resident all damages allowed at law or in equity, including those allowed under Civil Code Section 1951.2 including:
        a. The worth at the time of award of the unpaid rent which had been earned at time of termination;
        b. The worth at the time of award of the amount by which the unpaid rent which would have been earned after termination until the time of award exceeds the amount of such rental loss that the Resident proves could have been reasonably avoided;
        c. Subject to subsection (iii), the worth at the time of award of the amount by which the unpaid rent for the balance of the term after the time of award exceeds the amount of such rental loss that the Resident proves could be reasonably avoided; and
        d. Any other amount necessary to compensate the Landlord for all the detriment proximately caused by the Resident's failure to perform Resident's obligations under the Lease or which in the ordinary course of things would be likely to result therefrom.
    ii. The "worth at the time of award" of the amounts referred to in paragraphs (a) and (b) of subsection (i) is computed by allowing interest at 10% per year, but no greater than the maximum interest rate permitted by law. The worth at the time of award of the amount referred to in paragraph c of subsection (i) is computed by discounting such amount at the discount rate of the Federal Reserve Bank of San Francisco at the time of award plus 1 percent.
    iii. Landlord may recover damages that include the worth at the time of award of the amount by which the unpaid rent of the balance of the term after the time of award, exceeds the amount of rental loss for the same period Resident proves could be reasonably avoided.
    iv. Efforts by the Landlord to mitigate the damages caused by the Resident's breach of the Lease do not waive the Landlord's rights to recover damages under this section.
    v. Nothing in this section affects the right of the Landlord under a Lease to indemnification for liability arising prior to the termination of the Lease for personal injuries or property damage where the Lease provides for such indemnification.
    vi. Landlord has the remedy described in California Civil Code Section 1951.4 (Landlord may continue Lease in effect after Resident's breach and abandonment and recover rent as it becomes due, if Resident has the right to sublet or assign, subject only to reasonable limitations). Accordingly, if Landlord does not elect to terminate this Lease on account of any default by Resident, Landlord may, from time to time, without terminating this Lease, enforce all of its rights and remedies under this Lease, including the right to recover all rent as it becomes due.

19. **DAMAGE BY RESIDENT:** If any damage or destruction to the Premises, building, or Community is caused by Resident, Occupants, guests or invitees, such damage shall be considered a breach of Lease. Resident further agrees to pay rent for the period the Premises is damaged whether or not habitable, if such damage is caused by Resident, Occupants, guests or invitees. Any such damage or destruction of the Premises caused by Resident, Occupants, guests or invitees constitutes grounds for termination of the Lease; additionally, such actions will not create any right of rent reduction. Resident shall pay for any expenses, including the costs of repairing such damage or destruction.

20. **RESIDENT INFORMATION:** If Resident has supplied information to Landlord by means of a rental application or similar instrument, Landlord has relied upon the statements set forth in said application or instrument in deciding to rent the Premises to Resident. Resident covenants that all such information is accurate and was given voluntarily and knowingly by Resident. It is agreed that, if Landlord subsequently discovers any misstatements of fact in the application or instrument, any such misstatements shall be deemed a material breach of this Lease. In the event that Resident submits information to verify Resident's income, Resident hereby certifies the accuracy of such information and further agrees that accurate information regarding family income, family composition and any other related eligibility requirements shall be deemed substantial and material obligations of Resident's tenancy; that Resident will comply with all requests for information with respect thereto from Landlord or any mortgagee; that Resident's failure to provide accurate information shall be a default by Resident, which shall entitle Landlord to pursue all rights and remedies set forth in the **"DEFAULT BY RESIDENT"** section or otherwise permitted by law, and that Resident's failure to furnish accurate and current information could subject Resident to civil liability.

21. **COMPLIANCE WITH APPLICABLE LAWS:** Resident agrees not to engage in or permit unlawful activities in the Premises, in the common areas or on the grounds of the Community or permit the Premises or Community to be used for any purpose which violates local, state or federal law. Resident, Occupants, guests or invitees and any other person under Resident's control shall not engage in or facilitate in criminal activity, including drug-related criminal activity, on or near the Premises. "Drug-related criminal activity" means illegal manufacture, sale, distribution, use or possession with intent to manufacture, sell, distribute, or use a controlled substance (as defined in Section 102 of the Controlled Substances Act (21 U.S.C. 802)). Resident, Occupants, guests or invitees or other person under Resident's control shall not engage in any act of violence or threats of violence, including, but not limited to, the unlawful discharge of firearms, on or near the Premises. Resident agrees to reimburse and indemnify Landlord for all fines or other penalties incurred by Landlord as a result of Resident's violation of any statute, ordinance, regulation or other governmental restriction. This provision constitutes written notice to cease any breach of this section, including, without limitation, being so disorderly as to destroy the peace, quiet, comfort, or safety of the Landlord or other tenants of the building or Community or, where the Premises are a single-family dwelling, the peace, quiet, comfort or safety of the owner or residents of an adjacent property. Such disorderly conduct includes violations of state and federal criminal law that destroy the peace, quiet, comfort, or safety of the landlord or other tenants of the building or Community containing the rental unit, or, where the Premises are a single-family dwelling, the peace, quiet, comfort or safety of the owner or residents of an adjacent property.

22. **COMPLIANCE WITH POLICIES:** If indicated on the last page of this Lease with respect to Attachments/Addenda, Resident acknowledges receipt of a copy of the Community Policies, which Community Policies are incorporated into and made a part of this Lease, Resident agrees to abide by said Community Policies in all respects. Any Community Policies may be changed with thirty days' notice and Resident agrees to abide by any such changes. Failure to comply with the Community Policies shall be deemed a breach of this Lease.

instructions from Landlord and/or Landlord's pest control vendor, if any, with respect to the treatment and eradication of pests, whether infestation is within the Premises, a neighboring unit, or elsewhere in the Community. The Premises must be properly prepared for any treatment. Resident acknowledges that preparations for treatments can be time consuming and difficult. Resident nonetheless agrees to fully prepare the Premises in a timely manner at its own cost and expense for the treatment and eradication of pests until the pest infestation is fully abated. Resident further agrees to coordinate the cleaning and/or disposal of Resident's personal property with the treatment being performed, so as to protect against a re-infestation of any pests. Resident agrees to follow the recommended readiness procedures, including allowing full access for treatment(s). Resident agrees that the choice of pest control vendors, if any, and the implementation of a treatment plan, including the application of pesticides, is exclusively that of Landlord. Resident agrees not to treat the Premises, building, or Community with pesticides without the written authorization of Landlord.

vi. Resident is required to report, in writing, any suspected infestations to Landlord immediately after discovery. Resident shall report any signs of any infestations, including, but not limited to any household member experiencing any bites, seeing any insects or vermin within the Premises, or seeing any feces or other detritus relating to insects.

vii. Resident represents to Landlord that Resident is not aware that bed bugs were present in Resident's last residence and that if bed bugs were present in any of their furniture, clothing, or other personal property, the bed bugs have been eradicated. Resident agrees that this representation to Landlord is a material inducement to Landlord leasing the Premises to Resident.

28. **KEYS, LOCKS, AND ACCESS DEVICES:**

i. **Keys and Locks:** Resident agrees not to change or add any locks or gates on any doors or windows to the Premises without prior written consent of Landlord. If Landlord, in its sole discretion, approves a request to install locks, Resident agrees to immediately provide Landlord with a key for each lock. On or before the end of the term, Resident agrees to return all keys to the Premises to Landlord. Landlord may charge Resident $5.00 for each key that is lost or not returned.

ii. **Access:** Resident agrees to promptly notify Landlord in writing of any problem, defect, malfunction or failure of door locks, window latches, controlled access gates, intrusion alarms, and any other security device. Resident agrees to be responsible for all fines, penalties and other charges resulting from or attributable to the alarm, including false alarm charges. It is understood that Landlord is not responsible for providing access to the Premises after office hours. Resident is responsible for contacting a locksmith, at Resident's expense, to gain access to the Premises in the event of lockout. If Resident has called a locksmith, Landlord must be notified and then change locks at Resident's expense.

iii. **Access Devices:** If Resident has received gate cards, fitness, restroom and/or entry gate keys as indicated in Section 6 of this Lease, Resident understands that if any of these items are lost or not returned upon move out, that the following fees will apply: Gate Access Device $0.00 Key Fob $0.00 Entry Gate Key $50.00

29. **LOCATION:** Upon reasonable notice, Landlord shall have the right to transfer Resident to another unit that is comparable to the Premises, upon which transfer the other unit shall automatically become the Premises under this Lease, which shall remain in full force and effect. Resident acknowledges and agrees that such comparable unit shall be deemed to provide the same housing services as the original Premises and that such transfer is not an eviction.

30. **CONDITION UPON TERMINATION.** Upon termination of the Lease, or the termination of Resident's right to occupy the Premises, Resident shall deliver all keys, access cards, and remotes to Landlord and move out of the Premises, leaving them in substantially the same clean, undamaged, and ready-to-rent condition as existed on the Start Date, less ordinary wear and tear. If the Premises are not returned in such condition, Landlord may charge Resident for the costs to repair any damage and to put the Premises back in the condition they were in upon the Start Date, less ordinary wear and tear. Resident is responsible for replacement of any damaged or missing items and for payment of all costs to clean or repair any portion of the Premises, carpeting, flooring, wall coverings, paint, counters, trim, window treatment, doors, windows, or appliances which are damaged, dirty, or unsanitary. Cleaning and repair of any damage due to smoking of any kind is not considered ordinary wear and tear. Resident is responsible for removing all trash and other items of personal property from the Premises. Failure to do so will constitute a condition that exceeds ordinary wear and tear. Resident will not be considered as having moved out, vacated and surrendered possession of the Premises until Resident has removed all personal belongings from the Premises and returned all keys, access cards and remotes. If Resident moves out and fails to return all keys, access cards and remotes, Resident agrees that the move-out date shall be determined by Landlord in Landlord's reasonable judgment and that Resident will be charged for any missing keys, access cards and remotes. If Resident leaves personal property in the Premises after move-out or if Resident places personal property in areas of the Community not designated for Resident's exclusive use, Landlord can determine that such property has been abandoned and can take steps to remove or dispose of the property consistent with applicable laws.

31. **ENTRY:** Landlord has the right to enter the Premises as allowed by law, including, without limitation, in case of emergency, to make desired, necessary or agreed repairs, decorations, alterations, renovations, or improvements, to supply necessary or agreed services, to test smoke detectors, to exhibit the dwelling unit to prospective or actual purchasers, mortgagees, tenants, workmen or contractors, or for any other purposes permitted by California Civil Code section 1954 (and any other applicable statutes or amendments which might be enacted subsequent to the execution of this Lease). Landlord also has the right to enter the Premises in order to make an inspection pursuant to subdivision (f) of Civil Code section 1950.5 when Resident has abandoned or surrendered the Premises and pursuant to court order. Resident agrees that if Resident denies Landlord access to the Premises when Landlord is in compliance with statutory requirements and entitled to access, any such denial of access shall be deemed a material breach of this Lease. The Parties agree that 24 hours' notice is presumed reasonable, although the Parties acknowledge that a shorter time period may also be reasonable under some circumstances. Landlord will serve Resident with written notice before entry unless:

i. Entry is due to an emergency, surrender or abandonment of the Premises, or

ii. Resident and Landlord agree orally to an entry to make agreed repairs or supply agreed services at an approximate day and time within one week of the oral agreement, or

iii. Resident is present and consents to entry at the time of entry, or

iv. To exhibit the Premises to prospective or actual purchasers of the property, provided that Landlord has notified Resident in writing within 120 days of the oral notice that the property is for sale and that Resident may be contacted to allow for an inspection.

32. **SMOKE DETECTORS:** The Premises have been equipped with smoke detectors. The smoke detectors have been tested prior to Resident's move in to ensure they are operational. Resident agrees not to interfere with the presence or operability of any smoke detector and to report immediately to Landlord, in writing, any defects in the condition of any smoke detectors. Resident agrees that if a smoke detector is battery operated, pursuant to California Civil Code Section 1942.1, as part of the consideration of the rental, Resident assumes responsibility to: (a) ensure the battery is in operating condition at all times; and (b) replace the battery as needed. Under no circumstances shall Resident remove the battery of a smoke detector without immediately replacing the battery with a new one.

33. **CARBON-MONOXIDE DEVICES:** If a carbon-monoxide device has been installed within the Premises, Resident acknowledges that the carbon-monoxide device was operable at the time Resident took possession of the Premises. Resident is responsible for notifying Landlord if Resident becomes aware of an inoperable or deficient carbon-monoxide device within the Premises. Landlord shall correct any reported deficiencies or inoperability's in the carbon-monoxide device. Resident further agrees that, if the carbon-monoxide device is battery operated, pursuant to California Civil Code Section 1942.1, as part of the consideration of the rental, Resident assumes responsibility to: (a) ensure the battery is in operating condition at all times; and (b) replace the battery as needed. Under no circumstances shall Resident remove the battery of a carb

monoxide device without immediately acing the battery with a new one.

34. **SATELLITE DISHES:** If satellite dishes are allowed in the Community they must be one meter or less in size and may not be affixed to the patio or balcony of the Premises. Resident is specifically prohibited from making physical modifications to the Premises and is prohibited from installing said satellite dish in the common areas of the Community, including, but not limited to, outside walls, roofs, window sills, common balconies or stairways. Resident will be responsible for damages caused by the satellite dish, including the cost of removal if in any violation of any satellite guidelines. Resident shall install, use, maintain and remove a satellite dish in a manner which is consistent with industry standards and shall be liable for any damage or injury sustained as a result of the negligent installation, maintenance, use or removal of said satellite dish. Allowable locations may not provide an optimal signal or any signal at all.

35. **WATERBEDS AND AQUARIUMS:** Waterbeds and water tanks holding 30 or more gallons may only be installed in the Premises with prior written consent from Landlord. Prior to installation, a valid waterbed insurance policy or certificate of insurance for property damage must be obtained. The policy shall be issued by a company licensed to do business in California and possessing a Best's Insurance Report rating of "B" or higher. The insurance policy shall be maintained in full force and effect until the waterbed/water tank is permanently removed from the Premises. The policy shall be written for no less than **one hundred thousand dollars ($100,000.00)** of coverage. The policy shall cover, up to the limits of the policy, replacement value of all property damage, including loss of use, incurred by the Landlord or other residents caused by or arising out of the ownership, maintenance, use, or removal of the waterbed/water tank, except for any damage caused intentionally or at the direction of the insured, or for any damage caused by or resulting from fire. Landlord may require Resident to produce evidence of insurance at any time. The insurance carrier shall give Landlord notice of cancellation or non-renewal 10 days prior to this action. The waterbed/tank shall conform to the pounds-per-square foot weight limitation and placement as dictated by the floor load capacity of the Premises. The weight shall be distributed on a pedestal or frame which is equivalent to the dimensions of the mattress itself. Resident shall install, maintain and remove the waterbed/tank, including, but not limited to, the mattress and frame, according to standard methods of installation, maintenance, and removal as prescribed by the manufacturer, retailer, or state law, whichever provides the higher degree of safety. Resident shall notify Landlord in writing of the intent to install, remove, or move the waterbed/tank. The notice shall be delivered at least 24 hours prior to the installation, removal, or movement. The Landlord has the right to be present at the time of installation, removal, or movement. If the waterbed/water tank is installed or moved by any person other than Resident, Resident shall deliver to Landlord a written installation receipt stating the installer's name, address, and business affiliation.

E. LIMITATION ON LIABILITY:

36. **LIABILITY:** Landlord shall not be liable to Resident, Occupants, or to any guests or invitees of Resident for any damage or losses to person or property arising from any cause including, but not limited to, theft, burglary, assault, vandalism, fire, flood, water leaks, rain, hail, ice, snow, smoke, lightning, wind, explosion, interruption of utilities, earthquake, or any other condition over which the Landlord has no control. To the extent allowed by law, Resident agrees to assume all risk of harm, and waive all claims against Landlord, resulting from use of common area amenities. To the extent allowed by law, use of the common area amenities is at the sole risk of Resident, Occupants, guests or invitees.

37. **INDEMNITY/HOLD HARMLESS:** Resident and Occupants agree to indemnify and hold Landlord harmless, from any claims arising out of any death or injury to any person, or any damage to property, if such injury or damage is caused directly or indirectly by the act, omission, negligence, or fault of Resident, Occupants, or Resident's guests or invitee(s).

38. **HOUSING SERVICES:** The furnishing by Landlord to Resident of any storage space, use of laundry, electronic access controls and gates, or any other common area facilities outside the Premises shall be deemed to be furnished gratuitously and Landlord makes no representations or guarantees as to the availability, adequacy, or fitness of such space, service, or facilities. Resident acknowledges that Landlord will not provide lifeguard service at swimming facilities, if any, and Resident agrees to take adequate and reasonable care in use of all recreational facilities to ensure the safety of Resident, Occupants, guests or invitees. All guests and invitees must be accompanied by a Resident or Occupant to use recreational facilities and amenities. Resident, Occupants, guests, and invitees shall comply with all signs posted by Landlord in and around the common areas and Community. Landlord may ban any Resident, Occupant, guest or invitee from using any amenity at the Community if such persons fail to abide by posted signs or rules relating to those areas and Resident shall not be entitled to any rent reduction or offset if the loss of amenity privileges is the result of the conduct of Resident, Occupants, guests or invitees. Landlord makes no representations, warranties or guarantees express or implied, regarding the presence or quality of reception of electronic communication or information retrieving devices within the Premises or Community.

39. **EMINENT DOMAIN OR CONDEMNATION:** Should the land whereon the building containing the Premises is situated, or any part thereof, or any portion of the Community, be condemned or taken for public use, then, in that event, upon the taking of the same for such public use, this Lease, at the option of Landlord, shall be deemed null and void, and the term shall cease and come to an end, notwithstanding anything to the contrary herein, and without apportionment of the award. Resident shall not be entitled to receive any sum, or portion thereof, constituting any award arising out of any such eminent domain or condemnation.

40. **SIGNIFICANT DAMAGE TO OR DESTRUCTION OF PREMISES:**
    i. If the Premises or property are damaged by fire, flood or other casualty, necessitating repairs that require Resident to vacate the Premises for any length of time, in the sole and absolute discretion of Landlord, Landlord shall have the option either (1) to repair the damage or otherwise restore the Premises, with this Agreement continuing in full force and effect, or (2) give notice to Resident, at any time after such damage occurs or repairs become necessary, terminating this Agreement as of a date to be specified in such notice. Landlord shall not be required to repair any damage by fire or other cause or to make any repairs of any property installed in the Premises by Resident.
    ii. If Landlord elects to terminate, this Lease shall expire and all interest of the Resident in the Premises shall terminate and Landlord shall have no obligation to pay lodging costs or other expenses to Resident after the termination date. If Landlord elects to repair the damage and/or make the significant repairs and continue this Lease in full force and effect, the "Duty to Cooperate" and "Significant Repairs" sections, below, shall apply.

41. **SIGNIFICANT REPAIRS:**
    i. If the Premises require significant renovations, improvements or repairs (such as, by way of example only and not by way of any limitation, tenting for termites, treating for pests or other vermin, replacing plumbing or electrical wiring, repairing fire damage, etc.) which require Resident to vacate the Premises for any length of time, Resident must vacate the Premises as needed and otherwise cooperate with Landlord in its efforts to perform the work. To the extent possible, Landlord shall give Resident at least ten days written notice of the need to vacate the Premises, which notice shall include Landlord's best estimation of the length of time Landlord anticipates Resident will need to be absent from the Premises.
    ii. Resident agrees to vacate the Premises for the time necessary for the work to be completed and, if Resident needs to be absent from the Premises for more than 8 hours in any 24-hour period, relocate to alternative housing of the Landlord's choosing. Landlord shall be responsible to pay for the alternative housing; however, Resident will remain responsible for all rent while Landlord is paying for alternative accommodations. If Resident elects to relocate temporarily to lodging other than that designated by Landlord, then Landlord shall have no obligation to pay the cost of such housing, which shall be at Resident's sole cost and expense; although Resident shall have no obligation to

pay rent during the time the Premises are not available to Resident during the repairs Landlord is not paying for the alternative lodging, except as provided below. Resident shall return to the Premises once Landlord advises Resident that the work has been completed. Landlord shall have no obligation to pay for alternative housing or waive rent after Landlord has advised Resident that Resident may return to the Premises.

iii. If the work or repairs are required because of the conduct of Resident or the conduct of Occupants, invitees or guests (such as misuse of plumbing, causing a fire, etc.), then Landlord shall be relieved of its obligation to pay for alternative accommodations set forth above and Resident shall remain responsible for both rent and the cost of alternative lodging during the time when Resident must vacate the Premises for any work to be completed.

42. **DUTY TO COOPERATE:** Failure to vacate the Premises or otherwise cooperate with Landlord's efforts to conduct repairs, renovations or other improvements in the Community is a material breach of this Lease and grounds for termination of this Agreement.

43. **SAFETY CONCERNS:**

i. Landlord makes no representations or guarantees to Resident concerning the security of the Premises or the Community. Landlord is under no obligation to Resident to provide any security measure or take any action not required by statute. The presence of courtesy patrols, patrol cars, access gates, surveillance cameras or other deterrents do not guarantee that crime can or will be prevented. Landlord reserves the right to reduce, modify or eliminate any such measures (other than those statutorily required) at any time; and Resident agrees that such action shall not be a breach of any obligation or warranty on the part of Landlord. All such measures are subject to personnel absenteeism, human error, mechanical malfunctions and tampering. Resident is responsible for planning and taking action with respect to the safety of Resident and personal property as if such systems and deterrents did not exist.

ii. Landlord may install surveillance cameras in some common areas. These cameras may or may not be monitored and the footage recorded by these cameras may or may not be kept by Landlord for any length of time. Landlord may remove such cameras, or install additional cameras, at any time without notice to Resident. Footage from any cameras belongs to Landlord and shall not be released to any resident although such footage may be released to law enforcement personnel, insurance adjusters or others with legitimate business needs for such footage in the sole discretion of Landlord and without the consent of any individuals recorded by such footage.

iii. Landlord has no obligation to obtain criminal background checks on any residents and bears no responsibility or liability related to the criminal background or actions (whether past, present or future) of any person, even if Landlord has actually run a criminal background check on applicants. Resident agrees to hold Landlord harmless from claims arising out of criminal acts of other residents or third parties. Resident shall not rely on the fact that Landlord may have run a criminal background check on residents or any other applicant when deciding whether to enter into this Lease. Background checks are limited to the information actually reviewed and are not a guarantee that a person with a criminal background does not reside at the Community or that someone living in the Community will not commit a crime in the future. Landlord has not made and does not make any representations as to the background of any existing or future resident and Landlord is under no obligation to run background checks on any existing resident or future applicant.

iv. Resident agrees to report immediately all suspected or actual criminal activity to the appropriate local law enforcement agencies and, after doing so, to Landlord, and shall provide Landlord with such law enforcement agency's incident report number upon request. If Resident receives a copy of any law enforcement agency's incident report for an incident that occurred on the property and said incident impacted the Premises, the Community or other residents in the Community, Resident shall provide a copy of said incident report to Landlord upon request.

44. **INSURANCE:** Landlord does not maintain insurance to cover (a) Resident's personal injury, (b) loss or damage to Resident's personal property, or (c) Resident's liability for injury, loss or damage caused to others by Resident (or Occupants or guests). Resident is not a co-insured, a beneficiary, or an implied beneficiary under any insurance policy maintained by Landlord. Unless prior to the Start Date, Resident provides Landlord with written proof of a policy of liability insurance issued by an authorized insurance company that provides Resident with a minimum policy coverage amount of $100,000 per occurrence and names Landlord as an Interested Party, Resident hereby elects for Landlord to enroll Resident in a service program administered by Landlord and backed by a liability coverage program administered by an insurance company selected by Landlord. Resident agrees to reimburse Landlord for the actual cost of such program. The premium payment made by Landlord on Resident's behalf will be considered rent. Landlord reserves the right to hold Resident liable for any loss in excess of the insurance proceeds paid by the insurer. If Resident maintains its own liability insurance, Resident shall provide proof of such insurance to Landlord upon Landlord's request. Resident's failure to provide such proof within three days of a request therefor shall constitute an election by Resident for Landlord to enroll Resident in the service program specified above, at the then-current actual cost of the service program.

45. **MEGAN'S LAW:** Pursuant to Section 290.46 of the Penal Code, information about specified registered sex offenders is made available to the public via internet web site maintained by the Department of Justice at www.meganslaw.ca.gov. Depending on an offender's criminal history, this information will include either the address at which the offender resides or the community of residence and the zip code in which the offender resides. Since the information is equally available to residents and Landlord, and Landlord cannot discriminate against registered sex offenders pursuant to Penal Code Section 290.46 et seq., Landlord has not made any inquiry of any applicant or resident as to whether he or she is a registered sex offender. Resident is advised to take whatever reasonable and lawful actions Resident believes necessary to protect household members or guests against any potential harm. This includes talking to any children or individuals with a diminished capacity about how to deal with strangers and similar topics. Resident is advised that Landlord may not notify Resident if Landlord learns or is advised that a registered sex offender is living in the Community.

46. **ENVIRONMENTAL INDEMNIFICATION:** To the extent allowed by law, Resident expressly assumes and accepts any and all risks involved or related to the presence in the Premises, common areas, and Community of any and all health affecting substances, and any power lines in the vicinity of the Premises. Resident waives all claims and causes of action of any kind or nature, at law or in equity, including, but not limited to, claims or causes of action arising by statute, ordinance, rule, regulation or similar provision, against Landlord and Landlord's agents, principals, employees, legal representatives, affiliates, assignees, successors in title, partners, shareholders, officers, directors, parents, members and managers (herein collectively called the "Landlord Affiliates") with respect to any health hazard occurring in connection with the presence in the Premises, common areas, or Community of materials containing potentially health affecting substances, and claims arising out of or based upon any potentially health affecting substances brought, or allowed to be brought, into the Premises, common areas, or Community by any Resident, Occupant, guest, or invitee. Resident agrees to defend, indemnify and hold harmless the Landlord Affiliates against and from any and all actions, causes of action, claims, demands, liabilities, losses, damages and expenses of whatsoever kind, including, but not limited to, attorneys' fees at both the trial and appellate levels, that any or all of the Landlord Affiliates may at any time sustain or incur by reason of any and all claims asserted against them arising out of potentially health affecting substances brought or allowed to be brought into the Community by any Resident, Occupant, guest, or invitee.

47. **PROPOSITION 65 WARNING:** The Premises, common areas, and Community may contain chemicals known to the State of California to cause cancer, birth defects, and other reproductive harm. These chemicals may be contained in emissions and fumes from building materials, products and materials used to maintain the property, and emissions, fumes, and smoke from Resident and guest activities, including but not limited to the use of motor vehicles, barbecues, and tobacco products. These chemicals may include, but are not limited to carbon monoxide, formaldehyde, tobacco smoke, unleaded gasoline, soot, tars, and mineral oils.

For more information please contact OEHHA at (916) 445-6900 or visit http://www.oehha.org/prop65/pdf/Prop65tenants.pdf for additional

information from the California Envir ntal Protection Agency's Office of Environmental H Hazard.

48. **LEAD-BASED PAINT WARNING:** Housing built before 1978 may contain lead-based paint. Lead from paint chips and dust can pose health hazards if not managed properly. Lead exposure is especially harmful to young children and pregnant women. Lead poisoning in young children may produce permanent neurological damage, including learning disabilities, reduced intelligence quotient, behavioral problems, and impaired memory. Before renting pre-1978 housing, Landlords must disclose the presence of known lead-based paint and/or lead-based paint hazards in the Unit. Residents must also receive a federally approved pamphlet on lead poisoning prevention. By Resident signing this Lease, they acknowledge receipt of Protect Your Family from Lead in Your Home pamphlet.
    i. Presence of lead-based paint or lead-based paint hazards: Known lead-based paint and/or lead-based paint hazards **are present** in the housing.
    ii. Landlord has reports or records pertaining to lead-based and/or lead-based paint hazards in the Premises and has made available to Resident all available records and reports upon Resident's request.

49. **ASBESTOS DISCLOSURE:** Before 1981, asbestos was commonly used in construction. This Community was built before 1981 and asbestos may be present. Asbestos is a chemical known to cause cancer. Asbestos may be present in sprayed-on acoustical ceiling material, insulation, fire proofing and floor tiles in the Premises and/or buildings of the Community. Disturbing or damaging certain interior Premises, common areas, and/or Community surfaces may increase the potential exposure to asbestos. Resident may not pierce, damage, disturb, or remove any portions of the Premises, common areas, and/or Community known or suspected to contain asbestos. Resident must notify Landlord immediately in writing if any portion of the Premises, common areas, and/or Community known or suspected to contain asbestos are pierced, damaged, disturbed or removed. Landlord has instituted an operations and maintenance program directed at maintaining the Community in accordance with any applicable federal and state safety requirements regarding asbestos-containing material. This program is designed (among other things) to prevent release of asbestos fibers into the air; minimize disturbance of damage to asbestos-containing materials; monitor the conditions of materials and air in the building; and regulate maintenance, renovation and construction activities. No matter how small the percentage of such material may be, Resident, Occupants, guests, or invitees shall comply with such rules and regulations as Landlord from time to time may prescribe in connection with Landlord's operations and maintenance program, including without limitation to the following:
    i. Hazardous Materials: Resident shall not take or allow any action which in any way damages or disturbs all or part of the ceiling, flooring, walls or insulation walls, insulation in the Premises, including but not limited to: Piercing the surface of the ceiling, flooring, walls or insulation by drilling or any other method; hanging plants, mobiles, or other objects from the ceiling; allowing any objects to come into contact with the ceiling; permitting water or any other liquid to come into contact with the ceiling; painting or undertaking any repairs or improvements with respect to the ceiling or floor tiles; or undertaking any activity which results in building vibration which may damage the ceiling.
    ii. Resident shall notify Landlord immediately in writing if there is any damage to or deterioration of the ceiling, flooring, walls or insulation of the Premises, including (without limitation) loose, cracking, hanging, or dislodged material, water leaks, or stains in the ceiling, flooring, walls or insulation.

50. **CREDIT REPORTING:** Resident is notified that Resident's performance as a tenant of this Community may be reported to credit reporting agencies.

51. **SOCIAL MEDIA:** Landlord maintains an online presence through its website and social media. This online presence includes, but is not limited to, displaying images from community events organized by Landlord. From time to time Landlord will capture still ("photo") and moving ("video") images at these events. Resident hereby acknowledges that by attending these events Residents accepts and agrees to the potential of being depicted in those images and further agrees to permit Landlord to use Resident's, Occupants', guests' or invitees' likenesses, without compensation, for the limited purpose of Landlord's online presence. Please note that Landlord respects Resident's privacy and at Resident's written request Landlord will remove any image depicting Resident, Occupants, guests or invitees.

F. COMMUNITY CONSIDERATION

52. **USE OF PREMISES:** Resident agrees to use the Premises solely as a private residence. Storage areas, parking areas, balconies, patios, outdoor areas, and decks shall not be used for occupancy. Resident shall not use the Premises as a business address, nor shall Resident conduct business activities on the Premises. Conducting business activities includes, without limitation, using the Premises as a mailing address for a business enterprise, having a business telephone line in the Premises, having business clients meet with Resident at the Premises, having business stationery setting forth the address of the Premises as a business address, assembling or manufacturing any product upon the Premises, or otherwise holding out the Premises as the address of any business. Resident may, however, insofar as it is consistent with the restrictions set forth in this section, and with the written consent of Landlord, use a portion of the Premises as a "home office." Nothing set forth herein shall be deemed as disallowing any use of the Premises that cannot be prohibited legally.

53. **CONDUCT OF RESIDENT:** Resident agrees not to harass, annoy, or endanger any other resident, neighbor, or other person, or create or maintain a nuisance, or disturb the peace or solitude or quiet enjoyment of any other resident, neighbor or other person, or commit waste in or about the Premises. Resident further agrees not to harass, verbally abuse, denigrate or otherwise disrespect Landlord's employees, agents and/or contractors or interfere with the operations of the Community or the work of Landlord's employees or agents. Resident agrees to keep the volume of any activity, radio, stereo, electronic equipment, television or musical instrument at such a level which will not disturb the other residents at any time. Any noise, disturbance, or activity which would, in the sole and absolute discretion of Landlord, be reasonably likely to annoy or disturb other residents is strictly prohibited. Certain acts are considered to be contrary to the safety, well-being, peace, and enjoyment of the other residents of the Community. These include, but are not limited to, the use, possession or sale of illegal drugs or controlled substances and the carrying or exhibiting of firearms in the Community. Such acts are prohibited. The carrying or exhibiting of firearms may be permitted with written consent of Landlord if doing so is required by law or job necessity. Resident shall not deface or damage any part of the Premises or the common areas or the Community or permit the same to be done. Resident shall not keep in the Community any flammable or explosive materials or any substance considered dangerous, hazardous, or toxic under any governmental law or regulation. Resident shall not do or permit anything to be done in the Premises that may be deemed hazardous or which will cause a cancellation of or an increase in the premiums for any insurance for the Community. Resident is responsible for the conduct of Occupants, guests, and invitees, including without limitation any minors, while they are in the Premises and in the Community. A resident conducting any of the activities set forth in this section, or who allows Occupants, guests, or invitees to conduct any of said activities shall be deemed in violation of this Agreement, and said activity shall be grounds for termination of this Agreement. This provision constitutes written notice to cease any breach of this section, including, without limitation, committing or permitting to exist a nuisance in the Premises, building, or Community.

54. **PARKING:** Resident, Occupants, guests, and invitees shall follow the Parking Rules and Regulations, as the same may be amended from time to time. Landlord shall not be liable for any damage or loss to motor vehicles, the contents of motor vehicles, or personal property of Residents, Occupants, guests, or invitees. Failure to follow the Parking Rules and Regulations and posted signs relating to parking and operation of vehicles will result in the towing of the offending vehicle at the cost of the vehicle owner.

55. **OCCUPANTS:** Any person staying in the Premises for longer than two weeks or 20 nonconsecutive days out of the year shall be considered to be occupying the Premises. The Premises shall be occupied only by the person(s) indicated in Section 2. No other persons have permission to occupy the Premises unless such permission is in writing and signed by Landlord. Landlord's acceptance of rent from any other individual shall

be deemed to be the payment of rent on behalf of the Resident and shall not constitute permission for the person making the payment to occupy the Premises. Should any person not named in Section 2 make any claim of right to possession of the Premises, any such person shall be deemed to be the guest or invitee of the named Resident and their claim to right of possession shall be denied. Any Occupant, named in Section 2, who is not a signatory to this Lease shall be deemed to be an invitee of Resident, who is a signatory to this Lease. Accordingly, if any such Occupant is not named in any unlawful detailer action to regain possession of the Premises, and if any such individual thereafter makes a claim to right of possession of the Premises, that claim shall be denied on the basis that said individual is the invitee of the named Resident and does not have an independent claim to right of possession of the Premises.

56. **GUESTS:** Any person occupying the Premises shall be considered an unauthorized occupant in violation of this Lease unless that person has completed a rental application, been approved, and been added to the Lease.

57. **ASSIGNMENT AND SUBLETTING:** Resident shall not assign this Lease nor sublet all or any part of the Premises without Landlord's written consent. Resident shall not sublet all or any part of the Premises on a short-term basis, including without limitation through Air BNB or any other short-term rental program. Permitting any person not named as an Occupant or as a Resident in this Lease to occupy the Premises shall be deemed an improper subletting of the Premises and shall subject the tenancy to termination. This provision constitutes written notice to cease any breach of this section, which breach is incurable pursuant to state law. Any attempted subletting or assignment in violation of this provision shall be void. In the event that no original Resident remains in residency at the Premises, Landlord may reset the rent in accordance with the Civil Code and Rent Stabilization Ordinance.

58. **PETS:** No pets are permitted in the Premises without the prior written consent of the Landlord through an Animal Addendum to this Lease. Permission to keep a pet may be granted, denied, or revoked in Landlord's sole discretion. Except to the extent written permission has been given, pets may not be brought upon the Premises, whether such pets belong to Resident or to any other person. The presence of any pets for which written permission has not been given and is not currently in force, even if such pets are "just visiting" shall be deemed a material breach of this Lease. This policy does not apply to accommodation or service animals. A disabled individual who requires an animal in order to be able to use and enjoy the Premises or the Community should contact Landlord before bringing the animal onto the Premises and request an accommodation to this Lease provision. All accommodation requests will be processed in accordance with applicable laws. Resident is responsible for reimbursing Landlord for the costs of repairing damage to the Premises, common areas, or Community caused by animal(s) under the control of or visiting Resident. Resident must promptly notify Landlord of any damage caused by animals.

59. **CLOTHESLINES/DRYING RACKS:** If the Premises has a private patio, deck, or balcony, which is enclosed by a fence, railing, or other structure, Resident is permitted to hang clothing, blankets or other laundry on the patio, deck, or balcony subject to the following rules and conditions:
    i. No more than two drying lines/racks may be in use at any one time.
    ii. Items may not be left on the drying lines/racks for more than 24 hours (i.e., all items must be removed within 24 hours of being put out on the drying lines/racks).
    iii. Drying lines/racks must be free standing.
    iv. No drying lines or racks may be attached or affixed in any manner to any portion of the building, fence, railing, wall, building support structure, or light fixtures.
    v. Drying lines/racks cannot be higher than the patio, balcony, or deck fence or railing.
    vi. Drying lines/racks cannot be clearly visible from the sidewalk or street.
    vii. Drying lines/racks cannot block entrance to or egress from the Premises, create a health or safety hazard or interfere with walkways or utility service equipment.
    viii. Drying lines/racks cannot interfere with the maintenance of the Community.
    ix. Clothes may not be draped over fence or balcony railings, or hung from any building fixtures.

    If the private patio or balcony is not enclosed by a fence, railing, or other structure, Resident is not permitted to hang clothing, blankets, or any other laundry on the patio, deck, or balcony.

G. UTILITIES AND HOT WATER

60. **UTILITIES:** Utility services shall be provided directly from the utility provider or, at the sole discretion of Landlord, on a sub-metering, square footage, or other allocation basis. Landlord reserves the right to modify the method by which the utilities are furnished to the Premises or billed to Resident during the term of this Lease and may modify billing Resident for utilities previously included in the rent by giving Resident a 30-day written notice. Reference the utility addendum for detailed terms, conditions and methodology.

    The following terms shall apply:
    i. Resident agrees to pay all charges for utilities for the Premises for the term of the Lease including but not limited to those listed in the Utility Billing Addendum. Charges may be assessed by the utility provider or Landlord or Landlord's designated Billing Party in the case of utilities billed to Resident by Landlord in connection with Resident's use of utilities.
    ii. Resident shall not use any utility in a wasteful, unreasonable, or hazardous manner and agrees to comply with all utility conservation efforts implemented by Landlord.
    iii. Landlord is not liable for claims arising from utility service outages, interruptions, or fluctuations in utilities provided to the Premises not reasonably within Landlord's control.
    iv. For any utility which Resident is responsible for paying directly to the utility provider, Resident must contact the utility company prior to move-in to have the services placed in Resident's name no later than ten (10) business day following move-in. Resident shall continue to contract with the utility provider throughout the term for continuous utility service. Resident's failure to make necessary arrangements for Resident's utility service may result in an interruption of services and Resident's failure to transfer utility services to Resident's name or failure to have continuous utility service may be, at Landlord's discretion, considered a material breach of this Lease and will permit Landlord to terminate the Lease. If Resident fails to pay any utility charges that are to be paid by Resident, Landlord may, at its option, pay such charges to retain continuing utilities service. If Landlord does so, any such charges may be billed to Resident by Landlord and said billing shall become due and payable, in full, as additional rent together with the regular monthly rent payment on the first day of the month next following the date of such billing.
    v. Resident shall not use any utilities in the common areas for their own personal use without written consent of the Landlord.
    vi. Resident agrees not to disturb, tamper, adjust, or disconnect any utility service, sub-metering device or system.

61. **HOT WATER:** The following will apply.
    i. The water temperature in the Premises is set at 120 degrees Fahrenheit or below. When the water temperature is 120 degrees Fahrenheit, or below, bacteria may enter the water heater or associated plumbing and accumulate. If Resident desires the thermostat to remain at 120 degrees Fahrenheit, or below, Resident assumes any and all risks associated with any bacterial growth in the water heater or associated plumbing.

ii. Resident should be aware that some units may be equipped with an HVAC heating system which operates on hot water. To achieve full heating potential, it may be necessary to increase the temperature of the water heater during the colder months of the year. Resident should also be aware that some units operate on centralized hot water systems which service multiple units and as such individual adjustments in temperatures will not be possible.

iii. If Resident desires the water temperature in the Premises to be higher than 120 degrees Fahrenheit and the Premises has an individual hot water heater, Resident will request, in writing, the temperature of the hot water heater to be adjusted by Landlord, and Resident shall specify the desired temperature at which Landlord is requested to set the thermostat.

iv. Resident understands that if the temperature is set above 120 degrees Fahrenheit, that the water released from the taps in the Premises may scald or burn anyone using water, and potentially cause severe injury.

v. Resident may not tamper with, or adjust the water temperature thermostat in the Premises in any way without written authorization from Landlord.

vi. Resident agrees to indemnify and hold Landlord harmless in any action involving any injury related to the temperature of the water, the water system or the associated plumbing in the Premises.

H. ADDITIONAL TERMS

62. **REQUESTS FOR ACCOMMODATIONS OR MODIFICATIONS:** A disabled person shall be provided reasonable accommodations or reasonable modifications to the extent necessary to provide the disabled person with an opportunity to use and occupy the Premises in a manner equal to that of a non-disabled person. If Resident believes Resident, Occupant, or a member of Resident's household requires an accommodation or modification as a result of a disability, Resident should contact Landlord to begin the interactive process.

63. **MILITARY:** Military personnel on active duty may terminate this lease under Federal law if:
   i. Resident becomes a member of the Armed Forces of the United States after Resident enters into the Lease; or
   ii. Resident is or becomes a member of the Armed Forces of the United States and receives:
      a. Orders for a permanent change of station; or
      b. Orders to deploy for a period of at least 90 days.

   Landlord fully supports its residents who are active-duty or reserve military personnel. Resident must give Landlord written notice of termination. For rentals when rent is paid monthly, the termination becomes effective 30 days after the first date on which the next rent payment is due after the termination notice is delivered and no further rent will be owed following the expiration of the notice period (or the actual move-out date, if later). Resident must furnish the Landlord with proof to establish that Resident qualifies for this limited exception. Proof may consist of any official military orders, or any notification, certification, or verification from the service member's commanding officer, with respect to the service member's current or future military duty status. Military permission for base housing does not constitute a permanent change-of-station order.

64. **OFFICE OF FOREIGN ASSETS CONTROL:** Resident represents and warrants that Resident and each person or entity owning an interest in Resident is:
   i. Not currently identified on the Specially Designated Nationals and Blocked Persons List maintained by the Office of Foreign Assets Control, Department of the Treasury ("OFAC") and/or on any other similar list maintained by OFAC pursuant to any authorizing statute, executive order or regulation (collectively, the "List").
   ii. Not a person or entity with whom a citizen of the United States is prohibited to engage in transactions by any trade embargo, economic sanction, or other prohibition of United States law, regulation, or Executive Order of the President of the United States.
   iii. None of the funds or other assets of Resident constitute property of, or are beneficially owned, directly or indirectly, by any Embargoed Person (as hereinafter defined).
   iv. No Embargoed Person has any interest of any nature whatsoever in Resident (whether directly or indirectly).
   v. None of the funds of Resident have been derived from any unlawful activity with the result that the investment in Resident is prohibited by law or that the Lease is in violation of law.
   vi. Resident has implemented procedures, and will consistently apply those procedures, to ensure the foregoing representations and warranties remain true and correct at all times. The term "Embargoed Person" means any person, entity or government subject to trade restrictions under U.S. law, including but not limited to, the International Emergency Economic Powers Act, 50 U.S.C. § 1701 et seq., The Trading with the Enemy Act, 50 U.S.C. App. 1 at seq., and any Executive Orders or regulations promulgated there under with the result that the investment in Resident is prohibited by law or Resident is in violation of law.

   Resident covenants and agree(s):
   i. To comply with all requirements of law relating to money laundering, anti-terrorism, trade embargo and economic sanctions, now or hereafter in effect.
   ii. To immediately notify Landlord in writing if any of the representations, warranties or covenants set forth in this section or the preceding section are no longer true or have been breached or if Landlord has a reasonable basis to believe that they may no longer be true or have been breached.
   iii. Not to use funds from any "Prohibited Person" (as such term is defined in the September 24, 2001, Executive Order Blocking Property and Prohibiting Transactions with Persons Who Commit, Threaten to Commit, or Support Terrorism) to make any payment due to Landlord.
   iv. At the request of Landlord, Resident may be asked to provide such information to determine Resident's compliance with the terms hereof.
   v. Resident hereby acknowledges and agrees that Resident's inclusion on the List at any time during the term shall be a material default. Notwithstanding anything herein to the contrary, Resident shall not permit the Premises or any portion thereof to be used or occupied by any person or entity on the List or by any Embargoed Person (on a permanent, temporary or transient basis), and any such use or occupancy of the Premises by any such person or entity shall be a material default.

65. **NON-DISCRIMINATION:** There shall be no discrimination against or segregation of, any persons on account of race, color, national origin, ancestry, creed, religion, gender, gender identity, gender expression, sexual orientation, genetic information, marital status, familial status, age, source of income, handicap, disability, citizenship status, immigration status, primary language spoken or any other protected classification under state or federal law, in the sale, lease, sublease, transfer, use, occupancy, tenure or enjoyment of the Premises, nor shall the Landlord or any person claiming under or through Landlord, establish or permit any such practice or practices of discrimination or segregation with reference to the selection, location, number, use or occupancy of tenants, lessees, or vendees of the Premises.

66. **TIME IS OF THE ESSENCE:** Time is of the essence with respect to the provisions of this Lease. This provision shall be interpreted in its strictest sense irrespective of the relative hardship to the Parties.

67. **SUCCESSORS:** If the property is sold or the ownership interest otherwise transferred, the successor in interest of Landlord shall be deemed the assignee of all rights arising under this Lease, and shall be entitled to enforce the provisions of this Lease against Resident. Nothing in this provision shall be construed as conflicting or superseding the foregoing subordination or as requiring a continuation of the tenancy in the event of a foreclosure or other involuntary transfer of ownership.

68. **SUBORDINATION:** This Lease shall, without further act on the part of Resident, be subject and subordinate to the lien of any mortgage and/or any deed of trust or other encumbrance which may now exist, upon, or which may hereafter be placed by Landlord upon, the leased Premises or property including the Premises.

69. **ATTORNMENT:** Resident hereby agrees that Resident will recognize as its Landlord under this Lease and shall attorn to any person succeeding to the interest of Landlord in respect of the land and the buildings on or in which the Premises is contained upon any foreclosure of any mortgage upon such land or buildings or upon the execution of any deed in lieu of such foreclosure in respect of such mortgage. If requested, Resident shall execute and deliver an instrument or instruments confirming its attornment as provided for herein; provided, however, that no such mortgagee or successor-in-interest shall be bound by any payment of rent for more than one 1 month in advance, or any amendment or modification of this Lease made without the express written consent of such mortgagee.

70. **ESTOPPEL CERTIFICATE:** Resident agrees that within 5 days of Landlord's request, Resident must execute and deliver to Landlord a written statement certifying that this Lease is unmodified and in full force and effect (or if modified, describing the modification). Any prospective or actual property purchaser may rely upon Resident's written statement. Should Resident fail to deliver a statement within the specified time, it will be conclusively presumed that the Lease is unmodified and in full force and effect, except as otherwise indicated, and there are no uncured defaults in Landlord's performance, and any other details specified by Landlord originally requested of Resident.

71. **CONTENTS OF THIS LEASE:** The failure of Landlord to insist upon strict performance of any of the covenants and agreements of this Lease or any addenda thereto, or to exercise any rights arising under this Lease, shall not be construed to be a waiver of Landlord's right to subsequently enforce any such provision or to insist upon any such right. The fact that Landlord may have accepted late payment(s) on one or more occasions shall not be deemed a waiver of Landlord's right to insist upon timely payment or rent or to exercise any remedy available for late payment of rent. Acceptance of rent following a breach of this Agreement shall not be deemed to constitute a waiver of such breach. No custom or practice which may develop between the Parties in the course of the tenancy shall be construed to waive the right of Landlord to enforce any provision of this Lease.

72. **SEVERABILITY AND PROVISIONS REQUIRED BY LAW:** If a provision or section of this Lease is legally invalid, or declared by a court to be unenforceable, such provision or section will be deemed deleted and the rest of this Lease will remain in effect. To the extent any provision of this Lease is in direct conflict with any provisions of applicable law, such provision is hereby deleted. Any provision specifically required by applicable law which is not included in this Lease is hereby inserted as an additional provision of this Lease, but only to the extent required by applicable law and then only so long as the provision of the applicable law is not repealed or held invalid by a court of competent jurisdiction.

73. **ENTIRE AGREEMENT**: This Lease, including all addenda executed by both Parties, sets forth the entire agreement among the Parties with respect to the matters set forth in it. It shall not be altered nor modified unless such alteration or modification is in writing and signed by all signatories to this Lease. No verbal agreements or representations have been made or relied upon by either party or any agent or employee of either party, and neither party nor any agent or employee of either party is entitled to alter any provisions of this Lease by any verbal representations or agreements to be made subsequent to the execution of this Lease. The foregoing notwithstanding, if Resident holds over after the expiration of the Lease term on a month-to-month basis, Landlord may change any provision of this Lease without the consent of Resident in the manner prescribed by California Civil Code Section 827.

74. **SECTION HEADINGS:** The section headings are inserted only for convenience and are not intended to define or limit the scope or intent of any clause.

75. **NOTICES:**
   i. Any notice that Landlord gives to Resident shall be deemed properly served (whether or not actually received by (Resident) if served in the manner prescribed in Code of Civil Procedure Section 1162. Except as prohibited by law, if Landlord fails to serve the notice in accordance with the provisions of Code of Civil Procedure Section 1162, but Resident actually receives the notice, the actual receipt shall be deemed to cure any defects in the manner of service and the notice shall be deemed properly and personally served. Service upon any Resident of the Premises shall be deemed valid service upon all Residents - it is not necessary to serve each Resident individually unless otherwise required by law.
   ii. Any notice that Resident gives to Landlord shall be given to the business manager, assistant business manager, or sales associates, who are authorized to manage the Premises, at the management office(s) located at 5 Newell Court or at 2041 Euclid Ave., East Palo Alto, CA 94303 during normal business hours. The telephone number is 650-566-2000. On non-holidays, the business hours, which remain subject to change, are: Monday and Wednesday, 9am to 6pm, Tuesday 10am to 6pm, Thursday and Friday 9am to 7 pm, Saturday and Sunday 10am to 7pm.
   iii. The persons designated above are the persons authorized by the owner to act for an on behalf of the owner for the purpose of service of process and for the purpose of receiving and giving receipts for all notices and demands.

76. **JOINT AND SEVERAL LIABILITY AND AUTHORITY:** In the event of more than one Resident, each Resident is jointly and severally liable for each provision of this Lease and service of any notice or demand upon one shall constitute notice to each other Resident. All persons signing this Lease as Resident shall remain jointly and severally liable for all obligations arising under it, whether or not they remain in actual possession of the Premises. The giving by any individual Resident of a notice of termination of tenancy shall not terminate the Lease as to that Resident unless all Residents vacate the Premises by the agreed date. Landlord may, however, treat any such notice as a notice binding against all Residents of the Premises, and may institute unlawful detainer proceedings against all Residents if they do not restore possession of the Premises to Landlord on or before the end of the notice period. Conversely, Landlord may, at its sole option, if one or more Resident gives notice, but all Residents do not return possession of the Premises to Landlord within the notice period, continue the tenancy in effect and, if Landlord does so, all Residents, including the Resident giving notice, shall remain fully liable for all obligations arising hereunder whether or not they remain in occupancy of the Premises.

77. **ELECTRONIC SIGNATURES**: The Parties agree that they may enter into this Lease by electronic means, although traditional hard copies with wet signatures may be used instead at the option of Landlord. Resident agrees and acknowledges that if Resident is entering into this Lease with Landlord by electronic means, doing so is not conditioned on Resident's agreement to conduct the leasing transaction electronically.

78. **ATTACHMENTS/ADDENDA:** Resident(s) acknowledges receipt of a copy of the attachments/addenda listed in this section, which are incorporated into and made part of this Lease. Resident(s) agrees to abide by said attachments/addenda in all respects. Any failure to comply with any of the attachments shall be deemed a breach of this Lease. If there is a conflict between these policies and the Lease, the Lease shall govern.

1	Animal Addendum
2	Community Policies
3	Concession Agreement
5	Move-In/Move-Out Inspection Form
6	Notice of Ordinance at Commencement of Tenancy

7	Pest Insect and Bed Bug [illegible]ndum
8	Registered Structural Pest Control Company Notice
11	Parking Rules and Regulations
12	Utility Addendum
13	Acknowledgement Regarding Use of Medical Marijuana
14	Addendum Regarding Use of Medical Marijuana
15	Because We Care
16	Resident Security Notice & Acknowledgment
17	Security Deposit Agreement

SIGNATURES:

The undersigned expressly understands that after the initial term, the tenancy may automatically continue from month to month.

Maggie Pande 2/9/18
Maggie Pande *(Resident)* *Date*

Graham Pande 2/9/18
Graham Pande *(Resident)* *Date*

Regina Pande 2/9/18
Regina Pande *(Resident)* *Date*

(Resident) *Date*

Anna Driggers 2/9/18
Woodland Park Apartments *(Landlord)* *Date*

ANIMAL ADDENDUM

This document is an addendum to the California Lease Agreement ("Lease") dated December 1, 2014 between Maggie Pande Graham Pande Regina Pande ("Resident") and Woodland Park ("Landlord") for the Unit # 11 ("Premises") located at 301 East O'Keefe Street, East Palo Alto, CA 94303.

Animals, including unauthorized or visiting pets, are not permitted on the Premises without prior written consent from Landlord. This addendum constitutes written consent for the animal(s) described below in the "Pet Description."

Pet Description

Resident Landlord agree as follows:

1. Resident agrees to pay $0.00 per month in Pet Rent per month on or before the first of each month with Monthly Rent. Pet Rent is additional "rent" for all purposes.
2. If a pet is added during the lease term, Resident agrees to pay $0.00 will be required to pay an additional pet deposit of $500.00.
3. The additional deposit shall be subject to full inspection of the Premises upon Resident's move out shall be considered an additional deposit pursuant to the Lease terms.
4. Resident shall be liable for all damages to Premises, common areas, or Community and all expenses caused by or in connection with pet.
5. Pet will not be permitted outside the Premises unless restrained by a leash. Resident must control pet activity while in the Premises.
6. Pets may not be left or tied on balconies, porches, or patios. These areas must be kept clean and free of pet waste.
7. Resident is responsible for immediate and proper cleaning up and disposal of pet waste. Please note that landscape pesticides and chemicals are used on the grounds of the Community and therefore special care should be taken when walking pets.
8. If pet is a cat, an appropriate litter box shall be maintained and a scratching post should be provided. Resident must place soiled cat litter in a securely tied trash bag for disposal.
9. If Resident does not clean up after pet, Resident will be fined $50.00 per occurrence.
10. Animals shall not weigh over 30 pounds full grown. Animals under one (1) year of age are not permitted.
11. The number of pets per unit is limited to 1.
12. Resident shall not permit and represents that pet will not cause any damage, discomfort, annoyance, nuisance or in any way inconvenience, or cause complaints from, any other resident.
13. All pets must have all required vaccinations. Resident must provide proof of vaccinations to Landlord.
14. It is strongly recommended that all pets have an identification tag showing current address and telephone number on their collar. Dogs are required to have a current license and an identification tag at all times.
15. Resident agrees to comply with all applicable ordinances, regulations laws governing pets.
16. In addition, Resident shall comply with the following policies:
    i. Except as further restricted by law, the following types of pets are permissible: cats, dogs, hamsters, guinea pigs, rabbits, birds, fish, non-poisonous or non-venomous amphibians, non-poisonous or non-venomous reptiles. Birds must be kept caged and permitted fish, amphibians, reptiles must remain in in a tank/aquarium at all times.
    ii. All pets must be spayed/neutered.
    iii. Resident shall prevent any fleas or other infestation of the Premises, building and Community.
    iv. Birds shall not be let out of cages.
    v. Resident must obtain prior written consent from Landlord to have fish tanks over 30 gallons. Fish tanks must be placed in a safe area inside of the Premises.
    vi. Dangerous, illegal, exotic or poisonous animals (as determined solely by Landlord) are not permitted on the Premises.
    vii. Residents are not allowed to keep endangered species.
    viii. Feral animals cannot be fed or kept on the Premises, common areas, or Community.
    ix. Resident shall not allow any animal in the Community that has exhibited any sign of aggressive behavior or aggressive tendencies towards any person.
    x. Resident shall not allow any animal in the Community that is a Restricted Breed. Restricted Breeds are Alaskan Malamute, Boxer, Chow Chow, Dalmatian, Doberman Pinscher, German Shepherd, Belgian Malinois, Husky breeds, Pit-Bull breeds, Staffordshire Terrier, Presa Canario, Rottweiler wolf hybrids.
17. Assistive Animals (including companion animals): Landlord will accept and evaluate a request for reasonable accommodation to allow Resident to have an assistive animal. Assistive animals for persons with disabilities are not considered pets and are not subject to the following requirements:
    i. Spayed/Neutered requirement;
    ii. Breed restriction;
    iii. Age restriction;
    iv. Weight restriction;
    v. The number of assistive animals per unit shall be evaluated on case by case basis;
    vi. Monthly pet rent;
    vii. Pet deposits.
18. A request for a Reasonable Accommodation must be submitted for Landlord's review and Landlord shall not unreasonably withhold its written approval for an assistive animal or animals. Resident hereby agrees to comply with the terms and conditions of this Pet Addendum, except for the exceptions set forth in section 17, for assistive animals.
19. This addendum shall terminate without affecting the Lease or Resident's responsibilities under the Lease and Resident shall remove the

immediately if any of the following occ
- i. Payment of Pet Rent is delinquen
- ii. The pet displays aggressive behavior
- iii. Landlord perceives the pet to be dangerous or disruptive to premises, common areas, or Community, other residents, guest or employees.
- iv. Upon thirty (30) day notice by either party to the other of intent to terminate this Addendum

20. Resident agrees to hold harmless and indemnify Landlord from all liability pertaining to animals on the property. Resident shall hold Landlord harmless and indemnify Landlord for any and all damages or costs in connection with pet.

Resident Landlord represent that they have read this Addendum, understand the terms conditions contained herein, and agree to the terms conditions contained herein.

Maggie Pande 2/9/18
Maggie Pande *(Resident)* *Date*

Graham Pande 2/9/18
Graham Pande *(Resident)* *Date*

Regina Pande 2/9/18
Regina Pande *(Resident)* *Date*

(Resident) *Date*

Anna Arriaga 2/9/18
Woodland Park Apartments *(Landlord)* *Date*

COMMUNITY POLICIES

This document is an addendum to the California Lease Agreement ("Lease") dated **December 1, 2014** by between **Maggie Pande Graham Pande Regina Pande** ("Resident") and **Woodland Park** ("Landlord") for the **Unit # 11** ("Premises") located at **301 East O'Keefe Street, East Palo Alto, CA 94303.**

In order to maintain and promote the Community, Landlord has established the following policies for the comfort and convenience of all residents. These Community Policies may be modified by written notice to residents.

1. **Service Requests:** All requests for service should be made in writing, delivered personally, sent via electronic mail, or submitted to the online resident portal. In an emergency, call 911 directly for help. Notify the Landlord immediately after.

2. **Laundry Facilities:** Laundry facilities are for the exclusive use by Resident and/or Occupants during the hours posted. Items should not be left unattended in the laundry area. Landlord is not responsible for loss or damage to personal items or clothing. To ensure the washers and dryers are working when needed, please follow the posted operating instructions carefully and treat the machines with care. If any of the laundry machines are not working properly, please notify Landlord immediately, so service can be arranged. A few additional tips:
   i. Do not put plastic items in the dryer.
   ii. Always clean the lint screen prior to use.
   iii. Never operate the dryer without a lint screen,
   iv. Refrain from overloading the washing machine or dryer. Do not use laundry facilities to wash or dry bulky items such as comforters.
   v. We recommend leaving washer door open after cycle for better ventilation.
   vi. Always clean the lint screen prior to using the dryer never operate it without a lint filter.
   vii. Never dry items that have come into contact with flammable substances like cooking oil, gasoline, paint thinner, or alcohol.

3. **Appliances:** The following policies must be followed with regard to appliances.
   i. Appliances shall not be removed from the Premises, common areas, or Community.
   ii. The Dispose All should only be used for the purpose for which it was designed. The following items should not be put in the Dispose All: metal, string, grease, coffee grounds, nut shells, fruit pits, corn on the cob, or potato peel.
   iii. The bathroom fixtures should only be used for the purpose for which they were designed. The following items should not be disposed of in the toilets: diapers, paper towels, sanitary napkins, tampons, food, and baby wipes rags. Resident shall be held responsible for any repairs or damage resulting from the disposal of such items in the toilet. If Resident puts any other foreign objects in bathroom or plumbing fixtures, Resident shall reimburse Landlord for any repairs or damage caused by the same.
   iv. Dishwashers should not be overloaded and only detergents made for automatic dishwashers should be used. We recommend using a rinse agent to improve drying and reduce spots and build up in dishwasher.
   v. To keep the oven clean, use mild detergents following each use and do not use hard abrasives on chrome or glass parts of the oven.
   vi. On the stove, never place foil under the burner pans.

4. **Interior Alterations:** Resident must obtain the prior written approval of Landlord before making any interior alteration. Any expenses incurred to restore the Premises will be at Resident's expense. Resident may not use nails when hanging pictures, mirrors, or other wall hangings. Please use adhesive hangers.

5. **Window Coverings Signs:** Resident shall not use blankets, sheets, foil or non-standard window coverings in place of draperies or blinds. Except as permitted by law, Residents shall not place objects on window or window sill which are visible from the outside.

6. **Community Equipment Facilities:** Recreational facilities may include business centers, fitness rooms, swimming pools, and community rooms. Residents, Occupants, guests and invitees shall abide by all rules and regulations for the use of the recreational facilities. Resident, Occupants, guests and invitees will avoid conduct that Landlord deems inappropriate or disruptive. Any person in violation of these rules will be asked to vacate the area immediately. Failure to adhere strictly to the posted rules and regulations is acknowledged as grounds for suspension of privileges or termination of the tenancy in accordance with law. Landlord may change the rules and regulations at Landlord's discretion. Exercise care when enjoying the recreation facilities/equipment. Landlord is not responsible for physical injuries that result from the use of the recreational facilities/equipment. Any damages to any of the recreational facilities/ equipment caused by Resident, Occupants, guests or invitees will result in Resident being responsible for the cost of repairing the damages. Take caution to lock/close common area doors and gates. No pets are allowed in any of the recreational facilities.

7. **Communities with Pools:** Resident is required to limit guests to no more than two at a time and accompany them to the pool. Visitors not accompanied by Resident will be asked to leave. Glass containers are not allowed in the pool area. Please help keep the pool area clean. Proper pool attire, such as bathing suits or swim trunks, is required. Children who are not toilet trained must wear a swim diaper. Cut-off jeans, T-shirts or non-swim diapers are not allowed. Additional pool policies and hours are posted by the pool. For safety reasons, do not swim alone.

8. **Patios Balconies:** Resident shall comply with the following rules:
   i. Patios and balconies are to be kept neat and orderly at all times.
   ii. The installation of sunshades, blinds or hanging fabrics is not allowed.
   iii. The construction of walls, ceilings, or other permanent attachments to the patio or balcony is not permitted.
   iv. Patios and balconies may not be used as bedrooms.
   v. No storage of any personal property or trash containers is allowed.
   vi. All plants must be free-standing and have saucers underneath them. Hanging plants are not permitted.
   vii. No motorcycles are allowed to be kept on any patios or balconies at any time.
   viii. Unapproved bike hooks are not permitted and will be removed.
   ix. Only furniture designed for outdoor use is permitted.

9. **Trash Removal:** Containers are located at various places throughout the Community. Residents shall secure trash and place it in a designated container. Residents shall not place trash on the ground if dumpster is full and should proceed to the next closest container to dispose of the trash. Resident shall not place large articles, such as furniture, for trash removal and Resident shall make alternate arrangements with a private disposal service to pick up such item at Resident's expense. Recyclable materials shall be separated from trash disposed of in the recycling receptacles. Boxes should be recycled and broken down before disposal. Resident shall not dispose of hazardous materials in any container or other location at the Community. Resident shall only dispose of refuse in compliance with applicable laws. Resident may be charged a fee for not following these guidelines. Do not store trash on porches, balconies or in the hallways unless it is an approved container provided by the Landlord is served regularly by the Landlord or a third-party vendor.

10. **Recycling:** Resident agrees to comply with all present and future Community policies, laws, orders regulations of all state, federal, municipal local governments regarding the collection, sorting, separation, recycling of waste products, garbage, and refuse trash.

11. **Barbeques:** The use or storage of a charcoal burner, liquid petroleum, gas fueled or any open flame cooking devices are prohibited in the Premises, including on any patio or balcony.

12. **Loitering:** No unnecessary loitering in laundry facilities, recreation areas, leasing office, amenity areas, parking areas, or other common areas.

13. **Recreational Equipment:** Skateboards, motorcycles, bicycles and similar vehicles may not be stored in entry ways or under stairs without prior written permission from Landlord. Skateboards, roller-blades or other similar recreational equipment usage in Premises and in common areas is prohibited.

14. **Posting Flyers:** Resident is not authorized to distribute advertising, information or any other type of flyer, door-to-door, on cars, anywhere else in the building or throughout the Community, except as authorized by law. Landlord may designate a place for such items to be displayed remove items that are not in keeping with the nature of the Community, as determined by Landlord.

15. **Garage Storage:** Parking areas may only be used to park the Resident's registered, operational personal vehicle(s) in accordance with the Lease and Parking Rules and Regulations. Resident shall not use any parking area as storage for equipment, personal items, containers, vehicle parts or inoperable vehicles. In addition, Resident will not under any circumstances use any parking area or storage space to store flammable or toxic chemicals /or waste. The parking area and storage space may not be used for occupancy. If Resident violates these requirements Resident agrees to immediately reimburse the Landlord for any costs associated with the removal of the unauthorized materials immediately vacate the parking area or storage. Resident further agrees to be liable for any and all damage caused by Resident's carelessness or negligent driving, which may result in the destruction of the storage space and/or parking area or to any other vehicle near garage or storage space. The Landlord shall not be liable for any loss, theft, damages and/or destruction of any personal property contained in any parking area or storage space. Nor shall the Landlord be held liable for or held responsible for any injury to any Resident, Occupant, guest or invitee resulting from the use of any parking area and/or storage space.

16. **Solicitors and Salespeople:** Solicitors are not allowed in the Community, except as authorized by law. Residents shall report all solicitors or salespeople to the Landlord immediately.

17. **Car Wash and Repair:** Vehicle repairs, including oil changes washing of vehicles are prohibited in the common areas and Community unless there is a designated area provided by Landlord.

18. **Moving of Furniture:** Landlord may designate the time and method for moving items to and from the Premises such as any furniture, merchandise, goods, freight or other such items. Residents may not move furniture to and from the Premises through the lobby, patio doors, or through the use of elevators (if available) without Landlord's permission. If elevators are installed at the Community, Landlord does not guaranty that the elevators will be available for use by Resident nor shall Landlord be liable for any loss resulting from the unavailability of elevator service.

19. **Notification of Changes:** Resident shall notify Landlord immediately in writing with any change to Resident's employer, employer telephone number, alternate phone numbers, emergency contact or other pertinent information.

Resident and Landlord represent that they have read this Addendum, understand the terms and conditions contained herein, and agree to the terms conditions contained herein.

Maggie Pande 2/9/18
Maggie Pande *(Resident)* *Date*

Graham Pande 2/9/18
Graham Pande *(Resident)* *Date*

Regina Pande 2/9/18
Regina Pande *(Resident)* *Date*

(Resident) *Date*

Anna Arteaga 2/9/18
Woodland Park Apartments *(Landlord)* *Date*

R018

CONCESSION AGREEMENT

Community	Unit Address
Woodland Park	301 East O'Keefe Street # 11, East Palo Alto, CA 94303
Resident Name(s)	
Maggie Pande Graham Pande Regina Pande	
Lease Term	
December 1, 2014 to	
Rental Amount	
$1,740.77	
Concession	
NONE	
Additional Monthly Rent	
$0.00 per month for **Electricity**. Total amount of additional rent over the lease term is **$0.00**.	

COMMENTS: If Resident fails to maintain his/her/their tenancy for the entire length of the initial term described in Section 3 of the Lease, then Resident shall reimburse **Woodland Park** for the full amount used of the concession outlined above. The concession reimbursement owed to **Woodland Park** is due and payable on the date that the Resident serves upon **Woodland Park** a notice of intent to vacate, or the date upon which the Resident vacates the Premises, whichever occurs earlier, and Resident shall simultaneously pay any other penalties that may be due pursuant to the Lease, and any other outstanding balances on the resident account.

Maggie Pande 2/9/18

Maggie Pande *(Resident)* *Date*

2/9/18

Graham Pande *(Resident)* *Date*

Regina 2/9/18

Regina Pande *(Resident)* *Date*

(Resident) *Date*

Anna Ortega 2/9/18

Woodland Park Apartments *(Landlord)* *Date*

R019

City of East Palo Alto
Office of the City Manager Rent
Stabilization Program
2415 University Avenue, 2nd Floor East
Palo Alto, CA 94303
Tel: 650-853-3114 / Fax: 650-853-3115
rentprogram@cityofepa.org

NOTICE OF ORDINANCE AT COMMENCEMENT OF TENANCY

Section 6 of the East Palo Alto Rent Stabilization Just Cause of Eviction Ordinance of 2010 requires Landlords provide residential tenants with a written notice of this Ordinance at the commencement of any tenancy.

RENTS RENT INCREASES

How Much Can Rents be Increased Each Year:

The Rent Stabilization Board determines the percentage increase each year, the Annual General Adjustment ("AGA"), that Landlords can raise rents for tenants in regulated rental units. **The percentage of rent increase allowed,** including for all fees for regulated housing services, **for the 2017-2018 program year is 2.7%.**

Landlords, who are in compliance with the Ordinance, may increase rents between July 1 and June 30 of each program year by the amount of the AGA after giving a proper 30-day notice to a tenant. A landlord is eligible to increase rents using AGAs only if the landlord:

1. Registers all units in the same property with the Rent Stabilization Program;
2. Substantially complies with the Rent Stabilization Ordinance /or orders or regulations issued under the Ordinance, including not charging more than the maximum allowed rent;
3. Ensures the rental unit complies with the implied warranty of habitability; and completes all repairs ordered by the City.

Fees paid to a landlord for regulated housing services such as parking or utilities are generally part of the rent. An increase in fees for housing services, or charges for additional services that were not included in a tenant's initial rental agreement, are generally considered rent increases must conform to the requirements for raising rents.

Accumulating AGAs for Future Rent Increases:

Landlords may raise rents by a lesser amount than allowed by the AGA or choose not to raise rents in any given year, and in that event, they may apply the AGA for future use to raise a tenant's rent. Rent increases may not exceed **10%** in any 12-month period.

Certificate of Maximum Allowable Rent ("MAR"):

Certificates are issued upon Initial Registration of a rental unit, upon occupancy by a new tenant, and upon individual request. They are not issued every year. Based on information submitted by Landlords, the Rent Stabilization Administrator calculates the Maximum Allowable Rent in the Certificates issued for rental units that have been properly registered with the City. A tenant cannot be charged rent, including any fees for regulated housing services, that exceeds the MAR for the timeframe specified in the Certificate issued for their unit.

RIGHT TO PETITION FOR VIOLATIONS OF ORDINANCE

A tenant can file petition A, B /or C when their landlord violates the requirements of the City's Rent Stabilization Ordinance. A tenant may file a petition seeking a rent reduction or a rebate for rent already paid for the following reasons:

File Petition A for a Rent Reduction Rebate for Maximum Allowable Rent Violations: This petition may be filed when rent is being charged over the Maximum Allowable Rent for a regulated rental unit. A tenant can also file Petition A if their landlord failed to properly register the unit.

File Petition B for Rent Reduction Rebate for Housing Service Reductions, including Maintenance Breach of Implied Warranty of Habitability: This petition may be filed when the tenant experiences habitability /or maintenance problems, /or reductions in services that have not been corrected in a reasonable time.

File Petition C for Approval to Withhold Rent for Landlord's Failure to Register a Unit with the Rent Stabilization Program: Tenants may contact the Rent Program to find out if their rental unit is properly registered for more information about this provision in the Ordinance.

RESIDENT SECURITY
NOTICE & ACKNOWLEDGMENT

NOTICE TO RESIDENT: Landlord does not promise, warrant, or guarantee the safety or security of the Resident, Occupants, or their personal property against the criminal actions of other residents or third parties. Each Resident has the responsibility to protect himself or herself and to maintain appropriate insurance to protect his or her belongings.

It is a fact that no security system, courtesy patrol or electronic security device can guarantee protection against crime. Even elaborate security systems are subject to mechanical malfunction, tampering, human error or personnel absenteeism, and can be defeated or avoided by clever criminals. Therefore, Lessees should always proceed on the assumption that no security systems exist. The best safety measures are those precautions that can be performed as a matter of common sense and habit.

If security systems, security devices, or walk-through/drive-through services are employed at this community, no representation is being made that they will be effective to prevent injury, theft or vandalism. Such personnel, if provided, cannot physically be every place at every moment. Usually, such personnel are unarmed independent contractors and have no greater authority under the law to restrain or arrest criminals than the ordinary citizen. Therefore, Landlord does not warrant that any security systems, security devices, or services employed at this community will discourage or prevent breaches of security, intrusions, thefts, or incidents of violent crime. Further, Landlord reserves the right to reduce, modify or eliminate any security system, security devices or services (other than those statutorily required) at any time; Resident agrees that such action shall not be a breach of any obligation or warranty on the part of Landlord.

Resident agrees to promptly notify Landlord in writing of any problem, defect, malfunction or failure of door locks, window latches, controlled access gates, intrusion alarms, and any other security-related device. If Resident's home is equipped with an intrusion alarm, Resident agrees to be responsible for all fines, penalties and other charges resulting from or attributable to the alarm, including false alarm charges.

ACKNOWLEDGMENT BY RESIDENT: I have read, understood and agree with the above notice. I have received no representation or warranties, either express or implied, as to any security or any security system on the property. Landlord has not in any way stated or implied to me that security of person or property was provided, promised, or guaranteed or that the Community was or will be free from crime. I further acknowledge that Landlord is not obligated under any circumstances to respond to any signal from an intrusion alarm system. The responsibility for protecting me, my property, and my family, guests invitees from acts of crime is the sole responsibility of myself and law enforcement agencies.

I agree to release and hold harmless Landlord from claims arising out of criminal acts of other residents and third parties. I agree that Landlord shall not be liable to me based upon any claim that security was not provided, subject to Landlord's compliance with state statutes regarding door locks and window latches. Resident acknowledges that the foregoing shall also be binding upon Resident's heirs, successors, and assigns.

Representatives of Landlord have no authority to make changes or modifications in the terms of this document, except when in writing and signed.

Maggie Pande *(Resident)* — 2/9/18 *Date*

Graham Pande *(Resident)* — 2/9/18 *Date*

Regina Pande *(Resident)* — 2/9/18 *Date*

(Resident) — *Date*

Woodland Park Apartments *(Landlord)* — 2/9/18 *Date*

SECURITY DEPOSIT AGREEMENT

This Agreement is made this day, **December 1, 2014**, by and between **Woodland Park** (hereinafter referred to as "Landlord"), Landlord of the Community in which the "Premises", as hereinafter defined, are located, acting pursuant to express written authority given by the owner of such apartment complex, **Maggie Pande Graham Pande Regina Pande** (hereinafter referred to as "Resident"), in connection with the California Lease Agreement (the "Lease") between Landlord Resident for: **301 East O'Keefe Street #11, East Palo Alto, Ca 94303** in **Woodland Park** (the "Premises").

1. **Security Deposit.** Landlord hereby acknowledges receipt from Resident of the sum of: _(Security Deposit) which represents the security deposit payment under the Lease, which shall hereinafter be defined as "Security Deposit". Landlord will hold the Security Deposit for the faithful performance by Resident of Resident's obligations under the Lease, including payment of rent, and cleaning and repair of the Premises after surrender.

2. **Refund of Security Deposit.** Landlord shall deduct from the Security Deposit all monies expended as a result of any breach of the Lease or this Agreement, including but not limited to the following obligations:
   A. Resident shall vacate completely the entire Premises on or before the date specified in the required written **30-day** move-out notice, expiration of the term of the Lease, or termination or cancellation of the Lease in accordance with the express provisions thereof.
   B. Payment by Resident of all rent required under the Lease, up to and including the date of expiration or termination of the term of the Lease, or the full move-out notice period, whichever is longer.
   C. The Premises, including all kitchen appliances (refrigerator, oven, range, dishwasher, and microwave) including all baths, closets, storage areas, patios/balconies, and all other areas have been thoroughly cleaned, so as to be in the same condition as they were in on the commencement date of the term of Lease, normal wear and tear excepted.
   D. There are no defects or damage to the Premises, whether caused by Resident, pets, or otherwise, unless shown on a written list of damages and defects signed by Resident at the commencement of the Lease term.
   E. Resident observes and performs all other covenants and obligations to be kept or performed by Resident under the Lease up to and including the date of expiration or termination of the Lease term.
   F. Resident observes and follows all rules and regulations including, without limitation, those rules and regulations pertaining to pets.
   G. **RESIDENT has given LANDLORD thirty (30) days written notice prior to the date of expiration or termination of the term of the Lease.**
   H. Resident has provided Landlord with a written copy of the forwarding address of Resident.

3. **Deductions.** Within twenty-one (21) days after Resident has vacated the Premises, Landlord shall furnish Resident with an itemized written statement of the basis for, and the amount of, any security received and the disposition of such security to Resident.

4. **Move-Out Procedures.** When Resident moves out of the Premises, an inspection of the condition of same shall be made after all of the personal effects of Resident have been removed. Resident should accompany Landlord during said inspection to help resolve any problems that may arise. Failure of Resident to do so shall constitute a concurrence by Resident in Landlord's assessment of charges for damages or cleaning. After inspection by Landlord, appropriate charges will be assessed by Landlord for any missing items; damages or repairs to the Premises, or its contents (normal wear tear excepted) with the exception of those items listed on the Move-In/Move-Out Inspection Report attached to this Agreement; insufficient light bulbs; scratches, burns, or holes in the walls, doors, floors, draperies, carpets /or furniture; for cleaning the Premises (including all kitchen appliances). Resident shall be charged for each unreturned key (mail-box key garage remote), and charged for replacing locks if all door keys to the Premises are not returned to Landlord.

Maggie Pande 2/9/18
Maggie Pande *(Resident)* *Date*

2/9/18
Graham Pande *(Resident)* *Date*

Regina Pande 2/9/18
Regina Pande *(Resident)* *Date*

Anna Griego 2/9/18
Woodland Park Apartments *(Landlord)* *Date*

_____
(Resident) *Date*

BECAUSE WE CARE

At **Woodland Park**, we care about our residents' safety. We would like you to be aware of some important guidelines for your safety and protecting your personal property. Keep in mind that security is provided by local law enforcement agencies, much as it is for the other communities in the surrounding area. You should always proceed as if safety systems do not exist. The best safety measures you can take are the ones you can perform yourself as a matter of common sense. We have worked with local law enforcement agencies to develop a list of their recommendations for prudent practices regarding your personal safety. We provide this list as a convenience to you, without making any representation or warranty, and subject to the Lessee Security Notice & Acknowledgement:

PERSONAL SAFETY/INSIDE YOUR HOME

1. Lock your doors and windows, even when you're home.
2. If you have a deadbolt or night latch, use them even when you're home.
3. Never answer your door unless you know who is on the other side by looking through a peephole or window. If you don't know the person, talk to them without opening the door, and don't open the door unless you're satisfied with their identity.
4. If you are worried because you have lost a key, ask the management to rekey the locks. You have the right to do so, provided that you pay the cost of rekeying in advance.
5. Keep the telephone numbers for the police, emergency, and medical services handy.
6. Check your smoke detector periodically to ensure it is working.
7. Report to the management (in writing, dated signed) any malfunction of safety devices outside your home such as broken gate locks, burned-out stairwell parking lot lights, etc.
8. Close your curtains or blinds at night.
9. Let friends know when you're going to be gone for an extended period of time. Ask your neighbors to keep an eye on your home, because the management cannot assume that responsibility.
10. Mark or engrave valuable personal possessions for identification.
11. Be careful to whom you lend or give your keys.
12. When lighting candles, always use holders that are sturdy to avoid tipping and keep candles 12" away from flammable objects such as curtains or pillows. Never leave a candle unattended. Extinguish them prior to sleeping or leaving your home.
13. Do not leave cooking items unattended. If a grease fire should break out, place a metal lid over the flames. Do not use glass since the heat from the fire could cause the glass to break. Smother the fire with a liberal amount of baking soda if it is relatively small contained. Do NOT attempt to extinguish a grease fire with water; this will only cause the burning oil to splash and spread the flames.

PERSONAL SAFETY/OUTSIDE YOUR HOME

1. Lock your doors while you're gone. That means dead bolts too!
2. Leave a radio playing very softly when you're not at home.
3. Close and lock your windows when you're gone. Don't forget the sliding glass doors. Purchase a lamp timer at the hardware store, and set the time when you're not home in the evening or when you're on vacation.
4. Try not to walk outside alone at night.
5. Don't hide your front door key under the doormat. It's usually the first place a burglar will look.
6. If you have an entry code, don't give your code to guests or strangers.
7. Arrange for your newspaper delivery to be stopped when you're on vacation.

PERSONAL SAFETY/USING YOUR CAR

1. Lock your car doors when you're driving. Lock the doors and roll up the windows when you leave the car parked.
2. Don't leave visible items in the car, such as purses, briefcases, packages, money, etc.
3. Don't leave your keys in the car.
4. No matter where you are, always carry your key ring in your hand when you walk to the car. Don't ever stand by the car fumbling for keys.
5. Look in the back seat before you get in the car.
6. Don't stop alone at night at an automatic teller or gas station.

Maggie Pande *(Resident)* — Date 2/9/18

Graham Pande *(Resident)* — Date 2/9/18

Regina Pande *(Resident)* — Date 2/9/18

(Resident) — Date

Woodland Park Apartments *(Landlord)* — Date 2/9/18

ADDENDUM RE USE OF MEDICAL MARIJUANA

This document is an addendum to the Lease Agreement dated **December 1, 2014** between **Maggie Pande Graham Pande Regina Pande** and **Woodland Park** for the **Unit # 11** located at **301 East O'Keefe Street, East Palo Alto, CA 94303**.

I have read the following and agree to adhere to the below rules and regulations for Medical Marijuana use at the Community:

1. I have a physical or mental impairment that limits one (or more) major life activity. As a result of my disability, I require the use of Medical Marijuana. A copy of the Medical Marijuana Card is attached and incorporated by reference into this Addendum. I agree to notify Landlord if the Medical Marijuana Card is revoked or expires and understands that this Agreement terminates immediately upon revocation or expiration of the Medical Marijuana Card.
2. The Office of Environmental Health Hazard Assessment and the California Environmental Protection Agency list marijuana smoke as a carcinogen. In 2009, the Carcinogen Identification Committee determined that marijuana smoke was shown to cause cancer, and was added to the Proposition 65 list, pursuant to Title 27, California Code of Regulations, section 25305(a)(1) (formerly Title 22, California Code of Regulations, section 12305(a)(1)).
3. I UNDERSTAND THAT ANY SECONDHAND MARIJUANA SMOKE THAT DRIFTS INTO THE WINDOWS OF OTHER UNITS, THROUGH THE VENTS, UNDER ANOTHER RESIDENT'S DOOR, ONTO A BALCONY, OR IN A COMMON AREA (INCLUDING FITNESS CENTER POOL/SPA) IS PROHIBITED. I AGREE TO CONFINE THE SMOKE TO MY PREMISES AND AGREE THAT ANY SMOKE THAT AFFECTS A NEIGHBORING RESIDENT WILL BE DEEMED A NUISANCE. I UNDERSTAND THAT I WILL BE REQUIRED TO TAKE THE MEDICATION IN AN ALTERNATE MEANS /OR SMOKE IN AN ALTERNATE LOCATION IF THE SMOKE DISTURBS ANY NEIGHBORING RESIDENT.
4. I understand that there are reasonable alternate means to take the medication, including (among others) edibles, tinctures, beverages, cannabis oils, and pills. Landlord understands that each individual's medical situation is different and will address the specific situation and alternate means to take the medication with advice from the prescribing physician.
5. The distribution /or sale of marijuana or any other narcotic or illegal substance is a violation of the Lease and basis for termination of tenancy.
6. Resident is prohibited from making any unauthorized modifications to the Premises, including indoor irrigation systems or any other alteration that may increase the moisture /or humidity levels or risk of fire in the Premises, building or Community.
7. This Addendum may be modified for any reason at any time without Resident's approval in accordance with State and Federal law.
8. Except as expressly modified hereunder, the remaining terms and conditions of the Lease as previously amended shall remain in full force and effect.
9. Resident hereby acknowledges that this addendum is incorporated into the Lease.
10. The Parties hereto represent and acknowledge that in executing this Agreement they do not rely upon and have not relied upon any representation made by the other party with regard to the subject matter of this Addendum, or its effects, other than those representations specifically set forth herein. No supplement, modification, or amendment of this Addendum shall be binding unless executed in writing by both Parties.

This Addendum may be executed in counterparts facsimile copies of same shall be admissible for all purposes shall be deemed an original.

Maggie Pande 2/9/18
Maggie Pande *(Resident)* *Date*

Graham Pande 2/9/18
Graham Pande *(Resident)* *Date*

Regina Pande 2/9/18
Regina Pande *(Resident)* *Date*

(Resident) *Date*

Anna Ortega 2/9/18
Woodland Park Apartments *(Landlord)* *Date*

ACKNOWLEDGEMENT RE USE OF MEDICAL MARIJUANA

Resident acknowledges receipt and understanding of the attached policies concerning use of Medical Marijuana. If applicable, Resident agrees to complete the Addendum for any Resident, Occupant, invitee, or guest who requires a Medical Marijuana Accommodation. If the accommodation is not applicable, Resident is **not** required to complete the Addendum and it will remain solely as an informative section of the lease, not an Acknowledgment of any sort.

Maggie Pande *(Resident)* — Date 2/9/18

Graham Pande *(Resident)* — Date 2/9/18

Regina Pande *(Resident)* — Date 2/9/18

(Resident) — Date

Woodland Park Apartments *(Landlord)* — Date 2/9/18

UTILITY ADDENDUM 2 (WITH GAS ELECTRIC CHARGES)

UTILITY/ SERVICE	UTILITY'S CUSTOMER OF RECORD	CHARGED TO RESIDENT?	CALCULATION METHOD ("FORMULA") For CHARGES TO RESIDENT	COMMON AREAS
Water	Landlord	Yes		Are not separately metered a deduction of 0% for estimated common area charges is made before calculating Resident's bill
Sewer	Landlord	Yes		Are not separately metered a deduction of 0% for estimated common area charges is made before calculating Resident's bill
Trash	Landlord	Yes		Resident will pay a pro-rata share of the utilities consumed in common areas
Gas	Landlord	Yes		Are not separately metered a deduction of 0% for estimated common area charges is made before calculating Resident's bill
Electricity	Landlord	Yes		Are not separately metered a deduction of 0% for estimated common area charges is made before calculating Resident's bill

This document is an addendum to the California Lease Agreement ("Lease") dated December 1, 2014 between Maggie Pande Graham Pande Regina Pande ("Resident") and Woodland Park ("Landlord") for the Unit # 207 ("Premises") located at 301 East O'Keefe Street #11, East Palo Alto, CA 94303.

1. **Resident Not the Direct Customer of Record.** The following provisions apply to utilities/services which are the Resident's responsibility, but of which Landlord is the utility/service customer of record.

   i. Sub-metered Utilities. Billings based on sub-meter readings (if any) will itemize the beginning and ending meter readings, the rate charged to Resident and all categories of information that appear within the utility's standard billing format to the Landlord billing amounts will be determined by multiplying the sub-meter readings for the Resident's Premises by the utility rate that would be charged by the utility for that level of consumption if the Resident was the utility provider's direct customer of record. Residents should be aware that because of volume discounts the rate charged to Landlord may be less than the rate that would be charged to the Resident if the Resident was the utility provider's direct customer of record. If the Premises are sub-metered, Resident agrees to allow Landlord, or a billing service provider designated by Landlord, access to Resident's Premises in order to install, repair, remove read sub-meters.

   ii. The sub meters in the Premises are located_____. Landlord's agent will require access to your Premises, upon reasonable advanced notice (at least 24 hours when possible), for the purpose of submeter installation, repair, reading, maintenance, inspections testing.

   iii. RUBS Formula Billing Used. If formula billing is used, the specific formula used is indicated above. Details about formulas are below.
      a. Square footage: For any Square Footage formula, Resident's share is calculated by comparing the approximate square footage of Resident's Premises as compared to the total square footage of all premises on the property.
      b. Occupants: Resident's share using an Occupant formula is calculated by comparing the number of occupants residing in Resident's Premises as compared to all occupants in all premises on the property as of the first day of the month. Resident represents that all occupants that who reside in the Premises are identified in the Lease. Resident agrees to immediately notify Landlord of any change in the number of occupants.
      c. Per Premises: Dividing the bill equally among all premises on the property.
      d. Flat: Standard amount charged each month.

2. **Water, Sewer, Trash, Gas, Electricity.** If either sub-metering or formula methods are used to calculate Resident's share for water, sewer, trash, gas, or electricity, all related charges assessed to Landlord may be used to calculate the amount charged to Resident. These may include (but are not limited to) related charges contained on tax bills, and all charges contained on the local water provider's bills to Landlord. Landlord Resident agree that it is impractical or extremely difficult to determine the exact amount of the utilities consumed by Resident (/or in the common areas), but that the methods used to determine Resident's share described above are reasonably accurate estimates. Trash costs to be charged to Resident may include actual trash invoices, costs on tax bills, Landlord's internal costs related to trash disposal, trash management costs, trash auditing costs, and recycling charges.

3. **Utility Billing Service.** Landlord currently uses the services of Conservice, Resident Services, P.O. Box 4718, Logan, Utah, 84323-4718 ("Utility Billing Company") to bill for utilities. Landlord reserves the right to change utility billing service providers at any time. If Landlord changes the utility billing service during Resident's tenancy, Resident will be given notice by Landlord. The Utility Billing Company is not the utility provider. Resident Questions Concerns Regarding Utility Billings may be addressed to Conservice 1-866-947-7 2079

4. **Utility Billing Statements.** Resident will receive monthly billing statements. All amounts due to are payable to Woodland Park at 5 Newell Court or at 2041 Euclid Ave., East Palo Alto, CA 94303. Failure of the Resident to pay the utility charges by their due date will be considered a material breach of the Lease grounds for termination. All monetary amounts due under this Utility Addendum are deemed additional rent. Utility billings will be prorated as necessary.

5. **Payment from Security Deposit.** Any obligation that remains unpaid, including utility charges that have accrued but have not been invoiced when Landlord reacquires possession of the Premises, may be deducted from the Resident's security deposit. If actual amounts have not been determined before Landlord provides Resident with an accounting of Resident's security deposit, Landlord may estimate the amount based on prior consumption or until actual numbers become available.

6. **Utility Payment.** Resident must make payment in full to Landlord or the Utility Billing Company for the utility charges prior to the due date listed on each bill.

i. Landlord Resident agree that the actual cost to Landlord /or Utility Billing Company when Resident fails to pay the utility bill on time is difficult or impossible to ascertain, but the Parties agree that Landlord /or Utility Billing Company does, in the event of a late payment, incur certain costs including, without limitation, additional bookkeeping administrative charges, additional charges from the billing provider, costs in printing mailing late notices, lost opportunity costs of the payment. Accordingly, Landlord and Resident agree that if the payment is received after the enumerated due date then:

   a. If the Utility Billing company collects utility payments then Resident shall immediately pay a late payment in the amount of **$35.00**, which is a reasonable estimate of the costs incurred;
   b. If Landlord collects utility payments then late fees shall apply as if rent was not paid. Returned checks will be assessed a non-sufficient funds charge applicable charges in accordance to the Lease.

ii. Resident's billing statement will include a monthly service charge of up to **$0.00**. A new account set up charge of **$0.00** final bill fee of **$0.00** will also be applied to the resident's bill. The service charge represents the reasonable value of services provided by Landlord or the utility billing company to allocate the utility costs to the responsible parties, provides billing to Resident, and process payments. The monthly service charge is subject to change upon **sixty (60) days** written notice of increase. Resident agrees to pay any fees charged by a collection agency to Landlord to collect amounts due from Resident.

7. **No Waiver.** Landlord's waiver of any covenant of this Utility Addendum or the Lease will not constitute a waiver of any other breach. Landlord's acceptance of rent or any other payment with knowledge of Resident's failure to pay utility charges does not waive Landlord's right to enforce any provision of this Utility Addendum or the Lease. No waiver will exist unless made in writing and signed by both Resident and Landlord.

8. **Estimation.** Landlord may estimate Resident's consumption if Resident's sub-meter is broken or does not transmit a meter reading or if Landlord has not received bills from utility providers in time to prepare Resident's invoices.

Resident and Landlord represent that they have read this Addendum, understanding the terms conditions contained herein, and agree to the terms and conditions contained herein.

Maggie Pande 2/9/18
Maggie Pande *(Resident)* *Date*

Graham Pande 2/9/18
Graham Pande *(Resident)* *Date*

Regina Pande 2/9/18
Regina Pande *(Resident)* *Date*

(Resident) *Date*

2/9/18
Woodland Park Apartments *(Landlord)* *Date*

Information About Bedbugs Pest Control Policies

This document is an addendum to the Lease Agreement dated **December 1, 2014** by and between **Maggie Pande Graham Pande Regina Pande** and **Woodland Park** for **Unit # 11** located at **301 East O'Keefe Street, East Palo Alto, CA 94303**.

1. In recent times, bed bugs have become a re-emerging problem nationwide. One reason for these increasing problems is that it is easy for persons to spread the problem unknowingly. Bed bugs readily hide in small crevices and are notorious hitch-hikers. Bed bugs are often transferred by purchasing used furniture and through travel in luggage and in hotel beds linens.

2. Landlord provides the following information about bedbugs pursuant to California Civil Code Section 1954.603:

   a) Bed Bug Appearance: Bed bugs have six legs. Adult bed bugs have flat bodies about 1/4 of an inch in length. Their color can vary from red brown to copper colored. Young bed bugs are very small. Their bodies are about 1/16 of an inch in length. They have almost no color. When a bed bug feeds, its body swells, may lengthen, and becomes bright red, sometimes making it appear to be a different insect. Bed bugs do not fly. They can either crawl or be carried from place to place on objects, people, or animals. Bed bugs can be hard to find and identify because they are tiny and try to stay hidden.

   b) Life Cycle and Reproduction: An average bed bug lives for about 10 months. Female bed bugs lay one to five eggs per day. Bed bugs grow to full adulthood in about 21 days.

   c) Bed bugs can survive for months without feeding.

   d) Bed bug Bites: Because bed bugs usually feed at night, most people are bitten in their sleep and do not realize they were bitten. A person's reaction to insect bites is an immune response and so varies from person to person. Sometimes the red welts caused by the bites will not be noticed until many days after a person was bitten, if at all.

   e) Common signs symptoms of a possible bed bug infestation:

      • Small red to reddish brown fecal spots on mattresses, box springs, bed frames, mattresses, linens, upholstery, or walls.

      • Molted bed bug skins, white, sticky eggs, or empty eggshells.

      • Very heavily infested areas may have a characteristically sweet odor.

      • Red, itchy bite marks, especially on the legs, arms, and other body parts exposed while sleeping. However, some people do not show bed bug lesions on their bodies even though bed bugs may have fed on them.

   f) For more information, see the Internet Web sites of the United States Environmental Protection Agency and the National Pest Management Association.

3. The best strategy for effective pest control is prevention. The following are recommended steps in the prevention of infestations by insects vermin, including bed bugs: (1) Clean Premises regularly, including vacuuming mattresses; (2) Clean up clutter to help reduce the number of places insects like bed bugs can hide; (3) Carefully thoroughly inspect used furniture or clothes you acquire bring into the Premises; Ask the person from whom you acquire the items if the items were checked and treated for bed bugs; (4) Do not bring discarded furniture, mattresses or clothing into the Premises; and (5) When traveling or staying in hotels, avoid places which do not appear to be cleaned regularly.

4. If the Premises or neighboring Premises are infested with vermin or insects, including bed bugs, Landlord may hire a pest control professional to develop a treatment plan and apply pesticides. The Premises must be properly prepared for any treatment and Resident must cooperate with the implementation of the treatment plan.

Resident and Landlord represent that they have read this Addendum, understands the terms and conditions contained herein, and agree to the terms conditions contained herein.

Maggie Pande 2/9/18
Maggie Pande *(Resident)* *Date*

2/9/18
Graham Pande *(Resident)* *Date*

Regina Pande 2/9/18
Regina Pande *(Resident)* *Date*

(Resident) *Date*

Anna Ortega 2/9/18
Woodland Park Apartments *(Landlord)* *Date*

PROTECTIONS AGAINST EVICTIO VITHOUT CAUSE

Evictions are only permitted for the specific reasons cited in the Ordinance. Evictions not meeting these requirements can be contested in any action to recover possession of a rental unit in court.

Landlords must specify at least one of the permitted grounds for eviction listed in the Ordinance in a written notice of termination of tenancy. Permitted grounds for eviction include failing to pay rent, violating the lease, or engaging in disorderly or destructive conduct, among other reasons.

The landlord must file with the Rent Board a copy of any termination of tenancy unlawful detainer action within five calendar days after the tenant has been served with such a notice.

TENANT PROTECTION ORDINANCE (Codified in Section 14.02 of the Municipal Code):
In May 2014, the City Council adopted the Tenant Protection Ordinance ("TPO") to further protect tenants. The TPO requires landlords to provide tenants a tenant rights information sheet, to give keys to every adult occupant in the rental unit, and to replace locks before a new tenancy begins. The TPO prohibits landlords from discriminating against families with children or based on the student or non-student status of housing applicants and tenants. It also prohibits landlords from harassing or taking retaliatory action against tenants. The TPO confirms tenants' rights to organize and to distribute literature related to tenancy issues. The TPO also provides for relocation assistance when units are to be demolished or removed or tenants have to temporarily relocate due to necessary repairs.

FOR MORE INFORMATION ABOUT THE ORDINANCE

Contact the Rent Stabilization Program at (650) 853-3114 or rentprogram@cityofepa.org; or the City's website at: www.cityofepa.org/rentprogram. You may also visit us at 2415 University Avenue, 2nd floor between 8:00 a.m. – 5:00 p.m.

For legal advice or representation, you may contact Legal Aid Society of San Mateo County for an appointment at (650) 517-8911; or Community Legal Services in East Palo Alto at (650) 326-20740; or go to 1861 Bay Road, East Palo Alto.

I received a copy of this notice on **December 1, 2014**.

Maggie Pande *(Resident)* 2/9/18 *Date*

Graham Pande *(Resident)* 2/9/18 *Date*

Regina Pande *(Resident)* 2/9/18 *Date*

(Resident) *Date*

Woodland Park Apartments *(Landlord)* 2/9/18 *Date*

MOVE-IN/MOVE-OUT INSPECTION FORM

Resident Name(s)	Move-In Inspection Date	Move-In Inspection By	Move-In Date
Maggie Pande Graham Pande Regina Pande	December 1, 2014		December 1, 2014
Address	**Move-Out Inspection Date**	**Move-Out Inspection By**	**Move-Out Date**
301 East O'Keefe Street # 11, East Palo Alto,			

The condition of this Unit is clean, free of any visible pest, undamaged, in good working order adequate for customary use unless otherwise noted hereon.
Use condition codes comments to describe exceptions mark NA for items not applicable.

CONDITION CODES: • **EXC** - Excellent • **FR** - Fair • **PR** - Poor • **NCL** - Needs cleaning • **REP** - Replace • **PE** - Pest • **NR** - Needs repair • **PT** - Needs painting • **SCR** - Scratched • **CLN** - Clean • **NEW** - New

	MOVE-IN INSPECTION		PRE MOVE-OUT INSPECTION		MOVE-OUT INSPECTION	
KITCHEN	CODE	COMMENT	CODE	COMMENT	CODE	COMMENT
Walls/Ceiling						
Floor						
Hood/Filter/Vent						
Counter Top						
Sink/Disposal						
Cabinets/Drawers						
Shelves						
Windows/Screens						
Window Treatment						
Light Fixtures						
Refrigerator						
Dishwasher						
Stove/Oven						
Microwave						
Other:						
DINING ROOM	CODE	COMMENT	CODE	COMMENT	CODE	COMMENT
Walls/Ceiling						
Floor						
Window Treatment						
Closet/Doors						
Window/Screen						
Fixtures/Fan						
Other						
LIVING ROOM	CODE	COMMENT	CODE	COMMENT	CODE	COMMENT
Walls/Ceiling						
Floor						
Window Treatment						
Closet/Doors						
Window/Screen						
Fixtures/Fan						
Fireplace						
Other						
BATHROOM (ONE)	CODE	COMMENT	CODE	COMMENT	CODE	COMMENT
Walls/Ceiling						
Floor						
Cabinets/Drawers						
Door						
Mirror						
Tub/Shower						
Sink/Faucet						
Countertop						
Toilet						
Towel Rack						
Fixtures/Exhaust Fan						
Other						
BATHROOM (TWO)	CODE	COMMENT	CODE	COMMENT	CODE	COMMENT
Walls/Ceiling						
Floor						
Cabinets/Drawers						
Door						
Mirror						
Tub/Shower						
Sink/Faucet						
Countertop						
Toilet						
Towel Rack						
Fixtures/Exhaust Fan						
Other						

BEDROOM (ONE)	CODE	COMMENT	CODE	COMMENT	CODE	COMMENT
Walls/Ceiling						
Floor						
Closet/Doors						
Windows/Screen						
Window Treatment						
Fixtures/Fan						
Other						
BEDROOM (TWO)	CODE	COMMENT	CODE	COMMENT	CODE	COMMENT
Walls/Ceiling						
Floor						
Closet/Doors						
Windows/Screen						
Window Treatment						
Fixtures/Fan						
Other						
BEDROOM (THREE)	CODE	COMMENT	CODE	COMMENT	CODE	COMMENT
Walls/Ceiling						
Floor						
Closet/Doors						
Windows/Screen						
Window Treatment						
Fixtures/Fan						
Other						
ADDITIONAL ROOM	CODE	COMMENT	CODE	COMMENT	CODE	COMMENT
Walls/Ceiling						
Floor						
Closet/Doors						
Window/Screen						
Window Treatment						
Fixtures/Fan						
Other						
ENTRY/PATIO/ BALCONY	CODE	COMMENT	CODE	COMMENT	CODE	COMMENT
Walls/Ceiling						
Doors						
Window/Screen						
Window Treatment						
Fixtures/Fan						
Other						
GARAGE/CARPORT	CODE	COMMENT	CODE	COMMENT	CODE	COMMENT
Remote/Opener						
Other						
MECHANICAL	CODE	COMMENT	CODE	COMMENT	CODE	COMMENT
Air Conditioner						
Smoke Detector						
Locks						
Other						

ACCESS DEVICES	Move In Count	Move Out Count
Door		
Common Area		
Mailbox		
Fob		
Amenity		
Other		

Any security deposit shall be held by the Landlord for Resident who is party to the Lease. The claim of a Resident to the security deposit shall be prior to the claim of any creditor for the Landlord. **(Civil Code Section 1950.5(d)).**

From the time of the Pre Move-Out Inspection until the termination of the tenancy, the Resident may remedy the deficiencies identified in a manner consistent with the rights obligations of the Parties under the Lease, in order to avoid deductions from the security deposit.

The law allows the Landlord to use the security deposit for legal deductions itemized in this statement that are not corrected by the Resident prior to the termination of tenancy or that were not identified during the time of the Pre Move-Out Inspection for damages to the Premises/Community. A final itemized statement will be provided to Resident.

Move-In Inspection: ACQUISITION

Maggie Pande ((Resident) *Date*

Graham Pande((Resident) *Date*

Woodland Park Apartments *(Agent for Owner)* *Date*

Pre Move-Out Inspection:

Maggie Pande ((Resident) *Date*

Woodland Park Apartments *(Agent for Owner)*

Move-Out Inspection

Maggie Pande((Resident) *Date*

PARKING RULES REGULATIONS

1. Each resident may only use the assigned parking space associated with that resident's lease and parking permit. Any vehicle parked in a parking space other than the assigned space is subject to immediate tow at the owner's expense. If you are not sure which space is yours, please ask the Management Office.
2. Every vehicle, including motorcycles, parked in an assigned **Woodland Park** parking space must have a visible, valid **Woodland Park** parking permit.
3. The **Woodland Park** Management Office at **5 Newell Court, East Palo Alto, CA 94303** issues parking permits. Generally, one parking permit will be issued for each assigned parking space. The make, model, color, and license plate number for each vehicle must be provided to obtain a parking permit.
4. The parking permit, including the permit identification number, must be fully visible at all times that the vehicle is parked at **Woodland Park**. Be sure not to cover the permit identification number.
5. If a resident's vehicle information changes or there are any other changes affecting the parking permit, the Management Office will reissue the parking permit. Upon reissue, the original parking permit will no longer be valid. All updated information must be provided to the Management Office.
6. If a parking permit must be reissued due to loss or theft, the resident will be charged a replacement fee for reissuance of the permit. Upon reissue, the original parking permit will no longer be valid. If the original parking permit is found in any vehicle parked at **Woodland Park**, that vehicle will be subject to immediate tow at the owner's expense. Reproduction or alteration of a parking permit is a direct violation of the Parking Rules. Any vehicle parked at **Woodland Park** with a reproduced or altered parking permit will be subject to immediate tow at the owner's expense.
7. No vehicle may be parked at any time in a fire lane, red zone, or any other area marked "NO PARKING." No vehicle may be parked so as to block any other parking space, sidewalk, driveway, or garage entrance. Any vehicle parked in violation of these rules is subject to immediate tow at the owner's expense.
8. Certain parking spaces are marked as guest or visitor parking spaces. Vehicles cannot be parked in guest or visitor spaces for more than 72 hours, unless the Management Office has provided prior written approval. An unapproved vehicle parked in a guest or visitor space for more than 72 hours is subject to immediate tow at the owner's expense. It is the resident's responsibility to advise guests and visitors of the Parking Rules.
9. Residents and their guests or visitors may park their vehicles in the parking spaces marked "**Woodland Park Management Office**" outside of Management Office hours; however, these vehicles must be moved during Management Office hours (signs are posted with the times). Any vehicle parked in the Management Office parking spaces during office hours are subject to immediate tow at the owner's expense.
10. Motorcycles must be parked in parking spaces. Motorcycles must affix the parking permit so that it is visible on the front area of the vehicle. Motorcycles may not be stored in units, on walkways, in courtyards, or on balconies. All parking rules and regulations apply to motorcycles.
11. All vehicles parked at **Woodland Park** must be in good operating condition and currently registered and licensed. Vehicles leaking any fluids will be subject to clean up fees. Any vehicle that is lacking any part or equipment necessary to operate safely, including without limitation, an engine, transmission, wheels, tires, doors, or windshield is subject to tow at the owner's expense. Management will attempt to provide 72 hours of notice before towing any such vehicle. Vehicle repair and maintenance in parking spaces and/or driveways is strictly prohibited.
12. Storage of personal property is not allowed in parking spaces. Management reserves the right to remove personal property left in parking spaces with no prior warning. Parking spaces and adjacent areas are to be neat and clean at all times.
13. Vehicles are not to be covered. Management will remove and discard covers.
14. Management is not responsible for theft or damage to any vehicle or personal property in the parking areas.
15. Boats, large trucks, RV's or trailers are not to be parked in the parking areas.
16. Bicycles must be parked in designated bicycle racks or inside a Resident's unit. Bicycles may not be stored or parked in common walkways or by the resident's front door.

Please remember to always lock your vehicle and never leave valuables in your car. Management is not responsible for loss or damage. Park at your own risk.

Initials: GP Initials: MP Initials: RP Initials:

IF YOUR VEHICLE IS TOWED...

You have rights if your vehicle gets towed. Please consult the California Vehicle Code to fully understand your rights, as this is only an overview the law may change at any time.

Generally, prior to paying any towing storage-related fees, you have the right to:

- Receive an itemized invoice of actual charges.
- Receive your personal property, at no charge, during normal business hours.
- Retrieve your vehicle during the first 72 hours of storage and not pay a lien fee.
- Request a copy of the Towing Fees and Access Notice.
- Pay by cash or valid bank credit card
- Inspect your vehicle or have your insurance carrier inspect your vehicle at the storage facility, at no charge, during normal business hours.

You generally have the right to have the vehicle released to you upon (1) payment of all towing and storage-related fees, (2) presentation of a valid photo identification, (3) presentation of reliable documentation showing that you are the owner of the vehicle or that the owner has authorized you to take possession of the vehicle, and (4), if applicable, presentation of any required police or law enforcement release documents.

If you do not pay the towing and/or storage-related fees or you abandon your vehicle at the towing company, the towing company may sell your vehicle and any money received will be applied to towing and storage-related fees that have accumulated against your vehicle. You are still responsible for paying the towing company any outstanding balance due on any of these fees once the sale is complete.

If your vehicle was damaged during storage or towing, the owner of the vehicle may recover for any damage to the vehicle resulting from any intentional or negligent act of a person causing the removal of, or removing, the vehicle.

If the towing company violates the law, you may be able to bring a lawsuit in court, generally in small claims court. The towing company may be civilly liable for damages up to two times the amount charged, not to exceed $500, and possibly more for certain violations.

Maggie Pande 2/9/18
Maggie Pande *(Resident)* *Date*

Graham Pande 2-9-18
Graham Pande *(Resident)* *Date*

Regina Pande 2/9/18
Regina Pande *(Resident)* *Date*

(Resident) *Date*

Anna Arregas 2/9/18
Woodland Park Apartments *(Landlord)* *Date*

Exhibit B

Resident Ledger

GREYSTAR®

Date: 02/12/2025

Code	t2841180	**Property**	cawoopa2	**Lease From**	01/01/2018
Name	Maggie Pande	**Unit**	218-11	**Lease To**	01/31/2018
Address	301 East O'Keefe Street	**Status**	Current	**Move In**	01/01/2018
	#11	**Rent**	2029.27	**Move Out**	
City	East Palo Alto, CA 94303	**Phone (H)**		**Phone (W)**	

Date	Chg Code	Post Month	Description	Charge	Payment	Balance	Chg/Rec
04/21/2023	balfwd	07/2023	:Posted by QuickTrans (balfwd)	35.00		35.00	132772167
04/21/2023	balfwd	07/2023	:Posted by QuickTrans (balfwd)	780.28		815.28	132775442
07/21/2023	secdep	07/2023	:Posted by QuickTrans (secdep)	1,500.00		2,315.28	132770142
07/21/2023		07/2023	chk# :QuickTrans :Posted by QuickTrans		1,500.00	815.28	32404252
08/01/2023	rent	08/2023	Base Rent (08/2023)	1,810.39		2,625.67	134086917
08/03/2023		08/2023	chk# 0219 :CHECKscan Payment		1,810.39	815.28	32663835
09/01/2023	rent	09/2023	Base Rent (09/2023)	1,810.39		2,625.67	135966996
09/06/2023		09/2023	chk# 0220 :CHECKscan Payment		1,810.39	815.28	33207082
10/01/2023	rent	10/2023	Base Rent (10/2023)	1,991.43		2,806.71	137342652
10/11/2023	latefee	10/2023	Late Fees	35.00		2,841.71	138086015
11/01/2023	rent	11/2023	Base Rent (11/2023)	1,991.43		4,833.14	139648021
11/06/2023		11/2023	chk# 0222 :CHECKscan Payment		1,991.43	2,841.71	34205149
11/11/2023	latefee	11/2023	Late Fees	35.00		2,876.71	139939204
12/01/2023	rent	12/2023	Base Rent (12/2023)	1,991.43		4,868.14	141538002
12/06/2023		12/2023	chk# 0223 :CHECKscan Payment		1,991.43	2,876.71	34690722
12/11/2023	latefee	12/2023	Late Fees	35.00		2,911.71	141816093
01/01/2024	rent	01/2024	Base Rent (01/2024)	1,991.43		4,903.14	143182813
01/04/2024		01/2024	chk# 0224 :CHECKscan Payment		1,991.43	2,911.71	35110402
01/11/2024	latefee	01/2024	Late Fees	35.00		2,946.71	143689075
02/01/2024	rent	02/2024	Base Rent (02/2024)	1,991.43		4,938.14	145195737
02/06/2024		02/2024	chk# 0225 :CHECKscan Payment		1,991.43	2,946.71	35673236
02/11/2024	latefee	02/2024	Late Fees	35.00		2,981.71	145657369
03/01/2024	rent	03/2024	Base Rent (03/2024)	1,991.43		4,973.14	147268677
03/11/2024	latefee	03/2024	Late Fees	35.00		5,008.14	147676920
03/20/2024	evict	03/2024	legal fees	1,602.02		6,610.16	147765495
03/21/2024		03/2024	chk# 1133024518 :CHECKscan Payment		6,610.16	0.00	36345698
04/01/2024	rent	04/2024	Base Rent (04/2024)	1,991.43		1,991.43	149208142
04/01/2024		04/2024	chk# 0102 :CHECKscan Payment		1,991.43	0.00	36541393
05/01/2024	rent	05/2024	Base Rent (05/2024)	1,991.43		1,991.43	151225138
05/02/2024		05/2024	chk# 0103 :CHECKscan Payment		1,991.43	0.00	37149029
06/01/2024	rent	06/2024	Base Rent (06/2024)	1,991.43		1,991.43	153383309
06/02/2024		06/2024	chk# 0104 :CHECKscan Payment		1,991.43	0.00	37703196
07/01/2024	rent	07/2024	Base Rent (07/2024)	1,991.43		1,991.43	155669130
07/01/2024		07/2024	chk# 0105 :CHECKscan Payment		1,991.43	0.00	38256190
08/01/2024	rent	08/2024	Base Rent (08/2024)	1,991.43		1,991.43	157966859
08/01/2024		08/2024	chk# 0106 :CHECKscan Payment		1,991.43	0.00	38867505
09/01/2024	rent	09/2024	Base Rent (09/2024)	1,991.43		1,991.43	160345845
09/01/2024		09/2024	chk# 0107 :CHECKscan Payment		1,991.43	0.00	39452276
10/01/2024	rent	10/2024	Base Rent (10/2024)	1,991.43		1,991.43	162665320
10/03/2024		10/2024	chk# 0108 :CHECKscan Payment		1,991.43	0.00	40186988
11/01/2024	rent	11/2024	Base Rent (11/2024)	2,029.27		2,029.27	164704853
11/03/2024		11/2024	chk# 0109 :CHECKscan Payment		2,029.27	0.00	40781414
12/01/2024	rent	12/2024	Base Rent (12/2024)	2,029.27		2,029.27	167417477
12/01/2024		12/2024	chk# 0110 :CHECKscan Payment		2,029.27	0.00	41208930

01/01/2025	rent	01/2025	Base Rent (01/2025)	2,029.27		2,029.27	169944359
01/02/2025		01/2025	chk# 0111 :CHECKscan Payment		2,029.27	0.00	41883735
02/01/2025	rent	02/2025	Base Rent (02/2025)	2,029.27		2,029.27	172118991
02/02/2025		02/2025	chk# 0113 :CHECKscan Payment		2,029.27	0.00	42472748

Exhibit C

R037

Resident Ledger

Maggie Pande

301 East O'Keefe Street
11
Palo Alto, CA, 94303

Date:	8/20/2021
Resident Code:	t2814093
Property:	018230
Unit:	218-11
Status:	Current
Rent:	$1,810.39
Deposit:	$1,500.00
Move In Date:	01/01/18
Move Out Date:	
Due Day:	1
Tel Num(Office)	
Tel Num(Home)	

Date	Post Mo	Description	Charges	Payments	Balance
		Balance Forward			**0.00**
01/01/18	5/2018	Leased Rent (01/2018)	1,695.00		1,695.00
01/05/18	5/2018	Chk# 140		1,695.00	0.00
02/01/18	5/2018	Leased Rent (02/2018)	1,695.00		1,695.00
02/05/18	5/2018	Chk# 106		1,695.00	0.00
02/14/18	12/2017	:QuickTrans - :Posted by QuickTrans		1,500.00	(1,500.00)
02/14/18	12/2017	:Posted by QuickTrans (secdepre)	1,500.00		0.00
02/15/18	5/2018	Chk# 142 - NSFed by ctrl# 23600168 Check was returned		45.77	(45.77)
03/01/18	3/2018	Leased Rent (03/2018)	1,740.77		1,695.00
03/05/18	3/2018	Late fees, 5% of $1740.77	87.04		1,782.04
03/05/18	7/2018	resident paid on time	(87.04)		1,695.00
03/27/18	4/2018	Chk# 143 - Manually posted Check 143 - rec. 3/2/18		1,695.00	0.00
04/01/18	4/2018	Leased Rent (04/2018)	1,740.77		1,740.77
04/05/18	4/2018	Late fees, 5% of $1740.77	87.04		1,827.81
04/05/18	7/2018	resident paid on time	(87.04)		1,740.77
05/01/18	5/2018	Leased Rent (05/2018)	1,740.77		3,481.54
05/04/18	5/2018	Chk# 145		1,695.00	1,786.54
05/05/18	5/2018	Late fees, 5% of $1740.77	87.04		1,873.58
05/05/18	7/2018	resident paid on time	(87.04)		1,786.54
05/09/18	5/2018	Chk# 144		1,695.00	91.54
06/01/18	6/2018	Leased Rent (06/2018)	1,740.77		1,832.31
06/04/18	6/2018	Chk# 147		1,695.00	137.31
06/05/18	6/2018	Late fees, 5% of $1740.77	87.04		224.35
06/08/18	6/2018	Returned check charge	25.00		249.35
06/08/18	6/2018	Chk# 142 - NSF receipt Ctrl# 23405178		(45.77)	295.12
07/01/18	7/2018	Leased Rent (07/2018)	1,740.77		2,035.89
07/05/18	7/2018	Late fees, 5% of $1740.77	87.04		2,122.93
07/06/18	7/2018	Chk# 187 - NSFed by ctrl# 24144962 Payment was returned by the bank.		1,695.00	427.93
08/01/18	8/2018	Leased Rent (08/2018)	1,740.77		2,168.70
08/05/18	8/2018	Late fees, 5% of $1740.77	87.04		2,255.74
08/06/18	8/2018	Returned check charge	25.00		2,280.74
08/06/18	8/2018	Chk# 187 - NSF receipt Ctrl# 23898908		(1,695.00)	3,975.74
08/24/18	9/2018	Chk# 9583703504		1,695.00	2,280.74
08/24/18	9/2018	Chk# 1133016587		1,695.00	585.74

R038

Resident Ledger

Maggie Pande

301 East O'Keefe Street
11
Palo Alto, CA, 94303

Date:	8/20/2021
Resident Code:	t2814093
Property:	018230
Unit:	218-11
Status:	Current
Rent:	$1,810.39
Deposit:	$1,500.00
Move In Date:	01/01/18
Move Out Date:	
Due Day:	1
Tel Num(Office)	
Tel Num(Home)	

Date	Post Mo	Description	Charges	Payments	Balance
09/01/18	9/2018	Leased Rent (09/2018)	1,740.77		2,326.51
09/05/18	9/2018	Late fees, 5% of $1740.77	87.04		2,413.55
10/01/18	10/2018	Leased Rent (10/2018)	1,740.77		4,154.32
10/05/18	10/2018	Late fees, 5% of $1740.77	87.04		4,241.36
10/09/18	10/2018	Chk# 1133016799		1,740.77	2,500.59
10/18/18	10/2018	Chk# 1133016660		1,740.77	759.82
10/19/18	10/2018	Late fees	(87.04)		672.78
11/01/18	11/2018	Leased Rent (11/2018)	1,740.77		2,413.55
11/05/18	11/2018	Chk# 1133016914		1,740.77	672.78
11/05/18	11/2018	Late fees, 5% of $1740.77	87.04		759.82
12/01/18	12/2018	Leased Rent (12/2018)	1,740.77		2,500.59
12/04/18	12/2018	Chk# 1133017015		1,740.11	760.48
12/05/18	12/2018	Late fees, 5% of $1740.77	87.04		847.52
01/01/19	1/2019	Leased Rent (01/2019)	1,740.77		2,588.29
01/03/19	1/2019	Chk# 1133017117		1,740.77	847.52
01/05/19	1/2019	Late fees, 5% of $1740.77	87.04		934.56
02/01/19	2/2019	Chk# 282		1,740.77	(806.21)
02/01/19	2/2019	Leased Rent (02/2019)	1,740.77		934.56
02/05/19	2/2019	Late fees, 5% of $1740.77	87.04		1,021.60
02/07/19	2/2019	reduce late fee to $35 for 6/2018-9/2018, 11/2018	(260.20)		761.40
02/07/19	2/2019	paid on time 12/2018 and 1/2019	(174.08)		587.32
02/07/19	2/2019	paid on time 2/2019, waiting on Yardi support to change payment method	(87.04)		500.28
03/01/19	3/2019	Leased Rent (03/2019)	1,740.77		2,241.05
03/02/19	3/2019	Chk# 283		1,740.77	500.28
04/01/19	4/2019	Leased Rent (04/2019)	1,740.77		2,241.05
04/02/19	4/2019	Chk# 284		1,740.77	500.28
05/01/19	5/2019	Leased Rent (05/2019)	1,740.77		2,241.05
05/02/19	5/2019	Chk# 285		1,740.77	500.28
06/01/19	6/2019	Leased Rent (06/2019)	1,740.77		2,241.05
06/11/19	6/2019	Chk# 287		1,740.77	500.28
07/01/19	7/2019	Leased Rent (07/2019)	1,740.77		2,241.05
07/08/19	7/2019	Chk# 288		1,740.77	500.28
07/11/19	7/2019	Late fees	35.00		535.28
08/01/19	8/2019	Leased Rent (08/2019)	1,740.77		2,276.05

R039

Resident Ledger

Maggie Pande

301 East O'Keefe Street
11
Palo Alto, CA, 94303

Date:	8/20/2021
Resident Code:	t2814093
Property:	018230
Unit:	218-11
Status:	Current
Rent:	$1,810.39
Deposit:	$1,500.00
Move In Date:	01/01/18
Move Out Date:	
Due Day:	1
Tel Num(Office)	
Tel Num(Home)	

Date	Post Mo	Description	Charges	Payments	Balance
08/06/19	8/2019	Chk# 289		1,740.77	535.28
08/11/19	8/2019	Late fees	35.00		570.28
08/31/19	9/2019	Chk# 290		1,740.77	(1,170.49)
09/01/19	9/2019	Leased Rent (09/2019)	1,740.77		570.28
09/11/19	9/2019	Late fees	35.00		605.28
10/01/19	10/2019	Leased Rent (10/2019)	1,740.77		2,346.05
10/07/19	10/2019	Chk# 291		1,740.77	605.28
10/11/19	10/2019	Late fees	35.00		640.28
11/01/19	11/2019	Leased Rent (11/2019)	1,740.77		2,381.05
11/04/19	11/2019	Chk# 0292 - :CHECKscan Payment		1,740.77	640.28
11/11/19	11/2019	Late fees	35.00		675.28
12/01/19	12/2019	Leased Rent (12/2019)	1,740.77		2,416.05
12/02/19	12/2019	Chk# 0293 - :CHECKscan Payment		1,740.77	675.28
12/11/19	12/2019	Late fees	35.00		710.28
01/01/20	1/2020	Leased Rent (01/2020)	1,740.77		2,451.05
01/03/20	1/2020	Chk# 0294 - :CHECKscan Payment		1,740.77	710.28
01/11/20	1/2020	Late fees	35.00		745.28
02/01/20	2/2020	Leased Rent (02/2020)	1,740.77		2,486.05
02/03/20	2/2020	Chk# 0295 - :CHECKscan Payment		1,740.77	745.28
02/11/20	2/2020	Late fees	35.00		780.28
03/01/20	3/2020	Leased Rent (03/2020)	1,740.77		2,521.05
03/02/20	3/2020	Chk# 0297 - :CHECKscan Payment		1,740.77	780.28
03/11/20	3/2020	Late fees	35.00		815.28
04/01/20	4/2020	Leased Rent (04/2020)	1,740.77		2,556.05
04/03/20	4/2020	Chk# 0226 - :CHECKscan Payment		1,740.77	815.28
04/11/20	4/2020	Late fees	35.00		850.28
04/20/20	4/2020	Reverse April Late Fees	(35.00)		815.28
05/01/20	5/2020	Leased Rent (05/2020)	1,740.77		2,556.05
05/04/20	5/2020	Chk# 0298 - :CHECKscan Payment		1,740.77	815.28
06/01/20	6/2020	Leased Rent (06/2020)	1,740.77		2,556.05
06/02/20	6/2020	Chk# 0299 - :CHECKscan Payment		1,740.77	815.28
07/01/20	7/2020	Leased Rent (07/2020)	1,740.77		2,556.05
07/02/20	7/2020	Chk# 0300 - Reapplied Receipt		1,740.77	815.28
08/01/20	8/2020	Leased Rent (08/2020)	1,740.77		2,556.05

R040

Resident Ledger

Maggie Pande

301 East O'Keefe Street
11
Palo Alto, CA, 94303

Date:	8/20/2021
Resident Code:	t2814093
Property:	018230
Unit:	218-11
Status:	Current
Rent:	$1,810.39
Deposit:	$1,500.00
Move In Date:	01/01/18
Move Out Date:	
Due Day:	1
Tel Num(Office)	
Tel Num(Home)	

Date	Post Mo	Description	Charges	Payments	Balance
08/04/20	8/2020	Chk# 0227 - :CHECKscan Payment		1,740.77	815.28
09/01/20	9/2020	Leased Rent (09/2020)	1,740.77		2,556.05
09/04/20	9/2020	Chk# 0228 - :CHECKscan Payment		1,740.77	815.28
10/01/20	10/2020	Leased Rent (10/2020)	1,740.77		2,556.05
10/08/20	10/2020	Chk# 0229 - :CHECKscan Payment		1,740.77	815.28
11/01/20	11/2020	Leased Rent (11/2020)	1,740.77		2,556.05
11/04/20	11/2020	Chk# 0231 - :CHECKscan Payment		1,740.77	815.28
12/01/20	12/2020	Leased Rent (12/2020)	1,740.77		2,556.05
12/03/20	12/2020	Chk# 0232 - :CHECKscan Payment		1,740.77	815.28
01/01/21	1/2021	Leased Rent (01/2021)	1,740.77		2,556.05
01/05/21	1/2021	Chk# 0233 - :CHECKscan Payment		1,740.77	815.28
02/01/21	2/2021	Leased Rent (02/2021)	1,740.77		2,556.05
02/03/21	2/2021	Chk# 0235 - :CHECKscan Payment		1,740.77	815.28
03/01/21	3/2021	Leased Rent (03/2021)	1,740.77		2,556.05
03/03/21	3/2021	Chk# 0236 - :CHECKscan Payment		1,740.77	815.28
04/01/21	4/2021	Leased Rent (04/2021)	1,740.77		2,556.05
04/05/21	4/2021	Chk# 0237 - :CHECKscan Payment		1,740.77	815.28
05/01/21	5/2021	Leased Rent (05/2021)	1,740.77		2,556.05
05/03/21	5/2021	Chk# 0238 - :CHECKscan Payment		1,740.77	815.28
06/01/21	6/2021	Leased Rent (06/2021)	1,740.77		2,556.05
06/03/21	6/2021	Chk# 0239 - :CHECKscan Payment		1,740.77	815.28
07/01/21	7/2021	Leased Rent (07/2021)	1,810.39		2,625.67
07/07/21	7/2021	Chk# 0240 - :CHECKscan Payment		1,810.39	815.28

Current	30 Days	60 Days	Over 90	Current Owed
0.00	**0.00**	**0.00**	**815.28**	**815.28**

Resident Ledger

R041

Maggie Pande
301 East O'Keefe Street
11
Palo Alto, CA, 94303

Date:	09/29/2023
Resident Code:	t2439156
Property:	ca301eas
Unit:	218-11
Status:	Current
Rent:	$1,810.39
Deposit:	
Move In Date:	01/01/2018
Move Out Date:	
Due Day:	1
Tel Num(Home):	
Tel Num(Office):	

Date	Description	Charges	Payments	Balance
07/01/21	Balance Forward			815.28
08/01/21	Base Rent (08/2021)	1,810.39		2,625.67
08/04/21	Chk# 0241 - :CHECKscan Payment		1,810.39	815.28
09/01/21	Base Rent (09/2021)	1,810.39		2,625.67
09/08/21	Chk# 0242 - :CHECKscan Payment		1,810.39	815.28
10/01/21	Base Rent (10/2021)	1,810.39		2,625.67
10/05/21	Chk# 0243 - :CHECKscan Payment		1,810.39	815.28
11/01/21	Base Rent (11/2021)	1,810.39		2,625.67
11/04/21	Chk# 0244 - :CHECKscan Payment		1,810.39	815.28
12/01/21	Base Rent (12/2021)	1,810.39		2,625.67
12/03/21	Chk# 0245 - :CHECKscan Payment		1,810.39	815.28
01/01/22	Base Rent (01/2022)	1,810.39		2,625.67
01/03/22	Chk# 0247 - :CHECKscan Payment		1,810.39	815.28
02/01/22	Base Rent (02/2022)	1,810.39		2,625.67
02/03/22	Chk# 0248 - :CHECKscan Payment		1,810.39	815.28
03/01/22	Base Rent (03/2022)	1,810.39		2,625.67
03/04/22	Chk# 0249 - :CHECKscan Payment		1,810.39	815.28
04/01/22	Base Rent (04/2022)	1,810.39		2,625.67
04/04/22	Chk# 0250 - :CHECKscan Payment		1,810.39	815.28
05/01/22	Base Rent (05/2022)	1,810.39		2,625.67
05/05/22	Chk# 0203 - :CHECKscan Payment		1,810.39	815.28
06/01/22	Base Rent (06/2022)	1,810.39		2,625.67
06/07/22	Chk# 0204 - :CHECKscan Payment		1,810.39	815.28

07/01/22	R042	Base Rent (07/2022)	1,810.39		2,625.67
07/06/22		Chk# 0205 - :CHECKscan Payment		1,810.39	815.28
08/01/22		Base Rent (08/2022)	1,810.39		2,625.67
08/08/22		Chk# 0206 - :CHECKscan Payment		1,810.39	815.28
09/01/22		Base Rent (09/2022)	1,810.39		2,625.67
09/04/22		Chk# 0207 - :CHECKscan Payment		1,810.39	815.28
10/01/22		Base Rent (10/2022)	1,810.39		2,625.67
10/03/22		Chk# 0208 - :CHECKscan Payment		1,810.39	815.28
11/01/22		Base Rent (11/2022)	1,810.39		2,625.67
11/03/22		Chk# 0210 - :CHECKscan Payment		1,810.39	815.28
12/01/22		Base Rent (12/2022)	1,810.39		2,625.67
12/04/22		Chk# 0211 - :CHECKscan Payment		1,810.39	815.28
01/01/23		Base Rent (01/2023)	1,810.39		2,625.67
01/03/23		Chk# 0212 - :CHECKscan Payment		1,810.39	815.28
02/01/23		Base Rent (02/2023)	1,810.39		2,625.67
02/03/23		Chk# 0213 - :CHECKscan Payment		1,810.39	815.28
03/01/23		Base Rent (03/2023)	1,810.39		2,625.67
03/03/23		Chk# 0214 - :CHECKscan Payment		1,810.39	815.28
04/01/23		Base Rent (04/2023)	1,810.39		2,625.67
04/03/23		Chk# 0215 - :CHECKscan Payment		1,810.39	815.28
05/01/23		Base Rent (05/2023)	1,810.39		2,625.67
05/04/23		Chk# 0216 - :CHECKscan Payment		1,810.39	815.28
06/01/23		Base Rent (06/2023)	1,810.39		2,625.67
06/05/23		Chk# 0217 - :CHECKscan Payment		1,810.39	815.28
07/01/23		Base Rent (07/2023)	1,810.39		2,625.67
07/05/23		Chk# 0218 - :CHECKscan Payment		1,810.39	815.28

0-30 Days	31-60 Days	61-90 Days	Over 90 Days	Current Owed
0.00	0.00	0.00	1,630.56	1,630.56

Exhibit D

Work Order Cost Analysis Details

Property : Woodland Park (cawoopa2)

Unit : 218-11

WO#	Property	Unit	Priority	Status	Category	Brief Desc.	Call Date	Scheduled Date	Completed Date	Amount
7300725	cawoopa2	218-11	Routine	Work Completed	Pest Control	Pest control	08/07/2023		09/26/2023	0
7300732	cawoopa2	218-11	Emergency	Work Completed	Plumbing	Toilet inoperable	08/07/2023	08/07/2023	08/08/2023	0
8675621	cawoopa2	218-11	Emergency	Work Completed	Window Replace / Repair	(513) 462-1312	08/19/2024	08/19/2024	08/23/2024	0
8675629	cawoopa2	218-11	Emergency	Work Completed	Painting	(513) 462-1312 discoloration	08/19/2024	08/19/2024	08/26/2024	0
8675635	cawoopa2	218-11	High	Work Completed	Lighting	(513) 462-1312	08/19/2024	08/19/2024	08/23/2024	0
8675646	cawoopa2	218-11	Emergency	Work Completed	Lighting	(513) 462-1312	08/19/2024	08/19/2024	08/23/2024	0
8675659	cawoopa2	218-11	Emergency	Work Completed	Appliance Repair	(513) 462-1312	08/19/2024	08/19/2024	08/23/2024	0
8675675	cawoopa2	218-11	Emergency	Work Completed	Appliance Repair	(513) 462-1312	08/19/2024	08/19/2024	08/23/2024	0
8676031	cawoopa2	218-11	High	Work Completed	Window and Blinds	(513) 462-1312	08/19/2024	08/19/2024	10/04/2024	0
8676042	cawoopa2	218-11		Work Completed	Cabinets and Drawers	(513) 462-1312	08/19/2024	08/19/2024	09/30/2024	0
8713956	cawoopa2	218-11		Work Completed	Building Interior	Toilet Seat is not properly secure	08/27/2024	08/27/2024	08/28/2024	0
8713963	cawoopa2	218-11		Work Completed	Plumbing	Shower is draining slowly	08/27/2024	08/27/2024	08/28/2024	0
8802797	cawoopa2	218-11		Work Completed	Pest Control	INSPECTION	09/17/2024		09/09/2024	0
8811008	cawoopa2	218-11		Work Completed	Appliance Repair	PLS CALL RESIDENT TO SCHEDULE	09/19/2024	09/19/2024	09/24/2024	0
8811013	cawoopa2	218-11		Work Completed	Plumbing	CALL RESIDENT TO SCHEDULE	09/19/2024	09/19/2024	09/20/2024	0
8812183	cawoopa2	218-11		Work Completed	Pest Control	RCO	09/19/2024		09/19/2024	0
8886695	cawoopa2	218-11		Work Completed	Pest Control	RCO	10/07/2024		09/26/2024	0
8895966	cawoopa2	218-11		Work Completed	Pest Control	INSPECTION	10/09/2024		10/07/2024	0
8948988	cawoopa2	218-11		Work Completed	Pest Control	RCO	10/23/2024		10/10/2024	0
Total: 19										**0**

Work Order Cost Analysis Details

Property : Woodland Park (cawoopa2)

Unit : 218-11

WO#	Property	Unit	Priority	Status	Category	Brief Desc.	Call Date	Scheduled Date	Completed Date	Amount
8802797	cawoopa2	218-11		Work Completed	Pest Control	INSPECTION	09/17/2024		09/09/2024	0
8811008	cawoopa2	218-11		Work Completed	Appliance Repair	PLS CALL RESIDENT TO SCHEDULE	09/19/2024	09/19/2024	09/24/2024	0
8811013	cawoopa2	218-11		Work Completed	Plumbing	CALL RESIDENT TO SCHEDULE	09/19/2024	09/19/2024	09/20/2024	0
8812183	cawoopa2	218-11		Work Completed	Pest Control	RCO	09/19/2024		09/19/2024	0
8886695	cawoopa2	218-11		Work Completed	Pest Control	RCO	10/07/2024		09/26/2024	0
8895966	cawoopa2	218-11		Work Completed	Pest Control	INSPECTION	10/09/2024		10/07/2024	0
8948988	cawoopa2	218-11		Work Completed	Pest Control	RCO	10/23/2024		10/10/2024	0
8950317	cawoopa2	218-11		Work Completed	Pest Control	RCO	10/23/2024		10/17/2024	0
8962786	cawoopa2	218-11		Work Completed	Pest Control	RCO	10/27/2024		10/23/2024	0
8972824	cawoopa2	218-11		Work Completed	Appliance Repair	1 part not working	10/29/2024		11/21/2024	0
8972827	cawoopa2	218-11		Work Completed	Appliance Repair	Fridge leaks & freezes	10/29/2024		12/16/2024	0
8972830	cawoopa2	218-11		Work Completed	Plumbing	Tub clogged	10/29/2024		11/04/2024	0
8972831	cawoopa2	218-11		Work Completed	Cabinets and Drawers	bathroom cabinets broken	10/29/2024		11/21/2024	0
8972836	cawoopa2	218-11		Work Completed	Vinyl Repair	Living room tile missing	10/29/2024		12/11/2024	0
8972848	cawoopa2	218-11		Work Completed	Water Intrusion	Water coming down the front?	10/29/2024		11/21/2024	0
8972855	cawoopa2	218-11		Work Completed	Water Intrusion	Water coming onto balcony from roof	10/29/2024		12/11/2024	0
8972858	cawoopa2	218-11		Work Completed	Community Amenities	Gate not working	10/29/2024		11/21/2024	0
8972862	cawoopa2	218-11		Work Completed	Community Amenities	Broken light fixtures in building	10/29/2024		11/21/2024	0
8972863	cawoopa2	218-11		Work Completed	Cabinets and Drawers	Cabinets missing knobs	10/29/2024		11/21/2024	0
8972865	cawoopa2	218-11		Work Completed	Window and Blinds	Blinds	10/29/2024		12/16/2024	0
8972868	cawoopa2	218-11		Work Completed	Lighting	Bathroom light not working	10/29/2024		11/21/2024	0
9050203	cawoopa2	218-11		Work Completed	Pest Control	RCO	11/18/2024		10/30/2024	0
9055551	cawoopa2	218-11		Work Completed	Pest Control	RCO	11/19/2024		11/07/2024	0
9057366	cawoopa2	218-11		Work Completed	Pest Control	RCO	11/19/2024		11/14/2024	0
9112852	cawoopa2	218-11		Work Completed	Pest Control	RCO	12/04/2024		11/21/2024	0
9201466	cawoopa2	218-11		Work Completed	Pest Control	inspection	12/29/2024		12/23/2024	0
9314132	cawoopa2	218-11	Emergency	Work Completed	Building Interior	Discoloration	01/23/2025	01/23/2025	01/31/2025	0
Total: 27										**0**

Exhibit E

Woodland Park
5 Newell Ct
East Palo Alto,CA 94303
Office (650) 566-2000x

Work Order No. 7300725
Date Call: 8/7/2023 2:29:41 PM

Status Work Completed

Date Completed: 9/26/2023 3:05:00 PM
Brief Desc: Pest control

Job Site: cawoopa2/218-11
301 East O'Keefe Street
#11
East Palo Alto,CA 94303

Caller Name: Regina Pande
Caller Phone: (513) 462-1304x
Occupant: Pande (t2841180)

Priority: Routine
Ok to enter? YES
Category: Pest Control
Mobile (513) 462-1312x

Access Notes: PTE:YES; PETS: NO; ALARMS: NO

Problem Description: Tenant requested a pest control. There are a lot of roaches inside.
DKiss/RCC

Parts & Labor

Quantity/ Hours	Item Type/ Employee Name	Description	Unit Price	Total

Total

Authorized by: _____
Signed by _____
Dated _____
Invoice No. _____

Technician Notes: 9/18 BANNER was sent to different address will have to reschedule

Woodland Park
5 Newell Ct
East Palo Alto,CA 94303
Office (650) 566-2000x

Work Order No. 7300732
Date Call: 8/7/2023 2:30:00 PM

Date Scheduled: 8/7/2023 3:54:00 PM

Status Work Completed

Date Completed: 8/8/2023 8:47:43 AM
Brief Desc: Toilet inoperable

Job Site: cawoopa2/218-11
301 East O'Keefe Street
#11
East Palo Alto,CA 94303

Caller Name: Maggie Pande
Caller Phone: (513) 462-1304x
Occupant: Pande (t2841180)

Priority: Emergency
Ok to enter? YES
Category: Plumbing
Mobile (513) 462-1312x
SubCategory: Toilet

Access Notes: PTE:YES; PETS: NO; ALARMS: NO

Problem Description: Tenant reported the only toilet is broken. The chain inside the tank has broke and they can only flush it by putting their hand inside.
DKiss/RCC

Parts & Labor

Quantity/ Hours	Item Type/ Employee Name	Description	Unit Price	Total

Total

Authorized by: _____
Signed by _____
Dated _____
Invoice No. _____

Technician Notes: replaced toilet flapper

Woodland Park
5 Newell Ct
East Palo Alto,CA 94303
Office (650) 566-2000x

Work Order No. 8675621
Date Call: 8/19/2024 12:25:00 PM
Date Scheduled: 8/19/2024 3:42:00 PM

Status Work Completed

Date Completed: 8/23/2024 3:57:31 PM
Brief Desc: (513) 462-1312

Job Site: cawoopa2/218-11
301 East O'Keefe Street
#11
East Palo Alto,CA 94303

Caller Name:
Caller Phone: (513) 462-1312x
Occupant: Pande (t2841180)

Priority: Emergency
Ok to enter? YES
Category: Window Replace / Repair
Mobile (513) 462-1312x
SubCategory: Blinds

Problem Description: (513) 462-1312
resident reporting discoloration on blinds in the livingroom & blinds.

Parts & Labor

Quantity/ Hours	Item Type/ Employee Name	Description	Unit Price	Total
0.0000	Ponce		0.00	0.00
			Total	0.00

Authorized by: _____
Signed by _____
Dated _____
Invoice No. _____

Technician Notes: REPLACED ALL BLINDS IN LIVINGROOM

Woodland Park
5 Newell Ct
East Palo Alto,CA 94303
Office (650) 566-2000x

Work Order No. 8675629
Date Call: 8/19/2024 12:34:00 PM

Date Scheduled: 8/19/2024 3:44:00 PM

Status Work Completed

Date Completed: 8/26/2024 5:06:03 PM
Brief Desc: (513) 462-1312 discoloration

Job Site: cawoopa2/218-11
301 East O'Keefe Street
#11
East Palo Alto,CA 94303

Caller Name:

Caller Phone: (513) 462-1312x
Occupant: Pande (t2841180)

Priority: Emergency
Ok to enter? NO
Category: Painting

Mobile (513) 462-1312x

Problem Description: (513) 462-1312
Resident reporting discoloration through out the unit, Bathroom, living room & kitchen

Parts & Labor

Quantity/ Hours	Item Type/ Employee Name	Description	Unit Price	Total
0.0000	Ponce		0.00	0.00
			Total	0.00

Authorized by: _____
Signed by _____
Dated _____
Invoice No. _____

Technician Notes: took pictures and inspected, no visible mold or discoloratin at all.

Woodland Park
5 Newell Ct
East Palo Alto,CA 94303
Office (650) 566-2000x

Work Order No. 8675635
Date Call: 8/19/2024 12:35:00 PM

Date Scheduled: 8/19/2024 3:45:00 PM

Status Work Completed

Date Completed: 8/23/2024 4:03:02 PM
Brief Desc: (513) 462-1312

Job Site: cawoopa2/218-11
301 East O'Keefe Street
#11
East Palo Alto,CA 94303

Caller Name:

Caller Phone: (513) 462-1312x
Occupant: Pande (t2841180)

Priority: High
Ok to enter? NO
Category: Lighting

Mobile (513) 462-1312x

SubCategory: Replace Bulb

Problem Description: (513) 462-1312
resident reports bathroom light flickering & would like it replaced

Parts & Labor

Quantity/ Hours	Item Type/ Employee Name	Description	Unit Price	Total
0.0000	Ponce		0.00	0.00
			Total	0.00

Authorized by: _____
Signed by _____
Dated _____
Invoice No. _____

Technician Notes: REPLACED BATHROOM LIGHT FIXTURE

Woodland Park
5 Newell Ct
East Palo Alto,CA 94303
Office (650) 566-2000x

Work Order No. 8675646
Date Call: 8/19/2024 12:37:00 PM

Date Scheduled: 8/19/2024 3:46:00 PM

Status Work Completed

Date Completed: 8/23/2024 3:58:53 PM
Brief Desc: (513) 462-1312

Job Site: cawoopa2/218-11
301 East O'Keefe Street
#11
East Palo Alto,CA 94303

Caller Name:

Caller Phone: (513) 462-1312x
Occupant: Pande (t2841180)

Priority: Emergency
Ok to enter? NO
Category: Lighting

Mobile (513) 462-1312x

SubCategory: Replace Bulb

Problem Description: (513) 462-1312
kitchen light needs to be reinstalled, resident didnt state why

Parts & Labor

Quantity/ Hours	Item Type/ Employee Name	Description	Unit Price	Total
0.0000	Ponce		0.00	0.00
			Total	0.00

Authorized by: _____
Signed by _____
Dated _____
Invoice No. _____

Technician Notes: REPLACED KITCHEN LIGHT FIXTURE.

Woodland Park
5 Newell Ct
East Palo Alto,CA 94303
Office (650) 566-2000x

Work Order No. 8675659
Date Call: 8/19/2024 12:38:00 PM

Date Scheduled: 8/19/2024 3:48:00 PM

Status Work Completed

Date Completed: 8/23/2024 3:59:44 PM
Brief Desc: (513) 462-1312

Job Site: cawoopa2/218-11
301 East O'Keefe Street
#11
East Palo Alto,CA 94303

Caller Name:

Caller Phone: (513) 462-1312x
Occupant: Pande (t2841180)

Priority: Emergency
Ok to enter? NO
Category: Appliance Repair

Mobile (513) 462-1312x

SubCategory: Stove

Problem Description: (513) 462-1312
front burners on stove do not work

Parts & Labor

Quantity/ Hours	Item Type/ Employee Name	Description	Unit Price	Total
0.0000	Ponce		0.00	0.00
			Total	0.00

Authorized by: _____
Signed by _____
Dated _____
Invoice No. _____

Technician Notes: REPLACED STOVE BURNERS AND DRIP PANS

Woodland Park
5 Newell Ct
East Palo Alto,CA 94303
Office (650) 566-2000x

Work Order No. 8675675
Date Call: 8/19/2024 12:41:00 PM

Date Scheduled: 8/19/2024 3:49:00 PM

Status Work Completed

Date Completed: 8/23/2024 4:02:08 PM
Brief Desc: (513) 462-1312

Job Site: cawoopa2/218-11
301 East O'Keefe Street
#11
East Palo Alto,CA 94303

Caller Name:

Caller Phone: (513) 462-1312x
Occupant: Pande (t2841180)

Priority: Emergency
Ok to enter? NO
Category: Appliance Repair

Mobile (513) 462-1312x

SubCategory: Refrigerator

Problem Description: (513) 462-1312
resident reporting that the fridge leaks from the back please inspect

Parts & Labor

Quantity/ Hours	Item Type/ Employee Name	Description	Unit Price	Total
0.0000	Ponce		0.00	0.00
			Total	0.00

Authorized by: _____
Signed by _____
Dated _____
Invoice No. _____

Technician Notes: DEFROSTED FRIDGE AND UNCLOGGED BACK DRAIN.

Woodland Park
5 Newell Ct
East Palo Alto,CA 94303
Office (650) 566-2000x

Work Order No. 8675878
Date Call: 8/19/2024 1:05:00 PM

Date Scheduled: 8/19/2024 3:49:00 PM

Status Scheduled

Brief Desc: (513) 462-1312

Job Site: cawoopa2/218-11
301 East O'Keefe Street
#11
East Palo Alto,CA 94303

Caller Name:

Caller Phone: (513) 462-1312x
Occupant: Pande (t2841180)

Priority: High
Ok to enter? YES
Category: Flooring

Mobile (513) 462-1312x

Technician Notes
Time: _____ **Date:** _____
Material: _____

Problem Description: (513) 462-1312
the resident reported that the vunyl in the living room is lifted in little spots pls inpsect

Parts & Labor

Quantity/ Hours	Item Type/ Employee Name	Description	Unit Price	Total

Total

Authorized by: _____
Signed by _____
Dated _____
Invoice No. _____

Technician Notes: 8/21/2024--Flooring needs repaired/replacement, resident advised they will provide a date when they can move their items.

8/26/2024--Followed up with resident they state their are not ready at this time but they will let us know in a few days.

9/5/2024--Resident states they are currectly not ready will call back when ready.

Woodland Park
5 Newell Ct
East Palo Alto,CA 94303
Office (650) 566-2000x

Work Order No. 8676031
Date Call: 8/19/2024 1:28:00 PM

Date Scheduled: 8/19/2024 3:50:00 PM

Status Work Completed

Date Completed: 10/4/2024 8:57:00 AM
Brief Desc: (513) 462-1312

Job Site: cawoopa2/218-11
301 East O'Keefe Street
#11
East Palo Alto,CA 94303

Caller Name:

Caller Phone: (513) 462-1312x
Occupant: Pande (t2841180)

Priority: High
Ok to enter? NO
Category: Window and Blinds

Mobile (513) 462-1312x

Problem Description: (513) 462-1312
resident reporting patio door gettig stuck & not closing all the way pls inspect

Parts & Labor

Quantity/ Hours	Item Type/ Employee Name	Description	Unit Price	Total

Total

Authorized by: _____
Signed by _____
Dated _____
Invoice No. _____

Technician Notes: 8/20/2024 Balcony has many items blocking tracks and doors. also theirs a bed leaning on the sliding door causing door to be pushed and unable to close. Advised resident to clear up area so maintenance is able to work.

8/22/2024, Resident said they are working cannot move items.

8/25/2024, resident advised to come back next week.

9/5/2024, resident advised they will call back when they are ready.

repaired sliding door wheels and frame. door works fine and locks fine. also advise resident not to lean the bed tom much against the balcony door.

Woodland Park
5 Newell Ct
East Palo Alto,CA 94303
Office (650) 566-2000x

Work Order No. 8676042
Date Call: 8/19/2024 1:29:00 PM

Date Scheduled: 8/19/2024 3:52:00 PM

Status Work Completed

Date Completed: 9/30/2024 9:11:30 AM
Brief Desc: (513) 462-1312

Job Site: cawoopa2/218-11
301 East O'Keefe Street
#11
East Palo Alto,CA 94303

Caller Name:

Caller Phone: (513) 462-1312x
Occupant: Pande (t2841180)

Mobile (513) 462-1312x

Ok to enter? NO
Category: Cabinets and Drawers

SubCategory: Primary Bathroom

Problem Description: (513) 462-1312
resident reporting that the drawers in the bathroom do not slide back in & the nobs have fallen

Parts & Labor

Quantity/ Hours	Item Type/ Employee Name	Description	Unit Price	Total
0.0000	Blanco		0.00	0.00
			Total	0.00

Authorized by: _____
Signed by _____
Dated _____
Invoice No. _____

Technician Notes: repaired bathroom drawer and repaired rail.

Woodland Park
5 Newell Ct
East Palo Alto,CA 94303
Office (650) 566-2000x

Work Order No. 8713956
Date Call: 8/27/2024 5:00:00 PM
Date Scheduled: 8/27/2024 5:18:00 PM
Date Completed: 8/28/2024 3:57:00 PM
Brief Desc: Toilet Seat is not properly secure

Status Work Completed

Job Site: cawoopa2/218-11
301 East O'Keefe Street
#11
East Palo Alto,CA 94303

Caller Name: Maggie Pande
Caller Phone:
Occupant: Pande (t2841180)
Mobile (513) 462-1312x

Ok to enter? NO
Category: Building Interior

Access Notes: call before entering

Problem Description: Toilet seat is loose.

Parts & Labor

Quantity/ Hours	Item Type/ Employee Name	Description	Unit Price	Total
0.0000	Ponce	Ponce	0.00	0.00
0.0000	Ponce	Ponce	0.00	0.00
			Total	0.00

Authorized by: _____
Signed by _____
Dated _____
Invoice No. _____

Technician Notes: Se colocó asiento nuevo de toilet

Woodland Park
5 Newell Ct
East Palo Alto,CA 94303
Office (650) 566-2000x

Work Order No. 8713963
Date Call: 8/27/2024 5:02:00 PM

Date Scheduled: 8/27/2024 5:18:42 PM

Status Work Completed

Date Completed: 8/28/2024 3:59:00 PM
Brief Desc: Shower is draining slowly

Job Site: cawoopa2/218-11
301 East O'Keefe Street
#11
East Palo Alto,CA 94303

Caller Name: Maggie Pande

Caller Phone:
Occupant: Pande (t2841180)

Mobile (513) 462-1312x

Ok to enter? NO
Category: Plumbing

Access Notes: call before entering

Problem Description: shower seems to have some type of clog, please look into this.

Parts & Labor

Quantity/ Hours	Item Type/ Employee Name	Description	Unit Price	Total
0.0000	Ponce	Ponce	0.00	0.00
0.0000	Ponce	Ponce	0.00	0.00
			Total	0.00

Authorized by: _____
Signed by _____
Dated _____
Invoice No. _____

Technician Notes: Se destapó tina

Woodland Park
5 Newell Ct
East Palo Alto,CA 94303
Office (650) 566-2000x

Work Order No. 8802797
Date Call: 9/17/2024 3:23:00 PM

Status Work Completed

Date Completed: 9/9/2024 3:23:00 PM
Brief Desc: INSPECTION

Job Site: cawoopa2/218-11
301 East O'Keefe Street
#11
East Palo Alto,CA 94303

Caller Name: Maggie Pande

Caller Phone:
Occupant: Pande (t2841180)

Mobile (513) 462-1312x

Ok to enter? YES
Category: Pest Control

Problem Description: Roaches

Parts & Labor

Quantity/ Hours	Item Type/ Employee Name	Description	Unit Price	Total

Total

Authorized by: _____
Signed by _____
Dated _____
Invoice No. _____

Technician Notes: 9/9 BANNER med activity 6 moniotrs placed

Woodland Park
5 Newell Ct
East Palo Alto,CA 94303
Office (650) 566-2000x

Work Order No. 8811008
Date Call: 9/19/2024 1:24:00 PM
Date Scheduled: 9/19/2024 1:34:00 PM
Date Completed: 9/24/2024 8:27:22 AM
Brief Desc: PLS CALL RESIDENT TO SCHEDULE

Status Work Completed

Job Site: cawoopa2/218-11
301 East O'Keefe Street
#11
East Palo Alto,CA 94303

Caller Name: Maggie Pande
Caller Phone: (513) 462-1312x
Occupant: Pande (t2841180)
Mobile (513) 462-1312x

Ok to enter? NO
Category: Appliance Repair
SubCategory: Stove

Problem Description: PLS CALL RESIDENT TO SCHEDULE
(513) 462-1312
REQ BY CLIENT (JASON)
please replace stove

Parts & Labor

Quantity/ Hours	Item Type/ Employee Name	Description	Unit Price	Total
0.0000	Gutierrez		0.00	0.00
			Total	0.00

Authorized by: _____
Signed by _____
Dated _____
Invoice No. _____

Technician Notes: Per ownership replace 30 inch electric stove on unit #11.

Woodland Park
5 Newell Ct
East Palo Alto,CA 94303
Office (650) 566-2000x

Work Order No. 8811013
Date Call: 9/19/2024 1:27:00 PM
Date Scheduled: 9/19/2024 1:34:00 PM
Date Completed: 9/20/2024 3:18:39 PM
Brief Desc: CALL RESIDENT TO SCHEDULE

Status Work Completed

Job Site: cawoopa2/218-11
301 East O'Keefe Street
#11
East Palo Alto,CA 94303

Caller Name:
Caller Phone: (513) 462-1312x
Occupant: Pande (t2841180)
Mobile (513) 462-1312x

Ok to enter? NO
Category: Plumbing
SubCategory: Main Bathroom Toilet

Problem Description: SNAKE TOILET
(513) 462-1312

Parts & Labor

Quantity/ Hours	Item Type/ Employee Name	Description	Unit Price	Total
0.0000	Bedolla		0.00	0.00
			Total	0.00

Authorized by: _____
Signed by _____
Dated _____
Invoice No. _____

Technician Notes: Unclogged tub and bathroom sink drain

Woodland Park
5 Newell Ct
East Palo Alto,CA 94303
Office (650) 566-2000x

Work Order No. 8812183
Date Call: 9/19/2024 4:49:00 PM

Status Work Completed

Date Completed: 9/19/2024 4:52:00 PM
Brief Desc: RCO

Job Site: cawoopa2/218-11
301 East O'Keefe Street
#11
East Palo Alto,CA 94303

Caller Name: Maggie Pande

Caller Phone:
Occupant: Pande (t2841180)

Mobile (513) 462-1312x

Ok to enter? YES
Category: Pest Control

Problem Description: treat

Parts & Labor

Quantity/ Hours	Item Type/ Employee Name	Description	Unit Price	Total

Total

Authorized by: _____
Signed by _____
Dated _____
Invoice No. _____

Technician Notes: 9/19 BANNER high activity recorded by monitors liquid treatment applied to kitchen and bathroom and monitors placed sanitation concern recommend cleaning and removing roach carcasses and stool

Woodland Park
5 Newell Ct
East Palo Alto,CA 94303
Office (650) 566-2000x

Work Order No. 8886695
Date Call: 10/7/2024 4:00:00 PM

Status Work Completed

Date Completed: 9/26/2024 4:00:00 PM
Brief Desc: RCO

Job Site: cawoopa2/218-11
301 East O'Keefe Street
#11
East Palo Alto,CA 94303

Caller Name: Maggie Pande

Caller Phone:
Occupant: Pande (t2841180)

Mobile (513) 462-1312x

Ok to enter? YES
Category: Pest Control

Problem Description: treat

Parts & Labor

Quantity/ Hours	Item Type/ Employee Name	Description	Unit Price	Total

Total

Authorized by: _____
Signed by _____
Dated _____
Invoice No. _____

Technician Notes: 9/26 BANNER low activity confirmed progress extremely low activity recommend deep cleaning to remove roach stool and carcusses

Woodland Park
5 Newell Ct
East Palo Alto,CA 94303
Office (650) 566-2000x

Work Order No. 8895966
Date Call: 10/9/2024 4:45:00 PM

Status Work Completed

Date Completed: 10/7/2024 4:46:00 PM
Brief Desc: INSPECTION

Job Site: cawoopa2/218-11
301 East O'Keefe Street
#11
East Palo Alto,CA 94303

Caller Name: Maggie Pande

Caller Phone:
Occupant: Pande (t2841180)

Mobile (513) 462-1312x

Ok to enter? YES
Category: Pest Control

Problem Description: ROACHES

Parts & Labor

Quantity/ Hours	Item Type/ Employee Name	Description	Unit Price	Total

Total

Authorized by: _____
Signed by _____
Dated _____
Invoice No. _____

Technician Notes: 10/7 BANNER high to med activity recommend continued treatment until gone

will be scheduled for 10/17

Woodland Park
5 Newell Ct
East Palo Alto,CA 94303
Office (650) 566-2000x

Work Order No. 8802797
Date Call: 9/17/2024 3:23:00 PM

Status Work Completed

Date Completed: 9/9/2024 3:23:00 PM
Brief Desc: INSPECTION

Job Site: cawoopa2/218-11
301 East O'Keefe Street
#11
East Palo Alto,CA 94303

Caller Name: Maggie Pande

Caller Phone:
Occupant: Pande (t2841180)

Mobile (513) 462-1312x

Ok to enter? YES
Category: Pest Control

Problem Description: Roaches

Parts & Labor

Quantity/ Hours	Item Type/ Employee Name	Description	Unit Price	Total

Total

Authorized by: _____
Signed by _____
Dated _____
Invoice No. _____

Technician Notes: 9/9 BANNER med activity 6 moniotrs placed

Woodland Park
5 Newell Ct
East Palo Alto,CA 94303
Office (650) 566-2000x

Work Order No. 8811008
Date Call: 9/19/2024 1:24:00 PM
Date Scheduled: 9/19/2024 1:34:00 PM
Date Completed: 9/24/2024 8:27:22 AM
Brief Desc: PLS CALL RESIDENT TO SCHEDULE

Status Work Completed

Job Site: cawoopa2/218-11
301 East O'Keefe Street
#11
East Palo Alto,CA 94303

Caller Name: Maggie Pande
Caller Phone: (513) 462-1312x
Occupant: Pande (t2841180)
Mobile (513) 462-1312x

Ok to enter? NO
Category: Appliance Repair
SubCategory: Stove

Problem Description:
PLS CALL RESIDENT TO SCHEDULE
(513) 462-1312
REQ BY CLIENT (JASON)
please replace stove

Parts & Labor

Quantity/ Hours	Item Type/ Employee Name	Description	Unit Price	Total
0.0000	Gutierrez		0.00	0.00
			Total	0.00

Authorized by: _____
Signed by _____
Dated _____
Invoice No. _____

Technician Notes: Per ownership replace 30 inch electric stove on unit #11.

Woodland Park
5 Newell Ct
East Palo Alto,CA 94303
Office (650) 566-2000x

Work Order No. 8811013
Date Call: 9/19/2024 1:27:00 PM

Date Scheduled: 9/19/2024 1:34:00 PM

Status Work Completed

Date Completed: 9/20/2024 3:18:39 PM
Brief Desc: CALL RESIDENT TO SCHEDULE

Job Site: cawoopa2/218-11
301 East O'Keefe Street
#11
East Palo Alto,CA 94303

Caller Name:

Caller Phone: (513) 462-1312x
Occupant: Pande (t2841180)

Mobile (513) 462-1312x

Ok to enter? NO
Category: Plumbing

SubCategory: Main Bathroom Toilet

Problem Description: SNAKE TOILET
(513) 462-1312

Parts & Labor

Quantity/ Hours	Item Type/ Employee Name	Description	Unit Price	Total
0.0000	Bedolla		0.00	0.00
			Total	0.00

Authorized by: _____
Signed by _____
Dated _____
Invoice No. _____

Technician Notes: Unclogged tub and bathroom sink drain

Woodland Park
5 Newell Ct
East Palo Alto,CA 94303
Office (650) 566-2000x

Work Order No. 8812183
Date Call: 9/19/2024 4:49:00 PM

Status Work Completed

Date Completed: 9/19/2024 4:52:00 PM
Brief Desc: RCO

Job Site: cawoopa2/218-11
301 East O'Keefe Street
#11
East Palo Alto,CA 94303

Caller Name: Maggie Pande

Caller Phone:
Occupant: Pande (t2841180)

Mobile (513) 462-1312x

Ok to enter? YES
Category: Pest Control

Problem Description: treat

Parts & Labor

Quantity/ Hours	Item Type/ Employee Name	Description	Unit Price	Total

Total

Authorized by: _____
Signed by _____
Dated _____
Invoice No. _____

Technician Notes: 9/19 BANNER high activity recorded by monitors liquid treatment applied to kitchen and bathroom and monitors placed sanitation concern recommend cleaning and removing roach carcasses and stool

Woodland Park
5 Newell Ct
East Palo Alto,CA 94303
Office (650) 566-2000x

Work Order No. 8886695
Date Call: 10/7/2024 4:00:00 PM

Status Work Completed

Date Completed: 9/26/2024 4:00:00 PM
Brief Desc: RCO

Job Site: cawoopa2/218-11
301 East O'Keefe Street
#11
East Palo Alto,CA 94303

Caller Name: Maggie Pande

Caller Phone:
Occupant: Pande (t2841180)

Mobile (513) 462-1312x

Ok to enter? YES
Category: Pest Control

Problem Description: treat

Parts & Labor

Quantity/ Hours	Item Type/ Employee Name	Description	Unit Price	Total

Total

Authorized by: _____
Signed by _____
Dated _____
Invoice No. _____

Technician Notes: 9/26 BANNER low activity confirmed progress extremely low activity recommend deep cleaning to remove roach stool and carcusses

Woodland Park
5 Newell Ct
East Palo Alto,CA 94303
Office (650) 566-2000x

Work Order No. 8895966
Date Call: 10/9/2024 4:45:00 PM

Status Work Completed

Date Completed: 10/7/2024 4:46:00 PM
Brief Desc: INSPECTION

Job Site: cawoopa2/218-11
301 East O'Keefe Street
#11
East Palo Alto,CA 94303

Caller Name: Maggie Pande

Caller Phone:
Occupant: Pande (t2841180)

Mobile (513) 462-1312x

Ok to enter? YES
Category: Pest Control

Problem Description: ROACHES

Parts & Labor

Quantity/ Hours	Item Type/ Employee Name	Description	Unit Price	Total

Total

Authorized by: _____
Signed by _____
Dated _____
Invoice No. _____

Technician Notes: 10/7 BANNER high to med activity recommend continued treatment until gone

will be scheduled for 10/17

Woodland Park
5 Newell Ct
East Palo Alto,CA 94303
Office (650) 566-2000x

Work Order No. 8948988
Date Call: 10/23/2024 12:07:00 PM

Status Work Completed

Date Completed: 10/10/2024 12:08:00 PM
Brief Desc: RCO

Job Site: cawoopa2/218-11
301 East O'Keefe Street
#11
East Palo Alto,CA 94303

Caller Name: Maggie Pande

Caller Phone:
Occupant: Pande (t2841180)

Mobile (513) 462-1312x

Ok to enter? YES
Category: Pest Control

Problem Description: treat

Parts & Labor

Quantity/ Hours	Item Type/ Employee Name	Description	Unit Price	Total

Total

Authorized by: _____
Signed by _____
Dated _____
Invoice No. _____

Technician Notes: 10/10 BANNER no activity on monitors liquid treatment monitors repalced

Woodland Park
5 Newell Ct
East Palo Alto,CA 94303
Office (650) 566-2000x

Work Order No. 8950317
Date Call: 10/23/2024 4:33:00 PM

Status Work Completed

Date Completed: 10/17/2024 4:33:00 PM
Brief Desc: RCO

Job Site: cawoopa2/218-11
301 East O'Keefe Street
#11
East Palo Alto,CA 94303

Caller Name: Maggie Pande

Caller Phone:
Occupant: Pande (t2841180)

Mobile (513) 462-1312x

Ok to enter? YES
Category: Pest Control

Problem Description: treat

Parts & Labor

Quantity/ Hours	Item Type/ Employee Name	Description	Unit Price	Total

Total

Authorized by: _____
Signed by _____
Dated _____
Invoice No. _____

Technician Notes: 10/17 BANNER tenant refused not prepped rescheduled for next week

Woodland Park
5 Newell Ct
East Palo Alto,CA 94303
Office (650) 566-2000x

Work Order No. 8962786
Date Call: 10/27/2024 3:21:00 PM

Status Work Completed

Date Completed: 10/23/2024 3:22:00 PM
Brief Desc: RCO

Job Site: cawoopa2/218-11
301 East O'Keefe Street
#11
East Palo Alto,CA 94303

Caller Name: Maggie Pande

Caller Phone:
Occupant: Pande (t2841180)

Mobile (513) 462-1312x

Ok to enter? YES
Category: Pest Control

Problem Description: treat

Parts & Labor

Quantity/ Hours	Item Type/ Employee Name	Description	Unit Price	Total

Total

Authorized by: _____
Signed by _____
Dated _____
Invoice No. _____

Technician Notes: 10/23 BANNER very low actiivty on monitors liquid treat gel bair monitors control soon

Woodland Park
5 Newell Ct
East Palo Alto,CA 94303
Office (650) 566-2000x

Work Order No. 8972824
Date Call: 10/29/2024 5:40:00 PM

Status Work Completed

Date Completed: 11/21/2024 11:35:00 AM
Brief Desc: 1 part not working

Job Site: cawoopa2/218-11
301 East O'Keefe Street
#11
East Palo Alto,CA 94303

Caller Name: Maggie Pande
Caller Phone:
Occupant: Pande (t2841180)

Mobile (513) 462-1312x

Ok to enter? NO
Category: Appliance Repair
SubCategory: Stove

Problem Description: PTE - NO, CALL FIRST

Parts & Labor

Quantity/ Hours	Item Type/ Employee Name	Description	Unit Price	Total
0.5000	Ponce		0.00	0.00
			Total	0.00

Authorized by: _____
Signed by _____
Dated _____
Invoice No. _____

Technician Notes: WO# 8972824 10/31/2024 Stove burners was replaced due to malfunctioning.

Woodland Park
5 Newell Ct
East Palo Alto,CA 94303
Office (650) 566-2000x

Work Order No. 8972827
Date Call: 10/29/2024 5:41:00 PM

Status Work Completed

Date Completed: 12/16/2024 3:04:16 PM
Brief Desc: Fridge leaks & freezes

Job Site: cawoopa2/218-11
301 East O'Keefe Street
#11
East Palo Alto,CA 94303

Caller Name: Maggie Pande
Caller Phone:
Occupant: Pande (t2841180)

Mobile (513) 462-1312x

Ok to enter? NO
Category: Appliance Repair
SubCategory: Refrigerator

Problem Description: PTE - NO, CALL FIRST

Parts & Labor

Quantity/ Hours	Item Type/ Employee Name	Description	Unit Price	Total
0.0000	Blanco		0.00	0.00
			Total	0.00

Authorized by: _____
Signed by _____
Dated _____
Invoice No. _____

Technician Notes: 10/30/2024 fridge is working fine with no issues, it was repaired early september.

Woodland Park
5 Newell Ct
East Palo Alto,CA 94303
Office (650) 566-2000x

Work Order No. 8972830
Date Call: 10/29/2024 5:41:00 PM

Status Work Completed

Date Completed: 11/4/2024 9:44:29 AM
Brief Desc: Tub clogged

Job Site: cawoopa2/218-11
301 East O'Keefe Street
#11
East Palo Alto,CA 94303

Caller Name: Maggie Pande
Caller Phone:
Occupant: Pande (t2841180)

Mobile (513) 462-1312x

Ok to enter? NO
Category: Plumbing
SubCategory: Main Bathroom Tub/Shower

Problem Description: PTE - NO, CALL FIRST

Parts & Labor

Quantity/ Hours	Item Type/ Employee Name	Description	Unit Price	Total
0.0000	Bedolla		0.00	0.00
			Total	0.00

Authorized by: _____
Signed by _____
Dated _____
Invoice No. _____

Technician Notes: 10/31/2024 Inspected tub drain, bathroom sink and kitchen sink all drain with no issue.

Woodland Park
5 Newell Ct
East Palo Alto,CA 94303
Office (650) 566-2000x

Work Order No. 8972831
Date Call: 10/29/2024 5:42:00 PM

Status Work Completed

Date Completed: 11/21/2024 11:37:58 AM
Brief Desc: bathroom cabinets broken

Job Site: cawoopa2/218-11
301 East O'Keefe Street
#11
East Palo Alto,CA 94303

Caller Name: Maggie Pande
Caller Phone:
Occupant: Pande (t2841180)

Mobile (513) 462-1312x

Ok to enter? NO
Category: Cabinets and Drawers

Problem Description: PTE - NO, CALL FIRST

Parts & Labor

Quantity/ Hours	Item Type/ Employee Name	Description	Unit Price	Total
0.5000	Bedolla		0.00	0.00
			Total	0.00

Authorized by: _____
Signed by _____
Dated _____
Invoice No. _____

Technician Notes: 10/31/2024 Inspected kitchen and bathroom cabinets and resident confirmed they were repaired back in September. Broken tile was also repaired.

Woodland Park
5 Newell Ct
East Palo Alto,CA 94303
Office (650) 566-2000x

Work Order No. 8972836
Date Call: 10/29/2024 5:42:00 PM

Status Work Completed

Date Completed: 12/11/2024 4:37:14 PM
Brief Desc: Living room tile missing

Job Site: cawoopa2/218-11
301 East O'Keefe Street
#11
East Palo Alto,CA 94303

Caller Name: Maggie Pande

Caller Phone:
Occupant: Pande (t2841180)

Mobile (513) 462-1312x

Ok to enter? NO
Category: Vinyl Repair

Problem Description: PTE - NO, CALL FIRST

Parts & Labor

Quantity/ Hours	Item Type/ Employee Name	Description	Unit Price	Total
317.0000	Bedolla		0.00	0.00
			Total	0.00

Authorized by: _____
Signed by _____
Dated _____
Invoice No. _____

Technician Notes: 10/31/2024 Flooring was approved for replacement, date pending due to resident trying to figure out how to move her belongings. 11/05/2024 Called resident about appointment to replace flooring resident to call back. 11/8/2024 Called resident to schedule flooring, resident said she not ready right now. 11/13/2024 Resident to contact when ready, she needs to speak to her kids and not sure when she can have her floor replaced she is always working, resident said she will call back when ready.

Woodland Park
5 Newell Ct
East Palo Alto,CA 94303
Office (650) 566-2000x

Work Order No. 8972848
Date Call: 10/29/2024 5:44:00 PM

Status Work Completed

Date Completed: 11/21/2024 11:43:06 AM
Brief Desc: Water coming down the front?

Job Site: cawoopa2/218-11
301 East O'Keefe Street
#11
East Palo Alto,CA 94303

Caller Name: Maggie Pande

Caller Phone:
Occupant: Pande (t2841180)

Mobile (513) 462-1312x

Ok to enter? NO
Category: Water Intrusion

Problem Description: PTE - NO, CALL FIRST Clarify with resident

Parts & Labor

Quantity/ Hours	Item Type/ Employee Name	Description	Unit Price	Total
0.2500	Bedolla		0.00	0.00
			Total	0.00

Authorized by: _____
Signed by _____
Dated _____
Invoice No. _____

Technician Notes: 10/31/2024 Storm drains, gutters and downspouts to be cleaned prior to rainy season to avoid floods and leakage.

Woodland Park
5 Newell Ct
East Palo Alto,CA 94303
Office (650) 566-2000x

Work Order No. 8972855
Date Call: 10/29/2024 5:45:00 PM

Status Work Completed

Date Completed: 12/11/2024 4:50:41 PM
Brief Desc: Water coming onto balcony from roof

Job Site: cawoopa2/218-11
301 East O'Keefe Street
#11
East Palo Alto,CA 94303

Caller Name: Maggie Pande

Caller Phone:
Occupant: Pande (t2841180)

Mobile (513) 462-1312x

Ok to enter? NO
Category: Water Intrusion

Problem Description: PTE - NO, CALL FIRST

Parts & Labor

Quantity/ Hours	Item Type/ Employee Name	Description	Unit Price	Total
1.0000	Bedolla		0.00	0.00
			Total	0.00

Authorized by: _____
Signed by _____
Dated _____
Invoice No. _____

Technician Notes: 10/31/2024 Storm drains, gutters and downspouts to be cleaned prior to rainy season to avoid floods and leakage.

Woodland Park
5 Newell Ct
East Palo Alto,CA 94303
Office (650) 566-2000x

Work Order No. 8972858
Date Call: 10/29/2024 5:46:00 PM

Status Work Completed

Date Completed: 11/21/2024 11:32:14 AM
Brief Desc: Gate not working

Job Site: cawoopa2/218-11
301 East O'Keefe Street
#11
East Palo Alto,CA 94303

Caller Name: Maggie Pande

Caller Phone:
Occupant: Pande (t2841180)

Mobile (513) 462-1312x

Ok to enter? NO
Category: Community Amenities

Problem Description: PTE - NO, CALL FIRST

Parts & Labor

Quantity/ Hours	Item Type/ Employee Name	Description	Unit Price	Total
0.2500	Bedolla		0.00	0.00
			Total	0.00

Authorized by: _____
Signed by _____
Dated _____
Invoice No. _____

Technician Notes: 10/31/2024 Vehicle gate is working fine, it says open 3 times a week Monday, Wednesday and Friday from 6am to 1pm so Recology can access and empty the bins.

Woodland Park
5 Newell Ct
East Palo Alto,CA 94303
Office (650) 566-2000x

Work Order No. 8972862
Date Call: 10/29/2024 5:46:00 PM

Status Work Completed

Date Completed: 11/21/2024 11:40:09 AM
Brief Desc: Broken light fixtures in building

Job Site: cawoopa2/218-11
301 East O'Keefe Street
#11
East Palo Alto,CA 94303

Caller Name: Maggie Pande

Caller Phone:
Occupant: Pande (t2841180)

Mobile (513) 462-1312x

Ok to enter? NO
Category: Community Amenities

Problem Description: PTE - NO, CALL FIRST

Parts & Labor

Quantity/ Hours	Item Type/ Employee Name	Description	Unit Price	Total
1.0000	Bedolla		0.00	0.00
			Total	0.00

Authorized by: _____
Signed by _____
Dated _____
Invoice No. _____

Technician Notes: 10/31/2024 Inspected light fixtures inside unit and they all were replaced back in September. All exterior lights were inspected and are working accordingly.

Woodland Park
5 Newell Ct
East Palo Alto,CA 94303
Office (650) 566-2000x

Work Order No. 8972863
Date Call: 10/29/2024 5:46:00 PM

Status Work Completed

Date Completed: 11/21/2024 11:38:59 AM
Brief Desc: Cabinets missing knobs

Job Site: cawoopa2/218-11
301 East O'Keefe Street
#11
East Palo Alto,CA 94303

Caller Name: Maggie Pande
Caller Phone:
Occupant: Pande (t2841180)

Mobile (513) 462-1312x

Ok to enter? NO
Category: Cabinets and Drawers

Problem Description: PTE - NO, CALL FIRST

Parts & Labor

Quantity/ Hours	Item Type/ Employee Name	Description	Unit Price	Total

Total

Authorized by: _____
Signed by _____
Dated _____
Invoice No. _____

Technician Notes: 10/31/2024 Inspected kitchen cabinets and knobs have been replaced back September both kitchen and cabinets.

Woodland Park
5 Newell Ct
East Palo Alto,CA 94303
Office (650) 566-2000x

Work Order No. 8972865
Date Call: 10/29/2024 5:47:00 PM

Status Work Completed

Date Completed: 12/16/2024 3:02:22 PM
Brief Desc: Blinds

Job Site: cawoopa2/218-11
301 East O'Keefe Street
#11
East Palo Alto,CA 94303

Caller Name: Maggie Pande

Caller Phone:
Occupant: Pande (t2841180)

Mobile (513) 462-1312x

Ok to enter? NO
Category: Window and Blinds

Problem Description: PTE - NO, CALL FIRST

Parts & Labor

Quantity/ Hours	Item Type/ Employee Name	Description	Unit Price	Total
0.0000	Blanco		0.00	0.00
			Total	0.00

Authorized by: _____
Signed by _____
Dated _____
Invoice No. _____

Technician Notes: 10/30/2024 replaced blinds as needed in both livingroom and bedroom.

Woodland Park
5 Newell Ct
East Palo Alto,CA 94303
Office (650) 566-2000x

Work Order No. 8972868
Date Call: 10/29/2024 5:47:00 PM

Status Work Completed

Date Completed: 11/21/2024 11:41:55 AM
Brief Desc: Bathroom light not working

Job Site: cawoopa2/218-11
301 East O'Keefe Street
#11
East Palo Alto,CA 94303

Caller Name: Maggie Pande
Caller Phone:
Occupant: Pande (t2841180)

Mobile (513) 462-1312x

Ok to enter? NO
Category: Lighting

Problem Description: PTE - NO, CALL FIRST

Parts & Labor

Quantity/ Hours	Item Type/ Employee Name	Description	Unit Price	Total
0.2500	Bedolla		0.00	0.00
			Total	0.00

Authorized by: _____
Signed by _____
Dated _____
Invoice No. _____

Technician Notes: 10/31/2024 Bathroom light fixture was replaced back in September it is fully functional.

Woodland Park
5 Newell Ct
East Palo Alto,CA 94303
Office (650) 566-2000x

Work Order No. 9050203
Date Call: 11/18/2024 10:28:00 AM

Status Work Completed

Date Completed: 10/30/2024 10:28:00 AM
Brief Desc: RCO

Job Site: cawoopa2/218-11
301 East O'Keefe Street
#11
East Palo Alto,CA 94303

Caller Name: Maggie Pande

Caller Phone:
Occupant: Pande (t2841180)

Mobile (513) 462-1312x

Ok to enter? YES
Category: Pest Control

Problem Description: TREAT

Parts & Labor

Quantity/ Hours	Item Type/ Employee Name	Description	Unit Price	Total

Total

Authorized by: _____
Signed by _____
Dated _____
Invoice No. _____

Technician Notes: 10/30 BANNER VERY LOW LIQUID SPOT TREATMENT MONITORS, GEL BAIT CENTRSLIZED ON FRIDGE AND BATHROOM NEEDS CLEANINH WITH BLEACH TO REMOBE TO ROACH FECES

Woodland Park
5 Newell Ct
East Palo Alto,CA 94303
Office (650) 566-2000x

Work Order No. 9055551
Date Call: 11/19/2024 11:41:00 AM

Status Work Completed

Date Completed: 11/7/2024 11:42:00 AM
Brief Desc: RCO

Job Site: cawoopa2/218-11
301 East O'Keefe Street
#11
East Palo Alto,CA 94303

Caller Name: Maggie Pande

Caller Phone:
Occupant: Pande (t2841180)

Mobile (513) 462-1312x

Ok to enter? YES
Category: Pest Control

Problem Description: treat

Parts & Labor

Quantity/ Hours	Item Type/ Employee Name	Description	Unit Price	Total

Total

Authorized by: _____
Signed by _____
Dated _____
Invoice No. _____

Technician Notes: 11/7 banner low activity no prep no treat gel bait and monitors only continual cleanings and daily garbage removal required for control

Woodland Park
5 Newell Ct
East Palo Alto,CA 94303
Office (650) 566-2000x

Work Order No. 9057366
Date Call: 11/19/2024 5:13:00 PM

Status Work Completed

Date Completed: 11/14/2024 5:14:00 PM
Brief Desc: RCO

Job Site: cawoopa2/218-11
301 East O'Keefe Street
#11
East Palo Alto,CA 94303

Caller Name: Maggie Pande

Caller Phone:
Occupant: Pande (t2841180)

Mobile (513) 462-1312x

Ok to enter? YES
Category: Pest Control

Problem Description: TREAT

Parts & Labor

Quantity/ Hours	Item Type/ Employee Name	Description	Unit Price	Total

Total

Authorized by: _____
Signed by _____
Dated _____
Invoice No. _____

Technician Notes: 11/14 BANNER VERY LOW ACTIVITY CENTRALIZED AROUND REFER LIQUID TREAT AND MONITORS SCHEDULED FOR NEXT WEEK

Woodland Park
5 Newell Ct
East Palo Alto,CA 94303
Office (650) 566-2000x

Work Order No. 9112852
Date Call: 12/4/2024 3:52:00 PM

Status Work Completed

Date Completed: 11/21/2024 3:52:00 PM
Brief Desc: RCO

Job Site: cawoopa2/218-11
301 East O'Keefe Street
#11
East Palo Alto,CA 94303

Caller Name: Maggie Pande

Caller Phone:
Occupant: Pande (t2841180)

Mobile (513) 462-1312x

Ok to enter? YES
Category: Pest Control

Problem Description: treat

Parts & Labor

Quantity/ Hours	Item Type/ Employee Name	Description	Unit Price	Total

Total

Authorized by: _____
Signed by _____
Dated _____
Invoice No. _____

Technician Notes: 11/21 banner low activity on moniotrs liquid treat monitors nad gel bait

Woodland Park
5 Newell Ct
East Palo Alto,CA 94303
Office (650) 566-2000x

Work Order No. 9201466
Date Call: 12/29/2024 5:02:00 PM

Status Work Completed

Date Completed: 12/23/2024 5:02:00 PM
Brief Desc: inspection

Job Site: cawoopa2/218-11
301 East O'Keefe Street
#11
East Palo Alto,CA 94303

Caller Name: Maggie Pande

Caller Phone:
Occupant: Pande (t2841180)

Mobile (513) 462-1312x

Ok to enter? YES
Category: Pest Control

Problem Description: roaches

Parts & Labor

Quantity/ Hours	Item Type/ Employee Name	Description	Unit Price	Total

Total

Authorized by: _____
Signed by _____
Dated _____
Invoice No. _____

Technician Notes: 12/23 banner no activity on monitors all monitors intact placed monitors no action needed

Woodland Park
5 Newell Ct
East Palo Alto,CA 94303
Office (650) 566-2000x

Work Order No. 9314132
Date Call: 1/23/2025 8:42:00 AM
Date Scheduled: 1/23/2025 8:52:00 AM

Status Work Completed

Date Completed: 1/31/2025 9:25:38 AM
Brief Desc: Discoloration

Job Site: cawoopa2/218-11
301 East O'Keefe Street
#11
East Palo Alto,CA 94303

Caller Name: Maggie Pande
Caller Phone:
Occupant: Pande (t2841180)

Priority: Emergency
Ok to enter? YES
Category: Building Interior

Mobile (513) 462-1312x
SubCategory: Sheetrock

Problem Description: Discoloration in bathroom

Parts & Labor

Quantity/ Hours	Item Type/ Employee Name	Description	Unit Price	Total

Total

Authorized by: _____
Signed by _____
Dated _____
Invoice No. _____

Technician Notes: cleaned mold in bathroom (ceilings and walls)
let resident know it was because theirs no ventilation
advised to ventilate bathroom after use

Exhibit F

Woodland Park Witness List

Stacie Roebuck, Regional Manager
Aura Andrade, General Manager
Enrique Bedolla, Maintenance Manager

Maggie Pande v. Woodland Park Communities
Case No 20240026

Respondent's Exhibit List

Exhibit #	Title	Page #
G	Ledger through May 2, 2025	R094
H	Ledger May 1, 2025 through July 15, 2025	R097

Exhibit G

Resident Ledger

GREYSTAR®

Date: 07/28/2025

Code	t2841180	**Property**	cawoopa2	**Lease From**	01/01/2018
Name	Maggie Pande	**Unit**	218-11	**Lease To**	01/31/2018
Address	301 East O'Keefe Street	**Status**	Past	**Move In**	01/01/2018
	#11	**Rent**	2029.27	**Move Out**	04/21/2025
City	East Palo Alto, CA 94303	**Phone (H)**		**Phone (W)**	

Date	Chg Code	Post Month	Description	Charge	Payment	Balance	Chg/Rec
04/21/2023	balfwd	07/2023	:Posted by QuickTrans (balfwd)	35.00		35.00	132772167
04/21/2023	balfwd	07/2023	:Posted by QuickTrans (balfwd)	780.28		815.28	132775442
07/21/2023	secdep	07/2023	:Posted by QuickTrans (secdep)	1,500.00		2,315.28	132770142
07/21/2023		07/2023	chk# :QuickTrans :Posted by QuickTrans		1,500.00	815.28	32404252
08/01/2023	rent	08/2023	Base Rent (08/2023)	1,810.39		2,625.67	134086917
08/03/2023		08/2023	chk# 0219 :CHECKscan Payment		1,810.39	815.28	32663835
09/01/2023	rent	09/2023	Base Rent (09/2023)	1,810.39		2,625.67	135966996
09/06/2023		09/2023	chk# 0220 :CHECKscan Payment		1,810.39	815.28	33207082
10/01/2023	rent	10/2023	Base Rent (10/2023)	1,991.43		2,806.71	137342652
10/11/2023	latefee	10/2023	Late Fees	35.00		2,841.71	138086015
11/01/2023	rent	11/2023	Base Rent (11/2023)	1,991.43		4,833.14	139648021
11/06/2023		11/2023	chk# 0222 :CHECKscan Payment		1,991.43	2,841.71	34205149
11/11/2023	latefee	11/2023	Late Fees	35.00		2,876.71	139939204
12/01/2023	rent	12/2023	Base Rent (12/2023)	1,991.43		4,868.14	141538002
12/06/2023		12/2023	chk# 0223 :CHECKscan Payment		1,991.43	2,876.71	34690722
12/11/2023	latefee	12/2023	Late Fees	35.00		2,911.71	141816093
01/01/2024	rent	01/2024	Base Rent (01/2024)	1,991.43		4,903.14	143182813
01/04/2024		01/2024	chk# 0224 :CHECKscan Payment		1,991.43	2,911.71	35110402
01/11/2024	latefee	01/2024	Late Fees	35.00		2,946.71	143689075
02/01/2024	rent	02/2024	Base Rent (02/2024)	1,991.43		4,938.14	145195737
02/06/2024		02/2024	chk# 0225 :CHECKscan Payment		1,991.43	2,946.71	35673236
02/11/2024	latefee	02/2024	Late Fees	35.00		2,981.71	145657369
03/01/2024	rent	03/2024	Base Rent (03/2024)	1,991.43		4,973.14	147268677
03/11/2024	latefee	03/2024	Late Fees	35.00		5,008.14	147676920
03/20/2024	evict	03/2024	legal fees	1,602.02		6,610.16	147765495
03/21/2024		03/2024	chk# 1133024518 :CHECKscan Payment		6,610.16	0.00	36345698
04/01/2024	rent	04/2024	Base Rent (04/2024)	1,991.43		1,991.43	149208142
04/01/2024		04/2024	chk# 0102 :CHECKscan Payment		1,991.43	0.00	36541393
05/01/2024	rent	05/2024	Base Rent (05/2024)	1,991.43		1,991.43	151225138
05/02/2024		05/2024	chk# 0103 :CHECKscan Payment		1,991.43	0.00	37149029
06/01/2024	rent	06/2024	Base Rent (06/2024)	1,991.43		1,991.43	153383309
06/02/2024		06/2024	chk# 0104 :CHECKscan Payment		1,991.43	0.00	37703196
07/01/2024	rent	07/2024	Base Rent (07/2024)	1,991.43		1,991.43	155669130
07/01/2024		07/2024	chk# 0105 :CHECKscan Payment		1,991.43	0.00	38256190
08/01/2024	rent	08/2024	Base Rent (08/2024)	1,991.43		1,991.43	157966859
08/01/2024		08/2024	chk# 0106 :CHECKscan Payment		1,991.43	0.00	38867505
09/01/2024	rent	09/2024	Base Rent (09/2024)	1,991.43		1,991.43	160345845
09/01/2024		09/2024	chk# 0107 :CHECKscan Payment		1,991.43	0.00	39452276
10/01/2024	rent	10/2024	Base Rent (10/2024)	1,991.43		1,991.43	162665320
10/03/2024		10/2024	chk# 0108 :CHECKscan Payment		1,991.43	0.00	40186988
11/01/2024	rent	11/2024	Base Rent (11/2024)	2,029.27		2,029.27	164704853
11/03/2024		11/2024	chk# 0109 :CHECKscan Payment		2,029.27	0.00	40781414
12/01/2024	rent	12/2024	Base Rent (12/2024)	2,029.27		2,029.27	167417477
12/01/2024		12/2024	chk# 0110 :CHECKscan Payment		2,029.27	0.00	41208930

01/01/2025	rent	01/2025	Base Rent (01/2025)	2,029.27		2,029.27	169944359
01/02/2025		01/2025	chk# 0111 :CHECKscan Payment		2,029.27	0.00	41883735
02/01/2025	rent	02/2025	Base Rent (02/2025)	2,029.27		2,029.27	172118991
02/02/2025		02/2025	chk# 0113 :CHECKscan Payment		2,029.27	0.00	42472748
03/01/2025	rent	03/2025	Base Rent (03/2025)	2,029.27		2,029.27	174562791
03/02/2025		03/2025	chk# 0114 :CHECKscan Payment		2,029.27	0.00	43078990
04/01/2025	rent	04/2025	Base Rent (04/2025)	2,029.27		2,029.27	177057147
04/01/2025		04/2025	chk# 0115 :CHECKscan Payment		2,029.27	0.00	43699412
05/05/2025	secdep	05/2025	:Security Deposits credit	(1,500.00)		(1,500.00)	180246607
05/05/2025	rent	05/2025	Base Rent (04/2025) Credit 9 days	(608.78)		(2,108.78)	180246608
05/05/2025	depref	05/2025	Amount to be refunded	2,108.78		0.00	180246609
05/05/2025	adminfee	05/2025	Sale Unit Deposit Hold	2,108.78		2,108.78	180246618
05/05/2025	depref	05/2025	Adjustment to amount to be refunded	(2,108.78)		0.00	180246619

Exhibit H

Resident Ledger

INCOME PROPERTY SPECIALISTS

Date: 07/17/2025

Code	t0014229	**Property**	301okeef	**Lease From**	12/01/2014
Name	Maggie Pande	**Unit**	11	**Lease To**	12/31/2014
Address	301 E Okeefe St 11	**Status**	Current	**Move In**	12/01/2014
		Rent	2029.27	**Move Out**	
City	East Palo Alto, CA 94303	**Phone (H)**		**Phone (W)**	

Date	Chg Code	Description	Charge	Payment	Balance	Chg/Rec
05/01/2025	rent	Rent (05/2025)	2,029.27		2,029.27	1124295
05/01/2025		chk# 0116 :CHECKscan Payment		2,029.27	0.00	669761
06/01/2025	rent	Rent (06/2025)	2,029.27		2,029.27	1133079
06/02/2025		chk# 0117 :CHECKscan Payment NSFed by ctrl# 676843 Returned payment-NSF		2,029.27	0.00	674831
06/25/2025	nsf	Returned check charge	25.00		25.00	1141974
06/25/2025	late	Late fee due to Returned payment	35.00		60.00	1141975
06/25/2025		chk# 0117 NSF receipt Ctrl# 674831 Returned payment-NSF		(2,029.27)	2,089.27	676843
07/01/2025	rent	Rent (07/2025)	2,029.27		4,118.54	1143557
07/03/2025		chk# 0118 :CHECKscan Payment		2,029.27	2,089.27	679719
07/03/2025		chk# 1133026920 :CHECKscan Payment		2,029.27	60.00	679720

Maria Mondragon v. Woodland Park Communities
Case No 20240029

Respondent's Exhibit List

Exhibit #	Title	Page #
A	Lease Agreement	R001
B	Current Ledger	R029
C	Historic Ledger (covering February 2016-July 2021, if applicable)	R032
D	Work Order Overview Report	R039
E	Work Orders	R042
F	Woodland Park Witness List	R075

Exhibit A

CALIFORNIA LEASE AGREEMENT

1.

LANDLORD NAME:	Woodland Park Property Owner, LLC, doing business as Woodland Park Communities
LANDLORD'S AGENT:	Alliance Residential, LLC, doing business as Woodland Park Apartments
LANDLORD ADDRESS:	45 Newell Road, East Palo Alto, CA 94303
PHONE/E-MAIL:	(650) 566-2000 / woodlandpark@allresco.com

2.

RESIDENT NAME(S):	Candido Romero AND Maria Ramos (individually and collectively, "Resident")
OTHER OCCUPANT(S):	
RESIDENT ADDRESS:	301 East O'Keefe Street, East Palo Alto, CA 94303
	UNIT: # 18 (the "Premises") PARKING SPACE: #

3.

INITIAL TERM:	Month-to-Month	Lease Renewal:
	START DATE: November 18, 2011	END DATE:
	MOVE-IN DATE: November 18, 2011	

4.

MONTHLY CHARGES	
Base Rent	$1,349.00
Renters Insurance	$12.00
Parking	$$0.00
Trash	$$0.00
Water	$$0.00
Gas	$$0.00
Sewer	$$0.00
Electricity	$$0.00
TOTAL RENT	$1,361.00

5.

DEPOSITS	
Security Deposit	$400.00
TOTAL	$400.00

6.

KEYS:	❑ UNIT	2	❑ MAIL	1
	❑ REMOTE	0	❑ POOL	0
	❑ GARAGE	0	❑ STORAGE	0
	❑ CARD	2	❑ COMMON AREA	0

This Lease is entered into on the date signed, by and between the above-named parties (collectively, "Parties"). The party executing this Lease as the Landlord's Agent is acting as the managing agent for the owner of Woodland Park (the "Community"). Each person living in the Premises that is 18 years of age or older must sign the Lease as a resident. Each Resident states that they are of legal age to enter into a binding Lease for lodging. All others living in the Premises must be designated as Occupants. Each person signing the Lease is jointly and severally liable for all the various resident obligations under the Lease. Every individual resident, including all co-residents, is responsible for the entire rental amount and other obligations, even if, as roommates, individual residents have made arrangements among themselves to allocate the rent or other payments or obligations.

Landlord hereby leases and Resident hereby hires and takes the Premises for the term specified and subject to all of the terms and provisions set forth herein.

A. TERM OF LEASE

7. **INITIAL TERM:** The initial term of this Lease shall commence on the Start Date and end on the End Date as outlined in Section 3 and shall **automatically continue as a tenancy from month-to-month upon expiration of the initial term.**

8. **LEASE EXPIRATION:** Either party may terminate this Lease on the End Date or after the initial term by giving the other party at least **thirty (30) days'** written notice of its intention to terminate the tenancy, subject to California Civil Code sections 1946, et seq. In the absence of written notice of termination, or a new lease, after the expiration of the initial term, the tenancy shall become month-to-month subject to a rental increase and applicable fees as allowed under local and state law. Resident agrees to pay all rent up to and including the end of any **thirty (30) day** (or, as applicable, sixty (60) day) notice period (which may not occur before the end of the initial Lease term) or until the Premises are re-occupied, whichever occurs first.

9. **FAILURE TO VACATE AFTER NOTICE:** If Resident gives written notice to vacate the Premises and fails to completely vacate prior to the expiration of the notice, Landlord shall be entitled to commence legal proceedings to recover possession of the Premises and Resident shall be liable, unless otherwise prohibited by law, in addition to all other damages provided for under this Lease, for the daily rent based on a pro-ration of the monthly rent for each day Resident remains in the Premises. In addition, Landlord may collect costs for loss suffered from future resident losses, legal costs, lost rent, and other expenses, and any other amount allowed by law.

10. **OPTION FOR EARLY TERMINATION:** Resident is expected to remain a Resident for the entire initial term. If Resident fails to do so, Resident will be responsible to Landlord for all damages provided by law, including (but not limited to) rent due through the end of the initial term, minus rents paid by a replacement resident (if any). This amount will vary depending upon how long it takes Landlord to find a replacement resident which typically cannot be determined in advance of move-out.

To avoid this uncertainty, Resident may choose to exercise an Early Termination Option. Resident understands and acknowledges that Landlord is not legally obligated to allow early termination of the Lease unless provided for pursuant to law. To exercise this option, Resident must deliver to Landlord:

i. A written notice stating that Resident has elected to exercise the Early Termination Option;
ii. An early termination option payment of **$3,000.00**;
iii. An executed agreement for repayment of concessions received prior to the early termination (if applicable, see Concession Addendum); and
iv. Payment of rent and other amounts due through the new End Date.

When Landlord has (1) received the written notice and the Early Termination Option payment and (2) signed the notice, the End Date will be amended. The new End Date will be the date specified in the notice which must be at least thirty days after the written election and payment are given to Landlord. Exercise of the Early Termination Option will affect only Resident's rent obligations after the new End Date. Resident must comply with all other Lease obligations.

The notice will not move the End Date forward if:

i. Resident is in default under the Lease at the time that Resident gives notice of Resident's exercise of the option;
ii. Resident provides the notice unaccompanied by the Early Termination Option payment; or
iii. Resident does not properly exercise the Early Termination Option by following the procedures specified above, but vacates the Premises before the End Date specified in the Lease.

11. **EARLY TERMINATION:** In the event Resident vacates the Premises before the End Date, and fails to exercise the Early Termination Option as specified above. Resident shall be liable for all rent owed for the remainder of the initial term minus amounts paid by a replacement resident (if any), plus any other amounts as specified by law.

12. **DELAY OF POSSESSION:** If the Landlord, for any reason, cannot deliver the possession of the Premises to Resident at the Move-In Date, this Lease shall not be void or voidable, nor shall Landlord be liable to Resident for any loss or damages resulting therefrom; but in that event there shall be a per diem deduction of rent covering the period between the Move-In Date and the time when Landlord can deliver possession.

13. **FAILURE TO MAKE PAYMENTS PRIOR TO COMMENCEMENT:** If Resident fails to make any payment due prior to the Start Date of Lease shown in Section 3, Landlord has no duty to provide possession of the Premises, and Landlord may apply any and all previously made payments to amounts due to Landlord.

B. PAYMENTS, DEPOSITS, AND FEES

14. **MONTHLY RENT PAYMENT:** The total rent is set forth in Section 4.
    i. All rent payments are due in advance on or before the 1st day of each month. It is Resident's responsibility to be certain that each payment is actually received by Landlord on or before its due date. Use of a rental payment drop box is for Resident's convenience – the risk of receipt of funds by Landlord when such box is used is Resident's risk, and not Landlord's risk. If any rent payment is made late, it will be subject to all applicable charges and may be rejected by Landlord.
    ii. Initial payment due for move in must be made in the form of a cashier's check. Except as otherwise provided, all subsequent rent payments shall be made by check, cashier's check, money order, or through the online payment portal. No cash or post-dated checks will be accepted.
    iii. Payments must be made payable to **Woodland Park** and may be personally delivered to the Business Manager, Assistant Business Manager or Sales Associate at 5 Newell Court or at 2041 Euclid Ave., East Palo Alto, CA 94303. On non-holidays, the business hours, which remain subject to change, when rent payments may be made personally are: Monday and Wednesday, 9am to 6pm, Tuesday 10am to 6pm, Thursday and Friday 9am to 7 pm, Saturday and Sunday 10am to 7pm.
    iv. Unless Resident notifies Landlord otherwise by written notation on the rent payment, Landlord shall apply all of the payments made in the order of priority Landlord determines. Landlord reserves the right at any time to change payment procedures and policies.
    v. If Resident makes any payment by check, it may be converted into an electronic funds transfer ("EFT"). This means Landlord will copy the check and use the account information on it to electronically debit Resident's account for the amount of the check. The debit from Resident's account will usually occur within 24 hours, and may occur as early as the same day as Landlord receives payment. The debit will be shown on Resident's regular account statement. Resident will not receive the original check back. Landlord will destroy the original check, but will keep a copy of it to the extent required by applicable laws. If the EFT cannot be processed for technical reasons, Resident authorizes Landlord to process the copy in place of the original check. If the EFT cannot be completed because of insufficient funds, Landlord may require payment in certified funds as required below.
    vi. If the Start Date occurs on other than the first day of a calendar month or the End Date occurs on other than the last day of a calendar month, then the rent for that month shall be prorated on a daily basis.

15. **LATE CHARGE AND NSF CHARGE:** Landlord and Resident agree that when Resident fails to pay rent on time, or when Resident pays rent by a check which payment is subsequently dishonored by the bank, the actual cost to Landlord is difficult or impossible to ascertain, but the Parties agree that Landlord does, in the event of late payment or in the event of a dishonored check, incur certain costs, including without limitation, communication with Resident, additional bookkeeping and administrative charges, bank charges, and lost opportunity costs of the late payment. After making a reasonable endeavor to estimate accurately the approximate costs associated with such a breach, which the Parties agree is difficult or impossible to ascertain, the Parties agree that, any time the rent for any given month is paid after the **4th** day of such month, Resident will in that month pay to Landlord, as additional rent due with the late payment, a late charge in the sum of **$35.00** and further agree that, in the event of a dishonored check, Resident will pay to Landlord, as additional rent due with the payment required to replace the dishonored check, an NSF fee in the sum of **$25.00**. The Parties agree that the payment of these sums does not constitute a license to pay rent late nor does it constitute a license to pay by dishonored check. Rent remains due on the first day of the month and there is no grace period for the payment of rent. A three-day notice to pay rent or quit may be served at any time after the first day of the month irrespective of the existence of the late charges as set forth in this section. If such notice is served after the **4th** day of the month, it may include the late charge and NSF charge, if applicable, which charges, as set forth above, are payable as additional rent. Furthermore, if Resident does not pay by the end of the **4th** day of the month, Resident may only pay by cashier's check or electronic payment (if offered). Landlord will not accept a personal check after the **4th** day of the month, or in response to a notice to pay rent or quit, or a notice to perform covenant or quit requiring payment. Landlord may terminate this Lease for failure to pay late charges and may terminate this Lease for non-payment of rent. If Resident gives Landlord two payments that are returned for nonpayment during the term of this Lease, then the future rent shall be payable by cashier's check for the remainder of the term.

16. **SECURITY DEPOSIT:**
    i. Resident shall pay to Landlord, as security, the amount set forth in Section 5, which sum shall not exceed the maximum permitted by California Civil Code Section 1950.5. This sum shall be applied and accounted for in accordance with the provisions of California Civil Code Section 1950.5 and any other applicable statutes. Landlord shall not be obligated to pay Resident interest in connection with such security deposit, unless specifically required by applicable law.
    ii. It is understood that the security deposit is applicable to all Residents jointly, and Landlord does not account for it until the passing of the permissible statutory period after all Residents have vacated the Premises. Any refund due may be made payable jointly to all Residents and it shall be the responsibility of all Residents to work out between themselves the manner of dividing said security deposit. If Landlord chooses to make the refund to any one of the Residents individually, in legal contemplation the payment shall be deemed to have been made to all Residents and Landlord shall have no liability to any one or group of Residents for failure of any Resident to divide such refund equitably.
    iii. If the security deposit is later increased by agreement of the Parties for any reason (such as the installation of a waterbed or relating to a pet), the additional security deposit will be disbursed by Landlord in accordance with this section at the end of the statutory period following the end of Resident's tenancy. Removal of the waterbed or pet, or whatever caused the increase in the deposit, will not be grounds for early

R004 disbursement of the security de[illegible]

C. RESIDENT DEFAULT

17. **DEFAULT BY RESIDENT:** Resident shall be guilty of material breach of this Lease if Resident: (a) fails to pay any rent or other sums payable under this Lease on the date it becomes due; (b) defaults in the performance of or breach of any other provision, term, covenant or condition of this Lease; (c) vacates or abandons the Premises before expiration of the full term of this Lease, or any extension of the term; (d) permits the leasehold interest of Resident to be levied upon or attached by process of law; or (e) makes an assignment for the benefit of creditors.

18. **REMEDIES:** Upon the occurrence of any default by Resident, Landlord may exercise any right or remedy which Landlord may have at law or in equity, each and all of which are cumulative and nonexclusive. This may include giving Resident notice to correct or cure such default, taking action to recover possession of the Premises via the eviction process or otherwise, and/or terminating the Lease, all in accordance with applicable law. Additionally, Landlord shall be entitled to recover from Resident all damages incurred by Landlord by reason of Resident's default. Without limitation on the foregoing, upon the occurrence of any event of default by Resident, Landlord shall have the option to pursue any one or more of the following remedies, each and all of which shall be cumulative and nonexclusive:
    i. Terminate this Lease and Resident's right to possession of the Premises and recover from Resident all damages allowed at law or in equity, including those allowed under Civil Code Section 1951.2 including:
        a. The worth at the time of award of the unpaid rent which had been earned at time of termination;
        b. The worth at the time of award of the amount by which the unpaid rent which would have been earned after termination until the time of award exceeds the amount of such rental loss that the Resident proves could have been reasonably avoided;
        c. Subject to subsection (iii), the worth at the time of award of the amount by which the unpaid rent for the balance of the term after the time of award exceeds the amount of such rental loss that the Resident proves could be reasonably avoided; and
        d. Any other amount necessary to compensate the Landlord for all the detriment proximately caused by the Resident's failure to perform Resident's obligations under the Lease or which in the ordinary course of things would be likely to result therefrom.
    ii. The "worth at the time of award" of the amounts referred to in paragraphs (a) and (b) of subsection (i) is computed by allowing interest at 10% per year, but no greater than the maximum interest rate permitted by law. The worth at the time of award of the amount referred to in paragraph c of subsection (i) is computed by discounting such amount at the discount rate of the Federal Reserve Bank of San Francisco at the time of award plus 1 percent.
    iii. Landlord may recover damages that include the worth at the time of award of the amount by which the unpaid rent of the balance of the term after the time of award, exceeds the amount of rental loss for the same period Resident proves could be reasonably avoided.
    iv. Efforts by the Landlord to mitigate the damages caused by the Resident's breach of the Lease do not waive the Landlord's rights to recover damages under this section.
    v. Nothing in this section affects the right of the Landlord under a Lease to indemnification for liability arising prior to the termination of the Lease for personal injuries or property damage where the Lease provides for such indemnification.
    vi. Landlord has the remedy described in California Civil Code Section 1951.4 (Landlord may continue Lease in effect after Resident's breach and abandonment and recover rent as it becomes due, if Resident has the right to sublet or assign, subject only to reasonable limitations). Accordingly, if Landlord does not elect to terminate this Lease on account of any default by Resident, Landlord may, from time to time, without terminating this Lease, enforce all of its rights and remedies under this Lease, including the right to recover all rent as it becomes due.

19. **DAMAGE BY RESIDENT:** If any damage or destruction to the Premises, building, or Community is caused by Resident, Occupants, guests or invitees, such damage shall be considered a breach of Lease. Resident further agrees to pay rent for the period the Premises is damaged whether or not habitable, if such damage is caused by Resident, Occupants, guests or invitees. Any such damage or destruction of the Premises caused by Resident, Occupants, guests or invitees constitutes grounds for termination of the Lease; additionally, such actions will not create any right of rent reduction. Resident shall pay for any expenses, including the costs of repairing such damage or destruction.

20. **RESIDENT INFORMATION:** If Resident has supplied information to Landlord by means of a rental application or similar instrument, Landlord has relied upon the statements set forth in said application or instrument in deciding to rent the Premises to Resident. Resident covenants that all such information is accurate and was given voluntarily and knowingly by Resident. It is agreed that, if Landlord subsequently discovers any misstatements of fact in the application or instrument, any such misstatements shall be deemed a material breach of this Lease. In the event that Resident submits information to verify Resident's income, Resident hereby certifies the accuracy of such information and further agrees that accurate information regarding family income, family composition and any other related eligibility requirements shall be deemed substantial and material obligations of Resident's tenancy; that Resident will comply with all requests for information with respect thereto from Landlord or any mortgagee; that Resident's failure to provide accurate information shall be a default by Resident, which shall entitle Landlord to pursue all rights and remedies set forth in the **"DEFAULT BY RESIDENT"** section or otherwise permitted by law, and that Resident's failure to furnish accurate and current information could subject Resident to civil liability.

21. **COMPLIANCE WITH APPLICABLE LAWS:** Resident agrees not to engage in or permit unlawful activities in the Premises, in the common areas or on the grounds of the Community or permit the Premises or Community to be used for any purpose which violates local, state or federal law. Resident, Occupants, guests or invitees and any other person under Resident's control shall not engage in or facilitate in criminal activity, including drug-related criminal activity, on or near the Premises. "Drug-related criminal activity" means illegal manufacture, sale, distribution, use or possession with intent to manufacture, sell, distribute, or use a controlled substance (as defined in Section 102 of the Controlled Substances Act (21 U.S.C. 802)). Resident, Occupants, guests or invitees or other person under Resident's control shall not engage in any act of violence or threats of violence, including, but not limited to, the unlawful discharge of firearms, on or near the Premises. Resident agrees to reimburse and indemnify Landlord for all fines or other penalties incurred by Landlord as a result of Resident's violation of any statute, ordinance, regulation or other governmental restriction. This provision constitutes written notice to cease any breach of this section, including, without limitation, being so disorderly as to destroy the peace, quiet, comfort, or safety of the Landlord or other tenants of the building or Community or, where the Premises are a single-family dwelling, the peace, quiet, comfort or safety of the owner or residents of an adjacent property. Such disorderly conduct includes violations of state and federal criminal law that destroy the peace, quiet, comfort, or safety of the landlord or other tenants of the building or Community containing the rental unit, or, where the Premises are a single-family dwelling, the peace, quiet, comfort or safety of the owner or residents of an adjacent property.

22. **COMPLIANCE WITH POLICIES:** If indicated on the last page of this Lease with respect to Attachments/Addenda, Resident acknowledges receipt of a copy of the Community Policies, which Community Policies are incorporated into and made a part of this Lease, Resident agrees to abide by said Community Policies in all respects. Any Community Policies may be changed with thirty days' notice and Resident agrees to abide by any such changes. Failure to comply with the Community Policies shall be deemed a breach of this Lease.

D. PREMISES:

23. **CONDITION OF PREMISES:** Resident has inspected the Premises and acknowledges that the Premises are in good and habitable order and repair with all appliances and equipment in good working order at the time Resident is given occupancy. Resident also agrees that Landlord has made no promise to decorate, alter, repair or improve the Premises, except as listed on the Move In/Move Out Inspection Form.

24. **RESTRICTIONS ON ALTERATIONS:** Without the prior written consent of Landlord, Resident agrees not to make any alterations or improvements to the Premises, including, without limitation (i) changing or removing any part of the appliances, fixtures, or equipment; (ii) painting, installing wallpaper, or adhering contact paper; (iii) installing appliances including washing machines, dishwashers, dryers, fans, heaters, or air conditioners; or (iv) adding window coverings, foil draperies, or non-standard window coverings. In no event can any personal property, alterations, or improvements block entrance to or egress from the Premises, create a health or safety hazard or interfere with walkways or utility service equipment. All additions, fixtures and improvements shall be Landlord's property and shall remain upon the Premises after the termination of the Lease unless Landlord, as a condition to allowing Resident to make such alteration, requires that the Premises be restored to the condition existing prior to such alteration or addition.

25. **MAINTENANCE:** Resident is responsible to notify Landlord in writing, delivered personally or submitted online (except in the event of an emergency, in which case by telephone), if maintenance issues arise in or around the Premises. Maintenance requests will be handled after office hours only in an emergency. The on-duty maintenance associate will determine the appropriate course of action. Resident shall replace light bulbs and replace broken, damaged, or missing articles that Landlord has furnished.
    To maintain the Premises, Resident agrees to:
    i. Keep the Premises clean.
    ii. Use all appliances, fixtures, and equipment in a safe manner and only for the purposes for which they are intended.
    iii. Refrain from destroying, defacing, damaging or removing any part of the Premises, common areas, Community or grounds.
    iv. Refrain from making any repairs without Landlord's prior written consent.
    v. Maintain a minimum of 50 degrees inside the Premises at all times to prevent water lines from freezing during winter months.
    vi. Dispose of all garbage, waste and recyclable materials in designated containers and/or designated areas and in accordance with applicable law and Landlord's instructions. Large items may not be disposed of in garbage containers or common areas.
    vii. Keep all ingress and egress routes clear and unobstructed and at all times.
    viii. Practice safe use of electrical cords, outlets, and appliances.

26. **DUTY TO CLEAN AND VENTILATE:** Resident hereby acknowledges that mold and mildew can grow in the Premises if the Premises are not properly ventilated and maintained. Resident acknowledges that it is important that Resident regularly allow air to circulate in the Premises. Resident agrees to regularly allow air to circulate in the Premises by using bathroom fan(s), using ceiling fans, where available, and regularly opening the windows and/or sliding doors where available. Since it is common for mold and mildew to grow even if a small amount of moisture builds up, Resident agrees to regularly wipe down areas where moisture sometimes accumulates and clean all toilets, sinks, countertops, bathroom walls, windows, windowsills, patio doors, showers, bathtubs and tile or linoleum floors with a household cleaner on at least a bi-weekly basis. Resident further agrees to notify Landlord immediately whenever Resident learns of any condition which could lead to a build-up of moisture in the Premises, including, but not limited to plumbing leaks, broken window or door seals, accumulation of rainwater or other moisture around windows or doors, broken water lines or sprinklers, inoperable fans, doors, or windows, and any failure or malfunction in the heating, ventilation, or air-conditioning system, if any, in the Premises, storage room, garage, or common area. If Resident notices mold, mildew, or other organic growth in the Premises, Resident agrees to notify Landlord, in writing, immediately. Resident agrees to take the following steps to prevent the growth of mildew, mold, and organic growth in the Premises:
    i. In damp or rainy weather, keep windows and doors closed.
    ii. If possible, maintain a temperature of between 50° and 80° Fahrenheit within the Premises at all times.
    iii. Use the pre-installed bathroom fan or alternative ventilation when bathing or showering and allow the fan to run until all excess moisture has vented from the bathroom.
    iv. Use the exhaust fan in the kitchen when cooking or while the dishwasher is running. Allow the fan to run until all excess moisture has vented from the kitchen.
    v. Use care when watering houseplants. If spills occur, dry up excess water immediately.
    vi. When washing clothes in warm or hot water, watch to make sure condensation does not build up within the washer and dryer closet. If condensation does accumulate, dry with a fan or towel.
    vii. Thoroughly dry any spills on carpeting.
    viii. Do not allow damp or moist stacks of clothes or other cloth materials to lie in piles for an extended period of time.
    ix. Do not overfill closets or storage areas to allow for proper ventilation.
    x. Do not overfill the Premises or block with personal property ventilation from fans, windows, or doors.
    xi. Vacuum and dust the Premises on a regular basis to remove household dirt and debris that contribute to mold growth.
    Any failure to comply with the requirements of this section shall be deemed a material breach of this Lease. In addition, Resident shall be liable to Landlord for any damage resulting from Resident's failure to comply with the requirements of this section.

27. **PESTS AND PEST CONTROL:**
    i. The Premises and/or the common areas may be covered by a contract for periodic pest control by a registered structural pest control company. If so, pursuant to applicable law, concurrently with signing this Lease, Resident is being provided with a copy of the legally required notice provided by the registered pest control company under Business and Professions Code §8538 and California Civil Code §1940.8. Resident accepts all risks and hazards associated with chemicals used on the Premises that are stated in the notice attached to this Lease.
    ii. Resident and Landlord have inspected the Premises prior to leasing and acknowledge there is no visible evidence of the presence or infestation of insects or vermin, including bedbugs, in the Premises. Resident agrees to inspect all personal belongings for signs of bedbugs or other insects or vermin prior to bringing personal belongings into the apartment and further agrees not to bring into the Premises any belongings which Resident suspects may be infested with bedbugs, insects, or other vermin.
    iii. Resident agrees to maintain the Premises in a manner that prevents the occurrence of an infestation of insects and vermin, including bedbugs, and comply with policies relating to the prevention of infestations. Resident further agrees to report any signs of bedbugs, ants, fleas, roaches, or other insects or vermin immediately to Landlord.
    iv. If Resident allows individuals or items carrying bedbugs, fleas, roaches, or other insects or vermin into the Premises, or has an infestation that cannot be traced to another source, such infestation will be deemed damage to the Premises and Resident will be responsible for all costs of treatment to the Premises, Resident's personal belongings, and neighboring units as necessary to eradicate the infestation. Resident will also be responsible for any damages caused to the Premises or to any of Resident's personal property, including without limitation furniture, clothing, and personal belongings, caused by pests or the treatment of pests. The choice of treatment shall be at the discretion of Landlord in consultation with Landlord's pest control vendor, if any.
    v. Resident agrees to cooperate with all pest control efforts at and within the Premises and the Community. Resident shall follow all

instructions from Landlord and/or Landlord's pest control vendor, if any, with respect to treatment and eradication of pests, whether infestation is within the Premises, a neighboring unit, or elsewhere in the Community. The Premises must be properly prepared for any treatment. Resident acknowledges that preparations for treatments can be time consuming and difficult. Resident nonetheless agrees to fully prepare the Premises in a timely manner at its own cost and expense for the treatment and eradication of pests until the pest infestation is fully abated. Resident further agrees to coordinate the cleaning and/or disposal of Resident's personal property with the treatment being performed, so as to protect against a re-infestation of any pests. Resident agrees to follow the recommended readiness procedures, including allowing full access for treatment(s). Resident agrees that the choice of pest control vendors, if any, and the implementation of a treatment plan, including the application of pesticides, is exclusively that of Landlord. Resident agrees not to treat the Premises, building, or Community with pesticides without the written authorization of Landlord.

vi. Resident is required to report, in writing, any suspected infestations to Landlord immediately after discovery. Resident shall report any signs of any infestations, including, but not limited to any household member experiencing any bites, seeing any insects or vermin within the Premises, or seeing any feces or other detritus relating to insects.

vii. Resident represents to Landlord that Resident is not aware that bed bugs were present in Resident's last residence and that if bed bugs were present in any of their furniture, clothing, or other personal property, the bed bugs have been eradicated. Resident agrees that this representation to Landlord is a material inducement to Landlord leasing the Premises to Resident.

28. **KEYS, LOCKS, AND ACCESS DEVICES:**

i. **Keys and Locks:** Resident agrees not to change or add any locks or gates on any doors or windows to the Premises without prior written consent of Landlord. If Landlord, in its sole discretion, approves a request to install locks, Resident agrees to immediately provide Landlord with a key for each lock. On or before the end of the term, Resident agrees to return all keys to the Premises to Landlord. Landlord may charge Resident **$5.00** for each key that is lost or not returned.

ii. **Access:** Resident agrees to promptly notify Landlord in writing of any problem, defect, malfunction or failure of door locks, window latches, controlled access gates, intrusion alarms, and any other security device. Resident agrees to be responsible for all fines, penalties and other charges resulting from or attributable to the alarm, including false alarm charges. It is understood that Landlord is not responsible for providing access to the Premises after office hours. Resident is responsible for contacting a locksmith, at Resident's expense, to gain access to the Premises in the event of lockout. If Resident has called a locksmith, Landlord must be notified and then change locks at Resident's expense.

iii. **Access Devices:** If Resident has received gate cards, fitness, restroom and/or entry gate keys as indicated in Section 6 of this Lease, Resident understands that if any of these items are lost or not returned upon move out, that the following fees will apply: Gate Access Device **$0.00** Key Fob **$0.00** Entry Gate Key **$50.00**

29. **LOCATION:** Upon reasonable notice, Landlord shall have the right to transfer Resident to another unit that is comparable to the Premises, upon which transfer the other unit shall automatically become the Premises under this Lease, which shall remain in full force and effect. Resident acknowledges and agrees that such comparable unit shall be deemed to provide the same housing services as the original Premises and that such transfer is not an eviction.

30. **CONDITION UPON TERMINATION.** Upon termination of the Lease, or the termination of Resident's right to occupy the Premises, Resident shall deliver all keys, access cards, and remotes to Landlord and move out of the Premises, leaving them in substantially the same clean, undamaged, and ready-to-rent condition as existed on the Start Date, less ordinary wear and tear. If the Premises are not returned in such condition, Landlord may charge Resident for the costs to repair any damage and to put the Premises back in the condition they were in upon the Start Date, less ordinary wear and tear. Resident is responsible for replacement of any damaged or missing items and for payment of all costs to clean or repair any portion of the Premises, carpeting, flooring, wall coverings, paint, counters, trim, window treatment, doors, windows, or appliances which are damaged, dirty, or unsanitary. Cleaning and repair of any damage due to smoking of any kind is not considered ordinary wear and tear. Resident is responsible for removing all trash and other items of personal property from the Premises. Failure to do so will constitute a condition that exceeds ordinary wear and tear. Resident will not be considered as having moved out, vacated and surrendered possession of the Premises until Resident has removed all personal belongings from the Premises and returned all keys, access cards and remotes. If Resident moves out and fails to return all keys, access cards and remotes, Resident agrees that the move-out date shall be determined by Landlord in Landlord's reasonable judgment and that Resident will be charged for any missing keys, access cards and remotes. If Resident leaves personal property in the Premises after move-out or if Resident places personal property in areas of the Community not designated for Resident's exclusive use, Landlord can determine that such property has been abandoned and can take steps to remove or dispose of the property consistent with applicable laws.

31. **ENTRY:** Landlord has the right to enter the Premises as allowed by law, including, without limitation, in case of emergency, to make desired, necessary or agreed repairs, decorations, alterations, renovations, or improvements, to supply necessary or agreed services, to test smoke detectors, to exhibit the dwelling unit to prospective or actual purchasers, mortgagees, tenants, workmen or contractors, or for any other purposes permitted by California Civil Code section 1954 (and any other applicable statutes or amendments which might be enacted subsequent to the execution of this Lease). Landlord also has the right to enter the Premises in order to make an inspection pursuant to subdivision (f) of Civil Code section 1950.5 when Resident has abandoned or surrendered the Premises and pursuant to court order. Resident agrees that if Resident denies Landlord access to the Premises when Landlord is in compliance with statutory requirements and entitled to access, any such denial of access shall be deemed a material breach of this Lease. The Parties agree that 24 hours' notice is presumed reasonable, although the Parties acknowledge that a shorter time period may also be reasonable under some circumstances. Landlord will serve Resident with written notice before entry unless:

i. Entry is due to an emergency, surrender or abandonment of the Premises, or

ii. Resident and Landlord agree orally to an entry to make agreed repairs or supply agreed services at an approximate day and time within one week of the oral agreement, or

iii. Resident is present and consents to entry at the time of entry, or

iv. To exhibit the Premises to prospective or actual purchasers of the property, provided that Landlord has notified Resident in writing within 120 days of the oral notice that the property is for sale and that Resident may be contacted to allow for an inspection.

32. **SMOKE DETECTORS:** The Premises have been equipped with smoke detectors. The smoke detectors have been tested prior to Resident's move in to ensure they are operational. Resident agrees not to interfere with the presence or operability of any smoke detector and to report immediately to Landlord, in writing, any defects in the condition of any smoke detectors. Resident agrees that if a smoke detector is battery operated, pursuant to California Civil Code Section 1942.1, as part of the consideration of the rental, Resident assumes responsibility to: (a) ensure the battery is in operating condition at all times; and (b) replace the battery as needed. Under no circumstances shall Resident remove the battery of a smoke detector without immediately replacing the battery with a new one.

33. **CARBON-MONOXIDE DEVICES:** If a carbon-monoxide device has been installed within the Premises, Resident acknowledges that the carbon-monoxide device was operable at the time Resident took possession of the Premises. Resident is responsible for notifying Landlord if Resident becomes aware of an inoperable or deficient carbon-monoxide device within the Premises. Landlord shall correct any reported deficiencies or inoperability's in the carbon-monoxide device. Resident further agrees that, if the carbon-monoxide device is battery operated, pursuant to California Civil Code Section 1942.1, as part of the consideration of the rental, Resident assumes responsibility to: (a) ensure the battery is in operating condition at all times; and (b) replace the battery as needed. Under no circumstances shall Resident remove the battery of a carbon-

monoxide device without immediately replacing the battery with a new one.

34. **SATELLITE DISHES:** If satellite dishes are allowed in the Community they must be one meter or less in size and may not be affixed to the patio or balcony of the Premises. Resident is specifically prohibited from making physical modifications to the Premises and is prohibited from installing said satellite dish in the common areas of the Community, including, but not limited to, outside walls, roofs, window sills, common balconies or stairways. Resident will be responsible for damages caused by the satellite dish, including the cost of removal if in any violation of any satellite guidelines. Resident shall install, use, maintain and remove a satellite dish in a manner which is consistent with industry standards and shall be liable for any damage or injury sustained as a result of the negligent installation, maintenance, use or removal of said satellite dish. Allowable locations may not provide an optimal signal or any signal at all.

35. **WATERBEDS AND AQUARIUMS:** Waterbeds and water tanks holding 30 or more gallons may only be installed in the Premises with prior written consent from Landlord. Prior to installation, a valid waterbed insurance policy or certificate of insurance for property damage must be obtained. The policy shall be issued by a company licensed to do business in California and possessing a Best's Insurance Report rating of "B" or higher. The insurance policy shall be maintained in full force and effect until the waterbed/water tank is permanently removed from the Premises. The policy shall be written for no less than **one hundred thousand dollars ($100,000.00)** of coverage. The policy shall cover, up to the limits of the policy, replacement value of all property damage, including loss of use, incurred by the Landlord or other residents caused by or arising out of the ownership, maintenance, use, or removal of the waterbed/water tank, except for any damage caused intentionally or at the direction of the insured, or for any damage caused by or resulting from fire. Landlord may require Resident to produce evidence of insurance at any time. The insurance carrier shall give Landlord notice of cancellation or non-renewal 10 days prior to this action. The waterbed/tank shall conform to the pounds-per-square foot weight limitation and placement as dictated by the floor load capacity of the Premises. The weight shall be distributed on a pedestal or frame which is equivalent to the dimensions of the mattress itself. Resident shall install, maintain and remove the waterbed/tank, including, but not limited to, the mattress and frame, according to standard methods of installation, maintenance, and removal as prescribed by the manufacturer, retailer, or state law, whichever provides the higher degree of safety. Resident shall notify Landlord in writing of the intent to install, remove, or move the waterbed/tank. The notice shall be delivered at least 24 hours prior to the installation, removal, or movement. The Landlord has the right to be present at the time of installation, removal, or movement. If the waterbed/water tank is installed or moved by any person other than Resident, Resident shall deliver to Landlord a written installation receipt stating the installer's name, address, and business affiliation.

E. LIMITATION ON LIABILITY:

36. **LIABILITY:** Landlord shall not be liable to Resident, Occupants, or to any guests or invitees of Resident for any damage or losses to person or property arising from any cause including, but not limited to, theft, burglary, assault, vandalism, fire, flood, water leaks, rain, hail, ice, snow, smoke, lightning, wind, explosion, interruption of utilities, earthquake, or any other condition over which the Landlord has no control. To the extent allowed by law, Resident agrees to assume all risk of harm, and waive all claims against Landlord, resulting from use of common area amenities. To the extent allowed by law, use of the common area amenities is at the sole risk of Resident, Occupants, guests or invitees.

37. **INDEMNITY/HOLD HARMLESS:** Resident and Occupants agree to indemnify and hold Landlord harmless, from any claims arising out of any death or injury to any person, or any damage to property, if such injury or damage is caused directly or indirectly by the act, omission, negligence, or fault of Resident, Occupants, or Resident's guests or invitee(s).

38. **HOUSING SERVICES:** The furnishing by Landlord to Resident of any storage space, use of laundry, electronic access controls and gates, or any other common area facilities outside the Premises shall be deemed to be furnished gratuitously and Landlord makes no representations or guarantees as to the availability, adequacy, or fitness of such space, service, or facilities. Resident acknowledges that Landlord will not provide lifeguard service at swimming facilities, if any, and Resident agrees to take adequate and reasonable care in use of all recreational facilities to ensure the safety of Resident, Occupants, guests or invitees. All guests and invitees must be accompanied by a Resident or Occupant to use recreational facilities and amenities. Resident, Occupants, guests, and invitees shall comply with all signs posted by Landlord in and around the common areas and Community. Landlord may ban any Resident, Occupant, guest or invitee from using any amenity at the Community if such persons fail to abide by posted signs or rules relating to those areas and Resident shall not be entitled to any rent reduction or offset if the loss of amenity privileges is the result of the conduct of Resident, Occupants, guests or invitees. Landlord makes no representations, warranties or guarantees express or implied, regarding the presence or quality of reception of electronic communication or information retrieving devices within the Premises or Community.

39. **EMINENT DOMAIN OR CONDEMNATION:** Should the land whereon the building containing the Premises is situated, or any part thereof, or any portion of the Community, be condemned or taken for public use, then, in that event, upon the taking of the same for such public use, this Lease, at the option of Landlord, shall be deemed null and void, and the term shall cease and come to an end, notwithstanding anything to the contrary herein, and without apportionment of the award. Resident shall not be entitled to receive any sum, or portion thereof, constituting any award arising out of any such eminent domain or condemnation.

40. **SIGNIFICANT DAMAGE TO OR DESTRUCTION OF PREMISES:**
    i. If the Premises or property are damaged by fire, flood or other casualty, necessitating repairs that require Resident to vacate the Premises for any length of time, in the sole and absolute discretion of Landlord, Landlord shall have the option either (1) to repair the damage or otherwise restore the Premises, with this Agreement continuing in full force and effect, or (2) give notice to Resident, at any time after such damage occurs or repairs become necessary, terminating this Agreement as of a date to be specified in such notice. Landlord shall not be required to repair any damage by fire or other cause or to make any repairs of any property installed in the Premises by Resident.
    ii. If Landlord elects to terminate, this Lease shall expire and all interest of the Resident in the Premises shall terminate and Landlord shall have no obligation to pay lodging costs or other expenses to Resident after the termination date. If Landlord elects to repair the damage and/or make the significant repairs and continue this Lease in full force and effect, the "Duty to Cooperate" and "Significant Repairs" sections, below, shall apply.

41. **SIGNIFICANT REPAIRS:**
    i. If the Premises require significant renovations, improvements or repairs (such as, by way of example only and not by way of any limitation, tenting for termites, treating for pests or other vermin, replacing plumbing or electrical wiring, repairing fire damage, etc.) which require Resident to vacate the Premises for any length of time, Resident must vacate the Premises as needed and otherwise cooperate with Landlord in its efforts to perform the work. To the extent possible, Landlord shall give Resident at least ten days written notice of the need to vacate the Premises, which notice shall include Landlord's best estimation of the length of time Landlord anticipates Resident will need to be absent from the Premises.
    ii. Resident agrees to vacate the Premises for the time necessary for the work to be completed and, if Resident needs to be absent from the Premises for more than 8 hours in any 24-hour period, relocate to alternative housing of the Landlord's choosing. Landlord shall be responsible to pay for the alternative housing; however, Resident will remain responsible for all rent while Landlord is paying for alternative accommodations. If Resident elects to relocate temporarily to lodging other than that designated by Landlord, then Landlord shall have no obligation to pay the cost of such housing, which shall be at Resident's sole cost and expense; although Resident shall have no obligation to

R008 pay rent during the time the P[illegible]ses are not available to Resident during the repairs [illegible]andlord is not paying for the alternative lodging, except as provided below. Resident shall return to the Premises once Landlord advises Resident that the work has been completed. Landlord shall have no obligation to pay for alternative housing or waive rent after Landlord has advised Resident that Resident may return to the Premises.

iii. If the work or repairs are required because of the conduct of Resident or the conduct of Occupants, invitees or guests (such as misuse of plumbing, causing a fire, etc.), then Landlord shall be relieved of its obligation to pay for alternative accommodations set forth above and Resident shall remain responsible for both rent and the cost of alternative lodging during the time when Resident must vacate the Premises for any work to be completed.

42. **DUTY TO COOPERATE:** Failure to vacate the Premises or otherwise cooperate with Landlord's efforts to conduct repairs, renovations or other improvements in the Community is a material breach of this Lease and grounds for termination of this Agreement.

43. **SAFETY CONCERNS:**

i. Landlord makes no representations or guarantees to Resident concerning the security of the Premises or the Community. Landlord is under no obligation to Resident to provide any security measure or take any action not required by statute. The presence of courtesy patrols, patrol cars, access gates, surveillance cameras or other deterrents do not guarantee that crime can or will be prevented. Landlord reserves the right to reduce, modify or eliminate any such measures (other than those statutorily required) at any time; and Resident agrees that such action shall not be a breach of any obligation or warranty on the part of Landlord. All such measures are subject to personnel absenteeism, human error, mechanical malfunctions and tampering. Resident is responsible for planning and taking action with respect to the safety of Resident and personal property as if such systems and deterrents did not exist.

ii. Landlord may install surveillance cameras in some common areas. These cameras may or may not be monitored and the footage recorded by these cameras may or may not be kept by Landlord for any length of time. Landlord may remove such cameras, or install additional cameras, at any time without notice to Resident. Footage from any cameras belongs to Landlord and shall not be released to any resident although such footage may be released to law enforcement personnel, insurance adjusters or others with legitimate business needs for such footage in the sole discretion of Landlord and without the consent of any individuals recorded by such footage.

iii. Landlord has no obligation to obtain criminal background checks on any residents and bears no responsibility or liability related to the criminal background or actions (whether past, present or future) of any person, even if Landlord has actually run a criminal background check on applicants. Resident agrees to hold Landlord harmless from claims arising out of criminal acts of other residents or third parties. Resident shall not rely on the fact that Landlord may have run a criminal background check on residents or any other applicant when deciding whether to enter into this Lease. Background checks are limited to the information actually reviewed and are not a guarantee that a person with a criminal background does not reside at the Community or that someone living in the Community will not commit a crime in the future. Landlord has not made and does not make any representations as to the background of any existing or future resident and Landlord is under no obligation to run background checks on any existing resident or future applicant.

iv. Resident agrees to report immediately all suspected or actual criminal activity to the appropriate local law enforcement agencies and, after doing so, to Landlord, and shall provide Landlord with such law enforcement agency's incident report number upon request. If Resident receives a copy of any law enforcement agency's incident report for an incident that occurred on the property and said incident impacted the Premises, the Community or other residents in the Community, Resident shall provide a copy of said incident report to Landlord upon request.

44. **INSURANCE:** Landlord does not maintain insurance to cover (a) Resident's personal injury, (b) loss or damage to Resident's personal property, or (c) Resident's liability for injury, loss or damage caused to others by Resident (or Occupants or guests). Resident is not a co-insured, a beneficiary, or an implied beneficiary under any insurance policy maintained by Landlord. Unless prior to the Start Date, Resident provides Landlord with written proof of a policy of liability insurance issued by an authorized insurance company that provides Resident with a minimum policy coverage amount of $100,000 per occurrence and names Landlord as an Interested Party, Resident hereby elects for Landlord to enroll Resident in a service program administered by Landlord and backed by a liability coverage program administered by an insurance company selected by Landlord. Resident agrees to reimburse Landlord for the actual cost of such program. The premium payment made by Landlord on Resident's behalf will be considered rent. Landlord reserves the right to hold Resident liable for any loss in excess of the insurance proceeds paid by the insurer. If Resident maintains its own liability insurance, Resident shall provide proof of such insurance to Landlord upon Landlord's request. Resident's failure to provide such proof within three days of a request therefor shall constitute an election by Resident for Landlord to enroll Resident in the service program specified above, at the then-current actual cost of the service program.

45. **MEGAN'S LAW:** Pursuant to Section 290.46 of the Penal Code, information about specified registered sex offenders is made available to the public via internet web site maintained by the Department of Justice at www.meganslaw.ca.gov. Depending on an offender's criminal history, this information will include either the address at which the offender resides or the community of residence and the zip code in which the offender resides. Since the information is equally available to residents and Landlord, and Landlord cannot discriminate against registered sex offenders pursuant to Penal Code Section 290.46 et seq., Landlord has not made any inquiry of any applicant or resident as to whether he or she is a registered sex offender. Resident is advised to take whatever reasonable and lawful actions Resident believes necessary to protect household members or guests against any potential harm. This includes talking to any children or individuals with a diminished capacity about how to deal with strangers and similar topics. Resident is advised that Landlord may not notify Resident if Landlord learns or is advised that a registered sex offender is living in the Community.

46. **ENVIRONMENTAL INDEMNIFICATION:** To the extent allowed by law, Resident expressly assumes and accepts any and all risks involved or related to the presence in the Premises, common areas, and Community of any and all health affecting substances, and any power lines in the vicinity of the Premises. Resident waives all claims and causes of action of any kind or nature, at law or in equity, including, but not limited to, claims or causes of action arising by statute, ordinance, rule, regulation or similar provision, against Landlord and Landlord's agents, principals, employees, legal representatives, affiliates, assignees, successors in title, partners, shareholders, officers, directors, parents, members and managers (herein collectively called the "Landlord Affiliates") with respect to any health hazard occurring in connection with the presence in the Premises, common areas, or Community of materials containing potentially health affecting substances, and claims arising out of or based upon any potentially health affecting substances brought, or allowed to be brought, into the Premises, common areas, or Community by any Resident, Occupant, guest, or invitee. Resident agrees to defend, indemnify and hold harmless the Landlord Affiliates against and from any and all actions, causes of action, claims, demands, liabilities, losses, damages and expenses of whatsoever kind, including, but not limited to, attorneys' fees at both the trial and appellate levels, that any or all of the Landlord Affiliates may at any time sustain or incur by reason of any and all claims asserted against them arising out of potentially health affecting substances brought or allowed to be brought into the Community by any Resident, Occupant, guest, or invitee.

47. **PROPOSITION 65 WARNING:** The Premises, common areas, and Community may contain chemicals known to the State of California to cause cancer, birth defects, and other reproductive harm. These chemicals may be contained in emissions and fumes from building materials, products and materials used to maintain the property, and emissions, fumes, and smoke from Resident and guest activities, including but not limited to the use of motor vehicles, barbecues, and tobacco products. These chemicals may include, but are not limited to carbon monoxide, formaldehyde, tobacco smoke, unleaded gasoline, soot, tars, and mineral oils.

For more information please contact OEHHA at (916) 445-6900 or visit http://www.oehha.org/prop65/pdf/Prop65tenants.pdf for additional

information from the California Envir ental Protection Agency's Office of Environmental H Hazard.

48. **LEAD-BASED PAINT WARNING:** Housing built before 1978 may contain lead-based paint. Lead from paint chips and dust can pose health hazards if not managed properly. Lead exposure is especially harmful to young children and pregnant women. Lead poisoning in young children may produce permanent neurological damage, including learning disabilities, reduced intelligence quotient, behavioral problems, and impaired memory. Before renting pre-1978 housing, Landlords must disclose the presence of known lead-based paint and/or lead-based paint hazards in the Unit. Residents must also receive a federally approved pamphlet on lead poisoning prevention. By Resident signing this Lease, they acknowledge receipt of Protect Your Family from Lead in Your Home pamphlet.
    i. Presence of lead-based paint or lead-based paint hazards: Known lead-based paint and/or lead-based paint hazards **are present** in the housing.
    ii. Landlord has reports or records pertaining to lead-based and/or lead-based paint hazards in the Premises and has made available to Resident all available records and reports upon Resident's request.

49. **ASBESTOS DISCLOSURE:** Before 1981, asbestos was commonly used in construction. This Community was built before 1981 and asbestos may be present. Asbestos is a chemical known to cause cancer. Asbestos may be present in sprayed-on acoustical ceiling material, insulation, fire proofing and floor tiles in the Premises and/or buildings of the Community. Disturbing or damaging certain interior Premises, common areas, and/or Community surfaces may increase the potential exposure to asbestos. Resident may not pierce, damage, disturb, or remove any portions of the Premises, common areas, and/or Community known or suspected to contain asbestos. Resident must notify Landlord immediately in writing if any portion of the Premises, common areas, and/or Community known or suspected to contain asbestos are pierced, damaged, disturbed or removed. Landlord has instituted an operations and maintenance program directed at maintaining the Community in accordance with any applicable federal and state safety requirements regarding asbestos-containing material. This program is designed (among other things) to prevent release of asbestos fibers into the air; minimize disturbance of damage to asbestos-containing materials; monitor the conditions of materials and air in the building; and regulate maintenance, renovation and construction activities. No matter how small the percentage of such material may be, Resident, Occupants, guests, or invitees shall comply with such rules and regulations as Landlord from time to time may prescribe in connection with Landlord's operations and maintenance program, including without limitation to the following:
    i. Hazardous Materials: Resident shall not take or allow any action which in any way damages or disturbs all or part of the ceiling, flooring, walls, insulation in the Premises, including but not limited to: Piercing the surface of the ceiling, flooring, walls or insulation by drilling or any other method; hanging plants, mobiles, or other objects from the ceiling; allowing any objects to come into contact with the ceiling; permitting water or any other liquid to come into contact with the ceiling; painting or undertaking any repairs or improvements with respect to the ceiling or floor tiles; or undertaking any activity which results in building vibration which may damage the ceiling.
    ii. Resident shall notify Landlord immediately in writing if there is any damage to or deterioration of the ceiling, flooring, walls or insulation of the Premises, including (without limitation) loose, cracking, hanging, or dislodged material, water leaks, or stains in the ceiling, flooring, walls or insulation.

50. **CREDIT REPORTING:** Resident is notified that Resident's performance as a tenant of this Community may be reported to credit reporting agencies.

51. **SOCIAL MEDIA:** Landlord maintains an online presence through its website and social media. This online presence includes, but is not limited to, displaying images from community events organized by Landlord. From time to time Landlord will capture still ("photo") and moving ("video") images at these events. Resident hereby acknowledges that by attending these events Residents accepts and agrees to the potential of being depicted in those images and further agrees to permit Landlord to use Resident's, Occupants', guests' or invitees' likenesses, without compensation, for the limited purpose of Landlord's online presence. Please note that Landlord respects Resident's privacy and at Resident's written request Landlord will remove any image depicting Resident, Occupants, guests or invitees.

F. COMMUNITY CONSIDERATION

52. **USE OF PREMISES:** Resident agrees to use the Premises solely as a private residence. Storage areas, parking areas, balconies, patios, outdoor areas, and decks shall not be used for occupancy. Resident shall not use the Premises as a business address, nor shall Resident conduct business activities on the Premises. Conducting business activities includes, without limitation, using the Premises as a mailing address for a business enterprise, having a business telephone line in the Premises, having business clients meet with Resident at the Premises, having business stationery setting forth the address of the Premises as a business address, assembling or manufacturing any product upon the Premises, or otherwise holding out the Premises as the address of any business. Resident may, however, insofar as it is consistent with the restrictions set forth in this section, and with the written consent of Landlord, use a portion of the Premises as a "home office." Nothing set forth herein shall be deemed as disallowing any use of the Premises that cannot be prohibited legally.

53. **CONDUCT OF RESIDENT:** Resident agrees not to harass, annoy, or endanger any other resident, neighbor, or other person, or create or maintain a nuisance, or disturb the peace or solitude or quiet enjoyment of any other resident, neighbor or other person, or commit waste in or about the Premises. Resident further agrees not to harass, verbally abuse, denigrate or otherwise disrespect Landlord's employees, agents and/or contractors or interfere with the operations of the Community or the work of Landlord's employees or agents. Resident agrees to keep the volume of any activity, radio, stereo, electronic equipment, television or musical instrument at such a level which will not disturb the other residents at any time. Any noise, disturbance, or activity which would, in the sole and absolute discretion of Landlord, be reasonably likely to annoy or disturb other residents is strictly prohibited. Certain acts are considered to be contrary to the safety, well-being, peace, and enjoyment of the other residents of the Community. These include, but are not limited to, the use, possession or sale of illegal drugs or controlled substances and the carrying or exhibiting of firearms in the Community. Such acts are prohibited. The carrying or exhibiting of firearms may be permitted with written consent of Landlord if doing so is required by law or job necessity. Resident shall not deface or damage any part of the Premises or the common areas or the Community or permit the same to be done. Resident shall not keep in the Community any flammable or explosive materials or any substance considered dangerous, hazardous, or toxic under any governmental law or regulation. Resident shall not do or permit anything to be done in the Premises that may be deemed hazardous or which will cause a cancellation of or an increase in the premiums for any insurance for the Community. Resident is responsible for the conduct of Occupants, guests, and invitees, including without limitation any minors, while they are in the Premises and in the Community. A resident conducting any of the activities set forth in this section, or who allows Occupants, guests, or invitees to conduct any of said activities shall be deemed in violation of this Agreement, and said activity shall be grounds for termination of this Agreement. This provision constitutes written notice to cease any breach of this section, including, without limitation, committing or permitting to exist a nuisance in the Premises, building, or Community.

54. **PARKING:** Resident, Occupants, guests, and invitees shall follow the Parking Rules and Regulations, as the same may be amended from time to time. Landlord shall not be liable for any damage or loss to motor vehicles, the contents of motor vehicles, or personal property of Residents, Occupants, guests, or invitees. Failure to follow the Parking Rules and Regulations and posted signs relating to parking and operation of vehicles will result in the towing of the offending vehicle at the cost of the vehicle owner.

55. **OCCUPANTS:** Any person staying in the Premises for longer than two weeks or 20 nonconsecutive days out of the year shall be considered to be occupying the Premises. The Premises shall be occupied only by the person(s) indicated in Section 2. No other persons have permission to occupy the Premises unless such permission is in writing and signed by Landlord. Landlord's acceptance of rent from any other individual shall

be deemed to be the payment of rent on behalf of the Resident and shall not constitute permission for the person making the payment to occupy the Premises. Should any person not named in Section 2 make any claim of right to possession of the Premises, any such person shall be deemed to be the guest or invitee of the named Resident and their claim to right of possession shall be denied. Any Occupant, named in Section 2, who is not a signatory to this Lease shall be deemed to be an invitee of Resident, who is a signatory to this Lease. Accordingly, if any such Occupant is not named in any unlawful detainer action to regain possession of the Premises, and if any such individual thereafter makes a claim to right of possession of the Premises, that claim shall be denied on the basis that said individual is the invitee of the named Resident and does not have an independent claim to right of possession of the Premises.

56. **GUESTS:** Any person occupying the Premises shall be considered an unauthorized occupant in violation of this Lease unless that person has completed a rental application, been approved, and been added to the Lease.

57. **ASSIGNMENT AND SUBLETTING**: Resident shall not assign this Lease nor sublet all or any part of the Premises without Landlord's written consent. Resident shall not sublet all or any part of the Premises on a short-term basis, including without limitation through Air BNB or any other short-term rental program. Permitting any person not named as an Occupant or as a Resident in this Lease to occupy the Premises shall be deemed an improper subletting of the Premises and shall subject the tenancy to termination. This provision constitutes written notice to cease any breach of this section, which breach is incurable pursuant to state law. Any attempted subletting or assignment in violation of this provision shall be void. In the event that no original Resident remains in residency at the Premises, Landlord may reset the rent in accordance with the Civil Code and Rent Stabilization Ordinance.

58. **PETS:** No pets are permitted in the Premises without the prior written consent of the Landlord through an Animal Addendum to this Lease. Permission to keep a pet may be granted, denied, or revoked in Landlord's sole discretion. Except to the extent written permission has been given, pets may not be brought upon the Premises, whether such pets belong to Resident or to any other person. The presence of any pets for which written permission has not been given and is not currently in force, even if such pets are "just visiting" shall be deemed a material breach of this Lease. This policy does not apply to accommodation or service animals. A disabled individual who requires an animal in order to be able to use and enjoy the Premises or the Community should contact Landlord before bringing the animal onto the Premises and request an accommodation to this Lease provision. All accommodation requests will be processed in accordance with applicable laws. Resident is responsible for reimbursing Landlord for the costs of repairing damage to the Premises, common areas, or Community caused by animal(s) under the control of or visiting Resident. Resident must promptly notify Landlord of any damage caused by animals.

59. **CLOTHESLINES/DRYING RACKS**: If the Premises has a private patio, deck, or balcony, which is enclosed by a fence, railing, or other structure, Resident is permitted to hang clothing, blankets or other laundry on the patio, deck, or balcony subject to the following rules and conditions:
   i. No more than two drying lines/racks may be in use at any one time.
   ii. Items may not be left on the drying lines/racks for more than 24 hours (i.e., all items must be removed within 24 hours of being put out on the drying lines/racks).
   iii. Drying lines/racks must be free standing.
   iv. No drying lines or racks may be attached or affixed in any manner to any portion of the building, fence, railing, wall, building support structure, or light fixtures.
   v. Drying lines/racks cannot be higher than the patio, balcony, or deck fence or railing.
   vi. Drying lines/racks cannot be clearly visible from the sidewalk or street.
   vii. Drying lines/racks cannot block entrance to or egress from the Premises, create a health or safety hazard or interfere with walkways or utility service equipment.
   viii. Drying lines/racks cannot interfere with the maintenance of the Community.
   ix. Clothes may not be draped over fence or balcony railings, or hung from any building fixtures.

   If the private patio or balcony is not enclosed by a fence, railing, or other structure, Resident is not permitted to hang clothing, blankets, or any other laundry on the patio, deck, or balcony.

G. UTILITIES AND HOT WATER

60. **UTILITIES:** Utility services shall be provided directly from the utility provider or, at the sole discretion of Landlord, on a sub-metering, square footage, or other allocation basis. Landlord reserves the right to modify the method by which the utilities are furnished to the Premises or billed to Resident during the term of this Lease and may modify billing Resident for utilities previously included in the rent by giving Resident a 30-day written notice. Reference the utility addendum for detailed terms, conditions and methodology.

   The following terms shall apply:
   i. Resident agrees to pay all charges for utilities for the Premises for the term of the Lease including but not limited to those listed in the Utility Billing Addendum. Charges may be assessed by the utility provider or Landlord or Landlord's designated Billing Party in the case of utilities billed to Resident by Landlord in connection with Resident's use of utilities.
   ii. Resident shall not use any utility in a wasteful, unreasonable, or hazardous manner and agrees to comply with all utility conservation efforts implemented by Landlord.
   iii. Landlord is not liable for claims arising from utility service outages, interruptions, or fluctuations in utilities provided to the Premises not reasonably within Landlord's control.
   iv. For any utility which Resident is responsible for paying directly to the utility provider, Resident must contact the utility company prior to move-in to have the services placed in Resident's name no later than ten (10) business day following move-in. Resident shall continue to contract with the utility provider throughout the term for continuous utility service. Resident's failure to make necessary arrangements for Resident's utility service may result in an interruption of services and Resident's failure to transfer utility services to Resident's name or failure to have continuous utility service may be, at Landlord's discretion, considered a material breach of this Lease and will permit Landlord to terminate the Lease. If Resident fails to pay any utility charges that are to be paid by Resident, Landlord may, at its option, pay such charges to retain continuing utilities service. If Landlord does so, any such charges may be billed to Resident by Landlord and said billing shall become due and payable, in full, as additional rent together with the regular monthly rent payment on the first day of the month next following the date of such billing.
   v. Resident shall not use any utilities in the common areas for their own personal use without written consent of the Landlord.
   vi. Resident agrees not to disturb, tamper, adjust, or disconnect any utility service, sub-metering device or system.

61. **HOT WATER:** The following will apply.
   i. The water temperature in the Premises is set at 120 degrees Fahrenheit or below. When the water temperature is 120 degrees Fahrenheit, or below, bacteria may enter the water heater or associated plumbing and accumulate. If Resident desires the thermostat to remain at 120 degrees Fahrenheit, or below, Resident assumes any and all risks associated with any bacterial growth in the water heater or associated plumbing.

ii. Resident should be aware that some units may be equipped with an HVAC heating system which operates on hot water. To achieve full heating potential, it may be necessary to increase the temperature of the water heater during the colder months of the year. Resident should also be aware that some units operate on centralized hot water systems which service multiple units and as such individual adjustments in temperatures will not be possible.
iii. If Resident desires the water temperature in the Premises to be higher than 120 degrees Fahrenheit and the Premises has an individual hot water heater, Resident will request, in writing, the temperature of the hot water heater to be adjusted by Landlord, and Resident shall specify the desired temperature at which Landlord is requested to set the thermostat.
iv. Resident understands that if the temperature is set above 120 degrees Fahrenheit, that the water released from the taps in the Premises may scald or burn anyone using water, and potentially cause severe injury.
v. Resident may not tamper with, or adjust the water temperature thermostat in the Premises in any way without written authorization from Landlord.
vi. Resident agrees to indemnify and hold Landlord harmless in any action involving any injury related to the temperature of the water, the water system or the associated plumbing in the Premises.

H. ADDITIONAL TERMS

62. **REQUESTS FOR ACCOMMODATIONS OR MODIFICATIONS:** A disabled person shall be provided reasonable accommodations or reasonable modifications to the extent necessary to provide the disabled person with an opportunity to use and occupy the Premises in a manner equal to that of a non-disabled person. If Resident believes Resident, Occupant, or a member of Resident's household requires an accommodation or modification as a result of a disability, Resident should contact Landlord to begin the interactive process.

63. **MILITARY:** Military personnel on active duty may terminate this lease under Federal law if:
i. Resident becomes a member of the Armed Forces of the United States after Resident enters into the Lease; or
ii. Resident is or becomes a member of the Armed Forces of the United States and receives:
a. Orders for a permanent change of station; or
b. Orders to deploy for a period of at least 90 days.

Landlord fully supports its residents who are active-duty or reserve military personnel. Resident must give Landlord written notice of termination. For rentals when rent is paid monthly, the termination becomes effective 30 days after the first date on which the next rent payment is due after the termination notice is delivered and no further rent will be owed following the expiration of the notice period (or the actual move-out date, if later). Resident must furnish the Landlord with proof to establish that Resident qualifies for this limited exception. Proof may consist of any official military orders, or any notification, certification, or verification from the service member's commanding officer, with respect to the service member's current or future military duty status. Military permission for base housing does not constitute a permanent change-of-station order.

64. **OFFICE OF FOREIGN ASSETS CONTROL:** Resident represents and warrants that Resident and each person or entity owning an interest in Resident is:
i. Not currently identified on the Specially Designated Nationals and Blocked Persons List maintained by the Office of Foreign Assets Control, Department of the Treasury ("OFAC") and/or on any other similar list maintained by OFAC pursuant to any authorizing statute, executive order or regulation (collectively, the "List").
ii. Not a person or entity with whom a citizen of the United States is prohibited to engage in transactions by any trade embargo, economic sanction, or other prohibition of United States law, regulation, or Executive Order of the President of the United States.
iii. None of the funds or other assets of Resident constitute property of, or are beneficially owned, directly or indirectly, by any Embargoed Person (as hereinafter defined).
iv. No Embargoed Person has any interest of any nature whatsoever in Resident (whether directly or indirectly).
v. None of the funds of Resident have been derived from any unlawful activity with the result that the investment in Resident is prohibited by law or that the Lease is in violation of law.
vi. Resident has implemented procedures, and will consistently apply those procedures, to ensure the foregoing representations and warranties remain true and correct at all times. The term "Embargoed Person" means any person, entity or government subject to trade restrictions under U.S. law, including but not limited to, the International Emergency Economic Powers Act, 50 U.S.C. § 1701 et seq., The Trading with the Enemy Act, 50 U.S.C. App. 1 at seq., and any Executive Orders or regulations promulgated there under with the result that the investment in Resident is prohibited by law or Resident is in violation of law.

Resident covenants and agree(s):
i. To comply with all requirements of law relating to money laundering, anti-terrorism, trade embargo and economic sanctions, now or hereafter in effect.
ii. To immediately notify Landlord in writing if any of the representations, warranties or covenants set forth in this section or the preceding section are no longer true or have been breached or if Landlord has a reasonable basis to believe that they may no longer be true or have been breached.
iii. Not to use funds from any "Prohibited Person" (as such term is defined in the September 24, 2001, Executive Order Blocking Property and Prohibiting Transactions with Persons Who Commit, Threaten to Commit, or Support Terrorism) to make any payment due to Landlord.
iv. At the request of Landlord, Resident may be asked to provide such information to determine Resident's compliance with the terms hereof.
v. Resident hereby acknowledges and agrees that Resident's inclusion on the List at any time during the term shall be a material default. Notwithstanding anything herein to the contrary, Resident shall not permit the Premises or any portion thereof to be used or occupied by any person or entity on the List or by any Embargoed Person (on a permanent, temporary or transient basis), and any such use or occupancy of the Premises by any such person or entity shall be a material default.

65. **NON-DISCRIMINATION:** There shall be no discrimination against or segregation of, any persons on account of race, color, national origin, ancestry, creed, religion, gender, gender identity, gender expression, sexual orientation, genetic information, marital status, familial status, age, source of income, handicap, disability, citizenship status, immigration status, primary language spoken or any other protected classification under state or federal law, in the sale, lease, sublease, transfer, use, occupancy, tenure or enjoyment of the Premises, nor shall the Landlord or any person claiming under or through Landlord, establish or permit any such practice or practices of discrimination or segregation with reference to the selection, location, number, use or occupancy of tenants, lessees, or vendees of the Premises.

66. **TIME IS OF THE ESSENCE:** Time is of the essence with respect to the provisions of this Lease. This provision shall be interpreted in its strictest sense irrespective of the relative hardship to the Parties.

67. **SUCCESSORS:** If the property is sold or the ownership interest otherwise transferred, the successor in interest of Landlord shall be deemed the assignee of all rights arising under this Lease, and shall be entitled to enforce the provisions of this Lease against Resident. Nothing in this provision shall be construed as conflicting or superseding the foregoing subordination or as requiring a continuation of the tenancy in the event of a foreclosure or other involuntary transfer of ownership.

68. **SUBORDINATION:** This Lease shall without further act on the part of Resident, be subject to and subordinate to the lien of any mortgage and/or any deed of trust or other encumbrance which may now exist, upon, or which may hereafter be placed by Landlord upon, the leased Premises or property including the Premises.

69. **ATTORNMENT:** Resident hereby agrees that Resident will recognize as its Landlord under this Lease and shall attorn to any person succeeding to the interest of Landlord in respect of the land and the buildings on or in which the Premises is contained upon any foreclosure of any mortgage upon such land or buildings or upon the execution of any deed in lieu of such foreclosure in respect of such mortgage. If requested, Resident shall execute and deliver an instrument or instruments confirming its attornment as provided for herein; provided, however, that no such mortgagee or successor-in-interest shall be bound by any payment of rent for more than one 1 month in advance, or any amendment or modification of this Lease made without the express written consent of such mortgagee.

70. **ESTOPPEL CERTIFICATE:** Resident agrees that within 5 days of Landlord's request, Resident must execute and deliver to Landlord a written statement certifying that this Lease is unmodified and in full force and effect (or if modified, describing the modification). Any prospective or actual property purchaser may rely upon Resident's written statement. Should Resident fail to deliver a statement within the specified time, it will be conclusively presumed that the Lease is unmodified and in full force and effect, except as otherwise indicated, and there are no uncured defaults in Landlord's performance, and any other details specified by Landlord originally requested of Resident.

71. **CONTENTS OF THIS LEASE:** The failure of Landlord to insist upon strict performance of any of the covenants and agreements of this Lease or any addenda thereto, or to exercise any rights arising under this Lease, shall not be construed to be a waiver of Landlord's right to subsequently enforce any such provision or to insist upon any such right. The fact that Landlord may have accepted late payment(s) on one or more occasions shall not be deemed a waiver of Landlord's right to insist upon timely payment or rent or to exercise any remedy available for late payment of rent. Acceptance of rent following a breach of this Agreement shall not be deemed to constitute a waiver of such breach. No custom or practice which may develop between the Parties in the course of the tenancy shall be construed to waive the right of Landlord to enforce any provision of this Lease.

72. **SEVERABILITY AND PROVISIONS REQUIRED BY LAW:** If a provision or section of this Lease is legally invalid, or declared by a court to be unenforceable, such provision or section will be deemed deleted and the rest of this Lease will remain in effect. To the extent any provision of this Lease is in direct conflict with any provisions of applicable law, such provision is hereby deleted. Any provision specifically required by applicable law which is not included in this Lease is hereby inserted as an additional provision of this Lease, but only to the extent required by applicable law and then only so long as the provision of the applicable law is not repealed or held invalid by a court of competent jurisdiction.

73. **ENTIRE AGREEMENT:** This Lease, including all addenda executed by both Parties, sets forth the entire agreement among the Parties with respect to the matters set forth in it. It shall not be altered nor modified unless such alteration or modification is in writing and signed by all signatories to this Lease. No verbal agreements or representations have been made or relied upon by either party or any agent or employee of either party, and neither party nor any agent or employee of either party is entitled to alter any provisions of this Lease by any verbal representations or agreements to be made subsequent to the execution of this Lease. The foregoing notwithstanding, if Resident holds over after the expiration of the Lease term on a month-to-month basis, Landlord may change any provision of this Lease without the consent of Resident in the manner prescribed by California Civil Code Section 827.

74. **SECTION HEADINGS:** The section headings are inserted only for convenience and are not intended to define or limit the scope or intent of any clause.

75. **NOTICES:**
   i. Any notice that Landlord gives to Resident shall be deemed properly served (whether or not actually received by (Resident) if served in the manner prescribed in Code of Civil Procedure Section 1162. Except as prohibited by law, if Landlord fails to serve the notice in accordance with the provisions of Code of Civil Procedure Section 1162, but Resident actually receives the notice, the actual receipt shall be deemed to cure any defects in the manner of service and the notice shall be deemed properly and personally served. Service upon any Resident of the Premises shall be deemed valid service upon all Residents - it is not necessary to serve each Resident individually unless otherwise required by law.
   ii. Any notice that Resident gives to Landlord shall be given to the business manager, assistant business manager, or sales associates, who are authorized to manage the Premises, at the management office(s) located at 5 Newell Court or at 2041 Euclid Ave., East Palo Alto, CA 94303 during normal business hours. The telephone number is 650-566-2000. On non-holidays, the business hours, which remain subject to change, are: Monday and Wednesday, 9am to 6pm, Tuesday 10am to 6pm, Thursday and Friday 9am to 7 pm, Saturday and Sunday 10am to 7pm.
   iii. The persons designated above are the persons authorized by the owner to act for an on behalf of the owner for the purpose of service of process and for the purpose of receiving and giving receipts for all notices and demands.

76. **JOINT AND SEVERAL LIABILITY AND AUTHORITY:** In the event of more than one Resident, each Resident is jointly and severally liable for each provision of this Lease and service of any notice or demand upon one shall constitute notice to each other Resident. All persons signing this Lease as Resident shall remain jointly and severally liable for all obligations arising under it, whether or not they remain in actual possession of the Premises. The giving by any individual Resident of a notice of termination of tenancy shall not terminate the Lease as to that Resident unless all Residents vacate the Premises by the agreed date. Landlord may, however, treat any such notice as a notice binding against all Residents of the Premises, and may institute unlawful detainer proceedings against all Residents if they do not restore possession of the Premises to Landlord on or before the end of the notice period. Conversely, Landlord may, at its sole option, if one or more Resident gives notice, but all Residents do not return possession of the Premises to Landlord within the notice period, continue the tenancy in effect and, if Landlord does so, all Residents, including the Resident giving notice, shall remain fully liable for all obligations arising hereunder whether or not they remain in occupancy of the Premises.

77. **ELECTRONIC SIGNATURES:** The Parties agree that they may enter into this Lease by electronic means, although traditional hard copies with wet signatures may be used instead at the option of Landlord. Resident agrees and acknowledges that if Resident is entering into this Lease with Landlord by electronic means, doing so is not conditioned on Resident's agreement to conduct the leasing transaction electronically.

78. **ATTACHMENTS/ADDENDA:** Resident(s) acknowledges receipt of a copy of the attachments/addenda listed in this section, which are incorporated into and made part of this Lease. Resident(s) agrees to abide by said attachments/addenda in all respects. Any failure to comply with any of the attachments shall be deemed a breach of this Lease. If there is a conflict between these policies and the Lease, the Lease shall govern.

1	Animal Addendum
2	Community Policies
3	Concession Agreement
5	Move-In/Move-Out Inspection Form
6	Notice of Ordinance at Commencement of Tenancy

7 R013	Pest Insect and Bed Bug [illegible]endum
8	Registered Structural Pest Control Company Notice
11	Parking Rules and Regulations
12	Utility Addendum
13	Acknowledgement Regarding Use of Medical Marijuana
14	Addendum Regarding Use of Medical Marijuana
15	Because We Care
16	Resident Security Notice & Acknowledgment
17	Security Deposit Agreement

SIGNATURES:

The undersigned expressly understands that after the initial term, the tenancy may automatically continue from month to month.

02/07/18

Candido Romero *(Resident)* *Date*

Maria Ngon 02/07/18

Maria Ramos *(Resident)* *Date*

(Resident) *Date*

(Resident) *Date*

2/7/18

Woodland Park Apartments *(Landlord)* *Date*

R014

ANIMAL ADDENDUM

This document is an addendum to the California Lease Agreement ("Lease") dated November 18, 2011 between Candido Romero Maria Ramos ("Resident") and Woodland Park ("Landlord") for the Unit # 18 ("Premises") located at 301 East O'Keefe Street, East Palo Alto, CA 94303.

Animals, including unauthorized or visiting pets, are not permitted on the Premises without prior written consent from Landlord. This addendum constitutes written consent for the animal(s) described below in the "Pet Description."

Pet Description

Resident Landlord agree as follows:

1. Resident agrees to pay $0.00 per month in Pet Rent per month on or before the first of each month with Monthly Rent. Pet Rent is additional "rent" for all purposes.
2. If a pet is added during the lease term, Resident agrees to pay $0.00 will be required to pay an additional pet deposit of $500.00.
3. The additional deposit shall be subject to full inspection of the Premises upon Resident's move out shall be considered an additional deposit pursuant to the Lease terms.
4. Resident shall be liable for all damages to Premises, common areas, or Community and all expenses caused by or in connection with pet.
5. Pet will not be permitted outside the Premises unless restrained by a leash. Resident must control pet activity while in the Premises.
6. Pets may not be left or tied on balconies, porches, or patios. These areas must be kept clean and free of pet waste.
7. Resident is responsible for immediate and proper cleaning up and disposal of pet waste. Please note that landscape pesticides and chemicals are used on the grounds of the Community and therefore special care should be taken when walking pets.
8. If pet is a cat, an appropriate litter box shall be maintained and a scratching post should be provided. Resident must place soiled cat litter in a securely tied trash bag for disposal.
9. If Resident does not clean up after pet, Resident will be fined $50.00 per occurrence.
10. Animals shall not weigh over 30 pounds full grown. Animals under one (1) year of age are not permitted.
11. The number of pets per unit is limited to 1.
12. Resident shall not permit and represents that pet will not cause any damage, discomfort, annoyance, nuisance or in any way inconvenience, or cause complaints from, any other resident.
13. All pets must have all required vaccinations. Resident must provide proof of vaccinations to Landlord.
14. It is strongly recommended that all pets have an identification tag showing current address and telephone number on their collar. Dogs are required to have a current license and an identification tag at all times.
15. Resident agrees to comply with all applicable ordinances, regulations laws governing pets.
16. In addition, Resident shall comply with the following policies:
    - i. Except as further restricted by law, the following types of pets are permissible: cats, dogs, hamsters, guinea pigs, rabbits, birds, fish, non-poisonous or non-venomous amphibians, non-poisonous or non-venomous reptiles. Birds must be kept caged and permitted fish, amphibians, reptiles must remain in in a tank/aquarium at all times.
    - ii. All pets must be spayed/neutered.
    - iii. Resident shall prevent any fleas or other infestation of the Premises, building and Community.
    - iv. Birds shall not be let out of cages.
    - v. Resident must obtain prior written consent from Landlord to have fish tanks over 30 gallons. Fish tanks must be placed in a safe area inside of the Premises.
    - vi. Dangerous, illegal, exotic or poisonous animals (as determined solely by Landlord) are not permitted on the Premises.
    - vii. Residents are not allowed to keep endangered species.
    - viii. Feral animals cannot be fed or kept on the Premises, common areas, or Community.
    - ix. Resident shall not allow any animal in the Community that has exhibited any sign of aggressive behavior or aggressive tendencies towards any person.
    - x. Resident shall not allow any animal in the Community that is a Restricted Breed. Restricted Breeds are Alaskan Malamute, Boxer, Chow Chow, Dalmatian, Doberman Pinscher, German Shepherd, Belgian Malinois, Husky breeds, Pit-Bull breeds, Staffordshire Terrier, Presa Canario, Rottweiler wolf hybrids.
17. Assistive Animals (including companion animals): Landlord will accept and evaluate a request for reasonable accommodation to allow Resident to have an assistive animal. Assistive animals for persons with disabilities are not considered pets and are not subject to the following requirements:
    - i. Spayed/Neutered requirement;
    - ii. Breed restriction;
    - iii. Age restriction;
    - iv. Weight restriction;
    - v. The number of assistive animals per unit shall be evaluated on case by case basis;
    - vi. Monthly pet rent;
    - vii. Pet deposits.
18. A request for a Reasonable Accommodation must be submitted for Landlord's review and Landlord shall not unreasonably withhold its written approval for an assistive animal or animals. Resident hereby agrees to comply with the terms and conditions of this Pet Addendum, except for the exceptions set forth in section 17, for assistive animals.
19. This addendum shall terminate without affecting the Lease or Resident's responsibilities under the Lease and Resident shall remove the pet immediately if any of the following occurs:

R015

i. Payment of Pet Rent is delinq.
ii. The pet displays aggressive behavior
iii. Landlord perceives the pet to be dangerous or disruptive to premises, common areas, or Community, other residents, guest or employees.
iv. Upon thirty (30) day notice by either party to the other of intent to terminate this Addendum

20. Resident agrees to hold harmless and indemnify Landlord from all liability pertaining to animals on the property. Resident shall hold Landlord harmless and indemnify Landlord for any and all damages or costs in connection with pet.

Resident Landlord represent that they have read this Addendum, understand the terms conditions contained herein, and agree to the terms conditions contained herein.

02/07/18
Candido Romero *(Resident)* *Date*

Maria Mondragon 2/07/18
Maria Ramos *(Resident)* *Date*

(Resident) *Date*

(Resident) *Date*

Anna Ortega 2/7/18
Woodland Park Apartments *(Landlord)* *Date*

COMMUNITY POLICIES

This document is an addendum to the California Lease Agreement ("Lease") dated **November 18, 2011** by between **Candido Romero Maria Ramos** ("Resident") and **Woodland Park** ("Landlord") for the **Unit # 18** ("Premises") located at **301 East O'Keefe Street, East Palo Alto, CA 94303.**

In order to maintain and promote the Community, Landlord has established the following policies for the comfort and convenience of all residents. These Community Policies may be modified by written notice to residents.

1. **Service Requests:** All requests for service should be made in writing, delivered personally, sent via electronic mail, or submitted to the online resident portal. In an emergency, call 911 directly for help. Notify the Landlord immediately after.

2. **Laundry Facilities:** Laundry facilities are for the exclusive use by Resident and/or Occupants during the hours posted. Items should not be left unattended in the laundry area. Landlord is not responsible for loss or damage to personal items or clothing. To ensure the washers and dryers are working when needed, please follow the posted operating instructions carefully and treat the machines with care. If any of the laundry machines are not working properly, please notify Landlord immediately, so service can be arranged. A few additional tips:
   i. Do not put plastic items in the dryer.
   ii. Always clean the lint screen prior to use.
   iii. Never operate the dryer without a lint screen,
   iv. Refrain from overloading the washing machine or dryer. Do not use laundry facilities to wash or dry bulky items such as comforters.
   v. We recommend leaving washer door open after cycle for better ventilation.
   vi. Always clean the lint screen prior to using the dryer never operate it without a lint filter.
   vii. Never dry items that have come into contact with flammable substances like cooking oil, gasoline, paint thinner, or alcohol.

3. **Appliances:** The following policies must be followed with regard to appliances.
   i. Appliances shall not be removed from the Premises, common areas, or Community.
   ii. The Dispose All should only be used for the purpose for which it was designed. The following items should not be put in the Dispose All: metal, string, grease, coffee grounds, nut shells, fruit pits, corn on the cob, or potato peel.
   iii. The bathroom fixtures should only be used for the purpose for which they were designed. The following items should not be disposed of in the toilets: diapers, paper towels, sanitary napkins, tampons, food, and baby wipes rags. Resident shall be held responsible for any repairs or damage resulting from the disposal of such items in the toilet. If Resident puts any other foreign objects in bathroom or plumbing fixtures, Resident shall reimburse Landlord for any repairs or damage caused by the same.
   iv. Dishwashers should not be overloaded and only detergents made for automatic dishwashers should be used. We recommend using a rinse agent to improve drying and reduce spots and build up in dishwasher.
   v. To keep the oven clean, use mild detergents following each use and do not use hard abrasives on chrome or glass parts of the oven.
   vi. On the stove, never place foil under the burner pans.

4. **Interior Alterations:** Resident must obtain the prior written approval of Landlord before making any interior alteration. Any expenses incurred to restore the Premises will be at Resident's expense. Resident may not use nails when hanging pictures, mirrors, or other wall hangings. Please use adhesive hangers.

5. **Window Coverings Signs:** Resident shall not use blankets, sheets, foil or non-standard window coverings in place of draperies or blinds. Except as permitted by law, Residents shall not place objects on window or window sill which are visible from the outside.

6. **Community Equipment Facilities:** Recreational facilities may include business centers, fitness rooms, swimming pools, and community rooms. Residents, Occupants, guests and invitees shall abide by all rules and regulations for the use of the recreational facilities. Resident, Occupants, guests and invitees will avoid conduct that Landlord deems inappropriate or disruptive. Any person in violation of these rules will be asked to vacate the area immediately. Failure to adhere strictly to the posted rules and regulations is acknowledged as grounds for suspension of privileges or termination of the tenancy in accordance with law. Landlord may change the rules and regulations at Landlord's discretion. Exercise care when enjoying the recreation facilities/equipment. Landlord is not responsible for physical injuries that result from the use of the recreational facilities/equipment. Any damages to any of the recreational facilities/ equipment caused by Resident, Occupants, guests or invitees will result in Resident being responsible for the cost of repairing the damages. Take caution to lock/close common area doors and gates. No pets are allowed in any of the recreational facilities.

7. **Communities with Pools:** Resident is required to limit guests to no more than two at a time and accompany them to the pool. Visitors not accompanied by Resident will be asked to leave. Glass containers are not allowed in the pool area. Please help keep the pool area clean. Proper pool attire, such as bathing suits or swim trunks, is required. Children who are not toilet trained must wear a swim diaper. Cut-off jeans, T-shirts or non-swim diapers are not allowed. Additional pool policies and hours are posted by the pool. For safety reasons, do not swim alone.

8. **Patios Balconies:** Resident shall comply with the following rules:
   i. Patios and balconies are to be kept neat and orderly at all times.
   ii. The installation of sunshades, blinds or hanging fabrics is not allowed.
   iii. The construction of walls, ceilings, or other permanent attachments to the patio or balcony is not permitted.
   iv. Patios and balconies may not be used as bedrooms.
   v. No storage of any personal property or trash containers is allowed.
   vi. All plants must be free-standing and have saucers underneath them. Hanging plants are not permitted.
   vii. No motorcycles are allowed to be kept on any patios or balconies at any time.
   viii. Unapproved bike hooks are not permitted and will be removed.
   ix. Only furniture designed for outdoor use is permitted.

9. **Trash Removal:** Containers are located at various places throughout the Community. Residents shall secure trash and place it in a designated container. Residents shall not place trash on the ground if dumpster is full and should proceed to the next closest container to dispose of the trash. Resident shall not place large articles, such as furniture, for trash removal and Resident shall make alternate arrangements with a private disposal service to pick up such item at Resident's expense. Recyclable materials shall be separated from trash disposed of in the recycling receptacles. Boxes should be recycled and broken down before disposal. Resident shall not dispose of hazardous materials in any container or other location at the Community. Resident shall only dispose of refuse in compliance with applicable laws. Resident may be charged a fee for not following these guidelines. Do not store trash on porches, balconies or in the hallways unless it is an approved container provided by the Landlord is served regularly by the Landlord or a third-party vendor.

10. **Recycling:** Resident agrees to comply with all present and future Community policies, laws, orders regulations of all state, federal, municipal local governments regarding the collection, sorting, separation, recycling of waste products, garbage, and refuse trash.

11. **Barbeques:** The use or storage of any charcoal burner, liquid petroleum, gas fueled or any other open flame cooking devices are prohibited in

the Premises, including on any patio or balcony.

12. **Loitering:** No unnecessary loitering in laundry facilities, recreation areas, leasing office, amenity areas, parking areas, or other common areas.

13. **Recreational Equipment:** Skateboards, motorcycles, bicycles and similar vehicles may not be stored in entry ways or under stairs without prior written permission from Landlord. Skateboards, roller-blades or other similar recreational equipment usage in Premises and in common areas is prohibited.

14. **Posting Flyers:** Resident is not authorized to distribute advertising, information or any other type of flyer, door-to-door, on cars, anywhere else in the building or throughout the Community, except as authorized by law. Landlord may designate a place for such items to be displayed remove items that are not in keeping with the nature of the Community, as determined by Landlord.

15. **Garage Storage:** Parking areas may only be used to park the Resident's registered, operational personal vehicle(s) in accordance with the Lease and Parking Rules and Regulations. Resident shall not use any parking area as storage for equipment, personal items, containers, vehicle parts or inoperable vehicles. In addition, Resident will not under any circumstances use any parking area or storage space to store flammable or toxic chemicals /or waste. The parking area and storage space may not be used for occupancy. If Resident violates these requirements Resident agrees to immediately reimburse the Landlord for any costs associated with the removal of the unauthorized materials immediately vacate the parking area or storage. Resident further agrees to be liable for any and all damage caused by Resident's carelessness or negligent driving, which may result in the destruction of the storage space and/or parking area or to any other vehicle near garage or storage space. The Landlord shall not be liable for any loss, theft, damages and/or destruction of any personal property contained in any parking area or storage space. Nor shall the Landlord be held liable for or held responsible for any injury to any Resident, Occupant, guest or invitee resulting from the use of any parking area and/or storage space.

16. **Solicitors and Salespeople:** Solicitors are not allowed in the Community, except as authorized by law. Residents shall report all solicitors or salespeople to the Landlord immediately.

17. **Car Wash and Repair:** Vehicle repairs, including oil changes washing of vehicles are prohibited in the common areas and Community unless there is a designated area provided by Landlord.

18. **Moving of Furniture:** Landlord may designate the time and method for moving items to and from the Premises such as any furniture, merchandise, goods, freight or other such items. Residents may not move furniture to and from the Premises through the lobby, patio doors, or through the use of elevators (if available) without Landlord's permission. If elevators are installed at the Community, Landlord does not guaranty that the elevators will be available for use by Resident nor shall Landlord be liable for any loss resulting from the unavailability of elevator service.

19. **Notification of Changes:** Resident shall notify Landlord immediately in writing with any change to Resident's employer, employer telephone number, alternate phone numbers, emergency contact or other pertinent information.

Resident and Landlord represent that they have read this Addendum, understand the terms and conditions contained herein, and agree to the terms conditions contained herein.

Candido Romero *(Resident)* 2/07/18 *Date*

Maria Ramos *(Resident)* Maria Mendragon 2/07/18 *Date*

(Resident) *Date*

(Resident) *Date*

Woodland Park Apartments *(Landlord)* 2/7/18 *Date*

R018

CONCESSION AGREEMENT

Community	Unit Address
Woodland Park	301 East O'Keefe Street # 18, East Palo Alto, CA 94303
Resident Name(s)	
Candido Romero Maria Ramos	
Lease Term	
November 18, 2011 to	
Rental Amount	
$1,349.00	
Concession	
NONE	
Additional Monthly Rent	
$0.00 per month for **Electricity**. Total amount of additional rent over the lease term is **$0.00**.	

COMMENTS: If Resident fails to maintain his/her/their tenancy for the entire length of the initial term described in Section 3 of the Lease, then Resident shall reimburse **Woodland Park** for the full amount used of the concession outlined above. The concession reimbursement owed to **Woodland Park** is due and payable on the date that the Resident serves upon **Woodland Park** a notice of intent to vacate, or the date upon which the Resident vacates the Premises, whichever occurs earlier, and Resident shall simultaneously pay any other penalties that may be due pursuant to the Lease, and any other outstanding balances on the resident account.

2/07/18
Candido Romero *(Resident)* *Date*

Maria Ramos 2/07/18
Maria Ramos *(Resident)* *Date*

_____
(Resident) *Date*

_____
(Resident) *Date*

Anna Nuñez 2/7/18
Woodland Park Apartments *(Landlord)* *Date*

R019

City of East Palo Alto
Office of the City Manager Rent Stabilization Program
2415 University Avenue, 2nd Floor East
Palo Alto, CA 94303
Tel: 650-853-3114 / Fax: 650-853-3115
rentprogram@cityofepa.org

NOTICE OF ORDINANCE AT COMMENCEMENT OF TENANCY

Section 6 of the East Palo Alto Rent Stabilization Just Cause of Eviction Ordinance of 2010 requires Landlords provide residential tenants with a written notice of this Ordinance at the commencement of any tenancy.

RENTS RENT INCREASES

How Much Can Rents be Increased Each Year:

The Rent Stabilization Board determines the percentage increase each year, the Annual General Adjustment ("AGA"), that Landlords can raise rents for tenants in regulated rental units. **The percentage of rent increase allowed**, including for all fees for regulated housing services, **for the 2017-2018 program year is 2.7%.**

Landlords, who are in compliance with the Ordinance, may increase rents between July 1 and June 30 of each program year by the amount of the AGA after giving a proper 30-day notice to a tenant. A landlord is eligible to increase rents using AGAs only if the landlord:

1. Registers all units in the same property with the Rent Stabilization Program;
2. Substantially complies with the Rent Stabilization Ordinance /or orders or regulations issued under the Ordinance, including not charging more than the maximum allowed rent;
3. Ensures the rental unit complies with the implied warranty of habitability; and completes all repairs ordered by the City.

Fees paid to a landlord for regulated housing services such as parking or utilities are generally part of the rent. An increase in fees for housing services, or charges for additional services that were not included in a tenant's initial rental agreement, are generally considered rent increases must conform to the requirements for raising rents.

Accumulating AGAs for Future Rent Increases:

Landlords may raise rents by a lesser amount than allowed by the AGA or choose not to raise rents in any given year, and in that event, they may apply the AGA for future use to raise a tenant's rent. Rent increases may not exceed **10%** in any 12-month period.

Certificate of Maximum Allowable Rent ("MAR"):

Certificates are issued upon Initial Registration of a rental unit, upon occupancy by a new tenant, and upon individual request. They are not issued every year. Based on information submitted by Landlords, the Rent Stabilization Administrator calculates the Maximum Allowable Rent in the Certificates issued for rental units that have been properly registered with the City. A tenant cannot be charged rent, including any fees for regulated housing services, that exceeds the MAR for the timeframe specified in the Certificate issued for their unit.

RIGHT TO PETITION FOR VIOLATIONS OF ORDINANCE

A tenant can file petition A, B /or C when their landlord violates the requirements of the City's Rent Stabilization Ordinance. A tenant may file a petition seeking a rent reduction or a rebate for rent already paid for the following reasons:

File Petition A for a Rent Reduction Rebate for Maximum Allowable Rent Violations: This petition may be filed when rent is being charged over the Maximum Allowable Rent for a regulated rental unit. A tenant can also file Petition A if their landlord failed to properly register the unit.

File Petition B for Rent Reduction Rebate for Housing Service Reductions, including Maintenance Breach of Implied Warranty of Habitability: This petition may be filed when the tenant experiences habitability /or maintenance problems, /or reductions in services that have not been corrected in a reasonable time.

File Petition C for Approval to Withhold Rent for Landlord's Failure to Register a Unit with the Rent Stabilization Program: Tenants may contact the Rent Program to find out if their rental unit is properly registered for more information about this provision in the Ordinance.

R020

PROTECTIONS AGAINST EVICTIC WITHOUT CAUSE

Evictions are only permitted for the specific reasons cited in the Ordinance. Evictions not meeting these requirements can be contested in any action to recover possession of a rental unit in court.

Landlords must specify at least one of the permitted grounds for eviction listed in the Ordinance in a written notice of termination of tenancy. Permitted grounds for eviction include failing to pay rent, violating the lease, or engaging in disorderly or destructive conduct, among other reasons.

The landlord must file with the Rent Board a copy of any termination of tenancy unlawful detainer action within five calendar days after the tenant has been served with such a notice.

TENANT PROTECTION ORDINANCE (Codified in Section 14.02 of the Municipal Code):
In May 2014, the City Council adopted the Tenant Protection Ordinance ("TPO") to further protect tenants. The TPO requires landlords to provide tenants a tenant rights information sheet, to give keys to every adult occupant in the rental unit, and to replace locks before a new tenancy begins. The TPO prohibits landlords from discriminating against families with children or based on the student or non-student status of housing applicants and tenants. It also prohibits landlords from harassing or taking retaliatory action against tenants. The TPO confirms tenants' rights to organize and to distribute literature related to tenancy issues. The TPO also provides for relocation assistance when units are to be demolished or removed or tenants have to temporarily relocate due to necessary repairs.

FOR MORE INFORMATION ABOUT THE ORDINANCE

Contact the Rent Stabilization Program at (650) 853-3114 or rentprogram@cityofepa.org; or the City's website at: www.cityofepa.org/rentprogram. You may also visit us at 2415 University Avenue, 2nd floor between 8:00 a.m. – 5:00 p.m.

For legal advice or representation, you may contact Legal Aid Society of San Mateo County for an appointment at (650) 517-8911; or Community Legal Services in East Palo Alto at (650) 326-20740; or go to 1861 Bay Road, East Palo Alto.

I received a copy of this notice on **November 18, 2011**.

Candido Romero *(Resident)* — Date 2/07/18

Maria Ramos *(Resident)* — Date 2/07/18

(Resident) — Date

(Resident) — Date

Woodland Park Apartments *(Landlord)* — Date 2/7/18

Information About Bedbugs Pest Control Policies

This document is an addendum to the Lease Agreement dated **November 18, 2011** by and between **Candido Romero Maria Ramos** and **Woodland Park** for **Unit # 18** located at **301 East O'Keefe Street, East Palo Alto, CA 94303**.

1. In recent times, bed bugs have become a re-emerging problem nationwide. One reason for these increasing problems is that it is easy for persons to spread the problem unknowingly. Bed bugs readily hide in small crevices and are notorious hitch-hikers. Bed bugs are often transferred by purchasing used furniture and through travel in luggage and in hotel beds linens.

2. Landlord provides the following information about bedbugs pursuant to California Civil Code Section 1954.603:

   a) Bed Bug Appearance: Bed bugs have six legs. Adult bed bugs have flat bodies about 1/4 of an inch in length. Their color can vary from red brown to copper colored. Young bed bugs are very small. Their bodies are about 1/16 of an inch in length. They have almost no color. When a bed bug feeds, its body swells, may lengthen, and becomes bright red, sometimes making it appear to be a different insect. Bed bugs do not fly. They can either crawl or be carried from place to place on objects, people, or animals. Bed bugs can be hard to find and identify because they are tiny and try to stay hidden.

   b) Life Cycle and Reproduction: An average bed bug lives for about 10 months. Female bed bugs lay one to five eggs per day. Bed bugs grow to full adulthood in about 21 days.

   c) Bed bugs can survive for months without feeding.

   d) Bed bug Bites: Because bed bugs usually feed at night, most people are bitten in their sleep and do not realize they were bitten. A person's reaction to insect bites is an immune response and so varies from person to person. Sometimes the red welts caused by the bites will not be noticed until many days after a person was bitten, if at all.

   e) Common signs symptoms of a possible bed bug infestation:

      • Small red to reddish brown fecal spots on mattresses, box springs, bed frames, mattresses, linens, upholstery, or walls.

      • Molted bed bug skins, white, sticky eggs, or empty eggshells.

      • Very heavily infested areas may have a characteristically sweet odor.

      • Red, itchy bite marks, especially on the legs, arms, and other body parts exposed while sleeping. However, some people do not show bed bug lesions on their bodies even though bed bugs may have fed on them.

   f) For more information, see the Internet Web sites of the United States Environmental Protection Agency and the National Pest Management Association.

3. The best strategy for effective pest control is prevention. The following are recommended steps in the prevention of infestations by insects vermin, including bed bugs: (1) Clean Premises regularly, including vacuuming mattresses; (2) Clean up clutter to help reduce the number of places insects like bed bugs can hide; (3) Carefully thoroughly inspect used furniture or clothes you acquire bring into the Premises; Ask the person from whom you acquire the items if the items were checked and treated for bed bugs; (4) Do not bring discarded furniture, mattresses or clothing into the Premises; and (5) When traveling or staying in hotels, avoid places which do not appear to be cleaned regularly.

4. If the Premises or neighboring Premises are infested with vermin or insects, including bed bugs, Landlord may hire a pest control professional to develop a treatment plan and apply pesticides. The Premises must be properly prepared for any treatment and Resident must cooperate with the implementation of the treatment plan.

Resident and Landlord represent that they have read this Addendum, understands the terms and conditions contained herein, and agree to the terms conditions contained herein.

2/07/18
Candido Romero *(Resident)* *Date*

Maria Ramos 2/07/18
Maria Ramos *(Resident)* *Date*

(Resident) *Date*

(Resident) *Date*

2/7/18
Woodland Park Apartments *(Landlord)* *Date*

UTILITY ADDENDUM 2 (WITH GAS ELECTRIC CHARGES)

UTILITY/ SERVICE	UTILITY'S CUSTOMER OF RECORD	CHARGED TO RESIDENT?	CALCULATION METHOD ("FORMULA") For CHARGES TO RESIDENT	COMMON AREAS
Water	Landlord	Yes		Are not separately metered a deduction of 0% for estimated common area charges is made before calculating Resident's bill
Sewer	Landlord	Yes		Are not separately metered a deduction of 0% for estimated common area charges is made before calculating Resident's bill
Trash	Landlord	Yes		Resident will pay a pro-rata share of the utilities consumed in common areas
Gas	Landlord	Yes		Are not separately metered a deduction of 0% for estimated common area charges is made before calculating Resident's bill
Electricity	Landlord	Yes		Are not separately metered a deduction of 0% for estimated common area charges is made before calculating Resident's bill

This document is an addendum to the California Lease Agreement ("Lease") dated November 18, 2011 between Candido Romero Maria Ramos ("Resident") and Woodland Park ("Landlord") for the Unit # 207 ("Premises") located at 301 East O'Keefe Street #18, East Palo Alto, CA 94303.

1. **Resident Not the Direct Customer of Record.** The following provisions apply to utilities/services which are the Resident's responsibility, but of which Landlord is the utility/service customer of record.

   i. Sub-metered Utilities. Billings based on sub-meter readings (if any) will itemize the beginning and ending meter readings, the rate charged to Resident and all categories of information that appear within the utility's standard billing format to the Landlord billing amounts will be determined by multiplying the sub-meter readings for the Resident's Premises by the utility rate that would be charged by the utility for that level of consumption if the Resident was the utility provider's direct customer of record. Residents should be aware that because of volume discounts the rate charged to Landlord may be less than the rate that would be charged to the Resident if the Resident was the utility provider's direct customer of record. If the Premises are sub-metered, Resident agrees to allow Landlord, or a billing service provider designated by Landlord, access to Resident's Premises in order to install, repair, remove read sub-meters.

   ii. The sub meters in the Premises are located_____. Landlord's agent will require access to your Premises, upon reasonable advanced notice (at least 24 hours when possible), for the purpose of submeter installation, repair, reading, maintenance, inspections testing.

   iii. RUBS Formula Billing Used. If formula billing is used, the specific formula used is indicated above. Details about formulas are below.
      a. Square footage: For any Square Footage formula, Resident's share is calculated by comparing the approximate square footage of Resident's Premises as compared to the total square footage of all premises on the property.
      b. Occupants: Resident's share using an Occupant formula is calculated by comparing the number of occupants residing in Resident's Premises as compared to all occupants in all premises on the property as of the first day of the month. Resident represents that all occupants that who reside in the Premises are identified in the Lease. Resident agrees to immediately notify Landlord of any change in the number of occupants.
      c. Per Premises: Dividing the bill equally among all premises on the property.
      d. Flat: Standard amount charged each month.

2. **Water, Sewer, Trash, Gas, Electricity.** If either sub-metering or formula methods are used to calculate Resident's share for water, sewer, trash, gas, or electricity, all related charges assessed to Landlord may be used to calculate the amount charged to Resident. These may include (but are not limited to) related charges contained on tax bills, and all charges contained on the local water provider's bills to Landlord. Landlord Resident agree that it is impractical or extremely difficult to determine the exact amount of the utilities consumed by Resident (/or in the common areas), but that the methods used to determine Resident's share described above are reasonably accurate estimates. Trash costs to be charged to Resident may include actual trash invoices, costs on tax bills, Landlord's internal costs related to trash disposal, trash management costs, trash auditing costs, and recycling charges.

3. **Utility Billing Service.** Landlord currently uses the services of Conservice, Resident Services, P.O. Box 4718, Logan, Utah, 84323-4718 ("Utility Billing Company") to bill for utilities. Landlord reserves the right to change utility billing service providers at any time. If Landlord changes the utility billing service during Resident's tenancy, Resident will be given notice by Landlord. The Utility Billing Company is not the utility provider. Resident Questions Concerns Regarding Utility Billings may be addressed to Conservice 1-866-947-7 2079

4. **Utility Billing Statements.** Resident will receive monthly billing statements. All amounts due to are payable to Woodland Park at 5 Newell Court or at 2041 Euclid Ave., East Palo Alto, CA 94303. Failure of the Resident to pay the utility charges by their due date will be considered a material breach of the Lease grounds for termination. All monetary amounts due under this Utility Addendum are deemed additional rent. Utility billings will be prorated as necessary.

5. **Payment from Security Deposit.** Any obligation that remains unpaid, including utility charges that have accrued but have not been invoiced when Landlord reacquires possession of the Premises, may be deducted from the Resident's security deposit. If actual amounts have not been determined before Landlord provides Resident with an accounting of Resident's security deposit, Landlord may estimate the amount based on prior consumption or until actual numbers become available.

6. **Utility Payment.** Resident must make payment in full to Landlord or the Utility Billing Company for the utility charges prior to the due date listed on each bill.

i. Landlord Resident agree that the actual cost to Landlord /or Utility Billing Company when Resident fails to pay the utility bill on time is difficult or impossible to ascertain, but the Parties agree that Landlord /or Utility Billing Company does, in the event of a late payment, incur certain costs including, without limitation, additional bookkeeping administrative charges, additional charges from the billing provider, costs in printing mailing late notices, lost opportunity costs of the payment. Accordingly, Landlord and Resident agree that if the payment is received after the enumerated due date then:

   a. If the Utility Billing company collects utility payments then Resident shall immediately pay a late payment in the amount of **$35.00**, which is a reasonable estimate of the costs incurred;

   b. If Landlord collects utility payments then late fees shall apply as if rent was not paid. Returned checks will be assessed a non-sufficient funds charge applicable charges in accordance to the Lease.

ii. Resident's billing statement will include a monthly service charge of up to **$0.00**. A new account set up charge of **$0.00** final bill fee of **$0.00** will also be applied to the resident's bill. The service charge represents the reasonable value of services provided by Landlord or the utility billing company to allocate the utility costs to the responsible parties, provides billing to Resident, and process payments. The monthly service charge is subject to change upon **sixty (60) days** written notice of increase. Resident agrees to pay any fees charged by a collection agency to Landlord to collect amounts due from Resident.

7. **No Waiver.** Landlord's waiver of any covenant of this Utility Addendum or the Lease will not constitute a waiver of any other breach. Landlord's acceptance of rent or any other payment with knowledge of Resident's failure to pay utility charges does not waive Landlord's right to enforce any provision of this Utility Addendum or the Lease. No waiver will exist unless made in writing and signed by both Resident and Landlord.

8. **Estimation.** Landlord may estimate Resident's consumption if Resident's sub-meter is broken or does not transmit a meter reading or if Landlord has not received bills from utility providers in time to prepare Resident's invoices.

Resident and Landlord represent that they have read this Addendum, understanding the terms conditions contained herein, and agree to the terms and conditions contained herein.

2/07/18
Candido Romero *(Resident)* *Date*

Maria Ramos 2/07/18
Maria Ramos *(Resident)* *Date*

(Resident) *Date*

(Resident) *Date*

2/7/18
Woodland Park Apartments *(Landlord)* *Date*

R024

ADDENDUM RE USE OF MEDICAL MARIJUANA

This document is an addendum to the Lease Agreement dated **November 18, 2011** between **Candido Romero Maria Ramos** and **Woodland Park** for the **Unit # 18** located at **301 East O'Keefe Street, East Palo Alto, CA 94303**.

I have read the following and agree to adhere to the below rules and regulations for Medical Marijuana use at the Community:

1. I have a physical or mental impairment that limits one (or more) major life activity. As a result of my disability, I require the use of Medical Marijuana. A copy of the Medical Marijuana Card is attached and incorporated by reference into this Addendum. I agree to notify Landlord if the Medical Marijuana Card is revoked or expires and understands that this Agreement terminates immediately upon revocation or expiration of the Medical Marijuana Card.
2. The Office of Environmental Health Hazard Assessment and the California Environmental Protection Agency list marijuana smoke as a carcinogen. In 2009, the Carcinogen Identification Committee determined that marijuana smoke was shown to cause cancer, and was added to the Proposition 65 list, pursuant to Title 27, California Code of Regulations, section 25305(a)(1) (formerly Title 22, California Code of Regulations, section 12305(a)(1)).
3. I UNDERSTAND THAT ANY SECONDHAND MARIJUANA SMOKE THAT DRIFTS INTO THE WINDOWS OF OTHER UNITS, THROUGH THE VENTS, UNDER ANOTHER RESIDENT'S DOOR, ONTO A BALCONY, OR IN A COMMON AREA (INCLUDING FITNESS CENTER POOL/SPA) IS PROHIBITED. I AGREE TO CONFINE THE SMOKE TO MY PREMISES AND AGREE THAT ANY SMOKE THAT AFFECTS A NEIGHBORING RESIDENT WILL BE DEEMED A NUISANCE. I UNDERSTAND THAT I WILL BE REQUIRED TO TAKE THE MEDICATION IN AN ALTERNATE MEANS /OR SMOKE IN AN ALTERNATE LOCATION IF THE SMOKE DISTURBS ANY NEIGHBORING RESIDENT.
4. I understand that there are reasonable alternate means to take the medication, including (among others) edibles, tinctures, beverages, cannabis oils, and pills. Landlord understands that each individual's medical situation is different and will address the specific situation and alternate means to take the medication with advice from the prescribing physician.
5. The distribution /or sale of marijuana or any other narcotic or illegal substance is a violation of the Lease and basis for termination of tenancy.
6. Resident is prohibited from making any unauthorized modifications to the Premises, including indoor irrigation systems or any other alteration that may increase the moisture /or humidity levels or risk of fire in the Premises, building or Community.
7. This Addendum may be modified for any reason at any time without Resident's approval in accordance with State and Federal law.
8. Except as expressly modified hereunder, the remaining terms and conditions of the Lease as previously amended shall remain in full force and effect.
9. Resident hereby acknowledges that this addendum is incorporated into the Lease.
10. The Parties hereto represent and acknowledge that in executing this Agreement they do not rely upon and have not relied upon any representation made by the other party with regard to the subject matter of this Addendum, or its effects, other than those representations specifically set forth herein. No supplement, modification, or amendment of this Addendum shall be binding unless executed in writing by both Parties.

This Addendum may be executed in counterparts facsimile copies of same shall be admissible for all purposes shall be deemed an original.

2/7/18
Candido Romero *(Resident)* *Date*

2/7/18
Maria Ramos *(Resident)* *Date*

(Resident) *Date*

(Resident) *Date*

2/7/18
Woodland Park Apartments *(Landlord)* *Date*

R025

ACKNOWLEDGEMENT RE USE OF MEDICAL MARIJUANA

Resident acknowledges receipt and understanding of the attached policies concerning use of Medical Marijuana. If applicable, Resident agrees to complete the Addendum for any Resident, Occupant, invitee, or guest who requires a Medical Marijuana Accommodation. If the accommodation is not applicable, Resident is **not** required to complete the Addendum and it will remain solely as an informative section of the lease, not an Acknowledgment of any sort.

2/7/18

Candido Romero *(Resident)* *Date*

Maria Ramos 2/7/18

Maria Ramos *(Resident)* *Date*

(Resident) *Date*

(Resident) *Date*

2/7/18

Woodland Park Apartments *(Landlord)* *Date*

RESIDENT SECURITY
NOTICE & ACKNOWLEDGMENT

NOTICE TO RESIDENT: Landlord does not promise, warrant, or guarantee the safety or security of the Resident, Occupants, or their personal property against the criminal actions of other residents or third parties. Each Resident has the responsibility to protect himself or herself and to maintain appropriate insurance to protect his or her belongings.

It is a fact that no security system, courtesy patrol or electronic security device can guarantee protection against crime. Even elaborate security systems are subject to mechanical malfunction, tampering, human error or personnel absenteeism, and can be defeated or avoided by clever criminals. Therefore, Lessees should always proceed on the assumption that no security systems exist. The best safety measures are those precautions that can be performed as a matter of common sense and habit.

If security systems, security devices, or walk-through/drive-through services are employed at this community, no representation is being made that they will be effective to prevent injury, theft or vandalism. Such personnel, if provided, cannot physically be every place at every moment. Usually, such personnel are unarmed independent contractors and have no greater authority under the law to restrain or arrest criminals than the ordinary citizen. Therefore, Landlord does not warrant that any security systems, security devices, or services employed at this community will discourage or prevent breaches of security, intrusions, thefts, or incidents of violent crime. Further, Landlord reserves the right to reduce, modify or eliminate any security system, security devices or services (other than those statutorily required) at any time; Resident agrees that such action shall not be a breach of any obligation or warranty on the part of Landlord.

Resident agrees to promptly notify Landlord in writing of any problem, defect, malfunction or failure of door locks, window latches, controlled access gates, intrusion alarms, and any other security-related device. If Resident's home is equipped with an intrusion alarm, Resident agrees to be responsible for all fines, penalties and other charges resulting from or attributable to the alarm, including false alarm charges.

ACKNOWLEDGMENT BY RESIDENT: I have read, understood and agree with the above notice. I have received no representation or warranties, either express or implied, as to any security or any security system on the property. Landlord has not in any way stated or implied to me that security of person or property was provided, promised, or guaranteed or that the Community was or will be free from crime. I further acknowledge that Landlord is not obligated under any circumstances to respond to any signal from an intrusion alarm system. The responsibility for protecting me, my property, and my family, guests invitees from acts of crime is the sole responsibility of myself and law enforcement agencies.

I agree to release and hold harmless Landlord from claims arising out of criminal acts of other residents and third parties. I agree that Landlord shall not be liable to me based upon any claim that security was not provided, subject to Landlord's compliance with state statutes regarding door locks and window latches. Resident acknowledges that the foregoing shall also be binding upon Resident's heirs, successors, and assigns.

Representatives of Landlord have no authority to make changes or modifications in the terms of this document, except when in writing and signed.

2/07/18
Candido Romero *(Resident)* *Date*

Maria Ramos 2/07/18
Maria Ramos *(Resident)* *Date*

_____
(Resident) *Date*

_____
(Resident) *Date*

Anna Arreguin 2/7/18
Woodland Park Apartments *(Landlord)* *Date*

BECAUSE WE CARE

At **Woodland Park**, we care about our residents' safety. We would like you to be aware of some important guidelines for your safety and protecting your personal property. Keep in mind that security is provided by local law enforcement agencies, much as it is for the other communities in the surrounding area. You should always proceed as if safety systems do not exist. The best safety measures you can take are the ones you can perform yourself as a matter of common sense. We have worked with local law enforcement agencies to develop a list of their recommendations for prudent practices regarding your personal safety. We provide this list as a convenience to you, without making any representation or warranty, and subject to the Lessee Security Notice & Acknowledgement:

PERSONAL SAFETY/INSIDE YOUR HOME

1. Lock your doors and windows, even when you're home.
2. If you have a deadbolt or night latch, use them even when you're home.
3. Never answer your door unless you know who is on the other side by looking through a peephole or window. If you don't know the person, talk to them without opening the door, and don't open the door unless you're satisfied with their identity.
4. If you are worried because you have lost a key, ask the management to rekey the locks. You have the right to do so, provided that you pay the cost of rekeying in advance.
5. Keep the telephone numbers for the police, emergency, and medical services handy.
6. Check your smoke detector periodically to ensure it is working.
7. Report to the management (in writing, dated signed) any malfunction of safety devices outside your home such as broken gate locks, burned-out stairwell parking lot lights, etc.
8. Close your curtains or blinds at night.
9. Let friends know when you're going to be gone for an extended period of time. Ask your neighbors to keep an eye on your home, because the management cannot assume that responsibility.
10. Mark or engrave valuable personal possessions for identification.
11. Be careful to whom you lend or give your keys.
12. When lighting candles, always use holders that are sturdy to avoid tipping and keep candles 12" away from flammable objects such as curtains or pillows. Never leave a candle unattended. Extinguish them prior to sleeping or leaving your home.
13. Do not leave cooking items unattended. If a grease fire should break out, place a metal lid over the flames. Do not use glass since the heat from the fire could cause the glass to break. Smother the fire with a liberal amount of baking soda if it is relatively small contained. Do NOT attempt to extinguish a grease fire with water; this will only cause the burning oil to splash and spread the flames.

PERSONAL SAFETY/OUTSIDE YOUR HOME

1. Lock your doors while you're gone. That means dead bolts too!
2. Leave a radio playing very softly when you're not at home.
3. Close and lock your windows when you're gone. Don't forget the sliding glass doors. Purchase a lamp timer at the hardware store, and set the time when you're not home in the evening or when you're on vacation.
4. Try not to walk outside alone at night.
5. Don't hide your front door key under the doormat. It's usually the first place a burglar will look.
6. If you have an entry code, don't give your code to guests or strangers.
7. Arrange for your newspaper delivery to be stopped when you're on vacation.

PERSONAL SAFETY/USING YOUR CAR

1. Lock your car doors when you're driving. Lock the doors and roll up the windows when you leave the car parked.
2. Don't leave visible items in the car, such as purses, briefcases, packages, money, etc.
3. Don't leave your keys in the car.
4. No matter where you are, always carry your key ring in your hand when you walk to the car. Don't ever stand by the car fumbling for keys.
5. Look in the back seat before you get in the car.
6. Don't stop alone at night at an automatic teller or gas station.

Candido Romero *(Resident)* — 2/07/18 *Date*

Maria Ramos *(Resident)* — 2/07/18 *Date*

Woodland Park Apartments *(Landlord)* — 2/7/18 *Date*

(Resident) — *Date*

(Resident) — *Date*

SECURITY DEPOSIT AGREEMENT

This Agreement is made this day, **November 18, 2011**, by and between **Woodland Park** (hereinafter referred to as "Landlord"), Landlord of the Community in which the "Premises", as hereinafter defined, are located, acting pursuant to express written authority given by the owner of such apartment complex, **Candido Romero Maria Ramos** (hereinafter referred to as "Resident"), in connection with the California Lease Agreement (the "Lease") between Landlord Resident for: **301 East O'Keefe Street #18, East Palo Alto, Ca 94303** in **Woodland Park** (the "Premises").

1. **Security Deposit.** Landlord hereby acknowledges receipt from Resident of the sum of: **$400.00** (Security Deposit) which represents the security deposit payment under the Lease, which shall hereinafter be defined as "Security Deposit". Landlord will hold the Security Deposit for the faithful performance by Resident of Resident's obligations under the Lease, including payment of rent, and cleaning and repair of the Premises after surrender.

2. **Refund of Security Deposit.** Landlord shall deduct from the Security Deposit all monies expended as a result of any breach of the Lease or this Agreement, including but not limited to the following obligations:
   A. Resident shall vacate completely the entire Premises on or before the date specified in the required written **30-day** move-out notice, expiration of the term of the Lease, or termination or cancellation of the Lease in accordance with the express provisions thereof.
   B. Payment by Resident of all rent required under the Lease, up to and including the date of expiration or termination of the term of the Lease, or the full move-out notice period, whichever is longer.
   C. The Premises, including all kitchen appliances (refrigerator, oven, range, dishwasher, and microwave) including all baths, closets, storage areas, patios/balconies, and all other areas have been thoroughly cleaned, so as to be in the same condition as they were in on the commencement date of the term of Lease, normal wear and tear excepted.
   D. There are no defects or damage to the Premises, whether caused by Resident, pets, or otherwise, unless shown on a written list of damages and defects signed by Resident at the commencement of the Lease term.
   E. Resident observes and performs all other covenants and obligations to be kept or performed by Resident under the Lease up to and including the date of expiration or termination of the Lease term.
   F. Resident observes and follows all rules and regulations including, without limitation, those rules and regulations pertaining to pets.
   G. **RESIDENT has given LANDLORD thirty (30) days written notice prior to the date of expiration or termination of the term of the Lease.**
   H. Resident has provided Landlord with a written copy of the forwarding address of Resident.

3. **Deductions.** Within twenty-one (21) days after Resident has vacated the Premises, Landlord shall furnish Resident with an itemized written statement of the basis for, and the amount of, any security received and the disposition of such security to Resident.

4. **Move-Out Procedures.** When Resident moves out of the Premises, an inspection of the condition of same shall be made after all of the personal effects of Resident have been removed. Resident should accompany Landlord during said inspection to help resolve any problems that may arise. Failure of Resident to do so shall constitute a concurrence by Resident in Landlord's assessment of charges for damages or cleaning. After inspection by Landlord, appropriate charges will be assessed by Landlord for any missing items; damages or repairs to the Premises, or its contents (normal wear tear excepted) with the exception of those items listed on the Move-In/Move-Out Inspection Report attached to this Agreement; insufficient light bulbs; scratches, burns, or holes in the walls, doors, floors, draperies, carpets /or furniture; for cleaning the Premises (including all kitchen appliances). Resident shall be charged for each unreturned key (mail-box key garage remote), and charged for replacing locks if all door keys to the Premises are not returned to Landlord.

2/07/18
Candido Romero *(Resident)* *Date*

2/07/18
Maria Ramos *(Resident)* *Date*

2/7/18
Woodland Park Apartments *(Landlord)* *Date*

(Resident) *Date*

(Resident) *Date*

Exhibit B

Resident Ledger

GREYSTAR®

Date: 02/12/2025

Code	t2841190	**Property**	cawoopa2	**Lease From**	11/18/2011
Name	Candido Romero	**Unit**	218-18	**Lease To**	12/18/2011
Address	301 East O'Keefe Street	**Status**	Current	**Move In**	11/18/2011
	#18	**Rent**	1573.61	**Move Out**	
City	East Palo Alto, CA 94303	**Phone (H)**		**Phone (W)**	(650) 518-2318

Date	Chg Code	Post Month	Description	Charge	Payment	Balance	Chg/Rec
07/21/2023	secdep	07/2023	:Posted by QuickTrans (secdep)	550.00		550.00	132770149
07/21/2023		07/2023	chk# :QuickTrans :Posted by QuickTrans		550.00	0.00	32404260
07/21/2023		07/2023	chk# Conv_PPD		137.48	(137.48)	32406721
08/01/2023	rent	08/2023	Base Rent (08/2023)	1,403.88		1,266.40	134130553
08/07/2023		08/2023	chk# 00205 :CHECKscan Payment		1,403.00	(136.60)	32721183
09/01/2023	rent	09/2023	Base Rent (09/2023)	1,403.88		1,267.28	135903931
09/06/2023		09/2023	chk# 00206 :CHECKscan Payment		1,403.00	(135.72)	33206312
10/01/2023	rent	10/2023	Base Rent (10/2023)	1,544.27		1,408.55	137347191
10/04/2023		10/2023	chk# 00207 :CHECKscan Payment		1,544.27	(135.72)	33679171
11/01/2023	rent	11/2023	Base Rent (11/2023)	1,544.27		1,408.55	139614798
11/09/2023		11/2023	chk# 00208 :CHECKscan Payment		1,544.27	(135.72)	34247353
12/01/2023	rent	12/2023	Base Rent (12/2023)	1,544.27		1,408.55	141494912
12/07/2023		12/2023	chk# 00209 :CHECKscan Payment		1,544.27	(135.72)	34701464
01/01/2024	rent	01/2024	Base Rent (01/2024)	1,544.27		1,408.55	143220989
01/08/2024		01/2024	chk# 00210 :CHECKscan Payment		1,544.27	(135.72)	35173141
02/01/2024	rent	02/2024	Base Rent (02/2024)	1,544.27		1,408.55	145274993
02/04/2024		02/2024	chk# 00211 :CHECKscan Payment		1,544.27	(135.72)	35626297
03/01/2024	rent	03/2024	Base Rent (03/2024)	1,544.27		1,408.55	147254552
03/07/2024		03/2024	chk# 00212 :CHECKscan Payment		1,544.27	(135.72)	36211563
04/01/2024	rent	04/2024	Base Rent (04/2024)	1,544.27		1,408.55	149239260
04/03/2024		04/2024	chk# 00213 :CHECKscan Payment		1,544.27	(135.72)	36648408
05/01/2024	rent	05/2024	Base Rent (05/2024)	1,544.27		1,408.55	151446995
05/02/2024		05/2024	chk# 00214 :CHECKscan Payment		1,544.27	(135.72)	37149030
06/01/2024	rent	06/2024	Base Rent (06/2024)	1,544.27		1,408.55	153660260
06/03/2024		06/2024	chk# 00216 :CHECKscan Payment		1,544.27	(135.72)	37739591
07/01/2024	rent	07/2024	Base Rent (07/2024)	1,544.27		1,408.55	155957819
07/02/2024		07/2024	chk# 00217 :CHECKscan Payment		1,544.27	(135.72)	38306373
08/01/2024	rent	08/2024	Base Rent (08/2024)	1,544.27		1,408.55	158256807
08/04/2024		08/2024	chk# 00218 :CHECKscan Payment		1,544.27	(135.72)	38980022
09/01/2024	rent	09/2024	Base Rent (09/2024)	1,544.27		1,408.55	160633596
09/03/2024		09/2024	chk# 00219 :CHECKscan Payment		1,544.27	(135.72)	39554034
10/01/2024	rent	10/2024	Base Rent (10/2024)	1,544.27		1,408.55	162971083
10/03/2024		10/2024	chk# 00220 :CHECKscan Payment		1,544.27	(135.72)	40186982
11/01/2024	rent	11/2024	Base Rent (11/2024)	1,573.61		1,437.89	164733213
11/07/2024		11/2024	chk# 2089 8011691347 :CHECKscan Payment		1,000.00	437.89	40877392
11/07/2024		11/2024	chk# 2089 8011691348 :CHECKscan Payment		573.61	(135.72)	40877393
12/01/2024	rent	12/2024	Base Rent (12/2024)	1,573.61		1,437.89	167747274
12/04/2024		12/2024	chk# 2089 8011933215 :CHECKscan Payment		1,000.00	437.89	41383588
12/04/2024		12/2024	chk# 2089 8011933216 :CHECKscan Payment		573.61	(135.72)	41383590
01/01/2025	rent	01/2025	Base Rent (01/2025)	1,573.61		1,437.89	169823276
01/06/2025		01/2025	chk# 1092 92660136 :CHECKscan Payment		573.61	864.28	41990478
01/06/2025		01/2025	chk# 1092 92660125 :CHECKscan Payment		1,000.00	(135.72)	41990479
02/01/2025	rent	02/2025	Base Rent (02/2025)	1,573.61		1,437.89	172416159
02/02/2025		02/2025	chk# 0101 :CHECKscan Payment		1,573.61	(135.72)	42472746

Exhibit C

R033

Resident Ledger

Candido Romero

301 East O'Keefe Street
18
Palo Alto, CA, 94303

Date:	8/12/2021
Resident Code:	t2814099
Property:	018230
Unit:	218-18
Status:	Current
Rent:	$1,403.88
Deposit:	$550.00
Move In Date:	11/18/11
Move Out Date:	
Due Day:	1
Tel Num(Office)	
Tel Num(Home)	(650)518-2318

Date	Post Mo	Description	Charges	Payments	Balance
		Balance Forward			**0.00**
01/01/18	5/2018	Chk# 129		1,324.16	(1,324.16)
01/01/18	5/2018	Leased Rent (01/2018)	1,324.16		0.00
02/01/18	5/2018	Leased Rent (02/2018)	1,349.90		1,349.90
02/14/18	12/2017	:QuickTrans - :Posted by QuickTrans		400.00	949.90
02/14/18	12/2017	:QuickTrans - :Posted by QuickTrans		150.00	799.90
02/14/18	12/2017	:Posted by QuickTrans (secdepre)	400.00		1,199.90
02/14/18	12/2017	:Posted by QuickTrans (secdepre)	150.00		1,349.90
03/01/18	3/2018	Leased Rent (03/2018)	1,349.90		2,699.80
03/05/18	3/2018	Late fees, 5% of $1349.90	67.50		2,767.30
03/27/18	4/2018	Chk# 133 - Manually posted check 133, rec. 3/22/2018		1,349.00	1,418.30
04/01/18	7/2018	Chk# 132		1,349.00	69.30
04/01/18	4/2018	Leased Rent (04/2018)	1,349.90		1,419.20
04/05/18	4/2018	Late fees, 5% of $1349.90	67.50		1,486.70
04/05/18	7/2018	resident paid on time	(67.50)		1,419.20
05/01/18	5/2018	Chk# 136		1,349.00	70.20
05/01/18	5/2018	Leased Rent (05/2018)	1,349.90		1,420.10
05/05/18	5/2018	Late fees, 5% of $1349.90	67.50		1,487.60
05/05/18	7/2018	resident paid on time	(67.50)		1,420.10
05/09/18	5/2018	Chk# 135		1,349.00	71.10
05/22/18	5/2018	Security deposits received	400.00		471.10
05/22/18	5/2018	Reversal for incorrect charge	(400.00)		71.10
06/01/18	6/2018	Leased Rent (06/2018)	1,349.90		1,421.00
06/02/18	6/2018	Chk# 137		1,349.00	72.00
07/01/18	7/2018	Leased Rent (07/2018)	1,349.90		1,421.90
07/02/18	7/2018	Chk# 134		1,349.00	72.90
07/05/18	7/2018	Late fees, 5% of $1349.90	67.50		140.40
07/05/18	7/2018	resident paid on time	(67.50)		72.90
08/01/18	8/2018	Chk# 138		1,349.00	(1,276.10)
08/01/18	8/2018	Leased Rent (08/2018)	1,349.90		73.80
08/05/18	8/2018	Late fees, 5% of $1349.90	67.50		141.30
08/05/18	9/2018	Resident paid rent on time	(67.50)		73.80
09/01/18	9/2018	Leased Rent (09/2018)	1,349.90		1,423.70
09/05/18	9/2018	Late fees, 5% of $1349.90	67.50		1,491.20

R034

Resident Ledger

Candido Romero

301 East O'Keefe Street
18
Palo Alto, CA, 94303

Date:	8/12/2021
Resident Code:	t2814099
Property:	018230
Unit:	218-18
Status:	Current
Rent:	$1,403.88
Deposit:	$550.00
Move In Date:	11/18/11
Move Out Date:	
Due Day:	1
Tel Num(Office)	
Tel Num(Home)	(650)518-2318

Date	Post Mo	Description	Charges	Payments	Balance
09/05/18	9/2018	Resident paid rent on time	(67.50)		1,423.70
09/12/18	9/2018	resident made payment on time	(135.00)		1,288.70
09/13/18	9/2018	Chk# 139		1,349.90	(61.20)
10/01/18	10/2018	Leased Rent (10/2018)	1,349.90		1,288.70
10/05/18	10/2018	Late fees, 5% of $1349.90	67.50		1,356.20
10/09/18	10/2018	Chk# 145		1,349.90	6.30
11/01/18	11/2018	Leased Rent (11/2018)	1,349.90		1,356.20
11/03/18	11/2018	Chk# 146		1,349.90	6.30
11/05/18	11/2018	Late fees, 5% of $1349.90	67.50		73.80
12/01/18	12/2018	Leased Rent (12/2018)	1,349.90		1,423.70
12/03/18	12/2018	Chk# 147		1,349.90	73.80
12/05/18	12/2018	Late fees, 5% of $1349.90	67.50		141.30
12/18/18	12/2018	resident paid on time 11/2018 and 12/2018	(135.00)		6.30
01/01/19	1/2019	Leased Rent (01/2019)	1,349.90		1,356.20
01/05/19	3/2019	Chk# 150		1,000.00	356.20
01/05/19	3/2019	Chk# 148		349.90	6.30
01/05/19	1/2019	Late fees, 5% of $1349.90	67.50		73.80
02/01/19	2/2019	Leased Rent (02/2019)	1,349.90		1,423.70
02/04/19	2/2019	Chk# 149		1,349.90	73.80
02/05/19	2/2019	Late fees, 5% of $1349.90	67.50		141.30
02/07/19	2/2019	paid on time 2/2019	(67.50)		73.80
02/26/19	3/2019	waive 10/2018 late fee, reduce 1/2019 to $35	(100.00)		(26.20)
03/01/19	3/2019	Leased Rent (03/2019)	1,349.90		1,323.70
03/04/19	3/2019	Chk# 152		1,349.90	(26.20)
04/01/19	4/2019	Leased Rent (04/2019)	1,349.90		1,323.70
04/04/19	4/2019	Chk# 153		1,349.90	(26.20)
05/01/19	5/2019	Leased Rent (05/2019)	1,349.90		1,323.70
05/02/19	5/2019	Chk# 154		1,349.90	(26.20)
06/01/19	6/2019	Leased Rent (06/2019)	1,349.90		1,323.70
06/03/19	6/2019	Chk# 156		1,349.90	(26.20)
07/01/19	7/2019	Leased Rent (07/2019)	1,349.90		1,323.70
07/05/19	7/2019	Chk# 00157 - :CHECKscan Payment		1,349.90	(26.20)
08/01/19	8/2019	Leased Rent (08/2019)	1,349.90		1,323.70
08/04/19	8/2019	Chk# 00158 - :CHECKscan Payment		1,349.90	(26.20)

R035

Resident Ledger

Candido Romero

301 East O'Keefe Street
18
Palo Alto, CA, 94303

Date:	8/12/2021
Resident Code:	t2814099
Property:	018230
Unit:	218-18
Status:	Current
Rent:	$1,403.88
Deposit:	$550.00
Move In Date:	11/18/11
Move Out Date:	
Due Day:	1
Tel Num(Office)	
Tel Num(Home)	(650)518-2318

Date	Post Mo	Description	Charges	Payments	Balance
09/01/19	9/2019	Leased Rent (09/2019)	1,349.90		1,323.70
09/05/19	9/2019	Chk# 00159 - :CHECKscan Payment		1,349.90	(26.20)
10/01/19	10/2019	Leased Rent (10/2019)	1,349.90		1,323.70
10/07/19	10/2019	Chk# 160		1,349.90	(26.20)
11/01/19	11/2019	Leased Rent (11/2019)	1,349.90		1,323.70
11/05/19	11/2019	Chk# 161 - :CHECKscan Payment		1,349.90	(26.20)
12/01/19	12/2019	Leased Rent (12/2019)	1,349.90		1,323.70
12/04/19	12/2019	Chk# 00164 - :CHECKscan Payment		1,349.90	(26.20)
01/01/20	1/2020	Leased Rent (01/2020)	1,349.90		1,323.70
01/04/20	1/2020	Chk# 00163 - :CHECKscan Payment		1,349.90	(26.20)
02/01/20	2/2020	Leased Rent (02/2020)	1,349.90		1,323.70
02/03/20	2/2020	Chk# 00165 - :CHECKscan Payment		1,349.90	(26.20)
03/01/20	3/2020	Leased Rent (03/2020)	1,349.90		1,323.70
03/03/20	3/2020	Chk# 00166 - :CHECKscan Payment		1,349.00	(25.30)
04/01/20	4/2020	Leased Rent (04/2020)	1,349.90		1,324.60
04/10/20	4/2020	Chk# 001684 - :CHECKscan Payment		800.00	524.60
04/11/20	4/2020	Late fees	35.00		559.60
04/20/20	4/2020	Reverse April Late Fee	(35.00)		524.60
05/01/20	5/2020	Leased Rent (05/2020)	1,349.90		1,874.50
05/06/20	6/2020	Chk# 00169 - Reapplied Receipt		549.00	1,325.50
06/01/20	6/2020	Leased Rent (06/2020)	1,349.90		2,675.40
06/03/20	6/2020	Chk# 00167 - :CHECKscan Payment		1,349.90	1,325.50
06/23/20	7/2020	Chk# 00171 - :CHECKscan Payment		1,349.90	(24.40)
07/01/20	7/2020	Leased Rent (07/2020)	1,349.90		1,325.50
07/29/20	8/2020	Chk# 00172 - :CHECKscan Payment		1,349.50	(24.00)
08/01/20	8/2020	Leased Rent (08/2020)	1,349.90		1,325.90
08/28/20	9/2020	Chk# 00176 - :CHECKscan Payment		1,349.90	(24.00)
09/01/20	9/2020	Chk# 0976 - :CHECKscan Payment		800.00	(824.00)
09/01/20	9/2020	Leased Rent (09/2020)	1,349.90		525.90
10/01/20	10/2020	Leased Rent (10/2020)	1,349.90		1,875.80
11/01/20	11/2020	Leased Rent (11/2020)	1,349.90		3,225.70
11/16/20	11/2020	Chk# 0998 - :CHECKscan Payment		300.00	2,925.70
11/16/20	11/2020	1084 36700416 - :CHECKscan Payment		250.00	2,675.70
12/01/20	12/2020	Leased Rent (12/2020)	1,349.90		4,025.60

R036

Resident Ledger

Candido Romero

301 East O'Keefe Street
18
Palo Alto, CA, 94303

Date:	8/12/2021
Resident Code:	t2814099
Property:	018230
Unit:	218-18
Status:	Current
Rent:	$1,403.88
Deposit:	$550.00
Move In Date:	11/18/11
Move Out Date:	
Due Day:	1
Tel Num(Office)	
Tel Num(Home)	(650)518-2318

Date	Post Mo	Description	Charges	Payments	Balance
12/23/20	1/2021	Chk# 1028 - :CHECKscan Payment		500.00	3,525.60
12/30/20	1/2021	1084 36705950 - :CHECKscan Payment		850.00	2,675.60
01/01/21	1/2021	Leased Rent (01/2021)	1,349.90		4,025.50
01/13/21	1/2021	Chk# 90 - :CHECKscan Payment		1,000.00	3,025.50
01/13/21	1/2021	Chk# 90 - :CHECKscan Payment		350.00	2,675.50
01/28/21	2/2021	Chk# 40192052969075 - :CHECKscan Payment		1,000.00	1,675.50
01/28/21	2/2021	Chk# 40192052969084 - :CHECKscan Payment		500.00	1,175.50
02/01/21	2/2021	Leased Rent (02/2021)	1,349.90		2,525.40
03/01/21	3/2021	1084 36715740 - :CHECKscan Payment		1,000.00	1,525.40
03/01/21	3/2021	1084 36715750 - :CHECKscan Payment		700.00	825.40
03/01/21	3/2021	Leased Rent (03/2021)	1,349.90		2,175.30
04/01/21	4/2021	Leased Rent (04/2021)	1,349.90		3,525.20
05/01/21	5/2021	Leased Rent (05/2021)	1,349.90		4,875.10
05/18/21	5/2021	1084 36736683 - :CHECKscan Payment		1,000.00	3,875.10
05/18/21	5/2021	Chk# 108436736694 - :CHECKscan Payment		1,000.00	2,875.10
06/01/21	6/2021	Leased Rent (06/2021)	1,349.90		4,225.00
07/01/21	7/2021	Leased Rent (07/2021)	1,403.88		5,628.88
07/12/21	7/2021	2089 8004361812 - :CHECKscan Payment		1,000.00	4,628.88

Current	30 Days	60 Days	Over 90	Current Owed
0.00	**403.88**	**-650.10**	**4,875.10**	**4,628.88**

Resident Ledger

R037

Candido Romero
301 East O'Keefe Street
18
Palo Alto, CA, 94303

Date:	09/29/2023
Resident Code:	t2439160
Property:	ca301eas
Unit:	218-18
Status:	Current
Rent:	$1,403.88
Deposit:	
Move In Date:	11/18/2011
Move Out Date:	
Due Day:	1
Tel Num(Home):	(650) 518-2318
Tel Num(Office):	

Date	Description	Charges	Payments	Balance
07/01/21	Balance Forward			4,225.00
07/01/21	Leased Rent (07/2021)	403.88		4,628.88
08/01/21	Base Rent (08/2021)	1,403.88		6,032.76
09/01/21	Base Rent (09/2021)	1,403.88		7,436.64
09/22/21	Chk# 00182 - :CHECKscan Payment		1,500.00	5,936.64
09/29/21	Chk# 00183 - :CHECKscan Payment		2,500.00	3,436.64
10/01/21	Base Rent (10/2021)	1,403.88		4,840.52
11/01/21	Base Rent (11/2021)	1,403.88		6,244.40
11/29/21	Chk# 0058598476 - :CHECKscan Payment - CA COVID-19 rent relief		4,840.52	1,403.88
11/29/21	Chk# 0058596797 - :CHECKscan Payment - CA COVID-19 rent relief		1,403.88	0.00
12/01/21	Base Rent (12/2021)	1,403.88		1,403.88
12/06/21	1089 41258382 - :CHECKscan Payment		403.00	1,000.88
12/07/21	Chk# 00184 - :CHECKscan Payment		1,000.00	0.88
01/01/22	Base Rent (01/2022)	1,403.88		1,404.76
01/10/22	Late Fee Charge (01/2022)	35.00		1,439.76
02/01/22	Base Rent (02/2022)	1,403.88		2,843.64
03/01/22	Base Rent (03/2022)	1,403.88		4,247.52
03/08/22	Chk# 00185 - :CHECKscan Payment		2,000.00	2,247.52
04/01/22	Base Rent (04/2022)	1,403.88		3,651.40
04/15/22	Chk# 00186 - :CHECKscan Payment		1,450.00	2,201.40
05/01/22	Base Rent (05/2022)	1,403.88		3,605.28
05/09/22	Chk# 00187 - :CHECKscan Payment		1,500.00	2,105.28
06/01/22	Base Rent (06/2022)	1,403.88		3,509.16

06/08/22	R038	Chk# 00191 - :CHECKscan Payment		2,000.00	1,509.16
07/01/22		Base Rent (07/2022)	1,403.88		2,913.04
07/06/22		Chk# 00192 - :CHECKscan Payment		2,000.00	913.04
07/11/22		Chk# 0064068120 - :CHECKscan Payment - COVID 19 Rent Relief		2,247.52	(1,334.48)
08/01/22		Base Rent (08/2022)	1,403.88		69.40
08/05/22		Chk# 00193 - :CHECKscan Payment		2,000.00	(1,930.60)
09/01/22		Base Rent (09/2022)	1,403.88		(526.72)
09/09/22		Chk# 00194 - :CHECKscan Payment		1,500.00	(2,026.72)
10/01/22		Base Rent (10/2022)	1,403.88		(622.84)
10/06/22		Chk# 00195 - :CHECKscan Payment		1,450.00	(2,072.84)
11/01/22		Base Rent (11/2022)	1,403.88		(668.96)
11/03/22		Chk# 00196 - :CHECKscan Payment		1,450.00	(2,118.96)
12/01/22		Base Rent (12/2022)	1,403.88		(715.08)
12/07/22		Chk# 00197 - :CHECKscan Payment		1,450.00	(2,165.08)
01/01/23		Base Rent (01/2023)	1,403.88		(761.20)
01/11/23		Chk# 00198 - :CHECKscan Payment		1,450.00	(2,211.20)
02/01/23		Base Rent (02/2023)	1,403.88		(807.32)
03/01/23		Base Rent (03/2023)	1,403.88		596.56
03/04/23		Chk# 00200 - :CHECKscan Payment		596.56	0.00
04/01/23		Base Rent (04/2023)	1,403.88		1,403.88
04/05/23		Chk# 00201 - :CHECKscan Payment		1,450.00	(46.12)
05/01/23		Base Rent (05/2023)	1,403.88		1,357.76
05/05/23		Chk# 00202 - :CHECKscan Payment		1,450.00	(92.24)
06/01/23		Base Rent (06/2023)	1,403.88		1,311.64
06/07/23		Chk# 00203 - :CHECKscan Payment		1,450.00	(138.36)
07/01/23		Base Rent (07/2023)	1,403.88		1,265.52
07/06/23		Chk# 00204 - :CHECKscan Payment		1,403.00	(137.48)

0-30 Days	31-60 Days	61-90 Days	Over 90 Days	Current Owed
0.00	**0.00**	**0.88**	**4,086.64**	**4,087.52**

Exhibit D

Work Order Cost Analysis Details

Property : Woodland Park (cawoopa2)

Unit : 218-18

WO#	Property	Unit	Priority	Status	Category	Brief Desc.	Call Date	Scheduled Date	Completed Date	Amount
8658963	cawoopa2	218-18		Work Completed	Appliance Repair	Serv- fridge freezing food	08/15/2024	08/15/2024	08/26/2024	0
8659065	cawoopa2	218-18		Work Completed	Appliance Repair	Serv- range hood	08/15/2024	08/15/2024	08/26/2024	0
8659075	cawoopa2	218-18		Work Completed	Flooring	Serv- vinyl repair	08/15/2024	08/15/2024	10/18/2024	0
8659076	cawoopa2	218-18		Work Completed	Pest Control	inspection	08/15/2024		08/19/2024	0
8659084	cawoopa2	218-18		Work Completed	Window and Blinds	Serv- window discoloration and jam	08/15/2024	08/15/2024	09/25/2024	0
8659102	cawoopa2	218-18		Work Completed	Appliance Repair	Serv- stove burners	08/15/2024	08/15/2024	08/26/2024	0
8659111	cawoopa2	218-18		Work Completed	Water Intrusion	Serv- discoloration	08/15/2024	08/15/2024	10/02/2024	0
8659117	cawoopa2	218-18		Work Completed	Flooring	Serv- bathroom floor	08/15/2024	08/15/2024	10/23/2024	0
8659121	cawoopa2	218-18		Work Completed	Locks / Keys	Serv- doors peeled	08/15/2024	08/15/2024	08/26/2024	0
8659126	cawoopa2	218-18		Work Completed	Community Amenities	Serv- elevator not working	08/15/2024	09/06/2024	09/10/2024	0
8659145	cawoopa2	218-18		Work Completed	Community Amenities	Serv- fugas del edificio	08/15/2024	08/19/2024	09/24/2024	0
8763989	cawoopa2	218-18		Work Completed	Pest Control	RcO	09/08/2024		09/05/2024	0
8802519	cawoopa2	218-18		Work Completed	Pest Control	RCO	09/17/2024		09/12/2024	0
8812124	cawoopa2	218-18		Work Completed	Pest Control	RCO	09/19/2024		09/19/2024	0
8886711	cawoopa2	218-18		Work Completed	Pest Control	RCO	10/07/2024		09/26/2024	0
8948373	cawoopa2	218-18		Work Completed	Pest Control	RCO	10/23/2024		10/03/2024	0
8948994	cawoopa2	218-18		Work Completed	Pest Control	RCO	10/23/2024		10/10/2024	0
8949043	cawoopa2	218-18		Work Completed	Pest Control	RCO	10/23/2024		10/10/2024	0
Total: 18										**0**

Work Order Cost Analysis Details

Property : Woodland Park (cawoopa2)

Unit : 218-18

WO#	Property	Unit	Priority	Status	Category	Brief Desc.	Call Date	Scheduled Date	Completed Date	Amount
8763989	cawoopa2	218-18		Work Completed	Pest Control	RcO	09/08/2024		09/05/2024	0
8802519	cawoopa2	218-18		Work Completed	Pest Control	RCO	09/17/2024		09/12/2024	0
8812124	cawoopa2	218-18		Work Completed	Pest Control	RCO	09/19/2024		09/19/2024	0
8886711	cawoopa2	218-18		Work Completed	Pest Control	RCO	10/07/2024		09/26/2024	0
8948373	cawoopa2	218-18		Work Completed	Pest Control	RCO	10/23/2024		10/03/2024	0
8948994	cawoopa2	218-18		Work Completed	Pest Control	RCO	10/23/2024		10/10/2024	0
8949043	cawoopa2	218-18		Work Completed	Pest Control	RCO	10/23/2024		10/10/2024	0
8950312	cawoopa2	218-18		Work Completed	Pest Control	RCO	10/23/2024		10/17/2024	0
8973399	cawoopa2	218-18		Work Completed		Kitchen	10/29/2024		11/04/2024	0
8973402	cawoopa2	218-18		Work Completed		Fridge	10/29/2024		11/04/2024	0
8973406	cawoopa2	218-18		Work Completed		exhaust fan	10/29/2024		11/22/2024	0
8973410	cawoopa2	218-18		Work Completed		Cabinet's	10/29/2024	12/10/2024	12/10/2024	0
8973412	cawoopa2	218-18		Work Completed		Stove	10/29/2024	12/10/2024	12/10/2024	0
8973414	cawoopa2	218-18		Work Completed		Bathroom	10/29/2024		12/10/2024	0
8973415	cawoopa2	218-18		Work Completed		Bedroom	10/29/2024		11/22/2024	0
8973416	cawoopa2	218-18		Work Completed		Tiles	10/29/2024	12/10/2024	12/10/2024	0
9032158	cawoopa2	218-18		Work Completed	Pest Control	INSPECTION	11/13/2024		10/28/2024	0
Total: 17										**0**

Exhibit E

Woodland Park
5 Newell Ct
East Palo Alto,CA 94303
Office (650) 566-2000x

Work Order No. 8658963
Date Call: 8/15/2024 10:27:00 AM

Date Scheduled: 8/15/2024 10:32:00 AM

Status Work Completed

Date Completed: 8/26/2024 8:34:47 AM
Brief Desc: Serv- fridge freezing food

Job Site: cawoopa2/218-18
301 East O'Keefe Street
#18
East Palo Alto,CA 94303

Caller Name: Candido Romero

Caller Phone:
Occupant: Romero (t2841190)
Home (650) 518-2318x

Ok to enter? NO
Category: Appliance Repair

SubCategory: Refrigerator

Problem Description: NO PTE

fridge is missing door handle and it freezes food there is a veggie cabinet missing

(650) 518-2318

OG

Parts & Labor

Quantity/ Hours	Item Type/ Employee Name	Description	Unit Price	Total

Total

Authorized by: _____
Signed by _____
Dated _____
Invoice No. _____

Technician Notes: resident on vacation will call back when ready, she said 8/24/2024.

Fridge was replaced due to tank not having any freeon.

Woodland Park
5 Newell Ct
East Palo Alto,CA 94303
Office (650) 566-2000x

Work Order No. 8659065
Date Call: 8/15/2024 10:29:00 AM

Date Scheduled: 8/15/2024 10:53:00 AM

Status Work Completed

Date Completed: 8/26/2024 8:35:26 AM
Brief Desc: Serv- range hood

Job Site: cawoopa2/218-18
301 East O'Keefe Street
#18
East Palo Alto,CA 94303

Caller Name: Candido Romero

Caller Phone:
Occupant: Romero (t2841190)
Home (650) 518-2318x

Ok to enter? NO
Category: Appliance Repair

SubCategory: Stove

Problem Description: NO PTE

range hood leaves to much grease

(650) 518-2318

OG

Parts & Labor

Quantity/ Hours	Item Type/ Employee Name	Description	Unit Price	Total

Total

Authorized by: _____
Signed by _____
Dated _____
Invoice No. _____

Technician Notes: resident on vacation will call back when ready, she said 8/24/2024.

added tape to the round duct.

Woodland Park
5 Newell Ct
East Palo Alto,CA 94303
Office (650) 566-2000x

Work Order No. 8659075
Date Call: 8/15/2024 10:43:00 AM

Date Scheduled: 8/15/2024 10:54:00 AM

Status Work Completed

Date Completed: 10/18/2024 3:15:18 PM
Brief Desc: Serv- vinyl repair

Job Site: cawoopa2/218-18
301 East O'Keefe Street
#18
East Palo Alto,CA 94303

Caller Name: Candido Romero

Caller Phone:
Occupant: Romero (t2841190)
Home (650) 518-2318x

Ok to enter? NO
Category: Flooring

Problem Description: NO PTE

vinyl repair needed in the kitchen area

(650) 518-2318

OG

Parts & Labor

Quantity/ Hours	Item Type/ Employee Name	Description	Unit Price	Total
0.0000	Lopez		0.00	0.00
			Total	0.00

Authorized by: _____
Signed by _____
Dated _____
Invoice No. _____

Technician Notes: resident on vacation will call back when ready, she said 8/24/2024.

Resident rescheduled for 8/31/2024, notice was posted and sent.

8/31/2024, Resident advised that she was leaking and wanted to reschedule for another day.

Enrique/9/4/2024 I spoke to resident and she was upset because she states she wants brand new things not fixed, I advised her we wanted to take a look before we make the decision of replace or repair, she said someone came in and left already. I asked for description but no answer. Resident advised why do I keep calling her and she has no time during the week only weekends. we agreed for 9/21/2024 between 9am-11am and notice was posted on her door.

9/21/2024--Resident said she wasnt aware and she didn't want us going in. JUAN LOPEZ, TECHNCIAN

Repaired cover base in kitchen area.

Woodland Park
5 Newell Ct
East Palo Alto,CA 94303
Office (650) 566-2000x

Work Order No. 8659076
Date Call: 8/15/2024 10:45:00 AM

Status Work Completed

Date Completed: 8/19/2024 11:45:00 AM
Brief Desc: inspection

Job Site: cawoopa2/218-18
301 East O'Keefe Street
#18
East Palo Alto,CA 94303

Caller Name: Candido Romero

Caller Phone:
Occupant: Romero (t2841190)
Home (650) 518-2318x

Ok to enter? YES
Category: Pest Control

Problem Description: roaches

Parts & Labor

Quantity/ Hours	Item Type/ Employee Name	Description	Unit Price	Total

Total

Authorized by: _____
Signed by _____
Dated _____
Invoice No. _____

Technician Notes: 8/19 BANNER high to med actiivty recommned RCO ASAP tenat is responsilbe for moving fridge 12" away from wall

Woodland Park
5 Newell Ct
East Palo Alto,CA 94303
Office (650) 566-2000x

Work Order No. 8659084
Date Call: 8/15/2024 10:45:00 AM
Date Scheduled: 8/15/2024 10:55:00 AM

Status Work Completed

Date Completed: 9/25/2024 11:02:00 AM
Brief Desc: Serv- window discoloration and jam

Job Site: cawoopa2/218-18
301 East O'Keefe Street
#18
East Palo Alto,CA 94303

Caller Name: Candido Romero
Caller Phone:
Occupant: Romero (t2841190)
Home (650) 518-2318x

Ok to enter? NO
Category: Window and Blinds

Problem Description: NO PTE

kitchen window has discoloration is old and doesnt close right

(650) 518-2318

OG

Parts & Labor

Quantity/ Hours	Item Type/ Employee Name	Description	Unit Price	Total
0.0000	Lopez	Lopez	0.00	0.00
			Total	0.00

Authorized by: _____
Signed by _____
Dated _____
Invoice No. _____

Technician Notes: resident on vacation will call back when ready, she said 8/24/2024.

Resident rescheduled for 8/31/2024, notice was posted and sent.

8/31/2024, Resident advised that she was leaking and wanted to reschedule for another day.

Enrique/9/4/2024 I spoke to resident and she was upset because she states she wants brand new things not fixed, I advised her we wanted to take a look before we make the decision of replace or repair, she said someone came in and left already. I asked for description but no answer. Resident advised why do I keep calling her and she has no time during the week only weekends. we agreed for 9/21/2024 between 9am-11am and notice was posted on her door.

9/21/2024--Resident said she wasnt aware and she didn't want us going in. JUAN LOPEZ, TECHNCIAN

[juan.lopez2@greystar.com 9/25/24, 11:02 AM]
I cleaned the stains on window and used wD40 on window rail

Woodland Park
5 Newell Ct
East Palo Alto,CA 94303
Office (650) 566-2000x

Work Order No. 8659102
Date Call: 8/15/2024 10:46:00 AM
Date Scheduled: 8/15/2024 10:56:00 AM

Status Work Completed

Date Completed: 8/26/2024 8:36:03 AM
Brief Desc: Serv- stove burners

Job Site: cawoopa2/218-18
301 East O'Keefe Street
#18
East Palo Alto,CA 94303

Caller Name: Candido Romero
Caller Phone:
Occupant: Romero (t2841190)
Home (650) 518-2318x

Ok to enter? NO
Category: Appliance Repair
SubCategory: Stove

Problem Description: NO PTE

stove bureners do not work

(650) 518-2318

OG

Parts & Labor

Quantity/ Hours	Item Type/ Employee Name	Description	Unit Price	Total

Total

Authorized by: _____
Signed by _____
Dated _____
Invoice No. _____

Technician Notes: resident on vacation will call back when ready, she said 8/24/2024.

replaced burners and receptacles.

Woodland Park
5 Newell Ct
East Palo Alto,CA 94303
Office (650) 566-2000x

Work Order No. 8659111
Date Call: 8/15/2024 10:49:00 AM
Date Scheduled: 8/15/2024 10:57:00 AM

Status Work Completed

Date Completed: 10/2/2024 11:59:06 AM
Brief Desc: Serv- discoloration

Job Site: cawoopa2/218-18
301 East O'Keefe Street
#18
East Palo Alto,CA 94303

Caller Name: Candido Romero
Caller Phone:
Occupant: Romero (t2841190)
Home (650) 518-2318x

Ok to enter? NO
Category: Water Intrusion
SubCategory: Internal (from within apt)

Problem Description: NO PTE

bedroom wall and window have discoloration

(650) 518-2318

OG

Parts & Labor

Quantity/ Hours	Item Type/ Employee Name	Description	Unit Price	Total
0.0000	Lopez		0.00	0.00
			Total	0.00

Authorized by: _____
Signed by _____
Dated _____
Invoice No. _____

Technician Notes: resident on vacation will call back when ready, she said 8/24/2024.

Resident rescheduled for 8/31/2024, notice was posted and sent.

8/31/2024, Resident advised that she was leaking and wanted to reschedule for another day.

Enrique/9/4/2024 I spoke to resident and she was upset because she states she wants brand new things not fixed, I advised her we wanted to take a look before we make the decision of replace or repair, she said someone came in and left already. I asked for description but no answer. Resident advised why do I keep calling her and she has no time during the week only weekends. we agreed for 9/21/2024 between 9am-11am and notice was posted on her door.

9/21/2024--Resident said she wasnt aware and she didn't want us going in. JUAN LOPEZ, TECHNCIAN

10/2/2024--Wipe down discoloration in the wall, advised resident to move furniture 2-4 inches away from the wall to avoid discoloration and let air circulate around the room. Also advised resident to open window, when at home to allow fresh air in the unit.

Woodland Park **Work Order No.** 8659117

5 Newell Ct
East Palo Alto,CA 94303
Office (650) 566-2000x

Date Call: 8/15/2024 10:51:00 AM

Date Scheduled: 8/15/2024 10:58:00 AM

Status Scheduled

Brief Desc: Serv- bathroom floor

Job Site: cawoopa2/218-18
301 East O'Keefe Street
#18
East Palo Alto,CA 94303

Caller Name: Candido Romero

Caller Phone:
Occupant: Romero (t2841190)
Home (650) 518-2318x

Ok to enter? NO
Category: Flooring

Technician Notes
Time: _____ **Date:** _____
Material: _____

Access Notes: The resident called to inform us that one of our technicians called her for an appointment today at 11 am to take pothos to the apartment. She says that she is not available and that she wants to cancel the appointment and that we call her to make a new one.

Problem Description: NO PTE

per email resident mentioned bathroom flooring but no issue reported please inspect to make sure everything is ok

(650) 518-2318

OG

Parts & Labor

Quantity/ Hours	Item Type/ Employee Name	Description	Unit Price	Total
0.0000	Lopez		0.00	0.00
			Total	0.00

Authorized by: _____
Signed by _____
Dated _____
Invoice No. _____

Technician Notes: resident on vacation will call back when ready, she said 8/24/2024.

Resident rescheduled for 8/31/2024, notice was posted and sent.

8/31/2024, Resident advised that she was leaking and wanted to reschedule for another day.

Enrique/9/4/2024 I spoke to resident and she was upset because she states she wants brand new things not fixed, I advised her we wanted to take a look before we make the decision of replace or repair, she said someone came in and left already. I asked for description but no answer. Resident advised why do I keep calling her and she has no time during the week only weekends. we agreed for 9/21/2024 between 9am-11am and notice was posted on her door.

9/21/2024--Resident said she wasnt aware and she didn't want us going in. JUAN LOPEZ, TECHNCIAN

Woodland Park
5 Newell Ct
East Palo Alto,CA 94303
Office (650) 566-2000x

Work Order No. 8659121
Date Call: 8/15/2024 10:52:00 AM
Date Scheduled: 8/15/2024 10:59:00 AM

Status Work Completed

Date Completed: 8/26/2024 8:37:39 AM
Brief Desc: Serv- doors peeled

Job Site: cawoopa2/218-18
301 East O'Keefe Street
#18
East Palo Alto,CA 94303

Caller Name: Candido Romero
Caller Phone:
Occupant: Romero (t2841190)
Home (650) 518-2318x

Ok to enter? NO
Category: Locks / Keys

Problem Description: NO PTE

resident reported that the paint on the doors have peeled and need to be repalced

(650) 518-2318

OG

Parts & Labor

Quantity/ Hours	Item Type/ Employee Name	Description	Unit Price	Total

Total

Authorized by: _____
Signed by _____
Dated _____
Invoice No. _____

Technician Notes: painted front door

Woodland Park
5 Newell Ct
East Palo Alto,CA 94303
Office (650) 566-2000x

Work Order No. 8659126
Date Call: 8/15/2024 10:53:00 AM
Date Scheduled: 9/6/2024 1:34:00 PM

Status Work Completed

Date Completed: 9/10/2024 10:59:31 AM
Brief Desc: Serv- elevator not working

Job Site: cawoopa2/218-18
301 East O'Keefe Street
#18
East Palo Alto,CA 94303

Caller Name: Candido Romero
Caller Phone:
Occupant: Romero (t2841190)
Home (650) 518-2318x

Ok to enter? YES
Category: Community Amenities
SubCategory: Elevators

Problem Description: resident is reporting that the elevator is in bad conditions

(650) 518-2318

OG

Parts & Labor

Quantity/ Hours	Item Type/ Employee Name	Description	Unit Price	Total
0.0000	Ponce		0.00	0.00
			Total	0.00

Authorized by: _____
Signed by _____
Dated _____
Invoice No. _____

Technician Notes: elevator is currently working no issues

Woodland Park
5 Newell Ct
East Palo Alto,CA 94303
Office (650) 566-2000x

Work Order No. 8659145
Date Call: 8/15/2024 10:54:00 AM
Date Scheduled: 8/19/2024 3:32:00 PM

Status Work Completed

Date Completed: 9/24/2024 9:34:20 AM
Brief Desc: Serv- fugas del edificio

Job Site: cawoopa2/218-18
301 East O'Keefe Street
#18
East Palo Alto,CA 94303

Caller Name: Candido Romero
Caller Phone:
Occupant: Romero (t2841190)
Home (650) 518-2318x

Ok to enter? YES
Category: Community Amenities
SubCategory: Grounds (General)

Problem Description: resident reports that the fugas del edificio necesitan repararse

(650) 518-2318

OG

Parts & Labor

Quantity/ Hours	Item Type/ Employee Name	Description	Unit Price	Total
0.0000	Lopez		0.00	0.00
			Total	0.00

Authorized by: _____
Signed by _____
Dated _____
Invoice No. _____

Technician Notes: All leaks in carport have been address, stall 7, 21 and 12.

Woodland Park
5 Newell Ct
East Palo Alto,CA 94303
Office (650) 566-2000x

Work Order No. 8763989
Date Call: 9/8/2024 3:59:00 PM

Status Work Completed

Date Completed: 9/5/2024 3:59:00 PM
Brief Desc: RcO

Job Site: cawoopa2/218-18
301 East O'Keefe Street
#18
East Palo Alto,CA 94303

Caller Name: Candido Romero

Caller Phone:
Occupant: Romero (t2841190)
Home (650) 518-2318x

Ok to enter? YES
Category: Pest Control

Problem Description: treat

Parts & Labor

Quantity/ Hours	Item Type/ Employee Name	Description	Unit Price	Total

Total

Authorized by: _____
Signed by _____
Dated _____
Invoice No. _____

Technician Notes: 9/5 BANNER monitors only no prep no treat high activity present from monitors left most monitors missing

Woodland Park
5 Newell Ct
East Palo Alto,CA 94303
Office (650) 566-2000x

Work Order No. 8802519
Date Call: 9/17/2024 2:26:00 PM

Status Work Completed

Date Completed: 9/12/2024 2:26:00 PM
Brief Desc: RCO

Job Site: cawoopa2/218-18
301 East O'Keefe Street
#18
East Palo Alto,CA 94303

Caller Name: Candido Romero

Caller Phone:
Occupant: Romero (t2841190)
Home (650) 518-2318x

Ok to enter? YES
Category: Pest Control

Problem Description: treat

Parts & Labor

Quantity/ Hours	Item Type/ Employee Name	Description	Unit Price	Total

Total

Authorized by: _____
Signed by _____
Dated _____
Invoice No. _____

Technician Notes: 9/12 BANNER med activity placed monitors sprayed

Woodland Park
5 Newell Ct
East Palo Alto,CA 94303
Office (650) 566-2000x

Work Order No. 8812124
Date Call: 9/19/2024 4:38:00 PM

Status Work Completed

Date Completed: 9/19/2024 4:48:00 PM
Brief Desc: RCO

Job Site: cawoopa2/218-18
301 East O'Keefe Street
#18
East Palo Alto,CA 94303

Caller Name: Candido Romero

Caller Phone:
Occupant: Romero (t2841190)
Home (650) 518-2318x

Ok to enter? YES
Category: Pest Control

Problem Description: treat

Parts & Labor

Quantity/ Hours	Item Type/ Employee Name	Description	Unit Price	Total

Total

Authorized by: _____
Signed by _____
Dated _____
Invoice No. _____

Technician Notes: 9/19 BANNER high no prep no treat gel bait and monitors only photos uploaded

Woodland Park
5 Newell Ct
East Palo Alto,CA 94303
Office (650) 566-2000x

Work Order No. 8886711
Date Call: 10/7/2024 4:03:00 PM

Status Work Completed

Date Completed: 9/26/2024 4:03:00 PM
Brief Desc: RCO

Job Site: cawoopa2/218-18
301 East O'Keefe Street
#18
East Palo Alto,CA 94303

Caller Name: Candido Romero

Caller Phone:
Occupant: Romero (t2841190)
Home (650) 518-2318x

Ok to enter? YES
Category: Pest Control

Problem Description: treat

Parts & Labor

Quantity/ Hours	Item Type/ Employee Name	Description	Unit Price	Total

Total

Authorized by: _____
Signed by _____
Dated _____
Invoice No. _____

Technician Notes: 9/26 BANNER high activity liquid treatment gel baot and monitors 60% prep

Woodland Park
5 Newell Ct
East Palo Alto,CA 94303
Office (650) 566-2000x

Work Order No. 8763989
Date Call: 9/8/2024 3:59:00 PM

Status Work Completed

Date Completed: 9/5/2024 3:59:00 PM
Brief Desc: RcO

Job Site: cawoopa2/218-18
301 East O'Keefe Street
#18
East Palo Alto,CA 94303

Caller Name: Candido Romero

Caller Phone:
Occupant: Romero (t2841190)
Home (650) 518-2318x

Ok to enter? YES
Category: Pest Control

Problem Description: treat

Parts & Labor

Quantity/ Hours	Item Type/ Employee Name	Description	Unit Price	Total

Total

Authorized by: _____
Signed by _____
Dated _____
Invoice No. _____

Technician Notes: 9/5 BANNER monitors only no prep no treat high activity present from monitors left most monitors missing

Woodland Park
5 Newell Ct
East Palo Alto,CA 94303
Office (650) 566-2000x

Work Order No. 8802519
Date Call: 9/17/2024 2:26:00 PM

Status Work Completed

Date Completed: 9/12/2024 2:26:00 PM
Brief Desc: RCO

Job Site: cawoopa2/218-18
301 East O'Keefe Street
#18
East Palo Alto,CA 94303

Caller Name: Candido Romero

Caller Phone:
Occupant: Romero (t2841190)
Home (650) 518-2318x

Ok to enter? YES
Category: Pest Control

Problem Description: treat

Parts & Labor

Quantity/ Hours	Item Type/ Employee Name	Description	Unit Price	Total

Total

Authorized by: _____
Signed by _____
Dated _____
Invoice No. _____

Technician Notes: 9/12 BANNER med activity placed monitors sprayed

Woodland Park
5 Newell Ct
East Palo Alto,CA 94303
Office (650) 566-2000x

Work Order No. 8812124
Date Call: 9/19/2024 4:38:00 PM

Status Work Completed

Date Completed: 9/19/2024 4:48:00 PM
Brief Desc: RCO

Job Site: cawoopa2/218-18
301 East O'Keefe Street
#18
East Palo Alto,CA 94303

Caller Name: Candido Romero

Caller Phone:
Occupant: Romero (t2841190)
Home (650) 518-2318x

Ok to enter? YES
Category: Pest Control

Problem Description: treat

Parts & Labor

Quantity/ Hours	Item Type/ Employee Name	Description	Unit Price	Total

Total

Authorized by: _____
Signed by _____
Dated _____
Invoice No. _____

Technician Notes: 9/19 BANNER high no prep no treat gel bait and monitors only photos uploaded

Woodland Park
5 Newell Ct
East Palo Alto,CA 94303
Office (650) 566-2000x

Work Order No. 8886711
Date Call: 10/7/2024 4:03:00 PM

Status Work Completed

Date Completed: 9/26/2024 4:03:00 PM
Brief Desc: RCO

Job Site: cawoopa2/218-18
301 East O'Keefe Street
#18
East Palo Alto,CA 94303

Caller Name: Candido Romero

Caller Phone:
Occupant: Romero (t2841190)
Home (650) 518-2318x

Ok to enter? YES
Category: Pest Control

Problem Description: treat

Parts & Labor

Quantity/ Hours	Item Type/ Employee Name	Description	Unit Price	Total

Total

Authorized by: _____
Signed by _____
Dated _____
Invoice No. _____

Technician Notes: 9/26 BANNER high activity liquid treatment gel baot and monitors 60% prep

Woodland Park
5 Newell Ct
East Palo Alto,CA 94303
Office (650) 566-2000x

Work Order No. 8948373
Date Call: 10/23/2024 10:19:00 AM

Status Work Completed

Date Completed: 10/3/2024 10:20:00 AM
Brief Desc: RCO

Job Site: cawoopa2/218-18
301 East O'Keefe Street
#18
East Palo Alto,CA 94303

Caller Name: Candido Romero

Caller Phone:
Occupant: Romero (t2841190)
Home (650) 518-2318x

Ok to enter? YES
Category: Pest Control

Problem Description: treat

Parts & Labor

Quantity/ Hours	Item Type/ Employee Name	Description	Unit Price	Total

Total

Authorized by: _____
Signed by _____
Dated _____
Invoice No. _____

Technician Notes: 10/3 BANNER med activity liquid treat monitors and gel bait

Woodland Park
5 Newell Ct
East Palo Alto,CA 94303
Office (650) 566-2000x

Work Order No. 8948994
Date Call: 10/23/2024 12:08:00 PM

Status Work Completed

Date Completed: 10/10/2024 12:09:00 PM
Brief Desc: RCO

Job Site: cawoopa2/218-18
301 East O'Keefe Street
#18
East Palo Alto,CA 94303

Caller Name: Candido Romero

Caller Phone:
Occupant: Romero (t2841190)
Home (650) 518-2318x

Ok to enter? YES
Category: Pest Control

Problem Description: treat

Parts & Labor

Quantity/ Hours	Item Type/ Employee Name	Description	Unit Price	Total

Total

Authorized by: _____
Signed by _____
Dated _____
Invoice No. _____

Technician Notes: 10/10 BANNER no activity liquid treatment control achieved

Woodland Park
5 Newell Ct
East Palo Alto,CA 94303
Office (650) 566-2000x

Work Order No. 8949043
Date Call: 10/23/2024 12:22:00 PM

Status Work Completed

Date Completed: 10/10/2024 12:23:00 PM
Brief Desc: RCO

Job Site: cawoopa2/218-18
301 East O'Keefe Street
#18
East Palo Alto,CA 94303

Caller Name: Candido Romero

Caller Phone:
Occupant: Romero (t2841190)
Home (650) 518-2318x

Ok to enter? YES
Category: Pest Control

Problem Description: treat

Parts & Labor

Quantity/ Hours	Item Type/ Employee Name	Description	Unit Price	Total

Total

Authorized by: _____
Signed by _____
Dated _____
Invoice No. _____

Technician Notes: 10/10 BANNER no activity on moniotrs liquid treatment control achieved

Woodland Park
5 Newell Ct
East Palo Alto,CA 94303
Office (650) 566-2000x

Work Order No. 8950312
Date Call: 10/23/2024 4:32:00 PM

Status Work Completed

Date Completed: 10/17/2024 4:32:00 PM
Brief Desc: RCO

Job Site: cawoopa2/218-18
301 East O'Keefe Street
#18
East Palo Alto,CA 94303

Caller Name: Candido Romero

Caller Phone:
Occupant: Romero (t2841190)
Home (650) 518-2318x

Ok to enter? YES
Category: Pest Control

Problem Description: treat

Parts & Labor

Quantity/ Hours	Item Type/ Employee Name	Description	Unit Price	Total

Total

Authorized by: _____
Signed by _____
Dated _____
Invoice No. _____

Technician Notes: 10/17 BANNER low activity placed monitors sprayed

Woodland Park
5 Newell Ct
East Palo Alto,CA 94303
Office (650) 566-2000x

Work Order No. 8973399
Date Call: 10/29/2024 9:17:00 PM

Status Work Completed

Date Completed: 11/4/2024 11:18:39 AM
Brief Desc: Kitchen

Job Site: cawoopa2/218-18
301 East O'Keefe Street
#18
East Palo Alto,CA 94303

Caller Name: Candido Romero

Caller Phone:
Occupant: Romero (t2841190)
Home (650) 518-2318x

Ok to enter? NO

Problem Description: Window Moisture

Parts & Labor

Quantity/ Hours	Item Type/ Employee Name	Description	Unit Price	Total
0.2500	Bedolla		0.00	0.00
			Total	0.00

Authorized by: _____
Signed by _____
Dated _____
Invoice No. _____

Technician Notes: 10/31/2024 Found no discoloration in windows or walls inspected windows in bedroom, kitchen and living-room.

Woodland Park
5 Newell Ct
East Palo Alto,CA 94303
Office (650) 566-2000x

Work Order No. 8973402
Date Call: 10/29/2024 9:18:00 PM

Status Work Completed

Date Completed: 11/4/2024 11:21:33 AM
Brief Desc: Fridge

Job Site: cawoopa2/218-18
301 East O'Keefe Street
#18
East Palo Alto,CA 94303

Caller Name: Candido Romero

Caller Phone:
Occupant: Romero (t2841190)
Home (650) 518-2318x

Ok to enter? NO

Problem Description: Fridge in bad condition

Parts & Labor

Quantity/ Hours	Item Type/ Employee Name	Description	Unit Price	Total
0.2500	Bedolla		0.00	0.00
			Total	0.00

Authorized by: _____
Signed by _____
Dated _____
Invoice No. _____

Technician Notes: 10/31/2024 Fridge was replaced back in August, inspected fridge and its working fine.

Woodland Park
5 Newell Ct
East Palo Alto,CA 94303
Office (650) 566-2000x

Work Order No. 8973406
Date Call: 10/29/2024 9:18:00 PM

Status Work Completed

Date Completed: 11/22/2024 4:58:00 PM
Brief Desc: exhaust fan

Job Site: cawoopa2/218-18
301 East O'Keefe Street
#18
East Palo Alto,CA 94303

Caller Name: Candido Romero

Caller Phone:
Occupant: Romero (t2841190)
Home (650) 518-2318x

Ok to enter? NO

Problem Description: exhaust fan bell pipe is not working is full with grease.

Parts & Labor

Quantity/ Hours	Item Type/ Employee Name	Description	Unit Price	Total
1.0000	Bedolla		0.00	0.00
			Total	0.00

Authorized by: _____
Signed by _____
Dated _____
Invoice No. _____

Technician Notes: 10/31/2024 Filter and duct was replaced back in August Range hood is working properly.

called resident to schedule said they would be home at 4:30
nobody showed up and we dont have PTE 12/03/24

called resident to schedule work. they just said they dont know when they will be able because of work 12/04/24

spoke with resident to set appt. she was home said she will call office when she is ready for work to get inspected and completed 12/08/24

Pedro

Woodland Park
5 Newell Ct
East Palo Alto,CA 94303
Office (650) 566-2000x

Work Order No. 8973410
Date Call: 10/29/2024 9:20:00 PM

Date Scheduled: 12/10/2024 10:46:00 AM

Status Work Completed

Date Completed: 12/10/2024 10:46:30 AM
Brief Desc: Cabinet's

Job Site: cawoopa2/218-18
301 East O'Keefe Street
#18
East Palo Alto,CA 94303

Caller Name: Candido Romero

Caller Phone:
Occupant: Romero (t2841190)
Home (650) 518-2318x

Ok to enter? NO

Problem Description: Cabinets are worn out

Parts & Labor

Quantity/ Hours	Item Type/ Employee Name	Description	Unit Price	Total

Total

Authorized by: _____
Signed by _____
Dated _____
Invoice No. _____

Technician Notes: called resident to schedule said they would be home at 4:30
nobody showed up and we dont have PTE 12/03/24

called resident to schedule work. they just said they dont know when they will be able because of work 12/04/24

spoke with resident to set appt. she was home said she will call office when she is ready for work to get inspected and completed 12/08/24

Pedro

Woodland Park
5 Newell Ct
East Palo Alto,CA 94303
Office (650) 566-2000x

Work Order No. 8973412
Date Call: 10/29/2024 9:20:00 PM

Date Scheduled: 12/10/2024 10:45:00 AM

Status Work Completed

Date Completed: 12/10/2024 10:45:29 AM
Brief Desc: Stove

Job Site: cawoopa2/218-18
301 East O'Keefe Street
#18
East Palo Alto,CA 94303

Caller Name: Candido Romero

Caller Phone:
Occupant: Romero (t2841190)
Home (650) 518-2318x

Ok to enter? NO

Problem Description: Stove is not installed properly

Parts & Labor

Quantity/ Hours	Item Type/ Employee Name	Description	Unit Price	Total

Total

Authorized by: _____
Signed by _____
Dated _____
Invoice No. _____

Technician Notes:

called resident to schedule said they would be home at 4:30
nobody showed up and we dont have PTE 12/03/24

called resident to schedule work. they just said they dont know when they will be able because of work 12/04/24

spoke with resident to set appt. she was home said she will call office when she is ready for work to get inspected and completed 12/08/24

Pedro

Woodland Park
5 Newell Ct
East Palo Alto,CA 94303
Office (650) 566-2000x

Work Order No. 8973414
Date Call: 10/29/2024 9:21:00 PM

Status Work Completed

Date Completed: 12/10/2024 10:45:49 AM
Brief Desc: Bathroom

Job Site: cawoopa2/218-18
301 East O'Keefe Street
#18
East Palo Alto,CA 94303

Caller Name: Candido Romero

Caller Phone:
Occupant: Romero (t2841190)
Home (650) 518-2318x

Ok to enter? NO

Problem Description: Floors around the shower in bad condition, bathtub and sink need to be painted

Parts & Labor

Quantity/ Hours	Item Type/ Employee Name	Description	Unit Price	Total

Total

Authorized by: _____
Signed by _____
Dated _____
Invoice No. _____

Technician Notes:

called resident to schedule said they would be home at 4:30
nobody showed up and we dont have PTE 12/03/24

called resident to schedule work. they just said they dont know when they will be able because of work 12/04/24

spoke with resident to set appt. she was home said she will call office when she is ready for work to get inspected and completed 12/08/24

Pedro

Woodland Park
5 Newell Ct
East Palo Alto,CA 94303
Office (650) 566-2000x

Work Order No. 8973415
Date Call: 10/29/2024 9:22:00 PM

Status Work Completed

Date Completed: 11/22/2024 4:59:00 PM
Brief Desc: Bedroom

Job Site: cawoopa2/218-18
301 East O'Keefe Street
#18
East Palo Alto,CA 94303

Caller Name: Candido Romero

Caller Phone:
Occupant: Romero (t2841190)
Home (650) 518-2318x

Ok to enter? NO

Problem Description: Moisture on windows

Parts & Labor

Quantity/ Hours	Item Type/ Employee Name	Description	Unit Price	Total

Total

Authorized by: _____
Signed by _____
Dated _____
Invoice No. _____

Technician Notes: 10/31/2024 Found no discoloration in windows or walls inspected windows in bedroom, kitchen and living-room. Advised resident to properly ventilate.

called resident to schedule said they would be home at 4:30
nobody showed up and we dont have PTE 12/03/24

called resident to schedule work. they just said they dont know when they will be able because of work 12/04/24

spoke with resident to set appt. she was home said she will call office when she is ready for work to get inspected and completed 12/08/24

Pedro

Woodland Park
5 Newell Ct
East Palo Alto,CA 94303
Office (650) 566-2000x

Work Order No. 8973416
Date Call: 10/29/2024 9:22:00 PM

Date Scheduled: 12/10/2024 10:47:00 AM

Status Work Completed

Date Completed: 12/10/2024 10:47:42 AM
Brief Desc: Tiles

Job Site: cawoopa2/218-18
301 East O'Keefe Street
#18
East Palo Alto,CA 94303

Caller Name: Candido Romero

Caller Phone:
Occupant: Romero (t2841190)
Home (650) 518-2318x

Ok to enter? NO

Problem Description: Tiles separating unknown area

Parts & Labor

Quantity/ Hours	Item Type/ Employee Name	Description	Unit Price	Total

Total

Authorized by: _____
Signed by _____
Dated _____
Invoice No. _____

Technician Notes: called resident to schedule said they would be home at 4:30
nobody showed up and we dont have PTE 12/03/24

called resident to schedule work. they just said they dont know when they will be able because of work 12/04/24

spoke with resident to set appt. she was home said she will call office when she is ready for work to get inspected and completed 12/08/24

Pedro

Woodland Park
5 Newell Ct
East Palo Alto,CA 94303
Office (650) 566-2000x

Work Order No. 9032158
Date Call: 11/13/2024 11:03:00 AM

Status Work Completed

Date Completed: 10/28/2024 11:03:00 AM
Brief Desc: INSPECTION

Job Site: cawoopa2/218-18
301 East O'Keefe Street
#18
East Palo Alto,CA 94303

Caller Name: Candido Romero

Caller Phone:
Occupant: Romero (t2841190)
Home (650) 518-2318x

Ok to enter? YES
Category: Pest Control

Problem Description: ROACHES

Parts & Labor

Quantity/ Hours	Item Type/ Employee Name	Description	Unit Price	Total

Total

Authorized by: _____
Signed by _____
Dated _____
Invoice No. _____

Technician Notes: 10/28 BANNER med activity monitors placed recommend continued treatment until control gaine scheduled for 11/21

Exhibit F

Woodland Park Witness List

Stacie Roebuck, Regional Manager
Aura Andrade, General Manager
Enrique Bedolla, Maintenance Manager

Maria Mondragon v. Woodland Park Communities
Case No 20240029

Respondent's Exhibit List

Exhibit #	Title	Page #
G	Ledger through May 2, 2025	R077
H	Ledger May 1, 2025 through July 15, 2025	R080

Exhibit G

Resident Ledger

GREYSTAR®

Date: 07/18/2025

Code	t2841190	**Property**	cawoopa2	**Lease From**	11/18/2011
Name	Candido Romero	**Unit**	218-18	**Lease To**	12/18/2011
Address	301 East O'Keefe Street	**Status**	Past	**Move In**	11/18/2011
	#18	**Rent**	1573.61	**Move Out**	04/21/2025
City	East Palo Alto, CA 94303	**Phone (H)**		**Phone (W)**	(650) 518-2318

Date	Chg Code	Post Month	Description	Charge	Payment	Balance	Chg/Rec
07/21/2023	secdep	07/2023	:Posted by QuickTrans (secdep)	550.00		550.00	132770149
07/21/2023		07/2023	chk# :QuickTrans :Posted by QuickTrans		550.00	0.00	32404260
07/21/2023		07/2023	chk# Conv_PPD		137.48	(137.48)	32406721
08/01/2023	rent	08/2023	Base Rent (08/2023)	1,403.88		1,266.40	134130553
08/07/2023		08/2023	chk# 00205 :CHECKscan Payment		1,403.00	(136.60)	32721183
09/01/2023	rent	09/2023	Base Rent (09/2023)	1,403.88		1,267.28	135903931
09/06/2023		09/2023	chk# 00206 :CHECKscan Payment		1,403.00	(135.72)	33206312
10/01/2023	rent	10/2023	Base Rent (10/2023)	1,544.27		1,408.55	137347191
10/04/2023		10/2023	chk# 00207 :CHECKscan Payment		1,544.27	(135.72)	33679171
11/01/2023	rent	11/2023	Base Rent (11/2023)	1,544.27		1,408.55	139614798
11/09/2023		11/2023	chk# 00208 :CHECKscan Payment		1,544.27	(135.72)	34247353
12/01/2023	rent	12/2023	Base Rent (12/2023)	1,544.27		1,408.55	141494912
12/07/2023		12/2023	chk# 00209 :CHECKscan Payment		1,544.27	(135.72)	34701464
01/01/2024	rent	01/2024	Base Rent (01/2024)	1,544.27		1,408.55	143220989
01/08/2024		01/2024	chk# 00210 :CHECKscan Payment		1,544.27	(135.72)	35173141
02/01/2024	rent	02/2024	Base Rent (02/2024)	1,544.27		1,408.55	145274993
02/04/2024		02/2024	chk# 00211 :CHECKscan Payment		1,544.27	(135.72)	35626297
03/01/2024	rent	03/2024	Base Rent (03/2024)	1,544.27		1,408.55	147254552
03/07/2024		03/2024	chk# 00212 :CHECKscan Payment		1,544.27	(135.72)	36211563
04/01/2024	rent	04/2024	Base Rent (04/2024)	1,544.27		1,408.55	149239260
04/03/2024		04/2024	chk# 00213 :CHECKscan Payment		1,544.27	(135.72)	36648408
05/01/2024	rent	05/2024	Base Rent (05/2024)	1,544.27		1,408.55	151446995
05/02/2024		05/2024	chk# 00214 :CHECKscan Payment		1,544.27	(135.72)	37149030
06/01/2024	rent	06/2024	Base Rent (06/2024)	1,544.27		1,408.55	153660260
06/03/2024		06/2024	chk# 00216 :CHECKscan Payment		1,544.27	(135.72)	37739591
07/01/2024	rent	07/2024	Base Rent (07/2024)	1,544.27		1,408.55	155957819
07/02/2024		07/2024	chk# 00217 :CHECKscan Payment		1,544.27	(135.72)	38306373
08/01/2024	rent	08/2024	Base Rent (08/2024)	1,544.27		1,408.55	158256807
08/04/2024		08/2024	chk# 00218 :CHECKscan Payment		1,544.27	(135.72)	38980022
09/01/2024	rent	09/2024	Base Rent (09/2024)	1,544.27		1,408.55	160633596
09/03/2024		09/2024	chk# 00219 :CHECKscan Payment		1,544.27	(135.72)	39554034
10/01/2024	rent	10/2024	Base Rent (10/2024)	1,544.27		1,408.55	162971083
10/03/2024		10/2024	chk# 00220 :CHECKscan Payment		1,544.27	(135.72)	40186982
11/01/2024	rent	11/2024	Base Rent (11/2024)	1,573.61		1,437.89	164733213
11/07/2024		11/2024	chk# 2089 8011691347 :CHECKscan Payment		1,000.00	437.89	40877392
11/07/2024		11/2024	chk# 2089 8011691348 :CHECKscan Payment		573.61	(135.72)	40877393
12/01/2024	rent	12/2024	Base Rent (12/2024)	1,573.61		1,437.89	167747274
12/04/2024		12/2024	chk# 2089 8011933215 :CHECKscan Payment		1,000.00	437.89	41383588
12/04/2024		12/2024	chk# 2089 8011933216 :CHECKscan Payment		573.61	(135.72)	41383590
01/01/2025	rent	01/2025	Base Rent (01/2025)	1,573.61		1,437.89	169823276
01/06/2025		01/2025	chk# 1092 92660136 :CHECKscan Payment		573.61	864.28	41990478
01/06/2025		01/2025	chk# 1092 92660125 :CHECKscan Payment		1,000.00	(135.72)	41990479
02/01/2025	rent	02/2025	Base Rent (02/2025)	1,573.61		1,437.89	172416159
02/02/2025		02/2025	chk# 0101 :CHECKscan Payment		1,573.61	(135.72)	42472746

03/01/2025	rent	03/2025	Base Rent (03/2025)	1,573.61		1,437.89	174882047
03/03/2025		03/2025	chk# 0102 :CHECKscan Payment		1,573.61	(135.72)	43122939
04/01/2025	rent	04/2025	Base Rent (04/2025)	1,573.61		1,437.89	177440019
04/02/2025		04/2025	chk# 0103 :CHECKscan Payment		1,573.61	(135.72)	43795537
05/05/2025	secdep	05/2025	:Security Deposits credit	(550.00)		(685.72)	180246996
05/05/2025	rent	05/2025	Base Rent (04/2025) Credit 9 days	(472.08)		(1,157.80)	180246997
05/05/2025	depref	05/2025	Amount to be refunded	1,157.80		0.00	180246998
05/05/2025	adminfee	05/2025	Sale Unit Deposit Hold	1,157.80		1,157.80	180247020
05/05/2025	depref	05/2025	Adjustment to amount to be refunded	(1,157.80)		0.00	180247021

Exhibit H

Resident Ledger

INCOME PROPERTY SPECIALISTS

Date: 07/17/2025

Code	t0014235	**Property**	301okeef	**Lease From**	11/18/2011
Name	Candido Romero	**Unit**	18	**Lease To**	12/17/2011
Address	301 E Okeefe St 18	**Status**	Current	**Move In**	11/18/2011
		Rent	1573.61	**Move Out**	
City	East Palo Alto, CA 94303	**Phone (H)**		**Phone (W)**	

Date	Chg Code	Description	Charge	Payment	Balance	Chg/Rec
11/18/2011	deposit	:Posted by QuickTrans (deposit)	400.00		400.00	1122350
11/18/2011		chk# :QuickTrans :Posted by QuickTrans		400.00	0.00	667214
04/30/2025		chk# Paid to previous mgmt Payment		135.72	(135.72)	670008
05/01/2025	rent	Rent (05/2025)	1,573.61		1,437.89	1124307
05/05/2025		chk# 0104 :CHECKscan Payment - Maria Ramos(r0014732)		1,573.60	(135.71)	670919
06/01/2025	rent	Rent (06/2025)	1,573.61		1,437.90	1133091
06/01/2025		chk# 0105 :CHECKscan Payment - Maria Ramos(r0014732)		1,573.60	(135.70)	674870
07/01/2025	rent	Rent (07/2025)	1,573.61		1,437.91	1143569
07/04/2025		chk# 0106 :CHECKscan Payment - Maria Ramos(r0014732)		1,573.60	(135.69)	680221

Jorge Rodriguez v. Woodland Park Communities
Case No 20240028

Respondent's Exhibit List

Exhibit #	Title	Page #
A	Lease Agreement	R0001
B	Current Ledger	R0033
C	Historic Ledger (covering February 2016-July 2021, if applicable)	R036
D	Work Order Overview Report	R045
E	Work Orders	R048
F	Woodland Park Witness List	R079

Exhibit A

R002

CALIFORNIA LEASE AGREEMENT

1.

LANDLORD NAME:	Woodland Park Property Owner, LLC, doing business as Woodland Park Communities
LANDLORD'S AGENT:	Alliance Residential, LLC, doing business as Woodland Park Apartments
LANDLORD ADDRESS:	45 Newell Road, East Palo Alto, CA 94303
PHONE/E-MAIL:	(650) 566-2000 / woodlandpark@allresco.com

2.

RESIDENT NAME(S):	Jorge Rodriguez AND Yolanda Rodriguez (individually and collectively, "Resident")
OTHER OCCUPANT(S):	
RESIDENT ADDRESS:	301 East O'Keefe Street, East Palo Alto, CA 94303
	UNIT: # 2 (the "Premises") PARKING SPACE: #

3.

INITIAL TERM:	Month-to-Month	Lease Renewal:
	START DATE: May 6, 2011	END DATE:
	MOVE-IN DATE: May 6, 2011	

4.

MONTHLY CHARGES	
Base Rent	$1,032.38
Renters Insurance	$12.00
Parking	$$0.00
Trash	$$0.00
Water	$$0.00
Gas	$$0.00
Sewer	$$0.00
Electricity	$$0.00
TOTAL RENT	$1,044.38

5.

DEPOSITS	
Security Deposit	$250.00
TOTAL	$250.00

6.

KEYS:	❑ UNIT	2	❑ MAIL	1
	❑ REMOTE	0	❑ POOL	0
	❑ GARAGE	0	❑ STORAGE	0
	❑ CARD	2	❑ COMMON AREA	0

This Lease is entered into on the date signed, by and between the above-named parties (collectively, "Parties"). The party executing this Lease as the Landlord's Agent is acting as the managing agent for the owner of Woodland Park (the "Community"). Each person living in the Premises that is 18 years of age or older must sign the Lease as a resident. Each Resident states that they are of legal age to enter into a binding Lease for lodging. All others living in the Premises must be designated as Occupants. Each person signing the Lease is jointly and severally liable for all the various resident obligations under the Lease. Every individual resident, including all co-residents, is responsible for the entire rental amount and other obligations, even if, as roommates, individual residents have made arrangements among themselves to allocate the rent or other payments or obligations.

Landlord hereby leases and Resident hereby hires and takes the Premises for the term specified and subject to all of the terms and provisions set forth herein.

A. TERM OF LEASE

7. **INITIAL TERM:** The initial term of this Lease shall commence on the Start Date and end on the End Date as outlined in Section 3 and shall **automatically continue as a tenancy from month-to-month upon expiration of the initial term.**

8. **LEASE EXPIRATION:** Either party may terminate this Lease on the End Date or after the initial term by giving the other party at least **thirty (30) days'** written notice of its intention to terminate the tenancy, subject to California Civil Code sections 1946, et seq. In the absence of written notice of termination, or a new lease, after the expiration of the initial term, the tenancy shall become month-to-month subject to a rental increase and applicable fees as allowed under local and state law. Resident agrees to pay all rent up to and including the end of any **thirty (30) day** (or, as applicable, sixty (60) day) notice period (which may not occur before the end of the initial Lease term) or until the Premises are re-occupied, whichever occurs first.

9. **FAILURE TO VACATE AFTER NOTICE:** If Resident gives written notice to vacate the Premises and fails to completely vacate prior to the expiration of the notice, Landlord shall be entitled to commence legal proceedings to recover possession of the Premises and Resident shall be liable, unless otherwise prohibited by law, in addition to all other damages provided for under this Lease, for the daily rent based on a pro-ration of the monthly rent for each day Resident remains in the Premises. In addition, Landlord may collect costs for loss suffered from future resident losses, legal costs, lost rent, and other expenses, and any other amount allowed by law.

10. **OPTION FOR EARLY TERMINATION:** Resident is expected to remain a Resident for the entire initial term. If Resident fails to do so, Resident will be responsible to Landlord for all damages provided by law, including (but not limited to) rent due through the end of the initial term, minus rents paid by a replacement resident (if any). This amount will vary depending upon how long it takes Landlord to find a replacement resident which typically cannot be determined in advance of move-out.

    To avoid this uncertainty, Resident may choose to exercise an Early Termination Option. Resident understands and acknowledges that Landlord is not legally obligated to allow early termination of the Lease unless provided for pursuant to law. To exercise this option, Resident must deliver to Landlord:

    i. A written notice stating that Resident has elected to exercise the Early Termination Option;
    ii. An early termination option payment of **$3,000.00**;
    iii. An executed agreement for repayment of concessions received prior to the early termination (if applicable, see Concession Addendum); and
    iv. Payment of rent and other amounts due through the new End Date.

When Landlord has (1) received written notice and the Early Termination Option payment and (2) signed the notice, the End Date will be amended. The new End Date will be the date specified in the notice which must be at least thirty days after the written election and payment are given to Landlord. Exercise of the Early Termination Option will affect only Resident's rent obligations after the new End Date. Resident must comply with all other Lease obligations.

The notice will not move the End Date forward if:

i. Resident is in default under the Lease at the time that Resident gives notice of Resident's exercise of the option;
ii. Resident provides the notice unaccompanied by the Early Termination Option payment; or
iii. Resident does not properly exercise the Early Termination Option by following the procedures specified above, but vacates the Premises before the End Date specified in the Lease.

11. **EARLY TERMINATION:** In the event Resident vacates the Premises before the End Date, and fails to exercise the Early Termination Option as specified above. Resident shall be liable for all rent owed for the remainder of the initial term minus amounts paid by a replacement resident (if any), plus any other amounts as specified by law.

12. **DELAY OF POSSESSION:** If the Landlord, for any reason, cannot deliver the possession of the Premises to Resident at the Move-In Date, this Lease shall not be void or voidable, nor shall Landlord be liable to Resident for any loss or damages resulting therefrom; but in that event there shall be a per diem deduction of rent covering the period between the Move-In Date and the time when Landlord can deliver possession.

13. **FAILURE TO MAKE PAYMENTS PRIOR TO COMMENCEMENT:** If Resident fails to make any payment due prior to the Start Date of Lease shown in Section 3, Landlord has no duty to provide possession of the Premises, and Landlord may apply any and all previously made payments to amounts due to Landlord.

B. PAYMENTS, DEPOSITS, AND FEES

14. **MONTHLY RENT PAYMENT:** The total rent is set forth in Section 4.
    i. All rent payments are due in advance on or before the 1st day of each month. It is Resident's responsibility to be certain that each payment is actually received by Landlord on or before its due date. Use of a rental payment drop box is for Resident's convenience – the risk of receipt of funds by Landlord when such box is used is Resident's risk, and not Landlord's risk. If any rent payment is made late, it will be subject to all applicable charges and may be rejected by Landlord.
    ii. Initial payment due for move in must be made in the form of a cashier's check. Except as otherwise provided, all subsequent rent payments shall be made by check, cashier's check, money order, or through the online payment portal. No cash or post-dated checks will be accepted.
    iii. Payments must be made payable to **Woodland Park** and may be personally delivered to the Business Manager, Assistant Business Manager or Sales Associate at 5 Newell Court or at 2041 Euclid Ave., East Palo Alto, CA 94303. On non-holidays, the business hours, which remain subject to change, when rent payments may be made personally are: Monday and Wednesday, 9am to 6pm, Tuesday 10am to 6pm, Thursday and Friday 9am to 7 pm, Saturday and Sunday 10am to 7pm.
    iv. Unless Resident notifies Landlord otherwise by written notation on the rent payment, Landlord shall apply all of the payments made in the order of priority Landlord determines. Landlord reserves the right at any time to change payment procedures and policies.
    v. If Resident makes any payment by check, it may be converted into an electronic funds transfer ("EFT"). This means Landlord will copy the check and use the account information on it to electronically debit Resident's account for the amount of the check. The debit from Resident's account will usually occur within 24 hours, and may occur as early as the same day as Landlord receives payment. The debit will be shown on Resident's regular account statement. Resident will not receive the original check back. Landlord will destroy the original check, but will keep a copy of it to the extent required by applicable laws. If the EFT cannot be processed for technical reasons, Resident authorizes Landlord to process the copy in place of the original check. If the EFT cannot be completed because of insufficient funds, Landlord may require payment in certified funds as required below.
    vi. If the Start Date occurs on other than the first day of a calendar month or the End Date occurs on other than the last day of a calendar month, then the rent for that month shall be prorated on a daily basis.

15. **LATE CHARGE AND NSF CHARGE:** Landlord and Resident agree that when Resident fails to pay rent on time, or when Resident pays rent by a check which payment is subsequently dishonored by the bank, the actual cost to Landlord is difficult or impossible to ascertain, but the Parties agree that Landlord does, in the event of late payment or in the event of a dishonored check, incur certain costs, including without limitation, communication with Resident, additional bookkeeping and administrative charges, bank charges, and lost opportunity costs of the late payment. After making a reasonable endeavor to estimate accurately the approximate costs associated with such a breach, which the Parties agree is difficult or impossible to ascertain, the Parties agree that, any time the rent for any given month is paid after the **4th** day of such month, Resident will in that month pay to Landlord, as additional rent due with the late payment, a late charge in the sum of **$35.00** and further agree that, in the event of a dishonored check, Resident will pay to Landlord, as additional rent due with the payment required to replace the dishonored check, an NSF fee in the sum of **$25.00**. The Parties agree that the payment of these sums does not constitute a license to pay rent late nor does it constitute a license to pay by dishonored check. Rent remains due on the first day of the month and there is no grace period for the payment of rent. A three-day notice to pay rent or quit may be served at any time after the first day of the month irrespective of the existence of the late charges as set forth in this section. If such notice is served after the **4th** day of the month, it may include the late charge and NSF charge, if applicable, which charges, as set forth above, are payable as additional rent. Furthermore, if Resident does not pay by the end of the **4th** day of the month, Resident may only pay by cashier's check or electronic payment (if offered). Landlord will not accept a personal check after the **4th** day of the month, or in response to a notice to pay rent or quit, or a notice to perform covenant or quit requiring payment. Landlord may terminate this Lease for failure to pay late charges and may terminate this Lease for non-payment of rent. If Resident gives Landlord two payments that are returned for nonpayment during the term of this Lease, then the future rent shall be payable by cashier's check for the remainder of the term.

16. **SECURITY DEPOSIT:**
    i. Resident shall pay to Landlord, as security, the amount set forth in Section 5, which sum shall not exceed the maximum permitted by California Civil Code Section 1950.5. This sum shall be applied and accounted for in accordance with the provisions of California Civil Code Section 1950.5 and any other applicable statutes. Landlord shall not be obligated to pay Resident interest in connection with such security deposit, unless specifically required by applicable law.
    ii. It is understood that the security deposit is applicable to all Residents jointly, and Landlord does not account for it until the passing of the permissible statutory period after all Residents have vacated the Premises. Any refund due may be made payable jointly to all Residents and it shall be the responsibility of all Residents to work out between themselves the manner of dividing said security deposit. If Landlord chooses to make the refund to any one of the Residents individually, in legal contemplation the payment shall be deemed to have been made to all Residents and Landlord shall have no liability to any one or group of Residents for failure of any Resident to divide such refund equitably.
    iii. If the security deposit is later increased by agreement of the Parties for any reason (such as the installation of a waterbed or relating to a pet), the additional security deposit will be disbursed by Landlord in accordance with this section at the end of the statutory period following the end of Resident's tenancy. Removal of the waterbed or pet, or whatever caused the increase in the deposit, will not be grounds for early

disbursement of the securit_ posit.

C. RESIDENT DEFAULT

17. **DEFAULT BY RESIDENT:** Resident shall be guilty of material breach of this Lease if Resident: (a) fails to pay any rent or other sums payable under this Lease on the date it becomes due; (b) defaults in the performance of or breach of any other provision, term, covenant or condition of this Lease; (c) vacates or abandons the Premises before expiration of the full term of this Lease, or any extension of the term; (d) permits the leasehold interest of Resident to be levied upon or attached by process of law; or (e) makes an assignment for the benefit of creditors.

18. **REMEDIES:** Upon the occurrence of any default by Resident, Landlord may exercise any right or remedy which Landlord may have at law or in equity, each and all of which are cumulative and nonexclusive. This may include giving Resident notice to correct or cure such default, taking action to recover possession of the Premises via the eviction process or otherwise, and/or terminating the Lease, all in accordance with applicable law. Additionally, Landlord shall be entitled to recover from Resident all damages incurred by Landlord by reason of Resident's default. Without limitation on the foregoing, upon the occurrence of any event of default by Resident, Landlord shall have the option to pursue any one or more of the following remedies, each and all of which shall be cumulative and nonexclusive:
    i. Terminate this Lease and Resident's right to possession of the Premises and recover from Resident all damages allowed at law or in equity, including those allowed under Civil Code Section 1951.2 including:
        a. The worth at the time of award of the unpaid rent which had been earned at time of termination;
        b. The worth at the time of award of the amount by which the unpaid rent which would have been earned after termination until the time of award exceeds the amount of such rental loss that the Resident proves could have been reasonably avoided;
        c. Subject to subsection (iii), the worth at the time of award of the amount by which the unpaid rent for the balance of the term after the time of award exceeds the amount of such rental loss that the Resident proves could be reasonably avoided; and
        d. Any other amount necessary to compensate the Landlord for all the detriment proximately caused by the Resident's failure to perform Resident's obligations under the Lease or which in the ordinary course of things would be likely to result therefrom.
    ii. The "worth at the time of award" of the amounts referred to in paragraphs (a) and (b) of subsection (i) is computed by allowing interest at 10% per year, but no greater than the maximum interest rate permitted by law. The worth at the time of award of the amount referred to in paragraph c of subsection (i) is computed by discounting such amount at the discount rate of the Federal Reserve Bank of San Francisco at the time of award plus 1 percent.
    iii. Landlord may recover damages that include the worth at the time of award of the amount by which the unpaid rent of the balance of the term after the time of award, exceeds the amount of rental loss for the same period Resident proves could be reasonably avoided.
    iv. Efforts by the Landlord to mitigate the damages caused by the Resident's breach of the Lease do not waive the Landlord's rights to recover damages under this section.
    v. Nothing in this section affects the right of the Landlord under a Lease to indemnification for liability arising prior to the termination of the Lease for personal injuries or property damage where the Lease provides for such indemnification.
    vi. Landlord has the remedy described in California Civil Code Section 1951.4 (Landlord may continue Lease in effect after Resident's breach and abandonment and recover rent as it becomes due, if Resident has the right to sublet or assign, subject only to reasonable limitations). Accordingly, if Landlord does not elect to terminate this Lease on account of any default by Resident, Landlord may, from time to time, without terminating this Lease, enforce all of its rights and remedies under this Lease, including the right to recover all rent as it becomes due.

19. **DAMAGE BY RESIDENT:** If any damage or destruction to the Premises, building, or Community is caused by Resident, Occupants, guests or invitees, such damage shall be considered a breach of Lease. Resident further agrees to pay rent for the period the Premises is damaged whether or not habitable, if such damage is caused by Resident, Occupants, guests or invitees. Any such damage or destruction of the Premises caused by Resident, Occupants, guests or invitees constitutes grounds for termination of the Lease; additionally, such actions will not create any right of rent reduction. Resident shall pay for any expenses, including the costs of repairing such damage or destruction.

20. **RESIDENT INFORMATION:** If Resident has supplied information to Landlord by means of a rental application or similar instrument, Landlord has relied upon the statements set forth in said application or instrument in deciding to rent the Premises to Resident. Resident covenants that all such information is accurate and was given voluntarily and knowingly by Resident. It is agreed that, if Landlord subsequently discovers any misstatements of fact in the application or instrument, any such misstatements shall be deemed a material breach of this Lease. In the event that Resident submits information to verify Resident's income, Resident hereby certifies the accuracy of such information and further agrees that accurate information regarding family income, family composition and any other related eligibility requirements shall be deemed substantial and material obligations of Resident's tenancy; that Resident will comply with all requests for information with respect thereto from Landlord or any mortgagee; that Resident's failure to provide accurate information shall be a default by Resident, which shall entitle Landlord to pursue all rights and remedies set forth in the **"DEFAULT BY RESIDENT"** section or otherwise permitted by law, and that Resident's failure to furnish accurate and current information could subject Resident to civil liability.

21. **COMPLIANCE WITH APPLICABLE LAWS:** Resident agrees not to engage in or permit unlawful activities in the Premises, in the common areas or on the grounds of the Community or permit the Premises or Community to be used for any purpose which violates local, state or federal law. Resident, Occupants, guests or invitees and any other person under Resident's control shall not engage in or facilitate in criminal activity, including drug-related criminal activity, on or near the Premises. "Drug-related criminal activity" means illegal manufacture, sale, distribution, use or possession with intent to manufacture, sell, distribute, or use a controlled substance (as defined in Section 102 of the Controlled Substances Act (21 U.S.C. 802)). Resident, Occupants, guests or invitees or other person under Resident's control shall not engage in any act of violence or threats of violence, including, but not limited to, the unlawful discharge of firearms, on or near the Premises. Resident agrees to reimburse and indemnify Landlord for all fines or other penalties incurred by Landlord as a result of Resident's violation of any statute, ordinance, regulation or other governmental restriction. This provision constitutes written notice to cease any breach of this section, including, without limitation, being so disorderly as to destroy the peace, quiet, comfort, or safety of the Landlord or other tenants of the building or Community or, where the Premises are a single-family dwelling, the peace, quiet, comfort or safety of the owner or residents of an adjacent property. Such disorderly conduct includes violations of state and federal criminal law that destroy the peace, quiet, comfort, or safety of the landlord or other tenants of the building or Community containing the rental unit, or, where the Premises are a single-family dwelling, the peace, quiet, comfort or safety of the owner or residents of an adjacent property.

22. **COMPLIANCE WITH POLICIES:** If indicated on the last page of this Lease with respect to Attachments/Addenda, Resident acknowledges receipt of a copy of the Community Policies, which Community Policies are incorporated into and made a part of this Lease, Resident agrees to abide by said Community Policies in all respects. Any Community Policies may be changed with thirty days' notice and Resident agrees to abide by any such changes. Failure to comply with the Community Policies shall be deemed a breach of this Lease.

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D. PREMISES:

23. **CONDITION OF PREMISES:** Resident has inspected the Premises and acknowledges that the Premises are in good and habitable order and repair with all appliances and equipment in good working order at the time Resident is given occupancy. Resident also agrees that Landlord has made no promise to decorate, alter, repair or improve the Premises, except as listed on the Move In/Move Out Inspection Form.

24. **RESTRICTIONS ON ALTERATIONS:** Without the prior written consent of Landlord, Resident agrees not to make any alterations or improvements to the Premises, including, without limitation (i) changing or removing any part of the appliances, fixtures, or equipment; (ii) painting, installing wallpaper, or adhering contact paper; (iii) installing appliances including washing machines, dishwashers, dryers, fans, heaters, or air conditioners; or (iv) adding window coverings, foil draperies, or non-standard window coverings. In no event can any personal property, alterations, or improvements block entrance to or egress from the Premises, create a health or safety hazard or interfere with walkways or utility service equipment. All additions, fixtures and improvements shall be Landlord's property and shall remain upon the Premises after the termination of the Lease unless Landlord, as a condition to allowing Resident to make such alteration, requires that the Premises be restored to the condition existing prior to such alteration or addition.

25. **MAINTENANCE:** Resident is responsible to notify Landlord in writing, delivered personally or submitted online (except in the event of an emergency, in which case by telephone), if maintenance issues arise in or around the Premises. Maintenance requests will be handled after office hours only in an emergency. The on-duty maintenance associate will determine the appropriate course of action. Resident shall replace light bulbs and replace broken, damaged, or missing articles that Landlord has furnished.
    To maintain the Premises, Resident agrees to:
    i. Keep the Premises clean.
    ii. Use all appliances, fixtures, and equipment in a safe manner and only for the purposes for which they are intended.
    iii. Refrain from destroying, defacing, damaging or removing any part of the Premises, common areas, Community or grounds.
    iv. Refrain from making any repairs without Landlord's prior written consent.
    v. Maintain a minimum of 50 degrees inside the Premises at all times to prevent water lines from freezing during winter months.
    vi. Dispose of all garbage, waste and recyclable materials in designated containers and/or designated areas and in accordance with applicable law and Landlord's instructions. Large items may not be disposed of in garbage containers or common areas.
    vii. Keep all ingress and egress routes clear and unobstructed and at all times.
    viii. Practice safe use of electrical cords, outlets, and appliances.

26. **DUTY TO CLEAN AND VENTILATE:** Resident hereby acknowledges that mold and mildew can grow in the Premises if the Premises are not properly ventilated and maintained. Resident acknowledges that it is important that Resident regularly allow air to circulate in the Premises. Resident agrees to regularly allow air to circulate in the Premises by using bathroom fan(s), using ceiling fans, where available, and regularly opening the windows and/or sliding doors where available. Since it is common for mold and mildew to grow even if a small amount of moisture builds up, Resident agrees to regularly wipe down areas where moisture sometimes accumulates and clean all toilets, sinks, countertops, bathroom walls, windows, windowsills, patio doors, showers, bathtubs and tile or linoleum floors with a household cleaner on at least a bi-weekly basis. Resident further agrees to notify Landlord immediately whenever Resident learns of any condition which could lead to a build-up of moisture in the Premises, including, but not limited to plumbing leaks, broken window or door seals, accumulation of rainwater or other moisture around windows or doors, broken water lines or sprinklers, inoperable fans, doors, or windows, and any failure or malfunction in the heating, ventilation, or air-conditioning system, if any, in the Premises, storage room, garage, or common area. If Resident notices mold, mildew, or other organic growth in the Premises, Resident agrees to notify Landlord, in writing, immediately. Resident agrees to take the following steps to prevent the growth of mildew, mold, and organic growth in the Premises:
    i. In damp or rainy weather, keep windows and doors closed.
    ii. If possible, maintain a temperature of between 50° and 80° Fahrenheit within the Premises at all times.
    iii. Use the pre-installed bathroom fan or alternative ventilation when bathing or showering and allow the fan to run until all excess moisture has vented from the bathroom.
    iv. Use the exhaust fan in the kitchen when cooking or while the dishwasher is running. Allow the fan to run until all excess moisture has vented from the kitchen.
    v. Use care when watering houseplants. If spills occur, dry up excess water immediately.
    vi. When washing clothes in warm or hot water, watch to make sure condensation does not build up within the washer and dryer closet. If condensation does accumulate, dry with a fan or towel.
    vii. Thoroughly dry any spills on carpeting.
    viii. Do not allow damp or moist stacks of clothes or other cloth materials to lie in piles for an extended period of time.
    ix. Do not overfill closets or storage areas to allow for proper ventilation.
    x. Do not overfill the Premises or block with personal property ventilation from fans, windows, or doors.
    xi. Vacuum and dust the Premises on a regular basis to remove household dirt and debris that contribute to mold growth.
    Any failure to comply with the requirements of this section shall be deemed a material breach of this Lease. In addition, Resident shall be liable to Landlord for any damage resulting from Resident's failure to comply with the requirements of this section.

27. **PESTS AND PEST CONTROL:**
    i. The Premises and/or the common areas may be covered by a contract for periodic pest control by a registered structural pest control company. If so, pursuant to applicable law, concurrently with signing this Lease, Resident is being provided with a copy of the legally required notice provided by the registered pest control company under Business and Professions Code §8538 and California Civil Code §1940.8. Resident accepts all risks and hazards associated with chemicals used on the Premises that are stated in the notice attached to this Lease.
    ii. Resident and Landlord have inspected the Premises prior to leasing and acknowledge there is no visible evidence of the presence or infestation of insects or vermin, including bedbugs, in the Premises. Resident agrees to inspect all personal belongings for signs of bedbugs or other insects or vermin prior to bringing personal belongings into the apartment and further agrees not to bring into the Premises any belongings which Resident suspects may be infested with bedbugs, insects, or other vermin.
    iii. Resident agrees to maintain the Premises in a manner that prevents the occurrence of an infestation of insects and vermin, including bedbugs, and comply with policies relating to the prevention of infestations. Resident further agrees to report any signs of bedbugs, ants, fleas, roaches, or other insects or vermin immediately to Landlord.
    iv. If Resident allows individuals or items carrying bedbugs, fleas, roaches, or other insects or vermin into the Premises, or has an infestation that cannot be traced to another source, such infestation will be deemed damage to the Premises and Resident will be responsible for all costs of treatment to the Premises, Resident's personal belongings, and neighboring units as necessary to eradicate the infestation. Resident will also be responsible for any damages caused to the Premises or to any of Resident's personal property, including without limitation furniture, clothing, and personal belongings, caused by pests or the treatment of pests. The choice of treatment shall be at the discretion of Landlord in consultation with Landlord's pest control vendor, if any.
    v. Resident agrees to cooperate with all pest control efforts at and within the Premises and the Community. Resident shall follow all

instructions from Landlord and/or Landlord's pest control vendor, if any, with respect to treatment and eradication of pests, whether infestation is within the Premises, a neighboring unit, or elsewhere in the Community. The Premises must be properly prepared for any treatment. Resident acknowledges that preparations for treatments can be time consuming and difficult. Resident nonetheless agrees to fully prepare the Premises in a timely manner at its own cost and expense for the treatment and eradication of pests until the pest infestation is fully abated. Resident further agrees to coordinate the cleaning and/or disposal of Resident's personal property with the treatment being performed, so as to protect against a re-infestation of any pests. Resident agrees to follow the recommended readiness procedures, including allowing full access for treatment(s). Resident agrees that the choice of pest control vendors, if any, and the implementation of a treatment plan, including the application of pesticides, is exclusively that of Landlord. Resident agrees not to treat the Premises, building, or Community with pesticides without the written authorization of Landlord.

vi. Resident is required to report, in writing, any suspected infestations to Landlord immediately after discovery. Resident shall report any signs of any infestations, including, but not limited to any household member experiencing any bites, seeing any insects or vermin within the Premises, or seeing any feces or other detritus relating to insects.

vii. Resident represents to Landlord that Resident is not aware that bed bugs were present in Resident's last residence and that if bed bugs were present in any of their furniture, clothing, or other personal property, the bed bugs have been eradicated. Resident agrees that this representation to Landlord is a material inducement to Landlord leasing the Premises to Resident.

28. **KEYS, LOCKS, AND ACCESS DEVICES:**

i. **Keys and Locks:** Resident agrees not to change or add any locks or gates on any doors or windows to the Premises without prior written consent of Landlord. If Landlord, in its sole discretion, approves a request to install locks, Resident agrees to immediately provide Landlord with a key for each lock. On or before the end of the term, Resident agrees to return all keys to the Premises to Landlord. Landlord may charge Resident **$5.00** for each key that is lost or not returned.

ii. **Access:** Resident agrees to promptly notify Landlord in writing of any problem, defect, malfunction or failure of door locks, window latches, controlled access gates, intrusion alarms, and any other security device. Resident agrees to be responsible for all fines, penalties and other charges resulting from or attributable to the alarm, including false alarm charges. It is understood that Landlord is not responsible for providing access to the Premises after office hours. Resident is responsible for contacting a locksmith, at Resident's expense, to gain access to the Premises in the event of lockout. If Resident has called a locksmith, Landlord must be notified and then change locks at Resident's expense.

iii. **Access Devices:** If Resident has received gate cards, fitness, restroom and/or entry gate keys as indicated in Section 6 of this Lease, Resident understands that if any of these items are lost or not returned upon move out, that the following fees will apply: Gate Access Device **$0.00** Key Fob **$0.00** Entry Gate Key **$50.00**

29. **LOCATION:** Upon reasonable notice, Landlord shall have the right to transfer Resident to another unit that is comparable to the Premises, upon which transfer the other unit shall automatically become the Premises under this Lease, which shall remain in full force and effect. Resident acknowledges and agrees that such comparable unit shall be deemed to provide the same housing services as the original Premises and that such transfer is not an eviction.

30. **CONDITION UPON TERMINATION.** Upon termination of the Lease, or the termination of Resident's right to occupy the Premises, Resident shall deliver all keys, access cards, and remotes to Landlord and move out of the Premises, leaving them in substantially the same clean, undamaged, and ready-to-rent condition as existed on the Start Date, less ordinary wear and tear. If the Premises are not returned in such condition, Landlord may charge Resident for the costs to repair any damage and to put the Premises back in the condition they were in upon the Start Date, less ordinary wear and tear. Resident is responsible for replacement of any damaged or missing items and for payment of all costs to clean or repair any portion of the Premises, carpeting, flooring, wall coverings, paint, counters, trim, window treatment, doors, windows, or appliances which are damaged, dirty, or unsanitary. Cleaning and repair of any damage due to smoking of any kind is not considered ordinary wear and tear. Resident is responsible for removing all trash and other items of personal property from the Premises. Failure to do so will constitute a condition that exceeds ordinary wear and tear. Resident will not be considered as having moved out, vacated and surrendered possession of the Premises until Resident has removed all personal belongings from the Premises and returned all keys, access cards and remotes. If Resident moves out and fails to return all keys, access cards and remotes, Resident agrees that the move-out date shall be determined by Landlord in Landlord's reasonable judgment and that Resident will be charged for any missing keys, access cards and remotes. If Resident leaves personal property in the Premises after move-out or if Resident places personal property in areas of the Community not designated for Resident's exclusive use, Landlord can determine that such property has been abandoned and can take steps to remove or dispose of the property consistent with applicable laws.

31. **ENTRY:** Landlord has the right to enter the Premises as allowed by law, including, without limitation, in case of emergency, to make desired, necessary or agreed repairs, decorations, alterations, renovations, or improvements, to supply necessary or agreed services, to test smoke detectors, to exhibit the dwelling unit to prospective or actual purchasers, mortgagees, tenants, workmen or contractors, or for any other purposes permitted by California Civil Code section 1954 (and any other applicable statutes or amendments which might be enacted subsequent to the execution of this Lease). Landlord also has the right to enter the Premises in order to make an inspection pursuant to subdivision (f) of Civil Code section 1950.5 when Resident has abandoned or surrendered the Premises and pursuant to court order. Resident agrees that if Resident denies Landlord access to the Premises when Landlord is in compliance with statutory requirements and entitled to access, any such denial of access shall be deemed a material breach of this Lease. The Parties agree that 24 hours' notice is presumed reasonable, although the Parties acknowledge that a shorter time period may also be reasonable under some circumstances. Landlord will serve Resident with written notice before entry unless:

i. Entry is due to an emergency, surrender or abandonment of the Premises, or

ii. Resident and Landlord agree orally to an entry to make agreed repairs or supply agreed services at an approximate day and time within one week of the oral agreement, or

iii. Resident is present and consents to entry at the time of entry, or

iv. To exhibit the Premises to prospective or actual purchasers of the property, provided that Landlord has notified Resident in writing within 120 days of the oral notice that the property is for sale and that Resident may be contacted to allow for an inspection.

32. **SMOKE DETECTORS:** The Premises have been equipped with smoke detectors. The smoke detectors have been tested prior to Resident's move in to ensure they are operational. Resident agrees not to interfere with the presence or operability of any smoke detector and to report immediately to Landlord, in writing, any defects in the condition of any smoke detectors. Resident agrees that if a smoke detector is battery operated, pursuant to California Civil Code Section 1942.1, as part of the consideration of the rental, Resident assumes responsibility to: (a) ensure the battery is in operating condition at all times; and (b) replace the battery as needed. Under no circumstances shall Resident remove the battery of a smoke detector without immediately replacing the battery with a new one.

33. **CARBON-MONOXIDE DEVICES:** If a carbon-monoxide device has been installed within the Premises, Resident acknowledges that the carbon-monoxide device was operable at the time Resident took possession of the Premises. Resident is responsible for notifying Landlord if Resident becomes aware of an inoperable or deficient carbon-monoxide device within the Premises. Landlord shall correct any reported deficiencies or inoperability's in the carbon-monoxide device. Resident further agrees that, if the carbon-monoxide device is battery operated, pursuant to California Civil Code Section 1942.1, as part of the consideration of the rental, Resident assumes responsibility to: (a) ensure the battery is in operating condition at all times; and (b) replace the battery as needed. Under no circumstances shall Resident remove the battery of a carbon-

monoxide device without immedi[illegible] replacing the battery with a new one.

34. **SATELLITE DISHES:** If satellite dishes are allowed in the Community they must be one meter or less in size and may not be affixed to the patio or balcony of the Premises. Resident is specifically prohibited from making physical modifications to the Premises and is prohibited from installing said satellite dish in the common areas of the Community, including, but not limited to, outside walls, roofs, window sills, common balconies or stairways. Resident will be responsible for damages caused by the satellite dish, including the cost of removal if in any violation of any satellite guidelines. Resident shall install, use, maintain and remove a satellite dish in a manner which is consistent with industry standards and shall be liable for any damage or injury sustained as a result of the negligent installation, maintenance, use or removal of said satellite dish. Allowable locations may not provide an optimal signal or any signal at all.

35. **WATERBEDS AND AQUARIUMS:** Waterbeds and water tanks holding 30 or more gallons may only be installed in the Premises with prior written consent from Landlord. Prior to installation, a valid waterbed insurance policy or certificate of insurance for property damage must be obtained. The policy shall be issued by a company licensed to do business in California and possessing a Best's Insurance Report rating of "B" or higher. The insurance policy shall be maintained in full force and effect until the waterbed/water tank is permanently removed from the Premises. The policy shall be written for no less than **one hundred thousand dollars ($100,000.00)** of coverage. The policy shall cover, up to the limits of the policy, replacement value of all property damage, including loss of use, incurred by the Landlord or other residents caused by or arising out of the ownership, maintenance, use, or removal of the waterbed/water tank, except for any damage caused intentionally or at the direction of the insured, or for any damage caused by or resulting from fire. Landlord may require Resident to produce evidence of insurance at any time. The insurance carrier shall give Landlord notice of cancellation or non-renewal 10 days prior to this action. The waterbed/tank shall conform to the pounds-per-square foot weight limitation and placement as dictated by the floor load capacity of the Premises. The weight shall be distributed on a pedestal or frame which is equivalent to the dimensions of the mattress itself. Resident shall install, maintain and remove the waterbed/tank, including, but not limited to, the mattress and frame, according to standard methods of installation, maintenance, and removal as prescribed by the manufacturer, retailer, or state law, whichever provides the higher degree of safety. Resident shall notify Landlord in writing of the intent to install, remove, or move the waterbed/tank. The notice shall be delivered at least 24 hours prior to the installation, removal, or movement. The Landlord has the right to be present at the time of installation, removal, or movement. If the waterbed/water tank is installed or moved by any person other than Resident, Resident shall deliver to Landlord a written installation receipt stating the installer's name, address, and business affiliation.

E. LIMITATION ON LIABILITY:

36. **LIABILITY:** Landlord shall not be liable to Resident, Occupants, or to any guests or invitees of Resident for any damage or losses to person or property arising from any cause including, but not limited to, theft, burglary, assault, vandalism, fire, flood, water leaks, rain, hail, ice, snow, smoke, lightning, wind, explosion, interruption of utilities, earthquake, or any other condition over which the Landlord has no control. To the extent allowed by law, Resident agrees to assume all risk of harm, and waive all claims against Landlord, resulting from use of common area amenities. To the extent allowed by law, use of the common area amenities is at the sole risk of Resident, Occupants, guests or invitees.

37. **INDEMNITY/HOLD HARMLESS:** Resident and Occupants agree to indemnify and hold Landlord harmless, from any claims arising out of any death or injury to any person, or any damage to property, if such injury or damage is caused directly or indirectly by the act, omission, negligence, or fault of Resident, Occupants, or Resident's guests or invitee(s).

38. **HOUSING SERVICES:** The furnishing by Landlord to Resident of any storage space, use of laundry, electronic access controls and gates, or any other common area facilities outside the Premises shall be deemed to be furnished gratuitously and Landlord makes no representations or guarantees as to the availability, adequacy, or fitness of such space, service, or facilities. Resident acknowledges that Landlord will not provide lifeguard service at swimming facilities, if any, and Resident agrees to take adequate and reasonable care in use of all recreational facilities to ensure the safety of Resident, Occupants, guests or invitees. All guests and invitees must be accompanied by a Resident or Occupant to use recreational facilities and amenities. Resident, Occupants, guests, and invitees shall comply with all signs posted by Landlord in and around the common areas and Community. Landlord may ban any Resident, Occupant, guest or invitee from using any amenity at the Community if such persons fail to abide by posted signs or rules relating to those areas and Resident shall not be entitled to any rent reduction or offset if the loss of amenity privileges is the result of the conduct of Resident, Occupants, guests or invitees. Landlord makes no representations, warranties or guarantees express or implied, regarding the presence or quality of reception of electronic communication or information retrieving devices within the Premises or Community.

39. **EMINENT DOMAIN OR CONDEMNATION:** Should the land whereon the building containing the Premises is situated, or any part thereof, or any portion of the Community, be condemned or taken for public use, then, in that event, upon the taking of the same for such public use, this Lease, at the option of Landlord, shall be deemed null and void, and the term shall cease and come to an end, notwithstanding anything to the contrary herein, and without apportionment of the award. Resident shall not be entitled to receive any sum, or portion thereof, constituting any award arising out of any such eminent domain or condemnation.

40. **SIGNIFICANT DAMAGE TO OR DESTRUCTION OF PREMISES:**
    i. If the Premises or property are damaged by fire, flood or other casualty, necessitating repairs that require Resident to vacate the Premises for any length of time, in the sole and absolute discretion of Landlord, Landlord shall have the option either (1) to repair the damage or otherwise restore the Premises, with this Agreement continuing in full force and effect, or (2) give notice to Resident, at any time after such damage occurs or repairs become necessary, terminating this Agreement as of a date to be specified in such notice. Landlord shall not be required to repair any damage by fire or other cause or to make any repairs of any property installed in the Premises by Resident.
    ii. If Landlord elects to terminate, this Lease shall expire and all interest of the Resident in the Premises shall terminate and Landlord shall have no obligation to pay lodging costs or other expenses to Resident after the termination date. If Landlord elects to repair the damage and/or make the significant repairs and continue this Lease in full force and effect, the "Duty to Cooperate" and "Significant Repairs" sections, below, shall apply.

41. **SIGNIFICANT REPAIRS:**
    i. If the Premises require significant renovations, improvements or repairs (such as, by way of example only and not by way of any limitation, tenting for termites, treating for pests or other vermin, replacing plumbing or electrical wiring, repairing fire damage, etc.) which require Resident to vacate the Premises for any length of time, Resident must vacate the Premises as needed and otherwise cooperate with Landlord in its efforts to perform the work. To the extent possible, Landlord shall give Resident at least ten days written notice of the need to vacate the Premises, which notice shall include Landlord's best estimation of the length of time Landlord anticipates Resident will need to be absent from the Premises.
    ii. Resident agrees to vacate the Premises for the time necessary for the work to be completed and, if Resident needs to be absent from the Premises for more than 8 hours in any 24-hour period, relocate to alternative housing of the Landlord's choosing. Landlord shall be responsible to pay for the alternative housing; however, Resident will remain responsible for all rent while Landlord is paying for alternative accommodations. If Resident elects to relocate temporarily to lodging other than that designated by Landlord, then Landlord shall have no obligation to pay the cost of such housing, which shall be at Resident's sole cost and expense; although Resident shall have no obligation to

pay rent during the time the premises are not available to Resident during the repairs if Landlord is not paying for the alternative lodging, except as provided below. Resident shall return to the Premises once Landlord advises Resident that the work has been completed. Landlord shall have no obligation to pay for alternative housing or waive rent after Landlord has advised Resident that Resident may return to the Premises.

iii. If the work or repairs are required because of the conduct of Resident or the conduct of Occupants, invitees or guests (such as misuse of plumbing, causing a fire, etc.), then Landlord shall be relieved of its obligation to pay for alternative accommodations set forth above and Resident shall remain responsible for both rent and the cost of alternative lodging during the time when Resident must vacate the Premises for any work to be completed.

42. **DUTY TO COOPERATE:** Failure to vacate the Premises or otherwise cooperate with Landlord's efforts to conduct repairs, renovations or other improvements in the Community is a material breach of this Lease and grounds for termination of this Agreement.

43. **SAFETY CONCERNS:**

i. Landlord makes no representations or guarantees to Resident concerning the security of the Premises or the Community. Landlord is under no obligation to Resident to provide any security measure or take any action not required by statute. The presence of courtesy patrols, patrol cars, access gates, surveillance cameras or other deterrents do not guarantee that crime can or will be prevented. Landlord reserves the right to reduce, modify or eliminate any such measures (other than those statutorily required) at any time; and Resident agrees that such action shall not be a breach of any obligation or warranty on the part of Landlord. All such measures are subject to personnel absenteeism, human error, mechanical malfunctions and tampering. Resident is responsible for planning and taking action with respect to the safety of Resident and personal property as if such systems and deterrents did not exist.

ii. Landlord may install surveillance cameras in some common areas. These cameras may or may not be monitored and the footage recorded by these cameras may or may not be kept by Landlord for any length of time. Landlord may remove such cameras, or install additional cameras, at any time without notice to Resident. Footage from any cameras belongs to Landlord and shall not be released to any resident although such footage may be released to law enforcement personnel, insurance adjusters or others with legitimate business needs for such footage in the sole discretion of Landlord and without the consent of any individuals recorded by such footage.

iii. Landlord has no obligation to obtain criminal background checks on any residents and bears no responsibility or liability related to the criminal background or actions (whether past, present or future) of any person, even if Landlord has actually run a criminal background check on applicants. Resident agrees to hold Landlord harmless from claims arising out of criminal acts of other residents or third parties. Resident shall not rely on the fact that Landlord may have run a criminal background check on residents or any other applicant when deciding whether to enter into this Lease. Background checks are limited to the information actually reviewed and are not a guarantee that a person with a criminal background does not reside at the Community or that someone living in the Community will not commit a crime in the future. Landlord has not made and does not make any representations as to the background of any existing or future resident and Landlord is under no obligation to run background checks on any existing resident or future applicant.

iv. Resident agrees to report immediately all suspected or actual criminal activity to the appropriate local law enforcement agencies and, after doing so, to Landlord, and shall provide Landlord with such law enforcement agency's incident report number upon request. If Resident receives a copy of any law enforcement agency's incident report for an incident that occurred on the property and said incident impacted the Premises, the Community or other residents in the Community, Resident shall provide a copy of said incident report to Landlord upon request.

44. **INSURANCE:** Landlord does not maintain insurance to cover (a) Resident's personal injury, (b) loss or damage to Resident's personal property, or (c) Resident's liability for injury, loss or damage caused to others by Resident (or Occupants or guests). Resident is not a co-insured, a beneficiary, or an implied beneficiary under any insurance policy maintained by Landlord. Unless prior to the Start Date, Resident provides Landlord with written proof of a policy of liability insurance issued by an authorized insurance company that provides Resident with a minimum policy coverage amount of $100,000 per occurrence and names Landlord as an Interested Party, Resident hereby elects for Landlord to enroll Resident in a service program administered by Landlord and backed by a liability coverage program administered by an insurance company selected by Landlord. Resident agrees to reimburse Landlord for the actual cost of such program. The premium payment made by Landlord on Resident's behalf will be considered rent. Landlord reserves the right to hold Resident liable for any loss in excess of the insurance proceeds paid by the insurer. If Resident maintains its own liability insurance, Resident shall provide proof of such insurance to Landlord upon Landlord's request. Resident's failure to provide such proof within three days of a request therefor shall constitute an election by Resident for Landlord to enroll Resident in the service program specified above, at the then-current actual cost of the service program.

45. **MEGAN'S LAW:** Pursuant to Section 290.46 of the Penal Code, information about specified registered sex offenders is made available to the public via internet web site maintained by the Department of Justice at www.meganslaw.ca.gov. Depending on an offender's criminal history, this information will include either the address at which the offender resides or the community of residence and the zip code in which the offender resides. Since the information is equally available to residents and Landlord, and Landlord cannot discriminate against registered sex offenders pursuant to Penal Code Section 290.46 et seq., Landlord has not made any inquiry of any applicant or resident as to whether he or she is a registered sex offender. Resident is advised to take whatever reasonable and lawful actions Resident believes necessary to protect household members or guests against any potential harm. This includes talking to any children or individuals with a diminished capacity about how to deal with strangers and similar topics. Resident is advised that Landlord may not notify Resident if Landlord learns or is advised that a registered sex offender is living in the Community.

46. **ENVIRONMENTAL INDEMNIFICATION:** To the extent allowed by law, Resident expressly assumes and accepts any and all risks involved or related to the presence in the Premises, common areas, and Community of any and all health affecting substances, and any power lines in the vicinity of the Premises. Resident waives all claims and causes of action of any kind or nature, at law or in equity, including, but not limited to, claims or causes of action arising by statute, ordinance, rule, regulation or similar provision, against Landlord and Landlord's agents, principals, employees, legal representatives, affiliates, assignees, successors in title, partners, shareholders, officers, directors, parents, members and managers (herein collectively called the "Landlord Affiliates") with respect to any health hazard occurring in connection with the presence in the Premises, common areas, or Community of materials containing potentially health affecting substances, and claims arising out of or based upon any potentially health affecting substances brought, or allowed to be brought, into the Premises, common areas, or Community by any Resident, Occupant, guest, or invitee. Resident agrees to defend, indemnify and hold harmless the Landlord Affiliates against and from any and all actions, causes of action, claims, demands, liabilities, losses, damages and expenses of whatsoever kind, including, but not limited to, attorneys' fees at both the trial and appellate levels, that any or all of the Landlord Affiliates may at any time sustain or incur by reason of any and all claims asserted against them arising out of potentially health affecting substances brought or allowed to be brought into the Community by any Resident, Occupant, guest, or invitee.

47. **PROPOSITION 65 WARNING:** The Premises, common areas, and Community may contain chemicals known to the State of California to cause cancer, birth defects, and other reproductive harm. These chemicals may be contained in emissions and fumes from building materials, products and materials used to maintain the property, and emissions, fumes, and smoke from Resident and guest activities, including but not limited to the use of motor vehicles, barbecues, and tobacco products. These chemicals may include, but are not limited to carbon monoxide, formaldehyde, tobacco smoke, unleaded gasoline, soot, tars, and mineral oils.

For more information please contact OEHHA at (916) 445-6900 or visit http://www.oehha.org/prop65/pdf/Prop65tenants.pdf for additional

information from the California E. onmental Protection Agency's Office of Environment. ealth Hazard.

48. **LEAD-BASED PAINT WARNING:** Housing built before 1978 may contain lead-based paint. Lead from paint chips and dust can pose health hazards if not managed properly. Lead exposure is especially harmful to young children and pregnant women. Lead poisoning in young children may produce permanent neurological damage, including learning disabilities, reduced intelligence quotient, behavioral problems, and impaired memory. Before renting pre-1978 housing, Landlords must disclose the presence of known lead-based paint and/or lead-based paint hazards in the Unit. Residents must also receive a federally approved pamphlet on lead poisoning prevention. By Resident signing this Lease, they acknowledge receipt of Protect Your Family from Lead in Your Home pamphlet.
    i. Presence of lead-based paint or lead-based paint hazards: Known lead-based paint and/or lead-based paint hazards **are present** in the housing.
    ii. Landlord has reports or records pertaining to lead-based and/or lead-based paint hazards in the Premises and has made available to Resident all available records and reports upon Resident's request.

49. **ASBESTOS DISCLOSURE:** Before 1981, asbestos was commonly used in construction. This Community was built before 1981 and asbestos may be present. Asbestos is a chemical known to cause cancer. Asbestos may be present in sprayed-on acoustical ceiling material, insulation, fire proofing and floor tiles in the Premises and/or buildings of the Community. Disturbing or damaging certain interior Premises, common areas, and/or Community surfaces may increase the potential exposure to asbestos. Resident may not pierce, damage, disturb, or remove any portions of the Premises, common areas, and/or Community known or suspected to contain asbestos. Resident must notify Landlord immediately in writing if any portion of the Premises, common areas, and/or Community known or suspected to contain asbestos are pierced, damaged, disturbed or removed. Landlord has instituted an operations and maintenance program directed at maintaining the Community in accordance with any applicable federal and state safety requirements regarding asbestos-containing material. This program is designed (among other things) to prevent release of asbestos fibers into the air; minimize disturbance of damage to asbestos-containing materials; monitor the conditions of materials and air in the building; and regulate maintenance, renovation and construction activities. No matter how small the percentage of such material may be, Resident, Occupants, guests, or invitees shall comply with such rules and regulations as Landlord from time to time may prescribe in connection with Landlord's operations and maintenance program, including without limitation to the following:
    i. Hazardous Materials: Resident shall not take or allow any action which in any way damages or disturbs all or part of the ceiling, flooring, walls, insulation in the Premises, including but not limited to: Piercing the surface of the ceiling, flooring, walls or insulation by drilling or any other method; hanging plants, mobiles, or other objects from the ceiling; allowing any objects to come into contact with the ceiling; permitting water or any other liquid to come into contact with the ceiling; painting or undertaking any repairs or improvements with respect to the ceiling or floor tiles; or undertaking any activity which results in building vibration which may damage the ceiling.
    ii. Resident shall notify Landlord immediately in writing if there is any damage to or deterioration of the ceiling, flooring, walls or insulation of the Premises, including (without limitation) loose, cracking, hanging, or dislodged material, water leaks, or stains in the ceiling, flooring, walls or insulation.

50. **CREDIT REPORTING:** Resident is notified that Resident's performance as a tenant of this Community may be reported to credit reporting agencies.

51. **SOCIAL MEDIA:** Landlord maintains an online presence through its website and social media. This online presence includes, but is not limited to, displaying images from community events organized by Landlord. From time to time Landlord will capture still ("photo") and moving ("video") images at these events. Resident hereby acknowledges that by attending these events Residents accepts and agrees to the potential of being depicted in those images and further agrees to permit Landlord to use Resident's, Occupants', guests' or invitees' likenesses, without compensation, for the limited purpose of Landlord's online presence. Please note that Landlord respects Resident's privacy and at Resident's written request Landlord will remove any image depicting Resident, Occupants, guests or invitees.

F. COMMUNITY CONSIDERATION

52. **USE OF PREMISES:** Resident agrees to use the Premises solely as a private residence. Storage areas, parking areas, balconies, patios, outdoor areas, and decks shall not be used for occupancy. Resident shall not use the Premises as a business address, nor shall Resident conduct business activities on the Premises. Conducting business activities includes, without limitation, using the Premises as a mailing address for a business enterprise, having a business telephone line in the Premises, having business clients meet with Resident at the Premises, having business stationery setting forth the address of the Premises as a business address, assembling or manufacturing any product upon the Premises, or otherwise holding out the Premises as the address of any business. Resident may, however, insofar as it is consistent with the restrictions set forth in this section, and with the written consent of Landlord, use a portion of the Premises as a "home office." Nothing set forth herein shall be deemed as disallowing any use of the Premises that cannot be prohibited legally.

53. **CONDUCT OF RESIDENT:** Resident agrees not to harass, annoy, or endanger any other resident, neighbor, or other person, or create or maintain a nuisance, or disturb the peace or solitude or quiet enjoyment of any other resident, neighbor or other person, or commit waste in or about the Premises. Resident further agrees not to harass, verbally abuse, denigrate or otherwise disrespect Landlord's employees, agents and/or contractors or interfere with the operations of the Community or the work of Landlord's employees or agents. Resident agrees to keep the volume of any activity, radio, stereo, electronic equipment, television or musical instrument at such a level which will not disturb the other residents at any time. Any noise, disturbance, or activity which would, in the sole and absolute discretion of Landlord, be reasonably likely to annoy or disturb other residents is strictly prohibited. Certain acts are considered to be contrary to the safety, well-being, peace, and enjoyment of the other residents of the Community. These include, but are not limited to, the use, possession or sale of illegal drugs or controlled substances and the carrying or exhibiting of firearms in the Community. Such acts are prohibited. The carrying or exhibiting of firearms may be permitted with written consent of Landlord if doing so is required by law or job necessity. Resident shall not deface or damage any part of the Premises or the common areas or the Community or permit the same to be done. Resident shall not keep in the Community any flammable or explosive materials or any substance considered dangerous, hazardous, or toxic under any governmental law or regulation. Resident shall not do or permit anything to be done in the Premises that may be deemed hazardous or which will cause a cancellation of or an increase in the premiums for any insurance for the Community. Resident is responsible for the conduct of Occupants, guests, and invitees, including without limitation any minors, while they are in the Premises and in the Community. A resident conducting any of the activities set forth in this section, or who allows Occupants, guests, or invitees to conduct any of said activities shall be deemed in violation of this Agreement, and said activity shall be grounds for termination of this Agreement. This provision constitutes written notice to cease any breach of this section, including, without limitation, committing or permitting to exist a nuisance in the Premises, building, or Community.

54. **PARKING:** Resident, Occupants, guests, and invitees shall follow the Parking Rules and Regulations, as the same may be amended from time to time. Landlord shall not be liable for any damage or loss to motor vehicles, the contents of motor vehicles, or personal property of Residents, Occupants, guests, or invitees. Failure to follow the Parking Rules and Regulations and posted signs relating to parking and operation of vehicles will result in the towing of the offending vehicle at the cost of the vehicle owner.

55. **OCCUPANTS:** Any person staying in the Premises for longer than two weeks or 20 nonconsecutive days out of the year shall be considered to be occupying the Premises. The Premises shall be occupied only by the person(s) indicated in Section 2. No other persons have permission to occupy the Premises unless such permission is in writing and signed by Landlord. Landlord's acceptance of rent from any other individual shall

be deemed to be the payment of [illegible] on behalf of the Resident and shall not constitute p[illegible]ission for the person making the payment to occupy the Premises. Should any person not named in Section 2 make any claim of right to possession of the Premises, any such person shall be deemed to be the guest or invitee of the named Resident and their claim to right of possession shall be denied. Any Occupant, named in Section 2, who is not a signatory to this Lease shall be deemed to be an invitee of Resident, who is a signatory to this Lease. Accordingly, if any such Occupant is not named in any unlawful detainer action to regain possession of the Premises, and if any such individual thereafter makes a claim to right of possession of the Premises, that claim shall be denied on the basis that said individual is the invitee of the named Resident and does not have an independent claim to right of possession of the Premises.

56. **GUESTS:** Any person occupying the Premises shall be considered an unauthorized occupant in violation of this Lease unless that person has completed a rental application, been approved, and been added to the Lease.

57. **ASSIGNMENT AND SUBLETTING:** Resident shall not assign this Lease nor sublet all or any part of the Premises without Landlord's written consent. Resident shall not sublet all or any part of the Premises on a short-term basis, including without limitation through Air BNB or any other short-term rental program. Permitting any person not named as an Occupant or as a Resident in this Lease to occupy the Premises shall be deemed an improper subletting of the Premises and shall subject the tenancy to termination. This provision constitutes written notice to cease any breach of this section, which breach is incurable pursuant to state law. Any attempted subletting or assignment in violation of this provision shall be void. In the event that no original Resident remains in residency at the Premises, Landlord may reset the rent in accordance with the Civil Code and Rent Stabilization Ordinance.

58. **PETS:** No pets are permitted in the Premises without the prior written consent of the Landlord through an Animal Addendum to this Lease. Permission to keep a pet may be granted, denied, or revoked in Landlord's sole discretion. Except to the extent written permission has been given, pets may not be brought upon the Premises, whether such pets belong to Resident or to any other person. The presence of any pets for which written permission has not been given and is not currently in force, even if such pets are "just visiting" shall be deemed a material breach of this Lease. This policy does not apply to accommodation or service animals. A disabled individual who requires an animal in order to be able to use and enjoy the Premises or the Community should contact Landlord before bringing the animal onto the Premises and request an accommodation to this Lease provision. All accommodation requests will be processed in accordance with applicable laws. Resident is responsible for reimbursing Landlord for the costs of repairing damage to the Premises, common areas, or Community caused by animal(s) under the control of or visiting Resident. Resident must promptly notify Landlord of any damage caused by animals.

59. **CLOTHESLINES/DRYING RACKS:** If the Premises has a private patio, deck, or balcony, which is enclosed by a fence, railing, or other structure, Resident is permitted to hang clothing, blankets or other laundry on the patio, deck, or balcony subject to the following rules and conditions:
    i. No more than two drying lines/racks may be in use at any one time.
    ii. Items may not be left on the drying lines/racks for more than 24 hours (i.e., all items must be removed within 24 hours of being put out on the drying lines/racks).
    iii. Drying lines/racks must be free standing.
    iv. No drying lines or racks may be attached or affixed in any manner to any portion of the building, fence, railing, wall, building support structure, or light fixtures.
    v. Drying lines/racks cannot be higher than the patio, balcony, or deck fence or railing.
    vi. Drying lines/racks cannot be clearly visible from the sidewalk or street.
    vii. Drying lines/racks cannot block entrance to or egress from the Premises, create a health or safety hazard or interfere with walkways or utility service equipment.
    viii. Drying lines/racks cannot interfere with the maintenance of the Community.
    ix. Clothes may not be draped over fence or balcony railings, or hung from any building fixtures.

    If the private patio or balcony is not enclosed by a fence, railing, or other structure, Resident is not permitted to hang clothing, blankets, or any other laundry on the patio, deck, or balcony.

G. UTILITIES AND HOT WATER

60. **UTILITIES:** Utility services shall be provided directly from the utility provider or, at the sole discretion of Landlord, on a sub-metering, square footage, or other allocation basis. Landlord reserves the right to modify the method by which the utilities are furnished to the Premises or billed to Resident during the term of this Lease and may modify billing Resident for utilities previously included in the rent by giving Resident a 30-day written notice. Reference the utility addendum for detailed terms, conditions and methodology.

    The following terms shall apply:
    i. Resident agrees to pay all charges for utilities for the Premises for the term of the Lease including but not limited to those listed in the Utility Billing Addendum. Charges may be assessed by the utility provider or Landlord or Landlord's designated Billing Party in the case of utilities billed to Resident by Landlord in connection with Resident's use of utilities.
    ii. Resident shall not use any utility in a wasteful, unreasonable, or hazardous manner and agrees to comply with all utility conservation efforts implemented by Landlord.
    iii. Landlord is not liable for claims arising from utility service outages, interruptions, or fluctuations in utilities provided to the Premises not reasonably within Landlord's control.
    iv. For any utility which Resident is responsible for paying directly to the utility provider, Resident must contact the utility company prior to move-in to have the services placed in Resident's name no later than ten (10) business day following move-in. Resident shall continue to contract with the utility provider throughout the term for continuous utility service. Resident's failure to make necessary arrangements for Resident's utility service may result in an interruption of services and Resident's failure to transfer utility services to Resident's name or failure to have continuous utility service may be, at Landlord's discretion, considered a material breach of this Lease and will permit Landlord to terminate the Lease. If Resident fails to pay any utility charges that are to be paid by Resident, Landlord may, at its option, pay such charges to retain continuing utilities service. If Landlord does so, any such charges may be billed to Resident by Landlord and said billing shall become due and payable, in full, as additional rent together with the regular monthly rent payment on the first day of the month next following the date of such billing.
    v. Resident shall not use any utilities in the common areas for their own personal use without written consent of the Landlord.
    vi. Resident agrees not to disturb, tamper, adjust, or disconnect any utility service, sub-metering device or system.

61. **HOT WATER:** The following will apply.
    i. The water temperature in the Premises is set at 120 degrees Fahrenheit or below. When the water temperature is 120 degrees Fahrenheit, or below, bacteria may enter the water heater or associated plumbing and accumulate. If Resident desires the thermostat to remain at 120 degrees Fahrenheit, or below, Resident assumes any and all risks associated with any bacterial growth in the water heater or associated plumbing.

ii. Resident should be aware that some units may be equipped with an HVAC heating system which operates on hot water. To achieve full heating potential, it may be necessary to increase the temperature of the water heater during the colder months of the year. Resident should also be aware that some units operate on centralized hot water systems which service multiple units and as such individual adjustments in temperatures will not be possible.
iii. If Resident desires the water temperature in the Premises to be higher than 120 degrees Fahrenheit and the Premises has an individual hot water heater, Resident will request, in writing, the temperature of the hot water heater to be adjusted by Landlord, and Resident shall specify the desired temperature at which Landlord is requested to set the thermostat.
iv. Resident understands that if the temperature is set above 120 degrees Fahrenheit, that the water released from the taps in the Premises may scald or burn anyone using water, and potentially cause severe injury.
v. Resident may not tamper with, or adjust the water temperature thermostat in the Premises in any way without written authorization from Landlord.
vi. Resident agrees to indemnify and hold Landlord harmless in any action involving any injury related to the temperature of the water, the water system or the associated plumbing in the Premises.

H. ADDITIONAL TERMS

62. **REQUESTS FOR ACCOMMODATIONS OR MODIFICATIONS:** A disabled person shall be provided reasonable accommodations or reasonable modifications to the extent necessary to provide the disabled person with an opportunity to use and occupy the Premises in a manner equal to that of a non-disabled person. If Resident believes Resident, Occupant, or a member of Resident's household requires an accommodation or modification as a result of a disability, Resident should contact Landlord to begin the interactive process.

63. **MILITARY:** Military personnel on active duty may terminate this lease under Federal law if:
i. Resident becomes a member of the Armed Forces of the United States after Resident enters into the Lease; or
ii. Resident is or becomes a member of the Armed Forces of the United States and receives:
a. Orders for a permanent change of station; or
b. Orders to deploy for a period of at least 90 days.

Landlord fully supports its residents who are active-duty or reserve military personnel. Resident must give Landlord written notice of termination. For rentals when rent is paid monthly, the termination becomes effective 30 days after the first date on which the next rent payment is due after the termination notice is delivered and no further rent will be owed following the expiration of the notice period (or the actual move-out date, if later). Resident must furnish the Landlord with proof to establish that Resident qualifies for this limited exception. Proof may consist of any official military orders, or any notification, certification, or verification from the service member's commanding officer, with respect to the service member's current or future military duty status. Military permission for base housing does not constitute a permanent change-of-station order.

64. **OFFICE OF FOREIGN ASSETS CONTROL:** Resident represents and warrants that Resident and each person or entity owning an interest in Resident is:
i. Not currently identified on the Specially Designated Nationals and Blocked Persons List maintained by the Office of Foreign Assets Control, Department of the Treasury ("OFAC") and/or on any other similar list maintained by OFAC pursuant to any authorizing statute, executive order or regulation (collectively, the "List").
ii. Not a person or entity with whom a citizen of the United States is prohibited to engage in transactions by any trade embargo, economic sanction, or other prohibition of United States law, regulation, or Executive Order of the President of the United States.
iii. None of the funds or other assets of Resident constitute property of, or are beneficially owned, directly or indirectly, by any Embargoed Person (as hereinafter defined).
iv. No Embargoed Person has any interest of any nature whatsoever in Resident (whether directly or indirectly).
v. None of the funds of Resident have been derived from any unlawful activity with the result that the investment in Resident is prohibited by law or that the Lease is in violation of law.
vi. Resident has implemented procedures, and will consistently apply those procedures, to ensure the foregoing representations and warranties remain true and correct at all times. The term "Embargoed Person" means any person, entity or government subject to trade restrictions under U.S. law, including but not limited to, the International Emergency Economic Powers Act, 50 U.S.C. § 1701 et seq., The Trading with the Enemy Act, 50 U.S.C. App. 1 at seq., and any Executive Orders or regulations promulgated there under with the result that the investment in Resident is prohibited by law or Resident is in violation of law.

Resident covenants and agree(s):
i. To comply with all requirements of law relating to money laundering, anti-terrorism, trade embargo and economic sanctions, now or hereafter in effect.
ii. To immediately notify Landlord in writing if any of the representations, warranties or covenants set forth in this section or the preceding section are no longer true or have been breached or if Landlord has a reasonable basis to believe that they may no longer be true or have been breached.
iii. Not to use funds from any "Prohibited Person" (as such term is defined in the September 24, 2001, Executive Order Blocking Property and Prohibiting Transactions with Persons Who Commit, Threaten to Commit, or Support Terrorism) to make any payment due to Landlord.
iv. At the request of Landlord, Resident may be asked to provide such information to determine Resident's compliance with the terms hereof.
v. Resident hereby acknowledges and agrees that Resident's inclusion on the List at any time during the term shall be a material default. Notwithstanding anything herein to the contrary, Resident shall not permit the Premises or any portion thereof to be used or occupied by any person or entity on the List or by any Embargoed Person (on a permanent, temporary or transient basis), and any such use or occupancy of the Premises by any such person or entity shall be a material default.

65. **NON-DISCRIMINATION:** There shall be no discrimination against or segregation of, any persons on account of race, color, national origin, ancestry, creed, religion, gender, gender identity, gender expression, sexual orientation, genetic information, marital status, familial status, age, source of income, handicap, disability, citizenship status, immigration status, primary language spoken or any other protected classification under state or federal law, in the sale, lease, sublease, transfer, use, occupancy, tenure or enjoyment of the Premises, nor shall the Landlord or any person claiming under or through Landlord, establish or permit any such practice or practices of discrimination or segregation with reference to the selection, location, number, use or occupancy of tenants, lessees, or vendees of the Premises.

66. **TIME IS OF THE ESSENCE:** Time is of the essence with respect to the provisions of this Lease. This provision shall be interpreted in its strictest sense irrespective of the relative hardship to the Parties.

67. **SUCCESSORS:** If the property is sold or the ownership interest otherwise transferred, the successor in interest of Landlord shall be deemed the assignee of all rights arising under this Lease, and shall be entitled to enforce the provisions of this Lease against Resident. Nothing in this provision shall be construed as conflicting or superseding the foregoing subordination or as requiring a continuation of the tenancy in the event of a foreclosure or other involuntary transfer of ownership.

68. **SUBORDINATION:** This Lease shall, without further act on the part of Resident, be subject and subordinate to the lien of any mortgage and/or any deed of trust or other encumbrance which may now exist, upon, or which may hereafter be placed by Landlord upon, the leased Premises or property including the Premises.

69. **ATTORNMENT:** Resident hereby agrees that Resident will recognize as its Landlord under this Lease and shall attorn to any person succeeding to the interest of Landlord in respect of the land and the buildings on or in which the Premises is contained upon any foreclosure of any mortgage upon such land or buildings or upon the execution of any deed in lieu of such foreclosure in respect of such mortgage. If requested, Resident shall execute and deliver an instrument or instruments confirming its attornment as provided for herein; provided, however, that no such mortgagee or successor-in-interest shall be bound by any payment of rent for more than one 1 month in advance, or any amendment or modification of this Lease made without the express written consent of such mortgagee.

70. **ESTOPPEL CERTIFICATE:** Resident agrees that within 5 days of Landlord's request, Resident must execute and deliver to Landlord a written statement certifying that this Lease is unmodified and in full force and effect (or if modified, describing the modification). Any prospective or actual property purchaser may rely upon Resident's written statement. Should Resident fail to deliver a statement within the specified time, it will be conclusively presumed that the Lease is unmodified and in full force and effect, except as otherwise indicated, and there are no uncured defaults in Landlord's performance, and any other details specified by Landlord originally requested of Resident.

71. **CONTENTS OF THIS LEASE:** The failure of Landlord to insist upon strict performance of any of the covenants and agreements of this Lease or any addenda thereto, or to exercise any rights arising under this Lease, shall not be construed to be a waiver of Landlord's right to subsequently enforce any such provision or to insist upon any such right. The fact that Landlord may have accepted late payment(s) on one or more occasions shall not be deemed a waiver of Landlord's right to insist upon timely payment or rent or to exercise any remedy available for late payment of rent. Acceptance of rent following a breach of this Agreement shall not be deemed to constitute a waiver of such breach. No custom or practice which may develop between the Parties in the course of the tenancy shall be construed to waive the right of Landlord to enforce any provision of this Lease.

72. **SEVERABILITY AND PROVISIONS REQUIRED BY LAW:** If a provision or section of this Lease is legally invalid, or declared by a court to be unenforceable, such provision or section will be deemed deleted and the rest of this Lease will remain in effect. To the extent any provision of this Lease is in direct conflict with any provisions of applicable law, such provision is hereby deleted. Any provision specifically required by applicable law which is not included in this Lease is hereby inserted as an additional provision of this Lease, but only to the extent required by applicable law and then only so long as the provision of the applicable law is not repealed or held invalid by a court of competent jurisdiction.

73. **ENTIRE AGREEMENT:** This Lease, including all addenda executed by both Parties, sets forth the entire agreement among the Parties with respect to the matters set forth in it. It shall not be altered nor modified unless such alteration or modification is in writing and signed by all signatories to this Lease. No verbal agreements or representations have been made or relied upon by either party or any agent or employee of either party, and neither party nor any agent or employee of either party is entitled to alter any provisions of this Lease by any verbal representations or agreements to be made subsequent to the execution of this Lease. The foregoing notwithstanding, if Resident holds over after the expiration of the Lease term on a month-to-month basis, Landlord may change any provision of this Lease without the consent of Resident in the manner prescribed by California Civil Code Section 827.

74. **SECTION HEADINGS:** The section headings are inserted only for convenience and are not intended to define or limit the scope or intent of any clause.

75. **NOTICES:**
    i. Any notice that Landlord gives to Resident shall be deemed properly served (whether or not actually received by (Resident) if served in the manner prescribed in Code of Civil Procedure Section 1162. Except as prohibited by law, if Landlord fails to serve the notice in accordance with the provisions of Code of Civil Procedure Section 1162, but Resident actually receives the notice, the actual receipt shall be deemed to cure any defects in the manner of service and the notice shall be deemed properly and personally served. Service upon any Resident of the Premises shall be deemed valid service upon all Residents - it is not necessary to serve each Resident individually unless otherwise required by law.
    ii. Any notice that Resident gives to Landlord shall be given to the business manager, assistant business manager, or sales associates, who are authorized to manage the Premises, at the management office(s) located at 5 Newell Court or at 2041 Euclid Ave., East Palo Alto, CA 94303 during normal business hours. The telephone number is 650-566-2000. On non-holidays, the business hours, which remain subject to change, are: Monday and Wednesday, 9am to 6pm, Tuesday 10am to 6pm, Thursday and Friday 9am to 7 pm, Saturday and Sunday 10am to 7pm.
    iii. The persons designated above are the persons authorized by the owner to act for an on behalf of the owner for the purpose of service of process and for the purpose of receiving and giving receipts for all notices and demands.

76. **JOINT AND SEVERAL LIABILITY AND AUTHORITY:** In the event of more than one Resident, each Resident is jointly and severally liable for each provision of this Lease and service of any notice or demand upon one shall constitute notice to each other Resident. All persons signing this Lease as Resident shall remain jointly and severally liable for all obligations arising under it, whether or not they remain in actual possession of the Premises. The giving by any individual Resident of a notice of termination of tenancy shall not terminate the Lease as to that Resident unless all Residents vacate the Premises by the agreed date. Landlord may, however, treat any such notice as a notice binding against all Residents of the Premises, and may institute unlawful detainer proceedings against all Residents if they do not restore possession of the Premises to Landlord on or before the end of the notice period. Conversely, Landlord may, at its sole option, if one or more Resident gives notice, but all Residents do not return possession of the Premises to Landlord within the notice period, continue the tenancy in effect and, if Landlord does so, all Residents, including the Resident giving notice, shall remain fully liable for all obligations arising hereunder whether or not they remain in occupancy of the Premises.

77. **ELECTRONIC SIGNATURES:** The Parties agree that they may enter into this Lease by electronic means, although traditional hard copies with wet signatures may be used instead at the option of Landlord. Resident agrees and acknowledges that if Resident is entering into this Lease with Landlord by electronic means, doing so is not conditioned on Resident's agreement to conduct the leasing transaction electronically.

78. **ATTACHMENTS/ADDENDA:** Resident(s) acknowledges receipt of a copy of the attachments/addenda listed in this section, which are incorporated into and made part of this Lease. Resident(s) agrees to abide by said attachments/addenda in all respects. Any failure to comply with any of the attachments shall be deemed a breach of this Lease. If there is a conflict between these policies and the Lease, the Lease shall govern.

1	Animal Addendum
2	Community Policies
3	Concession Agreement
5	Move-In/Move-Out Inspection Form
6	Notice of Ordinance at Commencement of Tenancy

7 R013	Pest Insect and Bed Bug Addendum
8	Registered Structural Pest Control Company Notice
11	Parking Rules and Regulations
12	Utility Addendum
13	Acknowledgement Regarding Use of Medical Marijuana
14	Addendum Regarding Use of Medical Marijuana
15	Because We Care
16	Resident Security Notice & Acknowledgment
17	Security Deposit Agreement

SIGNATURES:

The undersigned expressly understands that after the initial term, the tenancy may automatically continue from month to month.

Jorge Rodriguez 01-27-18

Jorge Rodriguez *(Resident)* *Date*

Woodland Park Apartments *(Landlord)* *Date*

Yolanda Rodriguez *(Resident)* *Date*

(Resident) *Date*

(Resident) *Date*

R014

ANIMAL ADDENDUM

This document is an addendum to the California Lease Agreement ("Lease") dated May 6, 2011 between Jorge Rodriguez Yolanda Rodriguez ("Resident") and Woodland Park ("Landlord") for the Unit # 2 ("Premises") located at 301 East O'Keefe Street, East Palo Alto, CA 94303.

Animals, including unauthorized or visiting pets, are not permitted on the Premises without prior written consent from Landlord. This addendum constitutes written consent for the animal(s) described below in the "Pet Description."

Pet Description

Resident Landlord agree as follows:

1. Resident agrees to pay $0.00 per month in Pet Rent per month on or before the first of each month with Monthly Rent. Pet Rent is additional "rent" for all purposes.
2. If a pet is added during the lease term, Resident agrees to pay $0.00 will be required to pay an additional pet deposit of $500.00.
3. The additional deposit shall be subject to full inspection of the Premises upon Resident's move out shall be considered an additional deposit pursuant to the Lease terms.
4. Resident shall be liable for all damages to Premises, common areas, or Community and all expenses caused by or in connection with pet.
5. Pet will not be permitted outside the Premises unless restrained by a leash. Resident must control pet activity while in the Premises.
6. Pets may not be left or tied on balconies, porches, or patios. These areas must be kept clean and free of pet waste.
7. Resident is responsible for immediate and proper cleaning up and disposal of pet waste. Please note that landscape pesticides and chemicals are used on the grounds of the Community and therefore special care should be taken when walking pets.
8. If pet is a cat, an appropriate litter box shall be maintained and a scratching post should be provided. Resident must place soiled cat litter in a securely tied trash bag for disposal.
9. If Resident does not clean up after pet, Resident will be fined $50.00 per occurrence.
10. Animals shall not weigh over 30 pounds full grown. Animals under one (1) year of age are not permitted.
11. The number of pets per unit is limited to 1.
12. Resident shall not permit and represents that pet will not cause any damage, discomfort, annoyance, nuisance or in any way inconvenience, or cause complaints from, any other resident.
13. All pets must have all required vaccinations. Resident must provide proof of vaccinations to Landlord.
14. It is strongly recommended that all pets have an identification tag showing current address and telephone number on their collar. Dogs are required to have a current license and an identification tag at all times.
15. Resident agrees to comply with all applicable ordinances, regulations laws governing pets.
16. In addition, Resident shall comply with the following policies:
    - i. Except as further restricted by law, the following types of pets are permissible: cats, dogs, hamsters, guinea pigs, rabbits, birds, fish, non-poisonous or non-venomous amphibians, non-poisonous or non-venomous reptiles. Birds must be kept caged and permitted fish, amphibians, reptiles must remain in in a tank/aquarium at all times.
    - ii. All pets must be spayed/neutered.
    - iii. Resident shall prevent any fleas or other infestation of the Premises, building and Community.
    - iv. Birds shall not be let out of cages.
    - v. Resident must obtain prior written consent from Landlord to have fish tanks over 30 gallons. Fish tanks must be placed in a safe area inside of the Premises.
    - vi. Dangerous, illegal, exotic or poisonous animals (as determined solely by Landlord) are not permitted on the Premises.
    - vii. Residents are not allowed to keep endangered species.
    - viii. Feral animals cannot be fed or kept on the Premises, common areas, or Community.
    - ix. Resident shall not allow any animal in the Community that has exhibited any sign of aggressive behavior or aggressive tendencies towards any person.
    - x. Resident shall not allow any animal in the Community that is a Restricted Breed. Restricted Breeds are Alaskan Malamute, Boxer, Chow Chow, Dalmatian, Doberman Pinscher, German Shepherd, Belgian Malinois, Husky breeds, Pit-Bull breeds, Staffordshire Terrier, Presa Canario, Rottweiler wolf hybrids.
17. Assistive Animals (including companion animals): Landlord will accept and evaluate a request for reasonable accommodation to allow Resident to have an assistive animal. Assistive animals for persons with disabilities are not considered pets and are not subject to the following requirements:
    - i. Spayed/Neutered requirement;
    - ii. Breed restriction;
    - iii. Age restriction;
    - iv. Weight restriction;
    - v. The number of assistive animals per unit shall be evaluated on case by case basis;
    - vi. Monthly pet rent;
    - vii. Pet deposits.
18. A request for a Reasonable Accommodation must be submitted for Landlord's review and Landlord shall not unreasonably withhold its written approval for an assistive animal or animals. Resident hereby agrees to comply with the terms and conditions of this Pet Addendum, except for the exceptions set forth in section 17, for assistive animals.
19. This addendum shall terminate without affecting the Lease or Resident's responsibilities under the Lease and Resident shall remove the pet immediately if any of the following occurs:

R015

i. Payment of Pet Rent is delinquent
ii. The pet displays aggressive behavior
iii. Landlord perceives the pet to be dangerous or disruptive to premises, common areas, or Community, other residents, guest or employees.
iv. Upon thirty (30) day notice by either party to the other of intent to terminate this Addendum

20. Resident agrees to hold harmless and indemnify Landlord from all liability pertaining to animals on the property. Resident shall hold Landlord harmless and indemnify Landlord for any and all damages or costs in connection with pet.

Resident Landlord represent that they have read this Addendum, understand the terms conditions contained herein, and agree to the terms conditions contained herein.

Jorge Rodriguez.2 01-29-18

Jorge Rodriguez *(Resident)* *Date*

Woodland Park Apartments *(Landlord)* *Date*

Yolanda Rodriguez *(Resident)* *Date*

(Resident) *Date*

(Resident) *Date*

COMMUNITY POLICIES

This document is an addendum to the California Lease Agreement ("Lease") dated May 6, 2011 by between Jorge Rodriguez Yolanda Rodriguez ("Resident") and Woodland Park ("Landlord") for the Unit # 2 ("Premises") located at 301 East O'Keefe Street, East Palo Alto, CA 94303.

In order to maintain and promote the Community, Landlord has established the following policies for the comfort and convenience of all residents. These Community Policies may be modified by written notice to residents.

1. **Service Requests:** All requests for service should be made in writing, delivered personally, sent via electronic mail, or submitted to the online resident portal. In an emergency, call 911 directly for help. Notify the Landlord immediately after.

2. **Laundry Facilities:** Laundry facilities are for the exclusive use by Resident and/or Occupants during the hours posted. Items should not be left unattended in the laundry area. Landlord is not responsible for loss or damage to personal items or clothing. To ensure the washers and dryers are working when needed, please follow the posted operating instructions carefully and treat the machines with care. If any of the laundry machines are not working properly, please notify Landlord immediately, so service can be arranged. A few additional tips:
   i. Do not put plastic items in the dryer.
   ii. Always clean the lint screen prior to use.
   iii. Never operate the dryer without a lint screen,
   iv. Refrain from overloading the washing machine or dryer. Do not use laundry facilities to wash or dry bulky items such as comforters.
   v. We recommend leaving washer door open after cycle for better ventilation.
   vi. Always clean the lint screen prior to using the dryer never operate it without a lint filter.
   vii. Never dry items that have come into contact with flammable substances like cooking oil, gasoline, paint thinner, or alcohol.

3. **Appliances:** The following policies must be followed with regard to appliances.
   i. Appliances shall not be removed from the Premises, common areas, or Community.
   ii. The Dispose All should only be used for the purpose for which it was designed. The following items should not be put in the Dispose All: metal, string, grease, coffee grounds, nut shells, fruit pits, corn on the cob, or potato peel.
   iii. The bathroom fixtures should only be used for the purpose for which they were designed. The following items should not be disposed of in the toilets: diapers, paper towels, sanitary napkins, tampons, food, and baby wipes rags. Resident shall be held responsible for any repairs or damage resulting from the disposal of such items in the toilet. If Resident puts any other foreign objects in bathroom or plumbing fixtures, Resident shall reimburse Landlord for any repairs or damage caused by the same.
   iv. Dishwashers should not be overloaded and only detergents made for automatic dishwashers should be used. We recommend using a rinse agent to improve drying and reduce spots and build up in dishwasher.
   v. To keep the oven clean, use mild detergents following each use and do not use hard abrasives on chrome or glass parts of the oven.
   vi. On the stove, never place foil under the burner pans.

4. **Interior Alterations:** Resident must obtain the prior written approval of Landlord before making any interior alteration. Any expenses incurred to restore the Premises will be at Resident's expense. Resident may not use nails when hanging pictures, mirrors, or other wall hangings. Please use adhesive hangers.

5. **Window Coverings Signs:** Resident shall not use blankets, sheets, foil or non-standard window coverings in place of draperies or blinds. Except as permitted by law, Residents shall not place objects on window or window sill which are visible from the outside.

6. **Community Equipment Facilities:** Recreational facilities may include business centers, fitness rooms, swimming pools, and community rooms. Residents, Occupants, guests and invitees shall abide by all rules and regulations for the use of the recreational facilities. Resident, Occupants, guests and invitees will avoid conduct that Landlord deems inappropriate or disruptive. Any person in violation of these rules will be asked to vacate the area immediately. Failure to adhere strictly to the posted rules and regulations is acknowledged as grounds for suspension of privileges or termination of the tenancy in accordance with law. Landlord may change the rules and regulations at Landlord's discretion. Exercise care when enjoying the recreation facilities/equipment. Landlord is not responsible for physical injuries that result from the use of the recreational facilities/equipment. Any damages to any of the recreational facilities/ equipment caused by Resident, Occupants, guests or invitees will result in Resident being responsible for the cost of repairing the damages. Take caution to lock/close common area doors and gates. No pets are allowed in any of the recreational facilities.

7. **Communities with Pools:** Resident is required to limit guests to no more than two at a time and accompany them to the pool. Visitors not accompanied by Resident will be asked to leave. Glass containers are not allowed in the pool area. Please help keep the pool area clean. Proper pool attire, such as bathing suits or swim trunks, is required. Children who are not toilet trained must wear a swim diaper. Cut-off jeans, T-shirts or non-swim diapers are not allowed. Additional pool policies and hours are posted by the pool. For safety reasons, do not swim alone.

8. **Patios Balconies:** Resident shall comply with the following rules:
   i. Patios and balconies are to be kept neat and orderly at all times.
   ii. The installation of sunshades, blinds or hanging fabrics is not allowed.
   iii. The construction of walls, ceilings, or other permanent attachments to the patio or balcony is not permitted.
   iv. Patios and balconies may not be used as bedrooms.
   v. No storage of any personal property or trash containers is allowed.
   vi. All plants must be free-standing and have saucers underneath them. Hanging plants are not permitted.
   vii. No motorcycles are allowed to be kept on any patios or balconies at any time.
   viii. Unapproved bike hooks are not permitted and will be removed.
   ix. Only furniture designed for outdoor use is permitted.

9. **Trash Removal:** Containers are located at various places throughout the Community. Residents shall secure trash and place it in a designated container. Residents shall not place trash on the ground if dumpster is full and should proceed to the next closest container to dispose of the trash. Resident shall not place large articles, such as furniture, for trash removal and Resident shall make alternate arrangements with a private disposal service to pick up such item at Resident's expense. Recyclable materials shall be separated from trash disposed of in the recycling receptacles. Boxes should be recycled and broken down before disposal. Resident shall not dispose of hazardous materials in any container or other location at the Community. Resident shall only dispose of refuse in compliance with applicable laws. Resident may be charged a fee for not following these guidelines. Do not store trash on porches, balconies or in the hallways unless it is an approved container provided by the Landlord is served regularly by the Landlord or a third-party vendor.

10. **Recycling:** Resident agrees to comply with all present and future Community policies, laws, orders regulations of all state, federal, municipal local governments regarding the collection, sorting, separation, recycling of waste products, garbage, and refuse trash.

11. **Barbeques:** The use or storage of any charcoal burner, liquid petroleum, gas fueled or any other open flame cooking devices are prohibited in

the Premises, including on any patio or balcony.

12. **Loitering:** No unnecessary loitering in laundry facilities, recreation areas, leasing office, amenity areas, parking areas, or other common areas.

13. **Recreational Equipment:** Skateboards, motorcycles, bicycles and similar vehicles may not be stored in entry ways or under stairs without prior written permission from Landlord. Skateboards, roller-blades or other similar recreational equipment usage in Premises and in common areas is prohibited.

14. **Posting Flyers:** Resident is not authorized to distribute advertising, information or any other type of flyer, door-to-door, on cars, anywhere else in the building or throughout the Community, except as authorized by law. Landlord may designate a place for such items to be displayed remove items that are not in keeping with the nature of the Community, as determined by Landlord.

15. **Garage Storage:** Parking areas may only be used to park the Resident's registered, operational personal vehicle(s) in accordance with the Lease and Parking Rules and Regulations. Resident shall not use any parking area as storage for equipment, personal items, containers, vehicle parts or inoperable vehicles. In addition, Resident will not under any circumstances use any parking area or storage space to store flammable or toxic chemicals /or waste. The parking area and storage space may not be used for occupancy. If Resident violates these requirements Resident agrees to immediately reimburse the Landlord for any costs associated with the removal of the unauthorized materials immediately vacate the parking area or storage. Resident further agrees to be liable for any and all damage caused by Resident's carelessness or negligent driving, which may result in the destruction of the storage space and/or parking area or to any other vehicle near garage or storage space. The Landlord shall not be liable for any loss, theft, damages and/or destruction of any personal property contained in any parking area or storage space. Nor shall the Landlord be held liable for or held responsible for any injury to any Resident, Occupant, guest or invitee resulting from the use of any parking area and/or storage space.

16. **Solicitors and Salespeople:** Solicitors are not allowed in the Community, except as authorized by law. Residents shall report all solicitors or salespeople to the Landlord immediately.

17. **Car Wash and Repair:** Vehicle repairs, including oil changes washing of vehicles are prohibited in the common areas and Community unless there is a designated area provided by Landlord.

18. **Moving of Furniture:** Landlord may designate the time and method for moving items to and from the Premises such as any furniture, merchandise, goods, freight or other such items. Residents may not move furniture to and from the Premises through the lobby, patio doors, or through the use of elevators (if available) without Landlord's permission. If elevators are installed at the Community, Landlord does not guaranty that the elevators will be available for use by Resident nor shall Landlord be liable for any loss resulting from the unavailability of elevator service.

19. **Notification of Changes:** Resident shall notify Landlord immediately in writing with any change to Resident's employer, employer telephone number, alternate phone numbers, emergency contact or other pertinent information.

Resident and Landlord represent that they have read this Addendum, understand the terms and conditions contained herein, and agree to the terms conditions contained herein.

Jorge Rodriguez 01-29-18

Jorge Rodriguez *(Resident)* *Date*

Woodland Park Apartments *(Landlord)* *Date*

Yolanda Rodriguez *(Resident)* *Date*

(Resident) *Date*

(Resident) *Date*

R018

CONCESSION AGREEMENT

Community	Unit Address
Woodland Park	301 East O'Keefe Street # 2, East Palo Alto, CA 94303
Resident Name(s)	
Jorge Rodriguez Yolanda Rodriguez	
Lease Term	
May 6, 2011 to	
Rental Amount	
$1,032.38	
Concession	
NONE	
Additional Monthly Rent	
$0.00 per month for Electricity. Total amount of additional rent over the lease term is $0.00.	

COMMENTS: If Resident fails to maintain his/her/their tenancy for the entire length of the initial term described in Section 3 of the Lease, then Resident shall reimburse Woodland Park for the full amount used of the concession outlined above. The concession reimbursement owed to Woodland Park is due and payable on the date that the Resident serves upon Woodland Park a notice of intent to vacate, or the date upon which the Resident vacates the Premises, whichever occurs earlier, and Resident shall simultaneously pay any other penalties that may be due pursuant to the Lease, and any other outstanding balances on the resident account.

Jorge Rodriguez 01-29-18

Jorge Rodriguez *(Resident)* *Date*

Woodland Park Apartments *(Landlord)* *Date*

Yolanda Rodriguez *(Resident)* *Date*

(Resident) *Date*

(Resident) *Date*

City of East Palo Alto
Office of the City Manager Rent Stabilization Program
2415 University Avenue, 2nd Floor East
Palo Alto, CA 94303
Tel: 650-853-3114 / Fax: 650-853-3115
rentprogram@cityofepa.org

NOTICE OF ORDINANCE AT COMMENCEMENT OF TENANCY

Section 6 of the East Palo Alto Rent Stabilization Just Cause of Eviction Ordinance of 2010 requires Landlords provide residential tenants with a written notice of this Ordinance at the commencement of any tenancy.

RENTS RENT INCREASES

How Much Can Rents be Increased Each Year:

The Rent Stabilization Board determines the percentage increase each year, the Annual General Adjustment ("AGA"), that Landlords can raise rents for tenants in regulated rental units. **The percentage of rent increase allowed**, including for all fees for regulated housing services, **for the 2017-2018 program year is 2.7%.**

Landlords, who are in compliance with the Ordinance, may increase rents between July 1 and June 30 of each program year by the amount of the AGA after giving a proper 30-day notice to a tenant. A landlord is eligible to increase rents using AGAs only if the landlord:

1. Registers all units in the same property with the Rent Stabilization Program;
2. Substantially complies with the Rent Stabilization Ordinance /or orders or regulations issued under the Ordinance, including not charging more than the maximum allowed rent;
3. Ensures the rental unit complies with the implied warranty of habitability; and completes all repairs ordered by the City.

Fees paid to a landlord for regulated housing services such as parking or utilities are generally part of the rent. An increase in fees for housing services, or charges for additional services that were not included in a tenant's initial rental agreement, are generally considered rent increases must conform to the requirements for raising rents.

Accumulating AGAs for Future Rent Increases:

Landlords may raise rents by a lesser amount than allowed by the AGA or choose not to raise rents in any given year, and in that event, they may apply the AGA for future use to raise a tenant's rent. Rent increases may not exceed **10%** in any 12-month period.

Certificate of Maximum Allowable Rent ("MAR"):

Certificates are issued upon Initial Registration of a rental unit, upon occupancy by a new tenant, and upon individual request. They are not issued every year. Based on information submitted by Landlords, the Rent Stabilization Administrator calculates the Maximum Allowable Rent in the Certificates issued for rental units that have been properly registered with the City. A tenant cannot be charged rent, including any fees for regulated housing services, that exceeds the MAR for the timeframe specified in the Certificate issued for their unit.

RIGHT TO PETITION FOR VIOLATIONS OF ORDINANCE

A tenant can file petition A, B /or C when their landlord violates the requirements of the City's Rent Stabilization Ordinance. A tenant may file a petition seeking a rent reduction or a rebate for rent already paid for the following reasons:

File Petition A for a Rent Reduction Rebate for Maximum Allowable Rent Violations: This petition may be filed when rent is being charged over the Maximum Allowable Rent for a regulated rental unit. A tenant can also file Petition A if their landlord failed to properly register the unit.

File Petition B for Rent Reduction Rebate for Housing Service Reductions, including Maintenance Breach of Implied Warranty of Habitability: This petition may be filed when the tenant experiences habitability /or maintenance problems, /or reductions in services that have not been corrected in a reasonable time.

File Petition C for Approval to Withhold Rent for Landlord's Failure to Register a Unit with the Rent Stabilization Program: Tenants may contact the Rent Program to find out if their rental unit is properly registered for more information about this provision in the Ordinance.

R020

PROTECTIONS AGAINST EVICTIONS WITHOUT CAUSE

Evictions are only permitted for the specific reasons cited in the Ordinance. Evictions not meeting these requirements can be contested in any action to recover possession of a rental unit in court.

Landlords must specify at least one of the permitted grounds for eviction listed in the Ordinance in a written notice of termination of tenancy. Permitted grounds for eviction include failing to pay rent, violating the lease, or engaging in disorderly or destructive conduct, among other reasons.

The landlord must file with the Rent Board a copy of any termination of tenancy unlawful detainer action within five calendar days after the tenant has been served with such a notice.

TENANT PROTECTION ORDINANCE (Codified in Section 14.02 of the Municipal Code):
In May 2014, the City Council adopted the Tenant Protection Ordinance ("TPO") to further protect tenants. The TPO requires landlords to provide tenants a tenant rights information sheet, to give keys to every adult occupant in the rental unit, and to replace locks before a new tenancy begins. The TPO prohibits landlords from discriminating against families with children or based on the student or non-student status of housing applicants and tenants. It also prohibits landlords from harassing or taking retaliatory action against tenants. The TPO confirms tenants' rights to organize and to distribute literature related to tenancy issues. The TPO also provides for relocation assistance when units are to be demolished or removed or tenants have to temporarily relocate due to necessary repairs.

FOR MORE INFORMATION ABOUT THE ORDINANCE

Contact the Rent Stabilization Program at (650) 853-3114 or rentprogram@cityofepa.org; or the City's website at: www.cityofepa.org/rentprogram. You may also visit us at 2415 University Avenue, 2nd floor between 8:00 a.m. – 5:00 p.m.

For legal advice or representation, you may contact Legal Aid Society of San Mateo County for an appointment at (650) 517-8911; or Community Legal Services in East Palo Alto at (650) 326-20740; or go to 1861 Bay Road, East Palo Alto.

I received a copy of this notice on **May 6, 2011**.

Jorge Rodriguez 01-22-18

Jorge Rodriguez *(Resident)* *Date*

Yolanda Rodriguez *(Resident)* *Date*

(Resident) *Date*

(Resident) *Date*

Woodland Park Apartments *(Landlord)* *Date*

Information About Bedbugs Pest Control Policies

This document is an addendum to the Lease Agreement dated May 6, 2011 by and between Jorge Rodriguez Yolanda Rodriguez and Woodland Park for Unit # 2 located at 301 East O'Keefe Street, East Palo Alto, CA 94303.

1. In recent times, bed bugs have become a re-emerging problem nationwide. One reason for these increasing problems is that it is easy for persons to spread the problem unknowingly. Bed bugs readily hide in small crevices and are notorious hitch-hikers. Bed bugs are often transferred by purchasing used furniture and through travel in luggage and in hotel beds linens.
2. Landlord provides the following information about bedbugs pursuant to California Civil Code Section 1954.603:
   a) Bed Bug Appearance: Bed bugs have six legs. Adult bed bugs have flat bodies about 1/4 of an inch in length. Their color can vary from red brown to copper colored. Young bed bugs are very small. Their bodies are about 1/16 of an inch in length. They have almost no color. When a bed bug feeds, its body swells, may lengthen, and becomes bright red, sometimes making it appear to be a different insect. Bed bugs do not fly. They can either crawl or be carried from place to place on objects, people, or animals. Bed bugs can be hard to find and identify because they are tiny and try to stay hidden.
   b) Life Cycle and Reproduction: An average bed bug lives for about 10 months. Female bed bugs lay one to five eggs per day. Bed bugs grow to full adulthood in about 21 days.
   c) Bed bugs can survive for months without feeding.
   d) Bed bug Bites: Because bed bugs usually feed at night, most people are bitten in their sleep and do not realize they were bitten. A person's reaction to insect bites is an immune response and so varies from person to person. Sometimes the red welts caused by the bites will not be noticed until many days after a person was bitten, if at all.
   e) Common signs symptoms of a possible bed bug infestation:
      • Small red to reddish brown fecal spots on mattresses, box springs, bed frames, mattresses, linens, upholstery, or walls.
      • Molted bed bug skins, white, sticky eggs, or empty eggshells.
      • Very heavily infested areas may have a characteristically sweet odor.
      • Red, itchy bite marks, especially on the legs, arms, and other body parts exposed while sleeping. However, some people do not show bed bug lesions on their bodies even though bed bugs may have fed on them.
   f) For more information, see the Internet Web sites of the United States Environmental Protection Agency and the National Pest Management Association.
3. The best strategy for effective pest control is prevention. The following are recommended steps in the prevention of infestations by insects vermin, including bed bugs: (1) Clean Premises regularly, including vacuuming mattresses; (2) Clean up clutter to help reduce the number of places insects like bed bugs can hide; (3) Carefully thoroughly inspect used furniture or clothes you acquire bring into the Premises; Ask the person from whom you acquire the items if the items were checked and treated for bed bugs; (4) Do not bring discarded furniture, mattresses or clothing into the Premises; and (5) When traveling or staying in hotels, avoid places which do not appear to be cleaned regularly.
4. If the Premises or neighboring Premises are infested with vermin or insects, including bed bugs, Landlord may hire a pest control professional to develop a treatment plan and apply pesticides. The Premises must be properly prepared for any treatment and Resident must cooperate with the implementation of the treatment plan.

Resident and Landlord represent that they have read this Addendum, understands the terms and conditions contained herein, and agree to the terms conditions contained herein.

Jorge Rodriguez 01-29-18

Jorge Rodriguez *(Resident)* *Date*

Woodland Park Apartments *(Landlord)* *Date*

Yolanda Rodriguez *(Resident)* *Date*

(Resident) *Date*

(Resident) *Date*

UTILITY ADDENDUM 2 (WITH GAS ELECTRIC CHARGES)

UTILITY/ SERVICE	UTILITY'S CUSTOMER OF RECORD	CHARGED TO RESIDENT?	CALCULATION METHOD ("FORMULA") For CHARGES TO RESIDENT	COMMON AREAS
Water	Landlord	Yes		Are not separately metered a deduction of 0% for estimated common area charges is made before calculating Resident's bill
Sewer	Landlord	Yes		Are not separately metered a deduction of 0% for estimated common area charges is made before calculating Resident's bill
Trash	Landlord	Yes		Resident will pay a pro-rata share of the utilities consumed in common areas
Gas	Landlord	Yes		Are not separately metered a deduction of 0% for estimated common area charges is made before calculating Resident's bill
Electricity	Landlord	Yes		Are not separately metered a deduction of 0% for estimated common area charges is made before calculating Resident's bill

This document is an addendum to the California Lease Agreement ("Lease") dated May 6, 2011 between Jorge Rodriguez Yolanda Rodriguez ("Resident") and Woodland Park ("Landlord") for the Unit # 207 ("Premises") located at 301 East O'Keefe Street #2, East Palo Alto, CA 94303.

1. **Resident Not the Direct Customer of Record.** The following provisions apply to utilities/services which are the Resident's responsibility, but of which Landlord is the utility/service customer of record.

   i. Sub-metered Utilities. Billings based on sub-meter readings (if any) will itemize the beginning and ending meter readings, the rate charged to Resident and all categories of information that appear within the utility's standard billing format to the Landlord billing amounts will be determined by multiplying the sub-meter readings for the Resident's Premises by the utility rate that would be charged by the utility for that level of consumption if the Resident was the utility provider's direct customer of record. Residents should be aware that because of volume discounts the rate charged to Landlord may be less than the rate that would be charged to the Resident if the Resident was the utility provider's direct customer of record. If the Premises are sub-metered, Resident agrees to allow Landlord, or a billing service provider designated by Landlord, access to Resident's Premises in order to install, repair, remove read sub-meters.

   ii. The sub meters in the Premises are located_____. Landlord's agent will require access to your Premises, upon reasonable advanced notice (at least 24 hours when possible), for the purpose of submeter installation, repair, reading, maintenance, inspections testing.

   iii. RUBS Formula Billing Used. If formula billing is used, the specific formula used is indicated above. Details about formulas are below.
      a. Square footage: For any Square Footage formula, Resident's share is calculated by comparing the approximate square footage of Resident's Premises as compared to the total square footage of all premises on the property.
      b. Occupants: Resident's share using an Occupant formula is calculated by comparing the number of occupants residing in Resident's Premises as compared to all occupants in all premises on the property as of the first day of the month. Resident represents that all occupants that who reside in the Premises are identified in the Lease. Resident agrees to immediately notify Landlord of any change in the number of occupants.
      c. Per Premises: Dividing the bill equally among all premises on the property.
      d. Flat: Standard amount charged each month.

2. **Water, Sewer, Trash, Gas, Electricity.** If either sub-metering or formula methods are used to calculate Resident's share for water, sewer, trash, gas, or electricity, all related charges assessed to Landlord may be used to calculate the amount charged to Resident. These may include (but are not limited to) related charges contained on tax bills, and all charges contained on the local water provider's bills to Landlord. Landlord Resident agree that it is impractical or extremely difficult to determine the exact amount of the utilities consumed by Resident (/or in the common areas), but that the methods used to determine Resident's share described above are reasonably accurate estimates. Trash costs to be charged to Resident may include actual trash invoices, costs on tax bills, Landlord's internal costs related to trash disposal, trash management costs, trash auditing costs, and recycling charges.

3. **Utility Billing Service.** Landlord currently uses the services of Conservice, Resident Services, P.O. Box 4718, Logan, Utah, 84323-4718 ("Utility Billing Company") to bill for utilities. Landlord reserves the right to change utility billing service providers at any time. If Landlord changes the utility billing service during Resident's tenancy, Resident will be given notice by Landlord. The Utility Billing Company is not the utility provider. Resident Questions Concerns Regarding Utility Billings may be addressed to **Conservice** 1-866-947-7 2079

4. **Utility Billing Statements.** Resident will receive monthly billing statements. All amounts due to are payable to Woodland Park at 5 Newell Court or at 2041 Euclid Ave., East Palo Alto, CA 94303. Failure of the Resident to pay the utility charges by their due date will be considered a material breach of the Lease grounds for termination. All monetary amounts due under this Utility Addendum are deemed additional rent. Utility billings will be prorated as necessary.

5. **Payment from Security Deposit.** Any obligation that remains unpaid, including utility charges that have accrued but have not been invoiced when Landlord reacquires possession of the Premises, may be deducted from the Resident's security deposit. If actual amounts have not been determined before Landlord provides Resident with an accounting of Resident's security deposit, Landlord may estimate the amount based on prior consumption or until actual numbers become available.

6. **Utility Payment.** Resident must make payment in full to Landlord or the Utility Billing Company for the utility charges prior to the due date listed on each bill.

- Landlord Resident agree that the actual cost to Landlord /or Utility Billing Company when Resident fails to pay the utility bill on time is difficult or impossible to ascertain, but the Parties agree that Landlord /or Utility Billing Company does, in the event of a late payment, incur certain costs including, without limitation, additional bookkeeping administrative charges, additional charges from the billing provider, costs in printing mailing late notices, lost opportunity costs of the payment. Accordingly, Landlord and Resident agree that if the payment is received after the enumerated due date then:
  a. If the Utility Billing company collects utility payments then Resident shall immediately pay a late payment in the amount of $35.00, which is a reasonable estimate of the costs incurred;
  b. If Landlord collects utility payments then late fees shall apply as if rent was not paid. Returned checks will be assessed a non-sufficient funds charge applicable charges in accordance to the Lease.
- Resident's billing statement will include a monthly service charge of up to $0.00. A new account set up charge of $0.00 final bill fee of $0.00 will also be applied to the resident's bill. The service charge represents the reasonable value of services provided by Landlord or the utility billing company to allocate the utility costs to the responsible parties, provides billing to Resident, and process payments. The monthly service charge is subject to change upon sixty (60) days written notice of increase. Resident agrees to pay any fees charged by a collection agency to Landlord to collect amounts due from Resident.

7. **No Waiver.** Landlord's waiver of any covenant of this Utility Addendum or the Lease will not constitute a waiver of any other breach. Landlord's acceptance of rent or any other payment with knowledge of Resident's failure to pay utility charges does not waive Landlord's right to enforce any provision of this Utility Addendum or the Lease. No waiver will exist unless made in writing and signed by both Resident and Landlord.
8. **Estimation.** Landlord may estimate Resident's consumption if Resident's sub-meter is broken or does not transmit a meter reading or if Landlord has not received bills from utility providers in time to prepare Resident's invoices.

Resident and Landlord represent that they have read this Addendum, understanding the terms conditions contained herein, and agree to the terms and conditions contained herein.

Jorge Rodriguez 01-22-18

Jorge Rodriguez *(Resident)* *Date*

Yolanda Rodriguez *(Resident)* *Date*

(Resident) *Date*

(Resident) *Date*

Woodland Park Apartments *(Landlord)* *Date*

R024

ACKNOWLEDGEMENT RE USE OF MEDICAL MARIJUANA

Resident acknowledges receipt and understanding of the attached policies concerning use of Medical Marijuana. If applicable, Resident agrees to complete the Addendum for any Resident, Occupant, invitee, or guest who requires a Medical Marijuana Accommodation. If the accommodation is not applicable, Resident is **not** required to complete the Addendum and it will remain solely as an informative section of the lease, not an Acknowledgment of any sort.

Jorge Rodriguez 01-29-18

Jorge Rodriguez *(Resident)* *Date*

Woodland Park Apartments *(Landlord)* *Date*

Yolanda Rodriguez *(Resident)* *Date*

(Resident) *Date*

(Resident) *Date*

R025

ADDENDUM RE USE OF MEDICAL MARIJUANA

This document is an addendum to the Lease Agreement dated **May 6, 2011** between **Jorge Rodriguez Yolanda Rodriguez** and **Woodland Park** for the **Unit # 2** located at **301 East O'Keefe Street, East Palo Alto, CA 94303**.

I have read the following and agree to adhere to the below rules and regulations for Medical Marijuana use at the Community:

1. I have a physical or mental impairment that limits one (or more) major life activity. As a result of my disability, I require the use of Medical Marijuana. A copy of the Medical Marijuana Card is attached and incorporated by reference into this Addendum. I agree to notify Landlord if the Medical Marijuana Card is revoked or expires and understands that this Agreement terminates immediately upon revocation or expiration of the Medical Marijuana Card.
2. The Office of Environmental Health Hazard Assessment and the California Environmental Protection Agency list marijuana smoke as a carcinogen. In 2009, the Carcinogen Identification Committee determined that marijuana smoke was shown to cause cancer, and was added to the Proposition 65 list, pursuant to Title 27, California Code of Regulations, section 25305(a)(1) (formerly Title 22, California Code of Regulations, section 12305(a)(1)).
3. I UNDERSTAND THAT ANY SECONDHAND MARIJUANA SMOKE THAT DRIFTS INTO THE WINDOWS OF OTHER UNITS, THROUGH THE VENTS, UNDER ANOTHER RESIDENT'S DOOR, ONTO A BALCONY, OR IN A COMMON AREA (INCLUDING FITNESS CENTER POOL/SPA) IS PROHIBITED. I AGREE TO CONFINE THE SMOKE TO MY PREMISES AND AGREE THAT ANY SMOKE THAT AFFECTS A NEIGHBORING RESIDENT WILL BE DEEMED A NUISANCE. I UNDERSTAND THAT I WILL BE REQUIRED TO TAKE THE MEDICATION IN AN ALTERNATE MEANS /OR SMOKE IN AN ALTERNATE LOCATION IF THE SMOKE DISTURBS ANY NEIGHBORING RESIDENT.
4. I understand that there are reasonable alternate means to take the medication, including (among others) edibles, tinctures, beverages, cannabis oils, and pills. Landlord understands that each individual's medical situation is different and will address the specific situation and alternate means to take the medication with advice from the prescribing physician.
5. The distribution /or sale of marijuana or any other narcotic or illegal substance is a violation of the Lease and basis for termination of tenancy.
6. Resident is prohibited from making any unauthorized modifications to the Premises, including indoor irrigation systems or any other alteration that may increase the moisture /or humidity levels or risk of fire in the Premises, building or Community.
7. This Addendum may be modified for any reason at any time without Resident's approval in accordance with State and Federal law.
8. Except as expressly modified hereunder, the remaining terms and conditions of the Lease as previously amended shall remain in full force and effect.
9. Resident hereby acknowledges that this addendum is incorporated into the Lease.
10. The Parties hereto represent and acknowledge that in executing this Agreement they do not rely upon and have not relied upon any representation made by the other party with regard to the subject matter of this Addendum, or its effects, other than those representations specifically set forth herein. No supplement, modification, or amendment of this Addendum shall be binding unless executed in writing by both Parties.

This Addendum may be executed in counterparts facsimile copies of same shall be admissible for all purposes shall be deemed an original.

Jorge Rodriguez 2-01-2018

Jorge Rodriguez *(Resident)* *Date*

Yolanda Rodriguez *(Resident)* *Date*

(Resident) *Date*

(Resident) *Date*

Woodland Park Apartments *(Landlord)* *Date*

BECAUSE WE CARE

At **Woodland Park**, we care about our residents' safety. We would like you to be aware of some important guidelines for your safety and protecting your personal property. Keep in mind that security is provided by local law enforcement agencies, much as it is for the other communities in the surrounding area. You should always proceed as if safety systems do not exist. The best safety measures you can take are the ones you can perform yourself as a matter of common sense. We have worked with local law enforcement agencies to develop a list of their recommendations for prudent practices regarding your personal safety. We provide this list as a convenience to you, without making any representation or warranty, and subject to the Lessee Security Notice & Acknowledgement:

PERSONAL SAFETY/INSIDE YOUR HOME

1. Lock your doors and windows, even when you're home.
2. If you have a deadbolt or night latch, use them even when you're home.
3. Never answer your door unless you know who is on the other side by looking through a peephole or window. If you don't know the person, talk to them without opening the door, and don't open the door unless you're satisfied with their identity.
4. If you are worried because you have lost a key, ask the management to rekey the locks. You have the right to do so, provided that you pay the cost of rekeying in advance.
5. Keep the telephone numbers for the police, emergency, and medical services handy.
6. Check your smoke detector periodically to ensure it is working.
7. Report to the management (in writing, dated signed) any malfunction of safety devices outside your home such as broken gate locks, burned-out stairwell parking lot lights, etc.
8. Close your curtains or blinds at night.
9. Let friends know when you're going to be gone for an extended period of time. Ask your neighbors to keep an eye on your home, because the management cannot assume that responsibility.
10. Mark or engrave valuable personal possessions for identification.
11. Be careful to whom you lend or give your keys.
12. When lighting candles, always use holders that are sturdy to avoid tipping and keep candles 12" away from flammable objects such as curtains or pillows. Never leave a candle unattended. Extinguish them prior to sleeping or leaving your home.
13. Do not leave cooking items unattended. If a grease fire should break out, place a metal lid over the flames. Do not use glass since the heat from the fire could cause the glass to break. Smother the fire with a liberal amount of baking soda if it is relatively small contained. Do NOT attempt to extinguish a grease fire with water; this will only cause the burning oil to splash and spread the flames.

PERSONAL SAFETY/OUTSIDE YOUR HOME

1. Lock your doors while you're gone. That means dead bolts too!
2. Leave a radio playing very softly when you're not at home.
3. Close and lock your windows when you're gone. Don't forget the sliding glass doors. Purchase a lamp timer at the hardware store, and set the time when you're not home in the evening or when you're on vacation.
4. Try not to walk outside alone at night.
5. Don't hide your front door key under the doormat. It's usually the first place a burglar will look.
6. If you have an entry code, don't give your code to guests or strangers.
7. Arrange for your newspaper delivery to be stopped when you're on vacation.

PERSONAL SAFETY/USING YOUR CAR

1. Lock your car doors when you're driving. Lock the doors and roll up the windows when you leave the car parked.
2. Don't leave visible items in the car, such as purses, briefcases, packages, money, etc.
3. Don't leave your keys in the car.
4. No matter where you are, always carry your key ring in your hand when you walk to the car. Don't ever stand by the car fumbling for keys.
5. Look in the back seat before you get in the car.
6. Don't stop alone at night at an automatic teller or gas station.

Jorge Rodriguez 01-22-18

Jorge Rodriguez *(Resident)* *Date*

Woodland Park Apartments *(Landlord)* *Date*

Yolanda Rodriguez *(Resident)* *Date*

(Resident) *Date*

(Resident) *Date*

RESIDENT SECURITY
NOTICE & ACKNOWLEDGMENT

NOTICE TO RESIDENT: Landlord does not promise, warrant, or guarantee the safety or security of the Resident, Occupants, or their personal property against the criminal actions of other residents or third parties. Each Resident has the responsibility to protect himself or herself and to maintain appropriate insurance to protect his or her belongings.

It is a fact that no security system, courtesy patrol or electronic security device can guarantee protection against crime. Even elaborate security systems are subject to mechanical malfunction, tampering, human error or personnel absenteeism, and can be defeated or avoided by clever criminals. Therefore, Lessees should always proceed on the assumption that no security systems exist. The best safety measures are those precautions that can be performed as a matter of common sense and habit.

If security systems, security devices, or walk-through/drive-through services are employed at this community, no representation is being made that they will be effective to prevent injury, theft or vandalism. Such personnel, if provided, cannot physically be every place at every moment. Usually, such personnel are unarmed independent contractors and have no greater authority under the law to restrain or arrest criminals than the ordinary citizen. Therefore, Landlord does not warrant that any security systems, security devices, or services employed at this community will discourage or prevent breaches of security, intrusions, thefts, or incidents of violent crime. Further, Landlord reserves the right to reduce, modify or eliminate any security system, security devices or services (other than those statutorily required) at any time; Resident agrees that such action shall not be a breach of any obligation or warranty on the part of Landlord.

Resident agrees to promptly notify Landlord in writing of any problem, defect, malfunction or failure of door locks, window latches, controlled access gates, intrusion alarms, and any other security-related device. If Resident's home is equipped with an intrusion alarm, Resident agrees to be responsible for all fines, penalties and other charges resulting from or attributable to the alarm, including false alarm charges.

ACKNOWLEDGMENT BY RESIDENT: I have read, understood and agree with the above notice. I have received no representation or warranties, either express or implied, as to any security or any security system on the property. Landlord has not in any way stated or implied to me that security of person or property was provided, promised, or guaranteed or that the Community was or will be free from crime. I further acknowledge that Landlord is not obligated under any circumstances to respond to any signal from an intrusion alarm system. The responsibility for protecting me, my property, and my family, guests invitees from acts of crime is the sole responsibility of myself and law enforcement agencies.

I agree to release and hold harmless Landlord from claims arising out of criminal acts of other residents and third parties. I agree that Landlord shall not be liable to me based upon any claim that security was not provided, subject to Landlord's compliance with state statutes regarding door locks and window latches. Resident acknowledges that the foregoing shall also be binding upon Resident's heirs, successors, and assigns.

Representatives of Landlord have no authority to make changes or modifications in the terms of this document, except when in writing and signed.

Jorge Rodriguez 01-22-18

Jorge Rodriguez *(Resident)* *Date*

Woodland Park Apartments *(Landlord)* *Date*

Yolanda Rodriguez *(Resident)* *Date*

(Resident) *Date*

(Resident) *Date*

SECURITY DEPOSIT AGREEMENT

This Agreement is made this day, **May 6, 2011**, by and between **Woodland Park** (hereinafter referred to as "Landlord"), Landlord of the Community in which the "Premises", as hereinafter defined, are located, acting pursuant to express written authority given by the owner of such apartment complex, **Jorge Rodriguez Yolanda Rodriguez** (hereinafter referred to as "Resident"), in connection with the California Lease Agreement (the "Lease") between Landlord Resident for: **301 East O'Keefe Street #2, East Palo Alto, Ca 94303** in **Woodland Park** (the "Premises").

1. **Security Deposit.** Landlord hereby acknowledges receipt from Resident of the sum of: **$250.00** (Security Deposit) which represents the security deposit payment under the Lease, which shall hereinafter be defined as "Security Deposit". Landlord will hold the Security Deposit for the faithful performance by Resident of Resident's obligations under the Lease, including payment of rent, and cleaning and repair of the Premises after surrender.

2. **Refund of Security Deposit.** Landlord shall deduct from the Security Deposit all monies expended as a result of any breach of the Lease or this Agreement, including but not limited to the following obligations:
   - A. Resident shall vacate completely the entire Premises on or before the date specified in the required written **30-day** move-out notice, expiration of the term of the Lease, or termination or cancellation of the Lease in accordance with the express provisions thereof.
   - B. Payment by Resident of all rent required under the Lease, up to and including the date of expiration or termination of the term of the Lease, or the full move-out notice period, whichever is longer.
   - C. The Premises, including all kitchen appliances (refrigerator, oven, range, dishwasher, and microwave) including all baths, closets, storage areas, patios/balconies, and all other areas have been thoroughly cleaned, so as to be in the same condition as they were in on the commencement date of the term of Lease, normal wear and tear excepted.
   - D. There are no defects or damage to the Premises, whether caused by Resident, pets, or otherwise, unless shown on a written list of damages and defects signed by Resident at the commencement of the Lease term.
   - E. Resident observes and performs all other covenants and obligations to be kept or performed by Resident under the Lease up to and including the date of expiration or termination of the Lease term.
   - F. Resident observes and follows all rules and regulations including, without limitation, those rules and regulations pertaining to pets.
   - G. **RESIDENT has given LANDLORD thirty (30) days written notice prior to the date of expiration or termination of the term of the Lease.**
   - H. Resident has provided Landlord with a written copy of the forwarding address of Resident.

3. **Deductions.** Within twenty-one (21) days after Resident has vacated the Premises, Landlord shall furnish Resident with an itemized written statement of the basis for, and the amount of, any security received and the disposition of such security to Resident.

4. **Move-Out Procedures.** When Resident moves out of the Premises, an inspection of the condition of same shall be made after all of the personal effects of Resident have been removed. Resident should accompany Landlord during said inspection to help resolve any problems that may arise. Failure of Resident to do so shall constitute a concurrence by Resident in Landlord's assessment of charges for damages or cleaning. After inspection by Landlord, appropriate charges will be assessed by Landlord for any missing items; damages or repairs to the Premises, or its contents (normal wear tear excepted) with the exception of those items listed on the Move-In/Move-Out Inspection Report attached to this Agreement; insufficient light bulbs; scratches, burns, or holes in the walls, doors, floors, draperies, carpets /or furniture; for cleaning the Premises (including all kitchen appliances). Resident shall be charged for each unreturned key (mail-box key garage remote), and charged for replacing locks if all door keys to the Premises are not returned to Landlord.

Jorge Rodriguez 2-01-29-18

Jorge Rodriguez *(Resident)* *Date*

Woodland Park Apartments *(Landlord)* *Date*

Yolanda Rodriguez *(Resident)* *Date*

(Resident) *Date*

(Resident) *Date*

R029

MOVE-IN/MOVE-OUT INSPECTION FORM

Resident Name(s)	Move-In Inspection Date	Move-In Inspection By	Move-In Date
Jorge Rodriguez Yolanda Rodriguez	May 6, 2011		May 6, 2011
Address	**Move-Out Inspection Date**	**Move-Out Inspection By**	**Move-Out Date**
301 East O'Keefe Street # 2, East Palo Alto, CA			

The condition of this Unit is clean, free of any visible pest, undamaged, in good working order adequate for customary use unless otherwise noted hereon.
Use condition codes comments to describe exceptions mark NA for items not applicable.

CONDITION CODES: • **EXC** - Excellent • **FR** - Fair • **PR** - Poor • **NCL** - Needs cleaning • **REP** - Replace • **PE** - Pest • **NR** - Needs repair • **PT** - Needs painting • **SCR** - Scratched • **CLN** - Clean • **NEW** - New

	MOVE-IN INSPECTION		PRE MOVE-OUT INSPECTION		MOVE-OUT INSPECTION	
KITCHEN	CODE	COMMENT	CODE	COMMENT	CODE	COMMENT
Walls/Ceiling						
Floor						
Hood/Filter/Vent						
Counter Top						
Sink/Disposal						
Cabinets/Drawers						
Shelves						
Windows/Screens						
Window Treatment						
Light Fixtures						
Refrigerator						
Dishwasher						
Stove/Oven						
Microwave						
Other:						
DINING ROOM	CODE	COMMENT	CODE	COMMENT	CODE	COMMENT
Walls/Ceiling						
Floor						
Window Treatment						
Closet/Doors						
Window/Screen						
Fixtures/Fan						
Other						
LIVING ROOM	CODE	COMMENT	CODE	COMMENT	CODE	COMMENT
Walls/Ceiling						
Floor						
Window Treatment						
Closet/Doors						
Window/Screen						
Fixtures/Fan						
Fireplace						
Other						
BATHROOM (ONE)	CODE	COMMENT	CODE	COMMENT	CODE	COMMENT
Walls/Ceiling						
Floor						
Cabinets/Drawers						
Door						
Mirror						
Tub/Shower						
Sink/Faucet						
Countertop						
Toilet						
Towel Rack						
Fixtures/Exhaust Fan						
Other						
BATHROOM (TWO)	CODE	COMMENT	CODE	COMMENT	CODE	COMMENT
Walls/Ceiling						
Floor						
Cabinets/Drawers						
Door						
Mirror						
Tub/Shower						
Sink/Faucet						
Countertop						
Toilet						
Towel Rack						
Fixtures/Exhaust Fan						
Other						

BEDROOM (ONE)	CODE	COMMENT	CODE	COMMENT	CODE	COMMENT
Walls/Ceiling						
Floor						
Closet/Doors						
Windows/Screen						
Window Treatment						
Fixtures/Fan						
Other						
BEDROOM (TWO)	CODE	COMMENT	CODE	COMMENT	CODE	COMMENT
Walls/Ceiling						
Floor						
Closet/Doors						
Windows/Screen						
Window Treatment						
Fixtures/Fan						
Other						
BEDROOM (THREE)	CODE	COMMENT	CODE	COMMENT	CODE	COMMENT
Walls/Ceiling						
Floor						
Closet/Doors						
Windows/Screen						
Window Treatment						
Fixtures/Fan						
Other						
ADDITIONAL ROOM	CODE	COMMENT	CODE	COMMENT	CODE	COMMENT
Walls/Ceiling						
Floor						
Closet/Doors						
Window/Screen						
Window Treatment						
Fixtures/Fan						
Other						
ENTRY/PATIO/ BALCONY	CODE	COMMENT	CODE	COMMENT	CODE	COMMENT
Walls/Ceiling						
Doors						
Window/Screen						
Window Treatment						
Fixtures/Fan						
Other						
GARAGE/CARPORT	CODE	COMMENT	CODE	COMMENT	CODE	COMMENT
Remote/Opener						
Other						
MECHANICAL	CODE	COMMENT	CODE	COMMENT	CODE	COMMENT
Air Conditioner						
Smoke Detector						
Locks						
Other						

ACCESS DEVICES	Move In Count	Move Out Count
Door		
Common Area		
Mailbox		
Fob		
Amenity		
Other		

Any security deposit shall be held by the Landlord for Resident who is party to the Lease. The claim of a Resident to the security deposit shall be prior to the claim of any creditor for the Landlord. **(Civil Code Section 1950.5(d)).**

From the time of the Pre Move-Out Inspection until the termination of the tenancy, the Resident may remedy the deficiencies identified in a manner consistent with the rights obligations of the Parties under the Lease, in order to avoid deductions from the security deposit.

The law allows the Landlord to use the security deposit for legal deductions itemized in this statement that are not corrected by the Resident prior to the termination of tenancy or that were not identified during the time of the Pre Move-Out Inspection for damages to the Premises/Community. A final itemized statement will be provided to Resident.

Move-In Inspection:

Jorge Rodriguez ((Resident) *Date*

Yolanda Rodriguez((Resident) *Date*

Woodland Park Apartments *(Agent for Owner)* *Date*

Pre Move-Out Inspection:

Jorge Rodriguez ((Resident) *Date*

Woodland Park Apartments *(Agent for Owner)*

Move-Out Inspection

Jorge Rodriguez((Resident) *Date*

PARKING RULES REGULATIONS

1. Each resident may only use the assigned parking space associated with that resident's lease and parking permit. Any vehicle parked in a parking space other than the assigned space is subject to immediate tow at the owner's expense. If you are not sure which space is yours, please ask the Management Office.
2. Every vehicle, including motorcycles, parked in an assigned **Woodland Park** parking space must have a visible, valid **Woodland Park** parking permit.
3. The **Woodland Park** Management Office at **5 Newell Court, East Palo Alto, CA 94303** issues parking permits. Generally, one parking permit will be issued for each assigned parking space. The make, model, color, and license plate number for each vehicle must be provided to obtain a parking permit.
4. The parking permit, including the permit identification number, must be fully visible at all times that the vehicle is parked at **Woodland Park**. Be sure not to cover the permit identification number.
5. If a resident's vehicle information changes or there are any other changes affecting the parking permit, the Management Office will reissue the parking permit. Upon reissue, the original parking permit will no longer be valid. All updated information must be provided to the Management Office.
6. If a parking permit must be reissued due to loss or theft, the resident will be charged a replacement fee for reissuance of the permit. Upon reissue, the original parking permit will no longer be valid. If the original parking permit is found in any vehicle parked at **Woodland Park**, that vehicle will be subject to immediate tow at the owner's expense. Reproduction or alteration of a parking permit is a direct violation of the Parking Rules. Any vehicle parked at **Woodland Park** with a reproduced or altered parking permit will be subject to immediate tow at the owner's expense.
7. No vehicle may be parked at any time in a fire lane, red zone, or any other area marked "NO PARKING." No vehicle may be parked so as to block any other parking space, sidewalk, driveway, or garage entrance. Any vehicle parked in violation of these rules is subject to immediate tow at the owner's expense.
8. Certain parking spaces are marked as guest or visitor parking spaces. Vehicles cannot be parked in guest or visitor spaces for more than 72 hours, unless the Management Office has provided prior written approval. An unapproved vehicle parked in a guest or visitor space for more than 72 hours is subject to immediate tow at the owner's expense. It is the resident's responsibility to advise guests and visitors of the Parking Rules.
9. Residents and their guests or visitors may park their vehicles in the parking spaces marked "**Woodland Park Management Office**" outside of Management Office hours; however, these vehicles must be moved during Management Office hours (signs are posted with the times). Any vehicle parked in the Management Office parking spaces during office hours are subject to immediate tow at the owner's expense.
10. Motorcycles must be parked in parking spaces. Motorcycles must affix the parking permit so that it is visible on the front area of the vehicle. Motorcycles may not be stored in units, on walkways, in courtyards, or on balconies. All parking rules and regulations apply to motorcycles.
11. All vehicles parked at **Woodland Park** must be in good operating condition and currently registered and licensed. Vehicles leaking any fluids will be subject to clean up fees. Any vehicle that is lacking any part or equipment necessary to operate safely, including without limitation, an engine, transmission, wheels, tires, doors, or windshield is subject to tow at the owner's expense. Management will attempt to provide 72 hours of notice before towing any such vehicle. Vehicle repair and maintenance in parking spaces and/or driveways is strictly prohibited.
12. Storage of personal property is not allowed in parking spaces. Management reserves the right to remove personal property left in parking spaces with no prior warning. Parking spaces and adjacent areas are to be neat and clean at all times.
13. Vehicles are not to be covered. Management will remove and discard covers.
14. Management is not responsible for theft or damage to any vehicle or personal property in the parking areas.
15. Boats, large trucks, RV's or trailers are not to be parked in the parking areas.
16. Bicycles must be parked in designated bicycle racks or inside a Resident's unit. Bicycles may not be stored or parked in common walkways or by the resident's front door.

Please remember to always lock your vehicle and never leave valuables in your car. Management is not responsible for loss or damage. Park at your own risk.

IF YOUR VEHICLE IS TOWED...

You have rights if your vehicle gets towed. Please consult the California Vehicle Code to fully understand your rights, as this is only an overview the law may change at any time.

Generally, prior to paying any towing storage-related fees, you have the right to:

- Receive an itemized invoice of actual charges.
- Receive your personal property, at no charge, during normal business hours.
- Retrieve your vehicle during the first 72 hours of storage and not pay a lien fee.
- Request a copy of the Towing Fees and Access Notice.
- Pay by cash or valid bank credit card
- Inspect your vehicle or have your insurance carrier inspect your vehicle at the storage facility, at no charge, during normal business hours.

You generally have the right to have the vehicle released to you upon (1) payment of all towing and storage-related fees, (2) presentation of a valid photo identification, (3) presentation of reliable documentation showing that you are the owner of the vehicle or that the owner has authorized you to take possession of the vehicle, and (4), if applicable, presentation of any required police or law enforcement release documents.

If you do not pay the towing and/or storage-related fees or you abandon your vehicle at the towing company, the towing company may sell your vehicle and any money received will be applied to towing and storage-related fees that have accumulated against your vehicle. You are still responsible for paying the towing company any outstanding balance due on any of these fees once the sale is complete.

If your vehicle was damaged during storage or towing, the owner of the vehicle may recover for any damage to the vehicle resulting from any intentional or negligent act of a person causing the removal of, or removing, the vehicle.

If the towing company violates the law, you may be able to bring a lawsuit in court, generally in small claims court. The towing company may be civilly liable for damages up to two times the amount charged, not to exceed $500, and possibly more for certain violations.

Jorge Rodriguez 22-01-27-18

Jorge Rodriguez *(Resident)* *Date*

_____

Woodland Park Apartments *(Landlord)* *Date*

_____

Yolanda Rodriguez *(Resident)* *Date*

_____

(Resident) *Date*

_____

(Resident) *Date*

Exhibit B

Resident Ledger

GREYSTAR®

Date: 02/12/2025

Code	t2841159	**Property**	cawoopa2	**Lease From**	05/06/2011
Name	Jorge Rodriguez	**Unit**	218-02	**Lease To**	06/05/2011
Address	301 East O'Keefe Street	**Status**	Current	**Move In**	05/06/2011
	#2	**Rent**	1203.47	**Move Out**	
City	East Palo Alto, CA 94303	**Phone (H)**		**Phone (W)**	

Date	Chg Code	Post Month	Description	Charge	Payment	Balance	Chg/Rec
04/21/2023	balfwd	07/2023	:Posted by QuickTrans (balfwd)	5.00		5.00	132772165
04/21/2023	balfwd	07/2023	:Posted by QuickTrans (balfwd)	35.00		40.00	132775440
04/21/2023	balfwd	07/2023	:Posted by QuickTrans (balfwd)	14,861.14		14,901.14	132778819
07/21/2023	secdep	07/2023	:Posted by QuickTrans (secdep)	600.00		15,501.14	132770135
07/21/2023		07/2023	chk# :QuickTrans :Posted by QuickTrans		600.00	14,901.14	32404245
08/01/2023	rent	08/2023	Base Rent (08/2023)	1,073.66		15,974.80	133978413
08/09/2023		08/2023	chk# 40194802742486 :CHECKscan Payment		1,000.00	14,974.80	32746254
08/09/2023		08/2023	chk# 40194802742495 :CHECKscan Payment		74.00	14,900.80	32746256
08/09/2023		08/2023	chk# 40194802742504 :CHECKscan Payment		35.00	14,865.80	32746258
09/01/2023	rent	09/2023	Base Rent (09/2023)	1,073.66		15,939.46	135983067
09/08/2023		09/2023	chk# 40195846081760 :CHECKscan Payment		73.00	15,866.46	33244120
09/08/2023		09/2023	chk# 40195846081751 :CHECKscan Payment		1,000.00	14,866.46	33244121
10/01/2023	rent	10/2023	Base Rent (10/2023)	1,181.03		16,047.49	137354984
10/10/2023		10/2023	chk# 40195939305191 :CHECKscan Payment		1,000.00	15,047.49	33757041
10/10/2023		10/2023	chk# 40195939305173 :CHECKscan Payment		182.00	14,865.49	33757042
10/10/2023		10/2023	chk# 40195939305182 :CHECKscan Payment		35.00	14,830.49	33757043
11/01/2023	rent	11/2023	Base Rent (11/2023)	1,181.03		16,011.52	139692809
11/06/2023		11/2023	chk# 40195495454783 :CHECKscan Payment		182.00	15,829.52	34207397
11/06/2023		11/2023	chk# 40195495454774 :CHECKscan Payment		1,000.00	14,829.52	34207398
12/01/2023	rent	12/2023	Base Rent (12/2023)	1,181.03		16,010.55	141566969
12/07/2023		12/2023	chk# 1091 74337569 :CHECKscan Payment		182.00	15,828.55	34703071
12/07/2023		12/2023	chk# 109174337558 :CHECKscan Payment		1,000.00	14,828.55	34703072
01/01/2024	rent	01/2024	Base Rent (01/2024)	1,181.03		16,009.58	143198463
01/08/2024		01/2024	chk# 40196113586420 :CHECKscan Payment		1,000.00	15,009.58	35173776
01/08/2024		01/2024	chk# 40196113586438 :CHECKscan Payment		182.00	14,827.58	35173777
02/01/2024	rent	02/2024	Base Rent (02/2024)	1,181.03		16,008.61	145226461
02/11/2024	latefee	02/2024	Late Fees	35.00		16,043.61	145657367
02/11/2024		02/2024	chk# 40196152165577 :CHECKscan Payment		35.00	16,008.61	35725668
02/11/2024		02/2024	chk# 40196152165568 :CHECKscan Payment		182.00	15,826.61	35725669
02/11/2024		02/2024	chk# 40196152165550 :CHECKscan Payment		1,000.00	14,826.61	35725670
03/01/2024	rent	03/2024	Base Rent (03/2024)	1,181.03		16,007.64	147401333
03/11/2024	latefee	03/2024	Late Fees	35.00		16,042.64	147676917
03/11/2024		03/2024	chk# 40194973538636 :CHECKscan Payment		1,000.00	15,042.64	36250055
03/11/2024		03/2024	chk# 40194973538627 :CHECKscan Payment		183.00	14,859.64	36250056
03/11/2024		03/2024	chk# 40194973538618 :CHECKscan Payment		35.00	14,824.64	36250058
04/01/2024	rent	04/2024	Base Rent (04/2024)	1,181.03		16,005.67	149214370
04/08/2024		04/2024	chk# 40196264089982 :CHECKscan Payment		1,000.00	15,005.67	36757765
04/08/2024		04/2024	chk# 40196264089991 :CHECKscan Payment		183.00	14,822.67	36757766
05/01/2024	rent	05/2024	Base Rent (05/2024)	1,181.03		16,003.70	150986425
05/06/2024		05/2024	chk# 40196342267285 :CHECKscan Payment		184.00	15,819.70	37261853
05/06/2024		05/2024	chk# 40196342267276 :CHECKscan Payment		1,000.00	14,819.70	37261854
06/01/2024	rent	06/2024	Base Rent (06/2024)	1,181.03		16,000.73	153774178
06/02/2024		06/2024	chk# 40196446002383 :CHECKscan Payment		1,000.00	15,000.73	37705499
06/02/2024		06/2024	chk# 40196446002392 :CHECKscan Payment		184.00	14,816.73	37705500

07/01/2024	rent	07/2024	Base Rent (07/2024)	1,181.03		15,997.76	155448491
07/02/2024		07/2024	chk# 40195563129752 :CHECKscan Payment		184.00	15,813.76	38316470
07/02/2024		07/2024	chk# 40195563129743 :CHECKscan Payment		1,000.00	14,813.76	38316471
08/01/2024	rent	08/2024	Base Rent (08/2024)	1,181.03		15,994.79	158363904
08/07/2024		08/2024	chk# 1092 38808910 :CHECKscan Payment		184.00	15,810.79	39042556
08/07/2024		08/2024	chk# 1092 38808900 :CHECKscan Payment		1,000.00	14,810.79	39042557
09/01/2024	rent	09/2024	Base Rent (09/2024)	1,181.03		15,991.82	160746714
09/08/2024		09/2024	chk# 40196717078837 :CHECKscan Payment		1,000.00	14,991.82	39674863
09/08/2024		09/2024	chk# 40196717078846 :CHECKscan Payment		184.00	14,807.82	39674864
09/08/2024		09/2024	chk# 40196717078855 :CHECKscan Payment		35.00	14,772.82	39674865
10/01/2024	rent	10/2024	Base Rent (10/2024)	1,181.03		15,953.85	163107254
10/07/2024		10/2024	chk# 40196758026578 :CHECKscan Payment		184.00	15,769.85	40270431
10/07/2024		10/2024	chk# 40196758026560 :CHECKscan Payment		1,000.00	14,769.85	40270432
11/01/2024	rent	11/2024	Base Rent (11/2024)	1,203.47		15,973.32	164789598
11/07/2024		11/2024	chk# 1092 92652282 :CHECKscan Payment		1,000.00	14,973.32	40877323
11/07/2024		11/2024	chk# 1092 92652293 :CHECKscan Payment		204.00	14,769.32	40877324
12/01/2024	rent	12/2024	Base Rent (12/2024)	1,203.47		15,972.79	167150592
12/08/2024		12/2024	chk# 40195606362026 :CHECKscan Payment		35.00	15,937.79	41453387
12/08/2024		12/2024	chk# 40195606362008 :CHECKscan Payment		1,000.00	14,937.79	41453389
12/08/2024		12/2024	chk# 40195606362017 :CHECKscan Payment		204.00	14,733.79	41453390
01/01/2025	rent	01/2025	Base Rent (01/2025)	1,203.47		15,937.26	169782148
01/05/2025		01/2025	chk# 40195683584024 :CHECKscan Payment		1,000.00	14,937.26	41974580
01/05/2025		01/2025	chk# 40195683584033 :CHECKscan Payment		204.00	14,733.26	41974581
02/01/2025	rent	02/2025	Base Rent (02/2025)	1,203.47		15,936.73	172579035
02/06/2025		02/2025	chk# 40196981331734 :CHECKscan Payment		204.00	15,732.73	42609726
02/06/2025		02/2025	chk# 40196981331725 :CHECKscan Payment		1,000.00	14,732.73	42609727

Exhibit C

R037

Resident Ledger

Jorge Rodriguez

301 East O'Keefe Street
2
Palo Alto, CA, 94303

Date:	8/11/2021
Resident Code:	t2814084
Property:	018230
Unit:	218-02
Status:	Current
Rent:	$2,106.04
Deposit:	$600.00
Move In Date:	05/06/11
Move Out Date:	
Due Day:	1
Tel Num(Office)	
Tel Num(Home)	

Date	Post Mo	Description	Charges	Payments	Balance
		Balance Forward			**0.00**
01/01/18	5/2018	cash		1,033.00	(1,033.00)
01/01/18	5/2018	Leased rent (01/2018)	1,033.00		0.00
02/01/18	5/2018	Leased Rent (02/2018)	1,033.00		1,033.00
02/05/18	5/2018	Chk# 107989665696		1,000.00	33.00
02/05/18	5/2018	Chk# 107989665707		33.00	0.00
02/14/18	12/2017	:QuickTrans - :Posted by QuickTrans		350.00	(350.00)
02/14/18	12/2017	:QuickTrans - :Posted by QuickTrans		250.00	(600.00)
02/14/18	12/2017	:Posted by QuickTrans (secdepre)	250.00		(350.00)
02/14/18	12/2017	:Posted by QuickTrans (secdepre)	350.00		0.00
03/01/18	3/2018	Leased Rent (03/2018)	1,032.38		1,032.38
03/05/18	3/2018	Late fees, 5% of $1032.38	51.62		1,084.00
03/05/18	8/2018	resident paid rent on time	(51.62)		1,032.38
03/27/18	4/2018	Chk# 107989668370 - Manually posted MO 107989668370, rec. 3/5/2018		1,000.00	32.38
03/27/18	4/2018	Chk# 107986668380 - Manually posted MO 107986668380, rec. 3/5/2018		33.00	(0.62)
04/01/18	4/2018	Leased Rent (04/2018)	1,032.38		1,031.76
04/05/18	4/2018	Late fees, 5% of $1032.38	51.62		1,083.38
04/05/18	8/2018	resident paid rent on time	(51.62)		1,031.76
05/01/18	5/2018	Leased Rent (05/2018)	1,032.38		2,064.14
05/05/18	5/2018	Late fees, 5% of $1032.38	51.62		2,115.76
05/09/18	5/2018	R107365661800		1,000.00	1,115.76
05/09/18	5/2018	17-734251023		500.00	615.76
05/09/18	5/2018	17-734251024		500.00	115.76
05/09/18	5/2018	17-742606160		200.00	(84.24)
05/09/18	5/2018	R107365661810		33.00	(117.24)
05/09/18	5/2018	17-734251025		33.00	(150.24)
05/22/18	5/2018		250.00		99.76
05/22/18	5/2018	Reversal for incorrect charge	(250.00)		(150.24)
06/01/18	6/2018	Leased Rent (06/2018)	1,032.38		882.14
06/04/18	6/2018	17-769945809		500.00	382.14
06/04/18	6/2018	17-769945810		500.00	(117.86)
06/04/18	6/2018	17-769945811		33.00	(150.86)
06/05/18	6/2018	Late fees, 5% of $1032.38	51.62		(99.24)

R038

Resident Ledger

Jorge Rodriguez

301 East O'Keefe Street
2
Palo Alto, CA, 94303

Date:	8/11/2021
Resident Code:	t2814084
Property:	018230
Unit:	218-02
Status:	Current
Rent:	$2,106.04
Deposit:	$600.00
Move In Date:	05/06/11
Move Out Date:	
Due Day:	1
Tel Num(Office)	
Tel Num(Home)	

Date	Post Mo	Description	Charges	Payments	Balance
07/01/18	7/2018	Leased Rent (07/2018)	1,032.38		933.14
07/05/18	7/2018	R107365665715		1,000.00	(66.86)
07/05/18	7/2018	R107365665726		33.00	(99.86)
07/05/18	7/2018	Late fees, 5% of $1032.38	51.62		(48.24)
08/01/18	8/2018	Leased Rent (08/2018)	1,032.38		984.14
08/04/18	8/2018	R107365672150		1,000.00	(15.86)
08/04/18	8/2018	R107365672161		33.00	(48.86)
08/05/18	8/2018	Late fees, 5% of $1032.38	51.62		2.76
09/01/18	9/2018	Leased Rent (09/2018)	1,032.38		1,035.14
09/05/18	9/2018	Late fees, 5% of $1032.38	51.62		1,086.76
09/13/18	9/2018	17-811199710		500.00	586.76
09/13/18	9/2018	17-811199709		500.00	86.76
09/13/18	9/2018	17-811199711		33.00	53.76
10/01/18	10/2018	Leased Rent (10/2018)	1,032.38		1,086.14
10/05/18	10/2018	Late fees, 5% of $1032.38	51.62		1,137.76
10/09/18	10/2018	Chk# 17811969097		500.00	637.76
10/09/18	10/2018	Chk# 17811969098		500.00	137.76
10/09/18	10/2018	Chk# 17811969099		100.00	37.76
11/01/18	11/2018	Leased Rent (11/2018)	1,032.38		1,070.14
11/04/18	11/2018	Chk# 10826969133		1,000.00	70.14
11/04/18	11/2018	Chk# 10826969134		33.00	37.14
11/05/18	11/2018	Late fees, 5% of $1032.38	51.62		88.76
12/01/18	12/2018	Leased Rent (12/2018)	1,032.38		1,121.14
12/05/18	12/2018	Late fees, 5% of $1032.38	51.62		1,172.76
12/06/18	12/2018	31-14601966		1,000.00	172.76
12/06/18	12/2018	31-14601967		50.00	122.76
01/01/19	1/2019	Leased Rent (01/2019)	1,032.38		1,155.14
01/05/19	1/2019	Late fees, 5% of $1032.38	51.62		1,206.76
01/06/19	1/2019	17-887101255		1,000.00	206.76
01/06/19	1/2019	17-887101256		90.00	116.76
02/01/19	2/2019	Leased Rent (02/2019)	1,032.38		1,149.14
02/03/19	2/2019	Chk# 10826970790		1,000.00	149.14
02/03/19	2/2019	Chk# 10826970791		149.14	0.00
02/05/19	2/2019	Late fees, 5% of $1032.38	51.62		51.62

R039

Resident Ledger

Jorge Rodriguez

301 East O'Keefe Street
2
Palo Alto, CA, 94303

Date:	8/11/2021
Resident Code:	t2814084
Property:	018230
Unit:	218-02
Status:	Current
Rent:	$2,106.04
Deposit:	$600.00
Move In Date:	05/06/11
Move Out Date:	
Due Day:	1
Tel Num(Office)	
Tel Num(Home)	

Date	Post Mo	Description	Charges	Payments	Balance
02/07/19	2/2019	paid on time 2/2019	(51.62)		0.00
03/01/19	3/2019	Leased Rent (03/2019)	1,032.38		1,032.38
03/04/19	3/2019	Chk# 40179021340440		1,000.00	32.38
03/04/19	3/2019	Chk# 40179021340458		33.00	(0.62)
04/01/19	4/2019	Leased Rent (04/2019)	1,032.38		1,031.76
04/04/19	4/2019	Chk# 40179021343131		1,000.00	31.76
04/04/19	4/2019	Chk# 40179021343140		33.00	(1.24)
05/01/19	5/2019	Leased Rent (05/2019)	1,032.38		1,031.14
05/06/19	5/2019	1083 86498484		1,000.00	31.14
05/06/19	5/2019	1083 86498495		33.00	(1.86)
06/01/19	6/2019	Leased Rent (06/2019)	1,032.38		1,030.52
06/10/19	6/2019	Chk# 40179857800854		1,000.00	30.52
06/10/19	6/2019	Chk# 40179857800872		35.00	(4.48)
06/10/19	6/2019	Chk# 40179857800863		33.00	(37.48)
07/01/19	7/2019	Leased Rent (07/2019)	1,032.38		994.90
07/08/19	7/2019	Chk# 108386515545		1,000.00	(5.10)
07/08/19	7/2019	Chk# 108386515556		33.00	(38.10)
08/01/19	8/2019	Leased Rent (08/2019)	1,032.38		994.28
08/09/19	8/2019	Chk# 40176698245995		1,000.00	(5.72)
08/09/19	8/2019	Chk# 40176698246013		35.00	(40.72)
08/09/19	8/2019	Chk# 40176698246004		33.00	(73.72)
09/01/19	9/2019	Leased Rent (09/2019)	1,032.38		958.66
09/06/19	9/2019	17-937454220		500.00	458.66
09/06/19	9/2019	17-937454219		500.00	(41.34)
09/06/19	9/2019	17-937454221		33.00	(74.34)
10/01/19	10/2019	Leased Rent (10/2019)	1,032.38		958.04
10/07/19	10/2019	Chk# 19025189473		1,000.00	(41.96)
10/07/19	10/2019	Chk# 19025189471		35.00	(76.96)
10/07/19	10/2019	Chk# 19025189472		33.00	(109.96)
11/01/19	11/2019	Leased Rent (11/2019)	1,032.38		922.42
11/04/19	11/2019	Chk# 40190379292760 - :CHECKscan Payment		1,000.00	(77.58)
11/04/19	11/2019	Chk# 40190379292778 - :CHECKscan Payment		33.00	(110.58)
12/01/19	12/2019	Leased Rent (12/2019)	1,032.38		921.80
12/06/19	12/2019	Chk# 40190379295658 - :CHECKscan Payment		1,000.00	(78.20)

R040

Resident Ledger

Jorge Rodriguez

301 East O'Keefe Street
2
Palo Alto, CA, 94303

Date:	8/11/2021
Resident Code:	t2814084
Property:	018230
Unit:	218-02
Status:	Current
Rent:	$2,106.04
Deposit:	$600.00
Move In Date:	05/06/11
Move Out Date:	
Due Day:	1
Tel Num(Office)	
Tel Num(Home)	

Date	Post Mo	Description	Charges	Payments	Balance
12/06/19	12/2019	Chk# 40190379295640 - :CHECKscan Payment		35.00	(113.20)
12/06/19	12/2019	Chk# 40190379295631 - :CHECKscan Payment		33.00	(146.20)
01/01/20	1/2020	Leased Rent (01/2020)	1,032.38		886.18
01/06/20	1/2020	Chk# 108537929380 - :CHECKscan Payment		1,000.00	(113.82)
01/06/20	1/2020	1085 37929401 - :CHECKscan Payment		35.00	(148.82)
01/06/20	1/2020	1085 37929390 - :CHECKscan Payment		33.00	(181.82)
02/01/20	2/2020	Leased Rent (02/2020)	1,032.38		850.56
02/05/20	2/2020	Chk# 40190576516528 - :CHECKscan Payment		1,000.00	(149.44)
02/05/20	2/2020	Chk# 40190576516537 - :CHECKscan Payment		33.00	(182.44)
03/01/20	3/2020	Leased Rent (03/2020)	1,032.38		849.94
03/05/20	3/2020	Chk# 40179477975618 - :CHECKscan Payment		500.00	349.94
03/05/20	3/2020	Chk# 40179477975600 - :CHECKscan Payment		500.00	(150.06)
03/05/20	3/2020	Chk# 40179477975627 - :CHECKscan Payment		33.00	(183.06)
04/01/20	4/2020	Leased Rent (04/2020)	1,032.38		849.32
04/11/20	4/2020	Late fees	35.00		884.32
04/15/20	4/2020	Chk# 40190859390218 - :CHECKscan Payment		200.00	684.32
04/20/20	4/2020	Reverse April Late Fee	(35.00)		649.32
05/01/20	5/2020	Leased Rent (05/2020)	1,032.38		1,681.70
06/01/20	6/2020	Leased Rent (06/2020)	1,032.38		2,714.08
07/01/20	7/2020	Leased Rent (07/2020)	1,032.38		3,746.46
08/01/20	8/2020	Leased Rent (08/2020)	1,032.38		4,778.84
08/27/20	9/2020	Chk# 40191359342207 - :CHECKscan Payment		400.00	4,378.84
09/01/20	9/2020	Leased Rent (09/2020)	1,032.38		5,411.22
10/01/20	10/2020	Leased Rent (10/2020)	1,032.38		6,443.60
11/01/20	11/2020	Leased Rent (11/2020)	1,032.38		7,475.98
11/30/20	12/2020	COVID-19 Payment Plan	(4,743.72)		2,732.26
12/01/20	12/2020	Leased Rent (12/2020)	1,032.38		3,764.64
12/01/20	12/2020	COVID-19 Payment Plan (12/2020)	790.62		4,555.26
01/01/21	1/2021	Leased Rent (01/2021)	1,032.38		5,587.64
01/01/21	1/2021	COVID-19 Payment Plan (01/2021)	790.62		6,378.26
01/10/21	1/2021	Reversal of Covidpp Credits	3,162.48		9,540.74
02/01/21	2/2021	Chk# 40192090543094 - :CHECKscan Payment		1,000.00	8,540.74
02/01/21	2/2021	Chk# 40192090543085 - :CHECKscan Payment		33.00	8,507.74
02/01/21	2/2021	Leased Rent (02/2021)	1,032.38		9,540.12

R041

Resident Ledger

Jorge Rodriguez

301 East O'Keefe Street
2
Palo Alto, CA, 94303

Date:	8/11/2021
Resident Code:	t2814084
Property:	018230
Unit:	218-02
Status:	Current
Rent:	$2,106.04
Deposit:	$600.00
Move In Date:	05/06/11
Move Out Date:	
Due Day:	1
Tel Num(Office)	
Tel Num(Home)	

Date	Post Mo	Description	Charges	Payments	Balance
03/01/21	3/2021	Leased Rent (03/2021)	1,032.38		10,572.50
03/08/21	3/2021	Chk# 108436726079 - :CHECKscan Payment		1,000.00	9,572.50
03/08/21	3/2021	1084 36726080 - :CHECKscan Payment		33.00	9,539.50
04/01/21	4/2021	Leased Rent (04/2021)	1,032.38		10,571.88
04/08/21	4/2021	Chk# 40192348848854 - :CHECKscan Payment		500.00	10,071.88
04/08/21	4/2021	Chk# 40192348848863 - :CHECKscan Payment		500.00	9,571.88
04/08/21	4/2021	Chk# 40192348848872 - :CHECKscan Payment		33.00	9,538.88
05/01/21	5/2021	Leased Rent (05/2021)	1,032.38		10,571.26
05/11/21	5/2021	Chk# 40192348854884 - :CHECKscan Payment		500.00	10,071.26
05/11/21	5/2021	Chk# 40192348854875 - :CHECKscan Payment		500.00	9,571.26
05/11/21	5/2021	Chk# 40192348854893 - :CHECKscan Payment		33.00	9,538.26
06/01/21	6/2021	Leased Rent (06/2021)	1,032.38		10,570.64
07/01/21	7/2021	Leased Rent (07/2021)	1,032.38		11,603.02
07/01/21	7/2021	Leased Rent (07/2021)	1,073.66		12,676.68
07/06/21	7/2021	Chk# 40192853356247 - :CHECKscan Payment		1,000.00	11,676.68
07/06/21	7/2021	Chk# 40192853356238 - :CHECKscan Payment		33.00	11,643.68

Current	30 Days	60 Days	Over 90	Current Owed
0.00	**1,073.04**	**1,032.38**	**9,538.26**	**11,643.68**

Resident Ledger

R042

	Date:	09/29/2023
	Resident Code:	t2439150
	Property:	ca301eas
	Unit:	218-02
Jorge Rodriguez	Status:	Current
301 East O'Keefe Street	Rent:	$1,073.66
2	Deposit:	
Palo Alto, CA, 94303	Move In Date:	05/06/2011
	Move Out Date:	
	Due Day:	1
	Tel Num(Home):	
	Tel Num(Office):	

Date	Description	Charges	Payments	Balance
07/01/21	Balance Forward			9,538.26
07/01/21	Leased Rent (07/2021)	1,031.76		10,570.02
07/01/21	Leased Rent (07/2021)	1,073.66		11,643.68
07/01/21	Reverse Incorrect Rent Charge (07/2021)	(1,032.38)		10,611.30
08/01/21	Base Rent (08/2021)	1,073.66		11,684.96
08/01/21	Base Rent (08/2021)	1,032.38		12,717.34
08/01/21	Reverse Incorrect Rent Charge (08/2021)	(1,032.38)		11,684.96
08/04/21	1089 41238351 - :CHECKscan Payment		50.00	11,634.96
08/04/21	1089 41238330 - :CHECKscan Payment		1,000.00	10,634.96
08/04/21	1089 41238340 - :CHECKscan Payment		33.00	10,601.96
09/01/21	Chk# 40192989699056 - :CHECKscan Payment		73.00	10,528.96
09/01/21	Chk# 40192989699065 - :CHECKscan Payment		1,000.00	9,528.96
09/01/21	Base Rent (09/2021)	1,073.66		10,602.62
09/01/21	Base Rent (09/2021)	1,032.38		11,635.00
09/01/21	Reverse Incorrect Rent Charge (09/2021)	(1,032.38)		10,602.62
10/01/21	Base Rent (10/2021)	1,073.66		11,676.28
11/01/21	Base Rent (11/2021)	1,073.66		12,749.94
12/01/21	Base Rent (12/2021)	1,073.66		13,823.60
01/01/22	Base Rent (01/2022)	1,073.66		14,897.26
01/04/22	replacement mailbox key	5.00		14,902.26
01/05/22	Chk# 40193393895158 - :CHECKscan Payment		1,000.00	13,902.26
01/05/22	Chk# 40193393895140 - :CHECKscan Payment		73.00	13,829.26
01/10/22	Late Fee Charge (01/2022)	35.00		13,864.26

02/01/22	R043	Base Rent (02/2022)	1,073.66		14,937.92
03/01/22		Base Rent (03/2022)	1,073.66		16,011.58
03/16/22		1089 93774681 - :CHECKscan Payment		35.00	15,976.58
03/16/22		1089 93774670 - :CHECKscan Payment		73.00	15,903.58
03/16/22		1089 93774660 - :CHECKscan Payment		1,000.00	14,903.58
04/01/22		Base Rent (04/2022)	1,073.66		15,977.24
04/11/22		Chk# 40193629871837 - :CHECKscan Payment		35.00	15,942.24
04/11/22		Chk# 40193629871828 - :CHECKscan Payment		1,000.00	14,942.24
04/11/22		Chk# 40193629871810 - :CHECKscan Payment		73.00	14,869.24
05/01/22		Base Rent (05/2022)	1,073.66		15,942.90
05/09/22		Chk# 40193745689975 - :CHECKscan Payment		35.00	15,907.90
05/09/22		Chk# 40193745689957 - :CHECKscan Payment		1,000.00	14,907.90
05/09/22		Chk# 40193745689966 - :CHECKscan Payment		74.00	14,833.90
06/01/22		Base Rent (06/2022)	1,073.66		15,907.56
06/08/22		1089 93788740 - :CHECKscan Payment		35.00	15,872.56
06/08/22		1089 93788739 - :CHECKscan Payment		34.00	15,838.56
06/08/22		1089 93788728 - :CHECKscan Payment		1,000.00	14,838.56
07/01/22		Base Rent (07/2022)	1,073.66		15,912.22
07/06/22		1089 93792479 - :CHECKscan Payment		35.00	15,877.22
07/06/22		1089 93792468 - :CHECKscan Payment		1,000.00	14,877.22
08/01/22		Base Rent (08/2022)	1,073.66		15,950.88
08/07/22		Chk# 40194137044607 - :CHECKscan Payment		1,000.00	14,950.88
08/07/22		Chk# 40194137044616 - :CHECKscan Payment		34.00	14,916.88
08/07/22		Chk# 40194137044625 - :CHECKscan Payment		35.00	14,881.88
09/01/22		Base Rent (09/2022)	1,073.66		15,955.54
09/11/22		1089 93799684 - :CHECKscan Payment		1,000.00	14,955.54
09/11/22		1089 93799695 - :CHECKscan Payment		33.00	14,922.54
09/11/22		1089 93799706 - :CHECKscan Payment		35.00	14,887.54
10/01/22		Base Rent (10/2022)	1,073.66		15,961.20
10/07/22		Chk# 40194314019491 - :CHECKscan Payment		35.00	15,926.20
10/07/22		Chk# 40194314019473 - :CHECKscan Payment		1,000.00	14,926.20
10/07/22		Chk# 40194314019482 - :CHECKscan Payment		35.00	14,891.20
11/01/22		Base Rent (11/2022)	1,073.66		15,964.86
11/06/22		Chk# 1090 - :CHECKscan Payment		35.00	15,929.86
11/06/22		Chk# 1090 - :CHECKscan Payment		33.00	15,896.86
11/06/22		Chk# 1090 - :CHECKscan Payment		1,000.00	14,896.86
12/01/22		Base Rent (12/2022)	1,073.66		15,970.52
12/07/22		Chk# 1090 - :CHECKscan Payment		35.00	15,935.52

12/07/22	R044	Chk# 1090 - :CHECKscan Payment			33.00	15,902.52
12/07/22		Chk# 1090 - :CHECKscan Payment			1,000.00	14,902.52
01/01/23		Base Rent (01/2023)		1,073.66		15,976.18
01/12/23		Chk# 40193245430510 - :CHECKscan Payment			33.00	15,943.18
01/12/23		Chk# 40193245430528 - :CHECKscan Payment			1,000.00	14,943.18
01/12/23		Chk# 40193245430501 - :CHECKscan Payment			35.00	14,908.18
02/01/23		Base Rent (02/2023)		1,073.66		15,981.84
02/08/23		Chk# 1043 - :CHECKscan Payment			1,000.00	14,981.84
02/08/23		Chk# 1043 - :CHECKscan Payment			33.00	14,948.84
03/01/23		Base Rent (03/2023)		1,073.66		16,022.50
03/08/23		Chk# 40193272622507 - :CHECKscan Payment			1,000.00	15,022.50
03/08/23		Chk# 40193272622516 - :CHECKscan Payment			33.00	14,989.50
03/08/23		Chk# 40193272622525 - :CHECKscan Payment			35.00	14,954.50
04/01/23		Base Rent (04/2023)		1,073.66		16,028.16
04/07/23		Chk# 40195240997576 - :CHECKscan Payment			1,000.00	15,028.16
04/07/23		Chk# 40195240997558 - :CHECKscan Payment			33.00	14,995.16
04/07/23		Chk# 40195240997567 - :CHECKscan Payment			35.00	14,960.16
05/01/23		Base Rent (05/2023)		1,073.66		16,033.82
05/05/23		Chk# 40195367165237 - :CHECKscan Payment			1,000.00	15,033.82
05/05/23		Chk# 40195367165228 - :CHECKscan Payment			33.00	15,000.82
05/05/23		1090 85961182 - :CHECKscan Payment			98.00	14,902.82
06/01/23		Base Rent (06/2023)		1,073.66		15,976.48
06/05/23		Chk# 40195367167802 - :CHECKscan Payment			75.00	15,901.48
06/05/23		Chk# 40195367167793 - :CHECKscan Payment			1,000.00	14,901.48
07/01/23		Base Rent (07/2023)		1,073.66		15,975.14
07/07/23		1090 98135773 - :CHECKscan Payment			1,000.00	14,975.14
07/07/23		1090 98135784 - :CHECKscan Payment			74.00	14,901.14

0-30 Days	31-60 Days	61-90 Days	Over 90 Days	Current Owed
0.00	0.00	-0.34	24,439.74	24,439.40

Exhibit D

Work Order Cost Analysis Details

Property : Woodland Park (cawoopa2)

Unit : 218-02

WO#	Property	Unit	Priority	Status	Category	Brief Desc.	Call Date	Scheduled Date	Completed Date	Amount
8463755	cawoopa2	218-02	Emergency	Work Completed	Plumbing	PTE 650-248-7109	07/02/2024	07/02/2024	07/08/2024	0
8463760	cawoopa2	218-02	Routine	Work Completed	Plumbing	PTE 650-248-7109	07/02/2024	07/02/2024	07/09/2024	0
8759925	cawoopa2	218-02	High	Work Completed	Window and Blinds	service-the windows in the apt	09/07/2024	09/07/2024	09/24/2024	0
8759932	cawoopa2	218-02	High	Work Completed	Window and Blinds	service-the sliding door needs insp	09/07/2024	09/07/2024	09/18/2024	0
8759939	cawoopa2	218-02	High	Work Completed	Appliance Repair	service-inspect the stove	09/07/2024	09/07/2024	09/27/2024	0
8759973	cawoopa2	218-02	High	Work Completed	Community Amenities	service-the balcony fence	09/07/2024	09/07/2024	09/24/2024	0
8760013	cawoopa2	218-02	High	Work Completed	HVAC Repair	service-the bathroom fan is not wok	09/07/2024	09/07/2024	10/22/2024	0
8760019	cawoopa2	218-02	Medium	Work Completed	Locks / Keys	service-the screen door	09/07/2024	09/07/2024	09/24/2024	0
Total: 8										**0**

Work Order Cost Analysis Details

Property : Woodland Park (cawoopa2)

Unit : 218-02

WO#	Property	Unit	Priority	Status	Category	Brief Desc.	Call Date	Scheduled Date	Completed Date	Amount
8759899	cawoopa2	218-02	High	Work Completed	Plumbing	service-the shower doors	09/07/2024	09/07/2024	11/22/2024	0
8759916	cawoopa2	218-02	High	Work Completed	Flooring	service-the living room floor	09/07/2024	09/07/2024	11/22/2024	0
8759925	cawoopa2	218-02	High	Work Completed	Window and Blinds	service-the windows in the apt	09/07/2024	09/07/2024	09/24/2024	0
8759932	cawoopa2	218-02	High	Work Completed	Window and Blinds	service-the sliding door needs insp	09/07/2024	09/07/2024	09/18/2024	0
8759939	cawoopa2	218-02	High	Work Completed	Appliance Repair	service-inspect the stove	09/07/2024	09/07/2024	09/27/2024	0
8759950	cawoopa2	218-02	High	Work Completed	Cabinets and Drawers	service-inspect the kitchen cabines	09/07/2024	09/07/2024	11/04/2024	0
8759973	cawoopa2	218-02	High	Work Completed	Community Amenities	service-the balcony fence	09/07/2024	09/07/2024	09/24/2024	0
8759989	cawoopa2	218-02	High	Work Completed	Flooring	service-the carpet in the bedrooms	09/07/2024	09/07/2024	11/04/2024	0
8760005	cawoopa2	218-02	Medium	Work Completed	Window and Blinds	service-inspect the blinds in whote	09/07/2024	09/07/2024	10/23/2024	0
8760013	cawoopa2	218-02	High	Work Completed	HVAC Repair	service-the bathroom fan is not wok	09/07/2024	09/07/2024	10/22/2024	0
8760019	cawoopa2	218-02	Medium	Work Completed	Locks / Keys	service-the screen door	09/07/2024	09/07/2024	09/24/2024	0
8972578	cawoopa2	218-02		Work Completed		Kitchen Stove	10/29/2024		11/04/2024	0
8972600	cawoopa2	218-02		Work Completed		Kitchen Cabinets	10/29/2024		11/04/2024	0
8973337	cawoopa2	218-02		Work Completed		Living Room	10/29/2024		12/16/2024	0
Total: 14										**0**

Exhibit E

Woodland Park
5 Newell Ct
East Palo Alto,CA 94303
Office (650) 566-2000x

Work Order No. 8759784
Date Call: 9/7/2024 10:14:00 AM

Date Scheduled: 9/7/2024 11:57:00 AM

Status Scheduled

Brief Desc: service-the tub has a hole needs

Job Site: cawoopa2/218-02
301 East O'Keefe Street
#2
East Palo Alto,CA 94303

Caller Name: Jorge Rodriguez

Caller Phone:
Occupant: Rodriguez (t2841159)

Priority: High
Ok to enter? NO
Category: Plumbing

Mobile (650) 248-7109x

Technician Notes
Time: _____ **Date:** _____
Material: _____

Problem Description: NO PTE 650-248-7109
resident reported the tub has a hole and is damage neesd to be inspect and repair
DD

Parts & Labor

Quantity/ Hours	Item Type/ Employee Name	Description	Unit Price	Total

Total

Authorized by: _____
Signed by _____
Dated _____
Invoice No. _____

Technician Notes: 9/10/2024--Contacted 3 vendor to provide estimate on replacing tub and enclosure. Pending estimates

Woodland Park
5 Newell Ct
East Palo Alto,CA 94303
Office (650) 566-2000x

Work Order No. 8759899
Date Call: 9/7/2024 10:41:00 AM

Date Scheduled: 9/7/2024 11:58:00 AM

Status Scheduled

Brief Desc: service-the shower doors

Job Site: cawoopa2/218-02
301 East O'Keefe Street
#2
East Palo Alto,CA 94303

Caller Name: Jorge Rodriguez

Caller Phone:
Occupant: Rodriguez (t2841159)

Priority: High
Ok to enter? NO
Category: Plumbing

Mobile (650) 248-7109x

Technician Notes
Time: _____ **Date:** _____
Material: _____

Problem Description: NO PTE 650-248-7109
the shower doors are old and damage also have humidity neesd to bbe inspect an drepair
DD

Parts & Labor

Quantity/ Hours	Item Type/ Employee Name	Description	Unit Price	Total

Total

Authorized by: _____
Signed by _____
Dated _____
Invoice No. _____

Technician Notes: 9/10/2024--Contacted 3 vendor to provide estimate on replacing tub and enclosure. Pending estimates

Woodland Park
5 Newell Ct
East Palo Alto,CA 94303
Office (650) 566-2000x

Work Order No. 8759916
Date Call: 9/7/2024 10:44:00 AM

Date Scheduled: 9/7/2024 11:59:00 AM

Status Scheduled

Brief Desc: service-the living room floor

Job Site: cawoopa2/218-02
301 East O'Keefe Street
#2
East Palo Alto,CA 94303

Caller Name: Jorge Rodriguez

Caller Phone:
Occupant: Rodriguez (t2841159)

Priority: High
Ok to enter? NO
Category: Flooring

Mobile (650) 248-7109x

Technician Notes
Time: _____ **Date:** _____
Material: _____

Problem Description: NO PTE 650-248-7109
the floor is the living room is damage neesd to be inspect na drepair
DD

Parts & Labor

Quantity/ Hours	Item Type/ Employee Name	Description	Unit Price	Total

Total

Authorized by: _____
Signed by _____
Dated _____
Invoice No. _____

Technician Notes: contact vendor to provide estimate for vinyl in kitchen, livingroom and bedroom.

Woodland Park
5 Newell Ct
East Palo Alto,CA 94303
Office (650) 566-2000x

Work Order No. 8759950
Date Call: 9/7/2024 10:49:00 AM
Date Scheduled: 9/7/2024 12:02:00 PM

Status Scheduled

Brief Desc: service-inspect the kitchen cabines

Job Site: cawoopa2/218-02
301 East O'Keefe Street
#2
East Palo Alto,CA 94303

Caller Name: Jorge Rodriguez
Caller Phone:
Occupant: Rodriguez (t2841159)

Priority: High
Ok to enter? NO
Category: Cabinets and Drawers
Mobile (650) 248-7109x
SubCategory: Kitchen

Technician Notes
Time: _____ **Date:** _____
Material: _____

Problem Description: NO PTE 650-248-7109
the kitcehn cabinets are old and damage resident said dust comes out all the time because they are old

Parts & Labor

Quantity/ Hours	Item Type/ Employee Name	Description	Unit Price	Total

Total

Authorized by: _____
Signed by _____
Dated _____
Invoice No. _____

Technician Notes: 9/10/2024 Cabinets need to be refubished, resident will get back to us on dates due to the amount of things they have, they need to coordinate with wife and kids.

Woodland Park
5 Newell Ct
East Palo Alto,CA 94303
Office (650) 566-2000x

Work Order No. 8759989
Date Call: 9/7/2024 10:54:00 AM

Date Scheduled: 9/7/2024 12:03:00 PM

Status Scheduled

Brief Desc: service-the carpet in the bedrooms

Job Site: cawoopa2/218-02
301 East O'Keefe Street
#2
East Palo Alto,CA 94303

Caller Name: Jorge Rodriguez

Caller Phone:
Occupant: Rodriguez (t2841159)

Priority: High
Ok to enter? NO
Category: Flooring

Mobile (650) 248-7109x

Technician Notes
Time: _____ **Date:** _____
Material: _____

Problem Description: NO PTE 650-248-7109
the carpet i the bedroom sare damage and old also is causing allergies to the residents
DD

Parts & Labor

Quantity/ Hours	Item Type/ Employee Name	Description	Unit Price	Total

Total

Authorized by: _____
Signed by _____
Dated _____
Invoice No. _____

Woodland Park
5 Newell Ct
East Palo Alto,CA 94303
Office (650) 566-2000x

Work Order No. 8760005
Date Call: 9/7/2024 10:57:00 AM

Date Scheduled: 9/7/2024 12:03:00 PM

Status Scheduled

Brief Desc: service-inspect the blinds in whote

Job Site: cawoopa2/218-02
301 East O'Keefe Street
#2
East Palo Alto,CA 94303

Caller Name: Jorge Rodriguez

Caller Phone:
Occupant: Rodriguez (t2841159)

Priority: Medium
Ok to enter? NO
Category: Window and Blinds

Mobile (650) 248-7109x

Technician Notes
Time: _____ **Date:** _____
Material: _____

Problem Description: NO PTE 650-248-7109
The blinds are damaged and fall frequently.needs to be inspect ad repair
DD

Parts & Labor

Quantity/ Hours	Item Type/ Employee Name	Description	Unit Price	Total
0.0000	Blanco		0.00	0.00
			Total	0.00

Authorized by: _____
Signed by _____
Dated _____
Invoice No. _____

Technician Notes: Resident advised us to leave the blinds alone because they have lots of stuff and they dont want to move them at this time.

Woodland Park
5 Newell Ct
East Palo Alto,CA 94303
Office (650) 566-2000x

Work Order No. 8760013
Date Call: 9/7/2024 11:00:00 AM

Date Scheduled: 9/7/2024 12:04:25 PM

Status Scheduled

Brief Desc: service-the bathroom fan is not wok

Job Site: cawoopa2/218-02
301 East O'Keefe Street
#2
East Palo Alto,CA 94303

Caller Name: Jorge Rodriguez

Caller Phone:
Occupant: Rodriguez (t2841159)

Priority: High
Ok to enter? NO
Category: HVAC Repair

Mobile (650) 248-7109x

SubCategory: Bathroom Exhaust Fan

Technician Notes
Time: _____ **Date:** _____
Material: _____

Problem Description: NO PTE 650-248-7109
resident said the bathroom needs ventilation please inspect in the bathroom fan is working
DD

Parts & Labor

Quantity/ Hours	Item Type/ Employee Name	Description	Unit Price	Total

Total

Authorized by: _____
Signed by _____
Dated _____
Invoice No. _____

Woodland Park
5 Newell Ct
East Palo Alto,CA 94303
Office (650) 566-2000x

Work Order No. 8463755
Date Call: 7/2/2024 11:16:00 AM

Date Scheduled: 7/2/2024 12:58:00 PM

Status Work Completed

Date Completed: 7/8/2024 8:34:53 AM
Brief Desc: PTE 650-248-7109

Job Site: cawoopa2/218-02
301 East O'Keefe Street
#2
East Palo Alto,CA 94303

Caller Name:

Caller Phone: (650) 248-7109x
Occupant: Rodriguez (t2841159)

Priority: Emergency
Ok to enter? YES
Category: Plumbing

Mobile (650) 248-7109x

SubCategory: Shower

Problem Description: PTE 650-248-7109
Shower head is broken & water does not dispurse

Parts & Labor

Quantity/ Hours	Item Type/ Employee Name	Description	Unit Price	Total

Total

Authorized by: _____
Signed by _____
Dated _____
Invoice No. _____

Technician Notes: replaced shower head.

Woodland Park
5 Newell Ct
East Palo Alto,CA 94303
Office (650) 566-2000x

Work Order No. 8463760
Date Call: 7/2/2024 11:18:00 AM

Date Scheduled: 7/2/2024 1:00:00 PM

Status Work Completed

Date Completed: 7/9/2024 7:55:56 AM
Brief Desc: PTE 650-248-7109

Job Site: cawoopa2/218-02
301 East O'Keefe Street
#2
East Palo Alto,CA 94303

Caller Name:

Caller Phone: (650) 248-7109x
Occupant: Rodriguez (t2841159)

Priority: Routine
Ok to enter? YES
Category: Plumbing

Mobile (650) 248-7109x

SubCategory: Tub

Problem Description: PTE 650-248-7109
bath neeeds caulking

Parts & Labor

Quantity/ Hours	Item Type/ Employee Name	Description	Unit Price	Total

Total

Authorized by: _____
Signed by _____
Dated _____
Invoice No. _____

Technician Notes: sealed tub surround

Woodland Park
5 Newell Ct
East Palo Alto,CA 94303
Office (650) 566-2000x

Work Order No. 8759932
Date Call: 9/7/2024 10:47:00 AM
Date Scheduled: 9/7/2024 12:00:00 PM

Status Work Completed

Date Completed: 9/18/2024 4:28:41 PM
Brief Desc: service-the sliding door needs insp

Job Site: cawoopa2/218-02
301 East O'Keefe Street
#2
East Palo Alto,CA 94303

Caller Name: Jorge Rodriguez
Caller Phone:
Occupant: Rodriguez (t2841159)

Priority: High
Ok to enter? NO
Category: Window and Blinds

Mobile (650) 248-7109x

Problem Description: NO PTE 650-248-7109
the sliding door is old and have descoloration needs to be inspect and repair
DD

Parts & Labor

Quantity/ Hours	Item Type/ Employee Name	Description	Unit Price	Total

Total

Authorized by: _____
Signed by _____
Dated _____
Invoice No. _____

Technician Notes: Sliding door is working fine, it opens and closes just fine.

Woodland Park
5 Newell Ct
East Palo Alto,CA 94303
Office (650) 566-2000x

Work Order No. 8759973
Date Call: 9/7/2024 10:52:00 AM

Date Scheduled: 9/7/2024 12:02:00 PM

Status Work Completed

Date Completed: 9/24/2024 3:00:41 PM
Brief Desc: service-the balcony fence

Job Site: cawoopa2/218-02
301 East O'Keefe Street
#2
East Palo Alto,CA 94303

Caller Name: Jorge Rodriguez
Caller Phone:
Occupant: Rodriguez (t2841159)

Priority: High
Ok to enter? NO
Category: Community Amenities

Mobile (650) 248-7109x

Problem Description: NO PTE 650-248-7109
the fance for the balcony is damage and old neds to be inspect and repair
Dd

Parts & Labor

Quantity/ Hours	Item Type/ Employee Name	Description	Unit Price	Total
0.0000	Blanco		0.00	0.00
			Total	0.00

Authorized by: _____
Signed by _____
Dated _____
Invoice No. _____

Technician Notes: repaired fence boards, 2x4 and 4x4, due to dryrot the fence was falling over.

Woodland Park
5 Newell Ct
East Palo Alto,CA 94303
Office (650) 566-2000x

Work Order No. 8759925
Date Call: 9/7/2024 10:45:00 AM
Date Scheduled: 9/7/2024 11:59:00 AM

Status Work Completed

Date Completed: 9/24/2024 3:04:38 PM
Brief Desc: service-the windows in the apt

Job Site: cawoopa2/218-02
301 East O'Keefe Street
#2
East Palo Alto,CA 94303

Caller Name: Jorge Rodriguez
Caller Phone:
Occupant: Rodriguez (t2841159)

Priority: High
Ok to enter? NO
Category: Window and Blinds

Mobile (650) 248-7109x

Problem Description: NO PTE 650-248-7109
all the windows in the apartment have descloroation and are old needs to be inspect an drepai r
DD

Parts & Labor

Quantity/ Hours	Item Type/ Employee Name	Description	Unit Price	Total
0.0000	Macias Vasquez		0.00	0.00
			Total	0.00

Authorized by: _____
Signed by _____
Dated _____
Invoice No. _____

Technician Notes: PER resident, they did not call for the windows. windows work fine open and close correctly. PEDRO INSPECTED unit. and windows.

Woodland Park
5 Newell Ct
East Palo Alto,CA 94303
Office (650) 566-2000x

Work Order No. 8760019
Date Call: 9/7/2024 11:01:00 AM
Date Scheduled: 9/7/2024 12:05:00 PM

Status Work Completed

Date Completed: 9/24/2024 3:34:16 PM
Brief Desc: service-the screen door

Job Site: cawoopa2/218-02
301 East O'Keefe Street
#2
East Palo Alto,CA 94303

Caller Name: Jorge Rodriguez
Caller Phone:
Occupant: Rodriguez (t2841159)

Priority: Medium
Ok to enter? NO
Category: Locks / Keys

Mobile (650) 248-7109x
SubCategory: Interior Door Issue

Problem Description: NO PTE 650-248-7109
front door the screen is damage neesd to be inspect and repair
DD

Parts & Labor

Quantity/ Hours	Item Type/ Employee Name	Description	Unit Price	Total
0.0000	Blanco		0.00	0.00
			Total	0.00

Authorized by: _____
Signed by _____
Dated _____
Invoice No. _____

Technician Notes: Screen door and Front door are working fine they open and close correctly.

Woodland Park
5 Newell Ct
East Palo Alto,CA 94303
Office (650) 566-2000x

Work Order No. 8759939
Date Call: 9/7/2024 10:48:00 AM
Date Scheduled: 9/7/2024 12:01:00 PM

Status Work Completed

Date Completed: 9/27/2024 4:41:10 PM
Brief Desc: service-inspect the stove

Job Site: cawoopa2/218-02
301 East O'Keefe Street
#2
East Palo Alto,CA 94303

Caller Name: Jorge Rodriguez
Caller Phone:
Occupant: Rodriguez (t2841159)

Priority: High
Ok to enter? YES
Category: Appliance Repair
Mobile (650) 248-7109x
SubCategory: Stove

Problem Description: NO PTE 650-248-7109
the stove is having problems constantly neesd to be inspect and repair
DD

Parts & Labor

Quantity/ Hours	Item Type/ Employee Name	Description	Unit Price	Total
0.0000	Blanco		0.00	0.00
			Total	0.00

Authorized by: _____
Signed by _____
Dated _____
Invoice No. _____

Technician Notes: REPLACED 30 INCH ELECTRIC STOVE.

Woodland Park
5 Newell Ct
East Palo Alto,CA 94303
Office (650) 566-2000x

Work Order No. 8759784
Date Call: 9/7/2024 10:14:00 AM

Date Scheduled: 9/7/2024 11:57:00 AM

Status Canceled

Date Canceled: 1/22/2025 2:00:00 PM

Brief Desc: service-the tub has a hole needs

Job Site: cawoopa2/218-02
301 East O'Keefe Street
#2
East Palo Alto,CA 94303

Caller Name: Jorge Rodriguez

Caller Phone:
Occupant: Rodriguez (t2841159)

Priority: High
Ok to enter? NO
Category: Plumbing

Mobile (650) 248-7109x

Problem Description: NO PTE 650-248-7109
resident reported the tub has a hole and is damage neesd to be inspect and repair
DD

Parts & Labor

Quantity/ Hours	Item Type/ Employee Name	Description	Unit Price	Total

Total

Authorized by: _____
Signed by _____
Dated _____
Invoice No. _____

Technician Notes: 9/10/2024--Contacted 3 vendor to provide estimate on replacing tub and enclosure. Pending estimates.

DUPLICATE REQUEST PLEASE REFER TO OPEN REQUEST. 8973334

Woodland Park
5 Newell Ct
East Palo Alto,CA 94303
Office (650) 566-2000x

Work Order No. 8759899
Date Call: 9/7/2024 10:41:00 AM

Date Scheduled: 9/7/2024 11:58:00 AM

Status Work Completed

Date Completed: 11/22/2024 5:22:22 PM
Brief Desc: service-the shower doors

Job Site: cawoopa2/218-02
301 East O'Keefe Street
#2
East Palo Alto,CA 94303

Caller Name: Jorge Rodriguez
Caller Phone:
Occupant: Rodriguez (t2841159)

Priority: High
Ok to enter? NO
Category: Plumbing

Mobile (650) 248-7109x

Problem Description: NO PTE 650-248-7109
the shower doors are old and damage also have humidity neesd to bbe inspect an drepair
DD

Parts & Labor

Quantity/ Hours	Item Type/ Employee Name	Description	Unit Price	Total
0.0000	Blanco		0.00	0.00
			Total	0.00

Authorized by: _____
Signed by _____
Dated _____
Invoice No. _____

Technician Notes: repaired shower door wheels and adjusted frame.

Woodland Park
5 Newell Ct
East Palo Alto,CA 94303
Office (650) 566-2000x

Work Order No. 8759916
Date Call: 9/7/2024 10:44:00 AM
Date Scheduled: 9/7/2024 11:59:00 AM

Status Work Completed

Date Completed: 11/22/2024 5:23:17 PM
Brief Desc: service-the living room floor

Job Site: cawoopa2/218-02
301 East O'Keefe Street
#2
East Palo Alto,CA 94303

Caller Name: Jorge Rodriguez
Caller Phone:
Occupant: Rodriguez (t2841159)

Priority: High
Ok to enter? NO
Category: Flooring

Mobile (650) 248-7109x

Problem Description: NO PTE 650-248-7109
the floor is the living room is damage neesd to be inspect na drepair
DD

Parts & Labor

Quantity/ Hours	Item Type/ Employee Name	Description	Unit Price	Total
0.0000	Blanco		0.00	0.00
			Total	0.00

Authorized by: _____
Signed by _____
Dated _____
Invoice No. _____

Technician Notes: contact vendor to provide estimate for vinyl in kitchen, livingroom and bedroom.
ready to schedule with residents
have tried to get in contact twice already
will try to get in contact again this week

Resident advised they only want entry vinyl but no other place. said they have to much items and they dont want to move it.

Woodland Park
5 Newell Ct
East Palo Alto,CA 94303
Office (650) 566-2000x

Work Order No. 8759925
Date Call: 9/7/2024 10:45:00 AM

Date Scheduled: 9/7/2024 11:59:00 AM

Status Work Completed

Date Completed: 9/24/2024 3:04:38 PM
Brief Desc: service-the windows in the apt

Job Site: cawoopa2/218-02
301 East O'Keefe Street
#2
East Palo Alto,CA 94303

Caller Name: Jorge Rodriguez
Caller Phone:
Occupant: Rodriguez (t2841159)

Priority: High
Ok to enter? NO
Category: Window and Blinds

Mobile (650) 248-7109x

Problem Description: NO PTE 650-248-7109
all the windows in the apartment have descloroation and are old needs to be inspect an drepai r
DD

Parts & Labor

Quantity/ Hours	Item Type/ Employee Name	Description	Unit Price	Total
0.0000	Macias Vasquez		0.00	0.00
			Total	0.00

Authorized by: _____
Signed by _____
Dated _____
Invoice No. _____

Technician Notes: PER resident, they did not call for the windows. windows work fine open and close correctly. PEDRO INSPECTED unit. and windows.

Woodland Park
5 Newell Ct
East Palo Alto,CA 94303
Office (650) 566-2000x

Work Order No. 8759932
Date Call: 9/7/2024 10:47:00 AM

Date Scheduled: 9/7/2024 12:00:00 PM

Status Work Completed

Date Completed: 9/18/2024 4:28:41 PM
Brief Desc: service-the sliding door needs insp

Job Site: cawoopa2/218-02
301 East O'Keefe Street
#2
East Palo Alto,CA 94303

Caller Name: Jorge Rodriguez
Caller Phone:
Occupant: Rodriguez (t2841159)

Priority: High
Ok to enter? NO
Category: Window and Blinds

Mobile (650) 248-7109x

Problem Description: NO PTE 650-248-7109
the sliding door is old and have descoloration needs to be inspect and repair
DD

Parts & Labor

Quantity/ Hours	Item Type/ Employee Name	Description	Unit Price	Total

Total

Authorized by: _____
Signed by _____
Dated _____
Invoice No. _____

Technician Notes: Sliding door is working fine, it opens and closes just fine.

Woodland Park
5 Newell Ct
East Palo Alto,CA 94303
Office (650) 566-2000x

Work Order No. 8759939
Date Call: 9/7/2024 10:48:00 AM
Date Scheduled: 9/7/2024 12:01:00 PM

Status Work Completed

Date Completed: 9/27/2024 4:41:10 PM
Brief Desc: service-inspect the stove

Job Site: cawoopa2/218-02
301 East O'Keefe Street
#2
East Palo Alto,CA 94303

Caller Name: Jorge Rodriguez
Caller Phone:
Occupant: Rodriguez (t2841159)

Priority: High
Ok to enter? YES
Category: Appliance Repair
Mobile (650) 248-7109x
SubCategory: Stove

Problem Description: NO PTE 650-248-7109
the stove is having problems constantly neesd to be inspect and repair
DD

Parts & Labor

Quantity/ Hours	Item Type/ Employee Name	Description	Unit Price	Total
0.0000	Blanco		0.00	0.00
			Total	0.00

Authorized by: _____
Signed by _____
Dated _____
Invoice No. _____

Technician Notes: REPLACED 30 INCH ELECTRIC STOVE.

Woodland Park
5 Newell Ct
East Palo Alto,CA 94303
Office (650) 566-2000x

Work Order No. 8759950
Date Call: 9/7/2024 10:49:00 AM
Date Scheduled: 9/7/2024 12:02:00 PM

Status Work Completed

Date Completed: 11/4/2024 12:57:51 PM
Brief Desc: service-inspect the kitchen cabines

Job Site: cawoopa2/218-02
301 East O'Keefe Street
#2
East Palo Alto,CA 94303

Caller Name: Jorge Rodriguez
Caller Phone:
Occupant: Rodriguez (t2841159)

Priority: High
Ok to enter? NO
Category: Cabinets and Drawers

Mobile (650) 248-7109x
SubCategory: Kitchen

Problem Description: NO PTE 650-248-7109
the kitcehn cabinets are old and damage resident said dust comes out all the time because they are old

Parts & Labor

Quantity/ Hours	Item Type/ Employee Name	Description	Unit Price	Total
7.0000	Blanco		0.00	0.00
			Total	0.00

Authorized by: _____
Signed by _____
Dated _____
Invoice No. _____

Technician Notes: 9/10/2024 Cabinets need to be refubished, resident will get back to us on dates due to the amount of things they have, they need to coordinate with wife and kids.

10/31/2024 Kitchen cabinets were repaired back in September resident advised everything has been working fine since. Advised resident Cabinets need to be cleaned to be better asses since resident is requesting replacement.

Woodland Park
5 Newell Ct
East Palo Alto,CA 94303
Office (650) 566-2000x

Work Order No. 8759973
Date Call: 9/7/2024 10:52:00 AM

Date Scheduled: 9/7/2024 12:02:00 PM

Status Work Completed

Date Completed: 9/24/2024 3:00:41 PM
Brief Desc: service-the balcony fence

Job Site: cawoopa2/218-02
301 East O'Keefe Street
#2
East Palo Alto,CA 94303

Caller Name: Jorge Rodriguez
Caller Phone:
Occupant: Rodriguez (t2841159)

Priority: High
Ok to enter? NO
Category: Community Amenities

Mobile (650) 248-7109x

Problem Description: NO PTE 650-248-7109
the fance for the balcony is damage and old neds to be inspect and repair
Dd

Parts & Labor

Quantity/ Hours	Item Type/ Employee Name	Description	Unit Price	Total
0.0000	Blanco		0.00	0.00
			Total	0.00

Authorized by: _____
Signed by _____
Dated _____
Invoice No. _____

Technician Notes: repaired fence boards, 2x4 and 4x4, due to dryrot the fence was falling over.

Woodland Park
5 Newell Ct
East Palo Alto,CA 94303
Office (650) 566-2000x

Work Order No. 8759989
Date Call: 9/7/2024 10:54:00 AM

Date Scheduled: 9/7/2024 12:03:00 PM

Status Work Completed

Date Completed: 11/4/2024 2:06:58 PM
Brief Desc: service-the carpet in the bedrooms

Job Site: cawoopa2/218-02
301 East O'Keefe Street
#2
East Palo Alto,CA 94303

Caller Name: Jorge Rodriguez
Caller Phone:
Occupant: Rodriguez (t2841159)

Priority: High
Ok to enter? NO
Category: Flooring

Mobile (650) 248-7109x

Problem Description: NO PTE 650-248-7109
the carpet i the bedroom sare damage and old also is causing allergies to the residents
DD

Parts & Labor

Quantity/ Hours	Item Type/ Employee Name	Description	Unit Price	Total
0.2500	Bedolla		0.00	0.00
			Total	0.00

Authorized by: _____
Signed by _____
Dated _____
Invoice No. _____

Technician Notes: Per Resident he does not want carpet replaced in bedroom, just flooring in entry. He stated it doesn't need it.

Woodland Park
5 Newell Ct
East Palo Alto,CA 94303
Office (650) 566-2000x

Work Order No. 8760005
Date Call: 9/7/2024 10:57:00 AM
Date Scheduled: 9/7/2024 12:03:00 PM

Status Work Completed

Date Completed: 10/23/2024 3:04:06 PM
Brief Desc: service-inspect the blinds in whote

Job Site: cawoopa2/218-02
301 East O'Keefe Street
#2
East Palo Alto,CA 94303

Caller Name: Jorge Rodriguez
Caller Phone:
Occupant: Rodriguez (t2841159)

Priority: Medium
Ok to enter? NO
Category: Window and Blinds

Mobile (650) 248-7109x

Problem Description: NO PTE 650-248-7109
The blinds are damaged and fall frequently.needs to be inspect ad repair
DD

Parts & Labor

Quantity/ Hours	Item Type/ Employee Name	Description	Unit Price	Total
0.0000	Blanco		0.00	0.00
			Total	0.00

Authorized by: _____
Signed by _____
Dated _____
Invoice No. _____

Technician Notes: Resident advised us to leave the blinds alone because they have lots of stuff and they dont want to move them at this time.

Woodland Park
5 Newell Ct
East Palo Alto,CA 94303
Office (650) 566-2000x

Work Order No. 8760013
Date Call: 9/7/2024 11:00:00 AM
Date Scheduled: 9/7/2024 12:04:00 PM

Status Work Completed

Date Completed: 10/22/2024 5:32:32 PM
Brief Desc: service-the bathroom fan is not wok

Job Site: cawoopa2/218-02
301 East O'Keefe Street
#2
East Palo Alto,CA 94303

Caller Name: Jorge Rodriguez
Caller Phone:
Occupant: Rodriguez (t2841159)

Priority: High
Ok to enter? NO
Category: HVAC Repair

Mobile (650) 248-7109x
SubCategory: Bathroom Exhaust Fan

Problem Description: NO PTE 650-248-7109
resident said the bathroom needs ventilation please inspect in the bathroom fan is working
DD

Parts & Labor

Quantity/ Hours	Item Type/ Employee Name	Description	Unit Price	Total
0.0000	Blanco		0.00	0.00
			Total	0.00

Authorized by: _____
Signed by _____
Dated _____
Invoice No. _____

Technician Notes: unit does not have a fan, it has window for ventilation.

Woodland Park
5 Newell Ct
East Palo Alto,CA 94303
Office (650) 566-2000x

Work Order No. 8760019
Date Call: 9/7/2024 11:01:00 AM
Date Scheduled: 9/7/2024 12:05:00 PM

Status Work Completed

Date Completed: 9/24/2024 3:34:16 PM
Brief Desc: service-the screen door

Job Site: cawoopa2/218-02
301 East O'Keefe Street
#2
East Palo Alto,CA 94303

Caller Name: Jorge Rodriguez
Caller Phone:
Occupant: Rodriguez (t2841159)

Priority: Medium
Ok to enter? NO
Category: Locks / Keys

Mobile (650) 248-7109x
SubCategory: Interior Door Issue

Problem Description: NO PTE 650-248-7109
front door the screen is damage neesd to be inspect and repair
DD

Parts & Labor

Quantity/ Hours	Item Type/ Employee Name	Description	Unit Price	Total
0.0000	Blanco		0.00	0.00
			Total	0.00

Authorized by: _____
Signed by _____
Dated _____
Invoice No. _____

Technician Notes: Screen door and Front door are working fine they open and close correctly.

Woodland Park
5 Newell Ct
East Palo Alto,CA 94303
Office (650) 566-2000x

Work Order No. 8972578
Date Call: 10/29/2024 4:48:00 PM

Status Work Completed

Date Completed: 11/4/2024 9:09:13 AM
Brief Desc: Kitchen Stove

Job Site: cawoopa2/218-02
301 East O'Keefe Street
#2
East Palo Alto,CA 94303

Caller Name: Jorge Rodriguez

Caller Phone:
Occupant: Rodriguez (t2841159)

Mobile (650) 248-7109x

Ok to enter? YES

Problem Description: Stove constantly breaking down/ Rust

Parts & Labor

Quantity/ Hours	Item Type/ Employee Name	Description	Unit Price	Total
0.2500	Bedolla		0.00	0.00
			Total	0.00

Authorized by: _____
Signed by _____
Dated _____
Invoice No. _____

Technician Notes: 10/31/2024 Stove was replaced back in September 25th, 2024. Resident advised no issues with stove since.

Woodland Park
5 Newell Ct
East Palo Alto,CA 94303
Office (650) 566-2000x

Work Order No. 8972600
Date Call: 10/29/2024 4:57:00 PM

Status Work Completed

Date Completed: 11/4/2024 9:11:28 AM
Brief Desc: Kitchen Cabinets

Job Site: cawoopa2/218-02
301 East O'Keefe Street
#2
East Palo Alto,CA 94303

Caller Name: Jorge Rodriguez

Caller Phone:
Occupant: Rodriguez (t2841159)

Mobile (650) 248-7109x

Ok to enter? YES

Problem Description: old and damaged.

Parts & Labor

Quantity/ Hours	Item Type/ Employee Name	Description	Unit Price	Total
0.2500	Bedolla		0.00	0.00
			Total	0.00

Authorized by: _____
Signed by _____
Dated _____
Invoice No. _____

Technician Notes: 10/31/2024 Kitchen cabinets were repaired back in September resident advised everything has been working fine since. Advised resident Cabinets need to be cleaned to be better asses since resident is requesting replacement.

Woodland Park
5 Newell Ct
East Palo Alto,CA 94303
Office (650) 566-2000x

Work Order No. 8973334
Date Call: 10/29/2024 8:53:00 PM

Date Scheduled: 1/10/2025 2:14:35 PM

Status Scheduled

Brief Desc: PTE 650-248-7109

Job Site: cawoopa2/218-02
301 East O'Keefe Street
#2
East Palo Alto,CA 94303

Caller Name: Jorge Rodriguez

Caller Phone: ((65) 0)2-48-7x 109
Occupant: Rodriguez (t2841159)

Priority: Emergency
Ok to enter? YES
Category: Plumbing

Mobile (650) 248-7109x

SubCategory: Main Bathroom Tub/Shower

Technician Notes
Time: _____ **Date:** _____
Material: _____

Problem Description: Bathtub is damaged holes on the outside, shower door is damaged moisture and rust

Parts & Labor

Quantity/ Hours	Item Type/ Employee Name	Description	Unit Price	Total

Total

Authorized by: _____
Signed by _____
Dated _____
Invoice No. _____

Woodland Park
5 Newell Ct
East Palo Alto,CA 94303
Office (650) 566-2000x

Work Order No. 8973337
Date Call: 10/29/2024 8:54:00 PM

Status Work Completed

Date Completed: 12/16/2024 3:06:17 PM
Brief Desc: Living Room

Job Site: cawoopa2/218-02
301 East O'Keefe Street
#2
East Palo Alto,CA 94303

Caller Name: Jorge Rodriguez
Caller Phone:
Occupant: Rodriguez (t2841159)

Mobile (650) 248-7109x

Ok to enter? NO

Problem Description: Floor raised, damaged Balcony door is rusty and moisture

Parts & Labor

Quantity/ Hours	Item Type/ Employee Name	Description	Unit Price	Total
1.7500	Blanco		0.00	0.00
			Total	0.00

Authorized by: _____
Signed by _____
Dated _____
Invoice No. _____

Technician Notes: 10/30/2024 leveled and adjusted frame and track.,

Exhibit F

Woodland Park Witness List

Stacie Roebuck, Regional Manager
Aura Andrade, General Manager
Enrique Bedolla, Maintenance Manager

Tania Raass v. Woodland Park Communities
Case No 20240027

Respondent's Exhibit List

Exhibit #	Title	Page #
A	Lease Agreement	R001
B	Current Ledger	R031
C	Historic Ledger (covering February 2016-July 2021, if applicable)	R034
D	Work Order Overview Report	R043
E	Work Orders	R046
F	Woodland Park Witness List	R060

Exhibit A

CALIFORNIA LEASE AGREEMENT

1.

LANDLORD NAME:	Woodland Park Property Owner, LLC, doing business as Woodland Park Communities
LANDLORD'S AGENT:	Alliance Residential, LLC, doing business as Woodland Park Apartments
LANDLORD ADDRESS:	45 Newell Road, East Palo Alto, CA 94303
PHONE/E-MAIL:	(650) 566-2000 / woodlandpark@allresco.com

2.

RESIDENT NAME(S):	Sione Mahoni AND Tania Raass (individually and collectively, "Resident")
OTHER OCCUPANT(S):	
RESIDENT ADDRESS:	301 East O'Keefe Street, East Palo Alto, CA 94303
	UNIT: # 14 (the "Premises") PARKING SPACE: #

3.

INITIAL TERM:	Month-to-Month	Lease Renewal:
	START DATE: May 19, 2011	END DATE:
	MOVE-IN DATE: May 19, 2011	

4.

MONTHLY CHARGES	
Base Rent	$1,319.13
Renters Insurance	$12.00
Parking	$$0.00
Trash	$$0.00
Water	$$0.00
Gas	$$0.00
Sewer	$$0.00
Electricity	$$0.00
TOTAL RENT	$1,331.13

5.

DEPOSITS	
Security Deposit	$1,450.00
TOTAL	$1,450.00

6.

KEYS:	❑ UNIT	2	❑ MAIL	1
	❑ REMOTE	0	❑ POOL	0
	❑ GARAGE	0	❑ STORAGE	0
	❑ CARD	2	❑ COMMON AREA	0

This Lease is entered into on the date signed, by and between the above-named parties (collectively, "Parties"). The party executing this Lease as the Landlord's Agent is acting as the managing agent for the owner of Woodland Park (the "Community"). Each person living in the Premises that is 18 years of age or older must sign the Lease as a resident. Each Resident states that they are of legal age to enter into a binding Lease for lodging. All others living in the Premises must be designated as Occupants. Each person signing the Lease is jointly and severally liable for all the various resident obligations under the Lease. Every individual resident, including all co-residents, is responsible for the entire rental amount and other obligations, even if, as roommates, individual residents have made arrangements among themselves to allocate the rent or other payments or obligations.

Landlord hereby leases and Resident hereby hires and takes the Premises for the term specified and subject to all of the terms and provisions set forth herein.

A. TERM OF LEASE

7. **INITIAL TERM:** The initial term of this Lease shall commence on the Start Date and end on the End Date as outlined in Section 3 and shall **automatically continue as a tenancy from month-to-month upon expiration of the initial term.**

8. **LEASE EXPIRATION:** Either party may terminate this Lease on the End Date or after the initial term by giving the other party at least **thirty (30) days'** written notice of its intention to terminate the tenancy, subject to California Civil Code sections 1946, et seq. In the absence of written notice of termination, or a new lease, after the expiration of the initial term, the tenancy shall become month-to-month subject to a rental increase and applicable fees as allowed under local and state law. Resident agrees to pay all rent up to and including the end of any **thirty (30) day** (or, as applicable, sixty (60) day) notice period (which may not occur before the end of the initial Lease term) or until the Premises are re-occupied, whichever occurs first.

9. **FAILURE TO VACATE AFTER NOTICE:** If Resident gives written notice to vacate the Premises and fails to completely vacate prior to the expiration of the notice, Landlord shall be entitled to commence legal proceedings to recover possession of the Premises and Resident shall be liable, unless otherwise prohibited by law, in addition to all other damages provided for under this Lease, for the daily rent based on a pro-ration of the monthly rent for each day Resident remains in the Premises. In addition, Landlord may collect costs for loss suffered from future resident losses, legal costs, lost rent, and other expenses, and any other amount allowed by law.

10. **OPTION FOR EARLY TERMINATION:** Resident is expected to remain a Resident for the entire initial term. If Resident fails to do so, Resident will be responsible to Landlord for all damages provided by law, including (but not limited to) rent due through the end of the initial term, minus rents paid by a replacement resident (if any). This amount will vary depending upon how long it takes Landlord to find a replacement resident which typically cannot be determined in advance of move-out.

To avoid this uncertainty, Resident may choose to exercise an Early Termination Option. Resident understands and acknowledges that Landlord is not legally obligated to allow early termination of the Lease unless provided for pursuant to law. To exercise this option, Resident must deliver to Landlord:

i. A written notice stating that Resident has elected to exercise the Early Termination Option;
ii. An early termination option payment of **$3,000.00**;
iii. An executed agreement for repayment of concessions received prior to the early termination (if applicable, see Concession Addendum); and
iv. Payment of rent and other amounts due through the new End Date.

When Landlord has (1) received the R003 en notice and the Early Termination Option payme nd (2) signed the notice, the End Date will be amended. The new End Date will be the date specified in the notice which must be at least **thirty** days after the written election and payment are given to Landlord. Exercise of the Early Termination Option will affect only Resident's rent obligations after the new End Date. Resident must comply with all other Lease obligations.

The notice will not move the End Date forward if:

i. Resident is in default under the Lease at the time that Resident gives notice of Resident's exercise of the option;
ii. Resident provides the notice unaccompanied by the Early Termination Option payment; or
iii. Resident does not properly exercise the Early Termination Option by following the procedures specified above, but vacates the Premises before the End Date specified in the Lease.

11. **EARLY TERMINATION:** In the event Resident vacates the Premises before the End Date, and fails to exercise the Early Termination Option as specified above. Resident shall be liable for all rent owed for the remainder of the initial term minus amounts paid by a replacement resident (if any), plus any other amounts as specified by law.

12. **DELAY OF POSSESSION:** If the Landlord, for any reason, cannot deliver the possession of the Premises to Resident at the Move-In Date, this Lease shall not be void or voidable, nor shall Landlord be liable to Resident for any loss or damages resulting therefrom; but in that event there shall be a per diem deduction of rent covering the period between the Move-In Date and the time when Landlord can deliver possession.

13. **FAILURE TO MAKE PAYMENTS PRIOR TO COMMENCEMENT:** If Resident fails to make any payment due prior to the Start Date of Lease shown in Section 3, Landlord has no duty to provide possession of the Premises, and Landlord may apply any and all previously made payments to amounts due to Landlord.

B. PAYMENTS, DEPOSITS, AND FEES

14. **MONTHLY RENT PAYMENT:** The total rent is set forth in Section 4.
    i. All rent payments are due in advance on or before the 1st day of each month. It is Resident's responsibility to be certain that each payment is actually received by Landlord on or before its due date. Use of a rental payment drop box is for Resident's convenience – the risk of receipt of funds by Landlord when such box is used is Resident's risk, and not Landlord's risk. If any rent payment is made late, it will be subject to all applicable charges and may be rejected by Landlord.
    ii. Initial payment due for move in must be made in the form of a cashier's check. Except as otherwise provided, all subsequent rent payments shall be made by check, cashier's check, money order, or through the online payment portal. No cash or post-dated checks will be accepted.
    iii. Payments must be made payable to **Woodland Park** and may be personally delivered to the Business Manager, Assistant Business Manager or Sales Associate at 5 Newell Court or at 2041 Euclid Ave., East Palo Alto, CA 94303. On non-holidays, the business hours, which remain subject to change, when rent payments may be made personally are: Monday and Wednesday, 9am to 6pm, Tuesday 10am to 6pm, Thursday and Friday 9am to 7 pm, Saturday and Sunday 10am to 7pm.
    iv. Unless Resident notifies Landlord otherwise by written notation on the rent payment, Landlord shall apply all of the payments made in the order of priority Landlord determines. Landlord reserves the right at any time to change payment procedures and policies.
    v. If Resident makes any payment by check, it may be converted into an electronic funds transfer ("EFT"). This means Landlord will copy the check and use the account information on it to electronically debit Resident's account for the amount of the check. The debit from Resident's account will usually occur within 24 hours, and may occur as early as the same day as Landlord receives payment. The debit will be shown on Resident's regular account statement. Resident will not receive the original check back. Landlord will destroy the original check, but will keep a copy of it to the extent required by applicable laws. If the EFT cannot be processed for technical reasons, Resident authorizes Landlord to process the copy in place of the original check. If the EFT cannot be completed because of insufficient funds, Landlord may require payment in certified funds as required below.
    vi. If the Start Date occurs on other than the first day of a calendar month or the End Date occurs on other than the last day of a calendar month, then the rent for that month shall be prorated on a daily basis.

15. **LATE CHARGE AND NSF CHARGE:** Landlord and Resident agree that when Resident fails to pay rent on time, or when Resident pays rent by a check which payment is subsequently dishonored by the bank, the actual cost to Landlord is difficult or impossible to ascertain, but the Parties agree that Landlord does, in the event of late payment or in the event of a dishonored check, incur certain costs, including without limitation, communication with Resident, additional bookkeeping and administrative charges, bank charges, and lost opportunity costs of the late payment. After making a reasonable endeavor to estimate accurately the approximate costs associated with such a breach, which the Parties agree is difficult or impossible to ascertain, the Parties agree that, any time the rent for any given month is paid after the **4th** day of such month, Resident will in that month pay to Landlord, as additional rent due with the late payment, a late charge in the sum of **$35.00** and further agree that, in the event of a dishonored check, Resident will pay to Landlord, as additional rent due with the payment required to replace the dishonored check, an NSF fee in the sum of **$25.00**. The Parties agree that the payment of these sums does not constitute a license to pay rent late nor does it constitute a license to pay by dishonored check. Rent remains due on the first day of the month and there is no grace period for the payment of rent. A three-day notice to pay rent or quit may be served at any time after the first day of the month irrespective of the existence of the late charges as set forth in this section. If such notice is served after the **4th** day of the month, it may include the late charge and NSF charge, if applicable, which charges, as set forth above, are payable as additional rent. Furthermore, if Resident does not pay by the end of the **4th** day of the month, Resident may only pay by cashier's check or electronic payment (if offered). Landlord will not accept a personal check after the **4th** day of the month, or in response to a notice to pay rent or quit, or a notice to perform covenant or quit requiring payment. Landlord may terminate this Lease for failure to pay late charges and may terminate this Lease for non-payment of rent. If Resident gives Landlord two payments that are returned for nonpayment during the term of this Lease, then the future rent shall be payable by cashier's check for the remainder of the term.

16. **SECURITY DEPOSIT:**
    i. Resident shall pay to Landlord, as security, the amount set forth in Section 5, which sum shall not exceed the maximum permitted by California Civil Code Section 1950.5. This sum shall be applied and accounted for in accordance with the provisions of California Civil Code Section 1950.5 and any other applicable statutes. Landlord shall not be obligated to pay Resident interest in connection with such security deposit, unless specifically required by applicable law.
    ii. It is understood that the security deposit is applicable to all Residents jointly, and Landlord does not account for it until the passing of the permissible statutory period after all Residents have vacated the Premises. Any refund due may be made payable jointly to all Residents and it shall be the responsibility of all Residents to work out between themselves the manner of dividing said security deposit. If Landlord chooses to make the refund to any one of the Residents individually, in legal contemplation the payment shall be deemed to have been made to all Residents and Landlord shall have no liability to any one or group of Residents for failure of any Resident to divide such refund equitably.
    iii. If the security deposit is later increased by agreement of the Parties for any reason (such as the installation of a waterbed or relating to a pet), the additional security deposit will be disbursed by Landlord in accordance with this section at the end of the statutory period following the end of Resident's tenancy. Removal of the waterbed or pet, or whatever caused the increase in the deposit, will not be grounds for early

disbursement of the security dep

C. RESIDENT DEFAULT

17. **DEFAULT BY RESIDENT:** Resident shall be guilty of material breach of this Lease if Resident: (a) fails to pay any rent or other sums payable under this Lease on the date it becomes due; (b) defaults in the performance of or breach of any other provision, term, covenant or condition of this Lease; (c) vacates or abandons the Premises before expiration of the full term of this Lease, or any extension of the term; (d) permits the leasehold interest of Resident to be levied upon or attached by process of law; or (e) makes an assignment for the benefit of creditors.

18. **REMEDIES:** Upon the occurrence of any default by Resident, Landlord may exercise any right or remedy which Landlord may have at law or in equity, each and all of which are cumulative and nonexclusive. This may include giving Resident notice to correct or cure such default, taking action to recover possession of the Premises via the eviction process or otherwise, and/or terminating the Lease, all in accordance with applicable law. Additionally, Landlord shall be entitled to recover from Resident all damages incurred by Landlord by reason of Resident's default. Without limitation on the foregoing, upon the occurrence of any event of default by Resident, Landlord shall have the option to pursue any one or more of the following remedies, each and all of which shall be cumulative and nonexclusive:
    i. Terminate this Lease and Resident's right to possession of the Premises and recover from Resident all damages allowed at law or in equity, including those allowed under Civil Code Section 1951.2 including:
        a. The worth at the time of award of the unpaid rent which had been earned at time of termination;
        b. The worth at the time of award of the amount by which the unpaid rent which would have been earned after termination until the time of award exceeds the amount of such rental loss that the Resident proves could have been reasonably avoided;
        c. Subject to subsection (iii), the worth at the time of award of the amount by which the unpaid rent for the balance of the term after the time of award exceeds the amount of such rental loss that the Resident proves could be reasonably avoided; and
        d. Any other amount necessary to compensate the Landlord for all the detriment proximately caused by the Resident's failure to perform Resident's obligations under the Lease or which in the ordinary course of things would be likely to result therefrom.
    ii. The "worth at the time of award" of the amounts referred to in paragraphs (a) and (b) of subsection (i) is computed by allowing interest at 10% per year, but no greater than the maximum interest rate permitted by law. The worth at the time of award of the amount referred to in paragraph c of subsection (i) is computed by discounting such amount at the discount rate of the Federal Reserve Bank of San Francisco at the time of award plus 1 percent.
    iii. Landlord may recover damages that include the worth at the time of award of the amount by which the unpaid rent of the balance of the term after the time of award, exceeds the amount of rental loss for the same period Resident proves could be reasonably avoided.
    iv. Efforts by the Landlord to mitigate the damages caused by the Resident's breach of the Lease do not waive the Landlord's rights to recover damages under this section.
    v. Nothing in this section affects the right of the Landlord under a Lease to indemnification for liability arising prior to the termination of the Lease for personal injuries or property damage where the Lease provides for such indemnification.
    vi. Landlord has the remedy described in California Civil Code Section 1951.4 (Landlord may continue Lease in effect after Resident's breach and abandonment and recover rent as it becomes due, if Resident has the right to sublet or assign, subject only to reasonable limitations). Accordingly, if Landlord does not elect to terminate this Lease on account of any default by Resident, Landlord may, from time to time, without terminating this Lease, enforce all of its rights and remedies under this Lease, including the right to recover all rent as it becomes due.

19. **DAMAGE BY RESIDENT:** If any damage or destruction to the Premises, building, or Community is caused by Resident, Occupants, guests or invitees, such damage shall be considered a breach of Lease. Resident further agrees to pay rent for the period the Premises is damaged whether or not habitable, if such damage is caused by Resident, Occupants, guests or invitees. Any such damage or destruction of the Premises caused by Resident, Occupants, guests or invitees constitutes grounds for termination of the Lease; additionally, such actions will not create any right of rent reduction. Resident shall pay for any expenses, including the costs of repairing such damage or destruction.

20. **RESIDENT INFORMATION:** If Resident has supplied information to Landlord by means of a rental application or similar instrument, Landlord has relied upon the statements set forth in said application or instrument in deciding to rent the Premises to Resident. Resident covenants that all such information is accurate and was given voluntarily and knowingly by Resident. It is agreed that, if Landlord subsequently discovers any misstatements of fact in the application or instrument, any such misstatements shall be deemed a material breach of this Lease. In the event that Resident submits information to verify Resident's income, Resident hereby certifies the accuracy of such information and further agrees that accurate information regarding family income, family composition and any other related eligibility requirements shall be deemed substantial and material obligations of Resident's tenancy; that Resident will comply with all requests for information with respect thereto from Landlord or any mortgagee; that Resident's failure to provide accurate information shall be a default by Resident, which shall entitle Landlord to pursue all rights and remedies set forth in the **"DEFAULT BY RESIDENT"** section or otherwise permitted by law, and that Resident's failure to furnish accurate and current information could subject Resident to civil liability.

21. **COMPLIANCE WITH APPLICABLE LAWS:** Resident agrees not to engage in or permit unlawful activities in the Premises, in the common areas or on the grounds of the Community or permit the Premises or Community to be used for any purpose which violates local, state or federal law. Resident, Occupants, guests or invitees and any other person under Resident's control shall not engage in or facilitate in criminal activity, including drug-related criminal activity, on or near the Premises. "Drug-related criminal activity" means illegal manufacture, sale, distribution, use or possession with intent to manufacture, sell, distribute, or use a controlled substance (as defined in Section 102 of the Controlled Substances Act (21 U.S.C. 802)). Resident, Occupants, guests or invitees or other person under Resident's control shall not engage in any act of violence or threats of violence, including, but not limited to, the unlawful discharge of firearms, on or near the Premises. Resident agrees to reimburse and indemnify Landlord for all fines or other penalties incurred by Landlord as a result of Resident's violation of any statute, ordinance, regulation or other governmental restriction. This provision constitutes written notice to cease any breach of this section, including, without limitation, being so disorderly as to destroy the peace, quiet, comfort, or safety of the Landlord or other tenants of the building or Community or, where the Premises are a single-family dwelling, the peace, quiet, comfort or safety of the owner or residents of an adjacent property. Such disorderly conduct includes violations of state and federal criminal law that destroy the peace, quiet, comfort, or safety of the landlord or other tenants of the building or Community containing the rental unit, or, where the Premises are a single-family dwelling, the peace, quiet, comfort or safety of the owner or residents of an adjacent property.

22. **COMPLIANCE WITH POLICIES:** If indicated on the last page of this Lease with respect to Attachments/Addenda, Resident acknowledges receipt of a copy of the Community Policies, which Community Policies are incorporated into and made a part of this Lease, Resident agrees to abide by said Community Policies in all respects. Any Community Policies may be changed with thirty days' notice and Resident agrees to abide by any such changes. Failure to comply with the Community Policies shall be deemed a breach of this Lease.

instructions from Landlord and/or Landlord's pest control vendor, if any, with respect to treatment and eradication of pests, whether infestation is within the Premises, a neighboring unit, or elsewhere in the Community. The Premises must be properly prepared for any treatment. Resident acknowledges that preparations for treatments can be time consuming and difficult. Resident nonetheless agrees to fully prepare the Premises in a timely manner at its own cost and expense for the treatment and eradication of pests until the pest infestation is fully abated. Resident further agrees to coordinate the cleaning and/or disposal of Resident's personal property with the treatment being performed, so as to protect against a re-infestation of any pests. Resident agrees to follow the recommended readiness procedures, including allowing full access for treatment(s). Resident agrees that the choice of pest control vendors, if any, and the implementation of a treatment plan, including the application of pesticides, is exclusively that of Landlord. Resident agrees not to treat the Premises, building, or Community with pesticides without the written authorization of Landlord.

vi. Resident is required to report, in writing, any suspected infestations to Landlord immediately after discovery. Resident shall report any signs of any infestations, including, but not limited to any household member experiencing any bites, seeing any insects or vermin within the Premises, or seeing any feces or other detritus relating to insects.

vii. Resident represents to Landlord that Resident is not aware that bed bugs were present in Resident's last residence and that if bed bugs were present in any of their furniture, clothing, or other personal property, the bed bugs have been eradicated. Resident agrees that this representation to Landlord is a material inducement to Landlord leasing the Premises to Resident.

28. **KEYS, LOCKS, AND ACCESS DEVICES:**

i. **Keys and Locks:** Resident agrees not to change or add any locks or gates on any doors or windows to the Premises without prior written consent of Landlord. If Landlord, in its sole discretion, approves a request to install locks, Resident agrees to immediately provide Landlord with a key for each lock. On or before the end of the term, Resident agrees to return all keys to the Premises to Landlord. Landlord may charge Resident **$5.00** for each key that is lost or not returned.

ii. **Access:** Resident agrees to promptly notify Landlord in writing of any problem, defect, malfunction or failure of door locks, window latches, controlled access gates, intrusion alarms, and any other security device. Resident agrees to be responsible for all fines, penalties and other charges resulting from or attributable to the alarm, including false alarm charges. It is understood that Landlord is not responsible for providing access to the Premises after office hours. Resident is responsible for contacting a locksmith, at Resident's expense, to gain access to the Premises in the event of lockout. If Resident has called a locksmith, Landlord must be notified and then change locks at Resident's expense.

iii. **Access Devices:** If Resident has received gate cards, fitness, restroom and/or entry gate keys as indicated in Section 6 of this Lease, Resident understands that if any of these items are lost or not returned upon move out, that the following fees will apply: Gate Access Device **$0.00** Key Fob **$0.00** Entry Gate Key **$50.00**

29. **LOCATION:** Upon reasonable notice, Landlord shall have the right to transfer Resident to another unit that is comparable to the Premises, upon which transfer the other unit shall automatically become the Premises under this Lease, which shall remain in full force and effect. Resident acknowledges and agrees that such comparable unit shall be deemed to provide the same housing services as the original Premises and that such transfer is not an eviction.

30. **CONDITION UPON TERMINATION.** Upon termination of the Lease, or the termination of Resident's right to occupy the Premises, Resident shall deliver all keys, access cards, and remotes to Landlord and move out of the Premises, leaving them in substantially the same clean, undamaged, and ready-to-rent condition as existed on the Start Date, less ordinary wear and tear. If the Premises are not returned in such condition, Landlord may charge Resident for the costs to repair any damage and to put the Premises back in the condition they were in upon the Start Date, less ordinary wear and tear. Resident is responsible for replacement of any damaged or missing items and for payment of all costs to clean or repair any portion of the Premises, carpeting, flooring, wall coverings, paint, counters, trim, window treatment, doors, windows, or appliances which are damaged, dirty, or unsanitary. Cleaning and repair of any damage due to smoking of any kind is not considered ordinary wear and tear. Resident is responsible for removing all trash and other items of personal property from the Premises. Failure to do so will constitute a condition that exceeds ordinary wear and tear. Resident will not be considered as having moved out, vacated and surrendered possession of the Premises until Resident has removed all personal belongings from the Premises and returned all keys, access cards and remotes. If Resident moves out and fails to return all keys, access cards and remotes, Resident agrees that the move-out date shall be determined by Landlord in Landlord's reasonable judgment and that Resident will be charged for any missing keys, access cards and remotes. If Resident leaves personal property in the Premises after move-out or if Resident places personal property in areas of the Community not designated for Resident's exclusive use, Landlord can determine that such property has been abandoned and can take steps to remove or dispose of the property consistent with applicable laws.

31. **ENTRY:** Landlord has the right to enter the Premises as allowed by law, including, without limitation, in case of emergency, to make desired, necessary or agreed repairs, decorations, alterations, renovations, or improvements, to supply necessary or agreed services, to test smoke detectors, to exhibit the dwelling unit to prospective or actual purchasers, mortgagees, tenants, workmen or contractors, or for any other purposes permitted by California Civil Code section 1954 (and any other applicable statutes or amendments which might be enacted subsequent to the execution of this Lease). Landlord also has the right to enter the Premises in order to make an inspection pursuant to subdivision (f) of Civil Code section 1950.5 when Resident has abandoned or surrendered the Premises and pursuant to court order. Resident agrees that if Resident denies Landlord access to the Premises when Landlord is in compliance with statutory requirements and entitled to access, any such denial of access shall be deemed a material breach of this Lease. The Parties agree that 24 hours' notice is presumed reasonable, although the Parties acknowledge that a shorter time period may also be reasonable under some circumstances. Landlord will serve Resident with written notice before entry unless:

i. Entry is due to an emergency, surrender or abandonment of the Premises, or

ii. Resident and Landlord agree orally to an entry to make agreed repairs or supply agreed services at an approximate day and time within one week of the oral agreement, or

iii. Resident is present and consents to entry at the time of entry, or

iv. To exhibit the Premises to prospective or actual purchasers of the property, provided that Landlord has notified Resident in writing within 120 days of the oral notice that the property is for sale and that Resident may be contacted to allow for an inspection.

32. **SMOKE DETECTORS:** The Premises have been equipped with smoke detectors. The smoke detectors have been tested prior to Resident's move in to ensure they are operational. Resident agrees not to interfere with the presence or operability of any smoke detector and to report immediately to Landlord, in writing, any defects in the condition of any smoke detectors. Resident agrees that if a smoke detector is battery operated, pursuant to California Civil Code Section 1942.1, as part of the consideration of the rental, Resident assumes responsibility to: (a) ensure the battery is in operating condition at all times; and (b) replace the battery as needed. Under no circumstances shall Resident remove the battery of a smoke detector without immediately replacing the battery with a new one.

33. **CARBON-MONOXIDE DEVICES:** If a carbon-monoxide device has been installed within the Premises, Resident acknowledges that the carbon-monoxide device was operable at the time Resident took possession of the Premises. Resident is responsible for notifying Landlord if Resident becomes aware of an inoperable or deficient carbon-monoxide device within the Premises. Landlord shall correct any reported deficiencies or inoperability's in the carbon-monoxide device. Resident further agrees that, if the carbon-monoxide device is battery operated, pursuant to California Civil Code Section 1942.1, as part of the consideration of the rental, Resident assumes responsibility to: (a) ensure the battery is in operating condition at all times; and (b) replace the battery as needed. Under no circumstances shall Resident remove the battery of a carbon-

information from the California Enviro ntal Protection Agency's Office of Environmental He Hazard.

48. **LEAD-BASED PAINT WARNING:** Housing built before 1978 may contain lead-based paint. Lead from paint chips and dust can pose health hazards if not managed properly. Lead exposure is especially harmful to young children and pregnant women. Lead poisoning in young children may produce permanent neurological damage, including learning disabilities, reduced intelligence quotient, behavioral problems, and impaired memory. Before renting pre-1978 housing, Landlords must disclose the presence of known lead-based paint and/or lead-based paint hazards in the Unit. Residents must also receive a federally approved pamphlet on lead poisoning prevention. By Resident signing this Lease, they acknowledge receipt of Protect Your Family from Lead in Your Home pamphlet.
    i. Presence of lead-based paint or lead-based paint hazards: Known lead-based paint and/or lead-based paint hazards **are present** in the housing.
    ii. Landlord has reports or records pertaining to lead-based and/or lead-based paint hazards in the Premises and has made available to Resident all available records and reports upon Resident's request.

49. **ASBESTOS DISCLOSURE:** Before 1981, asbestos was commonly used in construction. This Community was built before 1981 and asbestos may be present. Asbestos is a chemical known to cause cancer. Asbestos may be present in sprayed-on acoustical ceiling material, insulation, fire proofing and floor tiles in the Premises and/or buildings of the Community. Disturbing or damaging certain interior Premises, common areas, and/or Community surfaces may increase the potential exposure to asbestos. Resident may not pierce, damage, disturb, or remove any portions of the Premises, common areas, and/or Community known or suspected to contain asbestos. Resident must notify Landlord immediately in writing if any portion of the Premises, common areas, and/or Community known or suspected to contain asbestos are pierced, damaged, disturbed or removed. Landlord has instituted an operations and maintenance program directed at maintaining the Community in accordance with any applicable federal and state safety requirements regarding asbestos-containing material. This program is designed (among other things) to prevent release of asbestos fibers into the air; minimize disturbance of damage to asbestos-containing materials; monitor the conditions of materials and air in the building; and regulate maintenance, renovation and construction activities. No matter how small the percentage of such material may be, Resident, Occupants, guests, or invitees shall comply with such rules and regulations as Landlord from time to time may prescribe in connection with Landlord's operations and maintenance program, including without limitation to the following:
    i. Hazardous Materials: Resident shall not take or allow any action which in any way damages or disturbs all or part of the ceiling, flooring, walls, insulation in the Premises, including but not limited to: Piercing the surface of the ceiling, flooring, walls or insulation by drilling or any other method; hanging plants, mobiles, or other objects from the ceiling; allowing any objects to come into contact with the ceiling; permitting water or any other liquid to come into contact with the ceiling; painting or undertaking any repairs or improvements with respect to the ceiling or floor tiles; or undertaking any activity which results in building vibration which may damage the ceiling.
    ii. Resident shall notify Landlord immediately in writing if there is any damage to or deterioration of the ceiling, flooring, walls or insulation of the Premises, including (without limitation) loose, cracking, hanging, or dislodged material, water leaks, or stains in the ceiling, flooring, walls or insulation.

50. **CREDIT REPORTING:** Resident is notified that Resident's performance as a tenant of this Community may be reported to credit reporting agencies.

51. **SOCIAL MEDIA:** Landlord maintains an online presence through its website and social media. This online presence includes, but is not limited to, displaying images from community events organized by Landlord. From time to time Landlord will capture still ("photo") and moving ("video") images at these events. Resident hereby acknowledges that by attending these events Residents accepts and agrees to the potential of being depicted in those images and further agrees to permit Landlord to use Resident's, Occupants', guests' or invitees' likenesses, without compensation, for the limited purpose of Landlord's online presence. Please note that Landlord respects Resident's privacy and at Resident's written request Landlord will remove any image depicting Resident, Occupants, guests or invitees.

F. COMMUNITY CONSIDERATION

52. **USE OF PREMISES:** Resident agrees to use the Premises solely as a private residence. Storage areas, parking areas, balconies, patios, outdoor areas, and decks shall not be used for occupancy. Resident shall not use the Premises as a business address, nor shall Resident conduct business activities on the Premises. Conducting business activities includes, without limitation, using the Premises as a mailing address for a business enterprise, having a business telephone line in the Premises, having business clients meet with Resident at the Premises, having business stationery setting forth the address of the Premises as a business address, assembling or manufacturing any product upon the Premises, or otherwise holding out the Premises as the address of any business. Resident may, however, insofar as it is consistent with the restrictions set forth in this section, and with the written consent of Landlord, use a portion of the Premises as a "home office." Nothing set forth herein shall be deemed as disallowing any use of the Premises that cannot be prohibited legally.

53. **CONDUCT OF RESIDENT:** Resident agrees not to harass, annoy, or endanger any other resident, neighbor, or other person, or create or maintain a nuisance, or disturb the peace or solitude or quiet enjoyment of any other resident, neighbor or other person, or commit waste in or about the Premises. Resident further agrees not to harass, verbally abuse, denigrate or otherwise disrespect Landlord's employees, agents and/or contractors or interfere with the operations of the Community or the work of Landlord's employees or agents. Resident agrees to keep the volume of any activity, radio, stereo, electronic equipment, television or musical instrument at such a level which will not disturb the other residents at any time. Any noise, disturbance, or activity which would, in the sole and absolute discretion of Landlord, be reasonably likely to annoy or disturb other residents is strictly prohibited. Certain acts are considered to be contrary to the safety, well-being, peace, and enjoyment of the other residents of the Community. These include, but are not limited to, the use, possession or sale of illegal drugs or controlled substances and the carrying or exhibiting of firearms in the Community. Such acts are prohibited. The carrying or exhibiting of firearms may be permitted with written consent of Landlord if doing so is required by law or job necessity. Resident shall not deface or damage any part of the Premises or the common areas or the Community or permit the same to be done. Resident shall not keep in the Community any flammable or explosive materials or any substance considered dangerous, hazardous, or toxic under any governmental law or regulation. Resident shall not do or permit anything to be done in the Premises that may be deemed hazardous or which will cause a cancellation of or an increase in the premiums for any insurance for the Community. Resident is responsible for the conduct of Occupants, guests, and invitees, including without limitation any minors, while they are in the Premises and in the Community. A resident conducting any of the activities set forth in this section, or who allows Occupants, guests, or invitees to conduct any of said activities shall be deemed in violation of this Agreement, and said activity shall be grounds for termination of this Agreement. This provision constitutes written notice to cease any breach of this section, including, without limitation, committing or permitting to exist a nuisance in the Premises, building, or Community.

54. **PARKING:** Resident, Occupants, guests, and invitees shall follow the Parking Rules and Regulations, as the same may be amended from time to time. Landlord shall not be liable for any damage or loss to motor vehicles, the contents of motor vehicles, or personal property of Residents, Occupants, guests, or invitees. Failure to follow the Parking Rules and Regulations and posted signs relating to parking and operation of vehicles will result in the towing of the offending vehicle at the cost of the vehicle owner.

55. **OCCUPANTS:** Any person staying in the Premises for longer than two weeks or 20 nonconsecutive days out of the year shall be considered to be occupying the Premises. The Premises shall be occupied only by the person(s) indicated in Section 2. No other persons have permission to occupy the Premises unless such permission is in writing and signed by Landlord. Landlord's acceptance of rent from any other individual shall

be deemed to be the payment of rent on behalf of the Resident and shall not constitute permission for the person making the payment to occupy the Premises. Should any person not named in Section 2 make any claim of right to possession of the Premises, any such person shall be deemed to be the guest or invitee of the named Resident and their claim to right of possession shall be denied. Any Occupant, named in Section 2, who is not a signatory to this Lease shall be deemed to be an invitee of Resident, who is a signatory to this Lease. Accordingly, if any such Occupant is not named in any unlawful detailer action to regain possession of the Premises, and if any such individual thereafter makes a claim to right of possession of the Premises, that claim shall be denied on the basis that said individual is the invitee of the named Resident and does not have an independent claim to right of possession of the Premises.

56. **GUESTS:** Any person occupying the Premises shall be considered an unauthorized occupant in violation of this Lease unless that person has completed a rental application, been approved, and been added to the Lease.

57. **ASSIGNMENT AND SUBLETTING:** Resident shall not assign this Lease nor sublet all or any part of the Premises without Landlord's written consent. Resident shall not sublet all or any part of the Premises on a short-term basis, including without limitation through Air BNB or any other short-term rental program. Permitting any person not named as an Occupant or as a Resident in this Lease to occupy the Premises shall be deemed an improper subletting of the Premises and shall subject the tenancy to termination. This provision constitutes written notice to cease any breach of this section, which breach is incurable pursuant to state law. Any attempted subletting or assignment in violation of this provision shall be void. In the event that no original Resident remains in residency at the Premises, Landlord may reset the rent in accordance with the Civil Code and Rent Stabilization Ordinance.

58. **PETS:** No pets are permitted in the Premises without the prior written consent of the Landlord through an Animal Addendum to this Lease. Permission to keep a pet may be granted, denied, or revoked in Landlord's sole discretion. Except to the extent written permission has been given, pets may not be brought upon the Premises, whether such pets belong to Resident or to any other person. The presence of any pets for which written permission has not been given and is not currently in force, even if such pets are "just visiting" shall be deemed a material breach of this Lease. This policy does not apply to accommodation or service animals. A disabled individual who requires an animal in order to be able to use and enjoy the Premises or the Community should contact Landlord before bringing the animal onto the Premises and request an accommodation to this Lease provision. All accommodation requests will be processed in accordance with applicable laws. Resident is responsible for reimbursing Landlord for the costs of repairing damage to the Premises, common areas, or Community caused by animal(s) under the control of or visiting Resident. Resident must promptly notify Landlord of any damage caused by animals.

59. **CLOTHESLINES/DRYING RACKS:** If the Premises has a private patio, deck, or balcony, which is enclosed by a fence, railing, or other structure, Resident is permitted to hang clothing, blankets or other laundry on the patio, deck, or balcony subject to the following rules and conditions:
    i. No more than two drying lines/racks may be in use at any one time.
    ii. Items may not be left on the drying lines/racks for more than 24 hours (i.e., all items must be removed within 24 hours of being put out on the drying lines/racks).
    iii. Drying lines/racks must be free standing.
    iv. No drying lines or racks may be attached or affixed in any manner to any portion of the building, fence, railing, wall, building support structure, or light fixtures.
    v. Drying lines/racks cannot be higher than the patio, balcony, or deck fence or railing.
    vi. Drying lines/racks cannot be clearly visible from the sidewalk or street.
    vii. Drying lines/racks cannot block entrance to or egress from the Premises, create a health or safety hazard or interfere with walkways or utility service equipment.
    viii. Drying lines/racks cannot interfere with the maintenance of the Community.
    ix. Clothes may not be draped over fence or balcony railings, or hung from any building fixtures.

    If the private patio or balcony is not enclosed by a fence, railing, or other structure, Resident is not permitted to hang clothing, blankets, or any other laundry on the patio, deck, or balcony.

G. UTILITIES AND HOT WATER

60. **UTILITIES:** Utility services shall be provided directly from the utility provider or, at the sole discretion of Landlord, on a sub-metering, square footage, or other allocation basis. Landlord reserves the right to modify the method by which the utilities are furnished to the Premises or billed to Resident during the term of this Lease and may modify billing Resident for utilities previously included in the rent by giving Resident a 30-day written notice. Reference the utility addendum for detailed terms, conditions and methodology.

    The following terms shall apply:
    i. Resident agrees to pay all charges for utilities for the Premises for the term of the Lease including but not limited to those listed in the Utility Billing Addendum. Charges may be assessed by the utility provider or Landlord or Landlord's designated Billing Party in the case of utilities billed to Resident by Landlord in connection with Resident's use of utilities.
    ii. Resident shall not use any utility in a wasteful, unreasonable, or hazardous manner and agrees to comply with all utility conservation efforts implemented by Landlord.
    iii. Landlord is not liable for claims arising from utility service outages, interruptions, or fluctuations in utilities provided to the Premises not reasonably within Landlord's control.
    iv. For any utility which Resident is responsible for paying directly to the utility provider, Resident must contact the utility company prior to move-in to have the services placed in Resident's name no later than ten (10) business day following move-in. Resident shall continue to contract with the utility provider throughout the term for continuous utility service. Resident's failure to make necessary arrangements for Resident's utility service may result in an interruption of services and Resident's failure to transfer utility services to Resident's name or failure to have continuous utility service may be, at Landlord's discretion, considered a material breach of this Lease and will permit Landlord to terminate the Lease. If Resident fails to pay any utility charges that are to be paid by Resident, Landlord may, at its option, pay such charges to retain continuing utilities service. If Landlord does so, any such charges may be billed to Resident by Landlord and said billing shall become due and payable, in full, as additional rent together with the regular monthly rent payment on the first day of the month next following the date of such billing.
    v. Resident shall not use any utilities in the common areas for their own personal use without written consent of the Landlord.
    vi. Resident agrees not to disturb, tamper, adjust, or disconnect any utility service, sub-metering device or system.

61. **HOT WATER:** The following will apply.
    i. The water temperature in the Premises is set at 120 degrees Fahrenheit or below. When the water temperature is 120 degrees Fahrenheit, or below, bacteria may enter the water heater or associated plumbing and accumulate. If Resident desires the thermostat to remain at 120 degrees Fahrenheit, or below, Resident assumes any and all risks associated with any bacterial growth in the water heater or associated plumbing.

68. **SUBORDINATION:** This Lease shall, without further act on the part of Resident, be subject and subordinate to the lien of any mortgage and/or any deed of trust or other encumbrance which may now exist, upon, or which may hereafter be placed by Landlord upon, the leased Premises or property including the Premises.

69. **ATTORNMENT:** Resident hereby agrees that Resident will recognize as its Landlord under this Lease and shall attorn to any person succeeding to the interest of Landlord in respect of the land and the buildings on or in which the Premises is contained upon any foreclosure of any mortgage upon such land or buildings or upon the execution of any deed in lieu of such foreclosure in respect of such mortgage. If requested, Resident shall execute and deliver an instrument or instruments confirming its attornment as provided for herein; provided, however, that no such mortgagee or successor-in-interest shall be bound by any payment of rent for more than one 1 month in advance, or any amendment or modification of this Lease made without the express written consent of such mortgagee.

70. **ESTOPPEL CERTIFICATE:** Resident agrees that within 5 days of Landlord's request, Resident must execute and deliver to Landlord a written statement certifying that this Lease is unmodified and in full force and effect (or if modified, describing the modification). Any prospective or actual property purchaser may rely upon Resident's written statement. Should Resident fail to deliver a statement within the specified time, it will be conclusively presumed that the Lease is unmodified and in full force and effect, except as otherwise indicated, and there are no uncured defaults in Landlord's performance, and any other details specified by Landlord originally requested of Resident.

71. **CONTENTS OF THIS LEASE:** The failure of Landlord to insist upon strict performance of any of the covenants and agreements of this Lease or any addenda thereto, or to exercise any rights arising under this Lease, shall not be construed to be a waiver of Landlord's right to subsequently enforce any such provision or to insist upon any such right. The fact that Landlord may have accepted late payment(s) on one or more occasions shall not be deemed a waiver of Landlord's right to insist upon timely payment or rent or to exercise any remedy available for late payment of rent. Acceptance of rent following a breach of this Agreement shall not be deemed to constitute a waiver of such breach. No custom or practice which may develop between the Parties in the course of the tenancy shall be construed to waive the right of Landlord to enforce any provision of this Lease.

72. **SEVERABILITY AND PROVISIONS REQUIRED BY LAW:** If a provision or section of this Lease is legally invalid, or declared by a court to be unenforceable, such provision or section will be deemed deleted and the rest of this Lease will remain in effect. To the extent any provision of this Lease is in direct conflict with any provisions of applicable law, such provision is hereby deleted. Any provision specifically required by applicable law which is not included in this Lease is hereby inserted as an additional provision of this Lease, but only to the extent required by applicable law and then only so long as the provision of the applicable law is not repealed or held invalid by a court of competent jurisdiction.

73. **ENTIRE AGREEMENT:** This Lease, including all addenda executed by both Parties, sets forth the entire agreement among the Parties with respect to the matters set forth in it. It shall not be altered nor modified unless such alteration or modification is in writing and signed by all signatories to this Lease. No verbal agreements or representations have been made or relied upon by either party or any agent or employee of either party, and neither party nor any agent or employee of either party is entitled to alter any provisions of this Lease by any verbal representations or agreements to be made subsequent to the execution of this Lease. The foregoing notwithstanding, if Resident holds over after the expiration of the Lease term on a month-to-month basis, Landlord may change any provision of this Lease without the consent of Resident in the manner prescribed by California Civil Code Section 827.

74. **SECTION HEADINGS:** The section headings are inserted only for convenience and are not intended to define or limit the scope or intent of any clause.

75. **NOTICES:**
    i. Any notice that Landlord gives to Resident shall be deemed properly served (whether or not actually received by (Resident) if served in the manner prescribed in Code of Civil Procedure Section 1162. Except as prohibited by law, if Landlord fails to serve the notice in accordance with the provisions of Code of Civil Procedure Section 1162, but Resident actually receives the notice, the actual receipt shall be deemed to cure any defects in the manner of service and the notice shall be deemed properly and personally served. Service upon any Resident of the Premises shall be deemed valid service upon all Residents - it is not necessary to serve each Resident individually unless otherwise required by law.
    ii. Any notice that Resident gives to Landlord shall be given to the business manager, assistant business manager, or sales associates, who are authorized to manage the Premises, at the management office(s) located at 5 Newell Court or at 2041 Euclid Ave., East Palo Alto, CA 94303 during normal business hours. The telephone number is 650-566-2000. On non-holidays, the business hours, which remain subject to change, are: Monday and Wednesday, 9am to 6pm, Tuesday 10am to 6pm, Thursday and Friday 9am to 7 pm, Saturday and Sunday 10am to 7pm.
    iii. The persons designated above are the persons authorized by the owner to act for an on behalf of the owner for the purpose of service of process and for the purpose of receiving and giving receipts for all notices and demands.

76. **JOINT AND SEVERAL LIABILITY AND AUTHORITY:** In the event of more than one Resident, each Resident is jointly and severally liable for each provision of this Lease and service of any notice or demand upon one shall constitute notice to each other Resident. All persons signing this Lease as Resident shall remain jointly and severally liable for all obligations arising under it, whether or not they remain in actual possession of the Premises. The giving by any individual Resident of a notice of termination of tenancy shall not terminate the Lease as to that Resident unless all Residents vacate the Premises by the agreed date. Landlord may, however, treat any such notice as a notice binding against all Residents of the Premises, and may institute unlawful detainer proceedings against all Residents if they do not restore possession of the Premises to Landlord on or before the end of the notice period. Conversely, Landlord may, at its sole option, if one or more Resident gives notice, but all Residents do not return possession of the Premises to Landlord within the notice period, continue the tenancy in effect and, if Landlord does so, all Residents, including the Resident giving notice, shall remain fully liable for all obligations arising hereunder whether or not they remain in occupancy of the Premises.

77. **ELECTRONIC SIGNATURES:** The Parties agree that they may enter into this Lease by electronic means, although traditional hard copies with wet signatures may be used instead at the option of Landlord. Resident agrees and acknowledges that if Resident is entering into this Lease with Landlord by electronic means, doing so is not conditioned on Resident's agreement to conduct the leasing transaction electronically.

78. **ATTACHMENTS/ADDENDA:** Resident(s) acknowledges receipt of a copy of the attachments/addenda listed in this section, which are incorporated into and made part of this Lease. Resident(s) agrees to abide by said attachments/addenda in all respects. Any failure to comply with any of the attachments shall be deemed a breach of this Lease. If there is a conflict between these policies and the Lease, the Lease shall govern.

1	Animal Addendum
2	Community Policies
3	Concession Agreement
5	Move-In/Move-Out Inspection Form
6	Notice of Ordinance at Commencement of Tenancy

ii. Resident should be aware that some units may be equipped with an HVAC heating system which operates on hot water. To achieve full heating potential, it may be necessary to increase the temperature of the water heater during the colder months of the year. Resident should also be aware that some units operate on centralized hot water systems which service multiple units and as such individual adjustments in temperatures will not be possible.
iii. If Resident desires the water temperature in the Premises to be higher than 120 degrees Fahrenheit and the Premises has an individual hot water heater, Resident will request, in writing, the temperature of the hot water heater to be adjusted by Landlord, and Resident shall specify the desired temperature at which Landlord is requested to set the thermostat.
iv. Resident understands that if the temperature is set above 120 degrees Fahrenheit, that the water released from the taps in the Premises may scald or burn anyone using water, and potentially cause severe injury.
v. Resident may not tamper with, or adjust the water temperature thermostat in the Premises in any way without written authorization from Landlord.
vi. Resident agrees to indemnify and hold Landlord harmless in any action involving any injury related to the temperature of the water, the water system or the associated plumbing in the Premises.

H. ADDITIONAL TERMS

62. **REQUESTS FOR ACCOMMODATIONS OR MODIFICATIONS:** A disabled person shall be provided reasonable accommodations or reasonable modifications to the extent necessary to provide the disabled person with an opportunity to use and occupy the Premises in a manner equal to that of a non-disabled person. If Resident believes Resident, Occupant, or a member of Resident's household requires an accommodation or modification as a result of a disability, Resident should contact Landlord to begin the interactive process.

63. **MILITARY:** Military personnel on active duty may terminate this lease under Federal law if:
i. Resident becomes a member of the Armed Forces of the United States after Resident enters into the Lease; or
ii. Resident is or becomes a member of the Armed Forces of the United States and receives:
a. Orders for a permanent change of station; or
b. Orders to deploy for a period of at least 90 days.

Landlord fully supports its residents who are active-duty or reserve military personnel. Resident must give Landlord written notice of termination. For rentals when rent is paid monthly, the termination becomes effective 30 days after the first date on which the next rent payment is due after the termination notice is delivered and no further rent will be owed following the expiration of the notice period (or the actual move-out date, if later). Resident must furnish the Landlord with proof to establish that Resident qualifies for this limited exception. Proof may consist of any official military orders, or any notification, certification, or verification from the service member's commanding officer, with respect to the service member's current or future military duty status. Military permission for base housing does not constitute a permanent change-of-station order.

64. **OFFICE OF FOREIGN ASSETS CONTROL:** Resident represents and warrants that Resident and each person or entity owning an interest in Resident is:
i. Not currently identified on the Specially Designated Nationals and Blocked Persons List maintained by the Office of Foreign Assets Control, Department of the Treasury ("OFAC") and/or on any other similar list maintained by OFAC pursuant to any authorizing statute, executive order or regulation (collectively, the "List").
ii. Not a person or entity with whom a citizen of the United States is prohibited to engage in transactions by any trade embargo, economic sanction, or other prohibition of United States law, regulation, or Executive Order of the President of the United States.
iii. None of the funds or other assets of Resident constitute property of, or are beneficially owned, directly or indirectly, by any Embargoed Person (as hereinafter defined).
iv. No Embargoed Person has any interest of any nature whatsoever in Resident (whether directly or indirectly).
v. None of the funds of Resident have been derived from any unlawful activity with the result that the investment in Resident is prohibited by law or that the Lease is in violation of law.
vi. Resident has implemented procedures, and will consistently apply those procedures, to ensure the foregoing representations and warranties remain true and correct at all times. The term "Embargoed Person" means any person, entity or government subject to trade restrictions under U.S. law, including but not limited to, the International Emergency Economic Powers Act, 50 U.S.C. § 1701 et seq., The Trading with the Enemy Act, 50 U.S.C. App. 1 at seq., and any Executive Orders or regulations promulgated there under with the result that the investment in Resident is prohibited by law or Resident is in violation of law.

Resident covenants and agree(s):
i. To comply with all requirements of law relating to money laundering, anti-terrorism, trade embargo and economic sanctions, now or hereafter in effect.
ii. To immediately notify Landlord in writing if any of the representations, warranties or covenants set forth in this section or the preceding section are no longer true or have been breached or if Landlord has a reasonable basis to believe that they may no longer be true or have been breached.
iii. Not to use funds from any "Prohibited Person" (as such term is defined in the September 24, 2001, Executive Order Blocking Property and Prohibiting Transactions with Persons Who Commit, Threaten to Commit, or Support Terrorism) to make any payment due to Landlord.
iv. At the request of Landlord, Resident may be asked to provide such information to determine Resident's compliance with the terms hereof.
v. Resident hereby acknowledges and agrees that Resident's inclusion on the List at any time during the term shall be a material default. Notwithstanding anything herein to the contrary, Resident shall not permit the Premises or any portion thereof to be used or occupied by any person or entity on the List or by any Embargoed Person (on a permanent, temporary or transient basis), and any such use or occupancy of the Premises by any such person or entity shall be a material default.

65. **NON-DISCRIMINATION:** There shall be no discrimination against or segregation of, any persons on account of race, color, national origin, ancestry, creed, religion, gender, gender identity, gender expression, sexual orientation, genetic information, marital status, familial status, age, source of income, handicap, disability, citizenship status, immigration status, primary language spoken or any other protected classification under state or federal law, in the sale, lease, sublease, transfer, use, occupancy, tenure or enjoyment of the Premises, nor shall the Landlord or any person claiming under or through Landlord, establish or permit any such practice or practices of discrimination or segregation with reference to the selection, location, number, use or occupancy of tenants, lessees, or vendees of the Premises.

66. **TIME IS OF THE ESSENCE:** Time is of the essence with respect to the provisions of this Lease. This provision shall be interpreted in its strictest sense irrespective of the relative hardship to the Parties.

67. **SUCCESSORS:** If the property is sold or the ownership interest otherwise transferred, the successor in interest of Landlord shall be deemed the assignee of all rights arising under this Lease, and shall be entitled to enforce the provisions of this Lease against Resident. Nothing in this provision shall be construed as conflicting or superseding the foregoing subordination or as requiring a continuation of the tenancy in the event of a foreclosure or other involuntary transfer of ownership.

monoxide device without immediately R010 acing the battery with a new one.

34. **SATELLITE DISHES:** If satellite dishes are allowed in the Community they must be one meter or less in size and may not be affixed to the patio or balcony of the Premises. Resident is specifically prohibited from making physical modifications to the Premises and is prohibited from installing said satellite dish in the common areas of the Community, including, but not limited to, outside walls, roofs, window sills, common balconies or stairways. Resident will be responsible for damages caused by the satellite dish, including the cost of removal if in any violation of any satellite guidelines. Resident shall install, use, maintain and remove a satellite dish in a manner which is consistent with industry standards and shall be liable for any damage or injury sustained as a result of the negligent installation, maintenance, use or removal of said satellite dish. Allowable locations may not provide an optimal signal or any signal at all.

35. **WATERBEDS AND AQUARIUMS:** Waterbeds and water tanks holding 30 or more gallons may only be installed in the Premises with prior written consent from Landlord. Prior to installation, a valid waterbed insurance policy or certificate of insurance for property damage must be obtained. The policy shall be issued by a company licensed to do business in California and possessing a Best's Insurance Report rating of "B" or higher. The insurance policy shall be maintained in full force and effect until the waterbed/water tank is permanently removed from the Premises. The policy shall be written for no less than **one hundred thousand dollars ($100,000.00)** of coverage. The policy shall cover, up to the limits of the policy, replacement value of all property damage, including loss of use, incurred by the Landlord or other residents caused by or arising out of the ownership, maintenance, use, or removal of the waterbed/water tank, except for any damage caused intentionally or at the direction of the insured, or for any damage caused by or resulting from fire. Landlord may require Resident to produce evidence of insurance at any time. The insurance carrier shall give Landlord notice of cancellation or non-renewal 10 days prior to this action. The waterbed/tank shall conform to the pounds-per-square foot weight limitation and placement as dictated by the floor load capacity of the Premises. The weight shall be distributed on a pedestal or frame which is equivalent to the dimensions of the mattress itself. Resident shall install, maintain and remove the waterbed/tank, including, but not limited to, the mattress and frame, according to standard methods of installation, maintenance, and removal as prescribed by the manufacturer, retailer, or state law, whichever provides the higher degree of safety. Resident shall notify Landlord in writing of the intent to install, remove, or move the waterbed/tank. The notice shall be delivered at least 24 hours prior to the installation, removal, or movement. The Landlord has the right to be present at the time of installation, removal, or movement. If the waterbed/water tank is installed or moved by any person other than Resident, Resident shall deliver to Landlord a written installation receipt stating the installer's name, address, and business affiliation.

E. LIMITATION ON LIABILITY:

36. **LIABILITY:** Landlord shall not be liable to Resident, Occupants, or to any guests or invitees of Resident for any damage or losses to person or property arising from any cause including, but not limited to, theft, burglary, assault, vandalism, fire, flood, water leaks, rain, hail, ice, snow, smoke, lightning, wind, explosion, interruption of utilities, earthquake, or any other condition over which the Landlord has no control. To the extent allowed by law, Resident agrees to assume all risk of harm, and waive all claims against Landlord, resulting from use of common area amenities. To the extent allowed by law, use of the common area amenities is at the sole risk of Resident, Occupants, guests or invitees.

37. **INDEMNITY/HOLD HARMLESS:** Resident and Occupants agree to indemnify and hold Landlord harmless, from any claims arising out of any death or injury to any person, or any damage to property, if such injury or damage is caused directly or indirectly by the act, omission, negligence, or fault of Resident, Occupants, or Resident's guests or invitee(s).

38. **HOUSING SERVICES:** The furnishing by Landlord to Resident of any storage space, use of laundry, electronic access controls and gates, or any other common area facilities outside the Premises shall be deemed to be furnished gratuitously and Landlord makes no representations or guarantees as to the availability, adequacy, or fitness of such space, service, or facilities. Resident acknowledges that Landlord will not provide lifeguard service at swimming facilities, if any, and Resident agrees to take adequate and reasonable care in use of all recreational facilities to ensure the safety of Resident, Occupants, guests or invitees. All guests and invitees must be accompanied by a Resident or Occupant to use recreational facilities and amenities. Resident, Occupants, guests, and invitees shall comply with all signs posted by Landlord in and around the common areas and Community. Landlord may ban any Resident, Occupant, guest or invitee from using any amenity at the Community if such persons fail to abide by posted signs or rules relating to those areas and Resident shall not be entitled to any rent reduction or offset if the loss of amenity privileges is the result of the conduct of Resident, Occupants, guests or invitees. Landlord makes no representations, warranties or guarantees express or implied, regarding the presence or quality of reception of electronic communication or information retrieving devices within the Premises or Community.

39. **EMINENT DOMAIN OR CONDEMNATION:** Should the land whereon the building containing the Premises is situated, or any part thereof, or any portion of the Community, be condemned or taken for public use, then, in that event, upon the taking of the same for such public use, this Lease, at the option of Landlord, shall be deemed null and void, and the term shall cease and come to an end, notwithstanding anything to the contrary herein, and without apportionment of the award. Resident shall not be entitled to receive any sum, or portion thereof, constituting any award arising out of any such eminent domain or condemnation.

40. **SIGNIFICANT DAMAGE TO OR DESTRUCTION OF PREMISES:**
    i. If the Premises or property are damaged by fire, flood or other casualty, necessitating repairs that require Resident to vacate the Premises for any length of time, in the sole and absolute discretion of Landlord, Landlord shall have the option either (1) to repair the damage or otherwise restore the Premises, with this Agreement continuing in full force and effect, or (2) give notice to Resident, at any time after such damage occurs or repairs become necessary, terminating this Agreement as of a date to be specified in such notice. Landlord shall not be required to repair any damage by fire or other cause or to make any repairs of any property installed in the Premises by Resident.
    ii. If Landlord elects to terminate, this Lease shall expire and all interest of the Resident in the Premises shall terminate and Landlord shall have no obligation to pay lodging costs or other expenses to Resident after the termination date. If Landlord elects to repair the damage and/or make the significant repairs and continue this Lease in full force and effect, the "Duty to Cooperate" and "Significant Repairs" sections, below, shall apply.

41. **SIGNIFICANT REPAIRS:**
    i. If the Premises require significant renovations, improvements or repairs (such as, by way of example only and not by way of any limitation, tenting for termites, treating for pests or other vermin, replacing plumbing or electrical wiring, repairing fire damage, etc.) which require Resident to vacate the Premises for any length of time, Resident must vacate the Premises as needed and otherwise cooperate with Landlord in its efforts to perform the work. To the extent possible, Landlord shall give Resident at least ten days written notice of the need to vacate the Premises, which notice shall include Landlord's best estimation of the length of time Landlord anticipates Resident will need to be absent from the Premises.
    ii. Resident agrees to vacate the Premises for the time necessary for the work to be completed and, if Resident needs to be absent from the Premises for more than 8 hours in any 24-hour period, relocate to alternative housing of the Landlord's choosing. Landlord shall be responsible to pay for the alternative housing; however, Resident will remain responsible for all rent while Landlord is paying for alternative accommodations. If Resident elects to relocate temporarily to lodging other than that designated by Landlord, then Landlord shall have no obligation to pay the cost of such housing, which shall be at Resident's sole cost and expense; although Resident shall have no obligation to

pay rent during the time the Premises are not available to Resident during the repairs. Landlord is not paying for the alternative lodging, except as provided below. Resident shall return to the Premises once Landlord advises Resident that the work has been completed. Landlord shall have no obligation to pay for alternative housing or waive rent after Landlord has advised Resident that Resident may return to the Premises.

iii. If the work or repairs are required because of the conduct of Resident or the conduct of Occupants, invitees or guests (such as misuse of plumbing, causing a fire, etc.), then Landlord shall be relieved of its obligation to pay for alternative accommodations set forth above and Resident shall remain responsible for both rent and the cost of alternative lodging during the time when Resident must vacate the Premises for any work to be completed.

42. **DUTY TO COOPERATE:** Failure to vacate the Premises or otherwise cooperate with Landlord's efforts to conduct repairs, renovations or other improvements in the Community is a material breach of this Lease and grounds for termination of this Agreement.

43. **SAFETY CONCERNS:**

i. Landlord makes no representations or guarantees to Resident concerning the security of the Premises or the Community. Landlord is under no obligation to Resident to provide any security measure or take any action not required by statute. The presence of courtesy patrols, patrol cars, access gates, surveillance cameras or other deterrents do not guarantee that crime can or will be prevented. Landlord reserves the right to reduce, modify or eliminate any such measures (other than those statutorily required) at any time; and Resident agrees that such action shall not be a breach of any obligation or warranty on the part of Landlord. All such measures are subject to personnel absenteeism, human error, mechanical malfunctions and tampering. Resident is responsible for planning and taking action with respect to the safety of Resident and personal property as if such systems and deterrents did not exist.

ii. Landlord may install surveillance cameras in some common areas. These cameras may or may not be monitored and the footage recorded by these cameras may or may not be kept by Landlord for any length of time. Landlord may remove such cameras, or install additional cameras, at any time without notice to Resident. Footage from any cameras belongs to Landlord and shall not be released to any resident although such footage may be released to law enforcement personnel, insurance adjusters or others with legitimate business needs for such footage in the sole discretion of Landlord and without the consent of any individuals recorded by such footage.

iii. Landlord has no obligation to obtain criminal background checks on any residents and bears no responsibility or liability related to the criminal background or actions (whether past, present or future) of any person, even if Landlord has actually run a criminal background check on applicants. Resident agrees to hold Landlord harmless from claims arising out of criminal acts of other residents or third parties. Resident shall not rely on the fact that Landlord may have run a criminal background check on residents or any other applicant when deciding whether to enter into this Lease. Background checks are limited to the information actually reviewed and are not a guarantee that a person with a criminal background does not reside at the Community or that someone living in the Community will not commit a crime in the future. Landlord has not made and does not make any representations as to the background of any existing or future resident and Landlord is under no obligation to run background checks on any existing resident or future applicant.

iv. Resident agrees to report immediately all suspected or actual criminal activity to the appropriate local law enforcement agencies and, after doing so, to Landlord, and shall provide Landlord with such law enforcement agency's incident report number upon request. If Resident receives a copy of any law enforcement agency's incident report for an incident that occurred on the property and said incident impacted the Premises, the Community or other residents in the Community, Resident shall provide a copy of said incident report to Landlord upon request.

44. **INSURANCE:** Landlord does not maintain insurance to cover (a) Resident's personal injury, (b) loss or damage to Resident's personal property, or (c) Resident's liability for injury, loss or damage caused to others by Resident (or Occupants or guests). Resident is not a co-insured, a beneficiary, or an implied beneficiary under any insurance policy maintained by Landlord. Unless prior to the Start Date, Resident provides Landlord with written proof of a policy of liability insurance issued by an authorized insurance company that provides Resident with a minimum policy coverage amount of $100,000 per occurrence and names Landlord as an Interested Party, Resident hereby elects for Landlord to enroll Resident in a service program administered by Landlord and backed by a liability coverage program administered by an insurance company selected by Landlord. Resident agrees to reimburse Landlord for the actual cost of such program. The premium payment made by Landlord on Resident's behalf will be considered rent. Landlord reserves the right to hold Resident liable for any loss in excess of the insurance proceeds paid by the insurer. If Resident maintains its own liability insurance, Resident shall provide proof of such insurance to Landlord upon Landlord's request. Resident's failure to provide such proof within three days of a request therefor shall constitute an election by Resident for Landlord to enroll Resident in the service program specified above, at the then-current actual cost of the service program.

45. **MEGAN'S LAW:** Pursuant to Section 290.46 of the Penal Code, information about specified registered sex offenders is made available to the public via internet web site maintained by the Department of Justice at www.meganslaw.ca.gov. Depending on an offender's criminal history, this information will include either the address at which the offender resides or the community of residence and the zip code in which the offender resides. Since the information is equally available to residents and Landlord, and Landlord cannot discriminate against registered sex offenders pursuant to Penal Code Section 290.46 et seq., Landlord has not made any inquiry of any applicant or resident as to whether he or she is a registered sex offender. Resident is advised to take whatever reasonable and lawful actions Resident believes necessary to protect household members or guests against any potential harm. This includes talking to any children or individuals with a diminished capacity about how to deal with strangers and similar topics. Resident is advised that Landlord may not notify Resident if Landlord learns or is advised that a registered sex offender is living in the Community.

46. **ENVIRONMENTAL INDEMNIFICATION:** To the extent allowed by law, Resident expressly assumes and accepts any and all risks involved or related to the presence in the Premises, common areas, and Community of any and all health affecting substances, and any power lines in the vicinity of the Premises. Resident waives all claims and causes of action of any kind or nature, at law or in equity, including, but not limited to, claims or causes of action arising by statute, ordinance, rule, regulation or similar provision, against Landlord and Landlord's agents, principals, employees, legal representatives, affiliates, assignees, successors in title, partners, shareholders, officers, directors, parents, members and managers (herein collectively called the "Landlord Affiliates") with respect to any health hazard occurring in connection with the presence in the Premises, common areas, or Community of materials containing potentially health affecting substances, and claims arising out of or based upon any potentially health affecting substances brought, or allowed to be brought, into the Premises, common areas, or Community by any Resident, Occupant, guest, or invitee. Resident agrees to defend, indemnify and hold harmless the Landlord Affiliates against and from any and all actions, causes of action, claims, demands, liabilities, losses, damages and expenses of whatsoever kind, including, but not limited to, attorneys' fees at both the trial and appellate levels, that any or all of the Landlord Affiliates may at any time sustain or incur by reason of any and all claims asserted against them arising out of potentially health affecting substances brought or allowed to be brought into the Community by any Resident, Occupant, guest, or invitee.

47. **PROPOSITION 65 WARNING:** The Premises, common areas, and Community may contain chemicals known to the State of California to cause cancer, birth defects, and other reproductive harm. These chemicals may be contained in emissions and fumes from building materials, products and materials used to maintain the property, and emissions, fumes, and smoke from Resident and guest activities, including but not limited to the use of motor vehicles, barbecues, and tobacco products. These chemicals may include, but are not limited to carbon monoxide, formaldehyde, tobacco smoke, unleaded gasoline, soot, tars, and mineral oils.

For more information please contact OEHHA at (916) 445-6900 or visit http://www.oehha.org/prop65/pdf/Prop65tenants.pdf for additional

D. PREMISES:

23. **CONDITION OF PREMISES:** Resident has inspected the Premises and acknowledges that the Premises are in good and habitable order and repair with all appliances and equipment in good working order at the time Resident is given occupancy. Resident also agrees that Landlord has made no promise to decorate, alter, repair or improve the Premises, except as listed on the Move In/Move Out Inspection Form.

24. **RESTRICTIONS ON ALTERATIONS:** Without the prior written consent of Landlord, Resident agrees not to make any alterations or improvements to the Premises, including, without limitation (i) changing or removing any part of the appliances, fixtures, or equipment; (ii) painting, installing wallpaper, or adhering contact paper; (iii) installing appliances including washing machines, dishwashers, dryers, fans, heaters, or air conditioners; or (iv) adding window coverings, foil draperies, or non-standard window coverings. In no event can any personal property, alterations, or improvements block entrance to or egress from the Premises, create a health or safety hazard or interfere with walkways or utility service equipment. All additions, fixtures and improvements shall be Landlord's property and shall remain upon the Premises after the termination of the Lease unless Landlord, as a condition to allowing Resident to make such alteration, requires that the Premises be restored to the condition existing prior to such alteration or addition.

25. **MAINTENANCE:** Resident is responsible to notify Landlord in writing, delivered personally or submitted online (except in the event of an emergency, in which case by telephone), if maintenance issues arise in or around the Premises. Maintenance requests will be handled after office hours only in an emergency. The on-duty maintenance associate will determine the appropriate course of action. Resident shall replace light bulbs and replace broken, damaged, or missing articles that Landlord has furnished.
    To maintain the Premises, Resident agrees to:
    i. Keep the Premises clean.
    ii. Use all appliances, fixtures, and equipment in a safe manner and only for the purposes for which they are intended.
    iii. Refrain from destroying, defacing, damaging or removing any part of the Premises, common areas, Community or grounds.
    iv. Refrain from making any repairs without Landlord's prior written consent.
    v. Maintain a minimum of 50 degrees inside the Premises at all times to prevent water lines from freezing during winter months.
    vi. Dispose of all garbage, waste and recyclable materials in designated containers and/or designated areas and in accordance with applicable law and Landlord's instructions. Large items may not be disposed of in garbage containers or common areas.
    vii. Keep all ingress and egress routes clear and unobstructed and at all times.
    viii. Practice safe use of electrical cords, outlets, and appliances.

26. **DUTY TO CLEAN AND VENTILATE:** Resident hereby acknowledges that mold and mildew can grow in the Premises if the Premises are not properly ventilated and maintained. Resident acknowledges that it is important that Resident regularly allow air to circulate in the Premises. Resident agrees to regularly allow air to circulate in the Premises by using bathroom fan(s), using ceiling fans, where available, and regularly opening the windows and/or sliding doors where available. Since it is common for mold and mildew to grow even if a small amount of moisture builds up, Resident agrees to regularly wipe down areas where moisture sometimes accumulates and clean all toilets, sinks, countertops, bathroom walls, windows, windowsills, patio doors, showers, bathtubs and tile or linoleum floors with a household cleaner on at least a bi-weekly basis. Resident further agrees to notify Landlord immediately whenever Resident learns of any condition which could lead to a build-up of moisture in the Premises, including, but not limited to plumbing leaks, broken window or door seals, accumulation of rainwater or other moisture around windows or doors, broken water lines or sprinklers, inoperable fans, doors, or windows, and any failure or malfunction in the heating, ventilation, or air-conditioning system, if any, in the Premises, storage room, garage, or common area. If Resident notices mold, mildew, or other organic growth in the Premises, Resident agrees to notify Landlord, in writing, immediately. Resident agrees to take the following steps to prevent the growth of mildew, mold, and organic growth in the Premises:
    i. In damp or rainy weather, keep windows and doors closed.
    ii. If possible, maintain a temperature of between 50° and 80° Fahrenheit within the Premises at all times.
    iii. Use the pre-installed bathroom fan or alternative ventilation when bathing or showering and allow the fan to run until all excess moisture has vented from the bathroom.
    iv. Use the exhaust fan in the kitchen when cooking or while the dishwasher is running. Allow the fan to run until all excess moisture has vented from the kitchen.
    v. Use care when watering houseplants. If spills occur, dry up excess water immediately.
    vi. When washing clothes in warm or hot water, watch to make sure condensation does not build up within the washer and dryer closet. If condensation does accumulate, dry with a fan or towel.
    vii. Thoroughly dry any spills on carpeting.
    viii. Do not allow damp or moist stacks of clothes or other cloth materials to lie in piles for an extended period of time.
    ix. Do not overfill closets or storage areas to allow for proper ventilation.
    x. Do not overfill the Premises or block with personal property ventilation from fans, windows, or doors.
    xi. Vacuum and dust the Premises on a regular basis to remove household dirt and debris that contribute to mold growth.
    Any failure to comply with the requirements of this section shall be deemed a material breach of this Lease. In addition, Resident shall be liable to Landlord for any damage resulting from Resident's failure to comply with the requirements of this section.

27. **PESTS AND PEST CONTROL:**
    i. The Premises and/or the common areas may be covered by a contract for periodic pest control by a registered structural pest control company. If so, pursuant to applicable law, concurrently with signing this Lease, Resident is being provided with a copy of the legally required notice provided by the registered pest control company under Business and Professions Code §8538 and California Civil Code §1940.8. Resident accepts all risks and hazards associated with chemicals used on the Premises that are stated in the notice attached to this Lease.
    ii. Resident and Landlord have inspected the Premises prior to leasing and acknowledge there is no visible evidence of the presence or infestation of insects or vermin, including bedbugs, in the Premises. Resident agrees to inspect all personal belongings for signs of bedbugs or other insects or vermin prior to bringing personal belongings into the apartment and further agrees not to bring into the Premises any belongings which Resident suspects may be infested with bedbugs, insects, or other vermin.
    iii. Resident agrees to maintain the Premises in a manner that prevents the occurrence of an infestation of insects and vermin, including bedbugs, and comply with policies relating to the prevention of infestations. Resident further agrees to report any signs of bedbugs, ants, fleas, roaches, or other insects or vermin immediately to Landlord.
    iv. If Resident allows individuals or items carrying bedbugs, fleas, roaches, or other insects or vermin into the Premises, or has an infestation that cannot be traced to another source, such infestation will be deemed damage to the Premises and Resident will be responsible for all costs of treatment to the Premises, Resident's personal belongings, and neighboring units as necessary to eradicate the infestation. Resident will also be responsible for any damages caused to the Premises or to any of Resident's personal property, including without limitation furniture, clothing, and personal belongings, caused by pests or the treatment of pests. The choice of treatment shall be at the discretion of Landlord in consultation with Landlord's pest control vendor, if any.
    v. Resident agrees to cooperate with all pest control efforts at and within the Premises and the Community. Resident shall follow all

7 R013	Pest Insect and Bed Bug A[illegible]ndum
8	Registered Structural Pest Control Company Notice
11	Parking Rules and Regulations
12	Utility Addendum
13	Acknowledgement Regarding Use of Medical Marijuana
14	Addendum Regarding Use of Medical Marijuana
15	Because We Care
16	Resident Security Notice & Acknowledgment
17	Security Deposit Agreement

SIGNATURES:

The undersigned expressly understands that after the initial term, the tenancy may automatically continue from month to month.

Sione Mahoni
Sione Mahoni *(Resident)* *Date*

Tania Raass 2/5/18
Tania Raass *(Resident)* *Date*

(Resident) *Date*

(Resident) *Date*

[illegible] 2/5/18
Woodland Park Apartments *(Landlord)* *Date*

i. Payment of Pet Rent is delinqu
ii. The pet displays aggressive behavior
iii. Landlord perceives the pet to be dangerous or disruptive to premises, common areas, or Community, other residents, guest or employees.
iv. Upon thirty (30) day notice by either party to the other of intent to terminate this Addendum

20. Resident agrees to hold harmless and indemnify Landlord from all liability pertaining to animals on the property. Resident shall hold Landlord harmless and indemnify Landlord for any and all damages or costs in connection with pet.

Resident Landlord represent that they have read this Addendum, understand the terms conditions contained herein, and agree to the terms conditions contained herein.

Sione Mahoni 2/5/18
Sione Mahoni *(Resident)* *Date*

Tania Raass 2/5/18
Tania Raass *(Resident)* *Date*

(Resident) *Date*

(Resident) *Date*

Woodland Park Apartments *(Landlord)* *Date*

the Premises, including on any patio or balcony.

12. **Loitering:** No unnecessary loitering in laundry facilities, recreation areas, leasing office, amenity areas, parking areas, or other common areas.

13. **Recreational Equipment:** Skateboards, motorcycles, bicycles and similar vehicles may not be stored in entry ways or under stairs without prior written permission from Landlord. Skateboards, roller-blades or other similar recreational equipment usage in Premises and in common areas is prohibited.

14. **Posting Flyers:** Resident is not authorized to distribute advertising, information or any other type of flyer, door-to-door, on cars, anywhere else in the building or throughout the Community, except as authorized by law. Landlord may designate a place for such items to be displayed remove items that are not in keeping with the nature of the Community, as determined by Landlord.

15. **Garage Storage:** Parking areas may only be used to park the Resident's registered, operational personal vehicle(s) in accordance with the Lease and Parking Rules and Regulations. Resident shall not use any parking area as storage for equipment, personal items, containers, vehicle parts or inoperable vehicles. In addition, Resident will not under any circumstances use any parking area or storage space to store flammable or toxic chemicals /or waste. The parking area and storage space may not be used for occupancy. If Resident violates these requirements Resident agrees to immediately reimburse the Landlord for any costs associated with the removal of the unauthorized materials immediately vacate the parking area or storage. Resident further agrees to be liable for any and all damage caused by Resident's carelessness or negligent driving, which may result in the destruction of the storage space and/or parking area or to any other vehicle near garage or storage space. The Landlord shall not be liable for any loss, theft, damages and/or destruction of any personal property contained in any parking area or storage space. Nor shall the Landlord be held liable for or held responsible for any injury to any Resident, Occupant, guest or invitee resulting from the use of any parking area and/or storage space.

16. **Solicitors and Salespeople:** Solicitors are not allowed in the Community, except as authorized by law. Residents shall report all solicitors or salespeople to the Landlord immediately.

17. **Car Wash and Repair:** Vehicle repairs, including oil changes washing of vehicles are prohibited in the common areas and Community unless there is a designated area provided by Landlord.

18. **Moving of Furniture:** Landlord may designate the time and method for moving items to and from the Premises such as any furniture, merchandise, goods, freight or other such items. Residents may not move furniture to and from the Premises through the lobby, patio doors, or through the use of elevators (if available) without Landlord's permission. If elevators are installed at the Community, Landlord does not guaranty that the elevators will be available for use by Resident nor shall Landlord be liable for any loss resulting from the unavailability of elevator service.

19. **Notification of Changes:** Resident shall notify Landlord immediately in writing with any change to Resident's employer, employer telephone number, alternate phone numbers, emergency contact or other pertinent information.

Resident and Landlord represent that they have read this Addendum, understand the terms and conditions contained herein, and agree to the terms conditions contained herein.

Sione Mahoni *(Resident)* — *Date*

Tania Raass *(Resident)* — 2/5/18 *Date*

(Resident) — *Date*

(Resident) — *Date*

Woodland Park Apartments *(Landlord)* — 2/5/18 *Date*

R016

ANIMAL ADDENDUM

This document is an addendum to the California Lease Agreement ("Lease") dated **May 19, 2011** between **Sione Mahoni Tania Raass** ("Resident") and **Woodland Park** ("Landlord") for the **Unit # 14** ("Premises") located at **301 East O'Keefe Street, East Palo Alto, CA 94303**.

Animals, including unauthorized or visiting pets, are not permitted on the Premises without prior written consent from Landlord. This addendum constitutes written consent for the animal(s) described below in the "Pet Description."

Pet Description

Resident Landlord agree as follows:

1. Resident agrees to pay **$0.00** per month in Pet Rent per month on or before the first of each month with Monthly Rent. Pet Rent is additional "rent" for all purposes.
2. If a pet is added during the lease term, Resident agrees to pay **$0.00** will be required to pay an additional pet deposit of **$500.00**.
3. The additional deposit shall be subject to full inspection of the Premises upon Resident's move out shall be considered an additional deposit pursuant to the Lease terms.
4. Resident shall be liable for all damages to Premises, common areas, or Community and all expenses caused by or in connection with pet.
5. Pet will not be permitted outside the Premises unless restrained by a leash. Resident must control pet activity while in the Premises.
6. Pets may not be left or tied on balconies, porches, or patios. These areas must be kept clean and free of pet waste.
7. Resident is responsible for immediate and proper cleaning up and disposal of pet waste. Please note that landscape pesticides and chemicals are used on the grounds of the Community and therefore special care should be taken when walking pets.
8. If pet is a cat, an appropriate litter box shall be maintained and a scratching post should be provided. Resident must place soiled cat litter in a securely tied trash bag for disposal.
9. If Resident does not clean up after pet, Resident will be fined **$50.00** per occurrence.
10. Animals shall not weigh over **30 pounds** full grown. Animals under **one (1) year** of age are not permitted.
11. The number of pets per unit is limited to **1**.
12. Resident shall not permit and represents that pet will not cause any damage, discomfort, annoyance, nuisance or in any way inconvenience, or cause complaints from, any other resident.
13. All pets must have all required vaccinations. Resident must provide proof of vaccinations to Landlord.
14. It is strongly recommended that all pets have an identification tag showing current address and telephone number on their collar. Dogs are required to have a current license and an identification tag at all times.
15. Resident agrees to comply with all applicable ordinances, regulations laws governing pets.
16. In addition, Resident shall comply with the following policies:
    - i. Except as further restricted by law, the following types of pets are permissible: cats, dogs, hamsters, guinea pigs, rabbits, birds, fish, non-poisonous or non-venomous amphibians, non-poisonous or non-venomous reptiles. Birds must be kept caged and permitted fish, amphibians, reptiles must remain in in a tank/aquarium at all times.
    - ii. All pets must be spayed/neutered.
    - iii. Resident shall prevent any fleas or other infestation of the Premises, building and Community.
    - iv. Birds shall not be let out of cages.
    - v. Resident must obtain prior written consent from Landlord to have fish tanks over 30 gallons. Fish tanks must be placed in a safe area inside of the Premises.
    - vi. Dangerous, illegal, exotic or poisonous animals (as determined solely by Landlord) are not permitted on the Premises.
    - vii. Residents are not allowed to keep endangered species.
    - viii. Feral animals cannot be fed or kept on the Premises, common areas, or Community.
    - ix. Resident shall not allow any animal in the Community that has exhibited any sign of aggressive behavior or aggressive tendencies towards any person.
    - x. Resident shall not allow any animal in the Community that is a Restricted Breed. Restricted Breeds are Alaskan Malamute, Boxer, Chow Chow, Dalmatian, Doberman Pinscher, German Shepherd, Belgian Malinois, Husky breeds, Pit-Bull breeds, Staffordshire Terrier, Presa Canario, Rottweiler wolf hybrids.
17. Assistive Animals (including companion animals): Landlord will accept and evaluate a request for reasonable accommodation to allow Resident to have an assistive animal. Assistive animals for persons with disabilities are not considered pets and are not subject to the following requirements:
    - i. Spayed/Neutered requirement;
    - ii. Breed restriction;
    - iii. Age restriction;
    - iv. Weight restriction;
    - v. The number of assistive animals per unit shall be evaluated on case by case basis;
    - vi. Monthly pet rent;
    - vii. Pet deposits.
18. A request for a Reasonable Accommodation must be submitted for Landlord's review and Landlord shall not unreasonably withhold its written approval for an assistive animal or animals. Resident hereby agrees to comply with the terms and conditions of this Pet Addendum, except for the exceptions set forth in section 17, for assistive animals.
19. This addendum shall terminate without affecting the Lease or Resident's responsibilities under the Lease and Resident shall remove the pet immediately if any of the following occurs:

COMMUNITY POLICIES

This document is an addendum to the California Lease Agreement ("Lease") dated **May 19, 2011** by between **Sione Mahoni Tania Raass** ("Resident") and **Woodland Park** ("Landlord") for the **Unit # 14** ("Premises") located at **301 East O'Keefe Street, East Palo Alto, CA 94303.**

In order to maintain and promote the Community, Landlord has established the following policies for the comfort and convenience of all residents. These Community Policies may be modified by written notice to residents.

1. **Service Requests:** All requests for service should be made in writing, delivered personally, sent via electronic mail, or submitted to the online resident portal. In an emergency, call 911 directly for help. Notify the Landlord immediately after.

2. **Laundry Facilities:** Laundry facilities are for the exclusive use by Resident and/or Occupants during the hours posted. Items should not be left unattended in the laundry area. Landlord is not responsible for loss or damage to personal items or clothing. To ensure the washers and dryers are working when needed, please follow the posted operating instructions carefully and treat the machines with care. If any of the laundry machines are not working properly, please notify Landlord immediately, so service can be arranged. A few additional tips:
   i. Do not put plastic items in the dryer.
   ii. Always clean the lint screen prior to use.
   iii. Never operate the dryer without a lint screen,
   iv. Refrain from overloading the washing machine or dryer. Do not use laundry facilities to wash or dry bulky items such as comforters.
   v. We recommend leaving washer door open after cycle for better ventilation.
   vi. Always clean the lint screen prior to using the dryer never operate it without a lint filter.
   vii. Never dry items that have come into contact with flammable substances like cooking oil, gasoline, paint thinner, or alcohol.

3. **Appliances:** The following policies must be followed with regard to appliances.
   i. Appliances shall not be removed from the Premises, common areas, or Community.
   ii. The Dispose All should only be used for the purpose for which it was designed. The following items should not be put in the Dispose All: metal, string, grease, coffee grounds, nut shells, fruit pits, corn on the cob, or potato peel.
   iii. The bathroom fixtures should only be used for the purpose for which they were designed. The following items should not be disposed of in the toilets: diapers, paper towels, sanitary napkins, tampons, food, and baby wipes rags. Resident shall be held responsible for any repairs or damage resulting from the disposal of such items in the toilet. If Resident puts any other foreign objects in bathroom or plumbing fixtures, Resident shall reimburse Landlord for any repairs or damage caused by the same.
   iv. Dishwashers should not be overloaded and only detergents made for automatic dishwashers should be used. We recommend using a rinse agent to improve drying and reduce spots and build up in dishwasher.
   v. To keep the oven clean, use mild detergents following each use and do not use hard abrasives on chrome or glass parts of the oven.
   vi. On the stove, never place foil under the burner pans.

4. **Interior Alterations:** Resident must obtain the prior written approval of Landlord before making any interior alteration. Any expenses incurred to restore the Premises will be at Resident's expense. Resident may not use nails when hanging pictures, mirrors, or other wall hangings. Please use adhesive hangers.

5. **Window Coverings Signs:** Resident shall not use blankets, sheets, foil or non-standard window coverings in place of draperies or blinds. Except as permitted by law, Residents shall not place objects on window or window sill which are visible from the outside.

6. **Community Equipment Facilities:** Recreational facilities may include business centers, fitness rooms, swimming pools, and community rooms. Residents, Occupants, guests and invitees shall abide by all rules and regulations for the use of the recreational facilities. Resident, Occupants, guests and invitees will avoid conduct that Landlord deems inappropriate or disruptive. Any person in violation of these rules will be asked to vacate the area immediately. Failure to adhere strictly to the posted rules and regulations is acknowledged as grounds for suspension of privileges or termination of the tenancy in accordance with law. Landlord may change the rules and regulations at Landlord's discretion. Exercise care when enjoying the recreation facilities/equipment. Landlord is not responsible for physical injuries that result from the use of the recreational facilities/equipment. Any damages to any of the recreational facilities/ equipment caused by Resident, Occupants, guests or invitees will result in Resident being responsible for the cost of repairing the damages. Take caution to lock/close common area doors and gates. No pets are allowed in any of the recreational facilities.

7. **Communities with Pools:** Resident is required to limit guests to no more than two at a time and accompany them to the pool. Visitors not accompanied by Resident will be asked to leave. Glass containers are not allowed in the pool area. Please help keep the pool area clean. Proper pool attire, such as bathing suits or swim trunks, is required. Children who are not toilet trained must wear a swim diaper. Cut-off jeans, T-shirts or non-swim diapers are not allowed. Additional pool policies and hours are posted by the pool. For safety reasons, do not swim alone.

8. **Patios Balconies:** Resident shall comply with the following rules:
   i. Patios and balconies are to be kept neat and orderly at all times.
   ii. The installation of sunshades, blinds or hanging fabrics is not allowed.
   iii. The construction of walls, ceilings, or other permanent attachments to the patio or balcony is not permitted.
   iv. Patios and balconies may not be used as bedrooms.
   v. No storage of any personal property or trash containers is allowed.
   vi. All plants must be free-standing and have saucers underneath them. Hanging plants are not permitted.
   vii. No motorcycles are allowed to be kept on any patios or balconies at any time.
   viii. Unapproved bike hooks are not permitted and will be removed.
   ix. Only furniture designed for outdoor use is permitted.

9. **Trash Removal:** Containers are located at various places throughout the Community. Residents shall secure trash and place it in a designated container. Residents shall not place trash on the ground if dumpster is full and should proceed to the next closest container to dispose of the trash. Resident shall not place large articles, such as furniture, for trash removal and Resident shall make alternate arrangements with a private disposal service to pick up such item at Resident's expense. Recyclable materials shall be separated from trash disposed of in the recycling receptacles. Boxes should be recycled and broken down before disposal. Resident shall not dispose of hazardous materials in any container or other location at the Community. Resident shall only dispose of refuse in compliance with applicable laws. Resident may be charged a fee for not following these guidelines. Do not store trash on porches, balconies or in the hallways unless it is an approved container provided by the Landlord is served regularly by the Landlord or a third-party vendor.

10. **Recycling:** Resident agrees to comply with all present and future Community policies, laws, orders regulations of all state, federal, municipal local governments regarding the collection, sorting, separation, recycling of waste products, garbage, and refuse trash.

11. **Barbeques:** The use or storage of any charcoal burner, liquid petroleum, gas fueled or any other open flame cooking devices are prohibited in

PROTECTIONS AGAINST EVICTION WITHOUT CAUSE

Evictions are only permitted for the specific reasons cited in the Ordinance. Evictions not meeting these requirements can be contested in any action to recover possession of a rental unit in court.

Landlords must specify at least one of the permitted grounds for eviction listed in the Ordinance in a written notice of termination of tenancy. Permitted grounds for eviction include failing to pay rent, violating the lease, or engaging in disorderly or destructive conduct, among other reasons.

The landlord must file with the Rent Board a copy of any termination of tenancy unlawful detainer action within five calendar days after the tenant has been served with such a notice.

TENANT PROTECTION ORDINANCE (Codified in Section 14.02 of the Municipal Code):
In May 2014, the City Council adopted the Tenant Protection Ordinance ("TPO") to further protect tenants. The TPO requires landlords to provide tenants a tenant rights information sheet, to give keys to every adult occupant in the rental unit, and to replace locks before a new tenancy begins. The TPO prohibits landlords from discriminating against families with children or based on the student or non-student status of housing applicants and tenants. It also prohibits landlords from harassing or taking retaliatory action against tenants. The TPO confirms tenants' rights to organize and to distribute literature related to tenancy issues. The TPO also provides for relocation assistance when units are to be demolished or removed or tenants have to temporarily relocate due to necessary repairs.

FOR MORE INFORMATION ABOUT THE ORDINANCE

Contact the Rent Stabilization Program at (650) 853-3114 or rentprogram@cityofepa.org; or the City's website at: www.cityofepa.org/rentprogram. You may also visit us at 2415 University Avenue, 2nd floor between 8:00 a.m. – 5:00 p.m.

For legal advice or representation, you may contact Legal Aid Society of San Mateo County for an appointment at (650) 517-8911; or Community Legal Services in East Palo Alto at (650) 326-20740; or go to 1861 Bay Road, East Palo Alto.

I received a copy of this notice on **May 19, 2011**.

Sione Mahoni 2/5/18
Sione Mahoni *(Resident)* *Date*

Tania Raass 2/5/18
Tania Raass *(Resident)* *Date*

(Resident) *Date*

(Resident) *Date*

Woodland Park Apartments 2/5/18
Woodland Park Apartments *(Landlord)* *Date*

R019

CONCESSION AGREEMENT

Community	Unit Address
Woodland Park	301 East O'Keefe Street # 14, East Palo Alto, CA 94303
Resident Name(s)	
Sione Mahoni Tania Raass	
Lease Term	
May 19, 2011 to	
Rental Amount	
$1,319.13	
Concession	
NONE	
Additional Monthly Rent	
$0.00 per month for Electricity. Total amount of additional rent over the lease term is $0.00.	

COMMENTS: If Resident fails to maintain his/her/their tenancy for the entire length of the initial term described in Section 3 of the Lease, then Resident shall reimburse Woodland Park for the full amount used of the concession outlined above. The concession reimbursement owed to Woodland Park is due and payable on the date that the Resident serves upon Woodland Park a notice of intent to vacate, or the date upon which the Resident vacates the Premises, whichever occurs earlier, and Resident shall simultaneously pay any other penalties that may be due pursuant to the Lease, and any other outstanding balances on the resident account.

Sione Mahoni *(Resident)* *Date*

Tania Raass *(Resident)* 2/5/18 *Date*

(Resident) *Date*

(Resident) *Date*

Woodland Park Apartments *(Landlord)* 2/5/18 *Date*

City of East Palo Alto
Office of the City Manager Rent Stabilization Program
2415 University Avenue, 2nd Floor East
Palo Alto, CA 94303
Tel: 650-853-3114 / Fax: 650-853-3115
rentprogram@cityofepa.org

NOTICE OF ORDINANCE AT COMMENCEMENT OF TENANCY

Section 6 of the East Palo Alto Rent Stabilization Just Cause of Eviction Ordinance of 2010 requires Landlords provide residential tenants with a written notice of this Ordinance at the commencement of any tenancy.

RENTS RENT INCREASES

How Much Can Rents be Increased Each Year:

The Rent Stabilization Board determines the percentage increase each year, the Annual General Adjustment ("AGA"), that Landlords can raise rents for tenants in regulated rental units. **The percentage of rent increase allowed**, including for all fees for regulated housing services, **for the 2017-2018 program year is 2.7%.**

Landlords, who are in compliance with the Ordinance, may increase rents between July 1 and June 30 of each program year by the amount of the AGA after giving a proper 30-day notice to a tenant. A landlord is eligible to increase rents using AGAs only if the landlord:

1. Registers all units in the same property with the Rent Stabilization Program;
2. Substantially complies with the Rent Stabilization Ordinance /or orders or regulations issued under the Ordinance, including not charging more than the maximum allowed rent;
3. Ensures the rental unit complies with the implied warranty of habitability; and completes all repairs ordered by the City.

Fees paid to a landlord for regulated housing services such as parking or utilities are generally part of the rent. An increase in fees for housing services, or charges for additional services that were not included in a tenant's initial rental agreement, are generally considered rent increases must conform to the requirements for raising rents.

Accumulating AGAs for Future Rent Increases:

Landlords may raise rents by a lesser amount than allowed by the AGA or choose not to raise rents in any given year, and in that event, they may apply the AGA for future use to raise a tenant's rent. Rent increases may not exceed **10%** in any 12-month period.

Certificate of Maximum Allowable Rent ("MAR"):

Certificates are issued upon Initial Registration of a rental unit, upon occupancy by a new tenant, and upon individual request. They are not issued every year. Based on information submitted by Landlords, the Rent Stabilization Administrator calculates the Maximum Allowable Rent in the Certificates issued for rental units that have been properly registered with the City. A tenant cannot be charged rent, including any fees for regulated housing services, that exceeds the MAR for the timeframe specified in the Certificate issued for their unit.

RIGHT TO PETITION FOR VIOLATIONS OF ORDINANCE

A tenant can file petition A, B /or C when their landlord violates the requirements of the City's Rent Stabilization Ordinance. A tenant may file a petition seeking a rent reduction or a rebate for rent already paid for the following reasons:

File Petition A for a Rent Reduction Rebate for Maximum Allowable Rent Violations: This petition may be filed when rent is being charged over the Maximum Allowable Rent for a regulated rental unit. A tenant can also file Petition A if their landlord failed to properly register the unit.

File Petition B for Rent Reduction Rebate for Housing Service Reductions, including Maintenance Breach of Implied Warranty of Habitability: This petition may be filed when the tenant experiences habitability /or maintenance problems, /or reductions in services that have not been corrected in a reasonable time.

File Petition C for Approval to Withhold Rent for Landlord's Failure to Register a Unit with the Rent Stabilization Program: Tenants may contact the Rent Program to find out if their rental unit is properly registered for more information about this provision in the Ordinance.

i. Landlord Resident agree that the actual cost to Landlord /or Utility Billing Company when Resident fails to pay the utility bill on time is difficult or impossible to ascertain, but the Parties agree that Landlord /or Utility Billing Company does, in the event of a late payment, incur certain costs including, without limitation, additional bookkeeping administrative charges, additional charges from the billing provider, costs in printing mailing late notices, lost opportunity costs of the payment. Accordingly, Landlord and Resident agree that if the payment is received after the enumerated due date then:

   a. If the Utility Billing company collects utility payments then Resident shall immediately pay a late payment in the amount of **$35.00**, which is a reasonable estimate of the costs incurred;
   b. If Landlord collects utility payments then late fees shall apply as if rent was not paid. Returned checks will be assessed a non-sufficient funds charge applicable charges in accordance to the Lease.

ii. Resident's billing statement will include a monthly service charge of up to **$0.00**. A new account set up charge of **$0.00** final bill fee of **$0.00** will also be applied to the resident's bill. The service charge represents the reasonable value of services provided by Landlord or the utility billing company to allocate the utility costs to the responsible parties, provides billing to Resident, and process payments. The monthly service charge is subject to change upon **sixty (60) days** written notice of increase. Resident agrees to pay any fees charged by a collection agency to Landlord to collect amounts due from Resident.

7. **No Waiver.** Landlord's waiver of any covenant of this Utility Addendum or the Lease will not constitute a waiver of any other breach. Landlord's acceptance of rent or any other payment with knowledge of Resident's failure to pay utility charges does not waive Landlord's right to enforce any provision of this Utility Addendum or the Lease. No waiver will exist unless made in writing and signed by both Resident and Landlord.

8. **Estimation.** Landlord may estimate Resident's consumption if Resident's sub-meter is broken or does not transmit a meter reading or if Landlord has not received bills from utility providers in time to prepare Resident's invoices.

Resident and Landlord represent that they have read this Addendum, understanding the terms conditions contained herein, and agree to the terms and conditions contained herein.

Sione Mahoni 2/5/18

Sione Mahoni *(Resident)* *Date*

Tania Raass 2/5/18

Tania Raass *(Resident)* *Date*

(Resident) *Date*

(Resident) *Date*

[signature] 2/5/18

Woodland Park Apartments *(Landlord)* *Date*

Information About Bedbugs Pest Control Policies

This document is an addendum to the Lease Agreement dated **May 19, 2011** by and between **Sione Mahoni Tania Raass** and **Woodland Park** for **Unit # 14** located at **301 East O'Keefe Street, East Palo Alto, CA 94303**.

1. In recent times, bed bugs have become a re-emerging problem nationwide. One reason for these increasing problems is that it is easy for persons to spread the problem unknowingly. Bed bugs readily hide in small crevices and are notorious hitch-hikers. Bed bugs are often transferred by purchasing used furniture and through travel in luggage and in hotel beds linens.

2. Landlord provides the following information about bedbugs pursuant to California Civil Code Section 1954.603:

   a) Bed Bug Appearance: Bed bugs have six legs. Adult bed bugs have flat bodies about 1/4 of an inch in length. Their color can vary from red brown to copper colored. Young bed bugs are very small. Their bodies are about 1/16 of an inch in length. They have almost no color. When a bed bug feeds, its body swells, may lengthen, and becomes bright red, sometimes making it appear to be a different insect. Bed bugs do not fly. They can either crawl or be carried from place to place on objects, people, or animals. Bed bugs can be hard to find and identify because they are tiny and try to stay hidden.

   b) Life Cycle and Reproduction: An average bed bug lives for about 10 months. Female bed bugs lay one to five eggs per day. Bed bugs grow to full adulthood in about 21 days.

   c) Bed bugs can survive for months without feeding.

   d) Bed bug Bites: Because bed bugs usually feed at night, most people are bitten in their sleep and do not realize they were bitten. A person's reaction to insect bites is an immune response and so varies from person to person. Sometimes the red welts caused by the bites will not be noticed until many days after a person was bitten, if at all.

   e) Common signs symptoms of a possible bed bug infestation:

      • Small red to reddish brown fecal spots on mattresses, box springs, bed frames, mattresses, linens, upholstery, or walls.

      • Molted bed bug skins, white, sticky eggs, or empty eggshells.

      • Very heavily infested areas may have a characteristically sweet odor.

      • Red, itchy bite marks, especially on the legs, arms, and other body parts exposed while sleeping. However, some people do not show bed bug lesions on their bodies even though bed bugs may have fed on them.

   f) For more information, see the Internet Web sites of the United States Environmental Protection Agency and the National Pest Management Association.

3. The best strategy for effective pest control is prevention. The following are recommended steps in the prevention of infestations by insects vermin, including bed bugs: (1) Clean Premises regularly, including vacuuming mattresses; (2) Clean up clutter to help reduce the number of places insects like bed bugs can hide; (3) Carefully thoroughly inspect used furniture or clothes you acquire bring into the Premises; Ask the person from whom you acquire the items if the items were checked and treated for bed bugs; (4) Do not bring discarded furniture, mattresses or clothing into the Premises; and (5) When traveling or staying in hotels, avoid places which do not appear to be cleaned regularly.

4. If the Premises or neighboring Premises are infested with vermin or insects, including bed bugs, Landlord may hire a pest control professional to develop a treatment plan and apply pesticides. The Premises must be properly prepared for any treatment and Resident must cooperate with the implementation of the treatment plan.

Resident and Landlord represent that they have read this Addendum, understands the terms and conditions contained herein, and agree to the terms conditions contained herein.

Sione Mahoni 2/5/18
Sione Mahoni *(Resident)* *Date*

Woodland Park Apartments *(Landlord)* 2/5/18 *Date*

Tania Raass 2/5/18
Tania Raass *(Resident)* *Date*

(Resident) *Date*

(Resident) *Date*

UTILITY ADDENDUM 2 (WITH GAS ELECTRIC CHARGES)

UTILITY/ SERVICE	UTILITY'S CUSTOMER OF RECORD	CHARGED TO RESIDENT?	CALCULATION METHOD ("FORMULA") For CHARGES TO RESIDENT	COMMON AREAS
Water	Landlord	Yes		Are not separately metered a deduction of 0% for estimated common area charges is made before calculating Resident's bill
Sewer	Landlord	Yes		Are not separately metered a deduction of 0% for estimated common area charges is made before calculating Resident's bill
Trash	Landlord	Yes		Resident will pay a pro-rata share of the utilities consumed in common areas
Gas	Landlord	Yes		Are not separately metered a deduction of 0% for estimated common area charges is made before calculating Resident's bill
Electricity	Landlord	Yes		Are not separately metered a deduction of 0% for estimated common area charges is made before calculating Resident's bill

This document is an addendum to the California Lease Agreement ("Lease") dated May 19, 2011 between Sione Mahoni Tania Raass ("Resident") and Woodland Park ("Landlord") for the Unit # 207 ("Premises") located at 301 East O'Keefe Street #14, East Palo Alto, CA 94303.

1. **Resident Not the Direct Customer of Record.** The following provisions apply to utilities/services which are the Resident's responsibility, but of which Landlord is the utility/service customer of record.

   i. Sub-metered Utilities. Billings based on sub-meter readings (if any) will itemize the beginning and ending meter readings, the rate charged to Resident and all categories of information that appear within the utility's standard billing format to the Landlord billing amounts will be determined by multiplying the sub-meter readings for the Resident's Premises by the utility rate that would be charged by the utility for that level of consumption if the Resident was the utility provider's direct customer of record. Residents should be aware that because of volume discounts the rate charged to Landlord may be less than the rate that would be charged to the Resident if the Resident was the utility provider's direct customer of record. If the Premises are sub-metered, Resident agrees to allow Landlord, or a billing service provider designated by Landlord, access to Resident's Premises in order to install, repair, remove read sub-meters.

   i. The sub meters in the Premises are located_____. Landlord's agent will require access to your Premises, upon reasonable advanced notice (at least 24 hours when possible), for the purpose of submeter installation, repair, reading, maintenance, inspections testing.

   ii. RUBS Formula Billing Used. If formula billing is used, the specific formula used is indicated above. Details about formulas are below.
      a. Square footage: For any Square Footage formula, Resident's share is calculated by comparing the approximate square footage of Resident's Premises as compared to the total square footage of all premises on the property.
      b. Occupants: Resident's share using an Occupant formula is calculated by comparing the number of occupants residing in Resident's Premises as compared to all occupants in all premises on the property as of the first day of the month. Resident represents that all occupants that who reside in the Premises are identified in the Lease. Resident agrees to immediately notify Landlord of any change in the number of occupants.
      c. Per Premises: Dividing the bill equally among all premises on the property.
      d. Flat: Standard amount charged each month.

2. **Water, Sewer, Trash, Gas, Electricity.** If either sub-metering or formula methods are used to calculate Resident's share for water, sewer, trash, gas, or electricity, all related charges assessed to Landlord may be used to calculate the amount charged to Resident. These may include (but are not limited to) related charges contained on tax bills, and all charges contained on the local water provider's bills to Landlord. Landlord Resident agree that it is impractical or extremely difficult to determine the exact amount of the utilities consumed by Resident (/or in the common areas), but that the methods used to determine Resident's share described above are reasonably accurate estimates. Trash costs to be charged to Resident may include actual trash invoices, costs on tax bills, Landlord's internal costs related to trash disposal, trash management costs, trash auditing costs, and recycling charges.

3. **Utility Billing Service.** Landlord currently uses the services of Conservice, Resident Services, P.O. Box 4718, Logan, Utah, 84323-4718 ("Utility Billing Company") to bill for utilities. Landlord reserves the right to change utility billing service providers at any time. If Landlord changes the utility billing service during Resident's tenancy, Resident will be given notice by Landlord. The Utility Billing Company is not the utility provider. Resident Questions Concerns Regarding Utility Billings may be addressed to Conservice 1-866-947-7 2079

4. **Utility Billing Statements.** Resident will receive monthly billing statements. All amounts due to are payable to Woodland Park at 5 Newell Court or at 2041 Euclid Ave., East Palo Alto, CA 94303. Failure of the Resident to pay the utility charges by their due date will be considered a material breach of the Lease grounds for termination. All monetary amounts due under this Utility Addendum are deemed additional rent. Utility billings will be prorated as necessary.

5. **Payment from Security Deposit.** Any obligation that remains unpaid, including utility charges that have accrued but have not been invoiced when Landlord reacquires possession of the Premises, may be deducted from the Resident's security deposit. If actual amounts have not been determined before Landlord provides Resident with an accounting of Resident's security deposit, Landlord may estimate the amount based on prior consumption or until actual numbers become available.

6. **Utility Payment.** Resident must make payment in full to Landlord or the Utility Billing Company for the utility charges prior to the due date listed on each bill.

R024

ACKNOWLEDGEMENT RE USE OF MEDICAL MARIJUANA

Resident acknowledges receipt and understanding of the attached policies concerning use of Medical Marijuana. If applicable, Resident agrees to complete the Addendum for any Resident, Occupant, invitee, or guest who requires a Medical Marijuana Accommodation. If the accommodation is not applicable, Resident is **not** required to complete the Addendum and it will remain solely as an informative section of the lease, not an Acknowledgment of any sort.

Sione Mahoni

Sione Mahoni *(Resident)* *Date*

Raass 2/5/18

Tania Raass *(Resident)* *Date*

(Resident) *Date*

(Resident) *Date*

2/5/18

Woodland Park Apartments *(Landlord)* *Date*

ADDENDUM RE USE OF MEDICAL MARIJUANA

This document is an addendum to the Lease Agreement dated **May 19, 2011** between **Sione Mahoni Tania Raass** and **Woodland Park** for the **Unit # 14** located at **301 East O'Keefe Street, East Palo Alto, CA 94303**.

I have read the following and agree to adhere to the below rules and regulations for Medical Marijuana use at the Community:

1. I have a physical or mental impairment that limits one (or more) major life activity. As a result of my disability, I require the use of Medical Marijuana. A copy of the Medical Marijuana Card is attached and incorporated by reference into this Addendum. I agree to notify Landlord if the Medical Marijuana Card is revoked or expires and understands that this Agreement terminates immediately upon revocation or expiration of the Medical Marijuana Card.
2. The Office of Environmental Health Hazard Assessment and the California Environmental Protection Agency list marijuana smoke as a carcinogen. In 2009, the Carcinogen Identification Committee determined that marijuana smoke was shown to cause cancer, and was added to the Proposition 65 list, pursuant to Title 27, California Code of Regulations, section 25305(a)(1) (formerly Title 22, California Code of Regulations, section 12305(a)(1)).
3. I UNDERSTAND THAT ANY SECONDHAND MARIJUANA SMOKE THAT DRIFTS INTO THE WINDOWS OF OTHER UNITS, THROUGH THE VENTS, UNDER ANOTHER RESIDENT'S DOOR, ONTO A BALCONY, OR IN A COMMON AREA (INCLUDING FITNESS CENTER POOL/SPA) IS PROHIBITED. I AGREE TO CONFINE THE SMOKE TO MY PREMISES AND AGREE THAT ANY SMOKE THAT AFFECTS A NEIGHBORING RESIDENT WILL BE DEEMED A NUISANCE. I UNDERSTAND THAT I WILL BE REQUIRED TO TAKE THE MEDICATION IN AN ALTERNATE MEANS /OR SMOKE IN AN ALTERNATE LOCATION IF THE SMOKE DISTURBS ANY NEIGHBORING RESIDENT.
4. I understand that there are reasonable alternate means to take the medication, including (among others) edibles, tinctures, beverages, cannabis oils, and pills. Landlord understands that each individual's medical situation is different and will address the specific situation and alternate means to take the medication with advice from the prescribing physician.
5. The distribution /or sale of marijuana or any other narcotic or illegal substance is a violation of the Lease and basis for termination of tenancy.
6. Resident is prohibited from making any unauthorized modifications to the Premises, including indoor irrigation systems or any other alteration that may increase the moisture /or humidity levels or risk of fire in the Premises, building or Community.
7. This Addendum may be modified for any reason at any time without Resident's approval in accordance with State and Federal law.
8. Except as expressly modified hereunder, the remaining terms and conditions of the Lease as previously amended shall remain in full force and effect.
9. Resident hereby acknowledges that this addendum is incorporated into the Lease.
10. The Parties hereto represent and acknowledge that in executing this Agreement they do not rely upon and have not relied upon any representation made by the other party with regard to the subject matter of this Addendum, or its effects, other than those representations specifically set forth herein. No supplement, modification, or amendment of this Addendum shall be binding unless executed in writing by both Parties.

This Addendum may be executed in counterparts facsimile copies of same shall be admissible for all purposes shall be deemed an original.

Sione Mahoni 2/5/10

Sione Mahoni *(Resident)* *Date*

Tania Raass 2/5/10

Tania Raass *(Resident)* *Date*

(Resident) *Date*

(Resident) *Date*

2/5/10

Woodland Park Apartments *(Landlord)* *Date*

BECAUSE WE CARE

At **Woodland Park**, we care about our residents' safety. We would like you to be aware of some important guidelines for your safety and protecting your personal property. Keep in mind that security is provided by local law enforcement agencies, much as it is for the other communities in the surrounding area. You should always proceed as if safety systems do not exist. The best safety measures you can take are the ones you can perform yourself as a matter of common sense. We have worked with local law enforcement agencies to develop a list of their recommendations for prudent practices regarding your personal safety. We provide this list as a convenience to you, without making any representation or warranty, and subject to the Lessee Security Notice & Acknowledgement:

PERSONAL SAFETY/INSIDE YOUR HOME

1. Lock your doors and windows, even when you're home.
2. If you have a deadbolt or night latch, use them even when you're home.
3. Never answer your door unless you know who is on the other side by looking through a peephole or window. If you don't know the person, talk to them without opening the door, and don't open the door unless you're satisfied with their identity.
4. If you are worried because you have lost a key, ask the management to rekey the locks. You have the right to do so, provided that you pay the cost of rekeying in advance.
5. Keep the telephone numbers for the police, emergency, and medical services handy.
6. Check your smoke detector periodically to ensure it is working.
7. Report to the management (in writing, dated signed) any malfunction of safety devices outside your home such as broken gate locks, burned-out stairwell parking lot lights, etc.
8. Close your curtains or blinds at night.
9. Let friends know when you're going to be gone for an extended period of time. Ask your neighbors to keep an eye on your home, because the management cannot assume that responsibility.
10. Mark or engrave valuable personal possessions for identification.
11. Be careful to whom you lend or give your keys.
12. When lighting candles, always use holders that are sturdy to avoid tipping and keep candles 12" away from flammable objects such as curtains or pillows. Never leave a candle unattended. Extinguish them prior to sleeping or leaving your home.
13. Do not leave cooking items unattended. If a grease fire should break out, place a metal lid over the flames. Do not use glass since the heat from the fire could cause the glass to break. Smother the fire with a liberal amount of baking soda if it is relatively small contained. Do NOT attempt to extinguish a grease fire with water; this will only cause the burning oil to splash and spread the flames.

PERSONAL SAFETY/OUTSIDE YOUR HOME

1. Lock your doors while you're gone. That means dead bolts too!
2. Leave a radio playing very softly when you're not at home.
3. Close and lock your windows when you're gone. Don't forget the sliding glass doors. Purchase a lamp timer at the hardware store, and set the time when you're not home in the evening or when you're on vacation.
4. Try not to walk outside alone at night.
5. Don't hide your front door key under the doormat. It's usually the first place a burglar will look.
6. If you have an entry code, don't give your code to guests or strangers.
7. Arrange for your newspaper delivery to be stopped when you're on vacation.

PERSONAL SAFETY/USING YOUR CAR

1. Lock your car doors when you're driving. Lock the doors and roll up the windows when you leave the car parked.
2. Don't leave visible items in the car, such as purses, briefcases, packages, money, etc.
3. Don't leave your keys in the car.
4. No matter where you are, always carry your key ring in your hand when you walk to the car. Don't ever stand by the car fumbling for keys.
5. Look in the back seat before you get in the car.
6. Don't stop alone at night at an automatic teller or gas station.

Sione Mahoni *(Resident)* *Date*

Tania Raass *(Resident)* 2/5/18 *Date*

(Resident) *Date*

(Resident) *Date*

Woodland Park Apartments *(Landlord)* 2/15/18 *Date*

PARKING RULES REGULATIONS

1. Each resident may only use the assigned parking space associated with that resident's lease and parking permit. Any vehicle parked in a parking space other than the assigned space is subject to immediate tow at the owner's expense. If you are not sure which space is yours, please ask the Management Office.
2. Every vehicle, including motorcycles, parked in an assigned **Woodland Park** parking space must have a visible, valid **Woodland Park** parking permit.
3. The **Woodland Park** Management Office at **5 Newell Court, East Palo Alto, CA 94303** issues parking permits. Generally, one parking permit will be issued for each assigned parking space. The make, model, color, and license plate number for each vehicle must be provided to obtain a parking permit.
4. The parking permit, including the permit identification number, must be fully visible at all times that the vehicle is parked at **Woodland Park**. Be sure not to cover the permit identification number.
5. If a resident's vehicle information changes or there are any other changes affecting the parking permit, the Management Office will reissue the parking permit. Upon reissue, the original parking permit will no longer be valid. All updated information must be provided to the Management Office.
6. If a parking permit must be reissued due to loss or theft, the resident will be charged a replacement fee for reissuance of the permit. Upon reissue, the original parking permit will no longer be valid. If the original parking permit is found in any vehicle parked at **Woodland Park**, that vehicle will be subject to immediate tow at the owner's expense. Reproduction or alteration of a parking permit is a direct violation of the Parking Rules. Any vehicle parked at **Woodland Park** with a reproduced or altered parking permit will be subject to immediate tow at the owner's expense.
7. No vehicle may be parked at any time in a fire lane, red zone, or any other area marked "NO PARKING." No vehicle may be parked so as to block any other parking space, sidewalk, driveway, or garage entrance. Any vehicle parked in violation of these rules is subject to immediate tow at the owner's expense.
8. Certain parking spaces are marked as guest or visitor parking spaces. Vehicles cannot be parked in guest or visitor spaces for more than 72 hours, unless the Management Office has provided prior written approval. An unapproved vehicle parked in a guest or visitor space for more than 72 hours is subject to immediate tow at the owner's expense. It is the resident's responsibility to advise guests and visitors of the Parking Rules.
9. Residents and their guests or visitors may park their vehicles in the parking spaces marked "**Woodland Park Management Office**" outside of Management Office hours; however, these vehicles must be moved during Management Office hours (signs are posted with the times). Any vehicle parked in the Management Office parking spaces during office hours are subject to immediate tow at the owner's expense.
10. Motorcycles must be parked in parking spaces. Motorcycles must affix the parking permit so that it is visible on the front area of the vehicle. Motorcycles may not be stored in units, on walkways, in courtyards, or on balconies. All parking rules and regulations apply to motorcycles.
11. All vehicles parked at **Woodland Park** must be in good operating condition and currently registered and licensed. Vehicles leaking any fluids will be subject to clean up fees. Any vehicle that is lacking any part or equipment necessary to operate safely, including without limitation, an engine, transmission, wheels, tires, doors, or windshield is subject to tow at the owner's expense. Management will attempt to provide 72 hours of notice before towing any such vehicle. Vehicle repair and maintenance in parking spaces and/or driveways is strictly prohibited.
12. Storage of personal property is not allowed in parking spaces. Management reserves the right to remove personal property left in parking spaces with no prior warning. Parking spaces and adjacent areas are to be neat and clean at all times.
13. Vehicles are not to be covered. Management will remove and discard covers.
14. Management is not responsible for theft or damage to any vehicle or personal property in the parking areas.
15. Boats, large trucks, RV's or trailers are not to be parked in the parking areas.
16. Bicycles must be parked in designated bicycle racks or inside a Resident's unit. Bicycles may not be stored or parked in common walkways or by the resident's front door.

Please remember to always lock your vehicle and never leave valuables in your car. Management is not responsible for loss or damage. Park at your own risk.

SECURITY DEPOSIT AGREEMENT

This Agreement is made this day, **May 19, 2011**, by and between **Woodland Park** (hereinafter referred to as "Landlord"), Landlord of the Community in which the "Premises", as hereinafter defined, are located, acting pursuant to express written authority given by the owner of such apartment complex, **Sione Mahoni Tania Raass** (hereinafter referred to as "Resident"), in connection with the California Lease Agreement (the "Lease") between Landlord Resident for: **301 East O'Keefe Street #14, East Palo Alto, Ca 94303** in **Woodland Park** (the "Premises").

1. **Security Deposit.** Landlord hereby acknowledges receipt from Resident of the sum of: **$1,450.00** (Security Deposit) which represents the security deposit payment under the Lease, which shall hereinafter be defined as "Security Deposit". Landlord will hold the Security Deposit for the faithful performance by Resident of Resident's obligations under the Lease, including payment of rent, and cleaning and repair of the Premises after surrender.

2. **Refund of Security Deposit.** Landlord shall deduct from the Security Deposit all monies expended as a result of any breach of the Lease or this Agreement, including but not limited to the following obligations:
   - A. Resident shall vacate completely the entire Premises on or before the date specified in the required written **30-day** move-out notice, expiration of the term of the Lease, or termination or cancellation of the Lease in accordance with the express provisions thereof.
   - B. Payment by Resident of all rent required under the Lease, up to and including the date of expiration or termination of the term of the Lease, or the full move-out notice period, whichever is longer.
   - C. The Premises, including all kitchen appliances (refrigerator, oven, range, dishwasher, and microwave) including all baths, closets, storage areas, patios/balconies, and all other areas have been thoroughly cleaned, so as to be in the same condition as they were in on the commencement date of the term of Lease, normal wear and tear excepted.
   - D. There are no defects or damage to the Premises, whether caused by Resident, pets, or otherwise, unless shown on a written list of damages and defects signed by Resident at the commencement of the Lease term.
   - E. Resident observes and performs all other covenants and obligations to be kept or performed by Resident under the Lease up to and including the date of expiration or termination of the Lease term.
   - F. Resident observes and follows all rules and regulations including, without limitation, those rules and regulations pertaining to pets.
   - G. **RESIDENT has given LANDLORD thirty (30) days written notice prior to the date of expiration or termination of the term of the Lease.**
   - H. Resident has provided Landlord with a written copy of the forwarding address of Resident.

3. **Deductions.** Within twenty-one (21) days after Resident has vacated the Premises, Landlord shall furnish Resident with an itemized written statement of the basis for, and the amount of, any security received and the disposition of such security to Resident.

4. **Move-Out Procedures.** When Resident moves out of the Premises, an inspection of the condition of same shall be made after all of the personal effects of Resident have been removed. Resident should accompany Landlord during said inspection to help resolve any problems that may arise. Failure of Resident to do so shall constitute a concurrence by Resident in Landlord's assessment of charges for damages or cleaning. After inspection by Landlord, appropriate charges will be assessed by Landlord for any missing items; damages or repairs to the Premises, or its contents (normal wear tear excepted) with the exception of those items listed on the Move-In/Move-Out Inspection Report attached to this Agreement; insufficient light bulbs; scratches, burns, or holes in the walls, doors, floors, draperies, carpets /or furniture; for cleaning the Premises (including all kitchen appliances). Resident shall be charged for each unreturned key (mail-box key garage remote), and charged for replacing locks if all door keys to the Premises are not returned to Landlord.

Sione Mahoni 2/5/11
Sione Mahoni *(Resident)* *Date*

Tania Raass 2/5/11
Tania Raass *(Resident)* *Date*

(Resident) *Date*

(Resident) *Date*

W E J 2/5/11
Woodland Park Apartments *(Landlord)* *Date*

RESIDENT SECURITY
NOTICE & ACKNOWLEDGMENT

NOTICE TO RESIDENT: Landlord does not promise, warrant, or guarantee the safety or security of the Resident, Occupants, or their personal property against the criminal actions of other residents or third parties. Each Resident has the responsibility to protect himself or herself and to maintain appropriate insurance to protect his or her belongings.

It is a fact that no security system, courtesy patrol or electronic security device can guarantee protection against crime. Even elaborate security systems are subject to mechanical malfunction, tampering, human error or personnel absenteeism, and can be defeated or avoided by clever criminals. Therefore, Lessees should always proceed on the assumption that no security systems exist. The best safety measures are those precautions that can be performed as a matter of common sense and habit.

If security systems, security devices, or walk-through/drive-through services are employed at this community, no representation is being made that they will be effective to prevent injury, theft or vandalism. Such personnel, if provided, cannot physically be every place at every moment. Usually, such personnel are unarmed independent contractors and have no greater authority under the law to restrain or arrest criminals than the ordinary citizen. Therefore, Landlord does not warrant that any security systems, security devices, or services employed at this community will discourage or prevent breaches of security, intrusions, thefts, or incidents of violent crime. Further, Landlord reserves the right to reduce, modify or eliminate any security system, security devices or services (other than those statutorily required) at any time; Resident agrees that such action shall not be a breach of any obligation or warranty on the part of Landlord.

Resident agrees to promptly notify Landlord in writing of any problem, defect, malfunction or failure of door locks, window latches, controlled access gates, intrusion alarms, and any other security-related device. If Resident's home is equipped with an intrusion alarm, Resident agrees to be responsible for all fines, penalties and other charges resulting from or attributable to the alarm, including false alarm charges.

ACKNOWLEDGMENT BY RESIDENT: I have read, understood and agree with the above notice. I have received no representation or warranties, either express or implied, as to any security or any security system on the property. Landlord has not in any way stated or implied to me that security of person or property was provided, promised, or guaranteed or that the Community was or will be free from crime. I further acknowledge that Landlord is not obligated under any circumstances to respond to any signal from an intrusion alarm system. The responsibility for protecting me, my property, and my family, guests invitees from acts of crime is the sole responsibility of myself and law enforcement agencies.

I agree to release and hold harmless Landlord from claims arising out of criminal acts of other residents and third parties. I agree that Landlord shall not be liable to me based upon any claim that security was not provided, subject to Landlord's compliance with state statutes regarding door locks and window latches. Resident acknowledges that the foregoing shall also be binding upon Resident's heirs, successors, and assigns.

Representatives of Landlord have no authority to make changes or modifications in the terms of this document, except when in writing and signed.

Sione Mahoni *(Resident)* — Date: 2/5/18

Woodland Park Apartments *(Landlord)* — Date: 2/5/18

Tania Raass *(Resident)* — Date: 2/5/18

(Resident) — Date

(Resident) — Date

IF YOUR VEHICLE IS TOWED...

You have rights if your vehicle gets towed. Please consult the California Vehicle Code to fully understand your rights, as this is only an overview the law may change at any time.

Generally, prior to paying any towing storage-related fees, you have the right to:

- Receive an itemized invoice of actual charges.
- Receive your personal property, at no charge, during normal business hours.
- Retrieve your vehicle during the first 72 hours of storage and not pay a lien fee.
- Request a copy of the Towing Fees and Access Notice.
- Pay by cash or valid bank credit card
- Inspect your vehicle or have your insurance carrier inspect your vehicle at the storage facility, at no charge, during normal business hours.

You generally have the right to have the vehicle released to you upon (1) payment of all towing and storage-related fees, (2) presentation of a valid photo identification, (3) presentation of reliable documentation showing that you are the owner of the vehicle or that the owner has authorized you to take possession of the vehicle, and (4), if applicable, presentation of any required police or law enforcement release documents.

If you do not pay the towing and/or storage-related fees or you abandon your vehicle at the towing company, the towing company may sell your vehicle and any money received will be applied to towing and storage-related fees that have accumulated against your vehicle. You are still responsible for paying the towing company any outstanding balance due on any of these fees once the sale is complete.

If your vehicle was damaged during storage or towing, the owner of the vehicle may recover for any damage to the vehicle resulting from any intentional or negligent act of a person causing the removal of, or removing, the vehicle.

If the towing company violates the law, you may be able to bring a lawsuit in court, generally in small claims court. The towing company may be civilly liable for damages up to two times the amount charged, not to exceed $500, and possibly more for certain violations.

Sione Mahoni *(Resident)* 2/5/19 *Date*

Tania Raass *(Resident)* 2/5/19 *Date*

(Resident) *Date*

(Resident) *Date*

Woodland Park Apartments *(Landlord)* 2/5/19 *Date*

Exhibit B

Resident Ledger

GREYSTAR®

Date: 02/12/2025

Code	t2841183	**Property**	cawoopa2	**Lease From**	05/19/2011
Name	Sione Mahoni	**Unit**	218-14	**Lease To**	06/18/2011
Address	301 East O'Keefe Street	**Status**	Current	**Move In**	05/19/2011
	#14	**Rent**	1537.75	**Move Out**	
City	East Palo Alto, CA 94303	**Phone (H)**		**Phone (W)**	

Date	Chg Code	Post Month	Description	Charge	Payment	Balance	Chg/Rec
07/21/2023	secdep	07/2023	:Posted by QuickTrans (secdep)	1,350.00		1,350.00	132770144
07/21/2023		07/2023	chk# :QuickTrans :Posted by QuickTrans		1,350.00	0.00	32404254
07/21/2023		07/2023	chk# Conv_PPD		0.24	(0.24)	32406719
08/01/2023	rent	08/2023	Base Rent (08/2023)	1,371.89		1,371.65	134134715
08/01/2023		08/2023	chk# 1090 81611881 :CHECKscan Payment		1,000.00	371.65	32576213
08/01/2023		08/2023	chk# 90 :CHECKscan Payment		509.08	(137.43)	32576215
09/01/2023	rent	09/2023	Base Rent (09/2023)	1,371.89		1,234.46	135914970
09/07/2023		09/2023	chk# 90 :CHECKscan Payment		1,000.00	234.46	33225676
09/07/2023		09/2023	chk# 109132905200 :CHECKscan Payment		234.07	0.39	33225677
10/01/2023	rent	10/2023	Base Rent (10/2023)	1,371.89		1,372.28	137741120
10/04/2023		10/2023	chk# 90 :CHECKscan Payment		372.28	1,000.00	33681685
10/04/2023		10/2023	chk# 109132907983 :CHECKscan Payment		1,000.00	0.00	33681686
11/01/2023	rent	11/2023	Base Rent (11/2023)	1,371.89		1,371.89	139642874
11/07/2023		11/2023	chk# 1091 53834560 :CHECKscan Payment		371.89	1,000.00	34226650
11/07/2023		11/2023	chk# 1091 53834559 :CHECKscan Payment		1,000.00	0.00	34226651
12/01/2023	rent	12/2023	Base Rent (12/2023)	1,509.08		1,509.08	141125723
12/03/2023		12/2023	chk# 1091 53837023 :CHECKscan Payment		1,000.00	509.08	34612880
12/03/2023		12/2023	chk# 1091 53837034 :CHECKscan Payment		509.08	0.00	34612881
01/01/2024	rent	01/2024	Base Rent (01/2024)	1,509.08		1,509.08	143238388
01/04/2024		01/2024	chk# 90 :CHECKscan Payment		1,000.00	509.08	35116109
01/04/2024		01/2024	chk# 90 :CHECKscan Payment		509.08	0.00	35116110
02/01/2024	rent	02/2024	Base Rent (02/2024)	1,509.08		1,509.08	145341259
02/04/2024		02/2024	chk# 1091 53823218 :CHECKscan Payment		1,000.00	509.08	35629451
02/04/2024		02/2024	chk# 1091 53823229 :CHECKscan Payment		509.08	0.00	35629452
03/01/2024	rent	03/2024	Base Rent (03/2024)	1,509.08		1,509.08	147260351
03/07/2024		03/2024	chk# 109153826001 :CHECKscan Payment		509.08	1,000.00	36216121
03/07/2024		03/2024	chk# 1091 53825990 :CHECKscan Payment		1,000.00	0.00	36216122
04/01/2024	rent	04/2024	Base Rent (04/2024)	1,509.08		1,509.08	149216134
04/01/2024		04/2024	chk# 109153842369 :CHECKscan Payment		509.08	1,000.00	36525592
04/01/2024		04/2024	chk# 1091 53842358 :CHECKscan Payment		1,000.00	0.00	36525593
05/01/2024	rent	05/2024	Base Rent (05/2024)	1,509.08		1,509.08	150986427
05/02/2024		05/2024	chk# 1091 53845394 :CHECKscan Payment		1,000.00	509.08	37159843
05/02/2024		05/2024	chk# 90 :CHECKscan Payment		509.08	0.00	37159844
06/01/2024	rent	06/2024	Base Rent (06/2024)	1,509.08		1,509.08	153522620
06/06/2024		06/2024	chk# 1091 53828058 :CHECKscan Payment		509.08	1,000.00	37831050
06/06/2024		06/2024	chk# 1091 53828047 :CHECKscan Payment		1,000.00	0.00	37831051
07/01/2024	rent	07/2024	Base Rent (07/2024)	1,509.08		1,509.08	155845851
07/03/2024		07/2024	chk# 109213125725 :CHECKscan Payment		1,000.00	509.08	38348094
07/03/2024		07/2024	chk# 90 :CHECKscan Payment		509.08	0.00	38348095
08/01/2024	rent	08/2024	Base Rent (08/2024)	1,509.08		1,509.08	158120345
08/06/2024		08/2024	chk# 1092 13118949 :CHECKscan Payment		1,000.00	509.08	39024633
08/06/2024		08/2024	chk# 1092 13118950 :CHECKscan Payment		509.08	0.00	39024635
09/01/2024	rent	09/2024	Base Rent (09/2024)	1,509.08		1,509.08	160510369
09/01/2024		09/2024	chk# 1092 13128948 :CHECKscan Payment		509.08	1,000.00	39474283

09/01/2024		09/2024	chk# 109213128937 :CHECKscan Payment		1,000.00	0.00	39474284
10/01/2024	rent	10/2024	Base Rent (10/2024)	1,509.08		1,509.08	162835552
10/03/2024		10/2024	chk# 1092 92952329 :CHECKscan Payment		509.08	1,000.00	40200661
10/03/2024		10/2024	chk# 1092 92952318 :CHECKscan Payment		1,000.00	0.00	40200662
11/01/2024	rent	11/2024	Base Rent (11/2024)	1,509.08		1,509.08	165254213
11/05/2024		11/2024	chk# 1091 53832095 :CHECKscan Payment		1,000.00	509.08	40839965
11/05/2024		11/2024	chk# 1091 53832106 :CHECKscan Payment		509.08	0.00	40839966
12/01/2024	rent	12/2024	Base Rent (12/2024)	1,509.08		1,509.08	167605837
12/01/2024	rent	12/2024	Rental Increase December 2024	28.67		1,537.75	167935843
12/01/2024		12/2024	chk# 1091 62779286 :CHECKscan Payment		537.75	1,000.00	41223773
12/01/2024		12/2024	chk# 1091 62779275 :CHECKscan Payment		1,000.00	0.00	41223775
01/01/2025	rent	01/2025	Base Rent (01/2025)	1,537.75		1,537.75	169893645
01/06/2025		01/2025	chk# 1092 13122293 :CHECKscan Payment		1,000.00	537.75	41991372
01/06/2025		01/2025	chk# 1092 13122304 :CHECKscan Payment		537.75	0.00	41991373
02/01/2025	rent	02/2025	Base Rent (02/2025)	1,537.75		1,537.75	172319019
02/02/2025		02/2025	chk# 1092 92953517 :CHECKscan Payment		537.75	1,000.00	42480110
02/02/2025		02/2025	chk# 1092 92953506 :CHECKscan Payment		1,000.00	0.00	42480112

Exhibit C

R035

Resident Ledger

Sione Mahoni

301 East O'Keefe Street
14
Palo Alto, CA, 94303

Date:	8/13/2021
Resident Code:	t2814095
Property:	018230
Unit:	218-14
Status:	Current
Rent:	$1,371.89
Deposit:	$1,350.00
Move In Date:	05/19/11
Move Out Date:	
Due Day:	1
Tel Num(Office)	
Tel Num(Home)	

Date	Post Mo	Description	Charges	Payments	Balance
		Balance Forward			**0.00**
01/01/18	5/2018	Leased Rent (01/2018)	1,284.45		1,284.45
01/05/18	5/2018	2781/ 2782		1,284.45	0.00
02/01/18	5/2018	Leased Rent (02/2018)	1,319.13		1,319.13
02/05/18	5/2018	Chk# 107857260335		1,000.00	319.13
02/05/18	5/2018	Chk# 107857260346		319.13	0.00
02/14/18	12/2017			1,350.00	(1,350.00)
02/14/18	12/2017	Load Security Deposit	1,350.00		0.00
03/01/18	3/2018	Leased Rent (03/2018)	1,319.13		1,319.13
03/05/18	3/2018	Late fees, 5% of $1319.13	65.96		1,385.09
03/27/18	4/2018	Chk# 107827251744 - Manually posted MO 107827251744, rec. 3/5/2018		1,000.00	385.09
03/27/18	4/2018	Chk# 107857251755 - Manually posted MO 107857251755, rec. 3/5/2018		319.13	65.96
04/01/18	4/2018	Leased Rent (04/2018)	1,319.13		1,385.09
04/05/18	4/2018	Late fees, 5% of $1319.13	65.96		1,451.05
05/01/18	5/2018	R108094718611		1,000.00	451.05
05/01/18	5/2018	R108094718622		319.13	131.92
05/01/18	5/2018	Leased Rent (05/2018)	1,319.13		1,451.05
05/05/18	5/2018	Late fees, 5% of $1319.13	65.96		1,517.01
05/09/18	5/2018	R107857211924		1,000.00	517.01
05/09/18	5/2018	R107857211935		319.19	197.82
05/22/18	5/2018	Security deposits received	1,450.00		1,647.82
05/22/18	5/2018	Reversal for incorrect charge	(1,450.00)		197.82
06/01/18	6/2018	Leased Rent (06/2018)	1,319.13		1,516.95
06/04/18	6/2018	R108094649201		1,000.00	516.95
06/04/18	6/2018	R108094649212		319.13	197.82
07/01/18	7/2018	Leased Rent (07/2018)	1,319.13		1,516.95
07/05/18	7/2018	R108094676745		1,000.00	516.95
07/05/18	7/2018	R108094676756		319.13	197.82
07/05/18	7/2018	Late fees, 5% of $1319.13	65.96		263.78
08/01/18	8/2018	Leased Rent (08/2018)	1,319.13		1,582.91
08/02/18	8/2018	R101717925815		1,000.00	582.91
08/02/18	8/2018	R10171925826		319.13	263.78
08/05/18	8/2018	Late fees, 5% of $1319.13	65.96		329.74

R036

Resident Ledger

Sione Mahoni

301 East O'Keefe Street
14
Palo Alto, CA, 94303

Date:	8/13/2021
Resident Code:	t2814095
Property:	018230
Unit:	218-14
Status:	Current
Rent:	$1,371.89
Deposit:	$1,350.00
Move In Date:	05/19/11
Move Out Date:	
Due Day:	1
Tel Num(Office)	
Tel Num(Home)	

Date	Post Mo	Description	Charges	Payments	Balance
09/01/18	9/2018	Leased Rent (09/2018)	1,319.13		1,648.87
09/05/18	9/2018	Late fees, 5% of $1319.13	65.96		1,714.83
09/06/18	9/2018	incorrect late fees charged	(263.84)		1,450.99
09/11/18	9/2018	Chk# 108094650587		1,000.00	450.99
09/11/18	9/2018	Chk# 108094650598		319.13	131.86
09/19/18	9/2018	Chk# 108094655890		132.00	(0.14)
10/01/18	10/2018	Leased Rent (10/2018)	1,319.13		1,318.99
10/05/18	10/2018	Chk# 10809470151		1,000.00	318.99
10/05/18	10/2018	Chk# 10809470152		319.13	(0.14)
10/05/18	10/2018	Late fees, 5% of $1319.13	65.96		65.82
11/01/18	11/2018	Leased Rent (11/2018)	1,319.13		1,384.95
11/04/18	11/2018	Chk# 10809465712		1,000.00	384.95
11/04/18	11/2018	Chk# 10809465713		319.13	65.82
11/05/18	11/2018	Late fees, 5% of $1319.13	65.96		131.78
11/12/18	11/2018	resident paid on time 10/2018 and 11/2018	(131.92)		(0.14)
11/29/18	12/2018	Chk# 10809466487		1,000.00	(1,000.14)
11/29/18	12/2018	Chk# 10809466488		319.13	(1,319.27)
12/01/18	12/2018	Leased Rent (12/2018)	1,319.13		(0.14)
01/01/19	1/2019	Leased Rent (01/2019)	1,319.13		1,318.99
01/05/19	1/2019	Late fees, 5% of $1319.13	65.96		1,384.95
01/07/19	1/2019	Chk# 284		1,354.13	30.82
01/16/19	1/2019	$35 late fee 1/2019	(30.96)		(0.14)
02/01/19	2/2019	Leased Rent (02/2019)	1,319.13		1,318.99
02/04/19	2/2019	Chk# 10811053220		1,000.00	318.99
02/04/19	2/2019	Chk# 10811053221		318.13	0.86
02/05/19	2/2019	Late fees, 5% of $1319.13	65.96		66.82
02/07/19	2/2019	paid on time 2/2019	(65.96)		0.86
03/01/19	3/2019	Leased Rent (03/2019)	1,319.13		1,319.99
03/03/19	3/2019	1081 10505790		1,000.00	319.99
03/03/19	3/2019	1081 10505800		319.13	0.86
04/01/19	4/2019	Leased Rent (04/2019)	1,319.13		1,319.99
04/02/19	4/2019	1084 79081733		1,000.00	319.99
04/02/19	4/2019	1084 79081744		319.13	0.86
05/01/19	5/2019	1084 79081755		1,000.00	(999.14)

R037

Resident Ledger

Sione Mahoni

301 East O'Keefe Street
14
Palo Alto, CA, 94303

Date:	8/13/2021
Resident Code:	t2814095
Property:	018230
Unit:	218-14
Status:	Current
Rent:	$1,371.89
Deposit:	$1,350.00
Move In Date:	05/19/11
Move Out Date:	
Due Day:	1
Tel Num(Office)	
Tel Num(Home)	

Date	Post Mo	Description	Charges	Payments	Balance
05/01/19	5/2019	1084 79081766		319.13	(1,318.27)
05/01/19	5/2019	Leased Rent (05/2019)	1,319.13		0.86
05/31/19	6/2019	1084 79101445		1,000.00	(999.14)
05/31/19	6/2019	1084 79101456		319.13	(1,318.27)
06/01/19	6/2019	Leased Rent (06/2019)	1,319.13		0.86
07/01/19	7/2019	Leased Rent (07/2019)	1,319.13		1,319.99
07/08/19	7/2019	Chk# 108489628445		1,000.00	319.99
07/08/19	7/2019	Chk# 108489628456		319.13	0.86
08/01/19	8/2019	Leased Rent (08/2019)	1,319.13		1,319.99
08/05/19	8/2019	Chk# 108489619326		1,000.00	319.99
08/05/19	8/2019	Chk# 108489619337		318.13	1.86
09/01/19	9/2019	1084 8963458		319.13	(317.27)
09/01/19	9/2019	Leased Rent (09/2019)	1,319.13		1,001.86
09/05/19	9/2019	1084 86935847		1,000.00	1.86
10/01/19	10/2019	1084 89644406		1,000.00	(998.14)
10/01/19	10/2019	1084 89644417		319.13	(1,317.27)
10/01/19	10/2019	Leased Rent (10/2019)	1,319.13		1.86
11/01/19	11/2019	Leased Rent (11/2019)	1,319.13		1,320.99
11/04/19	11/2019	1084 89650456 - :CHECKscan Payment		1,000.00	320.99
11/04/19	11/2019	1084 89650467 - :CHECKscan Payment		319.13	1.86
12/01/19	12/2019	Leased Rent (12/2019)	1,319.13		1,320.99
12/04/19	12/2019	1085 84653760 - :CHECKscan Payment		1,000.00	320.99
12/04/19	12/2019	1085 84653771 - :CHECKscan Payment		319.13	1.86
01/01/20	1/2020	Leased Rent (01/2020)	1,319.13		1,320.99
01/03/20	1/2020	1085 84634565 - :CHECKscan Payment		1,000.00	320.99
01/03/20	1/2020	1085 84634576 - :CHECKscan Payment		318.13	2.86
02/01/20	2/2020	Leased Rent (02/2020)	1,319.13		1,321.99
02/04/20	2/2020	1085 84665244 - :CHECKscan Payment		1,000.00	321.99
02/04/20	2/2020	1085 84665255 - :CHECKscan Payment		319.13	2.86
03/01/20	3/2020	Leased Rent (03/2020)	1,319.13		1,321.99
03/02/20	3/2020	1086 86095826 - :CHECKscan Payment		1,000.00	321.99
03/02/20	3/2020	1086 86095837 - :CHECKscan Payment		319.13	2.86
04/01/20	4/2020	Leased Rent (04/2020)	1,319.13		1,321.99
04/03/20	4/2020	1086 86083165 - :CHECKscan Payment		1,000.00	321.99

R038

Resident Ledger

Sione Mahoni

301 East O'Keefe Street
14
Palo Alto, CA, 94303

Date:	8/13/2021
Resident Code:	t2814095
Property:	018230
Unit:	218-14
Status:	Current
Rent:	$1,371.89
Deposit:	$1,350.00
Move In Date:	05/19/11
Move Out Date:	
Due Day:	1
Tel Num(Office)	
Tel Num(Home)	

Date	Post Mo	Description	Charges	Payments	Balance
04/03/20	4/2020	1086 86083176 - :CHECKscan Payment		319.13	2.86
05/01/20	5/2020	Leased Rent (05/2020)	1,319.13		1,321.99
05/04/20	6/2020	1085 84648150 - Reapplied Receipt		1,000.00	321.99
05/04/20	5/2020	1085 84648161 - :CHECKscan Payment		319.13	2.86
06/01/20	6/2020	Leased Rent (06/2020)	1,319.13		1,321.99
06/04/20	6/2020	1086 86118300 - :CHECKscan Payment		1,000.00	321.99
06/04/20	6/2020	1086 86118310 - :CHECKscan Payment		318.13	3.86
07/01/20	7/2020	Leased Rent (07/2020)	1,319.13		1,322.99
07/03/20	7/2020	1086 86106090 - :CHECKscan Payment		1,000.00	322.99
07/03/20	7/2020	1086 86106100 - :CHECKscan Payment		319.13	3.86
08/01/20	8/2020	Leased Rent (08/2020)	1,319.13		1,322.99
08/03/20	8/2020	Chk# 108686092900 - :CHECKscan Payment		1,000.00	322.99
08/03/20	8/2020	1086 86092911 - :CHECKscan Payment		319.13	3.86
09/01/20	9/2020	Leased Rent (09/2020)	1,319.13		1,322.99
09/03/20	9/2020	1086 86113162 - :CHECKscan Payment		1,000.00	322.99
09/03/20	9/2020	1086 86113173 - :CHECKscan Payment		318.13	4.86
10/01/20	10/2020	Leased Rent (10/2020)	1,319.13		1,323.99
10/05/20	10/2020	1084 03792080 - :CHECKscan Payment		1,000.00	323.99
10/05/20	10/2020	Chk# 108403792079 - :CHECKscan Payment		319.30	4.69
11/01/20	11/2020	Leased Rent (11/2020)	1,319.13		1,323.82
11/04/20	11/2020	Chk# 108403771399 - :CHECKscan Payment		1,000.00	323.82
11/04/20	11/2020	Chk# 108403771400 - :CHECKscan Payment		319.13	4.69
12/01/20	12/2020	Leased Rent (12/2020)	1,319.13		1,323.82
12/04/20	12/2020	Chk# 108403785040 - :CHECKscan Payment		1,000.00	323.82
12/04/20	12/2020	Chk# 108403785050 - :CHECKscan Payment		318.13	5.69
01/01/21	1/2021	Leased Rent (01/2021)	1,319.13		1,324.82
01/05/21	1/2021	1084 03777746 - :CHECKscan Payment		1,000.00	324.82
02/01/21	2/2021	Leased Rent (02/2021)	1,319.13		1,643.95
02/02/21	2/2021	Chk# 108403783136 - :CHECKscan Payment		1,000.00	643.95
02/02/21	2/2021	1084 03783147 - :CHECKscan Payment		318.13	325.82
03/01/21	3/2021	Leased Rent (03/2021)	1,319.13		1,644.95
03/02/21	3/2021	1088 84390747 - :CHECKscan Payment		1,000.00	644.95
03/02/21	3/2021	1088 84390758 - :CHECKscan Payment		318.13	326.82
04/01/21	4/2021	Leased Rent (04/2021)	1,319.13		1,645.95

R039

Resident Ledger

Sione Mahoni

301 East O'Keefe Street
14
Palo Alto, CA, 94303

Date:	8/13/2021
Resident Code:	t2814095
Property:	018230
Unit:	218-14
Status:	Current
Rent:	$1,371.89
Deposit:	$1,350.00
Move In Date:	05/19/11
Move Out Date:	
Due Day:	1
Tel Num(Office)	
Tel Num(Home)	

Date	Post Mo	Description	Charges	Payments	Balance
04/05/21	4/2021	Chk# 108436730116 - :CHECKscan Payment		1,000.00	645.95
04/05/21	4/2021	Chk# 108436730127 - :CHECKscan Payment		318.13	327.82
04/28/21	5/2021	1084 03803420 - :CHECKscan Payment		9.69	318.13
05/01/21	5/2021	Leased Rent (05/2021)	1,319.13		1,637.26
05/03/21	5/2021	1088 84404618 - :CHECKscan Payment		1,000.00	637.26
05/03/21	5/2021	1088 84404629 - :CHECKscan Payment		319.13	318.13
06/01/21	6/2021	1088 84409909 - :CHECKscan Payment		1,000.00	(681.87)
06/01/21	6/2021	1088 84409910 - :CHECKscan Payment		319.13	(1,001.00)
06/01/21	6/2021	Leased Rent (06/2021)	1,319.13		318.13
07/01/21	7/2021	Leased Rent (07/2021)	1,371.89		1,690.02
07/06/21	7/2021	1088 84403826 - :CHECKscan Payment		1,000.00	690.02
07/06/21	7/2021	1088 84403837 - :CHECKscan Payment		371.89	318.13

Current	30 Days	60 Days	Over 90	Current Owed
0.00	**0.00**	**0.00**	**318.13**	**318.13**

Resident Ledger

R040

Sione Mahoni
301 East O'Keefe Street
14
Palo Alto, CA, 94303

Date:	09/29/2023
Resident Code:	t2439158
Property:	ca301eas
Unit:	218-14
Status:	Current
Rent:	$1,371.89
Deposit:	
Move In Date:	05/19/2011
Move Out Date:	
Due Day:	1
Tel Num(Home):	
Tel Num(Office):	

Date	Description	Charges	Payments	Balance
07/01/21	Balance Forward			318.13
08/01/21	Base Rent (08/2021)	1,371.89		1,690.02
08/02/21	1088 84422482 - :CHECKscan Payment		1,000.00	690.02
08/02/21	1088 84422493 - :CHECKscan Payment		371.89	318.13
09/01/21	Base Rent (09/2021)	1,371.89		1,690.02
09/08/21	1088 84416267 - :CHECKscan Payment		1,000.00	690.02
09/08/21	1088 84416278 - :CHECKscan Payment		371.89	318.13
10/01/21	Base Rent (10/2021)	1,371.89		1,690.02
10/05/21	Chk# 108806421493 - :CHECKscan Payment		371.89	1,318.13
10/05/21	1088 06421482 - :CHECKscan Payment		1,000.00	318.13
11/01/21	Base Rent (11/2021)	1,371.89		1,690.02
11/03/21	Chk# 108806384929 - :CHECKscan Payment		371.89	1,318.13
11/03/21	1088 06384918 - :CHECKscan Payment		1,000.00	318.13
12/01/21	Base Rent (12/2021)	1,371.89		1,690.02
12/07/21	Chk# 108806393201 - :CHECKscan Payment		1,000.00	690.02
12/07/21	1088 06393212 - :CHECKscan Payment		371.89	318.13
12/22/21	Chk# 0061 - :CHECKscan Payment		300.13	18.00
12/22/21	Reimburse Money Order Replacement Fee	18.00		36.00
12/22/21	Reverse Incorrect Money Order Replacement Fee	(18.00)		18.00
12/22/21	Correct Reverse Money Order Replacement Fee	(18.00)		0.00
01/01/22	Base Rent (01/2022)	1,371.89		1,371.89
01/03/22	1088 06397095 - :CHECKscan Payment		371.89	1,000.00
01/03/22	1088 06397084 - :CHECKscan Payment		1,000.00	0.00

02/01/22	R041	Base Rent (02/2022)	1,371.89		1,371.89
02/02/22		1088 06410922 - :CHECKscan Payment		1,000.00	371.89
02/02/22		1088 06410933 - :CHECKscan Payment		371.89	0.00
03/01/22		Base Rent (03/2022)	1,371.89		1,371.89
03/03/22		Chk# 90 - :CHECKscan Payment		371.89	1,000.00
03/03/22		Chk# 90 - :CHECKscan Payment		1,000.00	0.00
04/01/22		Base Rent (04/2022)	1,371.89		1,371.89
04/05/22		1088 06409382 - :CHECKscan Payment		1,000.00	371.89
04/05/22		1088 06409393 - :CHECKscan Payment		371.89	0.00
05/01/22		Base Rent (05/2022)	1,371.89		1,371.89
05/05/22		1090 10541277 - :CHECKscan Payment		319.13	1,052.76
05/05/22		1089 93782975 - :CHECKscan Payment		53.00	999.76
05/05/22		1090 10541266 - :CHECKscan Payment		1,000.00	(0.24)
06/01/22		Base Rent (06/2022)	1,371.89		1,371.65
06/07/22		1090 10532290 - :CHECKscan Payment		1,000.00	371.65
06/07/22		1090 10532301 - :CHECKscan Payment		371.89	(0.24)
07/01/22		Base Rent (07/2022)	1,371.89		1,371.65
07/05/22		1090 10509806 - :CHECKscan Payment		1,000.00	371.65
07/05/22		1090 10509817 - :CHECKscan Payment		371.89	(0.24)
08/01/22		Base Rent (08/2022)	1,371.89		1,371.65
08/03/22		Chk# 1090 - :CHECKscan Payment		371.89	999.76
08/03/22		Chk# 1090 - :CHECKscan Payment		1,000.00	(0.24)
09/01/22		Base Rent (09/2022)	1,371.89		1,371.65
09/06/22		Chk# 1090 - :CHECKscan Payment		371.89	999.76
09/06/22		Chk# 1090 - :CHECKscan Payment		1,000.00	(0.24)
10/01/22		Base Rent (10/2022)	1,371.89		1,371.65
10/03/22		1090 63305263 - :CHECKscan Payment		371.89	999.76
10/03/22		1090 63305252 - :CHECKscan Payment		1,000.00	(0.24)
11/01/22		Base Rent (11/2022)	1,371.89		1,371.65
11/06/22		Chk# 1090 - :CHECKscan Payment		1,000.00	371.65
11/06/22		Chk# 1090 - :CHECKscan Payment		371.89	(0.24)
12/01/22		Base Rent (12/2022)	1,371.89		1,371.65
12/05/22		Chk# 1090 - :CHECKscan Payment		371.89	999.76
12/05/22		Chk# 1090 - :CHECKscan Payment		1,000.00	(0.24)
01/01/23		Base Rent (01/2023)	1,371.89		1,371.65
01/09/23		Chk# 1090 - :CHECKscan Payment		1,000.00	371.65
01/09/23		Chk# 1090 - :CHECKscan Payment		371.89	(0.24)
02/01/23		Base Rent (02/2023)	1,371.89		1,371.65

02/04/23	R042	Chk# 1090 - :CHECKscan Payment			319.13	1,052.52
02/04/23		Chk# 1090 - :CHECKscan Payment			1,000.00	52.52
02/04/23		Chk# 1090 - :CHECKscan Payment			52.76	(0.24)
03/01/23		Base Rent (03/2023)		1,371.89		1,371.65
03/03/23		1090 81590761 - :CHECKscan Payment			1,000.00	371.65
03/03/23		1090 81590772 - :CHECKscan Payment			371.89	(0.24)
04/01/23		Base Rent (04/2023)		1,371.89		1,371.65
04/02/23		1090 81596360 - :CHECKscan Payment			1,000.00	371.65
04/02/23		1090 81596371 - :CHECKscan Payment			371.89	(0.24)
05/01/23		Base Rent (05/2023)		1,371.89		1,371.65
05/06/23		1090 81600276 - :CHECKscan Payment			1,000.00	371.65
05/06/23		1090 81600287 - :CHECKscan Payment			371.89	(0.24)
06/01/23		Base Rent (06/2023)		1,371.89		1,371.65
06/06/23		Chk# 1090 - :CHECKscan Payment			1,000.00	371.65
06/06/23		Chk# 1090 - :CHECKscan Payment			371.89	(0.24)
07/01/23		Base Rent (07/2023)		1,371.89		1,371.65
07/06/23		Chk# 1090 - :CHECKscan Payment			371.89	999.76
07/06/23		Chk# 1090 - :CHECKscan Payment			1,000.00	(0.24)

0-30 Days	31-60 Days	61-90 Days	Over 90 Days	Current Owed
0.00	**0.00**	**0.00**	**317.89**	**317.89**

Exhibit D

Work Order Cost Analysis Details

Property : Woodland Park (cawoopa2)

Unit : 218-14

WO#	Property	Unit	Priority	Status	Category	Brief Desc.	Call Date	Scheduled Date	Completed Date	Amount
7564366	cawoopa2	218-14	Emergency	Work Completed	Plumbing	kitchen sink clogged	10/27/2023	10/27/2023	10/27/2023	0
7705073	cawoopa2	218-14	Emergency	Work Completed	HVAC Repair	Serv- heater not on	12/12/2023	12/12/2023	12/12/2023	0
7957928	cawoopa2	218-14	Low	Work Completed	Plumbing	Clogged sink	03/05/2024	03/05/2024	03/14/2024	0
8077524	cawoopa2	218-14	Emergency	Work Completed	Plumbing	toilet thank the water keeps runing	04/12/2024	04/12/2024	04/13/2024	0
8708412	cawoopa2	218-14	Emergency	Work Completed	Pest Control	Swarm of insects	08/26/2024		09/04/2024	0
Total: 5										**0**

Work Order Cost Analysis Details

Property : Woodland Park (cawoopa2)

Unit : 218-14

WO#	Property	Unit	Priority	Status	Category	Brief Desc.	Call Date	Scheduled Date	Completed Date	Amount
8973341	cawoopa2	218-14		Work Completed		Kitchen	10/29/2024		12/02/2024	0
8973344	cawoopa2	218-14		Work Completed		Bathroom	10/29/2024		12/03/2024	0
8973348	cawoopa2	218-14		Work Completed		Outlets	10/29/2024		12/03/2024	0
8973351	cawoopa2	218-14		Work Completed		Tiles	10/29/2024		12/16/2024	0
8973353	cawoopa2	218-14		Work Completed		Closet doors	10/29/2024		12/03/2024	0
8973357	cawoopa2	218-14		Work Completed	HVAC Repair	Heater	10/29/2024		12/02/2024	0
8973358	cawoopa2	218-14		Work Completed		Discoloration in bathroom	10/29/2024		12/16/2024	0
9293187	cawoopa2	218-14	High	Work Completed	Window and Blinds	Bedroom window screen	01/17/2025	01/17/2025	01/27/2025	0
Total: 8										**0**

Exhibit E

Woodland Park
5 Newell Ct
East Palo Alto,CA 94303
Office (650) 566-2000x

Work Order No. 7564366
Date Call: 10/27/2023 9:04:00 AM
Date Scheduled: 10/27/2023 9:28:51 AM

Status Work Completed

Date Completed: 10/27/2023 4:40:00 PM
Brief Desc: kitchen sink clogged

Job Site: cawoopa2/218-14
301 East O'Keefe Street
#14
East Palo Alto,CA 94303

Caller Name: Tania Raass
Caller Phone: (650) 771-6123x
Occupant: Mahoni (t2841183)

Priority: Emergency
Ok to enter? NO
Category: Plumbing
SubCategory: Kitchen Sink

Access Notes: PTE: NO - POC HOME

Problem Description: The kitchen sink is clogged. They tried using a snake but it didn't help. It could be from the main line. AMarian/RCC

Parts & Labor

Quantity/ Hours	Item Type/ Employee Name	Description	Unit Price	Total
0.0000	Gutierrez	Gutierrez	0.00	0.00
			Total	0.00

Authorized by: _____
Signed by _____
Dated _____
Invoice No. _____

Technician Notes: Sedestapo el sin de cosina

Woodland Park
5 Newell Ct
East Palo Alto,CA 94303
Office (650) 566-2000x

Work Order No. 7705073
Date Call: 12/12/2023 2:11:00 PM

Date Scheduled: 12/12/2023 3:31:07 PM

Status Work Completed

Date Completed: 12/12/2023 4:33:00 PM
Brief Desc: Serv- heater not on

Job Site: cawoopa2/218-14
301 East O'Keefe Street
#14
East Palo Alto,CA 94303

Caller Name: Sione Mahoni
Caller Phone:
Occupant: Mahoni (t2841183)

Priority: Emergency
Ok to enter? NO
Category: HVAC Repair
SubCategory: Heater

Problem Description: NO PTE

heater doesnt turn on

650771623

OG

Parts & Labor

Quantity/ Hours	Item Type/ Employee Name	Description	Unit Price	Total
0.0000	Gutierrez	Gutierrez	0.00	0.00
			Total	0.00

Authorized by: _____
Signed by _____
Dated _____
Invoice No. _____

Technician Notes: Se ensendio el calenton

Woodland Park
5 Newell Ct
East Palo Alto,CA 94303
Office (650) 566-2000x

Work Order No. 7957928
Date Call: 3/5/2024 8:46:00 AM

Date Scheduled: 3/5/2024 9:12:00 AM

Status Work Completed

Date Completed: 3/14/2024 8:23:18 AM
Brief Desc: Clogged sink

Job Site: cawoopa2/218-14
301 East O'Keefe Street
#14
East Palo Alto,CA 94303

Caller Name: Tania Raass
Caller Phone: (650) 771-6123x
Occupant: Mahoni (t2841183)

Priority: Low
Ok to enter? NO
Category: Plumbing
SubCategory: Kitchen Sink

Access Notes: PTE: no POC at home today PETS:no Alarms:No

Problem Description: The kitchen sink is clogged.
CMelendez/RCC

Parts & Labor

Quantity/ Hours	Item Type/ Employee Name	Description	Unit Price	Total
0.0000	Hernandez		0.00	0.00
			Total	0.00

Authorized by: _____
Signed by _____
Dated _____
Invoice No. _____

Technician Notes: unclogged kitchen sink

Woodland Park
5 Newell Ct
East Palo Alto,CA 94303
Office (650) 566-2000x

Work Order No. 8077524
Date Call: 4/12/2024 9:59:00 AM
Date Scheduled: 4/12/2024 1:56:45 PM

Status Work Completed

Date Completed: 4/13/2024 3:11:00 PM
Brief Desc: toilet thank the water keeps runing

Job Site: cawoopa2/218-14
301 East O'Keefe Street
#14
East Palo Alto,CA 94303

Caller Name: Sione Mahoni
Caller Phone:
Occupant: Mahoni (t2841183)

Priority: Emergency
Ok to enter? YES
Category: Plumbing
SubCategory: Toilet

Problem Description: PTE
650 771 6123
the resident reported the water keeps runing when they fludh the toilet
DD

Parts & Labor

Quantity/ Hours	Item Type/ Employee Name	Description	Unit Price	Total
0.0000	Gutierrez	Gutierrez	0.00	0.00
			Total	0.00

Authorized by: _____
Signed by _____
Dated _____
Invoice No. _____

Technician Notes: Selepuso una balbula nueba al toile

Woodland Park
5 Newell Ct
East Palo Alto,CA 94303
Office (650) 566-2000x

Work Order No. 8708412
Date Call: 8/26/2024 3:35:04 PM

Status Work Completed

Date Completed: 9/4/2024 2:08:00 PM
Brief Desc: Swarm of insects

Job Site: cawoopa2/218-14
301 East O'Keefe Street
#14
East Palo Alto,CA 94303

Caller Name: Tania Raass
Caller Phone: (650) 771-6123x
Occupant: Mahoni (t2841183)

Priority: Emergency
Ok to enter? YES
Category: Pest Control
SubCategory: Routine

Access Notes: PTE: yes; , PETS: no; ALARMS: no

Problem Description: the resident is reporting there is a swarm of bugs trying to get in. She states thousands if insects trying to get in. She is concerned as she does not know what they are but there are thousands by her description .. She does know what kind of insects they are but she is very scared. She tried to use bug spray but its too many of them resident needs assistance ASAP Gviales//RCC

Parts & Labor

Quantity/ Hours	Item Type/ Employee Name	Description	Unit Price	Total

Total

Authorized by: _____
Signed by _____
Dated _____
Invoice No. _____

Technician Notes: 9/4 BANNER no activity confirmation via photo by tenant that insect was male ants no treatment recommended

Woodland Park
5 Newell Ct
East Palo Alto,CA 94303
Office (650) 566-2000x

Work Order No. 8973341
Date Call: 10/29/2024 8:56:00 PM

Status Work Completed

Date Completed: 12/2/2024 5:10:52 PM
Brief Desc: Kitchen

Job Site: cawoopa2/218-14
301 East O'Keefe Street
#14
East Palo Alto,CA 94303

Caller Name: Sione Mahoni
Caller Phone:
Occupant: Mahoni (t2841183)

Ok to enter? NO

Problem Description: Kitchen Cabinets/ Drawers have to much paint unable to open

Parts & Labor

Quantity/ Hours	Item Type/ Employee Name	Description	Unit Price	Total
144.0000	Bedolla		0.00	0.00
			Total	0.00

Authorized by: _____
Signed by _____
Dated _____
Invoice No. _____

Technician Notes: 10/31/2024 Pictures haven been taken will be scheduled for repairs. 11/05/2024 Cabinet door hinges were repaired on fallen door. Drawer guides were adjusted.

Woodland Park
5 Newell Ct
East Palo Alto,CA 94303
Office (650) 566-2000x

Work Order No. 8973344
Date Call: 10/29/2024 8:56:00 PM

Status Work Completed

Date Completed: 12/3/2024 5:19:53 PM
Brief Desc: Bathroom

Job Site: cawoopa2/218-14
301 East O'Keefe Street
#14
East Palo Alto,CA 94303

Caller Name: Sione Mahoni
Caller Phone:
Occupant: Mahoni (t2841183)

Ok to enter? YES

Problem Description: Toilet handle does not work. Water running

Parts & Labor

Quantity/ Hours	Item Type/ Employee Name	Description	Unit Price	Total
117.0000	Bedolla		0.00	0.00
			Total	0.00

Authorized by: _____
Signed by _____
Dated _____
Invoice No. _____

Technician Notes: 10/31/2024 Pictures haven been taken will be scheduled for repairs. 11/05/2024 Replaced toilet handle.

Woodland Park
5 Newell Ct
East Palo Alto,CA 94303
Office (650) 566-2000x

Work Order No. 8973348
Date Call: 10/29/2024 8:58:00 PM

Status Work Completed

Date Completed: 12/3/2024 5:21:45 PM
Brief Desc: Outlets

Job Site: cawoopa2/218-14
301 East O'Keefe Street
#14
East Palo Alto,CA 94303

Caller Name: Sione Mahoni
Caller Phone:
Occupant: Mahoni (t2841183)

Ok to enter? NO

Problem Description: Outlets in the unit are not working

Parts & Labor

Quantity/ Hours	Item Type/ Employee Name	Description	Unit Price	Total
122.0000	Bedolla		0.00	0.00
			Total	0.00

Authorized by: _____
Signed by _____
Dated _____
Invoice No. _____

Technician Notes: 10/31/2024 Pictures haven been taken will be scheduled for repairs. 11/05/2024 Replaced 6 outlet covers and switch covers.

Woodland Park
5 Newell Ct
East Palo Alto,CA 94303
Office (650) 566-2000x

Work Order No. 8973351
Date Call: 10/29/2024 8:59:00 PM

Status Work Completed

Date Completed: 12/16/2024 3:17:48 PM
Brief Desc: Tiles

Job Site: cawoopa2/218-14
301 East O'Keefe Street
#14
East Palo Alto,CA 94303

Caller Name: Sione Mahoni
Caller Phone:
Occupant: Mahoni (t2841183)

Ok to enter? NO

Problem Description: Tiles in unit are broken, Bathroom, kitchen, hallway

Parts & Labor

Quantity/ Hours	Item Type/ Employee Name	Description	Unit Price	Total
4.0000	Blanco		0.00	0.00
			Total	0.00

Authorized by: _____
Signed by _____
Dated _____
Invoice No. _____

Technician Notes: tiles were repaired in kitchen, bathroom and livingroom.

Woodland Park
5 Newell Ct
East Palo Alto,CA 94303
Office (650) 566-2000x

Work Order No. 8973353
Date Call: 10/29/2024 8:59:00 PM

Status Work Completed

Date Completed: 12/3/2024 5:17:20 PM
Brief Desc: Closet doors

Job Site: cawoopa2/218-14
301 East O'Keefe Street
#14
East Palo Alto,CA 94303

Caller Name: Sione Mahoni
Caller Phone:
Occupant: Mahoni (t2841183)

Ok to enter? YES

Problem Description: Closet doors broken.

Parts & Labor

Quantity/ Hours	Item Type/ Employee Name	Description	Unit Price	Total
791.5000	Bedolla		0.00	0.00
			Total	0.00

Authorized by: _____
Signed by _____
Dated _____
Invoice No. _____

Technician Notes: 10/31/2024 Pictures have been taken will be scheduled for repairs, closet doors have been special order will take 3-4 weeks to arrive. 12/03/2024 Closet doors arrived and were installed.

Woodland Park
5 Newell Ct
East Palo Alto,CA 94303
Office (650) 566-2000x

Work Order No. 8973357
Date Call: 10/29/2024 9:01:00 PM

Status Work Completed

Date Completed: 12/2/2024 5:13:44 PM
Brief Desc: Heater

Job Site: cawoopa2/218-14
301 East O'Keefe Street
#14
East Palo Alto,CA 94303

Caller Name: Sione Mahoni
Caller Phone:
Occupant: Mahoni (t2841183)

Ok to enter? YES
Category: HVAC Repair

Problem Description: Heater does not turn off.

Parts & Labor

Quantity/ Hours	Item Type/ Employee Name	Description	Unit Price	Total
121.0000	Bedolla		0.00	0.00
			Total	0.00

Authorized by: _____
Signed by _____
Dated _____
Invoice No. _____

Technician Notes: 10/31/2024 Pictures have been taken will be scheduled for repairs. 11/05/2024 Repaired heater by replacing batteries on thermostat.

Woodland Park
5 Newell Ct
East Palo Alto,CA 94303
Office (650) 566-2000x

Work Order No. 8973358
Date Call: 10/29/2024 9:02:00 PM

Status Work Completed

Date Completed: 12/16/2024 3:19:49 PM
Brief Desc: Discoloration in bathroom

Job Site: cawoopa2/218-14
301 East O'Keefe Street
#14
East Palo Alto,CA 94303

Caller Name: Sione Mahoni
Caller Phone:
Occupant: Mahoni (t2841183)

Ok to enter? YES

Problem Description: Discoloration in bathroom

Parts & Labor

Quantity/ Hours	Item Type/ Employee Name	Description	Unit Price	Total
4.0000	Bedolla		0.00	0.00
			Total	0.00

Authorized by: _____
Signed by _____
Dated _____
Invoice No. _____

Technician Notes: No discoloration found in bathroom only tub shower walls that need cleaning.

Woodland Park
5 Newell Ct
East Palo Alto,CA 94303
Office (650) 566-2000x

Work Order No. 9293187
Date Call: 1/17/2025 4:30:00 PM
Date Scheduled: 1/17/2025 4:35:00 PM

Status Work Completed

Date Completed: 1/27/2025 8:52:11 AM
Brief Desc: Bedroom window screen

Job Site: cawoopa2/218-14
301 East O'Keefe Street
#14
East Palo Alto,CA 94303

Caller Name: Sione Mahoni
Caller Phone:
Occupant: Mahoni (t2841183)

Priority: High
Ok to enter? YES
Category: Window and Blinds
SubCategory: Window Issue

Problem Description: Bedroom window screen needs to be installed

Parts & Labor

Quantity/ Hours	Item Type/ Employee Name	Description	Unit Price	Total

Total

Authorized by: _____
Signed by _____
Dated _____
Invoice No. _____

Technician Notes: Installed new bedroom screen.

Tania Raass v. Woodland Park Communities
Case No 20240027

Respondent's Exhibit List

Exhibit #	Title	Page #
G	Ledger through May 2, 2025	R061
H	Ledger May 1, 2025 through July 15, 2025	R064

Exhibit G

Resident Ledger

GREYSTAR®

Date: 07/28/2025

Code	t2841183	**Property**	cawoopa2	**Lease From**	05/19/2011
Name	Sione Mahoni	**Unit**	218-14	**Lease To**	06/18/2011
Address	301 East O'Keefe Street	**Status**	Past	**Move In**	05/19/2011
	#14	**Rent**	1537.75	**Move Out**	04/21/2025
City	East Palo Alto, CA 94303	**Phone (H)**		**Phone (W)**	

Date	Chg Code	Post Month	Description	Charge	Payment	Balance	Chg/Rec
07/21/2023	secdep	07/2023	:Posted by QuickTrans (secdep)	1,350.00		1,350.00	132770144
07/21/2023		07/2023	chk# :QuickTrans :Posted by QuickTrans		1,350.00	0.00	32404254
07/21/2023		07/2023	chk# Conv_PPD		0.24	(0.24)	32406719
08/01/2023	rent	08/2023	Base Rent (08/2023)	1,371.89		1,371.65	134134715
08/01/2023		08/2023	chk# 1090 81611881 :CHECKscan Payment		1,000.00	371.65	32576213
08/01/2023		08/2023	chk# 90 :CHECKscan Payment		509.08	(137.43)	32576215
09/01/2023	rent	09/2023	Base Rent (09/2023)	1,371.89		1,234.46	135914970
09/07/2023		09/2023	chk# 90 :CHECKscan Payment		1,000.00	234.46	33225676
09/07/2023		09/2023	chk# 109132905200 :CHECKscan Payment		234.07	0.39	33225677
10/01/2023	rent	10/2023	Base Rent (10/2023)	1,371.89		1,372.28	137741120
10/04/2023		10/2023	chk# 90 :CHECKscan Payment		372.28	1,000.00	33681685
10/04/2023		10/2023	chk# 109132907983 :CHECKscan Payment		1,000.00	0.00	33681686
11/01/2023	rent	11/2023	Base Rent (11/2023)	1,371.89		1,371.89	139642874
11/07/2023		11/2023	chk# 1091 53834560 :CHECKscan Payment		371.89	1,000.00	34226650
11/07/2023		11/2023	chk# 1091 53834559 :CHECKscan Payment		1,000.00	0.00	34226651
12/01/2023	rent	12/2023	Base Rent (12/2023)	1,509.08		1,509.08	141125723
12/03/2023		12/2023	chk# 1091 53837023 :CHECKscan Payment		1,000.00	509.08	34612880
12/03/2023		12/2023	chk# 1091 53837034 :CHECKscan Payment		509.08	0.00	34612881
01/01/2024	rent	01/2024	Base Rent (01/2024)	1,509.08		1,509.08	143238388
01/04/2024		01/2024	chk# 90 :CHECKscan Payment		1,000.00	509.08	35116109
01/04/2024		01/2024	chk# 90 :CHECKscan Payment		509.08	0.00	35116110
02/01/2024	rent	02/2024	Base Rent (02/2024)	1,509.08		1,509.08	145341259
02/04/2024		02/2024	chk# 1091 53823218 :CHECKscan Payment		1,000.00	509.08	35629451
02/04/2024		02/2024	chk# 1091 53823229 :CHECKscan Payment		509.08	0.00	35629452
03/01/2024	rent	03/2024	Base Rent (03/2024)	1,509.08		1,509.08	147260351
03/07/2024		03/2024	chk# 109153826001 :CHECKscan Payment		509.08	1,000.00	36216121
03/07/2024		03/2024	chk# 1091 53825990 :CHECKscan Payment		1,000.00	0.00	36216122
04/01/2024	rent	04/2024	Base Rent (04/2024)	1,509.08		1,509.08	149216134
04/01/2024		04/2024	chk# 109153842369 :CHECKscan Payment		509.08	1,000.00	36525592
04/01/2024		04/2024	chk# 1091 53842358 :CHECKscan Payment		1,000.00	0.00	36525593
05/01/2024	rent	05/2024	Base Rent (05/2024)	1,509.08		1,509.08	150986427
05/02/2024		05/2024	chk# 1091 53845394 :CHECKscan Payment		1,000.00	509.08	37159843
05/02/2024		05/2024	chk# 90 :CHECKscan Payment		509.08	0.00	37159844
06/01/2024	rent	06/2024	Base Rent (06/2024)	1,509.08		1,509.08	153522620
06/06/2024		06/2024	chk# 1091 53828058 :CHECKscan Payment		509.08	1,000.00	37831050
06/06/2024		06/2024	chk# 1091 53828047 :CHECKscan Payment		1,000.00	0.00	37831051
07/01/2024	rent	07/2024	Base Rent (07/2024)	1,509.08		1,509.08	155845851
07/03/2024		07/2024	chk# 109213125725 :CHECKscan Payment		1,000.00	509.08	38348094
07/03/2024		07/2024	chk# 90 :CHECKscan Payment		509.08	0.00	38348095
08/01/2024	rent	08/2024	Base Rent (08/2024)	1,509.08		1,509.08	158120345
08/06/2024		08/2024	chk# 1092 13118949 :CHECKscan Payment		1,000.00	509.08	39024633
08/06/2024		08/2024	chk# 1092 13118950 :CHECKscan Payment		509.08	0.00	39024635
09/01/2024	rent	09/2024	Base Rent (09/2024)	1,509.08		1,509.08	160510369
09/01/2024		09/2024	chk# 1092 13128948 :CHECKscan Payment		509.08	1,000.00	39474283

09/01/2024		09/2024	chk# 109213128937 :CHECKscan Payment		1,000.00	0.00	39474284
10/01/2024	rent	10/2024	Base Rent (10/2024)	1,509.08		1,509.08	162835552
10/03/2024		10/2024	chk# 1092 92952329 :CHECKscan Payment		509.08	1,000.00	40200661
10/03/2024		10/2024	chk# 1092 92952318 :CHECKscan Payment		1,000.00	0.00	40200662
11/01/2024	rent	11/2024	Base Rent (11/2024)	1,509.08		1,509.08	165254213
11/05/2024		11/2024	chk# 1091 53832095 :CHECKscan Payment		1,000.00	509.08	40839965
11/05/2024		11/2024	chk# 1091 53832106 :CHECKscan Payment		509.08	0.00	40839966
12/01/2024	rent	12/2024	Base Rent (12/2024)	1,509.08		1,509.08	167605837
12/01/2024	rent	12/2024	Rental Increase December 2024	28.67		1,537.75	167935843
12/01/2024		12/2024	chk# 1091 62779286 :CHECKscan Payment		537.75	1,000.00	41223773
12/01/2024		12/2024	chk# 1091 62779275 :CHECKscan Payment		1,000.00	0.00	41223775
01/01/2025	rent	01/2025	Base Rent (01/2025)	1,537.75		1,537.75	169893645
01/06/2025		01/2025	chk# 1092 13122293 :CHECKscan Payment		1,000.00	537.75	41991372
01/06/2025		01/2025	chk# 1092 13122304 :CHECKscan Payment		537.75	0.00	41991373
02/01/2025	rent	02/2025	Base Rent (02/2025)	1,537.75		1,537.75	172319019
02/02/2025		02/2025	chk# 1092 92953517 :CHECKscan Payment		537.75	1,000.00	42480110
02/02/2025		02/2025	chk# 1092 92953506 :CHECKscan Payment		1,000.00	0.00	42480112
03/01/2025	rent	03/2025	Base Rent (03/2025)	1,537.75		1,537.75	174736755
03/02/2025		03/2025	chk# 90 :CHECKscan Payment		537.75	1,000.00	43082126
03/02/2025		03/2025	chk# 90 :CHECKscan Payment		1,000.00	0.00	43082127
04/01/2025	rent	04/2025	Base Rent (04/2025)	1,537.75		1,537.75	177265925
04/02/2025		04/2025	chk# 1093 :CHECKscan Payment		1,000.00	537.75	43795548
04/02/2025		04/2025	chk# 90 :CHECKscan Payment		537.75	0.00	43795549
05/05/2025	secdep	05/2025	:Security Deposits credit	(1,350.00)		(1,350.00)	180246863
05/05/2025	rent	05/2025	Base Rent (04/2025) Credit 9 days	(461.32)		(1,811.32)	180246864
05/05/2025	depref	05/2025	Amount to be refunded	1,811.32		0.00	180246865
05/05/2025	adminfee	05/2025	Sale Unit Deposit Hold	1,811.32		1,811.32	180246869
05/05/2025	depref	05/2025	Adjustment to amount to be refunded	(1,811.32)		0.00	180246870

Exhibit H

Resident Ledger

INCOME PROPERTY SPECIALISTS

Date: 07/17/2025

Code	t0014231	**Property**	301okeef	**Lease From**	05/19/2011
Name	Sione Mahoni	**Unit**	14	**Lease To**	06/18/2011
Address	301 E Okeefe St 14	**Status**	Current	**Move In**	05/19/2011
		Rent	1537.75	**Move Out**	
City	East Palo Alto, CA 94303	**Phone (H)**		**Phone (W)**	

Date	Chg Code	Description	Charge	Payment	Balance	Chg/Rec
05/19/2011	deposit	:Posted by QuickTrans (deposit)	1,450.00		1,450.00	1122346
05/19/2011		chk# :QuickTrans :Posted by QuickTrans		1,450.00	0.00	667210
05/01/2025	rent	Rent (05/2025)	1,537.75		1,537.75	1124297
05/01/2025		chk# 1093 16726662 :CHECKscan Payment - Tania Raass(r0014817)		537.75	1,000.00	669765
05/01/2025		chk# 1093 16726651 :CHECKscan Payment - Tania Raass(r0014817)		1,000.00	0.00	669766
06/01/2025	rent	Rent (06/2025)	1,537.75		1,537.75	1133081
06/02/2025		chk# 1093 16729896 :CHECKscan Payment - Tania Raass(r0014817)		537.75	1,000.00	675667
06/02/2025		chk# 1093 16729885 :CHECKscan Payment - Tania Raass(r0014817)		1,000.00	0.00	675668
07/01/2025	rent	Rent (07/2025)	1,537.75		1,537.75	1143559
07/01/2025		chk# 1093 16732239 :CHECKscan Payment		537.75	1,000.00	680222
07/01/2025		chk# 1093 16732228 :CHECKscan Payment		1,000.00	0.00	680223

Exhibit F

Woodland Park Witness List

Stacie Roebuck, Regional Manager
Aura Andrade, General Manager
Enrique Bedolla, Maintenance Manager

Rafaela Hernandez v. Woodland Park Communities
Case No 20240034

Respondent's Exhibit List

Exhibit #	Title	Page #
A	Lease Agreement	R001
B	Current Ledger	R031
C	Historic Ledger (covering February 2016-July 2021, if applicable)	R034
D	Work Order Overview Report	R043
E	Work Orders	R046
F	Woodland Park Witness List	R077

Exhibit A

CALIFORNIA LEASE AGREEMENT

1.

LANDLORD NAME:	Woodland Park Property Owner, LLC, doing business as Woodland Park Communities
LANDLORD'S AGENT:	Alliance Residential, LLC, doing business as Woodland Park Apartments
LANDLORD ADDRESS:	45 Newell Road, East Palo Alto, CA 94303
PHONE/E-MAIL:	(650) 566-2000 / woodlandpark@allresco.com

2.

RESIDENT NAME(S):	Rafaela Hernandez Zarco AND (individually and collectively, "Resident")
OTHER OCCUPANT(S):	
RESIDENT ADDRESS:	301 East O'Keefe Street, East Palo Alto, CA 94303
	UNIT: # 1 (the "Premises") PARKING SPACE: #

3.

INITIAL TERM:	Month-to-Month	Lease Renewal:
	START DATE: May 3, 2011	END DATE:
	MOVE-IN DATE: May 3, 2011	

4.

MONTHLY CHARGES	
Base Rent	$1,064.11
Renters Insurance	$12.00
Parking	$$0.00
Trash	$$0.00
Water	$$0.00
Gas	$$0.00
Sewer	$$0.00
Electricity	$$0.00
TOTAL RENT	$1,076.11

5.

DEPOSITS	
Security Deposit	$750.00
TOTAL	$750.00

6.

KEYS:				
	❑ UNIT	1	❑ MAIL	1
	❑ REMOTE	0	❑ POOL	0
	❑ GARAGE	0	❑ STORAGE	0
	❑ CARD	1	❑ COMMON AREA	0

This Lease is entered into on the date signed, by and between the above-named parties (collectively, "Parties"). The party executing this Lease as the Landlord's Agent is acting as the managing agent for the owner of Woodland Park (the "Community"). Each person living in the Premises that is 18 years of age or older must sign the Lease as a resident. Each Resident states that they are of legal age to enter into a binding Lease for lodging. All others living in the Premises must be designated as Occupants. Each person signing the Lease is jointly and severally liable for all the various resident obligations under the Lease. Every individual resident, including all co-residents, is responsible for the entire rental amount and other obligations, even if, as roommates, individual residents have made arrangements among themselves to allocate the rent or other payments or obligations.

Landlord hereby leases and Resident hereby hires and takes the Premises for the term specified and subject to all of the terms and provisions set forth herein.

A. TERM OF LEASE

7. **INITIAL TERM:** The initial term of this Lease shall commence on the Start Date and end on the End Date as outlined in Section 3 and shall **automatically continue as a tenancy from month-to-month upon expiration of the initial term.**

8. **LEASE EXPIRATION:** Either party may terminate this Lease on the End Date or after the initial term by giving the other party at least **thirty (30) days'** written notice of its intention to terminate the tenancy, subject to California Civil Code sections 1946, et seq. In the absence of written notice of termination, or a new lease, after the expiration of the initial term, the tenancy shall become month-to-month subject to a rental increase and applicable fees as allowed under local and state law. Resident agrees to pay all rent up to and including the end of any **thirty (30) day** (or, as applicable, sixty (60) day) notice period (which may not occur before the end of the initial Lease term) or until the Premises are re-occupied, whichever occurs first.

9. **FAILURE TO VACATE AFTER NOTICE:** If Resident gives written notice to vacate the Premises and fails to completely vacate prior to the expiration of the notice, Landlord shall be entitled to commence legal proceedings to recover possession of the Premises and Resident shall be liable, unless otherwise prohibited by law, in addition to all other damages provided for under this Lease, for the daily rent based on a pro-ration of the monthly rent for each day Resident remains in the Premises. In addition, Landlord may collect costs for loss suffered from future resident losses, legal costs, lost rent, and other expenses, and any other amount allowed by law.

10. **OPTION FOR EARLY TERMINATION:** Resident is expected to remain a Resident for the entire initial term. If Resident fails to do so, Resident will be responsible to Landlord for all damages provided by law, including (but not limited to) rent due through the end of the initial term, minus rents paid by a replacement resident (if any). This amount will vary depending upon how long it takes Landlord to find a replacement resident which typically cannot be determined in advance of move-out.

    To avoid this uncertainty, Resident may choose to exercise an Early Termination Option. Resident understands and acknowledges that Landlord is not legally obligated to allow early termination of the Lease unless provided for pursuant to law. To exercise this option, Resident must deliver to Landlord:

    i. A written notice stating that Resident has elected to exercise the Early Termination Option;
    ii. An early termination option payment of **$3,000.00**;
    iii. An executed agreement for repayment of concessions received prior to the early termination (if applicable, see Concession Addendum); and
    iv. Payment of rent and other amounts due through the new End Date.

R003
When Landlord has (1) received the ...ten notice and the Early Termination Option payme... ...nd (2) signed the notice, the End Date will be amended. The new End Date will be the date specified in the notice which must be at least **thirty** days after the written election and payment are given to Landlord. Exercise of the Early Termination Option will affect only Resident's rent obligations after the new End Date. Resident must comply with all other Lease obligations.

The notice will not move the End Date forward if:

i. Resident is in default under the Lease at the time that Resident gives notice of Resident's exercise of the option;
ii. Resident provides the notice unaccompanied by the Early Termination Option payment; or
iii. Resident does not properly exercise the Early Termination Option by following the procedures specified above, but vacates the Premises before the End Date specified in the Lease.

11. **EARLY TERMINATION:** In the event Resident vacates the Premises before the End Date, and fails to exercise the Early Termination Option as specified above. Resident shall be liable for all rent owed for the remainder of the initial term minus amounts paid by a replacement resident (if any), plus any other amounts as specified by law.

12. **DELAY OF POSSESSION:** If the Landlord, for any reason, cannot deliver the possession of the Premises to Resident at the Move-In Date, this Lease shall not be void or voidable, nor shall Landlord be liable to Resident for any loss or damages resulting therefrom; but in that event there shall be a per diem deduction of rent covering the period between the Move-In Date and the time when Landlord can deliver possession.

13. **FAILURE TO MAKE PAYMENTS PRIOR TO COMMENCEMENT:** If Resident fails to make any payment due prior to the Start Date of Lease shown in Section 3, Landlord has no duty to provide possession of the Premises, and Landlord may apply any and all previously made payments to amounts due to Landlord.

B. PAYMENTS, DEPOSITS, AND FEES

14. **MONTHLY RENT PAYMENT:** The total rent is set forth in Section 4.
    i. All rent payments are due in advance on or before the 1st day of each month. It is Resident's responsibility to be certain that each payment is actually received by Landlord on or before its due date. Use of a rental payment drop box is for Resident's convenience -- the risk of receipt of funds by Landlord when such box is used is Resident's risk, and not Landlord's risk. If any rent payment is made late, it will be subject to all applicable charges and may be rejected by Landlord.
    ii. Initial payment due for move in must be made in the form of a cashier's check. Except as otherwise provided, all subsequent rent payments shall be made by check, cashier's check, money order, or through the online payment portal. No cash or post-dated checks will be accepted.
    iii. Payments must be made payable to **Woodland Park** and may be personally delivered to the Business Manager, Assistant Business Manager or Sales Associate at 5 Newell Court or at 2041 Euclid Ave., East Palo Alto, CA 94303. On non-holidays, the business hours, which remain subject to change, when rent payments may be made personally are: Monday and Wednesday, 9am to 6pm, Tuesday 10am to 6pm, Thursday and Friday 9am to 7 pm, Saturday and Sunday 10am to 7pm.
    iv. Unless Resident notifies Landlord otherwise by written notation on the rent payment, Landlord shall apply all of the payments made in the order of priority Landlord determines. Landlord reserves the right at any time to change payment procedures and policies.
    v. If Resident makes any payment by check, it may be converted into an electronic funds transfer ("EFT"). This means Landlord will copy the check and use the account information on it to electronically debit Resident's account for the amount of the check. The debit from Resident's account will usually occur within 24 hours, and may occur as early as the same day as Landlord receives payment. The debit will be shown on Resident's regular account statement. Resident will not receive the original check back. Landlord will destroy the original check, but will keep a copy of it to the extent required by applicable laws. If the EFT cannot be processed for technical reasons, Resident authorizes Landlord to process the copy in place of the original check. If the EFT cannot be completed because of insufficient funds, Landlord may require payment in certified funds as required below.
    vi. If the Start Date occurs on other than the first day of a calendar month or the End Date occurs on other than the last day of a calendar month, then the rent for that month shall be prorated on a daily basis.

15. **LATE CHARGE AND NSF CHARGE:** Landlord and Resident agree that when Resident fails to pay rent on time, or when Resident pays rent by a check which payment is subsequently dishonored by the bank, the actual cost to Landlord is difficult or impossible to ascertain, but the Parties agree that Landlord does, in the event of late payment or in the event of a dishonored check, incur certain costs, including without limitation, communication with Resident, additional bookkeeping and administrative charges, bank charges, and lost opportunity costs of the late payment. After making a reasonable endeavor to estimate accurately the approximate costs associated with such a breach, which the Parties agree is difficult or impossible to ascertain, the Parties agree that, any time the rent for any given month is paid after the **4th** day of such month, Resident will in that month pay to Landlord, as additional rent due with the late payment, a late charge in the sum of **$35.00** and further agree that, in the event of a dishonored check, Resident will pay to Landlord, as additional rent due with the payment required to replace the dishonored check, an NSF fee in the sum of **$25.00**. The Parties agree that the payment of these sums does not constitute a license to pay rent late nor does it constitute a license to pay by dishonored check. Rent remains due on the first day of the month and there is no grace period for the payment of rent. A three-day notice to pay rent or quit may be served at any time after the first day of the month irrespective of the existence of the late charges as set forth in this section. If such notice is served after the **4th** day of the month, it may include the late charge and NSF charge, if applicable, which charges, as set forth above, are payable as additional rent. Furthermore, if Resident does not pay by the end of the **4th** day of the month, Resident may only pay by cashier's check or electronic payment (if offered). Landlord will not accept a personal check after the **4th** day of the month, or in response to a notice to pay rent or quit, or a notice to perform covenant or quit requiring payment. Landlord may terminate this Lease for failure to pay late charges and may terminate this Lease for non-payment of rent. If Resident gives Landlord two payments that are returned for nonpayment during the term of this Lease, then the future rent shall be payable by cashier's check for the remainder of the term.

16. **SECURITY DEPOSIT:**
    i. Resident shall pay to Landlord, as security, the amount set forth in Section 5, which sum shall not exceed the maximum permitted by California Civil Code Section 1950.5. This sum shall be applied and accounted for in accordance with the provisions of California Civil Code Section 1950.5 and any other applicable statutes. Landlord shall not be obligated to pay Resident interest in connection with such security deposit, unless specifically required by applicable law.
    ii. It is understood that the security deposit is applicable to all Residents jointly, and Landlord does not account for it until the passing of the permissible statutory period after all Residents have vacated the Premises. Any refund due may be made payable jointly to all Residents and it shall be the responsibility of all Residents to work out between themselves the manner of dividing said security deposit. If Landlord chooses to make the refund to any one of the Residents individually, in legal contemplation the payment shall be deemed to have been made to all Residents and Landlord shall have no liability to any one or group of Residents for failure of any Resident to divide such refund equitably.
    iii. If the security deposit is later increased by agreement of the Parties for any reason (such as the installation of a waterbed or relating to a pet), the additional security deposit will be disbursed by Landlord in accordance with this section at the end of the statutory period following the end of Resident's tenancy. Removal of the waterbed or pet, or whatever caused the increase in the deposit, will not be grounds for early

disbursement of the security dep...

C. RESIDENT DEFAULT

17. **DEFAULT BY RESIDENT:** Resident shall be guilty of material breach of this Lease if Resident: (a) fails to pay any rent or other sums payable under this Lease on the date it becomes due; (b) defaults in the performance of or breach of any other provision, term, covenant or condition of this Lease; (c) vacates or abandons the Premises before expiration of the full term of this Lease, or any extension of the term; (d) permits the leasehold interest of Resident to be levied upon or attached by process of law; or (e) makes an assignment for the benefit of creditors.

18. **REMEDIES:** Upon the occurrence of any default by Resident, Landlord may exercise any right or remedy which Landlord may have at law or in equity, each and all of which are cumulative and nonexclusive. This may include giving Resident notice to correct or cure such default, taking action to recover possession of the Premises via the eviction process or otherwise, and/or terminating the Lease, all in accordance with applicable law. Additionally, Landlord shall be entitled to recover from Resident all damages incurred by Landlord by reason of Resident's default. Without limitation on the foregoing, upon the occurrence of any event of default by Resident, Landlord shall have the option to pursue any one or more of the following remedies, each and all of which shall be cumulative and nonexclusive:
    i. Terminate this Lease and Resident's right to possession of the Premises and recover from Resident all damages allowed at law or in equity, including those allowed under Civil Code Section 1951.2 including:
        a. The worth at the time of award of the unpaid rent which had been earned at time of termination;
        b. The worth at the time of award of the amount by which the unpaid rent which would have been earned after termination until the time of award exceeds the amount of such rental loss that the Resident proves could have been reasonably avoided;
        c. Subject to subsection (iii), the worth at the time of award of the amount by which the unpaid rent for the balance of the term after the time of award exceeds the amount of such rental loss that the Resident proves could be reasonably avoided; and
        d. Any other amount necessary to compensate the Landlord for all the detriment proximately caused by the Resident's failure to perform Resident's obligations under the Lease or which in the ordinary course of things would be likely to result therefrom.
    ii. The "worth at the time of award" of the amounts referred to in paragraphs (a) and (b) of subsection (i) is computed by allowing interest at 10% per year, but no greater than the maximum interest rate permitted by law. The worth at the time of award of the amount referred to in paragraph c of subsection (i) is computed by discounting such amount at the discount rate of the Federal Reserve Bank of San Francisco at the time of award plus 1 percent.
    iii. Landlord may recover damages that include the worth at the time of award of the amount by which the unpaid rent of the balance of the term after the time of award, exceeds the amount of rental loss for the same period Resident proves could be reasonably avoided.
    iv. Efforts by the Landlord to mitigate the damages caused by the Resident's breach of the Lease do not waive the Landlord's rights to recover damages under this section.
    v. Nothing in this section affects the right of the Landlord under a Lease to indemnification for liability arising prior to the termination of the Lease for personal injuries or property damage where the Lease provides for such indemnification.
    vi. Landlord has the remedy described in California Civil Code Section 1951.4 (Landlord may continue Lease in effect after Resident's breach and abandonment and recover rent as it becomes due, if Resident has the right to sublet or assign, subject only to reasonable limitations). Accordingly, if Landlord does not elect to terminate this Lease on account of any default by Resident, Landlord may, from time to time, without terminating this Lease, enforce all of its rights and remedies under this Lease, including the right to recover all rent as it becomes due.

19. **DAMAGE BY RESIDENT:** If any damage or destruction to the Premises, building, or Community is caused by Resident, Occupants, guests or invitees, such damage shall be considered a breach of Lease. Resident further agrees to pay rent for the period the Premises is damaged whether or not habitable, if such damage is caused by Resident, Occupants, guests or invitees. Any such damage or destruction of the Premises caused by Resident, Occupants, guests or invitees constitutes grounds for termination of the Lease; additionally, such actions will not create any right of rent reduction. Resident shall pay for any expenses, including the costs of repairing such damage or destruction.

20. **RESIDENT INFORMATION:** If Resident has supplied information to Landlord by means of a rental application or similar instrument, Landlord has relied upon the statements set forth in said application or instrument in deciding to rent the Premises to Resident. Resident covenants that all such information is accurate and was given voluntarily and knowingly by Resident. It is agreed that, if Landlord subsequently discovers any misstatements of fact in the application or instrument, any such misstatements shall be deemed a material breach of this Lease. In the event that Resident submits information to verify Resident's income, Resident hereby certifies the accuracy of such information and further agrees that accurate information regarding family income, family composition and any other related eligibility requirements shall be deemed substantial and material obligations of Resident's tenancy; that Resident will comply with all requests for information with respect thereto from Landlord or any mortgagee; that Resident's failure to provide accurate information shall be a default by Resident, which shall entitle Landlord to pursue all rights and remedies set forth in the **"DEFAULT BY RESIDENT"** section or otherwise permitted by law, and that Resident's failure to furnish accurate and current information could subject Resident to civil liability.

21. **COMPLIANCE WITH APPLICABLE LAWS:** Resident agrees not to engage in or permit unlawful activities in the Premises, in the common areas or on the grounds of the Community or permit the Premises or Community to be used for any purpose which violates local, state or federal law. Resident, Occupants, guests or invitees and any other person under Resident's control shall not engage in or facilitate in criminal activity, including drug-related criminal activity, on or near the Premises. "Drug-related criminal activity" means illegal manufacture, sale, distribution, use or possession with intent to manufacture, sell, distribute, or use a controlled substance (as defined in Section 102 of the Controlled Substances Act (21 U.S.C. 802)). Resident, Occupants, guests or invitees or other person under Resident's control shall not engage in any act of violence or threats of violence, including, but not limited to, the unlawful discharge of firearms, on or near the Premises. Resident agrees to reimburse and indemnify Landlord for all fines or other penalties incurred by Landlord as a result of Resident's violation of any statute, ordinance, regulation or other governmental restriction. This provision constitutes written notice to cease any breach of this section, including, without limitation, being so disorderly as to destroy the peace, quiet, comfort, or safety of the Landlord or other tenants of the building or Community or, where the Premises are a single-family dwelling, the peace, quiet, comfort or safety of the owner or residents of an adjacent property. Such disorderly conduct includes violations of state and federal criminal law that destroy the peace, quiet, comfort, or safety of the landlord or other tenants of the building or Community containing the rental unit, or, where the Premises are a single-family dwelling, the peace, quiet, comfort or safety of the owner or residents of an adjacent property.

22. **COMPLIANCE WITH POLICIES:** If indicated on the last page of this Lease with respect to Attachments/Addenda, Resident acknowledges receipt of a copy of the Community Policies, which Community Policies are incorporated into and made a part of this Lease, Resident agrees to abide by said Community Policies in all respects. Any Community Policies may be changed with thirty days' notice and Resident agrees to abide by any such changes. Failure to comply with the Community Policies shall be deemed a breach of this Lease.

D. PREMISES:

23. **CONDITION OF PREMISES:** Resident has inspected the Premises and acknowledges that the Premises are in good and habitable order and repair with all appliances and equipment in good working order at the time Resident is given occupancy. Resident also agrees that Landlord has made no promise to decorate, alter, repair or improve the Premises, except as listed on the Move In/Move Out Inspection Form.

24. **RESTRICTIONS ON ALTERATIONS:** Without the prior written consent of Landlord, Resident agrees not to make any alterations or improvements to the Premises, including, without limitation (i) changing or removing any part of the appliances, fixtures, or equipment; (ii) painting, installing wallpaper, or adhering contact paper; (iii) installing appliances including washing machines, dishwashers, dryers, fans, heaters, or air conditioners; or (iv) adding window coverings, foil draperies, or non-standard window coverings. In no event can any personal property, alterations, or improvements block entrance to or egress from the Premises, create a health or safety hazard or interfere with walkways or utility service equipment. All additions, fixtures and improvements shall be Landlord's property and shall remain upon the Premises after the termination of the Lease unless Landlord, as a condition to allowing Resident to make such alteration, requires that the Premises be restored to the condition existing prior to such alteration or addition.

25. **MAINTENANCE:** Resident is responsible to notify Landlord in writing, delivered personally or submitted online (except in the event of an emergency, in which case by telephone), if maintenance issues arise in or around the Premises. Maintenance requests will be handled after office hours only in an emergency. The on-duty maintenance associate will determine the appropriate course of action. Resident shall replace light bulbs and replace broken, damaged, or missing articles that Landlord has furnished.
    To maintain the Premises, Resident agrees to:
    i. Keep the Premises clean.
    ii. Use all appliances, fixtures, and equipment in a safe manner and only for the purposes for which they are intended.
    iii. Refrain from destroying, defacing, damaging or removing any part of the Premises, common areas, Community or grounds.
    iv. Refrain from making any repairs without Landlord's prior written consent.
    v. Maintain a minimum of 50 degrees inside the Premises at all times to prevent water lines from freezing during winter months.
    vi. Dispose of all garbage, waste and recyclable materials in designated containers and/or designated areas and in accordance with applicable law and Landlord's instructions. Large items may not be disposed of in garbage containers or common areas.
    vii. Keep all ingress and egress routes clear and unobstructed and at all times.
    viii. Practice safe use of electrical cords, outlets, and appliances.

26. **DUTY TO CLEAN AND VENTILATE:** Resident hereby acknowledges that mold and mildew can grow in the Premises if the Premises are not properly ventilated and maintained. Resident acknowledges that it is important that Resident regularly allow air to circulate in the Premises. Resident agrees to regularly allow air to circulate in the Premises by using bathroom fan(s), using ceiling fans, where available, and regularly opening the windows and/or sliding doors where available. Since it is common for mold and mildew to grow even if a small amount of moisture builds up, Resident agrees to regularly wipe down areas where moisture sometimes accumulates and clean all toilets, sinks, countertops, bathroom walls, windows, windowsills, patio doors, showers, bathtubs and tile or linoleum floors with a household cleaner on at least a bi-weekly basis. Resident further agrees to notify Landlord immediately whenever Resident learns of any condition which could lead to a build-up of moisture in the Premises, including, but not limited to plumbing leaks, broken window or door seals, accumulation of rainwater or other moisture around windows or doors, broken water lines or sprinklers, inoperable fans, doors, or windows, and any failure or malfunction in the heating, ventilation, or air-conditioning system, if any, in the Premises, storage room, garage, or common area. If Resident notices mold, mildew, or other organic growth in the Premises, Resident agrees to notify Landlord, in writing, immediately. Resident agrees to take the following steps to prevent the growth of mildew, mold, and organic growth in the Premises:
    i. In damp or rainy weather, keep windows and doors closed.
    ii. If possible, maintain a temperature of between 50° and 80° Fahrenheit within the Premises at all times.
    iii. Use the pre-installed bathroom fan or alternative ventilation when bathing or showering and allow the fan to run until all excess moisture has vented from the bathroom.
    iv. Use the exhaust fan in the kitchen when cooking or while the dishwasher is running. Allow the fan to run until all excess moisture has vented from the kitchen.
    v. Use care when watering houseplants. If spills occur, dry up excess water immediately.
    vi. When washing clothes in warm or hot water, watch to make sure condensation does not build up within the washer and dryer closet. If condensation does accumulate, dry with a fan or towel.
    vii. Thoroughly dry any spills on carpeting.
    viii. Do not allow damp or moist stacks of clothes or other cloth materials to lie in piles for an extended period of time.
    ix. Do not overfill closets or storage areas to allow for proper ventilation.
    x. Do not overfill the Premises or block with personal property ventilation from fans, windows, or doors.
    xi. Vacuum and dust the Premises on a regular basis to remove household dirt and debris that contribute to mold growth.
    Any failure to comply with the requirements of this section shall be deemed a material breach of this Lease. In addition, Resident shall be liable to Landlord for any damage resulting from Resident's failure to comply with the requirements of this section.

27. **PESTS AND PEST CONTROL:**
    i. The Premises and/or the common areas may be covered by a contract for periodic pest control by a registered structural pest control company. If so, pursuant to applicable law, concurrently with signing this Lease, Resident is being provided with a copy of the legally required notice provided by the registered pest control company under Business and Professions Code §8538 and California Civil Code §1940.8. Resident accepts all risks and hazards associated with chemicals used on the Premises that are stated in the notice attached to this Lease.
    ii. Resident and Landlord have inspected the Premises prior to leasing and acknowledge there is no visible evidence of the presence or infestation of insects or vermin, including bedbugs, in the Premises. Resident agrees to inspect all personal belongings for signs of bedbugs or other insects or vermin prior to bringing personal belongings into the apartment and further agrees not to bring into the Premises any belongings which Resident suspects may be infested with bedbugs, insects, or other vermin.
    iii. Resident agrees to maintain the Premises in a manner that prevents the occurrence of an infestation of insects and vermin, including bedbugs, and comply with policies relating to the prevention of infestations. Resident further agrees to report any signs of bedbugs, ants, fleas, roaches, or other insects or vermin immediately to Landlord.
    iv. If Resident allows individuals or items carrying bedbugs, fleas, roaches, or other insects or vermin into the Premises, or has an infestation that cannot be traced to another source, such infestation will be deemed damage to the Premises and Resident will be responsible for all costs of treatment to the Premises, Resident's personal belongings, and neighboring units as necessary to eradicate the infestation. Resident will also be responsible for any damages caused to the Premises or to any of Resident's personal property, including without limitation furniture, clothing, and personal belongings, caused by pests or the treatment of pests. The choice of treatment shall be at the discretion of Landlord in consultation with Landlord's pest control vendor, if any.
    v. Resident agrees to cooperate with all pest control efforts at and within the Premises and the Community. Resident shall follow all

instructions from Landlord and/or Landlord's pest control vendor, if any, with respect to treatment and eradication of pests, whether infestation is within the Premises, a neighboring unit, or elsewhere in the Community. The Premises must be properly prepared for any treatment. Resident acknowledges that preparations for treatments can be time consuming and difficult. Resident nonetheless agrees to fully prepare the Premises in a timely manner at its own cost and expense for the treatment and eradication of pests until the pest infestation is fully abated. Resident further agrees to coordinate the cleaning and/or disposal of Resident's personal property with the treatment being performed, so as to protect against a re-infestation of any pests. Resident agrees to follow the recommended readiness procedures, including allowing full access for treatment(s). Resident agrees that the choice of pest control vendors, if any, and the implementation of a treatment plan, including the application of pesticides, is exclusively that of Landlord. Resident agrees not to treat the Premises, building, or Community with pesticides without the written authorization of Landlord.

vi. Resident is required to report, in writing, any suspected infestations to Landlord immediately after discovery. Resident shall report any signs of any infestations, including, but not limited to any household member experiencing any bites, seeing any insects or vermin within the Premises, or seeing any feces or other detritus relating to insects.

vii. Resident represents to Landlord that Resident is not aware that bed bugs were present in Resident's last residence and that if bed bugs were present in any of their furniture, clothing, or other personal property, the bed bugs have been eradicated. Resident agrees that this representation to Landlord is a material inducement to Landlord leasing the Premises to Resident.

28. **KEYS, LOCKS, AND ACCESS DEVICES:**

i. **Keys and Locks:** Resident agrees not to change or add any locks or gates on any doors or windows to the Premises without prior written consent of Landlord. If Landlord, in its sole discretion, approves a request to install locks, Resident agrees to immediately provide Landlord with a key for each lock. On or before the end of the term, Resident agrees to return all keys to the Premises to Landlord. Landlord may charge Resident **$5.00** for each key that is lost or not returned.

ii. **Access:** Resident agrees to promptly notify Landlord in writing of any problem, defect, malfunction or failure of door locks, window latches, controlled access gates, intrusion alarms, and any other security device. Resident agrees to be responsible for all fines, penalties and other charges resulting from or attributable to the alarm, including false alarm charges. It is understood that Landlord is not responsible for providing access to the Premises after office hours. Resident is responsible for contacting a locksmith, at Resident's expense, to gain access to the Premises in the event of lockout. If Resident has called a locksmith, Landlord must be notified and then change locks at Resident's expense.

iii. **Access Devices:** If Resident has received gate cards, fitness, restroom and/or entry gate keys as indicated in Section 6 of this Lease, Resident understands that if any of these items are lost or not returned upon move out, that the following fees will apply: Gate Access Device **$0.00** Key Fob **$0.00** Entry Gate Key **$50.00**

29. **LOCATION:** Upon reasonable notice, Landlord shall have the right to transfer Resident to another unit that is comparable to the Premises, upon which transfer the other unit shall automatically become the Premises under this Lease, which shall remain in full force and effect. Resident acknowledges and agrees that such comparable unit shall be deemed to provide the same housing services as the original Premises and that such transfer is not an eviction.

30. **CONDITION UPON TERMINATION.** Upon termination of the Lease, or the termination of Resident's right to occupy the Premises, Resident shall deliver all keys, access cards, and remotes to Landlord and move out of the Premises, leaving them in substantially the same clean, undamaged, and ready-to-rent condition as existed on the Start Date, less ordinary wear and tear. If the Premises are not returned in such condition, Landlord may charge Resident for the costs to repair any damage and to put the Premises back in the condition they were in upon the Start Date, less ordinary wear and tear. Resident is responsible for replacement of any damaged or missing items and for payment of all costs to clean or repair any portion of the Premises, carpeting, flooring, wall coverings, paint, counters, trim, window treatment, doors, windows, or appliances which are damaged, dirty, or unsanitary. Cleaning and repair of any damage due to smoking of any kind is not considered ordinary wear and tear. Resident is responsible for removing all trash and other items of personal property from the Premises. Failure to do so will constitute a condition that exceeds ordinary wear and tear. Resident will not be considered as having moved out, vacated and surrendered possession of the Premises until Resident has removed all personal belongings from the Premises and returned all keys, access cards and remotes. If Resident moves out and fails to return all keys, access cards and remotes, Resident agrees that the move-out date shall be determined by Landlord in Landlord's reasonable judgment and that Resident will be charged for any missing keys, access cards and remotes. If Resident leaves personal property in the Premises after move-out or if Resident places personal property in areas of the Community not designated for Resident's exclusive use, Landlord can determine that such property has been abandoned and can take steps to remove or dispose of the property consistent with applicable laws.

31. **ENTRY:** Landlord has the right to enter the Premises as allowed by law, including, without limitation, in case of emergency, to make desired, necessary or agreed repairs, decorations, alterations, renovations, or improvements, to supply necessary or agreed services, to test smoke detectors, to exhibit the dwelling unit to prospective or actual purchasers, mortgagees, tenants, workmen or contractors, or for any other purposes permitted by California Civil Code section 1954 (and any other applicable statutes or amendments which might be enacted subsequent to the execution of this Lease). Landlord also has the right to enter the Premises in order to make an inspection pursuant to subdivision (f) of Civil Code section 1950.5 when Resident has abandoned or surrendered the Premises and pursuant to court order. Resident agrees that if Resident denies Landlord access to the Premises when Landlord is in compliance with statutory requirements and entitled to access, any such denial of access shall be deemed a material breach of this Lease. The Parties agree that 24 hours' notice is presumed reasonable, although the Parties acknowledge that a shorter time period may also be reasonable under some circumstances. Landlord will serve Resident with written notice before entry unless:

i. Entry is due to an emergency, surrender or abandonment of the Premises, or

ii. Resident and Landlord agree orally to an entry to make agreed repairs or supply agreed services at an approximate day and time within one week of the oral agreement, or

iii. Resident is present and consents to entry at the time of entry, or

iv. To exhibit the Premises to prospective or actual purchasers of the property, provided that Landlord has notified Resident in writing within 120 days of the oral notice that the property is for sale and that Resident may be contacted to allow for an inspection.

32. **SMOKE DETECTORS:** The Premises have been equipped with smoke detectors. The smoke detectors have been tested prior to Resident's move in to ensure they are operational. Resident agrees not to interfere with the presence or operability of any smoke detector and to report immediately to Landlord, in writing, any defects in the condition of any smoke detectors. Resident agrees that if a smoke detector is battery operated, pursuant to California Civil Code Section 1942.1, as part of the consideration of the rental, Resident assumes responsibility to: (a) ensure the battery is in operating condition at all times; and (b) replace the battery as needed. Under no circumstances shall Resident remove the battery of a smoke detector without immediately replacing the battery with a new one.

33. **CARBON-MONOXIDE DEVICES:** If a carbon-monoxide device has been installed within the Premises, Resident acknowledges that the carbon-monoxide device was operable at the time Resident took possession of the Premises. Resident is responsible for notifying Landlord if Resident becomes aware of an inoperable or deficient carbon-monoxide device within the Premises. Landlord shall correct any reported deficiencies or inoperability's in the carbon-monoxide device. Resident further agrees that, if the carbon-monoxide device is battery operated, pursuant to California Civil Code Section 1942.1, as part of the consideration of the rental, Resident assumes responsibility to: (a) ensure the battery is in operating condition at all times; and (b) replace the battery as needed. Under no circumstances shall Resident remove the battery of a carbon-

monoxide device without immediately placing the battery with a new one.

34. **SATELLITE DISHES:** If satellite dishes are allowed in the Community they must be one meter or less in size and may not be affixed to the patio or balcony of the Premises. Resident is specifically prohibited from making physical modifications to the Premises and is prohibited from installing said satellite dish in the common areas of the Community, including, but not limited to, outside walls, roofs, window sills, common balconies or stairways. Resident will be responsible for damages caused by the satellite dish, including the cost of removal if in any violation of any satellite guidelines. Resident shall install, use, maintain and remove a satellite dish in a manner which is consistent with industry standards and shall be liable for any damage or injury sustained as a result of the negligent installation, maintenance, use or removal of said satellite dish. Allowable locations may not provide an optimal signal or any signal at all.

35. **WATERBEDS AND AQUARIUMS:** Waterbeds and water tanks holding 30 or more gallons may only be installed in the Premises with prior written consent from Landlord. Prior to installation, a valid waterbed insurance policy or certificate of insurance for property damage must be obtained. The policy shall be issued by a company licensed to do business in California and possessing a Best's Insurance Report rating of "B" or higher. The insurance policy shall be maintained in full force and effect until the waterbed/water tank is permanently removed from the Premises. The policy shall be written for no less than **one hundred thousand dollars ($100,000.00)** of coverage. The policy shall cover, up to the limits of the policy, replacement value of all property damage, including loss of use, incurred by the Landlord or other residents caused by or arising out of the ownership, maintenance, use, or removal of the waterbed/water tank, except for any damage caused intentionally or at the direction of the insured, or for any damage caused by or resulting from fire. Landlord may require Resident to produce evidence of insurance at any time. The insurance carrier shall give Landlord notice of cancellation or non-renewal 10 days prior to this action. The waterbed/tank shall conform to the pounds-per-square foot weight limitation and placement as dictated by the floor load capacity of the Premises. The weight shall be distributed on a pedestal or frame which is equivalent to the dimensions of the mattress itself. Resident shall install, maintain and remove the waterbed/tank, including, but not limited to, the mattress and frame, according to standard methods of installation, maintenance, and removal as prescribed by the manufacturer, retailer, or state law, whichever provides the higher degree of safety. Resident shall notify Landlord in writing of the intent to install, remove, or move the waterbed/tank. The notice shall be delivered at least 24 hours prior to the installation, removal, or movement. The Landlord has the right to be present at the time of installation, removal, or movement. If the waterbed/water tank is installed or moved by any person other than Resident, Resident shall deliver to Landlord a written installation receipt stating the installer's name, address, and business affiliation.

E. LIMITATION ON LIABILITY:

36. **LIABILITY:** Landlord shall not be liable to Resident, Occupants, or to any guests or invitees of Resident for any damage or losses to person or property arising from any cause including, but not limited to, theft, burglary, assault, vandalism, fire, flood, water leaks, rain, hail, ice, snow, smoke, lightning, wind, explosion, interruption of utilities, earthquake, or any other condition over which the Landlord has no control. To the extent allowed by law, Resident agrees to assume all risk of harm, and waive all claims against Landlord, resulting from use of common area amenities. To the extent allowed by law, use of the common area amenities is at the sole risk of Resident, Occupants, guests or invitees.

37. **INDEMNITY/HOLD HARMLESS:** Resident and Occupants agree to indemnify and hold Landlord harmless, from any claims arising out of any death or injury to any person, or any damage to property, if such injury or damage is caused directly or indirectly by the act, omission, negligence, or fault of Resident, Occupants, or Resident's guests or invitee(s).

38. **HOUSING SERVICES:** The furnishing by Landlord to Resident of any storage space, use of laundry, electronic access controls and gates, or any other common area facilities outside the Premises shall be deemed to be furnished gratuitously and Landlord makes no representations or guarantees as to the availability, adequacy, or fitness of such space, service, or facilities. Resident acknowledges that Landlord will not provide lifeguard service at swimming facilities, if any, and Resident agrees to take adequate and reasonable care in use of all recreational facilities to ensure the safety of Resident, Occupants, guests or invitees. All guests and invitees must be accompanied by a Resident or Occupant to use recreational facilities and amenities. Resident, Occupants, guests, and invitees shall comply with all signs posted by Landlord in and around the common areas and Community. Landlord may ban any Resident, Occupant, guest or invitee from using any amenity at the Community if such persons fail to abide by posted signs or rules relating to those areas and Resident shall not be entitled to any rent reduction or offset if the loss of amenity privileges is the result of the conduct of Resident, Occupants, guests or invitees. Landlord makes no representations, warranties or guarantees express or implied, regarding the presence or quality of reception of electronic communication or information retrieving devices within the Premises or Community.

39. **EMINENT DOMAIN OR CONDEMNATION:** Should the land whereon the building containing the Premises is situated, or any part thereof, or any portion of the Community, be condemned or taken for public use, then, in that event, upon the taking of the same for such public use, this Lease, at the option of Landlord, shall be deemed null and void, and the term shall cease and come to an end, notwithstanding anything to the contrary herein, and without apportionment of the award. Resident shall not be entitled to receive any sum, or portion thereof, constituting any award arising out of any such eminent domain or condemnation.

40. **SIGNIFICANT DAMAGE TO OR DESTRUCTION OF PREMISES:**
    i. If the Premises or property are damaged by fire, flood or other casualty, necessitating repairs that require Resident to vacate the Premises for any length of time, in the sole and absolute discretion of Landlord, Landlord shall have the option either (1) to repair the damage or otherwise restore the Premises, with this Agreement continuing in full force and effect, or (2) give notice to Resident, at any time after such damage occurs or repairs become necessary, terminating this Agreement as of a date to be specified in such notice. Landlord shall not be required to repair any damage by fire or other cause or to make any repairs of any property installed in the Premises by Resident.
    ii. If Landlord elects to terminate, this Lease shall expire and all interest of the Resident in the Premises shall terminate and Landlord shall have no obligation to pay lodging costs or other expenses to Resident after the termination date. If Landlord elects to repair the damage and/or make the significant repairs and continue this Lease in full force and effect, the "Duty to Cooperate" and "Significant Repairs" sections, below, shall apply.

41. **SIGNIFICANT REPAIRS:**
    i. If the Premises require significant renovations, improvements or repairs (such as, by way of example only and not by way of any limitation, tenting for termites, treating for pests or other vermin, replacing plumbing or electrical wiring, repairing fire damage, etc.) which require Resident to vacate the Premises for any length of time, Resident must vacate the Premises as needed and otherwise cooperate with Landlord in its efforts to perform the work. To the extent possible, Landlord shall give Resident at least ten days written notice of the need to vacate the Premises, which notice shall include Landlord's best estimation of the length of time Landlord anticipates Resident will need to be absent from the Premises.
    ii. Resident agrees to vacate the Premises for the time necessary for the work to be completed and, if Resident needs to be absent from the Premises for more than 8 hours in any 24-hour period, relocate to alternative housing of the Landlord's choosing. Landlord shall be responsible to pay for the alternative housing; however, Resident will remain responsible for all rent while Landlord is paying for alternative accommodations. If Resident elects to relocate temporarily to lodging other than that designated by Landlord, then Landlord shall have no obligation to pay the cost of such housing, which shall be at Resident's sole cost and expense; although Resident shall have no obligation to

pay rent during the time the Premises are not available to Resident during the repairs. Landlord is not paying for the alternative lodging, except as provided below. Resident shall return to the Premises once Landlord advises Resident that the work has been completed. Landlord shall have no obligation to pay for alternative housing or waive rent after Landlord has advised Resident that Resident may return to the Premises.

iii. If the work or repairs are required because of the conduct of Resident or the conduct of Occupants, invitees or guests (such as misuse of plumbing, causing a fire, etc.), then Landlord shall be relieved of its obligation to pay for alternative accommodations set forth above and Resident shall remain responsible for both rent and the cost of alternative lodging during the time when Resident must vacate the Premises for any work to be completed.

42. **DUTY TO COOPERATE:** Failure to vacate the Premises or otherwise cooperate with Landlord's efforts to conduct repairs, renovations or other improvements in the Community is a material breach of this Lease and grounds for termination of this Agreement.

43. **SAFETY CONCERNS:**

i. Landlord makes no representations or guarantees to Resident concerning the security of the Premises or the Community. Landlord is under no obligation to Resident to provide any security measure or take any action not required by statute. The presence of courtesy patrols, patrol cars, access gates, surveillance cameras or other deterrents do not guarantee that crime can or will be prevented. Landlord reserves the right to reduce, modify or eliminate any such measures (other than those statutorily required) at any time; and Resident agrees that such action shall not be a breach of any obligation or warranty on the part of Landlord. All such measures are subject to personnel absenteeism, human error, mechanical malfunctions and tampering. Resident is responsible for planning and taking action with respect to the safety of Resident and personal property as if such systems and deterrents did not exist.

ii. Landlord may install surveillance cameras in some common areas. These cameras may or may not be monitored and the footage recorded by these cameras may or may not be kept by Landlord for any length of time. Landlord may remove such cameras, or install additional cameras, at any time without notice to Resident. Footage from any cameras belongs to Landlord and shall not be released to any resident although such footage may be released to law enforcement personnel, insurance adjusters or others with legitimate business needs for such footage in the sole discretion of Landlord and without the consent of any individuals recorded by such footage.

iii. Landlord has no obligation to obtain criminal background checks on any residents and bears no responsibility or liability related to the criminal background or actions (whether past, present or future) of any person, even if Landlord has actually run a criminal background check on applicants. Resident agrees to hold Landlord harmless from claims arising out of criminal acts of other residents or third parties. Resident shall not rely on the fact that Landlord may have run a criminal background check on residents or any other applicant when deciding whether to enter into this Lease. Background checks are limited to the information actually reviewed and are not a guarantee that a person with a criminal background does not reside at the Community or that someone living in the Community will not commit a crime in the future. Landlord has not made and does not make any representations as to the background of any existing or future resident and Landlord is under no obligation to run background checks on any existing resident or future applicant.

iv. Resident agrees to report immediately all suspected or actual criminal activity to the appropriate local law enforcement agencies and, after doing so, to Landlord, and shall provide Landlord with such law enforcement agency's incident report number upon request. If Resident receives a copy of any law enforcement agency's incident report for an incident that occurred on the property and said incident impacted the Premises, the Community or other residents in the Community, Resident shall provide a copy of said incident report to Landlord upon request.

44. **INSURANCE:** Landlord does not maintain insurance to cover (a) Resident's personal injury, (b) loss or damage to Resident's personal property, or (c) Resident's liability for injury, loss or damage caused to others by Resident (or Occupants or guests). Resident is not a co-insured, a beneficiary, or an implied beneficiary under any insurance policy maintained by Landlord. Unless prior to the Start Date, Resident provides Landlord with written proof of a policy of liability insurance issued by an authorized insurance company that provides Resident with a minimum policy coverage amount of $100,000 per occurrence and names Landlord as an Interested Party, Resident hereby elects for Landlord to enroll Resident in a service program administered by Landlord and backed by a liability coverage program administered by an insurance company selected by Landlord. Resident agrees to reimburse Landlord for the actual cost of such program. The premium payment made by Landlord on Resident's behalf will be considered rent. Landlord reserves the right to hold Resident liable for any loss in excess of the insurance proceeds paid by the insurer. If Resident maintains its own liability insurance, Resident shall provide proof of such insurance to Landlord upon Landlord's request. Resident's failure to provide such proof within three days of a request therefor shall constitute an election by Resident for Landlord to enroll Resident in the service program specified above, at the then-current actual cost of the service program.

45. **MEGAN'S LAW:** Pursuant to Section 290.46 of the Penal Code, information about specified registered sex offenders is made available to the public via internet web site maintained by the Department of Justice at www.meganslaw.ca.gov. Depending on an offender's criminal history, this information will include either the address at which the offender resides or the community of residence and the zip code in which the offender resides. Since the information is equally available to residents and Landlord, and Landlord cannot discriminate against registered sex offenders pursuant to Penal Code Section 290.46 et seq., Landlord has not made any inquiry of any applicant or resident as to whether he or she is a registered sex offender. Resident is advised to take whatever reasonable and lawful actions Resident believes necessary to protect household members or guests against any potential harm. This includes talking to any children or individuals with a diminished capacity about how to deal with strangers and similar topics. Resident is advised that Landlord may not notify Resident if Landlord learns or is advised that a registered sex offender is living in the Community.

46. **ENVIRONMENTAL INDEMNIFICATION:** To the extent allowed by law, Resident expressly assumes and accepts any and all risks involved or related to the presence in the Premises, common areas, and Community of any and all health affecting substances, and any power lines in the vicinity of the Premises. Resident waives all claims and causes of action of any kind or nature, at law or in equity, including, but not limited to, claims or causes of action arising by statute, ordinance, rule, regulation or similar provision, against Landlord and Landlord's agents, principals, employees, legal representatives, affiliates, assignees, successors in title, partners, shareholders, officers, directors, parents, members and managers (herein collectively called the "Landlord Affiliates") with respect to any health hazard occurring in connection with the presence in the Premises, common areas, or Community of materials containing potentially health affecting substances, and claims arising out of or based upon any potentially health affecting substances brought, or allowed to be brought, into the Premises, common areas, or Community by any Resident, Occupant, guest, or invitee. Resident agrees to defend, indemnify and hold harmless the Landlord Affiliates against and from any and all actions, causes of action, claims, demands, liabilities, losses, damages and expenses of whatsoever kind, including, but not limited to, attorneys' fees at both the trial and appellate levels, that any or all of the Landlord Affiliates may at any time sustain or incur by reason of any and all claims asserted against them arising out of potentially health affecting substances brought or allowed to be brought into the Community by any Resident, Occupant, guest, or invitee.

47. **PROPOSITION 65 WARNING:** The Premises, common areas, and Community may contain chemicals known to the State of California to cause cancer, birth defects, and other reproductive harm. These chemicals may be contained in emissions and fumes from building materials, products and materials used to maintain the property, and emissions, fumes, and smoke from Resident and guest activities, including but not limited to the use of motor vehicles, barbecues, and tobacco products. These chemicals may include, but are not limited to carbon monoxide, formaldehyde, tobacco smoke, unleaded gasoline, soot, tars, and mineral oils.

For more information please contact OEHHA at (916) 445-6900 or visit http://www.oehha.org/prop65/pdf/Prop65tenants.pdf for additional

information from the California Enviro ntal Protection Agency's Office of Environmental He. Hazard.

48. **LEAD-BASED PAINT WARNING:** Housing built before 1978 may contain lead-based paint. Lead from paint chips and dust can pose health hazards if not managed properly. Lead exposure is especially harmful to young children and pregnant women. Lead poisoning in young children may produce permanent neurological damage, including learning disabilities, reduced intelligence quotient, behavioral problems, and impaired memory. Before renting pre-1978 housing, Landlords must disclose the presence of known lead-based paint and/or lead-based paint hazards in the Unit. Residents must also receive a federally approved pamphlet on lead poisoning prevention. By Resident signing this Lease, they acknowledge receipt of Protect Your Family from Lead in Your Home pamphlet.
    i. Presence of lead-based paint or lead-based paint hazards: Known lead-based paint and/or lead-based paint hazards **are present** in the housing.
    ii. Landlord has reports or records pertaining to lead-based and/or lead-based paint hazards in the Premises and has made available to Resident all available records and reports upon Resident's request.

49. **ASBESTOS DISCLOSURE:** Before 1981, asbestos was commonly used in construction. This Community was built before 1981 and asbestos may be present. Asbestos is a chemical known to cause cancer. Asbestos may be present in sprayed-on acoustical ceiling material, insulation, fire proofing and floor tiles in the Premises and/or buildings of the Community. Disturbing or damaging certain interior Premises, common areas, and/or Community surfaces may increase the potential exposure to asbestos. Resident may not pierce, damage, disturb, or remove any portions of the Premises, common areas, and/or Community known or suspected to contain asbestos. Resident must notify Landlord immediately in writing if any portion of the Premises, common areas, and/or Community known or suspected to contain asbestos are pierced, damaged, disturbed or removed. Landlord has instituted an operations and maintenance program directed at maintaining the Community in accordance with any applicable federal and state safety requirements regarding asbestos-containing material. This program is designed (among other things) to prevent release of asbestos fibers into the air; minimize disturbance of damage to asbestos-containing materials; monitor the conditions of materials and air in the building; and regulate maintenance, renovation and construction activities. No matter how small the percentage of such material may be, Resident, Occupants, guests, or invitees shall comply with such rules and regulations as Landlord from time to time may prescribe in connection with Landlord's operations and maintenance program, including without limitation to the following:
    i. Hazardous Materials: Resident shall not take or allow any action which in any way damages or disturbs all or part of the ceiling, flooring, walls, insulation in the Premises, including but not limited to: Piercing the surface of the ceiling, flooring, walls or insulation by drilling or any other method; hanging plants, mobiles, or other objects from the ceiling; allowing any objects to come into contact with the ceiling; permitting water or any other liquid to come into contact with the ceiling; painting or undertaking any repairs or improvements with respect to the ceiling or floor tiles; or undertaking any activity which results in building vibration which may damage the ceiling.
    ii. Resident shall notify Landlord immediately in writing if there is any damage to or deterioration of the ceiling, flooring, walls or insulation of the Premises, including (without limitation) loose, cracking, hanging, or dislodged material, water leaks, or stains in the ceiling, flooring, walls or insulation.

50. **CREDIT REPORTING:** Resident is notified that Resident's performance as a tenant of this Community may be reported to credit reporting agencies.

51. **SOCIAL MEDIA:** Landlord maintains an online presence through its website and social media. This online presence includes, but is not limited to, displaying images from community events organized by Landlord. From time to time Landlord will capture still ("photo") and moving ("video") images at these events. Resident hereby acknowledges that by attending these events Residents accepts and agrees to the potential of being depicted in those images and further agrees to permit Landlord to use Resident's, Occupants', guests' or invitees' likenesses, without compensation, for the limited purpose of Landlord's online presence. Please note that Landlord respects Resident's privacy and at Resident's written request Landlord will remove any image depicting Resident, Occupants, guests or invitees.

F. COMMUNITY CONSIDERATION

52. **USE OF PREMISES:** Resident agrees to use the Premises solely as a private residence. Storage areas, parking areas, balconies, patios, outdoor areas, and decks shall not be used for occupancy. Resident shall not use the Premises as a business address, nor shall Resident conduct business activities on the Premises. Conducting business activities includes, without limitation, using the Premises as a mailing address for a business enterprise, having a business telephone line in the Premises, having business clients meet with Resident at the Premises, having business stationery setting forth the address of the Premises as a business address, assembling or manufacturing any product upon the Premises, or otherwise holding out the Premises as the address of any business. Resident may, however, insofar as it is consistent with the restrictions set forth in this section, and with the written consent of Landlord, use a portion of the Premises as a "home office." Nothing set forth herein shall be deemed as disallowing any use of the Premises that cannot be prohibited legally.

53. **CONDUCT OF RESIDENT:** Resident agrees not to harass, annoy, or endanger any other resident, neighbor, or other person, or create or maintain a nuisance, or disturb the peace or solitude or quiet enjoyment of any other resident, neighbor or other person, or commit waste in or about the Premises. Resident further agrees not to harass, verbally abuse, denigrate or otherwise disrespect Landlord's employees, agents and/or contractors or interfere with the operations of the Community or the work of Landlord's employees or agents. Resident agrees to keep the volume of any activity, radio, stereo, electronic equipment, television or musical instrument at such a level which will not disturb the other residents at any time. Any noise, disturbance, or activity which would, in the sole and absolute discretion of Landlord, be reasonably likely to annoy or disturb other residents is strictly prohibited. Certain acts are considered to be contrary to the safety, well-being, peace, and enjoyment of the other residents of the Community. These include, but are not limited to, the use, possession or sale of illegal drugs or controlled substances and the carrying or exhibiting of firearms in the Community. Such acts are prohibited. The carrying or exhibiting of firearms may be permitted with written consent of Landlord if doing so is required by law or job necessity. Resident shall not deface or damage any part of the Premises or the common areas or the Community or permit the same to be done. Resident shall not keep in the Community any flammable or explosive materials or any substance considered dangerous, hazardous, or toxic under any governmental law or regulation. Resident shall not do or permit anything to be done in the Premises that may be deemed hazardous or which will cause a cancellation of or an increase in the premiums for any insurance for the Community. Resident is responsible for the conduct of Occupants, guests, and invitees, including without limitation any minors, while they are in the Premises and in the Community. A resident conducting any of the activities set forth in this section, or who allows Occupants, guests, or invitees to conduct any of said activities shall be deemed in violation of this Agreement, and said activity shall be grounds for termination of this Agreement. This provision constitutes written notice to cease any breach of this section, including, without limitation, committing or permitting to exist a nuisance in the Premises, building, or Community.

54. **PARKING:** Resident, Occupants, guests, and invitees shall follow the Parking Rules and Regulations, as the same may be amended from time to time. Landlord shall not be liable for any damage or loss to motor vehicles, the contents of motor vehicles, or personal property of Residents, Occupants, guests, or invitees. Failure to follow the Parking Rules and Regulations and posted signs relating to parking and operation of vehicles will result in the towing of the offending vehicle at the cost of the vehicle owner.

55. **OCCUPANTS:** Any person staying in the Premises for longer than two weeks or 20 nonconsecutive days out of the year shall be considered to be occupying the Premises. The Premises shall be occupied only by the person(s) indicated in Section 2. No other persons have permission to occupy the Premises unless such permission is in writing and signed by Landlord. Landlord's acceptance of rent from any other individual shall

be deemed to be the payment of rent on behalf of the Resident and shall not constitute permission for the person making the payment to occupy the Premises. Should any person not named in Section 2 make any claim of right to possession of the Premises, any such person shall be deemed to be the guest or invitee of the named Resident and their claim to right of possession shall be denied. Any Occupant, named in Section 2, who is not a signatory to this Lease shall be deemed to be an invitee of Resident, who is a signatory to this Lease. Accordingly, if any such Occupant is not named in any unlawful detailer action to regain possession of the Premises, and if any such individual thereafter makes a claim to right of possession of the Premises, that claim shall be denied on the basis that said individual is the invitee of the named Resident and does not have an independent claim to right of possession of the Premises.

56. **GUESTS:** Any person occupying the Premises shall be considered an unauthorized occupant in violation of this Lease unless that person has completed a rental application, been approved, and been added to the Lease.

57. **ASSIGNMENT AND SUBLETTING:** Resident shall not assign this Lease nor sublet all or any part of the Premises without Landlord's written consent. Resident shall not sublet all or any part of the Premises on a short-term basis, including without limitation through Air BNB or any other short-term rental program. Permitting any person not named as an Occupant or as a Resident in this Lease to occupy the Premises shall be deemed an improper subletting of the Premises and shall subject the tenancy to termination. This provision constitutes written notice to cease any breach of this section, which breach is incurable pursuant to state law. Any attempted subletting or assignment in violation of this provision shall be void. In the event that no original Resident remains in residency at the Premises, Landlord may reset the rent in accordance with the Civil Code and Rent Stabilization Ordinance.

58. **PETS:** No pets are permitted in the Premises without the prior written consent of the Landlord through an Animal Addendum to this Lease. Permission to keep a pet may be granted, denied, or revoked in Landlord's sole discretion. Except to the extent written permission has been given, pets may not be brought upon the Premises, whether such pets belong to Resident or to any other person. The presence of any pets for which written permission has not been given and is not currently in force, even if such pets are "just visiting" shall be deemed a material breach of this Lease. This policy does not apply to accommodation or service animals. A disabled individual who requires an animal in order to be able to use and enjoy the Premises or the Community should contact Landlord before bringing the animal onto the Premises and request an accommodation to this Lease provision. All accommodation requests will be processed in accordance with applicable laws. Resident is responsible for reimbursing Landlord for the costs of repairing damage to the Premises, common areas, or Community caused by animal(s) under the control of or visiting Resident. Resident must promptly notify Landlord of any damage caused by animals.

59. **CLOTHESLINES/DRYING RACKS**: If the Premises has a private patio, deck, or balcony, which is enclosed by a fence, railing, or other structure, Resident is permitted to hang clothing, blankets or other laundry on the patio, deck, or balcony subject to the following rules and conditions:
    i. No more than two drying lines/racks may be in use at any one time.
    ii. Items may not be left on the drying lines/racks for more than 24 hours (i.e., all items must be removed within 24 hours of being put out on the drying lines/racks).
    iii. Drying lines/racks must be free standing.
    iv. No drying lines or racks may be attached or affixed in any manner to any portion of the building, fence, railing, wall, building support structure, or light fixtures.
    v. Drying lines/racks cannot be higher than the patio, balcony, or deck fence or railing.
    vi. Drying lines/racks cannot be clearly visible from the sidewalk or street.
    vii. Drying lines/racks cannot block entrance to or egress from the Premises, create a health or safety hazard or interfere with walkways or utility service equipment.
    viii. Drying lines/racks cannot interfere with the maintenance of the Community.
    ix. Clothes may not be draped over fence or balcony railings, or hung from any building fixtures.

    If the private patio or balcony is not enclosed by a fence, railing, or other structure, Resident is not permitted to hang clothing, blankets, or any other laundry on the patio, deck, or balcony.

G. UTILITIES AND HOT WATER

60. **UTILITIES:** Utility services shall be provided directly from the utility provider or, at the sole discretion of Landlord, on a sub-metering, square footage, or other allocation basis. Landlord reserves the right to modify the method by which the utilities are furnished to the Premises or billed to Resident during the term of this Lease and may modify billing Resident for utilities previously included in the rent by giving Resident a 30-day written notice. Reference the utility addendum for detailed terms, conditions and methodology.

    The following terms shall apply:
    i. Resident agrees to pay all charges for utilities for the Premises for the term of the Lease including but not limited to those listed in the Utility Billing Addendum. Charges may be assessed by the utility provider or Landlord or Landlord's designated Billing Party in the case of utilities billed to Resident by Landlord in connection with Resident's use of utilities.
    ii. Resident shall not use any utility in a wasteful, unreasonable, or hazardous manner and agrees to comply with all utility conservation efforts implemented by Landlord.
    iii. Landlord is not liable for claims arising from utility service outages, interruptions, or fluctuations in utilities provided to the Premises not reasonably within Landlord's control.
    iv. For any utility which Resident is responsible for paying directly to the utility provider, Resident must contact the utility company prior to move-in to have the services placed in Resident's name no later than ten (10) business day following move-in. Resident shall continue to contract with the utility provider throughout the term for continuous utility service. Resident's failure to make necessary arrangements for Resident's utility service may result in an interruption of services and Resident's failure to transfer utility services to Resident's name or failure to have continuous utility service may be, at Landlord's discretion, considered a material breach of this Lease and will permit Landlord to terminate the Lease. If Resident fails to pay any utility charges that are to be paid by Resident, Landlord may, at its option, pay such charges to retain continuing utilities service. If Landlord does so, any such charges may be billed to Resident by Landlord and said billing shall become due and payable, in full, as additional rent together with the regular monthly rent payment on the first day of the month next following the date of such billing.
    v. Resident shall not use any utilities in the common areas for their own personal use without written consent of the Landlord.
    vi. Resident agrees not to disturb, tamper, adjust, or disconnect any utility service, sub-metering device or system.

61. **HOT WATER:** The following will apply.
    i. The water temperature in the Premises is set at 120 degrees Fahrenheit or below. When the water temperature is 120 degrees Fahrenheit, or below, bacteria may enter the water heater or associated plumbing and accumulate. If Resident desires the thermostat to remain at 120 degrees Fahrenheit, or below, Resident assumes any and all risks associated with any bacterial growth in the water heater or associated plumbing.

ii. Resident should be aware that s. units may be equipped with an HVAC heating syste. hich operates on hot water. To achieve full heating potential, it may be necessary to increase the temperature of the water heater during the colder months of the year. Resident should also be aware that some units operate on centralized hot water systems which service multiple units and as such individual adjustments in temperatures will not be possible.

iii. If Resident desires the water temperature in the Premises to be higher than 120 degrees Fahrenheit and the Premises has an individual hot water heater, Resident will request, in writing, the temperature of the hot water heater to be adjusted by Landlord, and Resident shall specify the desired temperature at which Landlord is requested to set the thermostat.

iv. Resident understands that if the temperature is set above 120 degrees Fahrenheit, that the water released from the taps in the Premises may scald or burn anyone using water, and potentially cause severe injury.

v. Resident may not tamper with, or adjust the water temperature thermostat in the Premises in any way without written authorization from Landlord.

vi. Resident agrees to indemnify and hold Landlord harmless in any action involving any injury related to the temperature of the water, the water system or the associated plumbing in the Premises.

H. ADDITIONAL TERMS

62. **REQUESTS FOR ACCOMMODATIONS OR MODIFICATIONS:** A disabled person shall be provided reasonable accommodations or reasonable modifications to the extent necessary to provide the disabled person with an opportunity to use and occupy the Premises in a manner equal to that of a non-disabled person. If Resident believes Resident, Occupant, or a member of Resident's household requires an accommodation or modification as a result of a disability, Resident should contact Landlord to begin the interactive process.

63. **MILITARY:** Military personnel on active duty may terminate this lease under Federal law if:
   i. Resident becomes a member of the Armed Forces of the United States after Resident enters into the Lease; or
   ii. Resident is or becomes a member of the Armed Forces of the United States and receives:
      a. Orders for a permanent change of station; or
      b. Orders to deploy for a period of at least 90 days.

   Landlord fully supports its residents who are active-duty or reserve military personnel. Resident must give Landlord written notice of termination. For rentals when rent is paid monthly, the termination becomes effective 30 days after the first date on which the next rent payment is due after the termination notice is delivered and no further rent will be owed following the expiration of the notice period (or the actual move-out date, if later). Resident must furnish the Landlord with proof to establish that Resident qualifies for this limited exception. Proof may consist of any official military orders, or any notification, certification, or verification from the service member's commanding officer, with respect to the service member's current or future military duty status. Military permission for base housing does not constitute a permanent change-of-station order.

64. **OFFICE OF FOREIGN ASSETS CONTROL:** Resident represents and warrants that Resident and each person or entity owning an interest in Resident is:
   i. Not currently identified on the Specially Designated Nationals and Blocked Persons List maintained by the Office of Foreign Assets Control, Department of the Treasury ("OFAC") and/or on any other similar list maintained by OFAC pursuant to any authorizing statute, executive order or regulation (collectively, the "List").
   ii. Not a person or entity with whom a citizen of the United States is prohibited to engage in transactions by any trade embargo, economic sanction, or other prohibition of United States law, regulation, or Executive Order of the President of the United States.
   iii. None of the funds or other assets of Resident constitute property of, or are beneficially owned, directly or indirectly, by any Embargoed Person (as hereinafter defined).
   iv. No Embargoed Person has any interest of any nature whatsoever in Resident (whether directly or indirectly).
   v. None of the funds of Resident have been derived from any unlawful activity with the result that the investment in Resident is prohibited by law or that the Lease is in violation of law.
   vi. Resident has implemented procedures, and will consistently apply those procedures, to ensure the foregoing representations and warranties remain true and correct at all times. The term "Embargoed Person" means any person, entity or government subject to trade restrictions under U.S. law, including but not limited to, the International Emergency Economic Powers Act, 50 U.S.C. § 1701 et seq., The Trading with the Enemy Act, 50 U.S.C. App. 1 at seq., and any Executive Orders or regulations promulgated there under with the result that the investment in Resident is prohibited by law or Resident is in violation of law.

   Resident covenants and agree(s):
   i. To comply with all requirements of law relating to money laundering, anti-terrorism, trade embargo and economic sanctions, now or hereafter in effect.
   ii. To immediately notify Landlord in writing if any of the representations, warranties or covenants set forth in this section or the preceding section are no longer true or have been breached or if Landlord has a reasonable basis to believe that they may no longer be true or have been breached.
   iii. Not to use funds from any "Prohibited Person" (as such term is defined in the September 24, 2001, Executive Order Blocking Property and Prohibiting Transactions with Persons Who Commit, Threaten to Commit, or Support Terrorism) to make any payment due to Landlord.
   iv. At the request of Landlord, Resident may be asked to provide such information to determine Resident's compliance with the terms hereof.
   v. Resident hereby acknowledges and agrees that Resident's inclusion on the List at any time during the term shall be a material default. Notwithstanding anything herein to the contrary, Resident shall not permit the Premises or any portion thereof to be used or occupied by any person or entity on the List or by any Embargoed Person (on a permanent, temporary or transient basis), and any such use or occupancy of the Premises by any such person or entity shall be a material default.

65. **NON-DISCRIMINATION:** There shall be no discrimination against or segregation of, any persons on account of race, color, national origin, ancestry, creed, religion, gender, gender identity, gender expression, sexual orientation, genetic information, marital status, familial status, age, source of income, handicap, disability, citizenship status, immigration status, primary language spoken or any other protected classification under state or federal law, in the sale, lease, sublease, transfer, use, occupancy, tenure or enjoyment of the Premises, nor shall the Landlord or any person claiming under or through Landlord, establish or permit any such practice or practices of discrimination or segregation with reference to the selection, location, number, use or occupancy of tenants, lessees, or vendees of the Premises.

66. **TIME IS OF THE ESSENCE:** Time is of the essence with respect to the provisions of this Lease. This provision shall be interpreted in its strictest sense irrespective of the relative hardship to the Parties.

67. **SUCCESSORS:** If the property is sold or the ownership interest otherwise transferred, the successor in interest of Landlord shall be deemed the assignee of all rights arising under this Lease, and shall be entitled to enforce the provisions of this Lease against Resident. Nothing in this provision shall be construed as conflicting or superseding the foregoing subordination or as requiring a continuation of the tenancy in the event of a foreclosure or other involuntary transfer of ownership.

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68. **SUBORDINATION:** This Lease shall, without further act on the part of Resident, be subject and subordinate to the lien of any mortgage and/or any deed of trust or other encumbrance which may now exist, upon, or which may hereafter be placed by Landlord upon, the leased Premises or property including the Premises.

69. **ATTORNMENT:** Resident hereby agrees that Resident will recognize as its Landlord under this Lease and shall attorn to any person succeeding to the interest of Landlord in respect of the land and the buildings on or in which the Premises is contained upon any foreclosure of any mortgage upon such land or buildings or upon the execution of any deed in lieu of such foreclosure in respect of such mortgage. If requested, Resident shall execute and deliver an instrument or instruments confirming its attornment as provided for herein; provided, however, that no such mortgagee or successor-in-interest shall be bound by any payment of rent for more than one 1 month in advance, or any amendment or modification of this Lease made without the express written consent of such mortgagee.

70. **ESTOPPEL CERTIFICATE:** Resident agrees that within 5 days of Landlord's request, Resident must execute and deliver to Landlord a written statement certifying that this Lease is unmodified and in full force and effect (or if modified, describing the modification). Any prospective or actual property purchaser may rely upon Resident's written statement. Should Resident fail to deliver a statement within the specified time, it will be conclusively presumed that the Lease is unmodified and in full force and effect, except as otherwise indicated, and there are no uncured defaults in Landlord's performance, and any other details specified by Landlord originally requested of Resident.

71. **CONTENTS OF THIS LEASE:** The failure of Landlord to insist upon strict performance of any of the covenants and agreements of this Lease or any addenda thereto, or to exercise any rights arising under this Lease, shall not be construed to be a waiver of Landlord's right to subsequently enforce any such provision or to insist upon any such right. The fact that Landlord may have accepted late payment(s) on one or more occasions shall not be deemed a waiver of Landlord's right to insist upon timely payment or rent or to exercise any remedy available for late payment of rent. Acceptance of rent following a breach of this Agreement shall not be deemed to constitute a waiver of such breach. No custom or practice which may develop between the Parties in the course of the tenancy shall be construed to waive the right of Landlord to enforce any provision of this Lease.

72. **SEVERABILITY AND PROVISIONS REQUIRED BY LAW:** If a provision or section of this Lease is legally invalid, or declared by a court to be unenforceable, such provision or section will be deemed deleted and the rest of this Lease will remain in effect. To the extent any provision of this Lease is in direct conflict with any provisions of applicable law, such provision is hereby deleted. Any provision specifically required by applicable law which is not included in this Lease is hereby inserted as an additional provision of this Lease, but only to the extent required by applicable law and then only so long as the provision of the applicable law is not repealed or held invalid by a court of competent jurisdiction.

73. **ENTIRE AGREEMENT:** This Lease, including all addenda executed by both Parties, sets forth the entire agreement among the Parties with respect to the matters set forth in it. It shall not be altered nor modified unless such alteration or modification is in writing and signed by all signatories to this Lease. No verbal agreements or representations have been made or relied upon by either party or any agent or employee of either party, and neither party nor any agent or employee of either party is entitled to alter any provisions of this Lease by any verbal representations or agreements to be made subsequent to the execution of this Lease. The foregoing notwithstanding, if Resident holds over after the expiration of the Lease term on a month-to-month basis, Landlord may change any provision of this Lease without the consent of Resident in the manner prescribed by California Civil Code Section 827.

74. **SECTION HEADINGS:** The section headings are inserted only for convenience and are not intended to define or limit the scope or intent of any clause.

75. **NOTICES:**
   i. Any notice that Landlord gives to Resident shall be deemed properly served (whether or not actually received by (Resident) if served in the manner prescribed in Code of Civil Procedure Section 1162. Except as prohibited by law, if Landlord fails to serve the notice in accordance with the provisions of Code of Civil Procedure Section 1162, but Resident actually receives the notice, the actual receipt shall be deemed to cure any defects in the manner of service and the notice shall be deemed properly and personally served. Service upon any Resident of the Premises shall be deemed valid service upon all Residents - it is not necessary to serve each Resident individually unless otherwise required by law.
   ii. Any notice that Resident gives to Landlord shall be given to the business manager, assistant business manager, or sales associates, who are authorized to manage the Premises, at the management office(s) located at 5 Newell Court or at 2041 Euclid Ave., East Palo Alto, CA 94303 during normal business hours. The telephone number is 650-566-2000. On non-holidays, the business hours, which remain subject to change, are: Monday and Wednesday, 9am to 6pm, Tuesday 10am to 6pm, Thursday and Friday 9am to 7 pm, Saturday and Sunday 10am to 7pm.
   iii. The persons designated above are the persons authorized by the owner to act for an on behalf of the owner for the purpose of service of process and for the purpose of receiving and giving receipts for all notices and demands.

76. **JOINT AND SEVERAL LIABILITY AND AUTHORITY:** In the event of more than one Resident, each Resident is jointly and severally liable for each provision of this Lease and service of any notice or demand upon one shall constitute notice to each other Resident. All persons signing this Lease as Resident shall remain jointly and severally liable for all obligations arising under it, whether or not they remain in actual possession of the Premises. The giving by any individual Resident of a notice of termination of tenancy shall not terminate the Lease as to that Resident unless all Residents vacate the Premises by the agreed date. Landlord may, however, treat any such notice as a notice binding against all Residents of the Premises, and may institute unlawful detainer proceedings against all Residents if they do not restore possession of the Premises to Landlord on or before the end of the notice period. Conversely, Landlord may, at its sole option, if one or more Resident gives notice, but all Residents do not return possession of the Premises to Landlord within the notice period, continue the tenancy in effect and, if Landlord does so, all Residents, including the Resident giving notice, shall remain fully liable for all obligations arising hereunder whether or not they remain in occupancy of the Premises.

77. **ELECTRONIC SIGNATURES:** The Parties agree that they may enter into this Lease by electronic means, although traditional hard copies with wet signatures may be used instead at the option of Landlord. Resident agrees and acknowledges that if Resident is entering into this Lease with Landlord by electronic means, doing so is not conditioned on Resident's agreement to conduct the leasing transaction electronically.

78. **ATTACHMENTS/ADDENDA:** Resident(s) acknowledges receipt of a copy of the attachments/addenda listed in this section, which are incorporated into and made part of this Lease. Resident(s) agrees to abide by said attachments/addenda in all respects. Any failure to comply with any of the attachments shall be deemed a breach of this Lease. If there is a conflict between these policies and the Lease, the Lease shall govern.

1	Animal Addendum
2	Community Policies
3	Concession Agreement
5	Move-In/Move-Out Inspection Form
6	Notice of Ordinance at Commencement of Tenancy

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7	Pest Insect and Bed Bug A...endum
8	Registered Structural Pest Control Company Notice
11	Parking Rules and Regulations
12	Utility Addendum
13	Acknowledgement Regarding Use of Medical Marijuana
14	Addendum Regarding Use of Medical Marijuana
15	Because We Care
16	Resident Security Notice & Acknowledgment
17	Security Deposit Agreement

SIGNATURES:

The undersigned expressly understands that after the initial term, the tenancy may automatically continue from month to month.

Rafaela 1/26/19

Rafaela Hernandez Zarco *(Resident)* *Date*

(Resident) *Date*

(Resident) *Date*

(Resident) *Date*

1/26/19

Woodland Park Apartments *(Landlord)* *Date*

R014

ANIMAL ADDENDUM

This document is an addendum to the California Lease Agreement ("Lease") dated May 3, 2011 between Rafaela Hernandez Zarco ("Resident") and Woodland Park ("Landlord") for the Unit # 1 ("Premises") located at 301 East O'Keefe Street, East Palo Alto, CA 94303.

Animals, including unauthorized or visiting pets, are not permitted on the Premises without prior written consent from Landlord. This addendum constitutes written consent for the animal(s) described below in the "Pet Description."

Pet Description

Resident Landlord agree as follows:

1. Resident agrees to pay $0.00 per month in Pet Rent per month on or before the first of each month with Monthly Rent. Pet Rent is additional "rent" for all purposes.
2. If a pet is added during the lease term, Resident agrees to pay $0.00 will be required to pay an additional pet deposit of $500.00.
3. The additional deposit shall be subject to full inspection of the Premises upon Resident's move out shall be considered an additional deposit pursuant to the Lease terms.
4. Resident shall be liable for all damages to Premises, common areas, or Community and all expenses caused by or in connection with pet.
5. Pet will not be permitted outside the Premises unless restrained by a leash. Resident must control pet activity while in the Premises.
6. Pets may not be left or tied on balconies, porches, or patios. These areas must be kept clean and free of pet waste.
7. Resident is responsible for immediate and proper cleaning up and disposal of pet waste. Please note that landscape pesticides and chemicals are used on the grounds of the Community and therefore special care should be taken when walking pets.
8. If pet is a cat, an appropriate litter box shall be maintained and a scratching post should be provided. Resident must place soiled cat litter in a securely tied trash bag for disposal.
9. If Resident does not clean up after pet, Resident will be fined $50.00 per occurrence.
10. Animals shall not weigh over 30 pounds full grown. Animals under one (1) year of age are not permitted.
11. The number of pets per unit is limited to 1.
12. Resident shall not permit and represents that pet will not cause any damage, discomfort, annoyance, nuisance or in any way inconvenience, or cause complaints from, any other resident.
13. All pets must have all required vaccinations. Resident must provide proof of vaccinations to Landlord.
14. It is strongly recommended that all pets have an identification tag showing current address and telephone number on their collar. Dogs are required to have a current license and an identification tag at all times.
15. Resident agrees to comply with all applicable ordinances, regulations laws governing pets.
16. In addition, Resident shall comply with the following policies:
    - i. Except as further restricted by law, the following types of pets are permissible: cats, dogs, hamsters, guinea pigs, rabbits, birds, fish, non-poisonous or non-venomous amphibians, non-poisonous or non-venomous reptiles. Birds must be kept caged and permitted fish, amphibians, reptiles must remain in in a tank/aquarium at all times.
    - ii. All pets must be spayed/neutered.
    - iii. Resident shall prevent any fleas or other infestation of the Premises, building and Community.
    - iv. Birds shall not be let out of cages.
    - v. Resident must obtain prior written consent from Landlord to have fish tanks over 30 gallons. Fish tanks must be placed in a safe area inside of the Premises.
    - vi. Dangerous, illegal, exotic or poisonous animals (as determined solely by Landlord) are not permitted on the Premises.
    - vii. Residents are not allowed to keep endangered species.
    - viii. Feral animals cannot be fed or kept on the Premises, common areas, or Community.
    - ix. Resident shall not allow any animal in the Community that has exhibited any sign of aggressive behavior or aggressive tendencies towards any person.
    - x. Resident shall not allow any animal in the Community that is a Restricted Breed. Restricted Breeds are Alaskan Malamute, Boxer, Chow Chow, Dalmatian, Doberman Pinscher, German Shepherd, Belgian Malinois, Husky breeds, Pit-Bull breeds, Staffordshire Terrier, Presa Canario, Rottweiler wolf hybrids.
17. Assistive Animals (including companion animals): Landlord will accept and evaluate a request for reasonable accommodation to allow Resident to have an assistive animal. Assistive animals for persons with disabilities are not considered pets and are not subject to the following requirements:
    - i. Spayed/Neutered requirement;
    - ii. Breed restriction;
    - iii. Age restriction;
    - iv. Weight restriction;
    - v. The number of assistive animals per unit shall be evaluated on case by case basis;
    - vi. Monthly pet rent;
    - vii. Pet deposits.
18. A request for a Reasonable Accommodation must be submitted for Landlord's review and Landlord shall not unreasonably withhold its written approval for an assistive animal or animals. Resident hereby agrees to comply with the terms and conditions of this Pet Addendum, except for the exceptions set forth in section 17, for assistive animals.
19. This addendum shall terminate without affecting the Lease or Resident's responsibilities under the Lease and Resident shall remove the pet immediately if any of the following occurs:

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i. Payment of Pet Rent is delinqu...
ii. The pet displays aggressive behavior
iii. Landlord perceives the pet to be dangerous or disruptive to premises, common areas, or Community, other residents, guest or employees.
iv. Upon thirty (30) day notice by either party to the other of intent to terminate this Addendum

20. Resident agrees to hold harmless and indemnify Landlord from all liability pertaining to animals on the property. Resident shall hold Landlord harmless and indemnify Landlord for any and all damages or costs in connection with pet.

Resident Landlord represent that they have read this Addendum, understand the terms conditions contained herein, and agree to the terms conditions contained herein.

Rafaela Hernandez 1/26/18

Rafaela Hernandez Zarco *(Resident)* *Date*

(Resident) *Date*

(Resident) *Date*

(Resident) *Date*

Woodland Park Apartments *(Landlord)* *Date* 1/26/18

COMMUNITY POLICIES

This document is an addendum to the California Lease Agreement ("Lease") dated May 3, 2011 by between Rafaela Hernandez Zarco ("Resident") and Woodland Park ("Landlord") for the Unit # 1 ("Premises") located at 301 East O'Keefe Street, East Palo Alto, CA 94303.

In order to maintain and promote the Community, Landlord has established the following policies for the comfort and convenience of all residents. These Community Policies may be modified by written notice to residents.

1. **Service Requests:** All requests for service should be made in writing, delivered personally, sent via electronic mail, or submitted to the online resident portal. In an emergency, call 911 directly for help. Notify the Landlord immediately after.

2. **Laundry Facilities:** Laundry facilities are for the exclusive use by Resident and/or Occupants during the hours posted. Items should not be left unattended in the laundry area. Landlord is not responsible for loss or damage to personal items or clothing. To ensure the washers and dryers are working when needed, please follow the posted operating instructions carefully and treat the machines with care. If any of the laundry machines are not working properly, please notify Landlord immediately, so service can be arranged. A few additional tips:
   i. Do not put plastic items in the dryer.
   ii. Always clean the lint screen prior to use.
   iii. Never operate the dryer without a lint screen,
   iv. Refrain from overloading the washing machine or dryer. Do not use laundry facilities to wash or dry bulky items such as comforters.
   v. We recommend leaving washer door open after cycle for better ventilation.
   vi. Always clean the lint screen prior to using the dryer never operate it without a lint filter.
   vii. Never dry items that have come into contact with flammable substances like cooking oil, gasoline, paint thinner, or alcohol.

3. **Appliances:** The following policies must be followed with regard to appliances.
   i. Appliances shall not be removed from the Premises, common areas, or Community.
   ii. The Dispose All should only be used for the purpose for which it was designed. The following items should not be put in the Dispose All: metal, string, grease, coffee grounds, nut shells, fruit pits, corn on the cob, or potato peel.
   iii. The bathroom fixtures should only be used for the purpose for which they were designed. The following items should not be disposed of in the toilets: diapers, paper towels, sanitary napkins, tampons, food, and baby wipes rags. Resident shall be held responsible for any repairs or damage resulting from the disposal of such items in the toilet. If Resident puts any other foreign objects in bathroom or plumbing fixtures, Resident shall reimburse Landlord for any repairs or damage caused by the same.
   iv. Dishwashers should not be overloaded and only detergents made for automatic dishwashers should be used. We recommend using a rinse agent to improve drying and reduce spots and build up in dishwasher.
   v. To keep the oven clean, use mild detergents following each use and do not use hard abrasives on chrome or glass parts of the oven.
   vi. On the stove, never place foil under the burner pans.

4. **Interior Alterations:** Resident must obtain the prior written approval of Landlord before making any interior alteration. Any expenses incurred to restore the Premises will be at Resident's expense. Resident may not use nails when hanging pictures, mirrors, or other wall hangings. Please use adhesive hangers.

5. **Window Coverings Signs:** Resident shall not use blankets, sheets, foil or non-standard window coverings in place of draperies or blinds. Except as permitted by law, Residents shall not place objects on window or window sill which are visible from the outside.

6. **Community Equipment Facilities:** Recreational facilities may include business centers, fitness rooms, swimming pools, and community rooms. Residents, Occupants, guests and invitees shall abide by all rules and regulations for the use of the recreational facilities. Resident, Occupants, guests and invitees will avoid conduct that Landlord deems inappropriate or disruptive. Any person in violation of these rules will be asked to vacate the area immediately. Failure to adhere strictly to the posted rules and regulations is acknowledged as grounds for suspension of privileges or termination of the tenancy in accordance with law. Landlord may change the rules and regulations at Landlord's discretion. Exercise care when enjoying the recreation facilities/equipment. Landlord is not responsible for physical injuries that result from the use of the recreational facilities/equipment. Any damages to any of the recreational facilities/ equipment caused by Resident, Occupants, guests or invitees will result in Resident being responsible for the cost of repairing the damages. Take caution to lock/close common area doors and gates. No pets are allowed in any of the recreational facilities.

7. **Communities with Pools:** Resident is required to limit guests to no more than two at a time and accompany them to the pool. Visitors not accompanied by Resident will be asked to leave. Glass containers are not allowed in the pool area. Please help keep the pool area clean. Proper pool attire, such as bathing suits or swim trunks, is required. Children who are not toilet trained must wear a swim diaper. Cut-off jeans, T-shirts or non-swim diapers are not allowed. Additional pool policies and hours are posted by the pool. For safety reasons, do not swim alone.

8. **Patios Balconies:** Resident shall comply with the following rules:
   i. Patios and balconies are to be kept neat and orderly at all times.
   ii. The installation of sunshades, blinds or hanging fabrics is not allowed.
   iii. The construction of walls, ceilings, or other permanent attachments to the patio or balcony is not permitted.
   iv. Patios and balconies may not be used as bedrooms.
   v. No storage of any personal property or trash containers is allowed.
   vi. All plants must be free-standing and have saucers underneath them. Hanging plants are not permitted.
   vii. No motorcycles are allowed to be kept on any patios or balconies at any time.
   viii. Unapproved bike hooks are not permitted and will be removed.
   ix. Only furniture designed for outdoor use is permitted.

9. **Trash Removal:** Containers are located at various places throughout the Community. Residents shall secure trash and place it in a designated container. Residents shall not place trash on the ground if dumpster is full and should proceed to the next closest container to dispose of the trash. Resident shall not place large articles, such as furniture, for trash removal and Resident shall make alternate arrangements with a private disposal service to pick up such item at Resident's expense. Recyclable materials shall be separated from trash disposed of in the recycling receptacles. Boxes should be recycled and broken down before disposal. Resident shall not dispose of hazardous materials in any container or other location at the Community. Resident shall only dispose of refuse in compliance with applicable laws. Resident may be charged a fee for not following these guidelines. Do not store trash on porches, balconies or in the hallways unless it is an approved container provided by the Landlord is served regularly by the Landlord or a third-party vendor.

10. **Recycling:** Resident agrees to comply with all present and future Community policies, laws, orders regulations of all state, federal, municipal local governments regarding the collection, sorting, separation, recycling of waste products, garbage, and refuse trash.

11. **Barbeques:** The use or storage of any charcoal burner, liquid petroleum, gas fueled or any other open flame cooking devices are prohibited in

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the Premises, including on any patio / balcony.

12. **Loitering:** No unnecessary loitering in laundry facilities, recreation areas, leasing office, amenity areas, parking areas, or other common areas.

13. **Recreational Equipment:** Skateboards, motorcycles, bicycles and similar vehicles may not be stored in entry ways or under stairs without prior written permission from Landlord. Skateboards, roller-blades or other similar recreational equipment usage in Premises and in common areas is prohibited.

14. **Posting Flyers:** Resident is not authorized to distribute advertising, information or any other type of flyer, door-to-door, on cars, anywhere else in the building or throughout the Community, except as authorized by law. Landlord may designate a place for such items to be displayed remove items that are not in keeping with the nature of the Community, as determined by Landlord.

15. **Garage Storage:** Parking areas may only be used to park the Resident's registered, operational personal vehicle(s) in accordance with the Lease and Parking Rules and Regulations. Resident shall not use any parking area as storage for equipment, personal items, containers, vehicle parts or inoperable vehicles. In addition, Resident will not under any circumstances use any parking area or storage space to store flammable or toxic chemicals /or waste. The parking area and storage space may not be used for occupancy. If Resident violates these requirements Resident agrees to immediately reimburse the Landlord for any costs associated with the removal of the unauthorized materials immediately vacate the parking area or storage. Resident further agrees to be liable for any and all damage caused by Resident's carelessness or negligent driving, which may result in the destruction of the storage space and/or parking area or to any other vehicle near garage or storage space. The Landlord shall not be liable for any loss, theft, damages and/or destruction of any personal property contained in any parking area or storage space. Nor shall the Landlord be held liable for or held responsible for any injury to any Resident, Occupant, guest or invitee resulting from the use of any parking area and/or storage space.

16. **Solicitors and Salespeople:** Solicitors are not allowed in the Community, except as authorized by law. Residents shall report all solicitors or salespeople to the Landlord immediately.

17. **Car Wash and Repair:** Vehicle repairs, including oil changes washing of vehicles are prohibited in the common areas and Community unless there is a designated area provided by Landlord.

18. **Moving of Furniture:** Landlord may designate the time and method for moving items to and from the Premises such as any furniture, merchandise, goods, freight or other such items. Residents may not move furniture to and from the Premises through the lobby, patio doors, or through the use of elevators (if available) without Landlord's permission. If elevators are installed at the Community, Landlord does not guaranty that the elevators will be available for use by Resident nor shall Landlord be liable for any loss resulting from the unavailability of elevator service.

19. **Notification of Changes:** Resident shall notify Landlord immediately in writing with any change to Resident's employer, employer telephone number, alternate phone numbers, emergency contact or other pertinent information.

Resident and Landlord represent that they have read this Addendum, understand the terms and conditions contained herein, and agree to the terms conditions contained herein.

Rafaela Hernandez 1/26/18

Rafaela Hernandez Zarco *(Resident)* *Date*

(Resident) *Date*

(Resident) *Date*

(Resident) *Date*

1/26/18

Woodland Park Apartments *(Landlord)* *Date*

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CONCESSION AGREEMENT

Community	Unit Address
Woodland Park	301 East O'Keefe Street # 1, East Palo Alto, CA 94303
Resident Name(s)	
Rafaela Hernandez Zarco	
Lease Term	
May 3, 2011 to	
Rental Amount	
$1,064.11	
Concession	
NONE	
Additional Monthly Rent	
$0.00 per month for **Electricity**. Total amount of additional rent over the lease term is **$0.00**.	

COMMENTS: If Resident fails to maintain his/her/their tenancy for the entire length of the initial term described in Section 3 of the Lease, then Resident shall reimburse **Woodland Park** for the full amount used of the concession outlined above. The concession reimbursement owed to **Woodland Park** is due and payable on the date that the Resident serves upon **Woodland Park** a notice of intent to vacate, or the date upon which the Resident vacates the Premises, whichever occurs earlier, and Resident shall simultaneously pay any other penalties that may be due pursuant to the Lease, and any other outstanding balances on the resident account.

Rafaela Hernandez 1/26/18

Rafaela Hernandez Zarco *(Resident)* *Date*

Woodland Park Apartments *(Landlord)* 1/26/18 *Date*

(Resident) *Date*

(Resident) *Date*

(Resident) *Date*

City of East Palo Alto
Office of the City Manager Rent Stabilization Program
2415 University Avenue, 2nd Floor East
Palo Alto, CA 94303
Tel: 650-853-3114 / Fax: 650-853-3115
rentprogram@cityofepa.org

NOTICE OF ORDINANCE AT COMMENCEMENT OF TENANCY

Section 6 of the East Palo Alto Rent Stabilization Just Cause of Eviction Ordinance of 2010 requires Landlords provide residential tenants with a written notice of this Ordinance at the commencement of any tenancy.

RENTS RENT INCREASES

How Much Can Rents be Increased Each Year:

The Rent Stabilization Board determines the percentage increase each year, the Annual General Adjustment ("AGA"), that Landlords can raise rents for tenants in regulated rental units. **The percentage of rent increase allowed**, including for all fees for regulated housing services, **for the 2017-2018 program year is 2.7%.**

Landlords, who are in compliance with the Ordinance, may increase rents between July 1 and June 30 of each program year by the amount of the AGA after giving a proper 30-day notice to a tenant. A landlord is eligible to increase rents using AGAs only if the landlord:

1. Registers all units in the same property with the Rent Stabilization Program;
2. Substantially complies with the Rent Stabilization Ordinance /or orders or regulations issued under the Ordinance, including not charging more than the maximum allowed rent;
3. Ensures the rental unit complies with the implied warranty of habitability; and completes all repairs ordered by the City.

Fees paid to a landlord for regulated housing services such as parking or utilities are generally part of the rent. An increase in fees for housing services, or charges for additional services that were not included in a tenant's initial rental agreement, are generally considered rent increases must conform to the requirements for raising rents.

Accumulating AGAs for Future Rent Increases:

Landlords may raise rents by a lesser amount than allowed by the AGA or choose not to raise rents in any given year, and in that event, they may apply the AGA for future use to raise a tenant's rent. Rent increases may not exceed **10%** in any 12-month period.

Certificate of Maximum Allowable Rent ("MAR"):

Certificates are issued upon Initial Registration of a rental unit, upon occupancy by a new tenant, and upon individual request. They are not issued every year. Based on information submitted by Landlords, the Rent Stabilization Administrator calculates the Maximum Allowable Rent in the Certificates issued for rental units that have been properly registered with the City. A tenant cannot be charged rent, including any fees for regulated housing services, that exceeds the MAR for the timeframe specified in the Certificate issued for their unit.

RIGHT TO PETITION FOR VIOLATIONS OF ORDINANCE

A tenant can file petition A, B /or C when their landlord violates the requirements of the City's Rent Stabilization Ordinance. A tenant may file a petition seeking a rent reduction or a rebate for rent already paid for the following reasons:

File Petition A for a Rent Reduction Rebate for Maximum Allowable Rent Violations: This petition may be filed when rent is being charged over the Maximum Allowable Rent for a regulated rental unit. A tenant can also file Petition A if their landlord failed to properly register the unit.

File Petition B for Rent Reduction Rebate for Housing Service Reductions, including Maintenance Breach of Implied Warranty of Habitability: This petition may be filed when the tenant experiences habitability /or maintenance problems, /or reductions in services that have not been corrected in a reasonable time.

File Petition C for Approval to Withhold Rent for Landlord's Failure to Register a Unit with the Rent Stabilization Program: Tenants may contact the Rent Program to find out if their rental unit is properly registered for more information about this provision in the Ordinance.

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PROTECTIONS AGAINST EVICTION WITHOUT CAUSE

Evictions are only permitted for the specific reasons cited in the Ordinance. Evictions not meeting these requirements can be contested in any action to recover possession of a rental unit in court.

Landlords must specify at least one of the permitted grounds for eviction listed in the Ordinance in a written notice of termination of tenancy. Permitted grounds for eviction include failing to pay rent, violating the lease, or engaging in disorderly or destructive conduct, among other reasons.

The landlord must file with the Rent Board a copy of any termination of tenancy unlawful detainer action within five calendar days after the tenant has been served with such a notice.

TENANT PROTECTION ORDINANCE (Codified in Section 14.02 of the Municipal Code):
In May 2014, the City Council adopted the Tenant Protection Ordinance ("TPO") to further protect tenants. The TPO requires landlords to provide tenants a tenant rights information sheet, to give keys to every adult occupant in the rental unit, and to replace locks before a new tenancy begins. The TPO prohibits landlords from discriminating against families with children or based on the student or non-student status of housing applicants and tenants. It also prohibits landlords from harassing or taking retaliatory action against tenants. The TPO confirms tenants' rights to organize and to distribute literature related to tenancy issues. The TPO also provides for relocation assistance when units are to be demolished or removed or tenants have to temporarily relocate due to necessary repairs.

FOR MORE INFORMATION ABOUT THE ORDINANCE

Contact the Rent Stabilization Program at (650) 853-3114 or rentprogram@cityofepa.org; or the City's website at: www.cityofepa.org/rentprogram. You may also visit us at 2415 University Avenue, 2nd floor between 8:00 a.m. – 5:00 p.m.

For legal advice or representation, you may contact Legal Aid Society of San Mateo County for an appointment at (650) 517-8911; or Community Legal Services in East Palo Alto at (650) 326-20740; or go to 1861 Bay Road, East Palo Alto.

I received a copy of this notice on **May 3, 2011**.

Rafaela Hernandez 1/18/26

Rafaela Hernandez Zarco *(Resident)* *Date*

(Resident) *Date*

(Resident) *Date*

(Resident) *Date*

1/18/26

Woodland Park Apartments *(Landlord)* *Date*

Information About Bedbugs Pest Control Policies

This document is an addendum to the Lease Agreement dated May 3, 2011 by and between Rafaela Hernandez Zarco and Woodland Park for Unit # 1 located at 301 East O'Keefe Street, East Palo Alto, CA 94303.

1. In recent times, bed bugs have become a re-emerging problem nationwide. One reason for these increasing problems is that it is easy for persons to spread the problem unknowingly. Bed bugs readily hide in small crevices and are notorious hitch-hikers. Bed bugs are often transferred by purchasing used furniture and through travel in luggage and in hotel beds linens.

2. Landlord provides the following information about bedbugs pursuant to California Civil Code Section 1954.603:

   a) Bed Bug Appearance: Bed bugs have six legs. Adult bed bugs have flat bodies about 1/4 of an inch in length. Their color can vary from red brown to copper colored. Young bed bugs are very small. Their bodies are about 1/16 of an inch in length. They have almost no color. When a bed bug feeds, its body swells, may lengthen, and becomes bright red, sometimes making it appear to be a different insect. Bed bugs do not fly. They can either crawl or be carried from place to place on objects, people, or animals. Bed bugs can be hard to find and identify because they are tiny and try to stay hidden.

   b) Life Cycle and Reproduction: An average bed bug lives for about 10 months. Female bed bugs lay one to five eggs per day. Bed bugs grow to full adulthood in about 21 days.

   c) Bed bugs can survive for months without feeding.

   d) Bed bug Bites: Because bed bugs usually feed at night, most people are bitten in their sleep and do not realize they were bitten. A person's reaction to insect bites is an immune response and so varies from person to person. Sometimes the red welts caused by the bites will not be noticed until many days after a person was bitten, if at all.

   e) Common signs symptoms of a possible bed bug infestation:

      • Small red to reddish brown fecal spots on mattresses, box springs, bed frames, mattresses, linens, upholstery, or walls.

      • Molted bed bug skins, white, sticky eggs, or empty eggshells.

      • Very heavily infested areas may have a characteristically sweet odor.

      • Red, itchy bite marks, especially on the legs, arms, and other body parts exposed while sleeping. However, some people do not show bed bug lesions on their bodies even though bed bugs may have fed on them.

   f) For more information, see the Internet Web sites of the United States Environmental Protection Agency and the National Pest Management Association.

3. The best strategy for effective pest control is prevention. The following are recommended steps in the prevention of infestations by insects vermin, including bed bugs: (1) Clean Premises regularly, including vacuuming mattresses; (2) Clean up clutter to help reduce the number of places insects like bed bugs can hide; (3) Carefully thoroughly inspect used furniture or clothes you acquire bring into the Premises; Ask the person from whom you acquire the items if the items were checked and treated for bed bugs; (4) Do not bring discarded furniture, mattresses or clothing into the Premises; and (5) When traveling or staying in hotels, avoid places which do not appear to be cleaned regularly.

4. If the Premises or neighboring Premises are infested with vermin or insects, including bed bugs, Landlord may hire a pest control professional to develop a treatment plan and apply pesticides. The Premises must be properly prepared for any treatment and Resident must cooperate with the implementation of the treatment plan.

Resident and Landlord represent that they have read this Addendum, understands the terms and conditions contained herein, and agree to the terms conditions contained herein.

Rafaela Hernandez Zarco 1/26/18

Rafaela Hernandez Zarco *(Resident)* *Date*

Woodland Park Apartments 1/26/18

Woodland Park Apartments *(Landlord)* *Date*

(Resident) *Date*

(Resident) *Date*

(Resident) *Date*

UTILITY ADDENDUM 2 (WITH GAS ELECTRIC CHARGES)

UTILITY/ SERVICE	UTILITY'S CUSTOMER OF RECORD	CHARGED TO RESIDENT?	CALCULATION METHOD ("FORMULA") For CHARGES TO RESIDENT	COMMON AREAS
Water	Landlord	Yes		Are not separately metered a deduction of 0% for estimated common area charges is made before calculating Resident's bill
Sewer	Landlord	Yes		Are not separately metered a deduction of 0% for estimated common area charges is made before calculating Resident's bill
Trash	Landlord	Yes		Resident will pay a pro-rata share of the utilities consumed in common areas
Gas	Landlord	Yes		Are not separately metered a deduction of 0% for estimated common area charges is made before calculating Resident's bill
Electricity	Landlord	Yes		Are not separately metered a deduction of 0% for estimated common area charges is made before calculating Resident's bill

This document is an addendum to the California Lease Agreement ("Lease") dated May 3, 2011 between Rafaela Hernandez Zarco ("Resident") and Woodland Park ("Landlord") for the Unit # 207 ("Premises") located at 301 East O'Keefe Street #1, East Palo Alto, CA 94303.

1. **Resident Not the Direct Customer of Record.** The following provisions apply to utilities/services which are the Resident's responsibility, but of which Landlord is the utility/service customer of record.

   i. Sub-metered Utilities. Billings based on sub-meter readings (if any) will itemize the beginning and ending meter readings, the rate charged to Resident and all categories of information that appear within the utility's standard billing format to the Landlord billing amounts will be determined by multiplying the sub-meter readings for the Resident's Premises by the utility rate that would be charged by the utility for that level of consumption if the Resident was the utility provider's direct customer of record. Residents should be aware that because of volume discounts the rate charged to Landlord may be less than the rate that would be charged to the Resident if the Resident was the utility provider's direct customer of record. If the Premises are sub-metered, Resident agrees to allow Landlord, or a billing service provider designated by Landlord, access to Resident's Premises in order to install, repair, remove read sub-meters.

   ii. The sub meters in the Premises are located_____. Landlord's agent will require access to your Premises, upon reasonable advanced notice (at least 24 hours when possible), for the purpose of submeter installation, repair, reading, maintenance, inspections testing.

   iii. RUBS Formula Billing Used. If formula billing is used, the specific formula used is indicated above. Details about formulas are below.
      a. Square footage: For any Square Footage formula, Resident's share is calculated by comparing the approximate square footage of Resident's Premises as compared to the total square footage of all premises on the property.
      b. Occupants: Resident's share using an Occupant formula is calculated by comparing the number of occupants residing in Resident's Premises as compared to all occupants in all premises on the property as of the first day of the month. Resident represents that all occupants that who reside in the Premises are identified in the Lease. Resident agrees to immediately notify Landlord of any change in the number of occupants.
      c. Per Premises: Dividing the bill equally among all premises on the property.
      d. Flat: Standard amount charged each month.

2. **Water, Sewer, Trash, Gas, Electricity.** If either sub-metering or formula methods are used to calculate Resident's share for water, sewer, trash, gas, or electricity, all related charges assessed to Landlord may be used to calculate the amount charged to Resident. These may include (but are not limited to) related charges contained on tax bills, and all charges contained on the local water provider's bills to Landlord. Landlord Resident agree that it is impractical or extremely difficult to determine the exact amount of the utilities consumed by Resident (/or in the common areas), but that the methods used to determine Resident's share described above are reasonably accurate estimates. Trash costs to be charged to Resident may include actual trash invoices, costs on tax bills, Landlord's internal costs related to trash disposal, trash management costs, trash auditing costs, and recycling charges.

3. **Utility Billing Service.** Landlord currently uses the services of Conservice, Resident Services, P.O. Box 4718, Logan, Utah, 84323-4718 ("Utility Billing Company") to bill for utilities. Landlord reserves the right to change utility billing service providers at any time. If Landlord changes the utility billing service during Resident's tenancy, Resident will be given notice by Landlord. The Utility Billing Company is not the utility provider. Resident Questions Concerns Regarding Utility Billings may be addressed to Conservice 1-866-947-7 2079

4. **Utility Billing Statements.** Resident will receive monthly billing statements. All amounts due to are payable to Woodland Park at 5 Newell Court or at 2041 Euclid Ave., East Palo Alto, CA 94303. Failure of the Resident to pay the utility charges by their due date will be considered a material breach of the Lease grounds for termination. All monetary amounts due under this Utility Addendum are deemed additional rent. Utility billings will be prorated as necessary.

5. **Payment from Security Deposit.** Any obligation that remains unpaid, including utility charges that have accrued but have not been invoiced when Landlord reacquires possession of the Premises, may be deducted from the Resident's security deposit. If actual amounts have not been determined before Landlord provides Resident with an accounting of Resident's security deposit, Landlord may estimate the amount based on prior consumption or until actual numbers become available.

6. **Utility Payment.** Resident must make payment in full to Landlord or the Utility Billing Company for the utility charges prior to the due date listed on each bill.

i Landlord Resident agree that the actual cost to Landlord /or Utility Billing Company when Resident fails to pay the utility bill on time is difficult or impossible to ascertain, but the Parties agree that Landlord /or Utility Billing Company does, in the event of a late payment, incur certain costs including, without limitation, additional bookkeeping administrative charges, additional charges from the billing provider, costs in printing mailing late notices, lost opportunity costs of the payment. Accordingly, Landlord and Resident agree that if the payment is received after the enumerated due date then:

a. If the Utility Billing company collects utility payments then Resident shall immediately pay a late payment in the amount of $35.00, which is a reasonable estimate of the costs incurred;

b. If Landlord collects utility payments then late fees shall apply as if rent was not paid. Returned checks will be assessed a non-sufficient funds charge applicable charges in accordance to the Lease.

i Resident's billing statement will include a monthly service charge of up to $0.00. A new account set up charge of $0.00 final bill fee of $0.00 will also be applied to the resident's bill. The service charge represents the reasonable value of services provided by Landlord or the utility billing company to allocate the utility costs to the responsible parties, provides billing to Resident, and process payments. The monthly service charge is subject to change upon sixty (60) days written notice of increase. Resident agrees to pay any fees charged by a collection agency to Landlord to collect amounts due from Resident.

7. **No Waiver.** Landlord's waiver of any covenant of this Utility Addendum or the Lease will not constitute a waiver of any other breach. Landlord's acceptance of rent or any other payment with knowledge of Resident's failure to pay utility charges does not waive Landlord's right to enforce any provision of this Utility Addendum or the Lease. No waiver will exist unless made in writing and signed by both Resident and Landlord.

8. **Estimation.** Landlord may estimate Resident's consumption if Resident's sub-meter is broken or does not transmit a meter reading or if Landlord has not received bills from utility providers in time to prepare Resident's invoices.

Resident and Landlord represent that they have read this Addendum, understanding the terms conditions contained herein, and agree to the terms and conditions contained herein.

Rafaela Hernandez Zarco 1/26/18

Rafaela Hernandez Zarco *(Resident)* *Date*

Woodland Park Apartments 1/26/18

Woodland Park Apartments *(Landlord)* *Date*

(Resident) *Date*

(Resident) *Date*

(Resident) *Date*

R024

ACKNOWLEDGEMENT RE USE OF MEDICAL MARIJUANA

Resident acknowledges receipt and understanding of the attached policies concerning use of Medical Marijuana. If applicable, Resident agrees to complete the Addendum for any Resident, Occupant, invitee, or guest who requires a Medical Marijuana Accommodation. If the accommodation is not applicable, Resident is **not** required to complete the Addendum and it will remain solely as an informative section of the lease, not an Acknowledgment of any sort.

1/26/18

Rafaela Hernandez Zarco *(Resident)* *Date*

(Resident) *Date*

(Resident) *Date*

(Resident) *Date*

1/26/18

Woodland Park Apartments *(Landlord)* *Date*

ADDENDUM RE USE OF MEDICAL MARIJUANA

This document is an addendum to the Lease Agreement dated **May 3, 2011** between **Rafaela Hernandez Zarco** and **Woodland Park** for the **Unit # 1** located at **301 East O'Keefe Street, East Palo Alto, CA 94303**.

I have read the following and agree to adhere to the below rules and regulations for Medical Marijuana use at the Community:

1. I have a physical or mental impairment that limits one (or more) major life activity. As a result of my disability, I require the use of Medical Marijuana. A copy of the Medical Marijuana Card is attached and incorporated by reference into this Addendum. I agree to notify Landlord if the Medical Marijuana Card is revoked or expires and understands that this Agreement terminates immediately upon revocation or expiration of the Medical Marijuana Card.
2. The Office of Environmental Health Hazard Assessment and the California Environmental Protection Agency list marijuana smoke as a carcinogen. In 2009, the Carcinogen Identification Committee determined that marijuana smoke was shown to cause cancer, and was added to the Proposition 65 list, pursuant to Title 27, California Code of Regulations, section 25305(a)(1) (formerly Title 22, California Code of Regulations, section 12305(a)(1)).
3. I UNDERSTAND THAT ANY SECONDHAND MARIJUANA SMOKE THAT DRIFTS INTO THE WINDOWS OF OTHER UNITS, THROUGH THE VENTS, UNDER ANOTHER RESIDENT'S DOOR, ONTO A BALCONY, OR IN A COMMON AREA (INCLUDING FITNESS CENTER POOL/SPA) IS PROHIBITED. I AGREE TO CONFINE THE SMOKE TO MY PREMISES AND AGREE THAT ANY SMOKE THAT AFFECTS A NEIGHBORING RESIDENT WILL BE DEEMED A NUISANCE. I UNDERSTAND THAT I WILL BE REQUIRED TO TAKE THE MEDICATION IN AN ALTERNATE MEANS /OR SMOKE IN AN ALTERNATE LOCATION IF THE SMOKE DISTURBS ANY NEIGHBORING RESIDENT.
4. I understand that there are reasonable alternate means to take the medication, including (among others) edibles, tinctures, beverages, cannabis oils, and pills. Landlord understands that each individual's medical situation is different and will address the specific situation and alternate means to take the medication with advice from the prescribing physician.
5. The distribution /or sale of marijuana or any other narcotic or illegal substance is a violation of the Lease and basis for termination of tenancy.
6. Resident is prohibited from making any unauthorized modifications to the Premises, including indoor irrigation systems or any other alteration that may increase the moisture /or humidity levels or risk of fire in the Premises, building or Community.
7. This Addendum may be modified for any reason at any time without Resident's approval in accordance with State and Federal law.
8. Except as expressly modified hereunder, the remaining terms and conditions of the Lease as previously amended shall remain in full force and effect.
9. Resident hereby acknowledges that this addendum is incorporated into the Lease.
10. The Parties hereto represent and acknowledge that in executing this Agreement they do not rely upon and have not relied upon any representation made by the other party with regard to the subject matter of this Addendum, or its effects, other than those representations specifically set forth herein. No supplement, modification, or amendment of this Addendum shall be binding unless executed in writing by both Parties.

This Addendum may be executed in counterparts facsimile copies of same shall be admissible for all purposes shall be deemed an original.

1/26/18
Rafaela Hernandez Zarco *(Resident)* *Date*

Woodland Park Apartments *(Landlord)* 1/26/18 *Date*

(Resident) *Date*

(Resident) *Date*

(Resident) *Date*

BECAUSE WE CARE

At **Woodland Park**, we care about our residents' safety. We would like you to be aware of some important guidelines for your safety and protecting your personal property. Keep in mind that security is provided by local law enforcement agencies, much as it is for the other communities in the surrounding area. You should always proceed as if safety systems do not exist. The best safety measures you can take are the ones you can perform yourself as a matter of common sense. We have worked with local law enforcement agencies to develop a list of their recommendations for prudent practices regarding your personal safety. We provide this list as a convenience to you, without making any representation or warranty, and subject to the Lessee Security Notice & Acknowledgement:

PERSONAL SAFETY/INSIDE YOUR HOME

1. Lock your doors and windows, even when you're home.
2. If you have a deadbolt or night latch, use them even when you're home.
3. Never answer your door unless you know who is on the other side by looking through a peephole or window. If you don't know the person, talk to them without opening the door, and don't open the door unless you're satisfied with their identity.
4. If you are worried because you have lost a key, ask the management to rekey the locks. You have the right to do so, provided that you pay the cost of rekeying in advance.
5. Keep the telephone numbers for the police, emergency, and medical services handy.
6. Check your smoke detector periodically to ensure it is working.
7. Report to the management (in writing, dated signed) any malfunction of safety devices outside your home such as broken gate locks, burned-out stairwell parking lot lights, etc.
8. Close your curtains or blinds at night.
9. Let friends know when you're going to be gone for an extended period of time. Ask your neighbors to keep an eye on your home, because the management cannot assume that responsibility.
10. Mark or engrave valuable personal possessions for identification.
11. Be careful to whom you lend or give your keys.
12. When lighting candles, always use holders that are sturdy to avoid tipping and keep candles 12" away from flammable objects such as curtains or pillows. Never leave a candle unattended. Extinguish them prior to sleeping or leaving your home.
13. Do not leave cooking items unattended. If a grease fire should break out, place a metal lid over the flames. Do not use glass since the heat from the fire could cause the glass to break. Smother the fire with a liberal amount of baking soda if it is relatively small contained. Do NOT attempt to extinguish a grease fire with water; this will only cause the burning oil to splash and spread the flames.

PERSONAL SAFETY/OUTSIDE YOUR HOME

1. Lock your doors while you're gone. That means dead bolts too!
2. Leave a radio playing very softly when you're not at home.
3. Close and lock your windows when you're gone. Don't forget the sliding glass doors. Purchase a lamp timer at the hardware store, and set the time when you're not home in the evening or when you're on vacation.
4. Try not to walk outside alone at night.
5. Don't hide your front door key under the doormat. It's usually the first place a burglar will look.
6. If you have an entry code, don't give your code to guests or strangers.
7. Arrange for your newspaper delivery to be stopped when you're on vacation.

PERSONAL SAFETY/USING YOUR CAR

1. Lock your car doors when you're driving. Lock the doors and roll up the windows when you leave the car parked.
2. Don't leave visible items in the car, such as purses, briefcases, packages, money, etc.
3. Don't leave your keys in the car.
4. No matter where you are, always carry your key ring in your hand when you walk to the car. Don't ever stand by the car fumbling for keys.
5. Look in the back seat before you get in the car.
6. Don't stop alone at night at an automatic teller or gas station.

1/26/18
Rafaela Hernandez Zarco *(Resident)* *Date*

1/26/18
Woodland Park Apartments *(Landlord)* *Date*

(Resident) *Date*

(Resident) *Date*

(Resident) *Date*

RESIDENT SECURITY
NOTICE & ACKNOWLEDGMENT

NOTICE TO RESIDENT: Landlord does not promise, warrant, or guarantee the safety or security of the Resident, Occupants, or their personal property against the criminal actions of other residents or third parties. Each Resident has the responsibility to protect himself or herself and to maintain appropriate insurance to protect his or her belongings.

It is a fact that no security system, courtesy patrol or electronic security device can guarantee protection against crime. Even elaborate security systems are subject to mechanical malfunction, tampering, human error or personnel absenteeism, and can be defeated or avoided by clever criminals. Therefore, Lessees should always proceed on the assumption that no security systems exist. The best safety measures are those precautions that can be performed as a matter of common sense and habit.

If security systems, security devices, or walk-through/drive-through services are employed at this community, no representation is being made that they will be effective to prevent injury, theft or vandalism. Such personnel, if provided, cannot physically be every place at every moment. Usually, such personnel are unarmed independent contractors and have no greater authority under the law to restrain or arrest criminals than the ordinary citizen. Therefore, Landlord does not warrant that any security systems, security devices, or services employed at this community will discourage or prevent breaches of security, intrusions, thefts, or incidents of violent crime. Further, Landlord reserves the right to reduce, modify or eliminate any security system, security devices or services (other than those statutorily required) at any time; Resident agrees that such action shall not be a breach of any obligation or warranty on the part of Landlord.

Resident agrees to promptly notify Landlord in writing of any problem, defect, malfunction or failure of door locks, window latches, controlled access gates, intrusion alarms, and any other security-related device. If Resident's home is equipped with an intrusion alarm, Resident agrees to be responsible for all fines, penalties and other charges resulting from or attributable to the alarm, including false alarm charges.

ACKNOWLEDGMENT BY RESIDENT: I have read, understood and agree with the above notice. I have received no representation or warranties, either express or implied, as to any security or any security system on the property. Landlord has not in any way stated or implied to me that security of person or property was provided, promised, or guaranteed or that the Community was or will be free from crime. I further acknowledge that Landlord is not obligated under any circumstances to respond to any signal from an intrusion alarm system. The responsibility for protecting me, my property, and my family, guests invitees from acts of crime is the sole responsibility of myself and law enforcement agencies.

I agree to release and hold harmless Landlord from claims arising out of criminal acts of other residents and third parties. I agree that Landlord shall not be liable to me based upon any claim that security was not provided, subject to Landlord's compliance with state statutes regarding door locks and window latches. Resident acknowledges that the foregoing shall also be binding upon Resident's heirs, successors, and assigns.

Representatives of Landlord have no authority to make changes or modifications in the terms of this document, except when in writing and signed.

Rafaela Hernandez Zarco 1/26/18

Rafaela Hernandez Zarco *(Resident)* *Date*

Woodland Park Apartments 1/26/18

Woodland Park Apartments *(Landlord)* *Date*

(Resident) *Date*

(Resident) *Date*

(Resident) *Date*

SECURITY DEPOSIT AGREEMENT

This Agreement is made this day, **May 3, 2011**, by and between **Woodland Park** (hereinafter referred to as "Landlord"), Landlord of the Community in which the "Premises", as hereinafter defined, are located, acting pursuant to express written authority given by the owner of such apartment complex, **Rafaela Hernandez Zarco** (hereinafter referred to as "Resident"), in connection with the California Lease Agreement (the "Lease") between Landlord Resident for: **301 East O'Keefe Street #1, East Palo Alto, Ca 94303** in **Woodland Park** (the "Premises").

1. **Security Deposit.** Landlord hereby acknowledges receipt from Resident of the sum of: **$750.00** (Security Deposit) which represents the security deposit payment under the Lease, which shall hereinafter be defined as "Security Deposit". Landlord will hold the Security Deposit for the faithful performance by Resident of Resident's obligations under the Lease, including payment of rent, and cleaning and repair of the Premises after surrender.

2. **Refund of Security Deposit.** Landlord shall deduct from the Security Deposit all monies expended as a result of any breach of the Lease or this Agreement, including but not limited to the following obligations:
   - A. Resident shall vacate completely the entire Premises on or before the date specified in the required written **30-day** move-out notice, expiration of the term of the Lease, or termination or cancellation of the Lease in accordance with the express provisions thereof.
   - B. Payment by Resident of all rent required under the Lease, up to and including the date of expiration or termination of the term of the Lease, or the full move-out notice period, whichever is longer.
   - C. The Premises, including all kitchen appliances (refrigerator, oven, range, dishwasher, and microwave) including all baths, closets, storage areas, patios/balconies, and all other areas have been thoroughly cleaned, so as to be in the same condition as they were in on the commencement date of the term of Lease, normal wear and tear excepted.
   - D. There are no defects or damage to the Premises, whether caused by Resident, pets, or otherwise, unless shown on a written list of damages and defects signed by Resident at the commencement of the Lease term.
   - E. Resident observes and performs all other covenants and obligations to be kept or performed by Resident under the Lease up to and including the date of expiration or termination of the Lease term.
   - F. Resident observes and follows all rules and regulations including, without limitation, those rules and regulations pertaining to pets.
   - G. **RESIDENT has given LANDLORD thirty (30) days written notice prior to the date of expiration or termination of the term of the Lease.**
   - H. Resident has provided Landlord with a written copy of the forwarding address of Resident.

3. **Deductions.** Within twenty-one (21) days after Resident has vacated the Premises, Landlord shall furnish Resident with an itemized written statement of the basis for, and the amount of, any security received and the disposition of such security to Resident.

4. **Move-Out Procedures.** When Resident moves out of the Premises, an inspection of the condition of same shall be made after all of the personal effects of Resident have been removed. Resident should accompany Landlord during said inspection to help resolve any problems that may arise. Failure of Resident to do so shall constitute a concurrence by Resident in Landlord's assessment of charges for damages or cleaning. After inspection by Landlord, appropriate charges will be assessed by Landlord for any missing items; damages or repairs to the Premises, or its contents (normal wear tear excepted) with the exception of those items listed on the Move-In/Move-Out Inspection Report attached to this Agreement; insufficient light bulbs; scratches, burns, or holes in the walls, doors, floors, draperies, carpets /or furniture; for cleaning the Premises (including all kitchen appliances). Resident shall be charged for each unreturned key (mail-box key garage remote), and charged for replacing locks if all door keys to the Premises are not returned to Landlord.

Rafaela Hernandez Zarco 1/26/10
Rafaela Hernandez Zarco *(Resident)* *Date*

Woodland Park Apartments *(Landlord)* 1/26/10
Date

(Resident) *Date*

(Resident) *Date*

(Resident) *Date*

PARKING RULES REGULATIONS

1. Each resident may only use the assigned parking space associated with that resident's lease and parking permit. Any vehicle parked in a parking space other than the assigned space is subject to immediate tow at the owner's expense. If you are not sure which space is yours, please ask the Management Office.
2. Every vehicle, including motorcycles, parked in an assigned **Woodland Park** parking space must have a visible, valid **Woodland Park** parking permit.
3. The **Woodland Park** Management Office at **5 Newell Court, East Palo Alto, CA 94303** issues parking permits. Generally, one parking permit will be issued for each assigned parking space. The make, model, color, and license plate number for each vehicle must be provided to obtain a parking permit.
4. The parking permit, including the permit identification number, must be fully visible at all times that the vehicle is parked at **Woodland Park**. Be sure not to cover the permit identification number.
5. If a resident's vehicle information changes or there are any other changes affecting the parking permit, the Management Office will reissue the parking permit. Upon reissue, the original parking permit will no longer be valid. All updated information must be provided to the Management Office.
6. If a parking permit must be reissued due to loss or theft, the resident will be charged a replacement fee for reissuance of the permit. Upon reissue, the original parking permit will no longer be valid. If the original parking permit is found in any vehicle parked at **Woodland Park**, that vehicle will be subject to immediate tow at the owner's expense. Reproduction or alteration of a parking permit is a direct violation of the Parking Rules. Any vehicle parked at **Woodland Park** with a reproduced or altered parking permit will be subject to immediate tow at the owner's expense.
7. No vehicle may be parked at any time in a fire lane, red zone, or any other area marked "NO PARKING." No vehicle may be parked so as to block any other parking space, sidewalk, driveway, or garage entrance. Any vehicle parked in violation of these rules is subject to immediate tow at the owner's expense.
8. Certain parking spaces are marked as guest or visitor parking spaces. Vehicles cannot be parked in guest or visitor spaces for more than 72 hours, unless the Management Office has provided prior written approval. An unapproved vehicle parked in a guest or visitor space for more than 72 hours is subject to immediate tow at the owner's expense. It is the resident's responsibility to advise guests and visitors of the Parking Rules.
9. Residents and their guests or visitors may park their vehicles in the parking spaces marked "**Woodland Park Management Office**" outside of Management Office hours; however, these vehicles must be moved during Management Office hours (signs are posted with the times). Any vehicle parked in the Management Office parking spaces during office hours are subject to immediate tow at the owner's expense.
10. Motorcycles must be parked in parking spaces. Motorcycles must affix the parking permit so that it is visible on the front area of the vehicle. Motorcycles may not be stored in units, on walkways, in courtyards, or on balconies. All parking rules and regulations apply to motorcycles.
11. All vehicles parked at **Woodland Park** must be in good operating condition and currently registered and licensed. Vehicles leaking any fluids will be subject to clean up fees. Any vehicle that is lacking any part or equipment necessary to operate safely, including without limitation, an engine, transmission, wheels, tires, doors, or windshield is subject to tow at the owner's expense. Management will attempt to provide 72 hours of notice before towing any such vehicle. Vehicle repair and maintenance in parking spaces and/or driveways is strictly prohibited.
12. Storage of personal property is not allowed in parking spaces. Management reserves the right to remove personal property left in parking spaces with no prior warning. Parking spaces and adjacent areas are to be neat and clean at all times.
13. Vehicles are not to be covered. Management will remove and discard covers.
14. Management is not responsible for theft or damage to any vehicle or personal property in the parking areas.
15. Boats, large trucks, RV's or trailers are not to be parked in the parking areas.
16. Bicycles must be parked in designated bicycle racks or inside a Resident's unit. Bicycles may not be stored or parked in common walkways or by the resident's front door.

Please remember to always lock your vehicle and never leave valuables in your car. Management is not responsible for loss or damage. Park at your own risk.

IF YOUR VEHICLE IS TOWED...

You have rights if your vehicle gets towed. Please consult the California Vehicle Code to fully understand your rights, as this is only an overview the law may change at any time.

Generally, prior to paying any towing storage-related fees, you have the right to:

- Receive an itemized invoice of actual charges.
- Receive your personal property, at no charge, during normal business hours.
- Retrieve your vehicle during the first 72 hours of storage and not pay a lien fee.
- Request a copy of the Towing Fees and Access Notice.
- Pay by cash or valid bank credit card
- Inspect your vehicle or have your insurance carrier inspect your vehicle at the storage facility, at no charge, during normal business hours.

You generally have the right to have the vehicle released to you upon (1) payment of all towing and storage-related fees, (2) presentation of a valid photo identification, (3) presentation of reliable documentation showing that you are the owner of the vehicle or that the owner has authorized you to take possession of the vehicle, and (4), if applicable, presentation of any required police or law enforcement release documents.

If you do not pay the towing and/or storage-related fees or you abandon your vehicle at the towing company, the towing company may sell your vehicle and any money received will be applied to towing and storage-related fees that have accumulated against your vehicle. You are still responsible for paying the towing company any outstanding balance due on any of these fees once the sale is complete.

If your vehicle was damaged during storage or towing, the owner of the vehicle may recover for any damage to the vehicle resulting from any intentional or negligent act of a person causing the removal of, or removing, the vehicle.

If the towing company violates the law, you may be able to bring a lawsuit in court, generally in small claims court. The towing company may be civilly liable for damages up to two times the amount charged, not to exceed $500, and possibly more for certain violations.

1/26/18

Rafaela Hernandez Zarco *(Resident)* *Date*

1/26/18

Woodland Park Apartments *(Landlord)* *Date*

(Resident) *Date*

(Resident) *Date*

(Resident) *Date*

Exhibit B

Resident Ledger

GREYSTAR®

Date: 02/12/2025

Code	t2841178	**Property**	cawoopa2	**Lease From**	05/03/2011
Name	Rafaela Hernandez Zarco	**Unit**	218-1	**Lease To**	06/02/2011
Address	301 East O'Keefe Street	**Status**	Current	**Move In**	05/03/2011
	#1	**Rent**	1240.46	**Move Out**	
City	East Palo Alto, CA 94303	**Phone (H)**	(650) 430-4241	**Phone (W)**	

Date	Chg Code	Post Month	Description	Charge	Payment	Balance	Chg/Rec
07/21/2023	secdep	07/2023	:Posted by QuickTrans (secdep)	750.00		750.00	132770140
07/21/2023		07/2023	chk# :QuickTrans :Posted by QuickTrans		750.00	0.00	32404250
07/21/2023		07/2023	chk# Conv_PPD		0.35	(0.35)	32406718
08/01/2023	rent	08/2023	Base Rent (08/2023)	1,106.66		1,106.31	133978414
08/02/2023		08/2023	chk# 1090 98138765 :CHECKscan Payment		1,000.00	106.31	32625173
08/02/2023		08/2023	chk# 1090 98138897 :CHECKscan Payment		106.66	(0.35)	32625185
09/01/2023	rent	09/2023	Base Rent (09/2023)	1,106.66		1,106.31	135983068
09/06/2023		09/2023	chk# 109098131659 :CHECKscan Payment		1,000.00	106.31	33215257
09/06/2023		09/2023	chk# 90 :CHECKscan Payment		106.66	(0.35)	33215258
10/01/2023	rent	10/2023	Base Rent (10/2023)	1,217.33		1,216.98	137354985
10/04/2023		10/2023	chk# 109098133067 :CHECKscan Payment		217.33	999.65	33681690
10/04/2023		10/2023	chk# 90 :CHECKscan Payment		1,000.00	(0.35)	33681691
11/01/2023	rent	11/2023	Base Rent (11/2023)	1,217.33		1,216.98	139692810
11/07/2023		11/2023	chk# 1090 98151283 :CHECKscan Payment		1,000.00	216.98	34226645
11/07/2023		11/2023	chk# 1090 98151294 :CHECKscan Payment		217.33	(0.35)	34226647
12/01/2023	rent	12/2023	Base Rent (12/2023)	1,217.33		1,216.98	141566970
12/03/2023		12/2023	chk# 1090 98134849 :CHECKscan Payment		217.33	999.65	34610872
12/03/2023		12/2023	chk# 1090 98134838 :CHECKscan Payment		1,000.00	(0.35)	34610873
01/01/2024	rent	01/2024	Base Rent (01/2024)	1,217.33		1,216.98	143090924
01/03/2024		01/2024	chk# 0000045868 :CHECKscan Payment		217.33	999.65	35089874
01/03/2024		01/2024	chk# 0000045867 :CHECKscan Payment		1,000.00	(0.35)	35089875
02/01/2024	rent	02/2024	Base Rent (02/2024)	1,217.33		1,216.98	145226462
02/04/2024		02/2024	chk# 1091 74346215 :CHECKscan Payment		1,000.00	216.98	35630612
02/04/2024		02/2024	chk# 1091 74346226 :CHECKscan Payment		217.33	(0.35)	35630613
03/01/2024	rent	03/2024	Base Rent (03/2024)	1,217.33		1,216.98	147401334
03/03/2024		03/2024	chk# 1091 74349713 :CHECKscan Payment		217.33	999.65	36129487
03/03/2024		03/2024	chk# 1091 74349702 :CHECKscan Payment		1,000.00	(0.35)	36129488
04/01/2024	rent	04/2024	Base Rent (04/2024)	1,217.33		1,216.98	149214376
04/04/2024		04/2024	chk# 1091 74355389 :CHECKscan Payment		217.33	999.65	36688142
04/04/2024		04/2024	chk# 1091 74355378 :CHECKscan Payment		1,000.00	(0.35)	36688143
05/01/2024	rent	05/2024	Base Rent (05/2024)	1,217.33		1,216.98	151180528
05/02/2024		05/2024	chk# 1092 38801034 :CHECKscan Payment		217.33	999.65	37151020
05/02/2024		05/2024	chk# 1092 38801023 :CHECKscan Payment		1,000.00	(0.35)	37151021
06/01/2024	rent	06/2024	Base Rent (06/2024)	1,217.33		1,216.98	153346272
06/02/2024		06/2024	chk# 1092 38804906 :CHECKscan Payment		1,000.00	216.98	37710388
06/02/2024		06/2024	chk# 1092 38804917 :CHECKscan Payment		217.33	(0.35)	37710389
07/01/2024	rent	07/2024	Base Rent (07/2024)	1,217.33		1,216.98	155594539
07/03/2024		07/2024	chk# 90 :CHECKscan Payment		217.33	999.65	38348107
07/03/2024		07/2024	chk# 90 :CHECKscan Payment		1,000.00	(0.35)	38348108
08/01/2024	rent	08/2024	Base Rent (08/2024)	1,217.33		1,216.98	157902898
08/05/2024		08/2024	chk# 1092 38821307 :CHECKscan Payment		1,000.00	216.98	38996021
08/05/2024		08/2024	chk# 1092 38821318 :CHECKscan Payment		217.33	(0.35)	38996022
09/01/2024	rent	09/2024	Base Rent (09/2024)	1,217.33		1,216.98	160280035
09/01/2024		09/2024	chk# 1092 38825476 :CHECKscan Payment		1,000.00	216.98	39466147

09/01/2024		09/2024	chk# 1092 38825487 :CHECKscan Payment		217.33	(0.35)	39466148
10/01/2024	rent	10/2024	Base Rent (10/2024)	1,217.33		1,216.98	162625975
10/03/2024		10/2024	chk# 1092 92645825 :CHECKscan Payment		217.33	999.65	40201117
10/03/2024		10/2024	chk# 1092 92645814 :CHECKscan Payment		1,000.00	(0.35)	40201118
11/01/2024	rent	11/2024	Base Rent (11/2024)	1,240.46		1,240.11	164789599
11/07/2024		11/2024	chk# 1092 92651996 :CHECKscan Payment		241.00	999.11	40877399
11/07/2024		11/2024	chk# 1092 92651985 :CHECKscan Payment		1,000.00	(0.89)	40877400
12/01/2024	rent	12/2024	Base Rent (12/2024)	1,240.46		1,239.57	167352523
12/03/2024		12/2024	chk# 1092 92654977 :CHECKscan Payment		241.00	998.57	41353294
12/03/2024		12/2024	chk# 1092 92654966 :CHECKscan Payment		1,000.00	(1.43)	41353299
01/01/2025	rent	01/2025	Base Rent (01/2025)	1,240.46		1,239.03	169585840
01/06/2025		01/2025	chk# 1092 92659872 :CHECKscan Payment		1,000.00	239.03	41993207
01/06/2025		01/2025	chk# 1092 92659883 :CHECKscan Payment		240.00	(0.97)	41993208
02/01/2025	rent	02/2025	Base Rent (02/2025)	1,240.46		1,239.49	172045947
02/02/2025		02/2025	chk# 1092 92664261 :CHECKscan Payment		240.00	999.49	42480732
02/02/2025		02/2025	chk# 1092 92664250 :CHECKscan Payment		1,000.00	(0.51)	42480733

Exhibit C

R035

Resident Ledger

Rafaela Hernandez Zarco

301 East O'Keefe Street
1
Palo Alto, CA, 94303

Date:	8/13/2021
Resident Code:	t2814083
Property:	018230
Unit:	218-1
Status:	Current
Rent:	$1,106.66
Deposit:	$750.00
Move In Date:	05/03/11
Move Out Date:	
Due Day:	1
Tel Num(Office)	(650)430-4241
Tel Num(Home)	

Date	Post Mo	Description	Charges	Payments	Balance
		Balance Forward			**0.00**
01/01/18	5/2018	Leased rent (01/2018)	1,191.83		1,191.83
01/02/18	5/2018	4450/ 4451		1,191.83	0.00
02/01/18	5/2018	17-701374679		1,000.00	(1,000.00)
02/01/18	5/2018	17-701374680		64.11	(1,064.11)
02/01/18	5/2018	Leased rent (02/2018)	1,064.11		0.00
02/14/18	12/2017	:QuickTrans - :Posted by QuickTrans		750.00	(750.00)
02/14/18	12/2017	:Posted by QuickTrans (secdepre)	750.00		0.00
03/01/18	3/2018	Leased Rent (03/2018)	1,064.11		1,064.11
03/05/18	3/2018	Late fees, 5% of $1064.11	53.21		1,117.32
03/05/18	8/2018	resident paid on time	(53.21)		1,064.11
03/27/18	4/2018	17-714317365 - Manually posted MO 17-714317365, rec. 3/3/2018		1,000.00	64.11
03/27/18	4/2018	17-714317366 - Manually posted MO 17-714317366, rec. 3/3/2018		64.00	0.11
04/01/18	4/2018	Leased Rent (04/2018)	1,064.11		1,064.22
04/05/18	4/2018	Late fees, 5% of $1064.11	53.21		1,117.43
04/05/18	8/2018	resident paid rent on time	(53.21)		1,064.22
05/01/18	5/2018	Leased Rent (05/2018)	1,064.11		2,128.33
05/02/18	5/2018	Chk# 18011347		1,064.11	1,064.22
05/05/18	5/2018	Late fees, 5% of $1064.11	53.21		1,117.43
05/05/18	8/2018	resident paid rent on tim	(53.21)		1,064.22
05/09/18	5/2018	17-748617247		1,000.00	64.22
05/09/18	5/2018	17-748617248		64.22	0.00
05/22/18	5/2018		750.00		750.00
05/22/18	5/2018	Reversal for incorrect charge	(750.00)		0.00
06/01/18	6/2018	17-766990411		1,000.00	(1,000.00)
06/01/18	6/2018	17-766990412		64.11	(1,064.11)
06/01/18	6/2018	Leased Rent (06/2018)	1,064.11		0.00
07/01/18	7/2018	Leased Rent (07/2018)	1,064.11		1,064.11
07/05/18	7/2018	Chk# 18011837		1,064.11	0.00
07/05/18	7/2018	Late fees, 5% of $1064.11	53.21		53.21
07/05/18	8/2018	resident paid rent on time	(53.21)		0.00
08/01/18	8/2018	17-793938845		1,000.00	(1,000.00)
08/01/18	8/2018	17-793938846		64.11	(1,064.11)

R036

Resident Ledger

Rafaela Hernandez Zarco

301 East O'Keefe Street
1
Palo Alto, CA, 94303

Date:	8/13/2021
Resident Code:	t2814083
Property:	018230
Unit:	218-1
Status:	Current
Rent:	$1,106.66
Deposit:	$750.00
Move In Date:	05/03/11
Move Out Date:	
Due Day:	1
Tel Num(Office)	(650)430-4241
Tel Num(Home)	

Date	Post Mo	Description	Charges	Payments	Balance
08/01/18	8/2018	Leased Rent (08/2018)	1,064.11		0.00
08/05/18	8/2018	Late fees, 5% of $1064.11	53.21		53.21
08/05/18	8/2018	resident paid rent on time	(53.21)		0.00
09/01/18	9/2018	Leased Rent (09/2018)	1,064.11		1,064.11
09/05/18	9/2018	Late fees, 5% of $1064.11	53.21		1,117.32
09/11/18	9/2018	17-793939188		1,000.00	117.32
09/11/18	9/2018	17-793939189		64.11	53.21
09/12/18	9/2018	resident made payment on time	(53.21)		0.00
10/01/18	10/2018	Leased Rent (10/2018)	1,064.11		1,064.11
10/05/18	10/2018	Chk# 17820784514		1,000.00	64.11
10/05/18	10/2018	Chk# 17820784515		64.11	0.00
10/05/18	10/2018	Late fees, 5% of $1064.11	53.21		53.21
11/01/18	11/2018	Leased Rent (11/2018)	1,064.11		1,117.32
11/02/18	11/2018	Chk# 151		1,064.11	53.21
11/05/18	11/2018	Late fees, 5% of $1064.11	53.21		106.42
11/30/18	12/2018	Chk# 108269694600		1,000.00	(893.58)
11/30/18	12/2018	Chk# 108269694610		64.11	(957.69)
12/01/18	12/2018	Leased Rent (12/2018)	1,064.11		106.42
12/05/18	12/2018	Late fees, 5% of $1064.11	53.21		159.63
01/01/19	1/2019	Leased Rent (01/2019)	1,064.11		1,223.74
01/02/19	1/2019	Chk# 10736568392		1,000.00	223.74
01/02/19	1/2019	Chk# 10736568393		64.11	159.63
01/05/19	1/2019	Late fees, 5% of $1064.11	53.21		212.84
01/15/19	1/2019	resident paid on time 10/2018-1/2019	(212.84)		0.00
02/01/19	2/2019	Chk# 10826970540		1,000.00	(1,000.00)
02/01/19	2/2019	Chk# 10826970541		64.11	(1,064.11)
02/01/19	2/2019	Leased Rent (02/2019)	1,064.11		0.00
02/05/19	2/2019	Late fees	35.00		35.00
02/07/19	2/2019	paid on time 2/2019	(35.00)		0.00
03/01/19	3/2019	1082 69717567		1,000.00	(1,000.00)
03/01/19	3/2019	1082 69717578		64.11	(1,064.11)
03/01/19	3/2019	Leased Rent (03/2019)	1,064.11		0.00
04/01/19	4/2019	Leased Rent (04/2019)	1,064.11		1,064.11
04/09/19	4/2019	Chk# 40178998319124		1,000.00	64.11

R037

Resident Ledger

Rafaela Hernandez Zarco

301 East O'Keefe Street
1
Palo Alto, CA, 94303

Date:	8/13/2021
Resident Code:	t2814083
Property:	018230
Unit:	218-1
Status:	Current
Rent:	$1,106.66
Deposit:	$750.00
Move In Date:	05/03/11
Move Out Date:	
Due Day:	1
Tel Num(Office)	(650)430-4241
Tel Num(Home)	

Date	Post Mo	Description	Charges	Payments	Balance
04/09/19	4/2019	Chk# 40178998319133		64.11	0.00
05/01/19	5/2019	1083 86496273		1,000.00	(1,000.00)
05/01/19	5/2019	1083 86496284		64.11	(1,064.11)
05/01/19	5/2019	Leased Rent (05/2019)	1,064.11		0.00
05/31/19	6/2019	1083 86508186		1,000.00	(1,000.00)
05/31/19	6/2019	1083 86508197		64.11	(1,064.11)
06/01/19	6/2019	Leased Rent (06/2019)	1,064.11		0.00
07/01/19	7/2019	Leased Rent (07/2019)	1,064.11		1,064.11
07/08/19	7/2019	Chk# 108386512971		1,000.00	64.11
07/08/19	7/2019	Chk# 108386512982		64.11	0.00
08/01/19	8/2019	Leased Rent (08/2019)	1,064.11		1,064.11
08/06/19	8/2019	Chk# 10838651913		1,000.00	64.11
08/06/19	8/2019	Chk# 10838651914		64.11	0.00
08/31/19	9/2019	1083 86505315		1,000.00	(1,000.00)
08/31/19	9/2019	1083 86505326		64.11	(1,064.11)
09/01/19	9/2019	Leased Rent (09/2019)	1,064.11		0.00
10/01/19	10/2019	Leased Rent (10/2019)	1,064.11		1,064.11
10/03/19	10/2019	Chk# 10853790532		1,000.00	64.11
10/03/19	10/2019	Chk# 10853790533		64.11	0.00
11/01/19	11/2019	Leased Rent (11/2019)	1,064.11		1,064.11
11/04/19	11/2019	1085 37909579 - :CHECKscan Payment		1,000.00	64.11
11/04/19	11/2019	1085 37909580 - :CHECKscan Payment		64.11	0.00
12/01/19	12/2019	Leased Rent (12/2019)	1,064.11		1,064.11
12/02/19	12/2019	1085 37921272 - :CHECKscan Payment		1,000.00	64.11
12/02/19	12/2019	Chk# 108537921283 - :CHECKscan Payment		64.11	0.00
01/01/20	1/2020	Leased Rent (01/2020)	1,064.11		1,064.11
01/03/20	1/2020	1085 37927267 - :CHECKscan Payment		1,000.00	64.11
01/03/20	1/2020	1085 37927278 - :CHECKscan Payment		64.11	0.00
02/01/20	2/2020	Leased Rent (02/2020)	1,064.11		1,064.11
02/03/20	2/2020	1085 37931447 - :CHECKscan Payment		1,000.00	64.11
02/03/20	2/2020	Chk# 108537931458 - :CHECKscan Payment		64.11	0.00
03/01/20	3/2020	Leased Rent (03/2020)	1,064.11		1,064.11
03/02/20	3/2020	Chk# 108537937695 - :CHECKscan Payment		1,000.00	64.11
03/02/20	3/2020	Chk# 108537937706 - :CHECKscan Payment		64.11	0.00

R038

Resident Ledger

Rafaela Hernandez Zarco

301 East O'Keefe Street
1
Palo Alto, CA, 94303

Date:	8/13/2021
Resident Code:	t2814083
Property:	018230
Unit:	218-1
Status:	Current
Rent:	$1,106.66
Deposit:	$750.00
Move In Date:	05/03/11
Move Out Date:	
Due Day:	1
Tel Num(Office)	(650)430-4241
Tel Num(Home)	

Date	Post Mo	Description	Charges	Payments	Balance
04/01/20	4/2020	Leased Rent (04/2020)	1,064.11		1,064.11
04/03/20	4/2020	1085 37942920 - :CHECKscan Payment		1,000.00	64.11
04/03/20	4/2020	1085 37942931 - :CHECKscan Payment		64.11	0.00
05/01/20	5/2020	Leased Rent (05/2020)	1,064.11		1,064.11
05/04/20	5/2020	Chk# 31176237541 - :CHECKscan Payment		1,000.00	64.11
05/04/20	5/2020	Chk# 31176237532 - :CHECKscan Payment		64.11	0.00
06/01/20	6/2020	Leased Rent (06/2020)	1,064.11		1,064.11
06/02/20	6/2020	1087 43452631 - :CHECKscan Payment		1,000.00	64.11
06/02/20	6/2020	1087 43452642 - :CHECKscan Payment		64.11	0.00
07/01/20	7/2020	1087 43457988 - :CHECKscan Payment		1,000.00	(1,000.00)
07/01/20	7/2020	1087 43457999 - :CHECKscan Payment		64.11	(1,064.11)
07/01/20	7/2020	Leased Rent (07/2020)	1,064.11		0.00
08/01/20	8/2020	Leased Rent (08/2020)	1,064.11		1,064.11
08/07/20	8/2020	1087 43463642 - :CHECKscan Payment		1,000.00	64.11
08/07/20	8/2020	1087 43463653 - :CHECKscan Payment		64.11	0.00
09/01/20	9/2020	Leased Rent (09/2020)	1,064.11		1,064.11
09/03/20	9/2020	1087 43469538 - :CHECKscan Payment		1,000.00	64.11
09/03/20	9/2020	1087 43469549 - :CHECKscan Payment		64.11	0.00
10/01/20	10/2020	Leased Rent (10/2020)	1,064.11		1,064.11
10/02/20	10/2020	1087 43474500 - :CHECKscan Payment		1,000.00	64.11
10/02/20	10/2020	1087 43474510 - :CHECKscan Payment		64.11	0.00
11/01/20	11/2020	Leased Rent (11/2020)	1,064.11		1,064.11
11/02/20	11/2020	1087 43479559 - :CHECKscan Payment		1,000.00	64.11
11/02/20	11/2020	1087 43479560 - :CHECKscan Payment		64.11	0.00
12/01/20	12/2020	Leased Rent (12/2020)	1,064.11		1,064.11
12/02/20	12/2020	1084 36702210 - :CHECKscan Payment		1,000.00	64.11
12/02/20	12/2020	1084 36702220 - :CHECKscan Payment		64.11	0.00
12/30/20	1/2021	1084 36706356 - :CHECKscan Payment		1,000.00	(1,000.00)
12/30/20	1/2021	1084 36706367 - :CHECKscan Payment		64.11	(1,064.11)
01/01/21	1/2021	Leased Rent (01/2021)	1,064.11		0.00
02/01/21	2/2021	Leased Rent (02/2021)	1,064.11		1,064.11
02/03/21	2/2021	Chk# 1084 - :CHECKscan Payment		1,000.00	64.11
02/03/21	2/2021	Chk# 1084 - :CHECKscan Payment		64.11	0.00
03/01/21	3/2021	Leased Rent (03/2021)	1,064.11		1,064.11

R039

Resident Ledger

Rafaela Hernandez Zarco

301 East O'Keefe Street
1
Palo Alto, CA, 94303

Date:	8/13/2021
Resident Code:	t2814083
Property:	018230
Unit:	218-1
Status:	Current
Rent:	$1,106.66
Deposit:	$750.00
Move In Date:	05/03/11
Move Out Date:	
Due Day:	1
Tel Num(Office)	(650)430-4241
Tel Num(Home)	

Date	Post Mo	Description	Charges	Payments	Balance
03/03/21	3/2021	1084 36717334 - :CHECKscan Payment		1,000.00	64.11
03/03/21	3/2021	1084 36717345 - :CHECKscan Payment		64.11	0.00
04/01/21	4/2021	Leased Rent (04/2021)	1,064.11		1,064.11
04/05/21	4/2021	1084 36728675 - :CHECKscan Payment		1,000.00	64.11
04/05/21	4/2021	Chk# 108436728686 - :CHECKscan Payment		64.11	0.00
05/01/21	5/2021	Leased Rent (05/2021)	1,064.11		1,064.11
05/05/21	5/2021	Chk# 108436734681 - :CHECKscan Payment		1,000.00	64.11
05/05/21	5/2021	1084 36734692 - :CHECKscan Payment		64.11	0.00
06/01/21	6/2021	Leased Rent (06/2021)	1,064.11		1,064.11
06/04/21	6/2021	1084 36739235 - :CHECKscan Payment		1,000.00	64.11
06/04/21	6/2021	Chk# 108436739246 - :CHECKscan Payment		64.11	0.00
07/01/21	7/2021	Leased Rent (07/2021)	1,106.66		1,106.66
07/07/21	7/2021	1089 41233588 - :CHECKscan Payment		1,000.00	106.66
07/07/21	7/2021	1089 41233599 - :CHECKscan Payment		64.11	42.55

Current	30 Days	60 Days	Over 90	Current Owed
0.00	**42.55**	**0.00**	**0.00**	**42.55**

Resident Ledger

R040

Date:	09/29/2023
Resident Code:	t2439149
Property:	ca301eas
Unit:	218-1
Status:	Current
Rent:	$1,106.66
Deposit:	
Move In Date:	05/03/2011
Move Out Date:	
Due Day:	1
Tel Num(Home):	
Tel Num(Office):	(650) 430-4241

Rafaela Hernandez
Zarco
301 East O'Keefe Street
1
Palo Alto, CA, 94303

Date	Description	Charges	Payments	Balance
07/01/21	Balance Forward			0.00
07/01/21	Leased Rent (07/2021)	42.55		42.55
08/01/21	Base Rent (08/2021)	1,106.66		1,149.21
08/04/21	1089 41238395 - :CHECKscan Payment		64.11	1,085.10
08/04/21	1089 41238384 - :CHECKscan Payment		1,000.00	85.10
09/01/21	Base Rent (09/2021)	1,106.66		1,191.76
09/03/21	1089 41242817 - :CHECKscan Payment		64.11	1,127.65
09/03/21	1089 41242806 - :CHECKscan Payment		1,000.00	127.65
10/01/21	Base Rent (10/2021)	1,106.66		1,234.31
10/06/21	1089 41246876 - :CHECKscan Payment		128.00	1,106.31
10/06/21	1089 41246865 - :CHECKscan Payment		106.66	999.65
10/06/21	1089 41246854 - :CHECKscan Payment		1,000.00	(0.35)
11/01/21	Base Rent (11/2021)	1,106.66		1,106.31
11/03/21	2101 62905678 - :CHECKscan Payment		1,000.00	106.31
11/03/21	2101 62905689 - :CHECKscan Payment		106.00	0.31
12/01/21	Base Rent (12/2021)	1,106.66		1,106.97
12/03/21	1089 41256919 - :CHECKscan Payment		1,000.00	106.97
12/03/21	1089 41256920 - :CHECKscan Payment		107.32	(0.35)
01/01/22	Base Rent (01/2022)	1,106.66		1,106.31
01/05/22	Chk# 108436725089 - :CHECKscan Payment		106.66	999.65
01/05/22	1084 36725078 - :CHECKscan Payment		1,000.00	(0.35)
02/01/22	Base Rent (02/2022)	1,106.66		1,106.31
02/03/22	1089 41267270 - :CHECKscan Payment		106.66	999.65

02/03/22	R041	1089 41267260 - :CHECKscan Payment		1,000.00	(0.35)
03/01/22		Base Rent (03/2022)	1,106.66		1,106.31
03/03/22		Chk# 90 - :CHECKscan Payment		106.66	999.65
03/03/22		Chk# 90 - :CHECKscan Payment		1,000.00	(0.35)
04/01/22		Base Rent (04/2022)	1,106.66		1,106.31
04/04/22		1089 93777046 - :CHECKscan Payment		106.66	999.65
04/04/22		1089 93777035 - :CHECKscan Payment		1,000.00	(0.35)
05/01/22		Base Rent (05/2022)	1,106.66		1,106.31
05/04/22		1089 93767619 - :CHECKscan Payment		1,000.00	106.31
05/04/22		1089 93767620 - :CHECKscan Payment		106.66	(0.35)
06/01/22		Base Rent (06/2022)	1,106.66		1,106.31
06/02/22		778 04809577 - :CHECKscan Payment		500.00	606.31
06/02/22		778 04809566 - :CHECKscan Payment		500.00	106.31
06/02/22		Chk# 77804809588 - :CHECKscan Payment		106.66	(0.35)
07/01/22		Base Rent (07/2022)	1,106.66		1,106.31
07/06/22		1089 93791930 - :CHECKscan Payment		1,000.00	106.31
07/06/22		1089 93791940 - :CHECKscan Payment		106.66	(0.35)
08/01/22		Base Rent (08/2022)	1,106.66		1,106.31
08/03/22		Chk# 1089 - :CHECKscan Payment		1,000.00	106.31
08/03/22		Chk# 1089 - :CHECKscan Payment		106.66	(0.35)
09/01/22		Base Rent (09/2022)	1,106.66		1,106.31
09/08/22		1089 93771755 - :CHECKscan Payment		1,000.00	106.31
09/08/22		1089 93771766 - :CHECKscan Payment		106.66	(0.35)
10/01/22		Base Rent (10/2022)	1,106.66		1,106.31
10/04/22		1090 63298971 - :CHECKscan Payment		106.66	999.65
10/04/22		1090 63298960 - :CHECKscan Payment		1,000.00	(0.35)
11/01/22		1090 63309840 - :CHECKscan Payment		1,000.00	(1,000.35)
11/01/22		1090 63309850 - :CHECKscan Payment		106.66	(1,107.01)
11/01/22		Base Rent (11/2022)	1,106.66		(0.35)
12/01/22		Base Rent (12/2022)	1,106.66		1,106.31
12/05/22		Chk# 1090 - :CHECKscan Payment		1,000.00	106.31
12/05/22		Chk# 1090 - :CHECKscan Payment		106.66	(0.35)
01/01/23		Base Rent (01/2023)	1,106.66		1,106.31
01/09/23		Chk# 1090 - :CHECKscan Payment		106.66	999.65
01/09/23		Chk# 1090 - :CHECKscan Payment		1,000.00	(0.35)
02/01/23		Base Rent (02/2023)	1,106.66		1,106.31
02/02/23		Chk# 1090 - :CHECKscan Payment		1,000.00	106.31
02/02/23		Chk# 1090 - :CHECKscan Payment		106.66	(0.35)

03/01/23	R042	Base Rent (03/2023)	1,106.66		1,106.31
03/02/23		1090 63314481 - :CHECKscan Payment		1,000.00	106.31
03/02/23		1090 63314492 - :CHECKscan Payment		106.66	(0.35)
03/31/23		1090 85953890 - :CHECKscan Payment		1,000.00	(1,000.35)
03/31/23		1090 85953900 - :CHECKscan Payment		106.66	(1,107.01)
04/01/23		Base Rent (04/2023)	1,106.66		(0.35)
05/01/23		Base Rent (05/2023)	1,106.66		1,106.31
05/05/23		1090 63316857 - :CHECKscan Payment		1,000.00	106.31
05/05/23		1090 63316868 - :CHECKscan Payment		106.66	(0.35)
06/01/23		Chk# 1090 - :CHECKscan Payment		1,000.00	(1,000.35)
06/01/23		Chk# 1090 - :CHECKscan Payment		106.66	(1,107.01)
06/01/23		Base Rent (06/2023)	1,106.66		(0.35)
07/01/23		Base Rent (07/2023)	1,106.66		1,106.31
07/05/23		Chk# 1090 - :CHECKscan Payment		106.66	999.65
07/05/23		Chk# 1090 - :CHECKscan Payment		1,000.00	(0.35)

0-30 Days	31-60 Days	61-90 Days	Over 90 Days	Current Owed
0.00	**0.00**	**0.00**	**-0.35**	**-0.35**

Exhibit D

Work Order Cost Analysis Details

Property : Woodland Park (cawoopa2)

Unit : 218-1

WO#	Property	Unit	Priority	Status	Category	Brief Desc.	Call Date	Scheduled Date	Completed Date	Amount
7491695	cawoopa2	218-1	Emergency	Work Completed	Appliance Repair	GS Standard Appliance Repair	10/03/2023	10/06/2023	10/07/2023	0
8464111	cawoopa2	218-1	Emergency	Work Completed	Appliance Repair	emergency-slll the burners not work	07/02/2024	07/02/2024	07/03/2024	0
8514255	cawoopa2	218-1		Work Completed	Pest Control	INSPECTION	07/14/2024		07/08/2024	0
8745492	cawoopa2	218-1		Work Completed	Window Replace / Repair	Serv- sliding door	09/04/2024	09/04/2024	10/23/2024	0
8745501	cawoopa2	218-1		Work Completed	Community Amenities	Serv- patio fence	09/04/2024	09/04/2024	09/24/2024	0
8745503	cawoopa2	218-1		Work Completed	Appliance Repair	Serv- fridge leak	09/04/2024	09/04/2024	09/11/2024	0
8745506	cawoopa2	218-1		Work Completed	Locks / Keys	Serv- bathroom door	09/04/2024	09/04/2024	09/24/2024	0
8745509	cawoopa2	218-1		Work Completed	Appliance Repair	Serv- range hood	09/04/2024	09/04/2024	09/11/2024	0
8745518	cawoopa2	218-1		Work Completed	Appliance Repair	Serv- stove rusty	09/04/2024	09/04/2024	09/11/2024	0
8745520	cawoopa2	218-1		Work Completed	HVAC Repair	Serv- install a bathroom fan	09/04/2024	09/04/2024	09/18/2024	0
8745548	cawoopa2	218-1		Work Completed	Painting	Serv- bathroom fan	09/04/2024	09/04/2024	09/11/2024	0
8745558	cawoopa2	218-1		Work Completed	Plumbing	Serv- sink	09/04/2024	09/04/2024	09/11/2024	0
8745567	cawoopa2	218-1		Work Completed	Water Intrusion	Serv- windows	09/04/2024	09/04/2024	10/23/2024	0
Total: 13										**0**

Work Order Cost Analysis Details

Property : Woodland Park (cawoopa2)

Unit : 218-1

WO#	Property	Unit	Priority	Status	Category	Brief Desc.	Call Date	Scheduled Date	Completed Date	Amount
8745492	cawoopa2	218-1		Work Completed	Window Replace / Repair	Serv- sliding door	09/04/2024	09/04/2024	10/23/2024	0
8745501	cawoopa2	218-1		Work Completed	Community Amenities	Serv- patio fence	09/04/2024	09/04/2024	09/24/2024	0
8745503	cawoopa2	218-1		Work Completed	Appliance Repair	Serv- fridge leak	09/04/2024	09/04/2024	09/11/2024	0
8745506	cawoopa2	218-1		Work Completed	Locks / Keys	Serv- bathroom door	09/04/2024	09/04/2024	09/24/2024	0
8745509	cawoopa2	218-1		Work Completed	Appliance Repair	Serv- range hood	09/04/2024	09/04/2024	09/11/2024	0
8745518	cawoopa2	218-1		Work Completed	Appliance Repair	Serv- stove rusty	09/04/2024	09/04/2024	09/11/2024	0
8745520	cawoopa2	218-1		Work Completed	HVAC Repair	Serv- install a bathroom fan	09/04/2024	09/04/2024	09/18/2024	0
8745548	cawoopa2	218-1		Work Completed	Painting	Serv- bathroom fan	09/04/2024	09/04/2024	09/11/2024	0
8745558	cawoopa2	218-1		Work Completed	Plumbing	Serv- sink	09/04/2024	09/04/2024	09/11/2024	0
8745567	cawoopa2	218-1		Work Completed	Water Intrusion	Serv- windows	09/04/2024	09/04/2024	10/23/2024	0
8972519	cawoopa2	218-1		Work Completed		Exhaust fan	10/29/2024	11/08/2024	11/09/2024	0
8972526	cawoopa2	218-1		Work Completed		Fridge	10/29/2024		11/03/2024	0
8972533	cawoopa2	218-1		Work Completed		kitchen Flooring	10/29/2024		11/09/2024	0
8972534	cawoopa2	218-1		Work Completed		Bathroom	10/29/2024		11/09/2024	0
8972540	cawoopa2	218-1		Work Completed		Bathroom	10/29/2024	11/08/2024	11/09/2024	0
8972547	cawoopa2	218-1		Work Completed		Living room	10/29/2024	11/09/2024	11/26/2024	0
8972552	cawoopa2	218-1		Work Completed		Moisture in unit	10/29/2024		11/18/2024	0
Total: 17										**0**

Exhibit E

Woodland Park
5 Newell Ct
East Palo Alto,CA 94303
Office (650) 566-2000x

Work Order No. 7491695
Date Call: 10/3/2023 3:40:00 PM
Date Scheduled: 10/6/2023 11:19:48 AM

Status Work Completed

Date Completed: 10/7/2023 2:38:00 PM
Brief Desc: GS Standard Appliance Repair

Job Site: cawoopa2/218-1
301 East O'Keefe Street
#1
East Palo Alto,CA 94303

Caller Name: Rafaela Hernandez
Caller Phone: (650) 430-4241x
Occupant: Zarco (t2841178)

Office (650) 430-4241x
Priority: Emergency
Mobile (650) 382-9720x
Ok to enter? YES
Category: Appliance Repair
SubCategory: Stove

Problem Description: PTE
the stove doesn't work, it's cooking on a grill
LR

Parts & Labor

Quantity/ Hours	Item Type/ Employee Name	Description	Unit Price	Total
0.0000	Gutierrez	Gutierrez	0.00	0.00
			Total	0.00

Authorized by: _____
Signed by _____
Dated _____
Invoice No. _____

Technician Notes: Se pusieron cuatro resecticos nuevos ala estufa

Woodland Park
5 Newell Ct
East Palo Alto,CA 94303
Office (650) 566-2000x

Work Order No. 8464111
Date Call: 7/2/2024 12:17:00 PM
Date Scheduled: 7/2/2024 1:03:00 PM

Status Work Completed

Date Completed: 7/3/2024 5:51:40 PM
Brief Desc: emergency-slll the burners not work

Job Site: cawoopa2/218-1
301 East O'Keefe Street
#1
East Palo Alto,CA 94303

Caller Name: Rafaela Hernandez Zarco
Caller Phone:
Occupant: Zarco (t2841178)
Office (650) 430-4241x
Mobile (650) 382-9720x

Priority: Emergency
Ok to enter? YES
Category: Appliance Repair
SubCategory: Stove

Problem Description:
PTE
Call first
650 430 4241
the stove burners ar enot working neesd to be inspect and repair
DD

Parts & Labor

Quantity/ Hours	Item Type/ Employee Name	Description	Unit Price	Total

Total

Authorized by: _____
Signed by _____
Dated _____
Invoice No. _____

Technician Notes: replaced 2 receptors and 2 burners.

Woodland Park
5 Newell Ct
East Palo Alto,CA 94303
Office (650) 566-2000x

Work Order No. 8514255
Date Call: 7/14/2024 10:20:00 AM

Status Work Completed

Date Completed: 7/8/2024 10:21:00 AM
Brief Desc: INSPECTION

Job Site: cawoopa2/218-1
301 East O'Keefe Street
#1
East Palo Alto,CA 94303

Caller Name: Rafaela Hernandez Zarco

Caller Phone:
Occupant: Zarco (t2841178)

Office (650) 430-4241x
Mobile (650) 382-9720x

Ok to enter? YES
Category: Pest Control

Problem Description: roaches

Parts & Labor

Quantity/ Hours	Item Type/ Employee Name	Description	Unit Price	Total

Total

Authorized by: _____
Signed by _____
Dated _____
Invoice No. _____

Technician Notes: 7/8 BANNER no activity tenant reported killing german roaches on their own then deep cleaning monitors in place to confirm findings

Woodland Park
5 Newell Ct
East Palo Alto,CA 94303
Office (650) 566-2000x

Work Order No. 8745492
Date Call: 9/4/2024 10:21:00 AM

Date Scheduled: 9/4/2024 10:28:51 AM

Status Scheduled

Brief Desc: Serv- sliding door

Job Site: cawoopa2/218-1
301 East O'Keefe Street
#1
East Palo Alto,CA 94303

Caller Name: Rafaela Hernandez Zarco

Caller Phone:
Occupant: Zarco (t2841178)

Office (650) 430-4241x
Mobile (650) 382-9720x

Ok to enter? NO
Category: Window Replace / Repair

Technician Notes
Time: _____ **Date:** _____
Material: _____

Problem Description: NO PTE
.
sliding door doesnt close and is falling apart

(650) 382-9720

OG

Parts & Labor

Quantity/ Hours	Item Type/ Employee Name	Description	Unit Price	Total

Total

Authorized by: _____
Signed by _____
Dated _____
Invoice No. _____

Woodland Park
5 Newell Ct
East Palo Alto,CA 94303
Office (650) 566-2000x

Work Order No. 8745501
Date Call: 9/4/2024 10:22:00 AM

Date Scheduled: 9/4/2024 10:29:00 AM

Status Work Completed

Date Completed: 9/24/2024 2:54:38 PM
Brief Desc: Serv- patio fence

Job Site: cawoopa2/218-1
301 East O'Keefe Street
#1
East Palo Alto,CA 94303

Caller Name: Rafaela Hernandez Zarco

Caller Phone:
Occupant: Zarco (t2841178)

Office (650) 430-4241x
Mobile (650) 382-9720x

Ok to enter? NO
Category: Community Amenities

SubCategory: Grounds (General)

Problem Description: NO PTE

back yard fence is falling

(650) 382-9720

OG

Parts & Labor

Quantity/ Hours	Item Type/ Employee Name	Description	Unit Price	Total
0.0000	Blanco		0.00	0.00
			Total	0.00

Authorized by: _____
Signed by _____
Dated _____
Invoice No. _____

Technician Notes: Repaired damged fence post 4x4 and 2x4 that caused the fence to fall. All fence post were replaced with new cememt as well.

Woodland Park
5 Newell Ct
East Palo Alto,CA 94303
Office (650) 566-2000x

Work Order No. 8745503
Date Call: 9/4/2024 10:23:00 AM

Date Scheduled: 9/4/2024 10:30:00 AM

Status Work Completed

Date Completed: 9/11/2024 11:09:51 AM
Brief Desc: Serv- fridge leak

Job Site: cawoopa2/218-1
301 East O'Keefe Street
#1
East Palo Alto,CA 94303

Caller Name: Rafaela Hernandez Zarco

Caller Phone:
Occupant: Zarco (t2841178)

Office (650) 430-4241x
Mobile (650) 382-9720x

Ok to enter? NO
Category: Appliance Repair

SubCategory: Refrigerator

Problem Description: NO PTE

fridge is leaking

(650) 382-9720

OG

Parts & Labor

Quantity/ Hours	Item Type/ Employee Name	Description	Unit Price	Total

Total

Authorized by: _____
Signed by _____
Dated _____
Invoice No. _____

Technician Notes: resident stats that the leak got fix awhile ago. was a screw missing and was replaced. at the moment of inspection no visible leak. told resident if it starts again to put in a new w.o.

Woodland Park
5 Newell Ct
East Palo Alto,CA 94303
Office (650) 566-2000x

Work Order No. 8745506
Date Call: 9/4/2024 10:23:00 AM

Date Scheduled: 9/4/2024 10:30:00 AM

Status Work Completed

Date Completed: 9/24/2024 2:55:39 PM
Brief Desc: Serv- bathroom door

Job Site: cawoopa2/218-1
301 East O'Keefe Street
#1
East Palo Alto,CA 94303

Caller Name: Rafaela Hernandez Zarco

Caller Phone:
Occupant: Zarco (t2841178)

Office (650) 430-4241x
Mobile (650) 382-9720x

Ok to enter? NO
Category: Locks / Keys

SubCategory: Interior Door Issue

Problem Description: NO PTE

bathroom door gets stuck at the bottom its not installed good and is rotten

(650) 382-9720

OG

Parts & Labor

Quantity/ Hours	Item Type/ Employee Name	Description	Unit Price	Total
0.0000	Blanco		0.00	0.00
			Total	0.00

Authorized by: _____
Signed by _____
Dated _____
Invoice No. _____

Technician Notes: replaced bathroom door, damaged at the bottom wasn't opening or closing. Damaged cause by dogs.

Woodland Park
5 Newell Ct
East Palo Alto,CA 94303
Office (650) 566-2000x

Work Order No. 8745509
Date Call: 9/4/2024 10:24:00 AM

Date Scheduled: 9/4/2024 10:31:00 AM

Status Work Completed

Date Completed: 9/11/2024 11:05:08 AM
Brief Desc: Serv- range hood

Job Site: cawoopa2/218-1
301 East O'Keefe Street
#1
East Palo Alto,CA 94303

Caller Name: Rafaela Hernandez Zarco
Caller Phone:
Occupant: Zarco (t2841178)

Office (650) 430-4241x
Mobile (650) 382-9720x

Ok to enter? NO
Category: Appliance Repair
SubCategory: Stove

Problem Description: NO PTE

range hood fan is not working properly

(650) 382-9720

OG

Parts & Labor

Quantity/ Hours	Item Type/ Employee Name	Description	Unit Price	Total

Total

Authorized by: _____
Signed by _____
Dated _____
Invoice No. _____

Technician Notes: inspected range hood with resident everything was working properly. have pictures

Woodland Park
5 Newell Ct
East Palo Alto,CA 94303
Office (650) 566-2000x

Work Order No. 8745518
Date Call: 9/4/2024 10:25:00 AM

Date Scheduled: 9/4/2024 10:32:00 AM

Status Work Completed

Date Completed: 9/11/2024 11:03:21 AM
Brief Desc: Serv- stove rusty

Job Site: cawoopa2/218-1
301 East O'Keefe Street
#1
East Palo Alto,CA 94303

Caller Name: Rafaela Hernandez Zarco

Caller Phone:
Occupant: Zarco (t2841178)

Office (650) 430-4241x
Mobile (650) 382-9720x

Ok to enter? NO
Category: Appliance Repair

SubCategory: Stove

Problem Description: NO PTE

stove is rusty and it is old

(650) 382-9720

OG

Parts & Labor

Quantity/ Hours	Item Type/ Employee Name	Description	Unit Price	Total

Total

Authorized by: _____
Signed by _____
Dated _____
Invoice No. _____

Technician Notes: stove is working conditions. did not find any rust with resident when inspected. did mention the receptor was changed out not long ago

Woodland Park
5 Newell Ct
East Palo Alto,CA 94303
Office (650) 566-2000x

Work Order No. 8745520
Date Call: 9/4/2024 10:26:00 AM
Date Scheduled: 9/4/2024 10:33:00 AM

Status Work Completed

Date Completed: 9/18/2024 2:52:16 PM
Brief Desc: Serv- install a bathroom fan

Job Site: cawoopa2/218-1
301 East O'Keefe Street
#1
East Palo Alto,CA 94303

Caller Name: Rafaela Hernandez Zarco
Caller Phone:
Occupant: Zarco (t2841178)

Office (650) 430-4241x
Mobile (650) 382-9720x

Ok to enter? NO
Category: HVAC Repair
SubCategory: Bathroom Exhaust Fan

Problem Description: NO PTE

bathroom fan needs to be installed

(650) 382-9720

OG

Parts & Labor

Quantity/ Hours	Item Type/ Employee Name	Description	Unit Price	Total
0.0000	Bedolla		0.00	0.00
			Total	0.00

Authorized by: _____
Signed by _____
Dated _____
Invoice No. _____

Technician Notes: Bathroom has window for ventilation. advised resident to please leave window open after showering to properly ventilate

Woodland Park
5 Newell Ct
East Palo Alto,CA 94303
Office (650) 566-2000x

Work Order No. 8745548
Date Call: 9/4/2024 10:29:00 AM

Date Scheduled: 9/4/2024 10:34:00 AM

Status Work Completed

Date Completed: 9/11/2024 11:00:42 AM
Brief Desc: Serv- bathroom fan

Job Site: cawoopa2/218-1
301 East O'Keefe Street
#1
East Palo Alto,CA 94303

Caller Name: Rafaela Hernandez Zarco

Caller Phone:
Occupant: Zarco (t2841178)

Office (650) 430-4241x
Mobile (650) 382-9720x

Ok to enter? NO
Category: Painting

Problem Description: NO PTE

bathroom fan is damaged and letting out toxins

(650) 382-9720

OG

Parts & Labor

Quantity/ Hours	Item Type/ Employee Name	Description	Unit Price	Total

Total

Authorized by: _____
Signed by _____
Dated _____
Invoice No. _____

Technician Notes: no bathroom fan in unit bathroom has a window

Woodland Park
5 Newell Ct
East Palo Alto,CA 94303
Office (650) 566-2000x

Work Order No. 8745558
Date Call: 9/4/2024 10:30:00 AM

Date Scheduled: 9/4/2024 10:34:00 AM

Status Work Completed

Date Completed: 9/11/2024 11:06:37 AM
Brief Desc: Serv- sink

Job Site: cawoopa2/218-1
301 East O'Keefe Street
#1
East Palo Alto,CA 94303

Caller Name: Rafaela Hernandez Zarco

Caller Phone:
Occupant: Zarco (t2841178)

Office (650) 430-4241x
Mobile (650) 382-9720x

Ok to enter? NO
Category: Plumbing

Problem Description: NO PTE

per email one of the sinks has alot of rust and is dangerous for them to breath in chemicals

(650) 382-9720
OG

Parts & Labor

Quantity/ Hours	Item Type/ Employee Name	Description	Unit Price	Total

Total

Authorized by: _____
Signed by _____
Dated _____
Invoice No. _____

Technician Notes: found no rust with resident. took pictures of both bathroom and kitchen sink

Woodland Park
5 Newell Ct
East Palo Alto,CA 94303
Office (650) 566-2000x

Work Order No. 8745567
Date Call: 9/4/2024 10:32:00 AM

Date Scheduled: 9/4/2024 10:35:00 AM

Status Scheduled

Brief Desc: Serv- windows

Job Site: cawoopa2/218-1
301 East O'Keefe Street
#1
East Palo Alto,CA 94303

Caller Name: Rafaela Hernandez Zarco

Caller Phone:
Occupant: Zarco (t2841178)

Office (650) 430-4241x
Mobile (650) 382-9720x

Ok to enter? NO
Category: Water Intrusion

Technician Notes
Time: _____ **Date:** _____
Material: _____

Problem Description: NO PTE

water filters through windows

(650) 382-9720

OG

Parts & Labor

Quantity/ Hours	Item Type/ Employee Name	Description	Unit Price	Total

Total

Authorized by: _____
Signed by _____
Dated _____
Invoice No. _____

Technician Notes: 9/7/2024--No visible damaged, seen resident doesn need to move furniture so we can get a better look at the area.

9/11/2024--Resident will notify his parents about moving furniture.

Woodland Park
5 Newell Ct
East Palo Alto,CA 94303
Office (650) 566-2000x

Work Order No. 8745492
Date Call: 9/4/2024 10:21:00 AM

Date Scheduled: 9/4/2024 10:28:00 AM

Status Work Completed

Date Completed: 10/23/2024 10:16:19 AM
Brief Desc: Serv- sliding door

Job Site: cawoopa2/218-1
301 East O'Keefe Street
#1
East Palo Alto,CA 94303

Caller Name: Rafaela Hernandez Zarco

Caller Phone:
Occupant: Zarco (t2841178)

Office (650) 430-4241x
Mobile (650) 382-9720x

Ok to enter? NO
Category: Window Replace / Repair

Problem Description: NO PTE
.
sliding door doesnt close and is falling apart

(650) 382-9720

OG

Parts & Labor

Quantity/ Hours	Item Type/ Employee Name	Description	Unit Price	Total

Total

Authorized by: _____
Signed by _____
Dated _____
Invoice No. _____

Technician Notes: residents doesn't not want to give permission to enter or inspect sliding door in unit

Woodland Park
5 Newell Ct
East Palo Alto,CA 94303
Office (650) 566-2000x

Work Order No. 8745501
Date Call: 9/4/2024 10:22:00 AM

Date Scheduled: 9/4/2024 10:29:00 AM

Status Work Completed

Date Completed: 9/24/2024 2:54:38 PM
Brief Desc: Serv- patio fence

Job Site: cawoopa2/218-1
301 East O'Keefe Street
#1
East Palo Alto,CA 94303

Caller Name: Rafaela Hernandez Zarco

Caller Phone:
Occupant: Zarco (t2841178)

Office (650) 430-4241x
Mobile (650) 382-9720x

Ok to enter? NO
Category: Community Amenities

SubCategory: Grounds (General)

Problem Description: NO PTE

back yard fence is falling

(650) 382-9720

OG

Parts & Labor

Quantity/ Hours	Item Type/ Employee Name	Description	Unit Price	Total
0.0000	Blanco		0.00	0.00
			Total	0.00

Authorized by: _____
Signed by _____
Dated _____
Invoice No. _____

Technician Notes: Repaired damged fence post 4x4 and 2x4 that caused the fence to fall. All fence post were replaced with new cememt as well.

Woodland Park
5 Newell Ct
East Palo Alto,CA 94303
Office (650) 566-2000x

Work Order No. 8745503
Date Call: 9/4/2024 10:23:00 AM

Date Scheduled: 9/4/2024 10:30:00 AM

Status Work Completed

Date Completed: 9/11/2024 11:09:51 AM
Brief Desc: Serv- fridge leak

Job Site: cawoopa2/218-1
301 East O'Keefe Street
#1
East Palo Alto,CA 94303

Caller Name: Rafaela Hernandez Zarco

Caller Phone:
Occupant: Zarco (t2841178)

Office (650) 430-4241x
Mobile (650) 382-9720x

Ok to enter? NO
Category: Appliance Repair

SubCategory: Refrigerator

Problem Description: NO PTE

fridge is leaking

(650) 382-9720

OG

Parts & Labor

Quantity/ Hours	Item Type/ Employee Name	Description	Unit Price	Total

Total

Authorized by: _____
Signed by _____
Dated _____
Invoice No. _____

Technician Notes: resident stats that the leak got fix awhile ago. was a screw missing and was replaced. at the moment of inspection no visible leak. told resident if it starts again to put in a new w.o.

Woodland Park
5 Newell Ct
East Palo Alto,CA 94303
Office (650) 566-2000x

Work Order No. 8745506
Date Call: 9/4/2024 10:23:00 AM
Date Scheduled: 9/4/2024 10:30:00 AM

Status Work Completed

Date Completed: 9/24/2024 2:55:39 PM
Brief Desc: Serv- bathroom door

Job Site: cawoopa2/218-1
301 East O'Keefe Street
#1
East Palo Alto,CA 94303

Caller Name: Rafaela Hernandez Zarco
Caller Phone:
Occupant: Zarco (t2841178)

Office (650) 430-4241x
Mobile (650) 382-9720x

Ok to enter? NO
Category: Locks / Keys
SubCategory: Interior Door Issue

Problem Description: NO PTE

bathroom door gets stuck at the bottom its not installed good and is rotten

(650) 382-9720

OG

Parts & Labor

Quantity/ Hours	Item Type/ Employee Name	Description	Unit Price	Total
0.0000	Blanco		0.00	0.00
			Total	0.00

Authorized by: _____
Signed by _____
Dated _____
Invoice No. _____

Technician Notes: replaced bathroom door, damaged at the bottom wasn't opening or closing. Damaged cause by dogs.

Woodland Park
5 Newell Ct
East Palo Alto,CA 94303
Office (650) 566-2000x

Work Order No. 8745509
Date Call: 9/4/2024 10:24:00 AM
Date Scheduled: 9/4/2024 10:31:00 AM

Status Work Completed

Date Completed: 9/11/2024 11:05:08 AM
Brief Desc: Serv- range hood

Job Site: cawoopa2/218-1
301 East O'Keefe Street
#1
East Palo Alto,CA 94303

Caller Name: Rafaela Hernandez Zarco
Caller Phone:
Occupant: Zarco (t2841178)

Office (650) 430-4241x
Mobile (650) 382-9720x

Ok to enter? NO
Category: Appliance Repair
SubCategory: Stove

Problem Description: NO PTE

range hood fan is not working properly

(650) 382-9720

OG

Parts & Labor

Quantity/ Hours	Item Type/ Employee Name	Description	Unit Price	Total

Total

Authorized by: _____
Signed by _____
Dated _____
Invoice No. _____

Technician Notes: inspected range hood with resident everything was working properly. have pictures

Woodland Park
5 Newell Ct
East Palo Alto,CA 94303
Office (650) 566-2000x

Work Order No. 8745518
Date Call: 9/4/2024 10:25:00 AM

Date Scheduled: 9/4/2024 10:32:00 AM

Status Work Completed

Date Completed: 9/11/2024 11:03:21 AM
Brief Desc: Serv- stove rusty

Job Site: cawoopa2/218-1
301 East O'Keefe Street
#1
East Palo Alto,CA 94303

Caller Name: Rafaela Hernandez Zarco

Caller Phone:
Occupant: Zarco (t2841178)

Office (650) 430-4241x
Mobile (650) 382-9720x

Ok to enter? NO
Category: Appliance Repair

SubCategory: Stove

Problem Description: NO PTE

stove is rusty and it is old

(650) 382-9720

OG

Parts & Labor

Quantity/ Hours	Item Type/ Employee Name	Description	Unit Price	Total

Total

Authorized by: _____
Signed by _____
Dated _____
Invoice No. _____

Technician Notes: stove is working conditions. did not find any rust with resident when inspected. did mention the receptor was changed out not long ago

Woodland Park
5 Newell Ct
East Palo Alto,CA 94303
Office (650) 566-2000x

Work Order No. 8745520
Date Call: 9/4/2024 10:26:00 AM

Date Scheduled: 9/4/2024 10:33:00 AM

Status Work Completed

Date Completed: 9/18/2024 2:52:16 PM
Brief Desc: Serv- install a bathroom fan

Job Site: cawoopa2/218-1
301 East O'Keefe Street
#1
East Palo Alto,CA 94303

Caller Name: Rafaela Hernandez Zarco

Caller Phone:
Occupant: Zarco (t2841178)

Office (650) 430-4241x
Mobile (650) 382-9720x

Ok to enter? NO
Category: HVAC Repair

SubCategory: Bathroom Exhaust Fan

Problem Description: NO PTE

bathroom fan needs to be installed

(650) 382-9720

OG

Parts & Labor

Quantity/ Hours	Item Type/ Employee Name	Description	Unit Price	Total
0.0000	Bedolla		0.00	0.00
			Total	0.00

Authorized by: _____
Signed by _____
Dated _____
Invoice No. _____

Technician Notes: Bathroom has window for ventilation. advised resident to please leave window open after showering to properly ventilate

Woodland Park
5 Newell Ct
East Palo Alto,CA 94303
Office (650) 566-2000x

Work Order No. 8745548
Date Call: 9/4/2024 10:29:00 AM

Date Scheduled: 9/4/2024 10:34:00 AM

Status Work Completed

Date Completed: 9/11/2024 11:00:42 AM
Brief Desc: Serv- bathroom fan

Job Site: cawoopa2/218-1
301 East O'Keefe Street
#1
East Palo Alto,CA 94303

Caller Name: Rafaela Hernandez Zarco

Caller Phone:
Occupant: Zarco (t2841178)

Office (650) 430-4241x
Mobile (650) 382-9720x

Ok to enter? NO
Category: Painting

Problem Description: NO PTE

bathroom fan is damaged and letting out toxins

(650) 382-9720

OG

Parts & Labor

Quantity/ Hours	Item Type/ Employee Name	Description	Unit Price	Total

Total

Authorized by: _____
Signed by _____
Dated _____
Invoice No. _____

Technician Notes: no bathroom fan in unit bathroom has a window

Woodland Park
5 Newell Ct
East Palo Alto,CA 94303
Office (650) 566-2000x

Work Order No. 8745558
Date Call: 9/4/2024 10:30:00 AM

Date Scheduled: 9/4/2024 10:34:00 AM

Status Work Completed

Date Completed: 9/11/2024 11:06:37 AM
Brief Desc: Serv- sink

Job Site: cawoopa2/218-1
301 East O'Keefe Street
#1
East Palo Alto,CA 94303

Caller Name: Rafaela Hernandez Zarco

Caller Phone:
Occupant: Zarco (t2841178)

Office (650) 430-4241x
Mobile (650) 382-9720x

Ok to enter? NO
Category: Plumbing

Problem Description: NO PTE

per email one of the sinks has alot of rust and is dangerous for them to breath in chemicals

(650) 382-9720
OG

Parts & Labor

Quantity/ Hours	Item Type/ Employee Name	Description	Unit Price	Total

Total

Authorized by: _____
Signed by _____
Dated _____
Invoice No. _____

Technician Notes: found no rust with resident. took pictures of both bathroom and kitchen sink

Woodland Park
5 Newell Ct
East Palo Alto,CA 94303
Office (650) 566-2000x

Work Order No. 8745567
Date Call: 9/4/2024 10:32:00 AM

Date Scheduled: 9/4/2024 10:35:00 AM

Status Work Completed

Date Completed: 10/23/2024 10:14:29 AM
Brief Desc: Serv- windows

Job Site: cawoopa2/218-1
301 East O'Keefe Street
#1
East Palo Alto,CA 94303

Caller Name: Rafaela Hernandez Zarco

Caller Phone:
Occupant: Zarco (t2841178)

Office (650) 430-4241x
Mobile (650) 382-9720x

Ok to enter? NO
Category: Water Intrusion

Problem Description: NO PTE

water filters through windows

(650) 382-9720

OG

Parts & Labor

Quantity/ Hours	Item Type/ Employee Name	Description	Unit Price	Total

Total

Authorized by: _____
Signed by _____
Dated _____
Invoice No. _____

Technician Notes: 9/7/2024--No visible damaged, seen resident doesn need to move furniture so we can get a better look at the area.

9/11/2024--Resident will notify his parents about moving furniture.

residents doesn't not want to give permission to enter or inspect window for unit

Woodland Park
5 Newell Ct
East Palo Alto,CA 94303
Office (650) 566-2000x

Work Order No. 8972519
Date Call: 10/29/2024 4:40:00 PM

Date Scheduled: 11/8/2024 12:29:00 PM

Status Work Completed

Date Completed: 11/9/2024 2:10:29 PM
Brief Desc: Exhaust fan

Job Site: cawoopa2/218-1
301 East O'Keefe Street
#1
East Palo Alto,CA 94303

Caller Name: Rafaela Hernandez Zarco

Caller Phone:
Occupant: Zarco (t2841178)

Office (650) 430-4241x
Mobile (650) 382-9720x

Ok to enter? NO

Problem Description: Exhaust fan not working/ Stove has rust damage

Parts & Labor

Quantity/ Hours	Item Type/ Employee Name	Description	Unit Price	Total
0.0000	Gutierrez		0.00	0.00
			Total	0.00

Authorized by: _____
Signed by _____
Dated _____
Invoice No. _____

Technician Notes: Julio has gone to unit and spoke with resident. they said everything is fine

Woodland Park
5 Newell Ct
East Palo Alto,CA 94303
Office (650) 566-2000x

Work Order No. 8972526
Date Call: 10/29/2024 4:41:00 PM

Status Work Completed

Date Completed: 11/3/2024 7:42:29 AM
Brief Desc: Fridge

Job Site: cawoopa2/218-1
301 East O'Keefe Street
#1
East Palo Alto,CA 94303

Caller Name: Rafaela Hernandez Zarco

Caller Phone:
Occupant: Zarco (t2841178)

Office (650) 430-4241x
Mobile (650) 382-9720x

Ok to enter? NO

Problem Description: Fridge exterior is rusty

Parts & Labor

Quantity/ Hours	Item Type/ Employee Name	Description	Unit Price	Total
0.2500	Bedolla		0.00	0.00
			Total	0.00

Authorized by: _____
Signed by _____
Dated _____
Invoice No. _____

Technician Notes: 10/31/2024 Inspected fridge and found not issues with rust in the exterior and inspected interior everything is working fine.

Woodland Park
5 Newell Ct
East Palo Alto,CA 94303
Office (650) 566-2000x

Work Order No. 8972533
Date Call: 10/29/2024 4:42:00 PM

Status Work Completed

Date Completed: 11/9/2024 2:10:39 PM
Brief Desc: kitchen Flooring

Job Site: cawoopa2/218-1
301 East O'Keefe Street
#1
East Palo Alto,CA 94303

Caller Name: Rafaela Hernandez Zarco
Caller Phone:
Occupant: Zarco (t2841178)

Office (650) 430-4241x
Mobile (650) 382-9720x

Ok to enter? NO

Problem Description: Flooring needs to be inspected for scratches

Parts & Labor

Quantity/ Hours	Item Type/ Employee Name	Description	Unit Price	Total

Total

Authorized by: _____
Signed by _____
Dated _____
Invoice No. _____

Technician Notes: Julio has gone to unit and spoke with resident. they said everything is fine

Woodland Park
5 Newell Ct
East Palo Alto,CA 94303
Office (650) 566-2000x

Work Order No. 8972534
Date Call: 10/29/2024 4:43:00 PM

Status Work Completed

Date Completed: 11/9/2024 2:10:50 PM
Brief Desc: Bathroom

Job Site: cawoopa2/218-1
301 East O'Keefe Street
#1
East Palo Alto,CA 94303

Caller Name: Rafaela Hernandez Zarco
Caller Phone:
Occupant: Zarco (t2841178)

Office (650) 430-4241x
Mobile (650) 382-9720x

Ok to enter? NO

Problem Description: Leak in bathroom

Parts & Labor

Quantity/ Hours	Item Type/ Employee Name	Description	Unit Price	Total

Total

Authorized by: _____
Signed by _____
Dated _____
Invoice No. _____

Technician Notes: Julio has gone to unit and spoke with resident. they said everything is fine

Woodland Park
5 Newell Ct
East Palo Alto,CA 94303
Office (650) 566-2000x

Work Order No. 8972540
Date Call: 10/29/2024 4:44:00 PM

Date Scheduled: 11/8/2024 12:30:00 PM

Status Work Completed

Date Completed: 11/9/2024 2:11:00 PM
Brief Desc: Bathroom

Job Site: cawoopa2/218-1
301 East O'Keefe Street
#1
East Palo Alto,CA 94303

Caller Name: Rafaela Hernandez Zarco

Caller Phone:
Occupant: Zarco (t2841178)

Office (650) 430-4241x
Mobile (650) 382-9720x

Ok to enter? NO

Problem Description: Needs a fan, bathroom mirror damaged, sink is rusty, cracked shower wall

Parts & Labor

Quantity/ Hours	Item Type/ Employee Name	Description	Unit Price	Total
0.0000	Gutierrez		0.00	0.00
			Total	0.00

Authorized by: _____
Signed by _____
Dated _____
Invoice No. _____

Technician Notes: Julio has gone to unit and spoke with resident. they said everything is fine

Woodland Park
5 Newell Ct
East Palo Alto,CA 94303
Office (650) 566-2000x

Work Order No. 8972547
Date Call: 10/29/2024 4:45:00 PM

Date Scheduled: 11/9/2024 2:11:00 PM

Status Work Completed

Date Completed: 11/26/2024 4:51:08 PM
Brief Desc: Living room

Job Site: cawoopa2/218-1
301 East O'Keefe Street
#1
East Palo Alto,CA 94303

Caller Name: Rafaela Hernandez Zarco

Caller Phone:
Occupant: Zarco (t2841178)

Office (650) 430-4241x
Mobile (650) 382-9720x

Ok to enter? YES

Problem Description: Balcony door does not close window frame is broken patio fence falling

Parts & Labor

Quantity/ Hours	Item Type/ Employee Name	Description	Unit Price	Total
0.5000	Gutierrez		0.00	0.00
			Total	0.00

Authorized by: _____
Signed by _____
Dated _____
Invoice No. _____

Technician Notes: Julio has gone to unit and spoke with resident. they said everything is fine

Woodland Park
5 Newell Ct
East Palo Alto,CA 94303
Office (650) 566-2000x

Work Order No. 8972552
Date Call: 10/29/2024 4:46:00 PM

Status Work Completed

Date Completed: 11/18/2024 2:22:46 PM
Brief Desc: Moisture in unit

Job Site: cawoopa2/218-1
301 East O'Keefe Street
#1
East Palo Alto,CA 94303

Caller Name: Rafaela Hernandez Zarco
Caller Phone:
Occupant: Zarco (t2841178)

Office (650) 430-4241x
Mobile (650) 382-9720x

Ok to enter? YES

Problem Description: Inspect for moisture in them unit

Parts & Labor

Quantity/ Hours	Item Type/ Employee Name	Description	Unit Price	Total
49.0000	Bedolla		0.00	0.00
			Total	0.00

Authorized by: _____
Signed by _____
Dated _____
Invoice No. _____

Technician Notes: 10/31/2024 Found no discoloration anywhere in the unit. Inspected living-room, kitchen, bathroom and bedroom. 10/31/2024 Per resident not moisture, just a small drywall crack on the kitchen wall. 11/2/2024 Repaired drywall crack, textured and painted.

Exhibit F

Woodland Park Witness List

Stacie Roebuck, Regional Manager
Aura Andrade, General Manager
Enrique Bedolla, Maintenance Manager

Rafaela Hernandez v. Woodland Park Communities
Case No 20240034

Respondent's Exhibit List

Exhibit #	Title	Page #
G	Ledger through May 2, 2025	R078
H	Ledger May 1, 2025 through July 15, 2025	R081

Exhibit G

Resident Ledger

GREYSTAR®

Date: 07/28/2025

Code	t2841178	**Property**	cawoopa2	**Lease From**	05/03/2011
Name	Rafaela Hernandez Zarco	**Unit**	218-1	**Lease To**	06/02/2011
Address	301 East O'Keefe Street	**Status**	Past	**Move In**	05/03/2011
	#1	**Rent**	1240.46	**Move Out**	04/21/2025
City	East Palo Alto, CA 94303	**Phone (H)**	(650) 430-4241	**Phone (W)**	

Date	Chg Code	Post Month	Description	Charge	Payment	Balance	Chg/Rec
07/21/2023	secdep	07/2023	:Posted by QuickTrans (secdep)	750.00		750.00	132770140
07/21/2023		07/2023	chk# :QuickTrans :Posted by QuickTrans		750.00	0.00	32404250
07/21/2023		07/2023	chk# Conv_PPD		0.35	(0.35)	32406718
08/01/2023	rent	08/2023	Base Rent (08/2023)	1,106.66		1,106.31	133978414
08/02/2023		08/2023	chk# 1090 98138765 :CHECKscan Payment		1,000.00	106.31	32625173
08/02/2023		08/2023	chk# 1090 98138897 :CHECKscan Payment		106.66	(0.35)	32625185
09/01/2023	rent	09/2023	Base Rent (09/2023)	1,106.66		1,106.31	135983068
09/06/2023		09/2023	chk# 109098131659 :CHECKscan Payment		1,000.00	106.31	33215257
09/06/2023		09/2023	chk# 90 :CHECKscan Payment		106.66	(0.35)	33215258
10/01/2023	rent	10/2023	Base Rent (10/2023)	1,217.33		1,216.98	137354985
10/04/2023		10/2023	chk# 109098133067 :CHECKscan Payment		217.33	999.65	33681690
10/04/2023		10/2023	chk# 90 :CHECKscan Payment		1,000.00	(0.35)	33681691
11/01/2023	rent	11/2023	Base Rent (11/2023)	1,217.33		1,216.98	139692810
11/07/2023		11/2023	chk# 1090 98151283 :CHECKscan Payment		1,000.00	216.98	34226645
11/07/2023		11/2023	chk# 1090 98151294 :CHECKscan Payment		217.33	(0.35)	34226647
12/01/2023	rent	12/2023	Base Rent (12/2023)	1,217.33		1,216.98	141566970
12/03/2023		12/2023	chk# 1090 98134849 :CHECKscan Payment		217.33	999.65	34610872
12/03/2023		12/2023	chk# 1090 98134838 :CHECKscan Payment		1,000.00	(0.35)	34610873
01/01/2024	rent	01/2024	Base Rent (01/2024)	1,217.33		1,216.98	143090924
01/03/2024		01/2024	chk# 0000045868 :CHECKscan Payment		217.33	999.65	35089874
01/03/2024		01/2024	chk# 0000045867 :CHECKscan Payment		1,000.00	(0.35)	35089875
02/01/2024	rent	02/2024	Base Rent (02/2024)	1,217.33		1,216.98	145226462
02/04/2024		02/2024	chk# 1091 74346215 :CHECKscan Payment		1,000.00	216.98	35630612
02/04/2024		02/2024	chk# 1091 74346226 :CHECKscan Payment		217.33	(0.35)	35630613
03/01/2024	rent	03/2024	Base Rent (03/2024)	1,217.33		1,216.98	147401334
03/03/2024		03/2024	chk# 1091 74349713 :CHECKscan Payment		217.33	999.65	36129487
03/03/2024		03/2024	chk# 1091 74349702 :CHECKscan Payment		1,000.00	(0.35)	36129488
04/01/2024	rent	04/2024	Base Rent (04/2024)	1,217.33		1,216.98	149214376
04/04/2024		04/2024	chk# 1091 74355389 :CHECKscan Payment		217.33	999.65	36688142
04/04/2024		04/2024	chk# 1091 74355378 :CHECKscan Payment		1,000.00	(0.35)	36688143
05/01/2024	rent	05/2024	Base Rent (05/2024)	1,217.33		1,216.98	151180528
05/02/2024		05/2024	chk# 1092 38801034 :CHECKscan Payment		217.33	999.65	37151020
05/02/2024		05/2024	chk# 1092 38801023 :CHECKscan Payment		1,000.00	(0.35)	37151021
06/01/2024	rent	06/2024	Base Rent (06/2024)	1,217.33		1,216.98	153346272
06/02/2024		06/2024	chk# 1092 38804906 :CHECKscan Payment		1,000.00	216.98	37710388
06/02/2024		06/2024	chk# 1092 38804917 :CHECKscan Payment		217.33	(0.35)	37710389
07/01/2024	rent	07/2024	Base Rent (07/2024)	1,217.33		1,216.98	155594539
07/03/2024		07/2024	chk# 90 :CHECKscan Payment		217.33	999.65	38348107
07/03/2024		07/2024	chk# 90 :CHECKscan Payment		1,000.00	(0.35)	38348108
08/01/2024	rent	08/2024	Base Rent (08/2024)	1,217.33		1,216.98	157902898
08/05/2024		08/2024	chk# 1092 38821307 :CHECKscan Payment		1,000.00	216.98	38996021
08/05/2024		08/2024	chk# 1092 38821318 :CHECKscan Payment		217.33	(0.35)	38996022
09/01/2024	rent	09/2024	Base Rent (09/2024)	1,217.33		1,216.98	160280035
09/01/2024		09/2024	chk# 1092 38825476 :CHECKscan Payment		1,000.00	216.98	39466147

09/01/2024		09/2024	chk# 1092 38825487 :CHECKscan Payment		217.33	(0.35)	39466148
10/01/2024	rent	10/2024	Base Rent (10/2024)	1,217.33		1,216.98	162625975
10/03/2024		10/2024	chk# 1092 92645825 :CHECKscan Payment		217.33	999.65	40201117
10/03/2024		10/2024	chk# 1092 92645814 :CHECKscan Payment		1,000.00	(0.35)	40201118
11/01/2024	rent	11/2024	Base Rent (11/2024)	1,240.46		1,240.11	164789599
11/07/2024		11/2024	chk# 1092 92651996 :CHECKscan Payment		241.00	999.11	40877399
11/07/2024		11/2024	chk# 1092 92651985 :CHECKscan Payment		1,000.00	(0.89)	40877400
12/01/2024	rent	12/2024	Base Rent (12/2024)	1,240.46		1,239.57	167352523
12/03/2024		12/2024	chk# 1092 92654977 :CHECKscan Payment		241.00	998.57	41353294
12/03/2024		12/2024	chk# 1092 92654966 :CHECKscan Payment		1,000.00	(1.43)	41353299
01/01/2025	rent	01/2025	Base Rent (01/2025)	1,240.46		1,239.03	169585840
01/06/2025		01/2025	chk# 1092 92659872 :CHECKscan Payment		1,000.00	239.03	41993207
01/06/2025		01/2025	chk# 1092 92659883 :CHECKscan Payment		240.00	(0.97)	41993208
02/01/2025	rent	02/2025	Base Rent (02/2025)	1,240.46		1,239.49	172045947
02/02/2025		02/2025	chk# 1092 92664261 :CHECKscan Payment		240.00	999.49	42480732
02/02/2025		02/2025	chk# 1092 92664250 :CHECKscan Payment		1,000.00	(0.51)	42480733
03/01/2025	rent	03/2025	Base Rent (03/2025)	1,240.46		1,239.95	174488352
03/02/2025		03/2025	chk# 90 :CHECKscan Payment		240.00	999.95	43081270
03/02/2025		03/2025	chk# 90 :CHECKscan Payment		1,000.00	(0.05)	43081271
04/01/2025	rent	04/2025	Base Rent (04/2025)	1,240.46		1,240.41	177047940
04/03/2025		04/2025	chk# 1092 :CHECKscan Payment		240.00	1,000.41	43836937
04/03/2025		04/2025	chk# 1092 :CHECKscan Payment		1,000.00	0.41	43836938
05/05/2025	secdep	05/2025	:Security Deposits credit	(750.00)		(749.59)	180246419
05/05/2025	rent	05/2025	Base Rent (04/2025) Credit 9 days	(372.14)		(1,121.73)	180246420
05/05/2025	depref	05/2025	Amount to be refunded	1,121.73		0.00	180246421
05/05/2025	adminfee	05/2025	Administrative Fees	1,121.73		1,121.73	180246473
05/05/2025	depref	05/2025	Adjustment to amount to be refunded	(1,121.73)		0.00	180246474

Exhibit H

Resident Ledger

INCOME PROPERTY SPECIALISTS

Date: 07/17/2025

Code	t0014218	**Property**	301okeef	**Lease From**	05/03/2011
Name	Rafaela Hernandez Zarco	**Unit**	01	**Lease To**	06/02/2011
Address	301 E Okeefe St 01	**Status**	Current	**Move In**	05/03/2011
		Rent	1240.46	**Move Out**	
City	East Palo Alto, CA 94303	**Phone (H)**	(650) 382-9720	**Phone (W)**	

Date	Chg Code	Description	Charge	Payment	Balance	Chg/Rec
05/03/2011	deposit	:Posted by QuickTrans (deposit)	750.00		750.00	1122338
05/03/2011		chk# :QuickTrans :Posted by QuickTrans		750.00	0.00	667202
04/30/2025	rent	Balance to previous management	0.41		0.41	1127239
05/01/2025	rent	Rent (05/2025)	1,240.46		1,240.87	1124280
05/01/2025		chk# 0000060426 :CHECKscan Payment		1,000.00	240.87	670942
05/01/2025		chk# 0000060427 :CHECKscan Payment		241.00	(0.13)	670943
06/01/2025	rent	Rent (06/2025)	1,240.46		1,240.33	1133064
06/04/2025		chk# 0000061667 :CHECKscan Payment		1,000.00	240.33	675775
06/04/2025		chk# 0000061668 :CHECKscan Payment		242.00	(1.67)	675776
07/01/2025	rent	Rent (07/2025)	1,240.46		1,238.79	1143542
07/02/2025		chk# :ACH-WEB Online Payment - EFT Payment Paid by Roommate Juan Villasenor(r0014836).Web - Resident Services		1,238.79	0.00	679491

Silivelio Sili v. Woodland Park Communities
Case No 20240023

Respondent's Exhibit List

Exhibit #	Title	Page #
A	Lease Agreement	R001
B	Current Ledger	R0014
C	Historic Ledger (covering February 2016-July 2021, if applicable)	R017
D	Work Order Overview Report	R026
E	Work Orders	R029
F	Woodland Park Witness List	R059

Exhibit A

R002

Rental Agreement (Month-to-Month)

This Residential Lease Agreement (hereinafter "Agreement" or "Lease") is entered into between Newlands Enterprises, LLC (hereinafter "Landlord") and the following individuals, jointly and severally (hereinafter collectively "Residents"): Silvelio Sili

1. LEASED PREMISES: Landlord rents to Resident(s) the premises located at 301 east O'Keefe st Apartment # 4, San mateo, County, California (hereinafter "the Premises"), which is located within the Apartment Community, commonly known as Kasii apartments (hereinafter the "Apartment Community" or "Property") for use as a residence and for no other purpose. Pursuant to Civil Code Section 1962(a)(1) the current on-site property manager (or, alternatively Newlands enterprises, LLC) is authorized to manage the Premises. The telephone number and street address at which personal service may be effected on this person is 650-369-6309, P.O. box 5222 Belmont, California 94002. The person designated above, so long as he/she is employed at the property, is also the person authorized by the Owner of the Premises (hereinafter "Owner") to act for and on behalf of the Owner for the purpose of service of process and for the purpose of receiving and receipting for all notices and demands.

2. TERM:

a. Original Term. This agreement shall be month-to-month, terminable by either party on thirty days' written notice pursuant to California Civil Code Section 1946. The term shall commence on June 1, 2011.

b. Delay of Possession. Resident(s) understand that, for reasons beyond the control of Landlord, Landlord may not be able to provide occupancy to Resident(s) on the commencement date if, for example, a former tenant of the Premises who has given notice to leave cancels the notice or fails to leave by the scheduled date. If, for any reason, Landlord is unable to provide occupancy to Resident(s) by the scheduled commencement date, Resident(s)' remedy in this event shall be limited to termination of this Agreement and Resident(s) shall be entitled to a prompt refund of any monies paid. Landlord shall have no liability to Resident(s) if there is a delay of possession other than promptly to refund any monies paid.

3. RENT: Resident(s) shall pay to Landlord, as rent for the Premises, the sum of $ 900.00 each month. The name, telephone number and address of the person or entity to whom rent payments shall be made is Newlands Enterprises, LLC P.O. box 5222, Belmont, Ca. 94002 - 650-369-6309. Except as otherwise provided in this Lease, said sum shall be paid in full, in advance, on or before the first day of each month in the form of personal check, cashier's check or money order. If in any month the rent is paid after the fifth day of the month, payment must be in the form of a cashier's check or money order. If Landlord serves Resident(s) with a three-day notice to pay rent or surrender possession, which Landlord may do on any date after the first day of the month, any payment rendered following service of said notice must be in the form of a cashier's check or money order. If any check given by Resident(s) is, for any reason whatsoever, returned unpaid by the bank upon which it is drawn, all subsequent payments for the rest of Resident(s)' occupancy of the Premises (including the payment necessary to replace the dishonored check) must be in the form of a cashier's check or money order unless Landlord agrees, in writing, to waive this requirement. It is Resident(s)' responsibility to be certain that each payment is actually received by Landlord on or before its due date. Use of a rental payment drop box is for Resident(s)' convenience - the risk of receipt of funds by Landlord when such box is used is Resident(s)', and not Landlord's, risk. The usual days and hours when rent payments may be made personally are Monday through Friday, 9:00 a.m. to 5:00 p.m.

4. LATE CHARGE AND NSF CHARGE: Landlord and Resident(s) agree that when Resident(s) fail to pay rent on time, or when Resident(s) pay rent by a check which is subsequently dishonored by the bank, the actual cost to Landlord is difficult or impossible to ascertain, but the parties agree that Landlord does, in the event of late payment or in the event of a dishonored check, incur certain costs, such as additional bookkeeping and administrative charges, bank charges, lost opportunity costs of the late payment, etc. After making a reasonable endeavor to estimate accurately the approximate costs associated with such a breach, which both parties agree is difficult or impossible to ascertain, the parties agree that, any time the rent for any given month is paid after the second day of such month, Resident(s) will in that month pay to Landlord, as additional rent due with the late payment, a late charge in the sum of $10.00 per day. The parties further agree that, in the event of a dishonored check, Resident(s) will pay to Landlord, as additional rent due with the payment required to replace the dishonored check, a NSF fee in the sum of $25.00. The parties agree that the payment of these sums does not constitute a license to pay rent late nor does it constitute a license to pay by dishonored check. Rent remains due on the first day of the month and there is no grace period for the payment of rent. A three-day notice to pay rent or quit may be served at any time after the first day of the month irrespective of the existence of the late charges as set forth in this paragraph. If such notice

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regain possession of the Premises, and if any such individual thereafter makes a claim to right of possession of the Premises, that claim shall be denied on the basis that said individual is the invitee of the named Resident(s) and does not have an independent claim to right of possession of the Premises.

9. UTILITIES: Payment of all utilities charges shall be the responsibility of Resident(s), with the exception of and Garbage, which shall be paid by Landlord. With respect to the utilities charges listed above to be paid by Landlord, Resident(s) shall not make excessive or unreasonable use of such utilities. If Resident(s) do make excessive or unreasonable use of such utilities, Landlord may bill Resident(s) for such excessive or unreasonable use and said billing shall become due and payable, in full, as additional rent together with the regular monthly rental payment on the first day of the month next following the date of such billing. In the event of a dispute as to any such charges, Resident(s) shall pay the disputed amount as required, but may file a Small Claims Court action for a refund and, if such Court determines that the amount charged by Landlord is excessive, Landlord shall promptly refund any such overcharge. If Resident(s) fail to pay any utility charges that are to be paid by Resident(s), Landlord may, at its option, pay such charges to retain continuing utilities service. If Landlord does so, any such charges may be billed to Resident(s) by Landlord and said billing shall become due and payable, in full, as additional rent together with the regular monthly rental payment on the first day of the month next following the date of such billing.

10. JOINT AND SEVERAL LIABILITY AND AUTHORITY: All persons signing this Agreement as Resident(s) shall remain jointly and severally liable for all obligations arising under it, whether or not they remain in actual possession of the Premises. The giving by any individual Resident of a notice of termination of tenancy shall not terminate the Lease as to that Resident unless all Residents vacate the Premises by the agreed date. Landlord may, however, treat any such notice as a notice binding against all Resident(s) of the Premises, and may institute unlawful detainer proceedings against all Resident(s) if they do not restore possession of the Premises to Landlord on or before the end of the notice period. Conversely, Landlord may, at its sole option, if one or more Resident(s) give notice but all Residents do not return possession of the Premises to Landlord within the notice period, continue the tenancy in effect and, if Landlord does so, all Resident(s), including the Resident(s) giving notice, shall remain fully liable for all obligations arising hereunder whether or not they remain in occupancy of the Premises.

11. NOTICES: Any notice that Landlord gives to Resident(s) shall be deemed properly served (whether or not actually received by Resident(s)) if served in the manner prescribed in Code of Civil Procedure Section 1162. Except as prohibited by law, if Landlord fails to serve the notice in accordance with the provisions of Code of Civil Procedure section 1162, but Resident(s) actually receive the notice, the actual receipt shall be deemed to cure any defects in the manner of service and the notice shall be deemed properly and personally served. Service upon any of the Resident(s) of the Premises shall be deemed valid service upon all Resident(s) - it is not necessary individually to serve each Resident unless otherwise required by law..

12. ACCESS TO PREMISES: The parties agree that upon advance reasonable written notice to Resident(s), unless otherwise agreed to by Resident(s), Landlord shall have the right to enter the Premises during normal business hours for the purpose of (a) making desired, necessary or agreed repairs, decorations, alterations, improvements, or renovations to the Premises, to an adjacent unit or for the benefit of the building in which the Premises is located; (b) supplying necessary or agreed services; (c) showing the unit to prospective or actual purchasers, mortgagees, tenants, workmen or contractors; or (d) for any other purposes permitted by California Civil Code §1954 (and any other applicable statutes or amendments which might be enacted subsequent to the execution of this Lease). The parties hereby agree that twenty-four (24) hours' notice is presumed reasonable, although both acknowledge that a shorter time period may also be reasonable under the circumstances. In the case of an emergency, or Resident(s)' abandonment or surrender of the Premises, Landlord or its agent may enter the Premises at any time without first securing Resident's prior permission. Resident(s) agree to permit Landlord access to the Premises in accordance with this Paragraph #12. Resident(s) agree that if they deny Landlord access to the Premises when Landlord is in compliance with statutory requirements and entitled to access, any such denial of access shall be deemed a material and incurable breach of this Lease and shall entitle Landlord to serve Resident(s) with a three-day notice terminating the tenancy.

13. MISSTATEMENTS ON APPLICATION: Resident(s) have completed an application in connection with securing this Lease. Landlord has relied upon the statements set forth in said application in deciding to rent the Premises to Resident(s). It is agreed that, if Landlord subsequently discovers any misstatements of fact in the Resident(s)' application, any such misstatements shall be deemed a material and incurable breach of this Lease and shall entitle Landlord to serve Resident(s) with a three-day notice terminating the tenancy.

Todd Rothbard Law Office
4261 Norwalk Drive, No. 107
San Jose, CA 95129
408-244-4200 (tel) 408-244-4267 (fax)

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San Jose, CA 95113
408-286-5100 (tel) 408-286-5722 (fax)

is served after the second day of the month, it may include the late charge and NSF charge, if applicable, which charges, as set forth above, are payable as additional rent.

5. RENTAL PRO-RATION: Resident(s) shall pay to Landlord, before taking occupancy of the Premises, one full month's rent in addition to a security deposit (see Paragraph #6). If Resident(s) take occupancy of the Premises on a day other than the first day of the month, Resident(s) shall also pay the sum of $ X before taking occupancy of the Premises, as and for the pro-rated amount of rent to cover the period through the final day of the first partial month of occupancy. Commencing with the following month, a full month's rent shall be due each month on or before the first day of the month as stated in Paragraph #3 above. In the event of a conflict between the amount set forth in this paragraph and the amount which an arithmetic computation would yield based upon the rental rate set forth in Paragraph #3 above divided by thirty, with the result multiplied by the number of days in the pro-ration period, the amount determined by said arithmetic computation shall govern (i.e., if the amount set forth in this paragraph is computed incorrectly, any such arithmetic error shall not be binding - the amount owing shall be the amount resulting from a correct arithmetic computation of the pro-ration). In all instances where a pro-rated amount of rent is computed during this tenancy, a thirty-day month shall be assumed irrespective of the actual number of days in the month for which the pro-ration is computed.

6. SECURITY DEPOSIT: Resident(s) shall pay to Landlord, as security, the sum of 400.00, which sum shall not exceed the maximum permitted by California Civil Code Section 1950.5. This sum shall be applied and accounted for in accordance with the provisions of California Civil Code §1950.5 and any other applicable statutes. Landlord shall not be obligated to pay Resident(s) interest in connection with such security deposit. It is understood that the security deposit is applicable to all Resident(s) jointly, and Landlord does not account for it until the passing of the permissible statutory period after all Residents have vacated the Premises. Any refund due may be made payable jointly to all Resident(s) and it shall be the responsibility of all Resident(s) to work out between themselves the manner of dividing said security deposit. If Landlord chooses to make the refund to any of the Resident(s) individually (which need not be done until the statutory time has elapsed after all Residents have vacated the Premises), in legal contemplation the payment shall be deemed to have been made to all Residents and Landlord shall have no liability to any one or group of Resident(s) for failure of any Resident(s) equitably to divide such refund. If the security deposit is later increased by agreement of the parties for any reason (such as the installation of a satellite dish, a waterbed or relating to a pet), the additional security deposit will be disbursed by Landlord in accordance with this paragraph at the end of the statutory period following the end of Resident(s)' tenancy. Removal of the pet, satellite dish or waterbed, or whatever caused the increase in the deposit, will not be grounds for early disbursement of the security deposit.

7. MOVE-IN PAYMENT: Resident(s) shall pay to Landlord, at the time of move-in, the sum of $ X. This amount is composed of the following sums: $ _____ as the first month's rent, $ 400.00 as security deposit (see Paragraph #6 above), and $ _____ as the advance payment of rent for the period _____ through _____. Landlord may require that this entire sum be paid in the form of cashier's check or money order. If Landlord accepts a personal or other non-certified check and the check is, for any reason whatsoever, returned unpaid by the bank upon which it is drawn, the entire amount shall immediately become due and payable and shall be considered rent so that Landlord may serve a three-day notice to pay rent or quit for the entire amount and, if Resident(s) does not comply with said notice, Landlord may utilize unlawful detainer procedures to evict Resident(s) from the Premises.

8. OCCUPANCY: The Premises shall be occupied only by the following persons:

Name: Silivelio Sili Date of Birth: 07/17/52 Name: _____ Date of Birth: _____

Name: Falakika Sili Date of Birth: 04/30/59 Name: _____ Date of Birth: _____

Name: Ripiena Sili Date of Birth: 14 years old Name: _____ Date of Birth: _____

Name: Ofaloto Sili Date of Birth: 12 years old Name: _____ Date of Birth: _____

No other persons have permission to occupy the Premises unless such permission is in writing and signed by Landlord or its authorized agent. Landlord's acceptance of rent from any other individual shall be deemed to be the payment of rent on behalf of the Resident(s) named above and shall not constitute permission for the person making the payment to occupy the Premises. Should any person not named above make any claim to right of possession of the Premises, any such person shall be deemed to be the guest or invitee of the named Resident(s) and their claim to right of possession shall be denied. Any person named above in this Paragraph #8 who is not also named above as a Resident and/or who is not a signatory to this Lease shall be deemed to be invitees of the named Resident(s), who are signatories to this Lease. Accordingly, if any such individual is not named in any unlawful detainer action to

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14. USE OF PREMISES: Resident(s) agree that the Premises are rented for residential use only. Resident(s) shall not use the Premises as a business address, nor shall Resident(s) conduct any business activities on the Premises. Conducting business activities includes, without limitation, using the Premises as a mailing address for a business enterprise, having a business telephone line in the Premises, having business clients meet with Resident(s) at the Premises, having business stationery setting forth the address of the Premises as a business address, assembling or manufacturing any product upon the Premises, or otherwise holding out the Premises as the address of any business. Resident(s) agree not to permit the Premises to be used for any illegal purpose, nor to engage in any illegal acts upon the Premises or upon the grounds of the Apartment Community. Resident(s) agree not to have any illegal narcotics in the Premises or on the grounds of the Apartment Community. Resident(s) agree to reimburse and indemnify Landlord for all fines or other penalties incurred by Landlord as a result of the violation of any statute, ordinance, regulation or other governmental restriction by Resident(s), their guests or invitees. Resident(s) further agree not to harass, annoy or endanger any other Resident of the Apartment Community or their guests or create any nuisance in the Apartment Community. Resident(s) agree not to do or permit anything to be done in the Premises that may be deemed hazardous or that will cause a cancellation of or an increase in the premiums for any insurance for the Apartment Community. Resident(s) agree not to deface or damage any part of the Premises or the Apartment Community or permit the same to be done or keep in the Premises any flammable or explosive materials or any substance considered dangerous, hazardous or toxic under any governmental law or regulation. Any violation of this provision shall be deemed a material and incurable breach of this Lease and shall entitle Landlord to serve Resident(s) with a three-day notice terminating the tenancy. Nothing set forth in this paragraph shall be deemed as disallowing any use of the Premises that cannot legally be prohibited.

15. SMOKING: Resident(s) who smoke, or allow smoking by their invitees or guests, must ensure the smoke does not disturb the quiet enjoyment of other residents. Secondhand tobacco smoke may seep and drift through open doors, windows, and ventilation ducts, which may constitute a disturbance to those residents who do not smoke, particularly those with health and allergy- related sensitivities. Pursuant to other provisions of this Agreement, Resident(s) agree not to harass, annoy, or endanger any other resident or person, or create or maintain a nuisance, or disturb the peace or solitude of any other resident. Resident(s) are responsible for the conduct of guests or invitees while they are on the Property. Violation of this provision may result in the immediate termination of this Agreement as provided in this Lease and by law. Landlord, however, does not provide or guarantee a smoke-free environment and smoking is permitted in individual units and in most outdoor common areas, except where prohibited by law. As such, nothing in this paragraph shall be deemed a guarantee of any kind that Resident(s) will not be exposed to tobacco smoke while on the Property and Landlord expressly denies any such assertion.

16. ASSIGNMENT AND SUBLETTING: Unless prohibited by local regulations, Resident(s) shall not assign this Lease nor sublet all or any part of the Premises. Permitting any person not named as an occupant or as a Resident in this Lease to occupy the Premises shall be deemed an improper subletting of the Premises and shall subject the tenancy to termination. Any attempted subletting or assignment in violation of this provision shall be void.

17. LIQUID-FILLED FURNITURE AND AQUARIUMS: Waterbeds and other liquid-filled furniture are allowed only under the regulations of California Civil Code Section 1940.5, which requires proper insurance coverage for waterbeds. A certificate of insurance evidencing waterbed coverage must be provided to Landlord prior to Resident bringing any liquid-filled furniture into the Premises. Resident(s) must provide Landlord with at least 24-hours written notice prior to the installation, removal or movement of any liquid-filled furniture and Landlord has the right to be present at the time of such installation, removal or movement. Installation movement and removal must be done in accordance with standards set by the manufacturer, retailer or state law, whichever provides the highest degree of safety. No aquariums over 10 gallons are permitted without prior written consent of Landlord. If Resident(s) installs any liquid-filled furniture, the Security Deposit shall be increased by $ 200.00, which in no event shall be more than one-half of one month's rent.

18. MILITARY TRANSFER: If any Resident is or becomes a member of the Armed Forces on extended active duty, a member of the State National Guard serving on full-time duty, or a civil service technician with a National Guard unit, and receive change-of-duty orders to depart from the local area for longer than ninety (90) days, or are relieved from such duty, Resident(s) may terminate this Lease by giving thirty (30) days prior written notice to Landlord, provided Resident is not otherwise in default. As condition to such termination, Resident will furnish Landlord with a certified copy of the official orders which warrant termination of this Lease. Military orders authorizing base housing in the local area in which the Premises is located do not constitute change-of-duty under this paragraph.

19. CONDITION OF PREMISES-ALTERATIONS: Resident(s) have inspected the Premises and acknowledge that the Premises are in good and habitable order and repair at the time Resident(s) are given occupancy. Resident(s) agree not to make any alterations or improvements to the Premises without the prior written consent of Landlord. All additions, fixtures and improvements shall be

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c. Resident(s) agree to report immediately all suspected or actual criminal activity to the appropriate local law enforcement agencies and, after doing so, to Landlord, and shall provide Landlord with such law enforcement agency's incident report number upon request.

30. SUBORDINATION: This Lease and all rights of Resident(s) arising under it are expressly agreed to be subject and subordinate in all respects to the lien of any present or future mortgages which are or may be placed upon the Property and to all other rights acquired by the holder of any such mortgage(s). As used in this paragraph, the term "mortgage" shall include deeds of trust or any similar security interest.

31. SUCCESSORS IN INTEREST: If the Property is sold or the ownership interest otherwise transferred, the successor in interest of Landlord shall be deemed the assignee of all rights arising under this Lease, and shall be entitled to enforce the provisions of this Lease against Resident(s). Nothing in this provision shall be construed as conflicting or superseding the foregoing subordination or as requiring a continuation of the tenancy in the event of a foreclosure or other involuntary transfer of ownership.

32. MEGAN'S LAW DATABASE: Notice: Pursuant to Section 290.46 of the Penal Code, information about specified registered sex offenders is made available to the public via an Internet web site maintained by the Department of Justice at www.meganslaw.ca.gov. Depending on an offender's criminal history, this information will include either the address at which the offender resides or the community of residence and ZIP Code in which he or she resides. Since the information is equally available to residents and Landlord, and Landlord cannot discriminate against registered sex offenders pursuant to Penal Code Section 290.46 *et seq.*, Landlord has not made any inquiry of any applicant or resident as to whether he or she is a registered sex offender. Resident(s) are advised to take whatever reasonable and lawful actions Resident(s) believe necessary to protect household members or guests against any potential harm. This includes talking to any children or individuals with a diminished capacity about how to deal with strangers and similar topics. Resident(s) are advised that Landlord may not notify Resident(s) if Landlord learns or is advised that a registered sex offender is living in the Apartment Community. The existence of registered sex offenders in the Apartment Community is not grounds for breaking this Agreement.

33. CONDUCT OF RESIDENT; COMPLIANCE APARTMENT COMMUNITY RULES:

a. Resident(s) have received a copy of the Apartment Community Rules ("Rules"), which Rules are incorporated into and made a part of this Lease. Resident(s) agree to abide by said Rules in all respects. Any Rules may be changed on thirty days' notice and Resident(s) agree to abide by any such changes. Failure to comply with the Rules shall be deemed a breach of this Lease.

b. Resident(s) agree not to harass, annoy, or endanger any other resident or person, or create or maintain a nuisance, or disturb the peace or solitude of any other resident, or commit waste in or about the Premises (Apartment Community). Resident(s) are responsible for the conduct of their guests or invitees while they are on the Property.

c. Certain acts are considered to be contrary to the safety, well-being, peace, and enjoyment of the other residents of the Property. These include, but are not limited to, the use, possession or sale of illegal drugs, and carrying or exhibiting firearms on the Property (except as required by law or job necessity). A resident conducting any of these activities shall be deemed in violation of this Agreement, and said activity shall be grounds for termination of this Agreement with a three-day notice to quit.

d. Resident(s) further agree not to harass, verbally abuse, denigrate or otherwise disrespect Landlord's employees, agents and/or contractors. Failure to abide by this policy will result in a written warning and will be grounds for termination of this lease if there are future violations.

34. PETS: No pets are permitted without the prior written consent of the Landlord. Any such consent may be revoked at any time, with or without cause, by giving ten (10) days' written notice. Except to the extent written permission is given, pets may not be brought upon the Premises, whether such pets belong to Resident(s) or to any other person. The presence of any pets as to which written permission has not been given and is not currently in force, even if such pets are "just visiting", shall be deemed a material and incurable breach of this Lease and shall be cause for the service of a three-day notice terminating the tenancy. This policy does not apply to service animals.

35. SMOKE DETECTOR: Resident(s) acknowledge that the Premises are equipped with operable smoke detectors. Resident(s) agree to not interfere with the presence or operability of such smoke detectors and to report immediately to Landlord, in writing, any defects in the condition of any smoke detectors. Resident(s) further agree that, if the smoke detector(s) is battery operated, Resident(s)

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shall be responsibile to: (a) ensure that the battery is in operating condition at all times; and (b) replace the battery as needed (unless otherwise provided by law).

36. SATELLITE DISHES: If Resident(s) choose to install an individual satellite dish at the Premises, it must be one meter [approximately 3 feet, 3 inches] or less in diameter or a traditional stick type antenna. Resident(s) may not install a satellite dish or antenna in any common areas; drill holes through walls, roofs, railways or glass; or mount a satellite dish or antenna in a manner that will cause more than ordinary wear and tear to the Premises.

a. Resident(s) must pay an additional deposit of $_____ to cover potential damage to the Premises and the Apartment Community. This additional deposit will be returned to Resident(s) after Resident(s) vacate the Premises, provided the damage caused by the dish or antenna is only reasonable wear and tear.

b. Assumption of the Risk. Resident(s) assume all risk and responsibility for any injury or property damage caused by the installation, operation or removal of the dish or antenna, including any caused by a failure to securely attach the dish to the Premises.

c. Renter's Insurance. Because satellite dishes are susceptible to wind or being knocked over by occupants in the Apartment Community, Resident(s) must have renter's insurance that covers any and all losses from the installation, operation and removal of the dish. Resident(s) must provide Landlord with evidence of such coverage.

37. INDEMNITY/HOLD HARMLESS: Resident(s) agree to indemnify and hold Landlord harmless and to indemnify Landlord for any costs of defense from any claims arising out of any death or injury to any person, or any damage to property, if such injury or damage is caused directly or indirectly by the act, omission, negligence, or fault of Resident(s) or Resident(s)' guests or invitee(s).

38. ASBESTOS DISCLOSURE, OPERATION AND MAINTENANCE PROGRAM:

Applicable only if checked here [ ] *(must be checked if building is constructed prior to 1981 or if Landlord knows or believes there is asbestos on the Premises.)*

a. Asbestos is a mineral on the list of chemicals known to the State of California to cause cancer. Asbestos is present in the sprayed-on acoustic ceiling material (which has a "cottage cheese" appearance) in the Premises and in hallways and other areas in the building in which the Premises is located. Asbestos may also be present in other materials in the Premises and the building, including the insulation fireproofing and floor tiles.

b. Landlord has instituted operations and a maintenance program directed at maintaining the Premises in accordance with any applicable federal and state safety requirements regarding asbestos-containing material. This program is designed (among other things) to prevent release of asbestos fibers into the air; minimize disturbance of damage to asbestos-containing material; monitor the conditions of materials and air in the building; and regulate maintenance, renovation and construction activities. No matter how small the percentage of such material may be, Resident(s) and Resident(s)'s invitees shall comply with such rules and regulations as Landlord from time to time may prescribe in connection with Landlord's operations and maintenance program, including, without limitation the following:

i. Hazardous materials. Resident(s) shall not take or allow any action which in any way damages or disturbs all or part of the ceiling or floor tiles in the Premises, including, but not limited to: piercing the surface of the ceiling or floor tiles by drilling or any other method; hanging plants, mobiles or other objects from the ceiling; allowing any objects to come into contact with the ceiling; permitting water or other liquid to come into contact with the ceiling; painting or undertaking any repairs or improvements with respect to the ceiling;

ii. Resident(s) shall notify Landlord immediately in writing (a) if there is any damage to or deterioration of the ceiling or floor tiles in the Premises, including, without limitation, loose, cracking, hanging or dislodged material, water leaks, or stains in the ceiling or floor tiles; or (b) upon the occurrence of any of the activities described in the preceding paragraph.

[redacted] _____ [redacted] _____

[redacted] _____ [redacted] _____

Todd Rothbard Law Office
4261 Norwalk Drive, No. 107
San Jose, CA 95129
408-244-4200 (tel) 408-244-4267 (fax)

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Pahl & McCay, A Professional Law Corp.
225 West Santa Clara St., Suite 1500
San Jose, CA 95113
408-286-5100 (tel) 408-286-5722 (fax)

39. LEAD-BASED PAINT DISCLOSURE AND WARNING:

Applicable only if checked here [ ] *(must be checked if building is constructed prior to 1978 or if Landlord knows or believes there to be lead-based print on the Premises.)*

a. Lead Warning Statement. Housing built before 1978 may contain lead-based paint. Lead from paint, paint chips and dust can pose health hazards if not managed properly. Lead exposure is especially harmful to young children and pregnant women. Before renting pre-1978 housing, Landlords must disclose the presence of known lead-based paint and/or lead based paint hazards in the dwelling. Resident(s) must also receive a federally approved pamphlet on lead poisoning prevention.

b. Landlord's Disclosure (*check appropriate box or boxes*).

☒ Landlord has no knowledge of lead-based paint and/or lead-based paint hazards in the Premises.
☐ Landlord has no reports or records pertaining to lead-based and/or lead-based paint hazards in the Premises.
☐ Landlord knows that lead-based paint and/or lead-based paint hazards are present in the Premises

(*explain*)._____

☐ Landlord has reports or records pertaining to lead-based and/or lead-based paint hazards in the Premises and has provided Resident(s) with all available records and reports, which are attached to and made a part of the Lease.

(*list documents*) _____

c. Resident(s)' Acknowledgment.

☒ Resident(s) have received copies of all information listed above, if any.
☐ Resident(s) have received the pamphlet *Protect Your Family from Lead in Your Home.*

40. PROPOSITION 65 WARNING: The Premises as well as the common areas in and around the Apartment Community contain at least one of the following chemical(s) known to the State of California to cause cancer or reproductive toxicity and for which warnings are now required. These chemicals include, but are not limited to: tobacco, smoke, lead and lead components, asbestos, carbon monoxide and gasoline components. More information on specified exposures is available at www.prop65apt.org. California Health & Safety Code Section 25249.

41. EVENTS OF DEFAULT: Resident(s) shall be guilty of material breach of this Lease if Resident(s): (a) fail to pay any rent or other sums payable under this Lease on the date it becomes due; (b) default in the performance of or breach of any other provision, term, covenant or condition of this Lease; (c) vacate or abandon the Premises before expiration of the full term of this Lease, or any extension of the term; (d) permit the leasehold interest of Resident to be levied upon or attached by process of law; or (e) make an assignment for the benefit of creditors.

42. WAIVER: Landlord's failure on any occasion to require strict compliance with any provision of this Lease or to exercise any rights arising under this Lease shall not be deemed a waiver of Landlord's right subsequently to enforce any such provision or to insist upon any such right. The fact that Landlord may have accepted late payment(s) on one or more occasions shall not be deemed a waiver of Landlord's right to insist upon timely payment of rent or to exercise any remedy available for late payment of rent. Acceptance of rent following a breach of this Agreement shall not be deemed to constitute a waiver of such breach. No custom or practice which may develop between the parties in the course of the tenancy shall be construed to waive the right of Landlord to enforce any provision of this Lease.

43. TIME IS OF THE ESSENCE: Time is of the essence with respect to the provisions of this Lease. This provision shall be interpreted in its strictest sense irrespective of the relative hardship to the parties.

44. ATTORNEY'S FEES: In the event of any litigation relating to this Agreement or the rights or liabilities of any party arising under this Agreement, the prevailing party of such litigation shall be entitled to its costs, including reasonable attorneys' fees, incurred in such litigation, not to exceed a maximum total of $1,000.00 fees and costs. If any such litigation is dismissed prior to trial, the parties agree that there shall be no prevailing party for purposes of an award of attorney's fees and/or costs. An unlawful detainer action shall be considered an action relating to this Lease and thus subject to this provision.

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45. ENTIRE AGREEMENT: This Lease sets forth the entire agreement among the parties with respect to the matters set forth in it. It shall not be altered nor modified unless such alteration or modification is in writing and signed by all signatories to this Lease. No verbal agreements or representations have been made or relied upon by either party or any agent or employee of either party, and neither party nor any agent or employee of either party is entitled to alter any provisions of this Lease by any verbal representations or agreements to be made subsequent to the execution of this Lease. The foregoing notwithstanding, if Resident(s) hold over after the expiration of the Lease term on a month-to-month holdover basis, Landlord may change any provision of this Lease without the consent of Resident(s) in the manner prescribed by California Civil Code section 827.

46. SEVERABILITY: If a provision or paragraph of this Lease is legally invalid, or declared by a court to be unenforceable, such provision or paragraph will be deemed deleted and the rest of this Lease will remain in effect. To the extent that any provision of this Lease is in conflict with any provisions of applicable law, such provision is hereby deleted, and any provision required by applicable law which is not included in this Lease is hereby inserted as an additional provision of this Lease, but only to the extent required by applicable law and then only so long as the provision of the applicable law is not repealed or held invalid by a court of competent jurisdiction.

47. ATTACHMENTS/ADDENDA: Resident(s) acknowledge receipt of a copy of the attachments listed in this section, which are incorporated into and made part of this Lease. Resident(s) agree to abide by said attachments in all respects. Any failure to comply with any of the attachments shall be deemed a breach of this Lease.

a) _____

b) _____

c) _____

d) _____

e) _____

48. NON-DISCRIMINATION: There shall be no discrimination against or segregation of, any persons on account of race, creed, religion, sex, sexual orientation, marital status, family status (minor children or no minor children), national origin, ancestry, disability or any other protected classification under state or federal law, in the sale, lease, sublease, transfer, use, occupancy, tenure or enjoyment of the Premises, nor shall the Landlord or any person claiming under or through Landlord, establish or permit any such practice or practices of discrimination or segregation with reference to the selection, location, number, use or occupancy of residents, lessees, subtenants, sub-lessees or vendees of the Premises.

49. REASONABLE ACCOMMODATION: A disabled person, for all purposes under this Lease, shall be provided reasonable accommodations to the extent necessary to provide the disabled person with an opportunity to use and occupy the Premises in a manner equal to that of a non-disabled person. This paragraph shall constitute notice, that Resident(s) may at any time during the term or any renewal of this Lease request reasonable accommodation. If Resident(s) or a household member requires an accommodation, he or she should contact Landlord to engage in an interactive process with respect to the accommodation request.

50. SIGNATORIES: The undersigned Resident(s), whether or not in actual possession of the Premises, are jointly and severally responsible for all obligations arising under this Lease (see Paragraph #10 above). This Lease shall not be considered to be in full force and effect until signed by Landlord or Landlord's authorized agent. Landlord may, without liability, refuse to enter into this Lease and may refuse to allow Resident(s) to occupy the Premises at any time prior to signing this Lease. Anything to the contrary in this provision notwithstanding, Resident(s) shall be fully liable for all obligations arising under this Lease, and Landlord may enforce the provisions of this Lease as against Resident(s) if, for any reason or by any means, Resident(s) obtain occupancy to the Premises before such time as this Lease has been signed by Landlord or Landlord's authorized agent.

Dated: 6/1/11 Landlord

[redacted]

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Landlord's property and shall remain upon the Premises after the termination of the Lease unless Landlord, as a condition to Resident(s) making such alteration, requires that the Premises be restored to the condition existing prior to such alteration or addition. Resident(s) agree not to install additional or different locks or gates on any doors or windows of the Premises without written permission of Landlord. If Landlord approves Resident(s)' request to install such locks, Resident(s) agree to provide Landlord with a key for each lock.

20. DUTY TO CLEAN AND VENTILATE: Resident(s) hereby acknowledge that mold and mildew can grow in the Premises if the Premises are not properly maintained and ventilated. Resident(s) acknowledge that it is important that Resident(s) regularly allow air to circulate in the Premises. Resident(s) agree regularly to allow air to circulate in the Premises by using bathroom fan(s), using ceiling fans, where available, and regularly opening the windows and/or sliding doors where available. Since it is common for mold and mildew to grow if even a small amount of moisture builds up, Resident(s) also agree to clean all toilets, sinks, counter-tops, showers, bathtubs and tile or linoleum floors with a household cleaner on a weekly basis. Resident(s) further agree to notify Landlord immediately whenever Resident(s) learn of any condition which could lead to a build up of moisture in Resident(s)' apartment, including, but not limited to plumbing leaks, broken window or door seals, accumulation of rainwater or other moisture around windows or doors, broken water lines or sprinklers, inoperable fans, doors or windows and/or any failure or malfunction in the heating, ventilation or air-conditioning system in the Premises. If Resident(s) notice mold or mildew growing in the Premises, Resident(s) agree to notify Landlord, in writing, immediately. Any failure to comply with the requirements of this paragraph shall be deemed a material breach of this Lease.

21. PACKAGE RELEASE: Resident(s) give Landlord and its agents permission to sign for and accept any parcels or letters that may be sent to Resident(s), whether anticipated or unanticipated, through UPS, Federal Express, Airborne, United States Postal Service, hand deliveries, or the like. Landlord does not accept any responsibility or liability for any lost, damaged, or unordered deliveries and Resident(s) agree to hold Landlord and Landlord's agents harmless from any loss or damage to any of Resident(s)' packages. Nothing in this paragraph, however, obligates Landlord to accept any packages on behalf of Resident(s) and Landlord may choose not to do so.

22. PARKING: Landlord shall not be liable for any damage or loss to motor vehicles of, or the contents of motor vehicles of, Resident(s) and/or Resident(s)' guests or invitees. Failure of Resident(s) or Resident(s)' guests or invitees to follow Community Rules and/or posted signs relating to parking and operation of vehicles will result in the towing of the offending vehicle at the cost of the vehicle owner.

23. LIABILITY: Landlord shall not be liable to Resident(s) or to any guests or invitees of tenant(s) for any damage or losses to person or property arising from any cause including, but not limited to, theft, burglary, assault, vandalism, fire, flood, water leaks, rain, hail, ice, snow, smoke, lightning, wind, explosion, interruption of utilities, earthquake, or any other condition over which the Landlord has no control.

24. BEDBUGS. Bedbugs are wingless parasites which may lie dormant in cracks, crevices and personal belongings until a host is present. Resident(s) have inspected the Premises prior to leasing and acknowledge there is no visible evidence of the presence or infestation of insects or vermin including bedbugs in the Premises. Resident(s) agree to maintain the Premises in a manner that prevents the occurrence of an infestation of insects and vermin including bedbugs. If Resident(s) allow individuals or items carrying bedbugs into the apartment, or has repeated infestations that cannot be traced to another source, such will be deemed damage to the unit and Resident(s) will be responsible for the cost of treatment to their apartment, personal belongings and surrounding units as necessary to eradicate the infestation.

25. DAMAGE TO PREMISES:

a. If the Premises are damaged by fire, flood or other casualty, necessitating repairs that require Resident(s) to vacate the Premises for any length of time, in the sole and absolute discretion of Landlord, Landlord shall have the option either (1) to repair the damage or otherwise restore the Premises, with this Agreement continuing in full force and effect, or (2) give notice to Resident(s), at any time after such damage occurs or repairs become necessary, terminating this Agreement as of a date to be specified in such notice.

b. If Landlord elects to terminate, this Agreement shall expire and all interest of the Resident(s) in the Premises shall terminate and Landlord shall have no obligation to pay lodging costs to Resident(s) after the termination date. Landlord shall not be required to repair any damage by fire or other cause or to make any repairs of any property installed in the Premises by Resident(s).

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c. If Landlord elects to repair the damage and/or make the significant repairs and continue this Agreement in full force and effect, Resident(s) agree to vacate the Premises for the time necessary for the repairs to be completed and, if Resident(s) need to be absent for more than eight (8) hours in any twenty-four (24) hour period, relocate to alternative housing of the Landlord's choosing. Landlord shall be responsible to pay for the alternative housing; however, Resident(s) will remain responsible for all rent while Landlord is paying for the alternative accommodations. If Resident(s) elect to relocate to lodging other than that designated by Landlord, then Landlord shall have no obligation to pay the cost of such lodging, which shall be at Resident(s)' sole cost and expense; although Resident(s) shall have no obligation to pay rent during the time the Premises is not available to Resident(s) during the repairs if Landlord is not paying for the alternative lodging.

26. SIGNIFICANT REPAIRS:

If the Premises require significant renovations, improvements or repairs (such as, by way of example only and not by way of any limitation, tenting for termites, treating for pests or other vermin, replacing plumbing or electrical wiring, etc.) which require Resident(s) to vacate the Premises for any length of time, Resident(s) must vacate the Premises as needed and otherwise cooperate with Landlord in its efforts to perform the work. Landlord shall give Resident(s) at least ten days written notice of the need to vacate the Premises which notice shall include Landlord's best estimation of the length of time Landlord anticipates Resident(s) will need to be absent from the Premises.

b. Resident(s) agree to vacate the Premises for the time necessary for the work to be completed and, if Resident(s) need to be absent from the Premises for more than eight (8) hours in any twenty-four (24) hour period, relocate to alternative housing of the Landlord's choosing. Landlord shall be responsible to pay for the alternative housing; however, Resident(s) will remain responsible for all rent while Landlord is paying for alternative accommodations. If Resident(s) elect to relocate temporarily to lodging other than that designated by Landlord, then Landlord shall have no obligation to pay the cost of such housing, which shall be at Resident(s)' sole cost and expense; although Resident(s) shall have no obligation to pay rent during the time the Premises is not available to Resident(s) during the repairs if Landlord is not paying for the alternative lodging.

27. DUTY TO COOPERATE: Failure to vacate the Premises or otherwise cooperate with Landlord's efforts to conduct repairs, renovations or other improvements at the Property is a material breach of this Lease and grounds for termination of this Agreement

28. RENTER'S INSURANCE: Landlord does not provide insurance for Resident(s)' personal property or automobile. Renter's insurance is designed to provide Resident(s) with reimbursement for loss, damage or destruction of their property, as well as coverage for additional living expenses incurred if the Premises, for example, become uninhabitable as the result of a fire. Such insurance can also protect Resident(s) from any liability claims resulting from their own personal activities. For example, if Resident(s)' negligence causes a fire, Resident(s) may be held responsible for the damage of the property of others, including Landlord's property. Resident(s) are encouraged to obtain renter's insurance in an amount sufficient to cover any personal possessions of Resident(s) together with a reasonable level of liability coverage of the actions of Resident(s) or Resident(s)' guests or invitees.

29. SAFETY CONCERNS:

a. Landlord makes no representations or guarantees to Resident(s) concerning the security of the Premises or the Apartment Community. Landlord is under no obligation to Resident(s) to provide any security measure or take any action not required by statute. The presence of courtesy patrols, patrol cars, access gates, surveillance cameras or other deterrents do not guarantee that crime can or will be prevented. All such systems are subject to personnel absenteeism, human error, mechanical malfunctions and tampering. Resident(s) are responsible for planning and taking action with respect to the safety of Resident(s) and their property as if such systems and deterrents did not exist

b. Landlord has no obligation to obtain criminal background checks on any Resident(s) and bears no responsibility or liability related to the criminal background or actions (whether past, present or future) of any person, even if Landlord has actually run a criminal background check on applicants. Resident(s) shall not rely on the fact that Landlord may have run a criminal background check on Resident(s) or any other applicant when deciding whether to enter into this Agreement. Background checks are limited to the information actually reviewed and are not a guarantee that a person with a criminal background does not reside at the Apartment Community. Landlord has not made and does not make any representations as to the background of any existing or future resident and Landlord is under no obligation to run background checks on any existing resident or future applicant

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650-630-2339

explorer - TAN x 2.



1981

R012

Rental Agreement (Month-to-Month)

This Residential Lease Agreement (hereinafter "Agreement" or "Lease") is entered into between Newlands Enterprises, LLC (hereinafter "Landlord") and the following individuals, jointly and severally (hereinafter collectively "Residents"): Silivelio Siki.

1. LEASED PREMISES: Landlord rents to Resident(s) the premises located at 301 E. OKEEFE ST, Apartment # 4, SAN MATEO, County, California (hereinafter "the Premises"), which is located within the Apartment Community, commonly known as KOJII APARTMENTS (hereinafter the "Apartment Community" or "Property") for use as a residence and for no other purpose. Pursuant to Civil Code Section 1962(a)(1) the current on-site property manager (or, alternatively NEWLANDS ENTERPRISES, LLC) is authorized to manage the Premises. The telephone number and street address at which personal service may be effected on this person is 650-369-6309, P.O. BOX 5222 Belmont CA 94002. The person designated above, so long as he/she is employed at the property, is also the person authorized by the Owner of the Premises (hereinafter "Owner") to act for and on behalf of the Owner for the purpose of service of process and for the purpose of receiving and receipting for all notices and demands.

2. TERM:

a. Original Term. This agreement shall be month-to-month, terminable by either party on thirty days' written notice pursuant to California Civil Code Section 1946. The term shall commence on June 1ST, 2011.

b. Delay of Possession. Resident(s) understand that, for reasons beyond the control of Landlord, Landlord may not be able to provide occupancy to Resident(s) on the commencement date if, for example, a former tenant of the Premises who has given notice to leave cancels the notice or fails to leave by the scheduled date. If, for any reason, Landlord is unable to provide occupancy to Resident(s) by the scheduled commencement date, Resident(s)' remedy in this event shall be limited to termination of this Agreement and Resident(s) shall be entitled to a prompt refund of any monies paid. Landlord shall have no liability to Resident(s) if there is a delay of possession other than promptly to refund any monies paid.

3. RENT: Resident(s) shall pay to Landlord, as rent for the Premises, the sum of $946.00 each month. The name, telephone number and address of the person or entity to whom rent payments shall be made is P.O. Box 5222 Belmont, CA 94002. Except as otherwise provided in this Lease, said sum shall be paid in full, in advance, on or before the first day of each month in the form of personal check, cashier's check or money order. If in any month the rent is paid after the fifth day of the month, payment must be in the form of a cashier's check or money order. If Landlord serves Resident(s) with a three-day notice to pay rent or surrender possession, which Landlord may do on any date after the first day of the month, any payment tendered following service of said notice must be in the form of a cashier's check or money order. If any check given by Resident(s) is, for any reason whatsoever, returned unpaid by the bank upon which it is drawn, all subsequent payments for the rest of Resident(s)' occupancy of the Premises (including the payment necessary to replace the dishonored check) must be in the form of a cashier's check or money order unless Landlord agrees, in writing, to waive this requirement. It is Resident(s)' responsibility to be certain that each payment is actually received by Landlord on or before its due date. Use of a rental payment drop box is for Resident(s)' convenience - the risk of receipt of funds by Landlord when such box is used is Resident(s)', and not Landlord's, risk. The usual days and hours when rent payments may be made personally are Monday through FRIDAY, 9:00 a.m. to 5:00 p.m.

4. LATE CHARGE AND NSF CHARGE: Landlord and Resident(s) agree that when Resident(s) fail to pay rent on time, or when Resident(s) pay rent by a check which is subsequently dishonored by the bank, the actual cost to Landlord is difficult or impossible to ascertain, but the parties agree that Landlord does, in the event of late payment or in the event of a dishonored check, incur certain costs, such as additional bookkeeping and administrative charges, bank charges, lost opportunity costs of the late payment, etc. After making a reasonable endeavor to estimate accurately the approximate costs associated with such a breach, which both parties agree is difficult or impossible to ascertain, the parties agree that, any time the rent for any given month is paid after the second day of such month, Resident(s) will in that month pay to Landlord, as additional rent due with the late payment, a late charge in the sum of $_____ and further agree that, in the event of a dishonored check, Resident(s) will pay to Landlord, as additional rent due with the payment required to replace the dishonored check, a NSF fee in the sum of $25.00. The parties agree that the payment of these sums does not constitute a license to pay rent late nor does it constitute a license to pay by dishonored check. Rent remains due on the first day of the month and there is no grace period for the payment of rent. A three-day notice to pay rent or quit may be served at any time after the first day of the month irrespective of the existence of the late charges as set forth in this paragraph. If such notice

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Exhibit B

Resident Ledger

GREYSTAR®

Date: 02/12/2025

Code	t2841160	**Property**	cawoopa2	**Lease From**	01/01/2018
Name	Silivelio Sili	**Unit**	218-04	**Lease To**	01/31/2018
Address	301 East O'Keefe Street	**Status**	Current	**Move In**	01/01/2018
	#4	**Rent**	1209.74	**Move Out**	
City	East Palo Alto, CA 94303	**Phone (H)**		**Phone (W)**	(650) 313-0534

Date	Chg Code	Post Month	Description	Charge	Payment	Balance	Chg/Rec
07/21/2023	secdep	07/2023	:Posted by QuickTrans (secdep)	400.00		400.00	132770136
07/21/2023		07/2023	chk# :QuickTrans :Posted by QuickTrans		400.00	0.00	32404246
07/21/2023		07/2023	chk# Conv_PPD		196.10	(196.10)	32406715
08/01/2023	rent	08/2023	Base Rent (08/2023)	1,079.26		883.16	134130552
08/03/2023		08/2023	chk# 0315 :CHECKscan Payment		1,097.26	(214.10)	32656466
09/01/2023	rent	09/2023	Base Rent (09/2023)	1,079.26		865.16	135903928
09/06/2023		09/2023	chk# 0316 :CHECKscan Payment		1,079.26	(214.10)	33208418
10/01/2023	rent	10/2023	Base Rent (10/2023)	1,187.19		973.09	137347190
10/03/2023		10/2023	chk# 0317 :CHECKscan Payment		1,079.26	(106.17)	33660848
11/01/2023	rent	11/2023	Base Rent (11/2023)	1,187.19		1,081.02	139614792
11/06/2023		11/2023	chk# 0318 :CHECKscan Payment		1,079.26	1.76	34206259
12/01/2023	rent	12/2023	Base Rent (12/2023)	1,187.19		1,188.95	141494906
12/11/2023	latefee	12/2023	Late Fees	35.00		1,223.95	141816091
12/12/2023		12/2023	chk# 0321 :CHECKscan Payment		1,187.19	36.76	34755562
01/01/2024	rent	01/2024	Base Rent (01/2024)	1,187.19		1,223.95	143094844
01/08/2024		01/2024	chk# 0322 :CHECKscan Payment		1,187.19	36.76	35171662
02/01/2024	rent	02/2024	Base Rent (02/2024)	1,187.19		1,223.95	145274987
02/11/2024	latefee	02/2024	Late Fees	35.00		1,258.95	145657368
02/15/2024		02/2024	chk# 0325 :CHECKscan Payment		1,187.19	71.76	35759529
03/01/2024	rent	03/2024	Base Rent (03/2024)	1,187.19		1,258.95	147254546
03/05/2024		03/2024	chk# 0326 :CHECKscan Payment		1,187.19	71.76	36174223
04/01/2024	rent	04/2024	Base Rent (04/2024)	1,187.19		1,258.95	149239254
04/01/2024		04/2024	chk# 0328 :CHECKscan Payment		1,258.95	0.00	36528602
05/01/2024	rent	05/2024	Base Rent (05/2024)	1,187.19		1,187.19	151197087
05/01/2024		05/2024	chk# 0329 :CHECKscan Payment		1,187.19	0.00	37086851
06/01/2024	rent	06/2024	Base Rent (06/2024)	1,187.19		1,187.19	153196585
06/02/2024		06/2024	chk# 0330 :CHECKscan Payment		1,187.19	0.00	37705457
07/01/2024	rent	07/2024	Base Rent (07/2024)	1,187.19		1,187.19	155644038
07/01/2024		07/2024	chk# 0351 :CHECKscan Payment		1,187.19	0.00	38249878
08/01/2024	rent	08/2024	Base Rent (08/2024)	1,187.19		1,187.19	157730083
08/04/2024		08/2024	chk# 0352 :CHECKscan Payment		1,187.19	0.00	38981446
09/01/2024	rent	09/2024	Base Rent (09/2024)	1,187.19		1,187.19	160111856
09/03/2024		09/2024	chk# 0353 :CHECKscan Payment		1,187.19	0.00	39555113
10/01/2024	rent	10/2024	Base Rent (10/2024)	1,187.19		1,187.19	162444076
10/01/2024		10/2024	chk# 0354 :CHECKscan Payment		1,187.19	0.00	40074257
11/01/2024	rent	11/2024	Base Rent (11/2024)	1,209.74		1,209.74	164733212
11/11/2024	latefee	11/2024	Late Fees	35.00		1,244.74	165727195
11/24/2024		12/2024	chk# 0357 :CHECKscan Payment		1,244.74	0.00	41022115
12/01/2024	rent	12/2024	Base Rent (12/2024)	1,209.74		1,209.74	167400081
12/01/2024		12/2024	chk# 0358 :CHECKscan Payment		1,209.74	0.00	41252398
01/01/2025	rent	01/2025	Base Rent (01/2025)	1,209.74		1,209.74	169748152
01/02/2025		01/2025	chk# 0359 :CHECKscan Payment		1,209.74	0.00	41871294
01/28/2025	keys	02/2025	Replacement Key Charge	5.00		5.00	171578597
02/01/2025	rent	02/2025	Base Rent (02/2025)	1,209.74		1,214.74	171870066

02/02/2025		02/2025	chk# 0360 :CHECKscan Payment		1,214.74	0.00	42469873

Exhibit C

R018

Resident Ledger

Silivelio Sili

301 East O'Keefe Street
4
Palo Alto, CA, 94303

Date:	8/19/2021
Resident Code:	t2814086
Property:	018230
Unit:	218-04
Status:	Current
Rent:	$1,079.26
Deposit:	$400.00
Move In Date:	01/01/18
Move Out Date:	
Due Day:	1
Tel Num(Office)	
Tel Num(Home)	

Date	Post Mo	Description	Charges	Payments	Balance
		Balance Forward			**0.00**
01/01/18	5/2018	Leased Rent (01/2018)	1,043.55		1,043.55
01/05/18	5/2018	Chk# 236		1,043.55	0.00
02/01/18	5/2018	Leased Rent (02/2018)	1,043.55		1,043.55
02/04/18	5/2018	Chk# 237		1,043.55	0.00
02/14/18	12/2017	:QuickTrans - :Posted by QuickTrans		400.00	(400.00)
02/14/18	12/2017	:Posted by QuickTrans (secdepre)	400.00		0.00
03/01/18	3/2018	Leased Rent (03/2018)	1,037.76		1,037.76
03/05/18	3/2018	Late fees, 5% of $1037.76	51.89		1,089.65
03/05/18	7/2018	resident paid on time	(51.89)		1,037.76
03/27/18	4/2018	Chk# 238 - Manually posted check 238, rec. 3/3/2018		1,043.55	(5.79)
04/01/18	4/2018	Leased Rent (04/2018)	1,037.76		1,031.97
04/05/18	4/2018	Late fees, 5% of $1037.76	51.89		1,083.86
04/05/18	7/2018	resident paid on time	(51.89)		1,031.97
05/01/18	5/2018	Leased Rent (05/2018)	1,037.76		2,069.73
05/04/18	5/2018	Chk# 240		1,043.55	1,026.18
05/05/18	5/2018	Late fees, 5% of $1037.76	51.89		1,078.07
05/05/18	7/2018	resident paid on time	(51.89)		1,026.18
05/09/18	5/2018	Chk# 239		1,043.55	(17.37)
06/01/18	6/2018	Leased Rent (06/2018)	1,037.76		1,020.39
06/05/18	6/2018	Chk# 242		1,043.55	(23.16)
07/01/18	7/2018	Leased Rent (07/2018)	1,037.76		1,014.60
07/05/18	7/2018	Chk# 243		1,043.55	(28.95)
07/05/18	7/2018	Late fees, 5% of $1037.76	51.89		22.94
07/05/18	7/2018	resident paid on time	(51.89)		(28.95)
08/01/18	8/2018	Leased Rent (08/2018)	1,037.76		1,008.81
08/05/18	8/2018	Late fees, 5% of $1037.76	51.89		1,060.70
08/05/18	8/2018	resident paid on time	(51.89)		1,008.81
08/06/18	8/2018	Chk# 0244 - Reapplied Receipt		1,043.55	(34.74)
09/01/18	9/2018	Leased Rent (09/2018)	1,037.76		1,003.02
09/05/18	9/2018	Late fees, 5% of $1037.76	51.89		1,054.91
09/11/18	9/2018	Chk# 246		1,043.55	11.36
09/12/18	9/2018	resident made payment on time	(51.89)		(40.53)
10/01/18	10/2018	Leased Rent (10/2018)	1,037.76		997.23

1987

R019

Resident Ledger

Silivelio Sili

301 East O'Keefe Street
4
Palo Alto, CA, 94303

Date:	8/19/2021
Resident Code:	t2814086
Property:	018230
Unit:	218-04
Status:	Current
Rent:	$1,079.26
Deposit:	$400.00
Move In Date:	01/01/18
Move Out Date:	
Due Day:	1
Tel Num(Office)	
Tel Num(Home)	

Date	Post Mo	Description	Charges	Payments	Balance
10/05/18	10/2018	Late fees, 5% of $1037.76	51.89		1,049.12
10/09/18	10/2018	Chk# 249		1,043.55	5.57
11/01/18	11/2018	Leased Rent (11/2018)	1,037.76		1,043.33
11/04/18	11/2018	Chk# 250		1,043.55	(0.22)
11/05/18	11/2018	Late fees, 5% of $1037.76	51.89		51.67
12/01/18	12/2018	Leased Rent (12/2018)	1,037.76		1,089.43
12/05/18	12/2018	Chk# 251		1,043.55	45.88
12/05/18	12/2018	Late fees, 5% of $1037.76	51.89		97.77
01/01/19	1/2019	Leased Rent (01/2019)	1,037.76		1,135.53
01/02/19	1/2019	Chk# 253		1,043.55	91.98
02/01/19	2/2019	Leased Rent (02/2019)	1,037.76		1,129.74
02/04/19	2/2019	Chk# 255		1,037.76	91.98
02/05/19	2/2019	Late fees, 5% of $1037.76	51.89		143.87
02/07/19	2/2019	paid on time 11/2018 and 2/2019	(103.78)		40.09
03/01/19	3/2019	Leased Rent (03/2019)	1,037.76		1,077.85
03/04/19	3/2019	Chk# 256		1,037.76	40.09
03/15/19	3/2019	reduce late fee 10/2018 and 12/2018 to $35	(33.78)		6.31
04/01/19	4/2019	Leased Rent (04/2019)	1,037.76		1,044.07
04/03/19	4/2019	Chk# 258		1,037.76	6.31
05/01/19	5/2019	Leased Rent (05/2019)	1,037.76		1,044.07
05/02/19	5/2019	Chk# 259		1,037.76	6.31
05/31/19	6/2019	Chk# 260		1,044.07	(1,037.76)
06/01/19	6/2019	Leased Rent (06/2019)	1,037.76		0.00
07/01/19	7/2019	Leased Rent (07/2019)	1,037.76		1,037.76
07/03/19	7/2019	Chk# 0261 - :CHECKscan Payment		1,044.07	(6.31)
08/01/19	8/2019	Leased Rent (08/2019)	1,037.76		1,031.45
08/02/19	8/2019	Chk# 262		1,044.67	(13.22)
09/01/19	9/2019	Leased Rent (09/2019)	1,037.76		1,024.54
09/03/19	9/2019	Chk# 0263 - :CHECKscan Payment		1,044.07	(19.53)
10/01/19	10/2019	Leased Rent (10/2019)	1,037.76		1,018.23
10/04/19	10/2019	Chk# 264		1,044.07	(25.84)
11/01/19	11/2019	Leased Rent (11/2019)	1,037.76		1,011.92
11/06/19	11/2019	Chk# 0265 - :CHECKscan Payment		1,044.07	(32.15)
12/01/19	12/2019	Leased Rent (12/2019)	1,037.76		1,005.61

1988

R020

Resident Ledger

Silivelio Sili

301 East O'Keefe Street
4
Palo Alto, CA, 94303

Date:	8/19/2021
Resident Code:	t2814086
Property:	018230
Unit:	218-04
Status:	Current
Rent:	$1,079.26
Deposit:	$400.00
Move In Date:	01/01/18
Move Out Date:	
Due Day:	1
Tel Num(Office)	
Tel Num(Home)	

Date	Post Mo	Description	Charges	Payments	Balance
12/04/19	12/2019	Chk# 0266 - :CHECKscan Payment		1,044.07	(38.46)
01/01/20	1/2020	Leased Rent (01/2020)	1,037.76		999.30
01/06/20	1/2020	Chk# 0268 - :CHECKscan Payment		1,044.07	(44.77)
02/01/20	2/2020	Leased Rent (02/2020)	1,037.76		992.99
02/04/20	2/2020	Chk# 0272 - :CHECKscan Payment		1,044.07	(51.08)
03/01/20	3/2020	Leased Rent (03/2020)	1,037.76		986.68
03/04/20	3/2020	Chk# 0273 - :CHECKscan Payment		1,044.07	(57.39)
04/01/20	4/2020	Leased Rent (04/2020)	1,037.76		980.37
04/03/20	4/2020	Chk# 0274 - :CHECKscan Payment		1,044.07	(63.70)
05/01/20	5/2020	Leased Rent (05/2020)	1,037.76		974.06
05/04/20	5/2020	Chk# 0275 - :CHECKscan Payment		1,044.07	(70.01)
06/01/20	6/2020	Leased Rent (06/2020)	1,037.76		967.75
06/03/20	6/2020	Chk# 0276 - :CHECKscan Payment		1,044.07	(76.32)
07/01/20	7/2020	Leased Rent (07/2020)	1,037.76		961.44
07/02/20	7/2020	Chk# 0269 - :CHECKscan Payment		1,044.07	(82.63)
08/01/20	8/2020	Leased Rent (08/2020)	1,037.76		955.13
08/03/20	8/2020	Chk# 0270 - :CHECKscan Payment		1,044.07	(88.94)
09/01/20	9/2020	Chk# 0277 - :CHECKscan Payment		1,044.07	(1,133.01)
09/01/20	9/2020	Leased Rent (09/2020)	1,037.76		(95.25)
10/01/20	10/2020	Leased Rent (10/2020)	1,037.76		942.51
10/05/20	10/2020	Chk# 0278 - :CHECKscan Payment		1,044.07	(101.56)
11/01/20	11/2020	Leased Rent (11/2020)	1,037.76		936.20
11/13/20	11/2020	Chk# 0271 - :CHECKscan Payment		1,044.07	(107.87)
12/01/20	12/2020	Leased Rent (12/2020)	1,037.76		929.89
12/03/20	12/2020	Chk# 0279 - :CHECKscan Payment		1,044.07	(114.18)
01/01/21	1/2021	Leased Rent (01/2021)	1,037.76		923.58
01/04/21	1/2021	Chk# 0280 - :CHECKscan Payment		1,044.07	(120.49)
02/01/21	2/2021	Leased Rent (02/2021)	1,037.76		917.27
02/04/21	2/2021	Chk# 0281 - :CHECKscan Payment		1,044.07	(126.80)
03/01/21	3/2021	Leased Rent (03/2021)	1,037.76		910.96
04/01/21	4/2021	Leased Rent (04/2021)	1,037.76		1,948.72
04/05/21	4/2021	Chk# 0283 - :CHECKscan Payment		1,044.07	904.65
04/13/21	4/2021	Chk# 0282 - :CHECKscan Payment		1,044.07	(139.42)
05/01/21	5/2021	Leased Rent (05/2021)	1,037.76		898.34

1989

R021

Resident Ledger

Silivelio Sili

301 East O'Keefe Street
4
Palo Alto, CA, 94303

Date:	8/19/2021
Resident Code:	t2814086
Property:	018230
Unit:	218-04
Status:	Current
Rent:	$1,079.26
Deposit:	$400.00
Move In Date:	01/01/18
Move Out Date:	
Due Day:	1
Tel Num(Office)	
Tel Num(Home)	

Date	Post Mo	Description	Charges	Payments	Balance
05/04/21	5/2021	Chk# 0292 - :CHECKscan Payment		1,044.07	(145.73)
06/01/21	6/2021	Leased Rent (06/2021)	1,037.76		892.03
06/02/21	6/2021	Chk# 0293 - :CHECKscan Payment		1,044.07	(152.04)
07/01/21	7/2021	Leased Rent (07/2021)	1,079.26		927.22
07/02/21	7/2021	Chk# 0294 - :CHECKscan Payment		1,079.26	(152.04)

Current	30 Days	60 Days	Over 90	Current Owed
0.00	**0.00**	**-6.31**	**-145.73**	**-152.04**

1990

Resident Ledger

R022

Date:
Resident Code:
Property:
Unit:

Silivelio Sili
301 East O'Keefe Street
4
Palo Alto, CA, 94303

Status:
Rent:
Deposit:
Move In Date:
Move Out Date:
Due Day:
Tel Num(Home):
Tel Num(Office):

Date	Description	Charges	Payments
07/01/21	Balance Forward		
07/02/21	Chk# 0294 - :CHECKscan Payment		152.04
08/01/21	Base Rent (08/2021)	1,079.26	
08/02/21	Chk# 0295 - :CHECKscan Payment		1,079.26
09/01/21	Base Rent (09/2021)	1,079.26	
09/07/21	Chk# 0296 - :CHECKscan Payment		1,079.26
10/01/21	Base Rent (10/2021)	1,079.26	
10/05/21	Chk# 0298 - :CHECKscan Payment		1,079.07
11/01/21	Base Rent (11/2021)	1,079.26	
11/03/21	Chk# 0285 - :CHECKscan Payment		1,079.26
12/01/21	Chk# 0299 - :CHECKscan Payment		1,079.26
12/01/21	Base Rent (12/2021)	1,079.26	
01/01/22	Base Rent (01/2022)	1,079.26	
01/03/22	Chk# 0286 - :CHECKscan Payment		1,079.26
02/01/22	Base Rent (02/2022)	1,079.26	
02/02/22	Chk# 0287 - :CHECKscan Payment		1,079.26
03/01/22	Base Rent (03/2022)	1,079.26	
03/03/22	Chk# 0288 - :CHECKscan Payment		1,079.26
04/01/22	Chk# 0289 - :CHECKscan Payment		1,079.26
04/01/22	Base Rent (04/2022)	1,079.26	
05/01/22	Base Rent (05/2022)	1,079.26	
05/03/22	Chk# 0300 - :CHECKscan Payment		1,079.26
06/01/22	Base Rent (06/2022)	1,079.26	
06/02/22	Chk# 0301 - :CHECKscan Payment		1,079.26
07/01/22	Base Rent (07/2022)	1,079.26	
07/05/22	Chk# 0303 - :CHECKscan Payment		1,079.26
08/01/22	Base Rent (08/2022)	1,079.26	
08/02/22	Chk# 0302 - :CHECKscan Payment		1,079.26
09/01/22	Chk# 0304 - :CHECKscan Payment		1,079.26
09/01/22	Base Rent (09/2022)	1,079.26	
10/01/22	Base Rent (10/2022)	1,079.26	
10/02/22	Chk# 0305 - :CHECKscan Payment		1,079.26
11/01/22	Base Rent (11/2022)	1,079.26	
11/03/22	Chk# 0306 - :CHECKscan Payment		1,079.26
12/01/22	Base Rent (12/2022)	1,079.26	
12/04/22	Chk# 0307 - :CHECKscan Payment		1,079.26

01/01/23	R023	Base Rent (01/2023)	1,079.26	
01/03/23		Chk# 0309 - :CHECKscan Payment		1,123.51
02/01/23		Chk# 0310 - :CHECKscan Payment		1,079.26
02/01/23		Base Rent (02/2023)	1,079.26	
03/01/23		Base Rent (03/2023)	1,079.26	
03/06/23		1090 63314668 - :CHECKscan Payment		79.26
03/06/23		1090 63314657 - :CHECKscan Payment		1,000.00
04/01/23		Base Rent (04/2023)	1,079.26	
04/03/23		Chk# 0311 - :CHECKscan Payment		1,079.26
05/01/23		Base Rent (05/2023)	1,079.26	
05/04/23		Chk# 0312 - :CHECKscan Payment		1,079.26
06/01/23		Base Rent (06/2023)	1,079.26	
06/05/23		Chk# 0313 - :CHECKscan Payment		1,079.26
07/01/23		Base Rent (07/2023)	1,079.26	
07/05/23		Chk# 0314 - :CHECKscan Payment		1,079.26

0-30 Days	31-60 Days	61-90 Days	Over 90 Days	Current Owed
0.00	**0.00**	**0.00**	**-196.10**	**-196.10**

R024

09/29/2023
t2439152
ca301eas
218-04
Current
$1,079.26

01/01/2018

1

Balance
0.00
(152.04)
927.22
(152.04)
927.22
(152.04)
927.22
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927.41
R025 (196.10)
(1,275.36)
(196.10)
883.16
803.90
(196.10)
883.16
(196.10)
883.16
(196.10)
883.16
(196.10)
883.16
(196.10)

Exhibit D

Work Order Cost Analysis Details

Property : Woodland Park (cawoopa2)

Unit : 218-04

WO#	Property	Unit	Priority	Status	Category	Brief Desc.	Call Date	Scheduled Date	Completed Date	Amount
8772277	cawoopa2	218-04		Work Completed	Plumbing	Serv- tile around sink	09/10/2024	09/10/2024	10/09/2024	0
8772325	cawoopa2	218-04		Work Completed	Appliance Repair	Serv- oven not working	09/10/2024	09/10/2024	09/18/2024	0
8772331	cawoopa2	218-04		Work Completed	Plumbing	Serv- kitchen faucet	09/10/2024	09/10/2024	09/26/2024	0
8772335	cawoopa2	218-04		Work Completed	Appliance Repair	Serv- dishwasher	09/10/2024	09/10/2024	09/26/2024	0
Total: 4										**0**

Work Order Cost Analysis Details

Property : Woodland Park (cawoopa2)

Unit : 218-04

WO#	Property	Unit	Priority	Status	Category	Brief Desc.	Call Date	Scheduled Date	Completed Date	Amount
8772262	cawoopa2	218-04		Work Completed	Flooring	Serv- ALL UNIT FLOOR	09/10/2024	09/10/2024	12/26/2024	0
8772277	cawoopa2	218-04		Work Completed	Plumbing	Serv- tile around sink	09/10/2024	09/10/2024	10/09/2024	0
8772295	cawoopa2	218-04		Work Completed	Locks / Keys	Serv- closet door	09/10/2024	09/10/2024	11/21/2024	0
8772325	cawoopa2	218-04		Work Completed	Appliance Repair	Serv- oven not working	09/10/2024	09/10/2024	09/18/2024	0
8772331	cawoopa2	218-04		Work Completed	Plumbing	Serv- kitchen faucet	09/10/2024	09/10/2024	09/26/2024	0
8772335	cawoopa2	218-04		Work Completed	Appliance Repair	Serv- dishwasher	09/10/2024	09/10/2024	09/26/2024	0
8972571	cawoopa2	218-04		Work Completed	Vinyl Repair	Countertop	10/29/2024		12/02/2024	0
8972574	cawoopa2	218-04		Work Completed	Cabinets and Drawers	Kitchen Cabinets/Drawers repaint	10/29/2024		12/03/2024	0
8972579	cawoopa2	218-04		Work Completed	Appliance Repair	Dishwasher broken	10/29/2024		11/20/2024	0
8972580	cawoopa2	218-04		Work Completed	Appliance Repair	Oven not working	10/29/2024		11/26/2024	0
8972582	cawoopa2	218-04		Work Completed	Building Interior	Bedroom Closet needs to be fixed	10/29/2024		12/11/2024	0
8972588	cawoopa2	218-04		Work Completed	Building Interior	All doors need new knobs	10/29/2024		11/26/2024	0
8972590	cawoopa2	218-04		Work Completed	Community Amenities	Elevator not working	10/29/2024		11/20/2024	0
8972595	cawoopa2	218-04		Work Completed	Community Amenities	Staircases are shakey	10/29/2024		11/20/2024	0
8972602	cawoopa2	218-04		Work Completed	Plumbing	Brown water	10/29/2024		11/20/2024	0
8972607	cawoopa2	218-04		Work Completed	Plumbing	Broken exterior pipe	10/29/2024		11/21/2024	0
8972612	cawoopa2	218-04		Work Completed	Community Amenities	Damaged Catwalk	10/29/2024		12/16/2024	0
8972619	cawoopa2	218-04		Work Completed	Painting	Elevator door needs paint	10/29/2024		11/20/2024	0
8972627	cawoopa2	218-04		Work Completed	Community Amenities	Floor is peeling exiting elevator	10/29/2024		11/20/2024	0
8972632	cawoopa2	218-04		Work Completed	Community Amenities	Stair step is damaged,	10/29/2024		12/11/2024	0
9075305	cawoopa2	218-04		Work Completed		Oven light not working	11/24/2024	11/25/2024	11/26/2024	0
9325587	cawoopa2	218-04	Emergency	Work Completed	Locks / Keys	resdients room key copy	01/26/2025	01/27/2025	01/28/2025	0
Total: 22										**0**

Exhibit E

Woodland Park
5 Newell Ct
East Palo Alto,CA 94303
Office (650) 566-2000x

Work Order No. 8772262
Date Call: 9/10/2024 9:49:00 AM

Date Scheduled: 9/10/2024 10:35:54 AM

Status Scheduled

Brief Desc: Serv- ALL UNIT FLOOR

Job Site: cawoopa2/218-04
301 East O'Keefe Street
#4
East Palo Alto,CA 94303

Caller Name: Silivelio Sili

Caller Phone:
Occupant: Sili (t2841160)

Ok to enter? NO
Category: Flooring

Technician Notes
Time: _____ **Date:** _____
Material: _____

Problem Description: NO PTE

ALL UNIT FLOOR HAS LIFTED AND TILE IS BROKEN PLEASE INSEPCT AND REPAIR OR REPLACE

OG

Parts & Labor

Quantity/ Hours	Item Type/ Employee Name	Description	Unit Price	Total

Total

Authorized by: _____
Signed by _____
Dated _____
Invoice No. _____

Woodland Park
5 Newell Ct
East Palo Alto,CA 94303
Office (650) 566-2000x

Work Order No. 8772277
Date Call: 9/10/2024 9:52:00 AM

Date Scheduled: 9/10/2024 10:37:00 AM

Status Work Completed

Date Completed: 10/9/2024 4:20:34 PM
Brief Desc: Serv- tile around sink

Job Site: cawoopa2/218-04
301 East O'Keefe Street
#4
East Palo Alto,CA 94303

Caller Name: Silivelio Sili

Caller Phone:
Occupant: Sili (t2841160)

Ok to enter? NO
Category: Plumbing

SubCategory: Kitchen Sink

Problem Description: NO PTE

tile around sink has started breaking and falling apart

OG

Parts & Labor

Quantity/ Hours	Item Type/ Employee Name	Description	Unit Price	Total

Total

Authorized by: _____
Signed by _____
Dated _____
Invoice No. _____

Technician Notes: repaired tiles around kitchen sink

Woodland Park
5 Newell Ct
East Palo Alto,CA 94303
Office (650) 566-2000x

Work Order No. 8772295
Date Call: 9/10/2024 9:53:00 AM

Date Scheduled: 9/10/2024 10:38:20 AM

Status Scheduled

Brief Desc: Serv- closet door

Job Site: cawoopa2/218-04
301 East O'Keefe Street
#4
East Palo Alto,CA 94303

Caller Name: Silivelio Sili

Caller Phone:

Occupant: Sili (t2841160)

Ok to enter? NO
Category: Locks / Keys

SubCategory: Interior Door Issue

Technician Notes
Time: _____ **Date:** _____
Material: _____

Problem Description: NO PTE

closet doors need to be repaired the knob doesnt work

OG

Parts & Labor

Quantity/ Hours	Item Type/ Employee Name	Description	Unit Price	Total

Total

Authorized by: _____
Signed by _____
Dated _____
Invoice No. _____

Woodland Park
5 Newell Ct
East Palo Alto,CA 94303
Office (650) 566-2000x

Work Order No. 8772325
Date Call: 9/10/2024 9:57:00 AM
Date Scheduled: 9/10/2024 10:39:00 AM

Status Work Completed

Date Completed: 9/18/2024 4:22:40 PM
Brief Desc: Serv- oven not working

Job Site: cawoopa2/218-04
301 East O'Keefe Street
#4
East Palo Alto,CA 94303

Caller Name: Silivelio Sili
Caller Phone:
Occupant: Sili (t2841160)

Ok to enter? NO
Category: Appliance Repair
SubCategory: Oven

Problem Description: NO PTE

oven is not working residents havent used it for over 10 years

OG

Parts & Labor

Quantity/ Hours	Item Type/ Employee Name	Description	Unit Price	Total

Total

Authorized by: _____
Signed by _____
Dated _____
Invoice No. _____

Technician Notes: replaced oven burner.

Woodland Park
5 Newell Ct
East Palo Alto,CA 94303
Office (650) 566-2000x

Work Order No. 8772331
Date Call: 9/10/2024 9:58:00 AM
Date Scheduled: 9/10/2024 10:39:00 AM

Status Work Completed

Date Completed: 9/26/2024 6:11:56 PM
Brief Desc: Serv- kitchen faucet

Job Site: cawoopa2/218-04
301 East O'Keefe Street
#4
East Palo Alto,CA 94303

Caller Name: Silivelio Sili
Caller Phone:
Occupant: Sili (t2841160)

Ok to enter? NO
Category: Plumbing
SubCategory: Kitchen Faucet

Problem Description: NO PTE

Low water pressure in kitchen faucet residents are requesting a new one

OG

Parts & Labor

Quantity/ Hours	Item Type/ Employee Name	Description	Unit Price	Total

Total

Authorized by: _____
Signed by _____
Dated _____
Invoice No. _____

Technician Notes: was done by Charlie's team

Woodland Park
5 Newell Ct
East Palo Alto,CA 94303
Office (650) 566-2000x

Work Order No. 8772335
Date Call: 9/10/2024 10:00:00 AM

Date Scheduled: 9/10/2024 10:41:00 AM

Status Work Completed

Date Completed: 9/26/2024 6:11:26 PM
Brief Desc: Serv- dishwasher

Job Site: cawoopa2/218-04
301 East O'Keefe Street
#4
East Palo Alto,CA 94303

Caller Name: Silivelio Sili

Caller Phone:
Occupant: Sili (t2841160)

Ok to enter? NO
Category: Appliance Repair

SubCategory: Dishwasher

Problem Description: NO PTE

dishwasher is no longer working

OG

Parts & Labor

Quantity/ Hours	Item Type/ Employee Name	Description	Unit Price	Total

Total

Authorized by: _____
Signed by _____
Dated _____
Invoice No. _____

Technician Notes: was done by Charlie's team

Woodland Park
5 Newell Ct
East Palo Alto,CA 94303
Office (650) 566-2000x

Work Order No. 8772262
Date Call: 9/10/2024 9:49:00 AM

Date Scheduled: 9/10/2024 10:35:00 AM

Status Work Completed

Date Completed: 12/26/2024 12:48:54 PM
Brief Desc: Serv- ALL UNIT FLOOR

Job Site: cawoopa2/218-04
301 East O'Keefe Street
#4
East Palo Alto,CA 94303

Caller Name: Silivelio Sili

Caller Phone:
Occupant: Sili (t2841160)
Home (650) 313-0534x

Ok to enter? NO
Category: Flooring

Problem Description: NO PTE

ALL UNIT FLOOR HAS LIFTED AND TILE IS BROKEN PLEASE INSEPCT AND REPAIR OR REPLACE

OG

Parts & Labor

Quantity/ Hours	Item Type/ Employee Name	Description	Unit Price	Total
0.0000	Macias Vasquez		0.00	0.00
			Total	0.00

Authorized by: _____
Signed by _____
Dated _____
Invoice No. _____

Technician Notes: no contact info for resident. flooring has been approved.

replaced kitchen floor per residents request.

Woodland Park
5 Newell Ct
East Palo Alto,CA 94303
Office (650) 566-2000x

Work Order No. 8772277
Date Call: 9/10/2024 9:52:00 AM

Date Scheduled: 9/10/2024 10:37:00 AM

Status Work Completed

Date Completed: 10/9/2024 4:20:34 PM
Brief Desc: Serv- tile around sink

Job Site: cawoopa2/218-04
301 East O'Keefe Street
#4
East Palo Alto,CA 94303

Caller Name: Silivelio Sili

Caller Phone:
Occupant: Sili (t2841160)
Home (650) 313-0534x

Ok to enter? NO
Category: Plumbing

SubCategory: Kitchen Sink

Problem Description: NO PTE

tile around sink has started breaking and falling apart

OG

Parts & Labor

Quantity/ Hours	Item Type/ Employee Name	Description	Unit Price	Total

Total

Authorized by: _____
Signed by _____
Dated _____
Invoice No. _____

Technician Notes: repaired tiles around kitchen sink

Woodland Park
5 Newell Ct
East Palo Alto,CA 94303
Office (650) 566-2000x

Work Order No. 8772295
Date Call: 9/10/2024 9:53:00 AM
Date Scheduled: 9/10/2024 10:38:00 AM

Status Work Completed

Date Completed: 11/21/2024 10:02:27 AM
Brief Desc: Serv- closet door

Job Site: cawoopa2/218-04
301 East O'Keefe Street
#4
East Palo Alto,CA 94303

Caller Name: Silivelio Sili
Caller Phone:
Occupant: Sili (t2841160)
Home (650) 313-0534x

Ok to enter? NO
Category: Locks / Keys
SubCategory: Interior Door Issue

Problem Description: NO PTE

closet doors need to be repaired the knob doesnt work

OG

Parts & Labor

Quantity/ Hours	Item Type/ Employee Name	Description	Unit Price	Total
1.0000	Bedolla		0.00	0.00
			Total	0.00

Authorized by: _____
Signed by _____
Dated _____
Invoice No. _____

Technician Notes: re-installed closet doors and adjusted knobs.

Woodland Park
5 Newell Ct
East Palo Alto,CA 94303
Office (650) 566-2000x

Work Order No. 8772325
Date Call: 9/10/2024 9:57:00 AM

Date Scheduled: 9/10/2024 10:39:00 AM

Status Work Completed

Date Completed: 9/18/2024 4:22:40 PM
Brief Desc: Serv- oven not working

Job Site: cawoopa2/218-04
301 East O'Keefe Street
#4
East Palo Alto,CA 94303

Caller Name: Silivelio Sili

Caller Phone:
Occupant: Sili (t2841160)
Home (650) 313-0534x

Ok to enter? NO
Category: Appliance Repair

SubCategory: Oven

Problem Description: NO PTE

oven is not working residents havent used it for over 10 years

OG

Parts & Labor

Quantity/ Hours	Item Type/ Employee Name	Description	Unit Price	Total

Total

Authorized by: _____
Signed by _____
Dated _____
Invoice No. _____

Technician Notes: replaced oven burner.

Woodland Park
5 Newell Ct
East Palo Alto,CA 94303
Office (650) 566-2000x

Work Order No. 8772331
Date Call: 9/10/2024 9:58:00 AM

Date Scheduled: 9/10/2024 10:39:00 AM

Status Work Completed

Date Completed: 9/26/2024 6:11:56 PM
Brief Desc: Serv- kitchen faucet

Job Site: cawoopa2/218-04
301 East O'Keefe Street
#4
East Palo Alto,CA 94303

Caller Name: Silivelio Sili

Caller Phone:
Occupant: Sili (t2841160)
Home (650) 313-0534x

Ok to enter? NO
Category: Plumbing

SubCategory: Kitchen Faucet

Problem Description: NO PTE

Low water pressure in kitchen faucet residents are requesting a new one

OG

Parts & Labor

Quantity/ Hours	Item Type/ Employee Name	Description	Unit Price	Total

Total

Authorized by: _____
Signed by _____
Dated _____
Invoice No. _____

Technician Notes: was done by Charlie's team

Woodland Park
5 Newell Ct
East Palo Alto,CA 94303
Office (650) 566-2000x

Work Order No. 8772335
Date Call: 9/10/2024 10:00:00 AM

Date Scheduled: 9/10/2024 10:41:00 AM

Status Work Completed

Date Completed: 9/26/2024 6:11:26 PM
Brief Desc: Serv- dishwasher

Job Site: cawoopa2/218-04
301 East O'Keefe Street
#4
East Palo Alto,CA 94303

Caller Name: Silivelio Sili

Caller Phone:
Occupant: Sili (t2841160)
Home (650) 313-0534x

Ok to enter? NO
Category: Appliance Repair

SubCategory: Dishwasher

Problem Description: NO PTE

dishwasher is no longer working

OG

Parts & Labor

Quantity/ Hours	Item Type/ Employee Name	Description	Unit Price	Total

Total

Authorized by: _____
Signed by _____
Dated _____
Invoice No. _____

Technician Notes: was done by Charlie's team

Woodland Park
5 Newell Ct
East Palo Alto,CA 94303
Office (650) 566-2000x

Work Order No. 8972571
Date Call: 10/29/2024 4:51:00 PM

Status Work Completed

Date Completed: 12/2/2024 12:37:00 PM
Brief Desc: Countertop

Job Site: cawoopa2/218-04
301 East O'Keefe Street
#4
East Palo Alto,CA 94303

Caller Name: Silivelio Sili

Caller Phone:
Occupant: Sili (t2841160)
Home (650) 313-0534x

Ok to enter? NO
Category: Vinyl Repair

Problem Description: PTE - NO, CALL FIRST

Parts & Labor

Quantity/ Hours	Item Type/ Employee Name	Description	Unit Price	Total
125.0000	Bedolla		0.00	0.00
			Total	0.00

Authorized by: _____
Signed by _____
Dated _____
Invoice No. _____

Technician Notes: 10/31/2024 Resident advised to come back another day parents and grandparents were sick and would like us to come back next week. 11/05/2024 Repaired tile around sink.

Woodland Park
5 Newell Ct
East Palo Alto,CA 94303
Office (650) 566-2000x

Work Order No. 8972574
Date Call: 10/29/2024 4:52:00 PM

Status Work Completed

Date Completed: 12/3/2024 5:05:24 PM
Brief Desc: Kitchen Cabinets/Drawers repaint

Job Site: cawoopa2/218-04
301 East O'Keefe Street
#4
East Palo Alto,CA 94303

Caller Name: Silivelio Sili

Caller Phone:
Occupant: Sili (t2841160)
Home (650) 313-0534x

Ok to enter? NO
Category: Cabinets and Drawers

Problem Description: PTE - NO, CALL FIRST

Parts & Labor

Quantity/ Hours	Item Type/ Employee Name	Description	Unit Price	Total
772.0000	Bedolla		0.00	0.00
			Total	0.00

Authorized by: _____
Signed by _____
Dated _____
Invoice No. _____

Technician Notes: 10/31/2024 Resident advised to come back another day parents and grandparents were sick and would like us to come back next week. 11/05/2024 Resident wanted to wait for repairs to be completed after thanks giving. 11/12/2024 resident request for work to be completed 12/1-2/2024.
12/1/2024 Refurbished kitchen cabinets, replaced hinges, handles and painted entire kitchen cabinets.

Woodland Park
5 Newell Ct
East Palo Alto,CA 94303
Office (650) 566-2000x

Work Order No. 8972579
Date Call: 10/29/2024 4:53:00 PM

Status Work Completed

Date Completed: 11/20/2024 9:51:38 AM
Brief Desc: Dishwasher broken

Job Site: cawoopa2/218-04
301 East O'Keefe Street
#4
East Palo Alto,CA 94303

Caller Name: Silivelio Sili
Caller Phone:
Occupant: Sili (t2841160)
Home (650) 313-0534x

Ok to enter? NO
Category: Appliance Repair
SubCategory: Dishwasher

Problem Description: PTE - NO, CALL FIRST

Parts & Labor

Quantity/ Hours	Item Type/ Employee Name	Description	Unit Price	Total
0.2500	Bedolla		0.00	0.00
			Total	0.00

Authorized by: _____
Signed by _____
Dated _____
Invoice No. _____

Technician Notes: 10/31/2024 dishwasher was replaced back in august, inspected and ran cycles. Everything is working fine

Woodland Park
5 Newell Ct
East Palo Alto,CA 94303
Office (650) 566-2000x

Work Order No. 8972580
Date Call: 10/29/2024 4:53:00 PM

Status Work Completed

Date Completed: 11/26/2024 5:10:03 PM
Brief Desc: Oven not working

Job Site: cawoopa2/218-04
301 East O'Keefe Street
#4
East Palo Alto,CA 94303

Caller Name: Silivelio Sili
Caller Phone:
Occupant: Sili (t2841160)
Home (650) 313-0534x

Ok to enter? NO
Category: Appliance Repair
SubCategory: Oven

Problem Description: PTE - NO, CALL FIRST

Parts & Labor

Quantity/ Hours	Item Type/ Employee Name	Description	Unit Price	Total
121.0000	Bedolla		0.00	0.00
			Total	0.00

Authorized by: _____
Signed by _____
Dated _____
Invoice No. _____

Technician Notes: 10/31/2024 Resident advised to come back another day parents and grandparents were sick and would like us to come back next week. 11/05/2024 Replaced oven light.

Woodland Park
5 Newell Ct
East Palo Alto,CA 94303
Office (650) 566-2000x

Work Order No. 8972582
Date Call: 10/29/2024 4:54:00 PM

Status Work Completed

Date Completed: 12/11/2024 4:25:07 PM
Brief Desc: Bedroom Closet needs to be fixed

Job Site: cawoopa2/218-04
301 East O'Keefe Street
#4
East Palo Alto,CA 94303

Caller Name: Silivelio Sili
Caller Phone:
Occupant: Sili (t2841160)
Home (650) 313-0534x

Ok to enter? NO
Category: Building Interior
SubCategory: Door Repair

Problem Description: PTE - NO, CALL FIRST

Parts & Labor

Quantity/ Hours	Item Type/ Employee Name	Description	Unit Price	Total
126.0000	Bedolla		0.00	0.00
			Total	0.00

Authorized by: _____
Signed by _____
Dated _____
Invoice No. _____

Technician Notes: 10/31/2024 Resident advised to come back another day parents and grandparents were sick and would like us to come back next week. 11/05/2024 Replaced closet doors.

Woodland Park
5 Newell Ct
East Palo Alto,CA 94303
Office (650) 566-2000x

Work Order No. 8972587
Date Call: 10/29/2024 4:54:00 PM

Status Canceled

Date Canceled: 12/16/2024 1:03:27 PM

Brief Desc: Whole apartment repaint

Job Site: cawoopa2/218-04
301 East O'Keefe Street
#4
East Palo Alto,CA 94303

Caller Name: Silivelio Sili

Caller Phone:
Occupant: Sili (t2841160)
Home (650) 313-0534x

Ok to enter? NO
Category: Painting

Problem Description: PTE - NO, CALL FIRST

Parts & Labor

Quantity/ Hours	Item Type/ Employee Name	Description	Unit Price	Total
0.0000	Blanco		0.00	0.00
			Total	0.00

Authorized by: _____
Signed by _____
Dated _____
Invoice No. _____

Technician Notes: resident responsible for the upkeeping of the apartment. Provided resident with paint information.

Woodland Park
5 Newell Ct
East Palo Alto,CA 94303
Office (650) 566-2000x

Work Order No. 8972588
Date Call: 10/29/2024 4:55:00 PM

Status Work Completed

Date Completed: 11/26/2024 5:37:55 PM
Brief Desc: All doors need new knobs

Job Site: cawoopa2/218-04
301 East O'Keefe Street
#4
East Palo Alto,CA 94303

Caller Name: Silivelio Sili
Caller Phone:
Occupant: Sili (t2841160)
Home (650) 313-0534x

Ok to enter? NO
Category: Building Interior
SubCategory: Door Repair

Problem Description: PTE - NO, CALL FIRST

Parts & Labor

Quantity/ Hours	Item Type/ Employee Name	Description	Unit Price	Total
120.2500	Bedolla		0.00	0.00
			Total	0.00

Authorized by: _____
Signed by _____
Dated _____
Invoice No. _____

Technician Notes: 10/31/2024 Resident advised to come back another day parents and grandparents were sick and would like us to come back next week. 11/05/2024 Replaced bathroom door lock and bedroom door lock.

Woodland Park
5 Newell Ct
East Palo Alto,CA 94303
Office (650) 566-2000x

Work Order No. 8972590
Date Call: 10/29/2024 4:55:00 PM

Status Work Completed

Date Completed: 11/20/2024 9:15:18 AM
Brief Desc: Elevator not working

Job Site: cawoopa2/218-04
301 East O'Keefe Street
#4
East Palo Alto,CA 94303

Caller Name: Silivelio Sili
Caller Phone:
Occupant: Sili (t2841160)
Home (650) 313-0534x

Ok to enter? NO
Category: Community Amenities
SubCategory: Elevators

Problem Description: PTE - NO, CALL FIRST

Parts & Labor

Quantity/ Hours	Item Type/ Employee Name	Description	Unit Price	Total
1.0000	Bedolla		0.00	0.00
			Total	0.00

Authorized by: _____
Signed by _____
Dated _____
Invoice No. _____

Technician Notes: 10/31/2024--Elevator is working fine, inspected it and went to second and third floor everything is working fine .

Woodland Park
5 Newell Ct
East Palo Alto,CA 94303
Office (650) 566-2000x

Work Order No. 8972595
Date Call: 10/29/2024 4:56:00 PM

Status Work Completed

Date Completed: 11/20/2024 9:07:19 AM
Brief Desc: Staircases are shakey

Job Site: cawoopa2/218-04
301 East O'Keefe Street
#4
East Palo Alto,CA 94303

Caller Name: Silivelio Sili
Caller Phone:
Occupant: Sili (t2841160)
Home (650) 313-0534x

Ok to enter? YES
Category: Community Amenities
SubCategory: Staircase

Problem Description: Building staircases

Parts & Labor

Quantity/ Hours	Item Type/ Employee Name	Description	Unit Price	Total
1.0000	Bedolla		0.00	0.00
			Total	0.00

Authorized by: _____
Signed by _____
Dated _____
Invoice No. _____

Technician Notes: 10/30/2024 Inspected stair case and hand rails are solid. No issues found.

Woodland Park
5 Newell Ct
East Palo Alto,CA 94303
Office (650) 566-2000x

Work Order No. 8972602
Date Call: 10/29/2024 4:57:00 PM

Status Work Completed

Date Completed: 11/20/2024 9:47:57 AM
Brief Desc: Brown water

Job Site: cawoopa2/218-04
301 East O'Keefe Street
#4
East Palo Alto,CA 94303

Caller Name: Silivelio Sili

Caller Phone:
Occupant: Sili (t2841160)
Home (650) 313-0534x

Ok to enter? NO
Category: Plumbing

Problem Description: PTE - NO, CALL FIRST

Parts & Labor

Quantity/ Hours	Item Type/ Employee Name	Description	Unit Price	Total
0.5000	Bedolla		0.00	0.00
			Total	0.00

Authorized by: _____
Signed by _____
Dated _____
Invoice No. _____

Technician Notes: 10/31/2024--Inspected water faucets in kitchen, bathroom and bath tub. No issues with water.

Woodland Park
5 Newell Ct
East Palo Alto,CA 94303
Office (650) 566-2000x

Work Order No. 8972607
Date Call: 10/29/2024 4:58:00 PM

Status Work Completed

Date Completed: 11/21/2024 10:08:00 AM
Brief Desc: Broken exterior pipe

Job Site: cawoopa2/218-04
301 East O'Keefe Street
#4
East Palo Alto,CA 94303

Caller Name: Silivelio Sili

Caller Phone:
Occupant: Sili (t2841160)
Home (650) 313-0534x

Ok to enter? NO
Category: Plumbing

Problem Description: See picture

Parts & Labor

Quantity/ Hours	Item Type/ Employee Name	Description	Unit Price	Total
1.0000	Bedolla		0.00	0.00
			Total	0.00

Authorized by: _____
Signed by _____
Dated _____
Invoice No. _____

Technician Notes: 10/31/2024 Irrigation company repaired broken sprinkler head.

Woodland Park
5 Newell Ct
East Palo Alto,CA 94303
Office (650) 566-2000x

Work Order No. 8972612
Date Call: 10/29/2024 4:59:00 PM

Status Work Completed

Date Completed: 12/16/2024 1:01:36 PM
Brief Desc: Damaged Catwalk

Job Site: cawoopa2/218-04
301 East O'Keefe Street
#4
East Palo Alto,CA 94303

Caller Name: Silivelio Sili
Caller Phone:
Occupant: Sili (t2841160)
Home (650) 313-0534x

Ok to enter? NO
Category: Community Amenities
SubCategory: Breezeway

Problem Description: See pictures

Parts & Labor

Quantity/ Hours	Item Type/ Employee Name	Description	Unit Price	Total

Total

Authorized by: _____
Signed by _____
Dated _____
Invoice No. _____

Technician Notes: 9/11/2024 ALL AREAS WERE REPAIRED ON 2ND AND 3RD FLOOR LANDING. Also water proof that was lifting was repaired on 3rd floor.

Woodland Park
5 Newell Ct
East Palo Alto,CA 94303
Office (650) 566-2000x

Work Order No. 8972619
Date Call: 10/29/2024 5:00:00 PM

Status Work Completed

Date Completed: 11/20/2024 9:18:19 AM
Brief Desc: Elevator door needs paint

Job Site: cawoopa2/218-04
301 East O'Keefe Street
#4
East Palo Alto,CA 94303

Caller Name: Silivelio Sili

Caller Phone:
Occupant: Sili (t2841160)
Home (650) 313-0534x

Ok to enter? NO
Category: Painting

Problem Description: Elevator doors

Parts & Labor

Quantity/ Hours	Item Type/ Employee Name	Description	Unit Price	Total
1.0000	Bedolla		0.00	0.00
			Total	0.00

Authorized by: _____
Signed by _____
Dated _____
Invoice No. _____

Technician Notes: 10/31/2024--Elevator paint door has been painted. at the time of inspecting it was being cleaned due to chocolate spills.

Woodland Park
5 Newell Ct
East Palo Alto,CA 94303
Office (650) 566-2000x

Work Order No. 8972627
Date Call: 10/29/2024 5:00:00 PM

Status Work Completed

Date Completed: 11/20/2024 9:26:40 AM
Brief Desc: Floor is peeling exiting elevator

Job Site: cawoopa2/218-04
301 East O'Keefe Street
#4
East Palo Alto,CA 94303

Caller Name: Silivelio Sili
Caller Phone:
Occupant: Sili (t2841160)
Home (650) 313-0534x

Ok to enter? YES
Category: Community Amenities
SubCategory: Elevators

Problem Description: Elevator

Parts & Labor

Quantity/ Hours	Item Type/ Employee Name	Description	Unit Price	Total
169.0000	Bedolla		0.00	0.00
			Total	0.00

Authorized by: _____
Signed by _____
Dated _____
Invoice No. _____

Technician Notes: 10/31/2024 Vinyl flooring on 2nd floor of elevator needs to be replaced has a torn section. Will schedule it and have it repaired. 11/07/2024 Vinyl landing was replaced on 2nd and 3rd floor.

Woodland Park
5 Newell Ct
East Palo Alto,CA 94303
Office (650) 566-2000x

Work Order No. 8972632
Date Call: 10/29/2024 5:01:00 PM

Status Work Completed

Date Completed: 12/11/2024 4:23:11 PM
Brief Desc: Stair step is damaged,

Job Site: cawoopa2/218-04
301 East O'Keefe Street
#4
East Palo Alto,CA 94303

Caller Name: Silivelio Sili
Caller Phone:
Occupant: Sili (t2841160)
Home (650) 313-0534x

Ok to enter? YES
Category: Community Amenities
SubCategory: Staircase

Problem Description: Missing plastic chunk

Parts & Labor

Quantity/ Hours	Item Type/ Employee Name	Description	Unit Price	Total
125.2500	Bedolla		0.00	0.00
			Total	0.00

Authorized by: _____
Signed by _____
Dated _____
Invoice No. _____

Technician Notes: 11/05/2024 Replaced second floor rubber step that was torn.

Woodland Park
5 Newell Ct
East Palo Alto,CA 94303
Office (650) 566-2000x

Work Order No. 9075305
Date Call: 11/24/2024 5:32:00 PM
Date Scheduled: 11/25/2024 8:36:00 AM
Date Completed: 11/26/2024 5:11:06 PM
Brief Desc: Oven light not working
Job Site: cawoopa2/218-04
301 East O'Keefe Street
#4
East Palo Alto,CA 94303

Status Work Completed

Caller Name: Silivelio Sili
Caller Phone:
Occupant: Sili (t2841160)
Home (650) 313-0534x

Ok to enter? NO

Access Notes: please call the tenant before going in (650) 313-0534

Problem Description: Oven light not working

Parts & Labor

Quantity/ Hours	Item Type/ Employee Name	Description	Unit Price	Total
0.0000	Bedolla		0.00	0.00
			Total	0.00

Authorized by: _____
Signed by _____
Dated _____
Invoice No. _____

Technician Notes: replaced stove, work replaced by pedro Hernandez.

Woodland Park
5 Newell Ct
East Palo Alto,CA 94303
Office (650) 566-2000x

Work Order No. 9325587
Date Call: 1/26/2025 12:00:00 PM

Date Scheduled: 1/27/2025 8:20:00 AM

Status Work Completed

Date Completed: 1/28/2025 5:16:29 PM
Brief Desc: resdients room key copy

Job Site: cawoopa2/218-04
301 East O'Keefe Street
#4
East Palo Alto,CA 94303

Caller Name: Silivelio Sili

Caller Phone:
Occupant: Sili (t2841160)
Home (650) 313-0534x

Priority: Emergency
Ok to enter? YES
Category: Locks / Keys

Problem Description: resident needs a copy of his room key we have it in the system

(650) 313-0534

OG

Parts & Labor

Quantity/ Hours	Item Type/ Employee Name	Description	Unit Price	Total

Total

Authorized by: _____
Signed by _____
Dated _____
Invoice No. _____

Technician Notes: replaced the lock on the front door
and adjusted the screen door
Pedro

Exhibit F

Woodland Park Witness List

Stacie Roebuck, Regional Manager
Aura Andrade, General Manager
Enrique Bedolla, Maintenance Manager

Silivelio Sili v. Woodland Park Communities
Case No 20240023

Respondent's Exhibit List

Exhibit #	Title	Page #
G	Ledger through May 2, 2025	R061
H	Ledger May 1, 2025 through July 15, 2025	R064

Exhibit G

Resident Ledger

GREYSTAR®

Date: 07/28/2025

Code	t2841160	**Property**	cawoopa2	**Lease From**	01/01/2018
Name	Silivelio Sili	**Unit**	218-04	**Lease To**	01/31/2018
Address	301 East O'Keefe Street	**Status**	Past	**Move In**	01/01/2018
	#4	**Rent**	1209.74	**Move Out**	04/21/2025
City	East Palo Alto, CA 94303	**Phone (H)**		**Phone (W)**	(650) 313-0534

Date	Chg Code	Post Month	Description	Charge	Payment	Balance	Chg/Rec
07/21/2023	secdep	07/2023	:Posted by QuickTrans (secdep)	400.00		400.00	132770136
07/21/2023		07/2023	chk# :QuickTrans :Posted by QuickTrans		400.00	0.00	32404246
07/21/2023		07/2023	chk# Conv_PPD		196.10	(196.10)	32406715
08/01/2023	rent	08/2023	Base Rent (08/2023)	1,079.26		883.16	134130552
08/03/2023		08/2023	chk# 0315 :CHECKscan Payment		1,097.26	(214.10)	32656466
09/01/2023	rent	09/2023	Base Rent (09/2023)	1,079.26		865.16	135903928
09/06/2023		09/2023	chk# 0316 :CHECKscan Payment		1,079.26	(214.10)	33208418
10/01/2023	rent	10/2023	Base Rent (10/2023)	1,187.19		973.09	137347190
10/03/2023		10/2023	chk# 0317 :CHECKscan Payment		1,079.26	(106.17)	33660848
11/01/2023	rent	11/2023	Base Rent (11/2023)	1,187.19		1,081.02	139614792
11/06/2023		11/2023	chk# 0318 :CHECKscan Payment		1,079.26	1.76	34206259
12/01/2023	rent	12/2023	Base Rent (12/2023)	1,187.19		1,188.95	141494906
12/11/2023	latefee	12/2023	Late Fees	35.00		1,223.95	141816091
12/12/2023		12/2023	chk# 0321 :CHECKscan Payment		1,187.19	36.76	34755562
01/01/2024	rent	01/2024	Base Rent (01/2024)	1,187.19		1,223.95	143094844
01/08/2024		01/2024	chk# 0322 :CHECKscan Payment		1,187.19	36.76	35171662
02/01/2024	rent	02/2024	Base Rent (02/2024)	1,187.19		1,223.95	145274987
02/11/2024	latefee	02/2024	Late Fees	35.00		1,258.95	145657368
02/15/2024		02/2024	chk# 0325 :CHECKscan Payment		1,187.19	71.76	35759529
03/01/2024	rent	03/2024	Base Rent (03/2024)	1,187.19		1,258.95	147254546
03/05/2024		03/2024	chk# 0326 :CHECKscan Payment		1,187.19	71.76	36174223
04/01/2024	rent	04/2024	Base Rent (04/2024)	1,187.19		1,258.95	149239254
04/01/2024		04/2024	chk# 0328 :CHECKscan Payment		1,258.95	0.00	36528602
05/01/2024	rent	05/2024	Base Rent (05/2024)	1,187.19		1,187.19	151197087
05/01/2024		05/2024	chk# 0329 :CHECKscan Payment		1,187.19	0.00	37086851
06/01/2024	rent	06/2024	Base Rent (06/2024)	1,187.19		1,187.19	153196585
06/02/2024		06/2024	chk# 0330 :CHECKscan Payment		1,187.19	0.00	37705457
07/01/2024	rent	07/2024	Base Rent (07/2024)	1,187.19		1,187.19	155644038
07/01/2024		07/2024	chk# 0351 :CHECKscan Payment		1,187.19	0.00	38249878
08/01/2024	rent	08/2024	Base Rent (08/2024)	1,187.19		1,187.19	157730083
08/04/2024		08/2024	chk# 0352 :CHECKscan Payment		1,187.19	0.00	38981446
09/01/2024	rent	09/2024	Base Rent (09/2024)	1,187.19		1,187.19	160111856
09/03/2024		09/2024	chk# 0353 :CHECKscan Payment		1,187.19	0.00	39555113
10/01/2024	rent	10/2024	Base Rent (10/2024)	1,187.19		1,187.19	162444076
10/01/2024		10/2024	chk# 0354 :CHECKscan Payment		1,187.19	0.00	40074257
11/01/2024	rent	11/2024	Base Rent (11/2024)	1,209.74		1,209.74	164733212
11/11/2024	latefee	11/2024	Late Fees	35.00		1,244.74	165727195
11/24/2024		12/2024	chk# 0357 :CHECKscan Payment		1,244.74	0.00	41022115
12/01/2024	rent	12/2024	Base Rent (12/2024)	1,209.74		1,209.74	167400081
12/01/2024		12/2024	chk# 0358 :CHECKscan Payment		1,209.74	0.00	41252398
01/01/2025	rent	01/2025	Base Rent (01/2025)	1,209.74		1,209.74	169748152
01/02/2025		01/2025	chk# 0359 :CHECKscan Payment		1,209.74	0.00	41871294
01/28/2025	keys	02/2025	Replacement Key Charge	5.00		5.00	171578597
02/01/2025	rent	02/2025	Base Rent (02/2025)	1,209.74		1,214.74	171870066

02/02/2025		02/2025	chk# 0360 :CHECKscan Payment		1,214.74	0.00	42469873
03/01/2025	rent	03/2025	Base Rent (03/2025)	1,209.74		1,209.74	174307738
03/02/2025		03/2025	chk# 0362 :CHECKscan Payment		1,209.74	0.00	43076156
04/01/2025	rent	04/2025	Base Rent (04/2025)	1,209.74		1,209.74	176823416
04/06/2025		04/2025	chk# 0363 :CHECKscan Payment		1,209.74	0.00	43915643
05/05/2025	secdep	05/2025	:Security Deposits credit	(400.00)		(400.00)	180243918
05/05/2025	rent	05/2025	Base Rent (04/2025) Credit 9 days	(362.92)		(762.92)	180243919
05/05/2025	depref	05/2025	Amount to be refunded	762.92		0.00	180243920
05/05/2025	adminfee	05/2025	Sale Unit Deposit Hold	762.92		762.92	180243933
05/05/2025	depref	05/2025	Adjustment to amount to be refunded	(762.92)		0.00	180243935

Exhibit H

Resident Ledger



Date: 07/17/2025

Code	t0014222	**Property**	301okeef	**Lease From**	06/01/2011
Name	Silivelio Sili	**Unit**	04	**Lease To**	06/30/2011
Address	301 E Okeefe St 04	**Status**	Current	**Move In**	06/01/2011
		Rent	1209.74	**Move Out**	
City	East Palo Alto, CA 94303	**Phone (H)**		**Phone (W)**	

Date	Chg Code	Description	Charge	Payment	Balance	Chg/Rec
06/01/2011	deposit	:Posted by QuickTrans (deposit)	40.00		40.00	1122500
06/01/2011		chk# :QuickTrans :Posted by QuickTrans		40.00	0.00	667327
05/01/2025	rent	Rent (05/2025)	1,209.74		1,209.74	1124283
05/01/2025		chk# 0364 :CHECKscan Payment		1,209.74	0.00	669762
06/01/2025	rent	Rent (06/2025)	1,209.74		1,209.74	1133067
06/02/2025		chk# 0365 :CHECKscan Payment		1,209.74	0.00	675664
07/01/2025	rent	Rent (07/2025)	1,209.74		1,209.74	1143545
07/05/2025		chk# 0366 :CHECKscan Payment		1,209.74	0.00	680723
07/06/2025	late	Late Fee (07/2025) :Reversed by Charge Ctrl# 1148491	25.00		25.00	1146702
07/06/2025	late	:Reverse Charge Ctrl#1146702	(25.00)		0.00	1148491

Federico Vargas v. Woodland Park Communities
Case No 20240031

Respondent's Exhibit List

Exhibit #	Title	Page #
A	Lease Agreement	R001
B	Current Ledger	R0020
C	Historic Ledger (covering February 2016-July 2021, if applicable)	R023
D	Work Order Overview Report	R032
E	Work Orders	R036
F	Woodland Park Witness List	R111

Exhibit A

R002

Newlands Enterprises, LLC
P.O. Box 5222
Belmont, CA 94002
650-369-6309

RENTAL AGREEMENT

5
Kajii

SECTION HEADINGS: The section headings are inserted only for convenience and are not intended to define or limit the scope or intent of any clause. X YB

1. This Rental Agreement (hereinafter "Agreement" or "Lease") is entered into this 1 **day of** December, 2014, **between** Angel Rosado, **as an authorized agent for Newlands Enterprises, LLC, the owner of the Premises, (hereinafter "Landlord") and the following individuals, jointly and severally:** Yulenia Berber Avina, Federico Vargas Gonzalez **(hereinafter collectively "Resident(s)"). Together Resident(s) and Landlord are referred to herein as the "Parties").** X YB

2. Leased Premises: Landlord rents to Resident(s) the premises located at: 301 East Okeefe, East Palo Alto Kajii **Apartment #** 5, San Mateo **County, California,** 94303. (hereinafter "Premises") which is located within the Apartment Community, commonly known as Kajii (hereinafter the "Apartment Community" or "Property") **for use as a residence and for no other purpose.**
X YB

3. Term: a. Original Term. This Agreement shall be **month to month**, terminable by either party on thirty (30) days written notice pursuant to California Civil Code Section 1946. The term shall commence on: December 01, 2014 (hereinafter "Commencement Date").
b. Delay of Possession. Resident(s) understands that for reasons beyond the control of Landlord, Landlord may not be able to provide occupancy to Resident(s) on the Commencement Date if, for example, a former tenant of the Premises who has given notice to leave cancels the notice or fails to leave by the scheduled date. If, for any reason, Landlord is unable to provide occupancy to Resident(s) by the scheduled Commencement Date, Resident(s)'s only remedy in this event shall be limited to termination of this Agreement and Resident(s) shall be entitled to a prompt refund of any monies paid. **Landlord shall have no liability to Resident(s) if there is a delay of possession other than to refund any monies paid.**
X YB

4. RENT: a. Resident(s) shall pay to Landlord, as rent for the Premises, the sum of $ 1,003.08 each month **in the form of Money Order or Cashier's Check. (Personal or Business checks are NOT an acceptable form of payment).** X YB
b. The name, telephone number, and address of the person or entity to which rent payments shall be made is: **Newlands Enterprises, LLC.** ~~(916) 368-7001. 10515 Mills Tower Dr. #17 Rancho Cordova, CA 95670.~~
X YB
c. Said sum shall be paid in full, in advance, on or before the first day of each month in the form of Cashier's check or money order except as otherwise provided in this Lease or if Landlord agrees, in

writing, in advance, to waive this requirement. If Landlord serves Resident(s) with a three-day notice to pay rent or surrender possession, **which Landlord may do on any date after the first day of the month,** any payment tendered following service of said notice must be in the form of a cashier's check or money order. If any check given by a Resident(s) is, for any reason whatsoever, returned unpid by the bank upon which it is drawn, all subsequent payments for the rest of the Resident(s)'s occupancy of the Premises (including payment necessary to replace the dishonord check and any fees) must be in the form of cashier's check or money order unless Landlord agrees, in writing, in advance, to waive this requirement.. X YB

d. It is the Resident(s)'s responsibility to be certain that each payment is actually received by Landlord on or before its due date. X YB

The usual days and hours when rent payments may be made personally are Monday through Friday, 9am to 5pm. X YB

5. LATE CHARGE AND NSF CHARGE: Landlord and Resident(s) agree that when Resident(s) fails to pay rent on time, or when Resident(s) pays rent by a check which is subsequently dishonored by the bank, landlord incurs fees due to the cost of the actual late payment or the actual fee of the dishonored check, these certain costs include but are not limited to additional bookkeeping and administrative charges, bank charges. Lost opportunity cost of late payment, etx. After making a reasonable endeavor to estimate accurately the approximate costs associated with these breaches, which the Parties agree are difficult or impossible to ascertain, the Parties agree that, any time the rent for any given month is paid after the fifth (5th) day of such month, Resident(s) will in that month pay to the Landlord, as an additional rent due with the late payment, a late charge in the sum of **$100.00** and further agree that, in the event of a dishonored check, resident(s) will pay to Landlord, as additional rend due with the payment required to replace the dishonored check, an NSF fee in the sum of **$25.00.** The Parties agree that the payment of these sums does not sonstitute a license to pay rent late nor does it constitute a license to pay by dishonored check, at any time during the Term of this Agreement. ***Rent remains due on the first (1st) day of the month and there is no grace period for the payment of rent.*** X YB

A three day notice to pay rent or quit may be served at any time after the first day of the month iffespective of the existence of the late charges as set forth in this paragraph. If such notice is served after the fifth (5th) day of the month it may include the late charge and/of NSF charge, if applicable, with charges, as set forth above, payable as additional rent in that month. X YB

6. RENTAL PRO-RATION: Resident(s) shall pay to the Landlord, before taking occupancy of the Premises, one full month's rent in addition to a security deposit (discussed in Paragraph 7 below). If Resident(s) takes occupancy of the Premises on a day other than the first day of the month, Resident(s) shall also pay the sum of $ 1,003.08 before taking occupancy of the Premises, as and for the pro-rated amount of rent to cover the period through the final day of the second calendar month of occupancy. Commencing with the following month a full month's rent shall be due each month on or before the first day of the month as stated above. In the event of a conflict between the amount set forth in this paragraph and the amount which an arithmetic computation would yield based upon the rental rate set forth above divided by thirty, with the result multiplied by the number of days in the pro-ration period, the amount determined by said arithmetic computation shall govern (*I.e, if the amount set forth in this paragraph is computed incorrectly, any such arithmetic error shall not be binding-the amount owing shall be the amount resulting from a correct arithmetic computation of the pro-ration).* X YB

In all instances where a pro-rated amount of rent is computed during this tenancy, a thirty day month shall be assumed irrespective of the actual number of days in the month for which the pro-ration is computed. X YB

7. SECURITY DEPOSIT: **a.** Resident(s0 shall pay to Landlord, as security, the sum of $ 850.00, in the form of money order or cashier's check, which sum shall not exceed the maximum permitted by California Civil Code Section 1950.5. And any other applicable statutes. Landlord shall not be obligated to pay Resident(s) interest in conneciton with such security deposit, unless specifically required by applicable

law. Resident(s) agrees there will be a move-in inspection and a move-out inspection in order to complete a checklist. Any damages to the property shall be deducted from the Resident(s) Security deposit and if damages exceed the amount of Security Deposit, balance is payable to Landlord, and due before move-out of Resident(s). Any balance unpaid after move-out may result in legal actions, at option of Landlord. Any cleaning costs, key replacement, and any other costs legally allowable under the terms of this Agreement shall be deducted frim the Resident(s)'s security deposit. Resident(s) agrees to a quarterly survey of the property. Resident(s) agrees and understands that carpets will be professionally cleaned upon move-out and deducted from the Security Deposit (Landlord will schedule the carpet cleaning with a company of the Landlord's choice). A written accounting of said charges shall be presented to Resident(s) within twenty-one (21) business days of move-out. **Resident(s) agrees that the Security Deposit will not be applied as payment of the last month's rent.** X YB

b. it is understood that the security deposit is applicable to all Residents jointly, and Landlord does not account for it until the passing of the permissible statutory period after all Residents vacate the Premises. It shall be the responsibility of all Residents to work out between themselves the manner of dividing said security deposit. If Landlord chooses to make the refund to any one of the Residents individually (which need not be done until the statutory time has elapsed, after all Residents have vacated the Premises), in legal contemplation the payment shall be deemed to have been made to all Residents and Landlord shall have no liability to any one or grounp of Residents for failure of any Resident to divide such refund equitably. X YB

c. If the Security Deposit is later increased by agreement of the Parties for any reason (such as installation of satellite dishe, a waterbed or relating to a pet), the additional Security Deposit will be disbursed by Landlord in accordance with this paragraph at the end of the statutory period following the end of Resident(s)'s tenancy. Removal of the pet, satellite dish or waterbed or whatever caused the increase in the deposit, will not be grounds for early disbursement of the security deposit. X YB

8. MOVE-IN PAYMENT: Resident(s) shall pay to Landlord $ 1,003.08 at the time of move-in. This amount is composed of the following sums: $ _____ as the first month's rent. $ 850.00 as the Security Deposit, $ N/A as the Pet Deposit (with written permission from Landlord), and $ 1,003.08 as the advance payment of rent for the period 12-1 through 12-31. Landlord may, at Landlord's option, require that this entire sum be paid in the form of cashier's check or money order. If Landlord accepts a personal or other non-certified check and the check is, for any reason whatsoever, returned unpaid by the bank upon which it is drawn, the entire amount shall immediately become due and payable and shall be considered rent so that Landlord may sere a three day notice to pay rent or quit for the entire amound, and if Resident(s) does not comply with said notice, Landlord may utilize unlawful detainer procedures to evict Resident(s) from the Premises. X YB

9. UTILITIES AND PLUMBING: Unless a separate utility addendum is executed between the Parties modifying this paragraph, **payment of all utilities charges shall be the responsibility of Resident(s)** with the exception of Water, Sewer, Trash, PG&E, Landscape, Pool Services, which shall be the financial responsibility of the Landlord, Resident(s) shall not make excessive or unreasonable use of such utilities, Landlord may bill Resident(s) for such excessive or unreasonable use and said biling shall become due and payable, in full, as additional rent together with the regular monthly rental payemt on the first day of the month next following the date of such billing. In the event os a dispute as to any such charges, Resident(s) shall pay the disupted amount as required, but may file a Small Claims Court action for a refund, and if such Court determines that the amound charged by Landlord is excessive, Landlord shall promptly refund any such overcharge. For any utility which Resident(s) is responsible for paying directly to the utility provider, Resident(s) must contact the utility company prior to move in to hae the services placed in Resident(s)'s name no later thatn three(3) business days following move-in. Resident9s) shall have utilities connected at all times during tenancy. **SMUD is to be in resident(s) name no later than (date)** 12-01.

X YB

Disconnection of utilities due to non-payment is a material violation of this Agreement and subject

to termination of tenancy. X YB

If Resident(s) fails to pay any utility charges thast are to be paid by Resident(s), Landlord may, at its option, pay such charges to retain continuing utilities service. If Landlord does so, any such charges may be billed to Resident9s) by Landlord and said billing shall become due and payable, in full, as additional rent together with the regular monthly reantal payment on the first day of the month next following the date of such billing. X YB

Resident(s shall not use any utilities in the common areas of the Property for their own personal use with out prior written consent of the Landlord. X YB

Any and all plumbing and/or sewage problems, caused by Resident9s) (including minors), and/or Resident(s) guests or invitees, is the sole financial responsibility of Resident(s) X

Misuese of plumbing and/or sewage includes, but not limited to, diapers, diaper wipes, feminine hygiene products, hair and hair products, paper towels, toys, silverware, glass, food, cooking and/or machine grease, etc... X YB

10. RECYCLING AND DISPOSAL OF RUBBISH: Landlord shall arrange for recycling services consistent with applicable law. Resident(s) agrees to cooperate in all recycling efforts and comply with applicable laws and Rules regarding recycling. **Not recycling is to be stored in the Premises or balcony/patio of Premises.**

X YB

Resident(s) shall deposit all garbage and wasted in a clean and sanitary manner inot the proper recepttacles and shall cooperate in keeping the gargage area neat and clean. Resident(s) shall be responsible for disposing of items of such size and nature as are not normally acceptable by the garbage hauler, at Resident(s)'s expense. X YB

No trash is to be stored in the Premises or on balcony/patio of the Premises. X YB

11. OCCUPANCY: The Premises shall be occupied only by the following persons:

Name_____Date of Birth_____ Name_____Date of Birth_____

Name_____Date of Birth_____ Name_____Date of Birth_____

Name_____Date of Birth_____ Name_____Date of Birth_____

No other persons have permission to occupy the Premises unless such permission is obtained in writing, in advance, and signed by Landlord or its authorized agent. Resident(s) shall not allow any other individual to reside in or on Premises, or allow any other individual to utilize the mailing address for said unit. X YB

Landlord's acceptance of rent from any other individual shall be deemed to be the payment of rent on behalf of the Resident(s) named above and shall not constitute permission for the person making the payment to occupy the Premises. Should any person not named above make any claim to right of possession of the Premises, any such person shall be deemed to be the guest or invitee of the named Resident(s) and their claim to the right of possession shall be denied. Any person named above in this Paragraph who is not also named above as a Resident and/or who is not a signatory to this Lease shall be deemed to be invitees of the named Resident(s), who are signatories to this Lease. Accordingly, if any such individual is not named in any unlawful detainer action to regain possession of the Premises, and if any such individual thereafter makes a claim to right of possession of the Premises, that claim shall be denied on the basis that said individual is the invitee of the named Resident(s) and does not have an independent claim to right of Possession of the Premises. **Resident(s) understand that in no event shall more than two (2) persons per bedroom plus one additional person occupy the premises.**

X YB

If the household composition changes such that the number of occupants exceeds this occupancy standard, Resident(s) agrees that such over-utilization shall be grounds for Landlord to terminate this Agreement,

solely at Landlords option. X YB

12. ASSIGNMENT AND SUBLETTING: Unless prohibited by local regulations, Resident(s) shall not assign this Lease nor sublet any part of the Premises. **Permitting any person not named as an occupant or as an Resident in this Lease as listed above to occupy the Premises shall be deemed an improper subletting of the Premises and will constitute a material breach of the Lease and shall subject the tenancy to termination of tenancy with a three-day notice to quit.** Any attempted subletting or assignment is in violation of this provision and shall be void and shall be grounds for Landlord to terminate this Agreement, solely at Landlord's option. X YB

13. ACCESS TO PREMISES: The Parties agree that upon advance reasonable written notice to Resident(s), unless otherwise agreed to by Resident(s), Landlord shall have the right to enter the Premises during normal business hours for the purpose of: (a) making desired, necessary or agreed repairs, decorations alterations, improvement, or renovations to the Premises, to an adjacent unit or for the benefit of the building in which the Premises is located; (b) supplying necessary or agreed services; (c.) showing the unit to prospective or actual purchasers, mortgagees, tenant, workmen, or contractors; or (d) for any other purposes permitted by California Civil Code Section 1954 (and any other applicable statutes or amendments which might be enacted subsequent to the execution of this Lease). The Parties hereby agree that twenty-four (24) hours' notice is presumed reasonable, although the Parties acknowledge that a shorter time period my also be reasonable under some circumstances. In the case of an emergency, or Resident(s)'s abandonment or surrender of the Premises, Landlord or its agent may enter the Premises at any time with out first securing Resident(s)'s prior permission. **Resident(s) agrees to permit Landlord access to the Premises in accordance with this paragraph. Resident(s) also agrees that if Resident(s0 denies Landlord access to the Premises when Landlord is in compliance with statutory requirements and entitled to access, any such denial of access shall be deemed a material and incurable breach of this Lease and shall entitle Landlord to serve Resident(s) with a three-day notice to quit.** X YB

14. RESIDENTIAL USE OF PREMISES: Resident(s) agrees that the Premises is rented for RESIDENTIAL USE ONLY and for no other purpose. Resident(s) shall not use the Premises as a business address, nor shall Resident(s) conduct business activities on the Premises. Conducting business activities includes, with out limitation, using the Premises as a mailing address for a business enterprise, having a business telephone line in the Premises, having business clients meet with Resident(s) at the Premises, having business stationery setting forth the address of the Premises, or otherwise holding out the Premises as the address of any business. Resident(s) may, however, insofar as it is consistent with the restrictions set for the in this section, and with written consent of Landlord, use a portion of the Premises as a "home office." Nothing set for the herein shall be deemed as disallowing any use of the Premises that cannot be prohibited legally. X YB

15. COMPLIANCE WITH APPLICABLE LAWS: Resident(s) agrees not to permit the Premises to be used for any purpose which violates local, state or federal law, or engage in any illegal acts upon the Premises or upon the grounds of the Apartment Community. Resident(s) further agrees to reimburse and indemnify Landlord for all fines or other penalties incurred by Landlord as a result of Resident(s)'s violation of any statute, ordinance, regulation or other governmental restriction.
X YB

To the extent any lease provision is require by statute or local ordinance, but not set forth herein or in addendum to this Lease, it is hereby inserted as an additional provision of this Lease, but only to the extend specifically required by applicable law interpreted as narrowly as possible and then only so long as the provision of the applicable law is not repealed or held invalid by a court of competent jurisdiction.
X YB

Resident(s) is responsible for any fines, legal fees incurred by Landlord, or other costs occasioned by violations of the Law by Resident(s) (including minors), or Resident(s)'s guests or invitees in the Premises or on the Property of the Apartment Community while Resident(s) is in possession. If any such fines or costs are levied against Landlord, Resident(s) agrees to pay such fines or costs attributed to Resident(s)'s tenancy or conduct of Resident(s) (including minors), Resident(s)'s guests, invitees or others at the Premises upon receipt of an invoice from the Landlord. The obligation to pay fines and costs assessed against Landlord may be in addition to any fines or costs assessed directly against Resident(s). X YB

16. COMPLIANCE WITH RULES: Resident(s) acknowledges receipt of a copy of the Apartment Community Rules ("Rules"), which Rules are incorporated into and made a part of this Lease. **Resident(s) agrees to abide by said Rules in all respects.** X YB
Any Rules may be changed on Thirty (30) days' notice and Resident(s) agrees to abide by any such changes. **Failure to comply with the Rules shall be deemed a material violation of this Agreement and subject to termination of tenancy with a three-day notice to quit.** X YB

17. CONDUCT OF RESIDENT:

a. Resident(s) agrees not to harass, annoy, or endanger any other Resident, neighbor or other person or create or maintain a nuisance, or disturb the peace or solitude or quiet enjoyment of any other Resident, neighbor or other person, or commit waste in our about the Premises. X YB

b. Resident(s) further agrees not to harass, verbally abuse, denigrate or otherwise disrespect the Landlord's employees, agents and/or contractors or interfere with the operations of the Property or the work of the Landlord's employees or agents. X YB

c. Certain acts are considered to be contrary to the safety, well-being, peace, and enjoyment of the other Residents of the Property. These include, but are not limited to, the use, possession, manufacturing, or sale of illegal drugs or controlled substances (as defined in Section 1025 of the Controlled Substance Act (21 U.S.C. 802)).Resident(s) and members of the Resident(s)'s household **will not permit the dwelling unit to be used for, or to facilitate, criminal activity, including drug-related criminal activity, regardless of whether the individual engaging in such activity is a member of the household or guest.** Resident(s), any member of the Resident(s)'s household, or guest, invitee or other person under the Resident(s)'s control shall not engage in acts of violence or threats of violence, including but not limited to the unlawful discharge of firearms on or near the property/premises. The carrying or exhibiting of firearms may be permitted with written consent of Landlord if doing so is required by law or job necessity.
X YB

d. Resident(s) additionally agrees not to deface or damage any part of the Premises or the Apartment Community or permit the same to be done or keep any flammable or explosive materials or any substance considered dangerous, hazardous, or toxic under any governmental law or regulation in the Premises.
X YB

e. Resident(s) also agrees not to do or permit anything to be done in the Premises that may be deemed hazardous or which will cause a cancellation of or an increase in the premiums for any insurance for the Owner or Apartment Community. X YB

f. Resident(s) is responsible for the conduct of his/her/their guest or invitees while they are on the Property as well as all household members (including minors). A Resident(s) conducting any of the activities set forth hereinabove, or who allows his/her/their guests, invitees or household members (including minors) to conduct any of said activities shall be deemed in violation of this Agreement, and said activity shall be grounds for termination of this Agreement with a three-day notice to quit.
X YB

18. SMOKING

a. Resident(s) must comply with all applicable laws and Rules regarding smoking on the Premises. Landlord may change its Rules regarding smoking at any time by providing Resident(s) with thirty (30) days'

written notice. At the inception of this Agreement: **Smoking is permitted in any area where smoking is not prohibited by applicable law.** X YB

b. Landlord is not required to advise Resident(s) of any changes in the law with respect to smoking on the Property. Resident(s) is responsible for complying with all laws relating to smoking and thirty days' notice is not required if a policy change is implemented to comply with a new statute, regulation or ordinance.. The Parties agree to execute any addendum relating to smoking which may be required by law after the execution of this Agreement. X YB

c. Although smoking may be prohibited at various locations at the Apartment Community, Landlord does not provide or guarantee a smoke-free environment and nothing in this paragraph or any smoking addendum, if any, shall be deemed a guarantee of any kind that Resident(s) will not be exposed to smoke while on the Property and Landlord expressly denies any such assertion. X YB

d. To the extent smoking is allowed anywhere in the Apartment Community, Resident(s) who smoke, or allow smoking by their invitees or guests, must ensure the smoke does not disturb the quite enjoyment of other residents. Secondhand smoke may seep and drift through open doors, windows, and ventilation ducts which may constitute a disturbance to those residents who do not smoke, particularly those with health and allergy-related sensitivities. Pursuant to other provisions of this Agreement, Resident(s) is responsible for the conduct of guests and invitees while they are on the Property. Violation of this provision may result in the immediate termination of this Agreement as provided in this Lease and by law.
X YB

e. Resident(s) agrees to dispose of all cigarette butts in appropriate receptacles. Cigarette butts are not to be flushed down toilets, put down drains, or left on the grounds of the Apartment Community.
X YB

f. Resident(s), guests and invitees agrees to **NOT** smoke in bed. X YB

19. MILITARY TRANSFER If Resident(s) is or becomes a member of the Armed Forces on extended active duty, a member of the State National Guard serving on full-time duty, or a civil service technician with a National Guard unit, and received change-of-duty orders to depart from the local area for longer than ninety (90) days, or is relieved from such duty, Resident(s) may terminate this Lease by giving thirty (30) days prior written notice to Landlord, provided Resident(s) is not otherwise in default. As a condition to such termination, Resident(s) will furnish Landlord with a certified copy of the official orders which warrant termination of this Lease. Military orders authorizing base housing in the local area in which the Premises is located do not constitute change-of-duty under this paragraph. X YB

20. LIQUID-FILLED FURNITURE AND AQUARIUMS: Waterbeds and other liquid-filled furniture are allowed only under the regulations of California Civil Code Section 1940.5, which requires proper insurance coverage for waterbeds. A certificate of insurance evidencing waterbed coverage must be provided to Landlord prior to Resident(s) bringing any liquid-filled furniture into the Premises. Resident(s) must provide Landlord with at least twenty-four (24) hours' written notice prior to the installation, removal or movement of any liquid-filled furniture and Landlord has the right to be present at the time of such installation, removal or movement. Installation, movement and removal must be done in accordance with standards set by the manufacturer, retailer, or state law, whichever provides the highest degree of safety. No aquariums over 5 gallons are permitted with out prior written consent of Landlord. If Resident(s) installs any liquid filled furniture, the Security Deposit shall be increased by **$300.00**, which in no event shall be more than one-half of one month's rent. X YB

21. CONDITION OF PREMISES-ALTERATIONS: Resident(s) has inspected the Premises and acknowledges that the Premises is in good and habitable order and repair at the time Resident(s) is given occupancy. X YB
Resident(s) agrees not to make any alterations or improvement to the Premises without the prior written consent of the Landlord. All additions, fixtures and improvements shall be Landlord's property and shall

remain upon the Premises after the termination of the Lease unless Landlord, as a condition of allowing Resident(s) to make such alteration, requires that the Premises be restored to the condition existing prior to such alteration or addition. Resident(s) agrees not to install additional or different locks or gates on any doors or windows of the Premises without written permission of Landlord. If landlord approves Resident(s)'s request to install such locks, Resident(s) agrees to provide Landlord with a key for each lock. X YB

22. DUTY TO CLEAN AND VENTILATE: Resident(s) hereby acknowledges that mold and mildew can grow in the Premises if the Premises is not properly maintained and ventilated. Resident(s) acknowledges that it is important the Resident(s) regularly allow air to circulate in the Premises. Resident(s) agrees to regularly allow air to circulate in the Premises by using bathroom fan(s), using ceiling fans where available, and regularly opening the windows and/or sliding doors where available. Since it is common for mold and mildew to grow if even a small amount of moisture builds up, Resident(s) also agrees to clean all toilets, sinks, countertops, showers, bathtubs, and tile or linoleum floors with house hold cleaner on at least a bi-weekly basis. Resident(s) further agrees to notify Landlord immediately whenever Resident(s) learns of any condition which could lead to a build up of moisture in Resident(s)'s apartment, including, but not limited to plumbing leaks, broken window or door seals, accumulation of rainwater, or other moisture around windows or doors, broken water lines or sprinklers, inoperable fans, doors or windows and/or any failure or malfunction in the heating, ventilation, or air-conditioning system in the Premises. Resident(s) agrees to keep the unit free of dirt and debris that can harbor mold or mildew. Resident(s) agrees to notify Landlord, in writing, of overflows from bathroom, kitchen, or unit laundry facilities, especially in cases where the overflow may have permeated walls or cabinets. Resident(s) agrees to allow the Landlord to enter the unit to inspect and make necessary repairs. Resident(s) agrees to use bathroom fans while showering or bathing and to report to the Landlord, in writing, any non-working fan. Resident(s) agrees to use all reasonable care to close all windows and other openings in the Premises to prevent outdoor water from penetrating into the interior unit. Resident agrees to clean and dry any moisture on windows, window sills, walls, floors, countertops, and other surfaces including personal property, as soon as reasonably possible. (Note: Mold and mildew can grow on damp surfaces with in 24 to 48 hours). **Resident(s) agrees to indemnify and hold harmless the Landlord/Owner/Agent from any actions, claims, losses, damages, and expenses, including but not limited to, attorneys' fees that the Landlord/Owner/Agent may sustain or incur as a result of the negligence of the Resident(s) or any guest or other person living in, occupying, or using the Premise.** If Resident(s) notices mold, mildew or other organic growth in the Premises, Resident(s) agrees to notify Landlord, in writing, immediately. **Any failure to comply with the requirements of this paragraph shall be deemed a material breach of this Lease. In addition, Resident(s) shall be liable to Landlord for any damage resulting from Resident(s)'s failure to comply with the requirements of this paragraph.** X YB

23. PACKAGE RELEASE: Resident(s) gives Landlord and its agents permission to sign for and accept any parcels or letters that may be sent to Resident(s), whether anticipated or unanticipated, through UPS, Federal Express, Airborne, USPS, hand deliveries, or the like. Landlord does not accept any responsibility or liability for any lost, damaged, or unordered deliveries and Resident(s) agrees to hold Landlord and Landlord's agents harmless from any loss or damage to any of Resident(s) packages. **Nothing in this paragraph, however, obligates Landlord to accept any packages on behalf of Resident(s) and Landlord may choose not to do so.** X YB

24. PARKING: The Apartment Community off street parking is for Resident parking only. Parking permits are required on all vehicles parked on property. Parking permits are available in the Apartment Community Office. X YB
Guests and invitees are to be instructed to park on the street. X YB
Remote Gate controls are needed to enter and exit the main parking lot. Remote Controls are available in the Babu's Villa Apartments office for a deposit of $25.00. X YB

Landlord shall not be liable for any damage or loss to motor vehicles of, or the contents of motor vehicles of, Resident(s) and/or Resident(s)'s guests or invitees. X YB
Failure of Resident(s) or Resident(s)'s guests or invitees to follow Rules and/or posted signs relating to parking and operation of vehicles will result in the towing of the offending vehicle at the cost of the vehicle owner(s). X YB
In the event a vehicle is towed, all fees, not limited to towing, storage, citations, and the like, are the responsibility of the vehicle owner(s). Landlord shall not be liable for any fees related to towing of vehicle(s). X YB
Number of parking spaces assigned to Resident(s)'s unit 05. Only one vehicle may be parked in each parking space. X YB
Only currently registered vehicles may be parked on the property.
X YB
Any vehicle that lacks an engine, transmission, wheels, tires, doors, or any other major part or equipment necessary to operate safely on the highways, is subject to tow under California Vehicle Code 22658. Vehicles parked in violation of local laws/ordinance are subject to tow at owner's expense. X YB

25. PESTS AND PEST CONTROL:

a. California law requires that an Owner/Agent/Landlord of a residential dwelling unit provide each new Resident(s) a copy of the notice provided by a registered pest control company if a contract for periodic pest control service has been executed. Pursuant to applicable law, concurrently with signing this lease, you are being provided with a copy of the legally required notice provided by the registered pest control company.
X YB

b. Resident(s) and Landlord both have inspected the Premises prior to leasing and acknowledge there is not visible evidence of the presence or infestation of insects or vermin including bedbugs in the Premises. Resident(s) agrees to inspect all personal belongings for signs of bedbugs and other insects or vermin prior to bringing personal belongings into the apartment and further agree not to bring into the Premises any belongings which Resident(s) suspects may be infested with bedbugs, insects or other vermin.
X YB

c. Resident(s) agrees to maintain the Premises in a manner that prevents the occurrence of an infestation of insects and vermin, including bedbugs, and comply with Rules and other policies relating to the prevention of infestations. Resident(s) further agrees to report any signs of bedbugs, ants, fleas, roaches or other insects or vermin immediately to Landlord. X YB

d. If Resident(s) allows individuals or items carrying bedbugs, fleas, roaches, or other insects or vermin into the Premises, **or has an infestation that cannot be traced to another source, such infestation will be deemed damage to the Premises and Resident(s) will be responsible for all costs of treatment to the Premises, their personal belongings and surrounding units as necessary to eradicate the infestation.** The choice of treatment shall be at the discretion of Landlord in consultation with Landlord's pest control vendor. X YB

e. It is our goal to maintain the highest quality living environment for out Resident(s). the Landlord has inspected the unit prior to lease and knows of NO bedbug infestation. Resident(s) have an important role in preventing and controlling bed bugs. While the presence of bed bugs is not always related to personal cleanliness or housekeeping, good housekeeping will help control the problem by identifying bed bugs, minimizing an infestation, and limiting its spread. It is important to underscore that travelers are mainly responsible for the transfer of bed bugs. X YB
Resident(s) represent(s) that all furnishings and other personal property that will be moved into the unit free of bedbugs. X YB

f. Resident(s) agrees to cooperate with all pest control efforts at and within the Premises and the Property. Resident(s) shall follow **all** instructions from Landlord and/or Landlord's pest Control Company with respect to treatment and eradication whether infestation is in the Resident(s)'s unit, another unit or elsewhere on the Property. **Resident(s) agrees that any non cooperation with all instructions from Landlord and/or Landlord's pest control company will result in a $25.00 service call fee, Resident(s) agree to pay said**

fee with the following month's rent. X YB

26. EMINENT DOMAIN OR CONDEMNATION: Should the land whereon the building containing the Premises is situated, or any part thereof, or any portion of the Apartment Community, be condemned or taken for public use, then, in that event, upon the taking of same for such public use, this Lease, at the option of the Landlord, shall be deemed null and void, and the term shall cease and come to an end, notwithstanding anything to the contrary herein, and without apportionment of the award. **Resident(s) shall not be entitled to receive any sum, or portion thereof, constituting any award arising out of any such eminent domain or condemnation.** X YB

27. SIGNIFICANT DAMAGE TO OR DESTRUCTION OF PREMISES:

a. If the Premises or Property are damaged by fire, flood or other casualty, necessitating repairs that require Resident(s) to vacate the Premises for any length of time, in the sole and absolute discretion of Landlord, Landlord shall have the option **either** (1) to repair the damage or otherwise restore the Premises, with this Agreement continuing in full force and effect, **or** (2) give notice to Resident(s), at any time after such damage occurs or repairs become necessary, terminating this Agreement as of a date to be specified in such notice. **Landlord shall not be required to repair any damage by fire or other cause or to make any repairs of any property installed in the Premises by Resident(s).** X YB

b. **If Landlord elects to terminate, this Agreement shall expire and all interest of the Resident(s) (including minors) in the Premises shall terminate and Landlord shall have no obligation to pay lodging, hotel, motel costs or other expenses to Resident(s) (including minors), guests or invitees, after the termination date.** If Landlord elects to repair the damage and/or make the significant repairs and continue this Agreement in full force and effect, the "Duty to Cooperate" and "Significant Repairs" provisions of the Agreement shall apply. X YB

28. SIGNIFICANT REPAIRS:

a. If the Premises requires significant renovations, improvements, or repairs (such as, by way of example only and not by way of any limitation, tenting for termites, treating for pests or other vermin, replacing plumbing or electrical wiring, repairing fire damage, etc.) which require Resident(s) to vacate the Premises for any length of time, Resident(s) must vacate the Premises as needed and otherwise cooperate with Landlord in its efforts to perform the work. To the extent possible, landlord shall give Resident(s) at least twenty-four (24) hours written notice of the need to vacate the Premises, which notice shall include Landlord's best estimation of the length of time landlord anticipates Resident(s) will need to be absent from the Premises. X YB

b. Resident(s) agrees to vacate the Premises for the time necessary for the work to be completed and, if Resident(s) needs to be absent from the Premises for more than eight (8) hours in any twenty-four hour period, relocate to alternative housing of the Landlord's choosing. Landlord shall be responsible to pay for the alternative housing; however, Resident(s) will remain responsible for all rent while Landlord is paying for alternative accommodations. If Resident(s) elects to relocate temporarily to lodging other than designated by Landlord, then Landlord shall have not obligation to pay the cost of such housing, which shall be at the Resident(s)'s sole cost and expense; although Resident(s) shall have no obligation to pay rent during the time the Premises is not available to Resident(s) during the repairs if Landlord is not paying for the alternative lodging, except as provided below. X YB

c. If the work or repairs are required because of the conduct of Resident(s) or the conduct of Resident(s)'s household (including minors), invitees or guests (such as misuse of plumbing, causing a fire, etc.), then Landlord shall be relieved of its obligation to pay for alternative accommodations set forth above and Resident(s) shall remain responsible for both rent and the cost of alternative lodging during the time when Resident(s) (including minors), guests and/or invitees must vacate the Premises for any work to be completed.

X YB

29. DUTY TO COOPERATE: Failure to vacate the Premises or otherwise cooperate with Landlord's efforts to conduct repairs, renovations, extermination, or other improvements at the Property is a material and incurable breach of this Lease and grounds for termination of this Agreement with service of three-day notice to quit.
X YB

30. SAFETY CONCERNS:
a. Landlord makes no representations or guarantees to Resident(s) (including minors), Resident(s)'s guests or invitees concerning the security of the Premises or the Apartment Community. Landlord is under no obligation to Resident(s) (including minors), Resident(s)'s guests or invitees to provide any security measure or take any action not required by statute. The presence of courtesy patrols, patrol cars, access gates, surveillance cameras or other deterrents do not guarantee that crime can or will be prevented. All such systems are subject to personnel absenteeism, human error, mechanical malfunctions and tampering. **Resident(s) is responsible for planning and taking action with respect to the safety of Resident(s) (including minors) Resident(s)'s guests and invitees and their property** as if such systems and deterrents did not exist. X YB
b. Landlord may install surveillance cameras in some of the common areas of the Property. These cameras may or may not be monitored and the footage may or may not be recorded by these cameras and the footage may or may not be kept by Landlord for any length of time. Landlord may remove such cameras, or install additional cameras, at any time without notice to Resident(s).
X YB
c. Landlord has not obligation to obtain criminal background checks on any Resident(s) and bears no responsibility or liability related to the criminal background or actions (whether past, present or future) of any person, even if Landlord has actually run a criminal background check on applicants. Resident(s) shall not rely on the fact that Landlord may have run a criminal background check on Resident(s) or any other applicant when deciding whether to enter into this Agreement. Background checks are limited to the information actually reviewed and are not a guarantee that a person with a criminal background does not reside at the Apartment Community or that someone living on the Property will not commit a crime in the future. Landlord ahs not made and does not make any representations as to the background of any existing or future Resident and Landlord is under no obligation to run background checks on any existing Resident or future applicant. X YB
d. Resident(s) agrees to report immediately all suspected or actual criminal activity to the appropriate local law enforcement agencies and, after doing so, to Landlord, and shall provide Landlord with such law enforcement agency's incident report number upon request. If Resident(s) receives a copy of any law enforcement agency's incident report for an incident that occurred on the Property and said incident impacted the Premises, the Property or other residents at the Property, Resident(s) shall provide a copy of said incident report to landlord upon request. X_____

31. MEGAN'S LAW DATABASE:
a. NOTICE: Pursuant to Section 290.46 of the Penal Code, information about specified registered sex offenders is made available to the public via an internet web site maintained by the Department of Justice at www.meganslaw.ca.gov. Depending on an offender's criminal history, this information will include either the address at which the offender resides or the community of residence and ZIP Code in which he or she resides. X YB
b. Since the information is equally available to Resident(s) and Landlord, and Landlord cannot discriminate against registered sex offenders pursuant to Penal Code Section 290.46 *et seq.*, Landlord has not made an inquiry of any applicant or resident as to whether he or she is a registered sex offender. Resident(s) are advised to make whatever reasonable and lawful actions Resident(s) believes necessary to protect household members or guests against any potential harm. This includes talking to any children or individuals with diminished capacity about how to deal with strangers and similar topics. **Resident(s) is advised that Landlord may not notify Resident(s) if Landlord learns or is advised that a registered**

sex offender is living in the Apartment Community. The existence of registered sex offenders in the Apartment Community is not grounds for terminating this Agreement. X YB

32. LIABILITY: Landlord shall not be liable to Resident(s) (including minors) or any guests or invitees of Resident(s) for any damage or losses to person or property arising from any cause including, but not limited to, theft burglary, assault, vandalism, fire, flood water leaks, rain, hail, ice, snow, smoke, lightning, wind, explosion, interruption of utilities, earthquake, or any other condition over which the Landlord has no control. X YB

33. RENTER'S INSURANCE: Landlord does not provide insurance for Resident(s)'s personal property or automobile. Renter's insurance is designed to provide Resident(s) with reimbursement for loss, damage or destruction of their property, as well as coverage for additional living expenses incurred if the Premises, for example, become uninhabitable as a result of a fire. Such insurance can also protect Resident(s) from any liability claims resulting from their own personal activities. For example, if Resident(s)'s negligence causes a fire, Resident(s) may be held responsible for the damage of the property of others, including Landlord's property. X YB

Resident(s) is REQUIRED to obtain renter's insurance in an amount sufficient to cover all personal possessions of Resident(s) together with reasonable level of liability coverage of the actions of Resident(s), house hold members (including minors) or Resident(s)'s guest(s) or invitee(s). Resident(s) shall provide proof of insurance to Landlord at commencement of this Lease Agreement. X YB

34. INDEMNITY/HOLD HARMLESS: Resident(s) agrees to indemnify and hold harmless, the Landlord, their officers, directors, employees and agents from and against any and all claims, liabilities, damages, cause of action, losses, costs and expenses or liability of any nature, including death or injury to any person, property damage or any other loss caused by or arising out of Resident(s) (including minors), Resident(s)'s guest(s), invitee(s)or subtenant(s)' negligent acts, errors, or omissions, or willful misconduct, or conduct for which applicable law may impose strict liability on Landlord in the performance of or failure to perform its obligations under this Lease Agreement. X YB

35. PETS: NO dogs, cats, animal, fowl, fish, reptile, and/or pets of any kind are permitted on the premises, for any amount of time, without the prior written consent of the Landlord. In the event that written consent is given by Landlord, an additional deposit of $400.00 will be collected.
X YB

Any such consent may be revoked at any time, with our without cause, by giving thirty (30) days' written notice. X YB

In the event of default by Resident of any terms in this paragraph, Resident agrees, within three days after receiving written notice of default from Landlord, to cure the default or vacate the Premises. X YB

Except to the extent written permission is given; **pets may NOT be brought upon the Premises, whether such pets belong to Resident(s) or to another person. The presence of any pets as to which written permission has not been given and is not currently in force, even if such pets are "just visiting," shall be deemed a material and incurable breach of this Lease and shall be cause for the service of a three-day notice terminating the tenancy.**
X YB

This policy does not apply to accommodation or service animals. A disabled individual who requires an animal in order to be able to use and enjoy the Premises or the Property should contact Landlord, before bringing the animal onto the Premises and request accommodation to this lease provision. All accommodation requests will be processed in accordance with applicable laws. X

inoperability in the carbon-monoxide device. Resident(s) agrees to not interfere with the presence or operability of any carbon-monoxide device. X YB
Resident(s) further agrees that if the carbon-monoxide device(s) is battery operated, pursuant to California Civil Code Section 1942.1, as part of the consideration of the rental, **Resident(s) assumes responsibility to: (a) ensure the battery is in operating condition at all times;** X_____
and (b) replace the battery as needed. X YB
Under no circumstances shall Resident(s) remove the battery of a carbon-monoxide device without immediately replacing the battery with a new one.
X YB

37. SATELLITE DISHES: Resident(s) agrees to NOT install any satellite dishes on the Property or in the Premises or on the balcony/patio.
X YB

38. POLITICAL SIGNS: Resident(s) agrees to NOT post any political signs.
X YB

39. PROPOSITION 65 WARNING: The Premises as well as the common areas in and around the Apartment Community contain at lease one chemical(s) known to the State of California to cause cancer or reproductive toxicity and for which warnings are now required. These chemicals include, but are not limited to: tobacco, smoke, lead and lead components, asbestos, carbon monoxide, and gasoline components. More information on specified exposures is available at www.prop65apt.org. California Health & Safety Code Section 25249. X YB

40. ASBESTOS DISCLOSURE, OPERATION AND MAINTENANCE PROGRAM:
Applicable only if checked here [X] *(must be checked if building is constructed prior to 1981 or if Landlord knows or believed there is asbestos on the Premises.)*
a. Asbestos is a mineral on the list of chemicals known to the State of California to cause cancer. Asbestos is present in the strayed-on acoustic ceiling material (which has a "cottage cheese" appearance) in the Premises and in hallways and other areas in the building in which the Premises is located. Asbestos may also be present in other materials in the Premises and the building, including the insulation fireproofing and floor tiles.
b. Landlord has instituted operations and a maintenance program directed at maintaining the Premises in accordance with any applicable federal and state safety requirements regarding asbestos-containing material. This program is designed (among other things) to prevent release of asbestos fibers into the air; minimized disturbance or damage to asbestos-containing material; monitor the conditions of materials and air in the building; and regulate maintenance, renovation and construction activities. Now matter how small the percentage of such material may be, Resident(s) (including minors) and Resident(s) invitees shall comply with such rules and regulations as Landlord from time to time may prescribe in connection with Landlord's operations and maintenance program including, without limitation the following:

i. Hazardous materials: Resident(s) shall not take or allow any action which in any way damages or disturbs all or part of the ceiling or floor tiles in the Premises, including, but not limited to: piercing the surface of the ceiling or floor tiles by drilling or any other method; hanging plants, mobiles or other objects from the ceiling; allowing any objects to come into contact with the ceiling; permitting water or other liquid to come into contact with the ceiling; painting or undertaking any repairs or improvements with respect to the ceiling;

ii. Resident(s) shall notify Landlord immediately in writing (a) if there is any damage or deterioration of the ceiling or floor tiles in the Premises, including without limitation, loose, cracking, hanging or dislodged material, water leaks, or stains in the ceiling or floor tiles; or (b) upon the occurrence of any of the activities described in the preceding paragraph.

Yesenia Berber
(Signature of Resident)

(Signature of Resident)

Regarding Pet(s), IN THE EVENT OF WRITTEN CONSENT FROM LANDLORD: Resident(s) agrees to comply with all applicable ordinances, regulations and laws governing pets.
X YB

Resident(s) agrees to provide proof of vaccinations, license and registration for the City of Rancho Cordova and County of Sacramento no later than 5 business days from the commencement of this Lease. X YB

Resident(s) agrees that Pet will not be permitted outside Resident(s)'s unit unless restrained by a leash. X YB

Resident(s) agrees that Use of grounds or premises for sanitary purposes is prohibited. Any "mess" created by Pet shall immediately be cleaned up by Resident(s). Resident must provide and maintain an appropriate litter box, if applicable. X YB

Resident(s) agrees that Pet MUST be neutered. X YB

Resident(s) agrees that Pet shall not be fed directly on the carpeting or wood flooring in the unit.
X YB

Resident(s) shall prevent fleas, ticks, or other infestation of the rental unit or other property of Landlord, and may be held liable for costs associated with any necessary remediation.
X YB

Resident(s) agrees that Resident(s) shall not permit, and represents that Pet will not cause any damage, discomfort, annoyance, nuisance or in any way inconvenience, or cause complaints, from any other Resident(s), guest, or public. X YB

Resident(s) shall be liable to Landlord for all damages or expenses incurred by or in connection with Pet, and shall hold Landlord/Owner/Agent harmless and indemnify Landlord/Owner/Agent for any and all damages or costs in connection with Pet(s) owned or brought to Premises/Property by Resident(s), guest(s) and/or invitee(s). X YB

Resident(s) also agrees to carry insurance deemed appropriate by Landlord to cover possible liability and damages that may be caused by such Pet(s). X YB

36. SMOKE DETECTOR AND CARBON-MONOXIDE DEVICES: Resident(s) acknowledges that the Premises is equipped with operable smoke detector(s) at the time Resident(s) took possession of the Premises. Resident(s) acknowledges the smoke detection device(s) was/were tested and its operation explained by Landlord in the presence of Resident at time of initial occupancy and the detector(s) was/were operating properly at the time. X YB

Resident(s) agrees to perform the manufacturer's recommended test at least once a week to determine if the smoke detector(s) are operating properly. X YB

Resident(s) agrees to not interfere with the presence or operability of such smoke detectors and to report immediately to Landlord, in writing, any defects in the condition of any smoke detectors. X_____

In accordance with California law, Resident(s) shall allow Landlord access to the Premises for that purpose.
X YB

Resident(s) understand that the smoke detector is battery operated. X YB

Resident(s) further agrees that, if the smoke detector(s) is battery operated, pursuant to California Civil Code Section 1942.1, as part of the consideration of the rental, Resident(s) assumes responsibility to:
(a) Ensure the battery is in operating condition at all times. X YB
and (b) replace the battery as needed. X YB
Under no circumstances shall Resident(s) remove the battery of a smoke detector without immediately replacing the battery with a new one.
X YB

If a carbon-monoxide device has been installed within the Premises, Resident(s) acknowledges that the carbon-monoxide device was operable at the time Resident(s) took possession of the Premises.
X YB

Resident(s) is responsible for notifying Landlord if Resident(s) becomes aware of an inoperable or deficient carbon-monoxide device within the Premises. Landlord shall correct any reported deficiencies or

41. LEAD-BASED PAINT DISCLOSURE AND WARNING:

Applicable only if checked here [X] *(must be checked if building is constructed prior to 1978 or if Landlord knows or believes there to be lead-based paint on the Premises.)*

a. Lead Warning Statement. Housing built before 1978 may contain lead-based paint. Lead from paint chips and dust can pose health hazards if not managed properly. Lead exposure is especially harmful to young children and pregnant women. Before renting pre-1978 housing, Landlords must disclose the presence of known lead-based paint and/or lead based poisoning prevention.

b. Landlord's Disclosure *(check appropriate box or boxes).*

[X] Landlord has no knowledge of lead-based paint and/or lead-based paint hazards in the Premises.

[X] Landlord has no reports or records pertaining to lead-based and/or lead-based paint hazards in the Premises.

[ ] Landlord knows that lead-based paint and/or lead-based paint hazards are present in the Premises (explain)._____

[ ] Landlord has reports or records pertaining to lead-based and/or lead-based paint hazards in the Premises and has provided Resident(s) with all available records and reports or made such records and reports available to Resident(s)'s upon Resident(s)'s request. *(List documents)*_____

c. Resident(s)'s Acknowledgment *(check all that apply)*

[ ] Copies of all information listed above, if any, have been made available to Resident(s) upon request.

[ ] Resident(s) have received copies of all information listed above, if any.

[X] Resident(s) have received the pamphlet *Protect Your Family from Lead in Your Home.*

Yesenia Berber

(Signature of Resident) *(Signature of Resident)*

42. MISSTATEMENTS ON APPLICATION: Resident(s) has completed an application in connection with securing this Lease. Landlord has relied upon the statements set forth in said application in deciding to rent the Premises to Resident(s). **It is agreed that, if Landlord subsequently discovers any misstatements of fact in the Resident(s)'s application, any such misstatements shall be deemed a material and incurable breach of this Lease and shall entitle Landlord to serve Resident(s) with a three-day notice terminating tenancy.**

X YB

43. EVENTS OF DEFAULT: Resident(s) shall be guilty of material breach of this Agreement, and subject to termination of tenancy with a three-day notice to quit,

if Resident(s): (a) fails to pay any rent or other sums payable under this Lease on the date it becomes due; X YB **(b)** defaults in performance of or breach of any other provision, term, covenant or condition of this Lease; X YB **(c)** vacates or abandons the Premises before expiration of the full term o this Lease, or any extension of the term; X YB **(d)** sublets or attempts to sublet this Lease; **(e)** permit's the leasehold interest of Resident to be levied upon or attached by process of law; or X YB **(f)** makes an assignment for the benefit of creditors. X YB

44. WAIVER: Landlord's failure on any occasion to require strict compliance with any provision of this Lease or to exercise any right arising under this Lease shall not be deemed a waiver of Landlord's right subsequently to enforce any such provision or to insist upon any such right. X YB
The fact that Landlord may have accepted late payment(s) on one or more occasions shall not be deemed a waiver of Landlord's right to insist upon timely payment of rent or to exercise any remedy available for late payment of rent. X YB
Acceptance of rent following a breach of this Agreement shall not be deemed to constitute a waiver of such breach. No custom or practice which may develop between the Parties in the course of the tenancy shall be construed to waive the right of Landlord to enforce any provision of this Lease. X

45. TIME IS OF THE ESSENCE: Time is of the essence with respect to the provisions of this Lease. This provision shall be interpreted in its strictest sense irrespective of the relative hardship to the Parties.
X YB

46. DISCLOSURE REGARDING OWNER/MANAGEMENT: Pursuant to Civil Code Section 1962(a) (1), the current on-site manager (_____) is authorized to manage the Premises. The telephone number and street address at which personal service may be affected on this person(s) is.
Off-Site Manager(s): **Kamilia (Emily) Dimitri, Angel Rosales, John Halwani 650-369-6309. 3250 Middlefield Road, Menlo Park, CA 94025.** X YB

47. NOTICES: Any notice that Landlord gives to Resident(s) shall be deemed **properly** served (whether or not actually received by Resident(s)) if served in the manner prescribed in Code of Civil Procedure Section 1162. Except as prohibited by law, if Landlord fails to serve the notice in accordance with the provisions of Code of Civil Procedure Section 1162, but **Resident(s) actually receives the notice, the actual receipt shall be deemed to cure any defects in the manner of service and the notice shall be deemed properly and personally served.** Service upon any of the residents of the Premises shall be deemed valid service upon all Residents-it is not necessary to serve each Resident individually unless otherwise required by law.
X YB

48. ATTORNEY'S FEES: In the event of any litigation relating to this Agreement or the rights or liabilities of any party arising under this Agreement, **the prevailing party of such litigation shall be entitled to its costs, including reasonable attorney's fees, incurred in such litigation, not to exceed a maximum total of $2,000.00 fees and costs.** If any such litigation is dismissed prior to trial, the parties agree that there shall be no prevailing party for purposes of an award of attorney's fees and/or costs. **An unlawful detainer action shall be considered an action relating to this Lease and thus subject to this provision.** X YB

49. ARBITRATION: Should Landlord or resident(s) wish to commence an action for damages under the Agreement, it shall be required to adjudicate the dispute through binding arbitration under the rules of the American Arbitration Association or under such rules to which the parties may agree. This Section shall not apply to actions maintained for a breach of contract or covenant where the remedy is rescission and/or restitution of possession or any termination. X YB

50. JOINT AND SEVERAL LIABILITY AND AUTHORITY: All persons signing this Agreement as Resident(s) shall remain jointly and severally liable for all obligations arising under it, whether or not they remain in actual possession of the Premises. X YB
The giving by any individual Resident of a notice of termination of tenancy shall not terminate the Lease as to that Resident unless all Residents vacate the Premises by the agreed date. Landlord may, however, treat any such notice as a notice binding against all Residents of the Premises, and my

institute unlawful detainer proceedings against all Residents if they do not restore possession of the Premises to Landlord on or before the end of the notice period. Conversely, Landlord may, at its sole option, if one or more Resident gives notice, but all Residents do not return possession of the Premises to Landlord within the notice period, continue the tenancy in effect and, if Landlord does so, all Residents, including the Resident giving notice, shall remain fully liable for all obligations arising hereunder whether or not they remain in occupancy of the Premises. X YB

51. ENTIRE AGREEMENT: This Agreement, including all addenda executed by both Parties, sets forth the entire agreement among the Parties with respect to the matters set forth in it. It shall not be altered nor modified unless such alteration or modification is in writing and signed by all signatories to this Lease. No verbal agreements or representations have been made or relied upon by either party or any agent or employee of either party, and neither party nor any agent or employee of either party is entitled to alter any provisions of this Lease by any verbal representations or agreement to be made subsequent to the execution of this Lease. The foregoing notwithstanding, if Resident(s) hold over the expiration of the Lease term on a month-to-month holdover basis, Landlord may change any provision of this Lease without the consent of Resident(s) in the manner prescribed by California Civil Code Section 827. X YB

52. SEVERABILITY AND PROVISIONS REQUIRED BY LAW: If a provision or paragraph of this Lease is legally invalid, or declared by a court to be unenforceable, such provision or paragraph will be deemed deleted and the rest of this Lease will remain in effect. To the extent any provision of this Agreement is in direct conflict with any provisions of applicable law, such provision is hereby deleted. Any provision specifically required by applicable law which is not included in this Lease is hereby inserted as an additional provision of applicable law and then only so long as the provision of the applicable law is not repealed or held invalid by a court of competent jurisdiction. X YB

53. SUBORDINATION: This Lease and all rights of Resident(s) arising under it are expressly agreed to be subject and subordinate in all respects to the lien of any present or future mortgages which are or may be placed upon the Property and to all other rights acquired by the holder of any such mortgage(s). As used in this paragraph, the term "mortgage" shall include deeds of trust or any similar security interest.
X YB

54. SUCCESSORS IN INTEREST: If the Property is sold or the ownership interest otherwise transferred, the successor in interest of Landlord shall be deemed the assignee of all rights arising under this Lease, and shall be entitled to enforce the provisions of this Lease against Resident(s). **Nothing in this provision shall be construed as conflicting or superseding the foregoing subordination or as requiring a continuation of the tenancy in the event of a foreclosure or other involuntary transfer of ownership.**
X YB

55. CREDIT REPORTING: Resident(s) is notified that Resident(s)'s performance as a tenant of this property may be reported to credit reporting agencies. X YB

56. ATTACHMENTS/ADDENDA: Resident(s) acknowledges receipt of a copy of the attachments/addenda listed in this section, which are incorporated into and made part of this Lease. **Resident(s) agrees to abide by all said attachments/addenda in all respects. Any failure to comply with any of the attachments shall be deemed a breach of this Lease.**

a) Community Rules **b) Pool Rules**
c) Bedbug Addendum **d) Asbestos Addendum**

e) **Move In/Out Inspection** f) **Pest Control**
g) _____ h) _____
I) _____ j) _____
X_____

57. NON-DISCRIMINATION: There shall be no discrimination against or segregation of, any persons on account of race, color, national origin, ancestry, creed, religion, gender, gender identity, gender expression, sexual orientation, genetic information, marital status, familial status, age, source of income, handicap, disability or any other protected classification under state or federal law, in the sale, lease, sublease, transfer, use, occupancy, tenure or enjoyment of the Premises, nor shall the Landlord or any person claiming under or through Landlord, establish or permit any such practice or practices of discrimination or segregation with reference to the selection, location, number, use or occupancy of tenant, lessees, or vendees of the Premises. X YB

58. REQUESTS FOR ACCOMMODATIONS OR MODIFICATIONS: A disabled person, for all purposes under this Lease, shall be provided reasonable accommodations or reasonable modifications to the extent necessary to provide the disabled person with an opportunity to use and occupy the Premises in a manner equal to that of a non-disabled person. **If Resident(s) believes Resident(s) or a member of Resident(s)'s household requires an accommodation or modification as a result of a disability, Resident(s) should contact Landlord to begin the interactive process.** X YB

59. SIGNATORIES: The individuals signing below as "Resident," whether or not in actual possession of the Premises, are jointly and severally responsible for all obligations arising under this Lease. This Lease shall not be considered to be in full force and effect until signed by Landlord or Landlord's authorized agent. Landlord may, with out liability, refuse to enter into this Lease and may refuse to allow Resident(s) to occupy the Premises at any time prior to Landlord signing this Lease. Resident(s) shall be fully liable for all obligations arising under this Lease and Landlord may enforce the provisions of this Lease as against Resident(s) if, for any reason or by any means, Resident(s) obtains access to the premises before such time as the Lease has been signed by Landlord or Landlord's authorized agent.

Yesenia Beber 12-03-14
(Resident) (Date) (Resident)
(Date)

_____ _____
(Resident) (Date) (Resident)
(Date)

_____ _____
(Resident) (Date) (Resident)
(Date)

Angel Rosado
(Landlord/Agent) **(Date)**

Exhibit B

Resident Ledger

GREYSTAR®

Date: 02/12/2025

Code	t2841161	**Property**	cawoopa2	**Lease From**	01/01/2018
Name	Federico Vargas	**Unit**	218-05	**Lease To**	01/31/2018
Address	301 East O'Keefe Street	**Status**	Current	**Move In**	01/01/2018
	#5	**Rent**	1242.11	**Move Out**	
City	East Palo Alto, CA 94303	**Phone (H)**		**Phone (W)**	

Date	Chg Code	Post Month	Description	Charge	Payment	Balance	Chg/Rec
07/21/2023	secdep	07/2023	:Posted by QuickTrans (secdep)	850.00		850.00	132770137
07/21/2023		07/2023	chk# :QuickTrans :Posted by QuickTrans		850.00	0.00	32404247
07/21/2023		07/2023	chk# Conv_PPD		34.47	(34.47)	32406716
08/01/2023	rent	08/2023	Base Rent (08/2023)	1,108.14		1,073.67	134150921
08/07/2023		08/2023	chk# 1090 98140503 :CHECKscan Payment		1,000.00	73.67	32722893
08/07/2023		08/2023	chk# 1090 98140514 :CHECKscan Payment		108.14	(34.47)	32722894
09/01/2023	rent	09/2023	Base Rent (09/2023)	1,108.14		1,073.67	135916137
09/06/2023		09/2023	chk# 90 :CHECKscan Payment		1,000.00	73.67	33209702
09/06/2023		09/2023	chk# 90 :CHECKscan Payment		108.14	(34.47)	33209703
10/01/2023	rent	10/2023	Base Rent (10/2023)	1,218.95		1,184.48	137353916
10/11/2023	latefee	10/2023	Late Fees	35.00		1,219.48	138086013
10/12/2023		10/2023	chk# 90 :CHECKscan Payment		1,000.00	219.48	33780634
10/12/2023		10/2023	chk# 90 :CHECKscan Payment		108.14	111.34	33780635
11/01/2023	rent	11/2023	Base Rent (11/2023)	1,218.95		1,330.29	139539767
11/09/2023		11/2023	chk# 1090 98153065 :CHECKscan Payment		295.29	1,035.00	34249195
11/09/2023		11/2023	chk# 1090 98153076 :CHECKscan Payment		1,000.00	35.00	34249196
12/01/2023	rent	12/2023	Base Rent (12/2023)	1,218.95		1,253.95	141466763
12/07/2023		12/2023	chk# 2089 8008754085 :CHECKscan Payment		218.95	1,035.00	34702245
12/07/2023		12/2023	chk# 2089 8008754084 :CHECKscan Payment		1,000.00	35.00	34702246
01/01/2024	rent	01/2024	Base Rent (01/2024)	1,218.95		1,253.95	143274399
01/09/2024		01/2024	chk# 90 :CHECKscan Payment		1,000.00	253.95	35186847
01/09/2024		01/2024	chk# 90 :CHECKscan Payment		218.95	35.00	35186848
02/01/2024	rent	02/2024	Base Rent (02/2024)	1,218.95		1,253.95	145199227
02/07/2024		02/2024	chk# 1091 74346886 :CHECKscan Payment		35.00	1,218.95	35685056
02/07/2024		02/2024	chk# 1091 74346875 :CHECKscan Payment		218.95	1,000.00	35685057
02/07/2024		02/2024	chk# 1091 74346864 :CHECKscan Payment		1,000.00	0.00	35685058
03/01/2024	rent	03/2024	Base Rent (03/2024)	1,218.95		1,218.95	147167296
03/11/2024	latefee	03/2024	Late Fees	35.00		1,253.95	147676918
03/11/2024		03/2024	chk# 1091 74341210 :CHECKscan Payment		218.95	1,035.00	36245531
03/11/2024		03/2024	chk# 1091 74341200 :CHECKscan Payment		1,000.00	35.00	36245532
04/01/2024	rent	04/2024	Base Rent (04/2024)	1,218.95		1,253.95	149286259
04/08/2024	latefee	04/2024	Reverse Late Fee (03/2024) Resident brought in on time.	(35.00)		1,218.95	149630960
04/08/2024		04/2024	chk# 1091 74356214 :CHECKscan Payment		218.95	1,000.00	36738293
04/08/2024		04/2024	chk# 1091 74356203 :CHECKscan Payment		1,000.00	0.00	36738294
05/01/2024	rent	05/2024	Base Rent (05/2024)	1,218.95		1,218.95	151256394
05/07/2024		05/2024	chk# 1092 38802310 :CHECKscan Payment		1,000.00	218.95	37275988
05/07/2024		05/2024	chk# 1092 38802321 :CHECKscan Payment		218.95	0.00	37275989
06/01/2024	rent	06/2024	Base Rent (06/2024)	1,218.95		1,218.95	153407239
06/06/2024		06/2024	chk# 1092 38806700 :CHECKscan Payment		218.95	1,000.00	37836683
06/06/2024		06/2024	chk# 1092 38806699 :CHECKscan Payment		1,000.00	0.00	37836684
07/01/2024	rent	07/2024	Base Rent (07/2024)	1,218.95		1,218.95	155738909
07/03/2024		07/2024	chk# 40196599276757 :CHECKscan Payment		218.95	1,000.00	38361218
07/03/2024		07/2024	chk# 40196599276748 :CHECKscan Payment		1,000.00	0.00	38361219
08/01/2024	rent	08/2024	Base Rent (08/2024)	1,218.95		1,218.95	158009565

08/07/2024		08/2024	chk# 1092 38823408 :CHECKscan Payment		1,000.00	218.95	39045522
08/07/2024		08/2024	chk# 1092 38823419 :CHECKscan Payment		222.00	(3.05)	39045523
09/01/2024	rent	09/2024	Base Rent (09/2024)	1,218.95		1,215.90	160381597
09/09/2024		09/2024	chk# 1092 38827907 :CHECKscan Payment		1,000.00	215.90	39713622
09/09/2024		09/2024	chk# 1092 38827918 :CHECKscan Payment		218.95	(3.05)	39713623
09/11/2024	latefee	09/2024	Late Fees	35.00		31.95	161010368
10/01/2024	rent	10/2024	Base Rent (10/2024)	1,218.95		1,250.90	162703648
10/08/2024		10/2024	chk# 1092 92648058 :CHECKscan Payment		218.95	1,031.95	40283283
10/08/2024		10/2024	chk# 1092 92648047 :CHECKscan Payment		1,000.00	31.95	40283284
10/23/2024	latefee	11/2024	Reverse Late Fee (09/2024) Resident paid on time	(35.00)		(3.05)	163522414
11/01/2024	rent	11/2024	Base Rent (11/2024)	1,242.11		1,239.06	164745455
11/06/2024		11/2024	chk# 1092 92652018 :CHECKscan Payment		242.11	996.95	40866618
11/06/2024		11/2024	chk# 1092 92652007 :CHECKscan Payment		1,000.00	(3.05)	40866620
12/01/2024	rent	12/2024	Base Rent (12/2024)	1,242.11		1,239.06	167479875
12/08/2024		12/2024	chk# 1092 92655912 :CHECKscan Payment		1,000.00	239.06	41452652
12/08/2024		12/2024	chk# 1092 92655923 :CHECKscan Payment		242.11	(3.05)	41452653
01/01/2025	rent	01/2025	Base Rent (01/2025)	1,242.11		1,239.06	169839690
01/06/2025		01/2025	chk# 1092 92661016 :CHECKscan Payment		1,000.00	239.06	41988933
01/06/2025		01/2025	chk# 1092 92661027 :CHECKscan Payment		242.11	(3.05)	41988935
02/01/2025	rent	02/2025	Base Rent (02/2025)	1,242.11		1,239.06	172168030
02/09/2025		02/2025	chk# 90 :CHECKscan Payment		1,000.00	239.06	42637472
02/09/2025		02/2025	chk# 90 :CHECKscan Payment		242.11	(3.05)	42637473

Exhibit C

R024

Resident Ledger

Federico Vargas

301 East O'Keefe Street
5
Palo Alto, CA, 94303

Date:	8/21/2021
Resident Code:	t2814087
Property:	018230
Unit:	218-05
Status:	Current
Rent:	$1,108.14
Deposit:	$850.00
Move In Date:	01/01/18
Move Out Date:	
Due Day:	1
Tel Num(Office)	
Tel Num(Home)	

Date	Post Mo	Description	Charges	Payments	Balance
		Balance Forward			**0.00**
01/01/18	5/2018	Leased Rent (01/2018)	1,047.27		1,047.27
01/05/18	5/2018	6425/ 6426		1,047.27	0.00
02/01/18	5/2018	Leased Rent (02/2018)	1,065.53		1,065.53
02/05/18	5/2018	Chk# 107989672340		1,000.00	65.53
02/05/18	5/2018	Chk# 107989672351		65.53	0.00
02/14/18	12/2017	:QuickTrans - :Posted by QuickTrans		850.00	(850.00)
02/14/18	12/2017	:Posted by QuickTrans (secdepre)	850.00		0.00
03/01/18	3/2018	Leased Rent (03/2018)	1,065.53		1,065.53
03/05/18	3/2018	Late fees, 5% of $1065.53	53.28		1,118.81
03/05/18	7/2018	resident paid on time	(53.28)		1,065.53
03/27/18	4/2018	17-722354895 - Manually posted MO 17-722354895, rec. 3/3/2018		1,000.00	65.53
03/27/18	4/2018	17-722354896 - Manually posted MO 17-722354896, rec. 3/3/2018		65.53	0.00
04/01/18	4/2018	Leased Rent (04/2018)	1,065.53		1,065.53
04/05/18	4/2018	Late fees, 5% of $1065.53	53.28		1,118.81
04/05/18	7/2018	resident paid on time	(53.28)		1,065.53
05/01/18	5/2018	Leased Rent (05/2018)	1,065.53		2,131.06
05/03/18	5/2018	R107365658334		1,000.00	1,131.06
05/03/18	5/2018	R107365658345		65.53	1,065.53
05/05/18	5/2018	Late fees, 5% of $1065.53	53.28		1,118.81
05/05/18	7/2018	resident paid on time	(53.28)		1,065.53
05/09/18	5/2018	R107365647390		1,000.00	65.53
05/09/18	5/2018	R107365647400		65.53	0.00
06/01/18	6/2018	Leased Rent (06/2018)	1,065.53		1,065.53
06/04/18	6/2018	R107989681481		1,000.00	65.53
06/04/18	6/2018	R107989681492		65.53	0.00
07/01/18	7/2018	Leased Rent (07/2018)	1,065.53		1,065.53
07/04/18	7/2018	R107365665143		1,000.00	65.53
07/04/18	7/2018	R107365665154		65.53	0.00
07/05/18	7/2018	Late fees, 5% of $1065.53	53.28		53.28
07/05/18	7/2018	resident paid on time	(53.28)		0.00
08/01/18	8/2018	Leased Rent (08/2018)	1,065.53		1,065.53
08/04/18	8/2018	R107365671787		1,000.00	65.53

R025

Resident Ledger

Federico Vargas

301 East O'Keefe Street
5
Palo Alto, CA, 94303

Date:	8/21/2021
Resident Code:	t2814087
Property:	018230
Unit:	218-05
Status:	Current
Rent:	$1,108.14
Deposit:	$850.00
Move In Date:	01/01/18
Move Out Date:	
Due Day:	1
Tel Num(Office)	
Tel Num(Home)	

Date	Post Mo	Description	Charges	Payments	Balance
08/04/18	8/2018	R107365671798		65.53	0.00
08/05/18	8/2018	Late fees, 5% of $1065.53	53.28		53.28
09/01/18	9/2018	Leased Rent (09/2018)	1,065.53		1,118.81
09/05/18	9/2018	Late fees, 5% of $1065.53	53.28		1,172.09
09/11/18	9/2018	Chk# 108269678957		1,000.00	172.09
09/11/18	9/2018	Chk# 108269678968		65.53	106.56
09/12/18	9/2018	resident made payment on time	(106.56)		0.00
10/01/18	10/2018	Leased Rent (10/2018)	1,065.53		1,065.53
10/05/18	10/2018	Late fees, 5% of $1065.53	53.28		1,118.81
10/09/18	10/2018	Chk# 10736568059		1,000.00	118.81
10/09/18	10/2018	Chk# 10736568060		100.53	18.28
11/01/18	11/2018	Leased Rent (11/2018)	1,065.53		1,083.81
11/05/18	11/2018	Chk# 10826969181		1,000.00	83.81
11/05/18	11/2018	Chk# 10826969182		100.53	(16.72)
11/05/18	11/2018	Late fees, 5% of $1065.53	53.28		36.56
12/01/18	12/2018	Leased Rent (12/2018)	1,065.53		1,102.09
12/05/18	12/2018	Chk# 10826969696		1,000.00	102.09
12/05/18	12/2018	Chk# 10826969697		100.53	1.56
12/05/18	12/2018	Late fees, 5% of $1065.53	53.28		54.84
01/01/19	1/2019	Leased Rent (01/2019)	1,065.53		1,120.37
01/04/19	1/2019	Chk# 10826970185		1,000.00	120.37
01/04/19	1/2019	Chk# 10826970186		65.53	54.84
01/05/19	1/2019	Late fees, 5% of $1065.53	53.28		108.12
02/01/19	2/2019	Leased Rent (02/2019)	1,065.53		1,173.65
02/05/19	2/2019	Chk# 10826971498		1,000.00	173.65
02/05/19	2/2019	Chk# 10826971499		65.53	108.12
02/05/19	2/2019	Late fees, 5% of $1065.53	53.28		161.40
02/07/19	2/2019	paid on time 1/2019	(53.28)		108.12
02/07/19	2/2019	reduce late fee to $35 10/2018-12/2018, 2/2019	(73.12)		35.00
03/01/19	3/2019	Leased Rent (03/2019)	1,065.53		1,100.53
03/05/19	3/2019	1082 69710681		1,000.00	100.53
03/05/19	3/2019	1082 69710692		65.53	35.00
03/15/19	3/2019	waive 2/2019 late fee	(35.00)		0.00
04/01/19	4/2019	Leased Rent (04/2019)	1,065.53		1,065.53

R026

Resident Ledger

Federico Vargas

301 East O'Keefe Street
5
Palo Alto, CA, 94303

Date:	8/21/2021
Resident Code:	t2814087
Property:	018230
Unit:	218-05
Status:	Current
Rent:	$1,108.14
Deposit:	$850.00
Move In Date:	01/01/18
Move Out Date:	
Due Day:	1
Tel Num(Office)	
Tel Num(Home)	

Date	Post Mo	Description	Charges	Payments	Balance
04/04/19	4/2019	Chk# 86492401		65.53	1,000.00
04/09/19	4/2019	Chk# 86492390		1,000.00	0.00
05/01/19	5/2019	Leased Rent (05/2019)	1,065.53		1,065.53
05/04/19	5/2019	1083 86497769		1,000.00	65.53
05/04/19	5/2019	1083 86497770		65.53	0.00
06/01/19	6/2019	Leased Rent (06/2019)	1,065.53		1,065.53
06/11/19	6/2019	1083 86510727		1,000.00	65.53
06/11/19	6/2019	1083 86510738		65.53	0.00
07/01/19	7/2019	Leased Rent (07/2019)	1,065.53		1,065.53
07/08/19	7/2019	Chk# 108386515655		1,000.00	65.53
07/08/19	7/2019	Chk# 108386515666		165.53	(100.00)
08/01/19	8/2019	Leased Rent (08/2019)	1,065.53		965.53
08/06/19	8/2019	Chk# 10838652172		1,000.00	(34.47)
08/06/19	8/2019	Chk# 10838652173		65.53	(100.00)
09/01/19	9/2019	Leased Rent (09/2019)	1,065.53		965.53
09/06/19	9/2019	Chk# 10838652678		1,000.00	(34.47)
09/06/19	9/2019	Chk# 10838652679		65.53	(100.00)
10/01/19	10/2019	Leased Rent (10/2019)	1,065.53		965.53
10/08/19	10/2019	Chk# 10853790684		1,000.00	(34.47)
10/08/19	10/2019	Chk# 10853790685		65.53	(100.00)
11/01/19	11/2019	Leased Rent (11/2019)	1,065.53		965.53
11/05/19	11/2019	1085 37918995 - :CHECKscan Payment		1,000.00	(34.47)
11/05/19	11/2019	Chk# 108537919006 - :CHECKscan Payment		65.53	(100.00)
12/01/19	12/2019	Leased Rent (12/2019)	1,065.53		965.53
12/05/19	12/2019	1085 37923990 - :CHECKscan Payment		1,000.00	(34.47)
12/05/19	12/2019	1085 37924000 - :CHECKscan Payment		65.53	(100.00)
01/01/20	1/2020	Leased Rent (01/2020)	1,065.53		965.53
01/05/20	1/2020	Chk# 108537928697 - :CHECKscan Payment		1,000.00	(34.47)
01/05/20	1/2020	1085 37928708 - :CHECKscan Payment		65.53	(100.00)
02/01/20	2/2020	Leased Rent (02/2020)	1,065.53		965.53
02/05/20	2/2020	1085 37934373 - :CHECKscan Payment		1,000.00	(34.47)
02/05/20	2/2020	1085 37934384 - :CHECKscan Payment		65.53	(100.00)
03/01/20	3/2020	Leased Rent (03/2020)	1,065.53		965.53
03/05/20	3/2020	1085 37939664 - :CHECKscan Payment		1,000.00	(34.47)

R027

Resident Ledger

Federico Vargas

301 East O'Keefe Street
5
Palo Alto, CA, 94303

Date:	8/21/2021
Resident Code:	t2814087
Property:	018230
Unit:	218-05
Status:	Current
Rent:	$1,108.14
Deposit:	$850.00
Move In Date:	01/01/18
Move Out Date:	
Due Day:	1
Tel Num(Office)	
Tel Num(Home)	

Date	Post Mo	Description	Charges	Payments	Balance
03/05/20	3/2020	Chk# 108537939675 - :CHECKscan Payment		65.53	(100.00)
04/01/20	4/2020	Leased Rent (04/2020)	1,065.53		965.53
04/06/20	4/2020	Chk# 90 - :CHECKscan Payment		1,000.00	(34.47)
04/06/20	4/2020	1085 37945230 - :CHECKscan Payment		65.53	(100.00)
05/01/20	5/2020	Leased Rent (05/2020)	1,065.53		965.53
05/05/20	5/2020	1087 43442027 - :CHECKscan Payment		1,000.00	(34.47)
06/01/20	6/2020	Leased Rent (06/2020)	1,065.53		1,031.06
06/05/20	6/2020	1087 43454083 - :CHECKscan Payment		1,000.00	31.06
06/05/20	6/2020	1087 43454094 - :CHECKscan Payment		65.53	(34.47)
07/01/20	7/2020	Leased Rent (07/2020)	1,065.53		1,031.06
07/06/20	7/2020	1087 43459650 - :CHECKscan Payment		1,000.00	31.06
07/06/20	7/2020	1087 43459660 - :CHECKscan Payment		65.53	(34.47)
08/01/20	8/2020	Leased Rent (08/2020)	1,065.53		1,031.06
08/05/20	8/2020	1087 43465600 - :CHECKscan Payment		1,000.00	31.06
08/05/20	8/2020	1087 43465611 - :CHECKscan Payment		65.53	(34.47)
09/01/20	9/2020	Leased Rent (09/2020)	1,065.53		1,031.06
09/08/20	9/2020	1087 43470649 - :CHECKscan Payment		1,000.00	31.06
09/08/20	9/2020	1087 43470650 - :CHECKscan Payment		65.53	(34.47)
10/01/20	10/2020	Leased Rent (10/2020)	1,065.53		1,031.06
10/07/20	10/2020	1087 43476105 - :CHECKscan Payment		1,000.00	31.06
10/07/20	10/2020	1087 43476116 - :CHECKscan Payment		65.53	(34.47)
11/01/20	11/2020	Leased Rent (11/2020)	1,065.53		1,031.06
11/06/20	11/2020	1084 36699360 - :CHECKscan Payment		1,000.00	31.06
11/06/20	11/2020	1084 36699371 - :CHECKscan Payment		65.53	(34.47)
12/01/20	12/2020	Leased Rent (12/2020)	1,065.53		1,031.06
12/07/20	12/2020	1084 36704277 - :CHECKscan Payment		1,000.00	31.06
12/07/20	12/2020	1084 36704288 - :CHECKscan Payment		65.53	(34.47)
01/01/21	1/2021	Leased Rent (01/2021)	1,065.53		1,031.06
01/06/21	1/2021	1084 36708743 - :CHECKscan Payment		1,000.00	31.06
01/06/21	1/2021	1084 36708754 - :CHECKscan Payment		65.53	(34.47)
02/01/21	2/2021	Leased Rent (02/2021)	1,065.53		1,031.06
02/08/21	2/2021	1084 36719150 - :CHECKscan Payment		1,000.00	31.06
02/08/21	2/2021	1084 36719160 - :CHECKscan Payment		65.53	(34.47)
03/01/21	3/2021	Leased Rent (03/2021)	1,065.53		1,031.06

R028

Resident Ledger

Federico Vargas

301 East O'Keefe Street
5
Palo Alto, CA, 94303

Date:	8/21/2021
Resident Code:	t2814087
Property:	018230
Unit:	218-05
Status:	Current
Rent:	$1,108.14
Deposit:	$850.00
Move In Date:	01/01/18
Move Out Date:	
Due Day:	1
Tel Num(Office)	
Tel Num(Home)	

Date	Post Mo	Description	Charges	Payments	Balance
03/08/21	3/2021	1084 36718786 - :CHECKscan Payment		1,000.00	31.06
03/08/21	3/2021	1084 36718797 - :CHECKscan Payment		65.53	(34.47)
04/01/21	4/2021	Leased Rent (04/2021)	1,065.53		1,031.06
04/06/21	4/2021	1084 36720403 - :CHECKscan Payment		1,000.00	31.06
04/06/21	4/2021	1084 36720414 - :CHECKscan Payment		65.53	(34.47)
05/01/21	5/2021	Leased Rent (05/2021)	1,065.53		1,031.06
05/06/21	5/2021	1084 36735561 - :CHECKscan Payment		1,000.00	31.06
05/06/21	5/2021	1084 36735572 - :CHECKscan Payment		65.53	(34.47)
06/01/21	6/2021	Leased Rent (06/2021)	1,065.53		1,031.06
06/07/21	6/2021	1084 36739642 - :CHECKscan Payment		1,000.00	31.06
06/07/21	6/2021	1084 36739653 - :CHECKscan Payment		65.53	(34.47)
07/01/21	7/2021	Leased Rent (07/2021)	1,108.14		1,073.67
07/07/21	7/2021	1089 41234875 - :CHECKscan Payment		1,000.00	73.67
07/07/21	7/2021	1089 41234886 - :CHECKscan Payment		108.14	(34.47)

Current	30 Days	60 Days	Over 90	Current Owed
0.00	**0.00**	**0.00**	**-34.47**	**-34.47**

Resident Ledger

R029

Federico Vargas
301 East O'Keefe Street
5
Palo Alto, CA, 94303

Date:	09/29/2023
Resident Code:	t2439153
Property:	ca301eas
Unit:	218-05
Status:	Current
Rent:	$1,108.14
Deposit:	
Move In Date:	01/01/2018
Move Out Date:	
Due Day:	1
Tel Num(Home):	
Tel Num(Office):	

Date	Description	Charges	Payments	Balance
07/01/21	Balance Forward			0.00
07/07/21	1089 41234875 - :CHECKscan Payment		34.47	(34.47)
08/01/21	Base Rent (08/2021)	1,108.14		1,073.67
08/10/21	1089 41239660 - :CHECKscan Payment		1,000.00	73.67
08/10/21	1084 36722625 - :CHECKscan Payment		108.14	(34.47)
09/01/21	Base Rent (09/2021)	1,108.14		1,073.67
09/08/21	1089 41244324 - :CHECKscan Payment		1,000.00	73.67
09/08/21	1089 41244335 - :CHECKscan Payment		108.14	(34.47)
10/01/21	Base Rent (10/2021)	1,108.14		1,073.67
10/07/21	1089 41248889 - :CHECKscan Payment		108.14	965.53
10/07/21	1089 41248878 - :CHECKscan Payment		1,000.00	(34.47)
11/01/21	Base Rent (11/2021)	1,108.14		1,073.67
11/03/21	1089 41252123 - :CHECKscan Payment		108.14	965.53
11/03/21	1089 41252112 - :CHECKscan Payment		1,000.00	(34.47)
12/01/21	Base Rent (12/2021)	1,108.14		1,073.67
12/07/21	1089 41258020 - :CHECKscan Payment		108.14	965.53
12/07/21	1089 41258019 - :CHECKscan Payment		1,000.00	(34.47)
01/01/22	Base Rent (01/2022)	1,108.14		1,073.67
01/05/22	1084 36725155 - :CHECKscan Payment		108.14	965.53
01/05/22	Chk# 108436725144 - :CHECKscan Payment		1,000.00	(34.47)
02/01/22	Base Rent (02/2022)	1,108.14		1,073.67
02/08/22	1089 41268403 - :CHECKscan Payment		1,000.00	73.67
02/08/22	1089 41268414 - :CHECKscan Payment		108.14	(34.47)

03/01/22	R030	Base Rent (03/2022)	1,108.14		1,073.67
03/08/22		1089 93773570 - :CHECKscan Payment		108.14	965.53
03/08/22		1089 93773560 - :CHECKscan Payment		1,000.00	(34.47)
04/01/22		Base Rent (04/2022)	1,108.14		1,073.67
04/06/22		Chk# 40193813148512 - :CHECKscan Payment		1,000.00	73.67
04/06/22		Chk# 40193813148521 - :CHECKscan Payment		108.14	(34.47)
05/01/22		Base Rent (05/2022)	1,108.14		1,073.67
05/06/22		1089 93783041 - :CHECKscan Payment		108.14	965.53
05/06/22		1089 93783030 - :CHECKscan Payment		1,000.00	(34.47)
06/01/22		Base Rent (06/2022)	1,108.14		1,073.67
06/07/22		1089 93768500 - :CHECKscan Payment		1,000.00	73.67
06/07/22		1089 93768510 - :CHECKscan Payment		108.14	(34.47)
07/01/22		Base Rent (07/2022)	1,108.14		1,073.67
07/06/22		1089 93793436 - :CHECKscan Payment		1,000.00	73.67
07/06/22		1089 93793447 - :CHECKscan Payment		108.14	(34.47)
08/01/22		Base Rent (08/2022)	1,108.14		1,073.67
08/07/22		Chk# 40194040158347 - :CHECKscan Payment		1,000.00	73.67
08/07/22		Chk# 40194040158356 - :CHECKscan Payment		108.14	(34.47)
09/01/22		Base Rent (09/2022)	1,108.14		1,073.67
09/04/22		Chk# 40194277692098 - :CHECKscan Payment		1,000.00	73.67
09/04/22		Chk# 40194277692107 - :CHECKscan Payment		108.14	(34.47)
10/01/22		Base Rent (10/2022)	1,108.14		1,073.67
10/05/22		1090 63299202 - :CHECKscan Payment		1,000.00	73.67
10/05/22		1090 63299213 - :CHECKscan Payment		108.14	(34.47)
11/01/22		Base Rent (11/2022)	1,108.14		1,073.67
11/06/22		Chk# 1090 - :CHECKscan Payment		1,000.00	73.67
11/06/22		Chk# 1090 - :CHECKscan Payment		108.14	(34.47)
12/01/22		Base Rent (12/2022)	1,108.14		1,073.67
12/07/22		Chk# 1090 - :CHECKscan Payment		108.14	965.53
12/07/22		Chk# 1090 - :CHECKscan Payment		1,000.00	(34.47)
01/01/23		Base Rent (01/2023)	1,108.14		1,073.67
01/11/23		Chk# 1090 - :CHECKscan Payment		1,000.00	73.67
01/11/23		Chk# 1090 - :CHECKscan Payment		108.14	(34.47)
02/01/23		Base Rent (02/2023)	1,108.14		1,073.67
02/07/23		Chk# 1090 - :CHECKscan Payment		1,000.00	73.67
02/07/23		Chk# 1090 - :CHECKscan Payment		108.14	(34.47)
03/01/23		Base Rent (03/2023)	1,108.14		1,073.67
03/07/23		Chk# 40195125717098 - :CHECKscan Payment		108.14	965.53

03/07/23	R031	Chk# 40195125717080 - :CHECKscan Payment		1,000.00	(34.47)
04/01/23		Base Rent (04/2023)	1,108.14		1,073.67
04/06/23		1090 85955957 - :CHECKscan Payment		1,000.00	73.67
04/06/23		1090 85955968 - :CHECKscan Payment		108.14	(34.47)
05/01/23		Base Rent (05/2023)	1,108.14		1,073.67
05/06/23		1090 85961193 - :CHECKscan Payment		1,000.00	73.67
05/06/23		1090 85961204 - :CHECKscan Payment		108.14	(34.47)
06/01/23		Base Rent (06/2023)	1,108.14		1,073.67
06/07/23		Chk# 1090 - :CHECKscan Payment		1,000.00	73.67
06/07/23		Chk# 1090 - :CHECKscan Payment		108.14	(34.47)
07/01/23		Base Rent (07/2023)	1,108.14		1,073.67
07/06/23		Chk# 1090 - :CHECKscan Payment		1,000.00	73.67
07/06/23		Chk# 1090 - :CHECKscan Payment		108.14	(34.47)

0-30 Days	31-60 Days	61-90 Days	Over 90 Days	Current Owed
0.00	0.00	0.00	-34.47	-34.47

Exhibit D

Work Order Cost Analysis Details

Property : Woodland Park (cawoopa2)

Unit : 218-05

WO#	Property	Unit	Priority	Status	Category	Brief Desc.	Call Date	Scheduled Date	Completed Date	Amount
7317826	cawoopa2	218-05	High	Work Completed	Roof Repair	Repair Needed	08/12/2023	08/12/2023	08/16/2023	0
8591000	cawoopa2	218-05	Emergency	Work Completed	Appliance Repair	GS Standard Appliance Repair	07/31/2024	07/31/2024	08/01/2024	0
8769634	cawoopa2	218-05		Work Completed	Locks / Keys	Serv- closet door	09/09/2024	09/10/2024	09/25/2024	0
8769644	cawoopa2	218-05		Work Completed	Plumbing	Serv- toilet bottom leak	09/09/2024	09/10/2024	09/25/2024	0
8769692	cawoopa2	218-05		Work Completed	Locks / Keys	Serv- shower doors	09/09/2024	09/10/2024	09/25/2024	0
8769695	cawoopa2	218-05		Work Completed		Serv- bedroom wall	09/09/2024	09/10/2024	10/09/2024	0
8769710	cawoopa2	218-05		Work Completed	Electrical Repair	Serv- outlet covers replacement	09/09/2024	09/10/2024	09/25/2024	0
8769718	cawoopa2	218-05		Work Completed	Appliance Repair	Serv- range hood	09/09/2024	09/10/2024	09/25/2024	0
8769759	cawoopa2	218-05		Work Completed	Appliance Repair	Serv- fridge has rust/ no cooling	09/09/2024	09/10/2024	09/25/2024	0
8769767	cawoopa2	218-05		Work Completed	Cabinets and Drawers	Serv- stove cabinets	09/09/2024	09/10/2024	09/25/2024	0
8769775	cawoopa2	218-05		Work Completed		Serv- kitchen railing	09/09/2024	09/10/2024	09/25/2024	0
8769783	cawoopa2	218-05		Work Completed	Plumbing	Serv- kitchen sink	09/09/2024	09/10/2024	09/25/2024	0
8769788	cawoopa2	218-05		Work Completed	Plumbing	Serv- bathroom sink	09/09/2024	09/10/2024	09/25/2024	0
8769799	cawoopa2	218-05		Work Completed		Serv- front door	09/09/2024	09/10/2024	09/25/2024	0
8769807	cawoopa2	218-05		Work Completed	Window and Blinds	Serv- sliding door	09/09/2024	09/10/2024	10/09/2024	0
8769827	cawoopa2	218-05		Work Completed	Window and Blinds	Serv- all unit screens	09/09/2024	09/10/2024	10/09/2024	0
8769834	cawoopa2	218-05		Work Completed	Window and Blinds	Serv- window inspection	09/09/2024	09/10/2024	09/25/2024	0
8769912	cawoopa2	218-05		Work Completed	Community Amenities	Serv- elevator	09/09/2024		09/24/2024	0
8769914	cawoopa2	218-05		Work Completed	Community Amenities	Serv- trash bin and tables	09/09/2024		09/13/2024	0
8769923	cawoopa2	218-05		Work Completed	Building Exterior	Serv- painting building	09/09/2024	09/10/2024	10/09/2024	0
8769942	cawoopa2	218-05		Work Completed	Cabinets and Drawers	Serv- bathroom mirror	09/09/2024	09/10/2024	09/25/2024	0
Total: 21										**0**

Work Order Cost Analysis Details

Property : Woodland Park (cawoopa2)

Unit : 218-05

WO#	Property	Unit	Priority	Status	Category	Brief Desc.	Call Date	Scheduled Date	Completed Date	Amount
8769629	cawoopa2	218-05		Work Completed	Flooring	Serv- kitchen floor	09/09/2024	09/10/2024	10/23/2024	0
8769634	cawoopa2	218-05		Work Completed	Locks / Keys	Serv- closet door	09/09/2024	09/10/2024	09/25/2024	0
8769639	cawoopa2	218-05		Work Completed		Serv- CEILING	09/09/2024	09/10/2024	10/28/2024	0
8769644	cawoopa2	218-05		Work Completed	Plumbing	Serv- toilet bottom leak	09/09/2024	09/10/2024	09/25/2024	0
8769662	cawoopa2	218-05		Work Completed	Plumbing	Serv- tub possible reglaze	09/09/2024	09/10/2024	12/21/2024	0
8769692	cawoopa2	218-05		Work Completed	Locks / Keys	Serv- shower doors	09/09/2024	09/10/2024	09/25/2024	0
8769695	cawoopa2	218-05		Work Completed		Serv- bedroom wall	09/09/2024	09/10/2024	10/09/2024	0
8769710	cawoopa2	218-05		Work Completed	Electrical Repair	Serv- outlet covers replacement	09/09/2024	09/10/2024	09/25/2024	0
8769718	cawoopa2	218-05		Work Completed	Appliance Repair	Serv- range hood	09/09/2024	09/10/2024	09/25/2024	0
8769759	cawoopa2	218-05		Work Completed	Appliance Repair	Serv- fridge has rust/ no cooling	09/09/2024	09/10/2024	09/25/2024	0
8769767	cawoopa2	218-05		Work Completed	Cabinets and Drawers	Serv- stove cabinets	09/09/2024	09/10/2024	09/25/2024	0
8769775	cawoopa2	218-05		Work Completed		Serv- kitchen railing	09/09/2024	09/10/2024	09/25/2024	0
8769783	cawoopa2	218-05		Work Completed	Plumbing	Serv- kitchen sink	09/09/2024	09/10/2024	09/25/2024	0
8769788	cawoopa2	218-05		Work Completed	Plumbing	Serv- bathroom sink	09/09/2024	09/10/2024	09/25/2024	0
8769790	cawoopa2	218-05		Work Completed	Flooring	Serv- bathroom floor	09/09/2024	09/10/2024	10/23/2024	0
8769799	cawoopa2	218-05		Work Completed		Serv- front door	09/09/2024	09/10/2024	09/25/2024	0
8769807	cawoopa2	218-05		Work Completed	Window and Blinds	Serv- sliding door	09/09/2024	09/10/2024	10/09/2024	0
8769827	cawoopa2	218-05		Work Completed	Window and Blinds	Serv- all unit screens	09/09/2024	09/10/2024	10/09/2024	0
8769834	cawoopa2	218-05		Work Completed	Window and Blinds	Serv- window inspection	09/09/2024	09/10/2024	09/25/2024	0
8769912	cawoopa2	218-05		Work Completed	Community Amenities	Serv- elevator	09/09/2024		09/24/2024	0
8769914	cawoopa2	218-05		Work Completed	Community Amenities	Serv- trash bin and tables	09/09/2024		09/13/2024	0
8769921	cawoopa2	218-05		Work Completed	Community Amenities	Serv- hallways	09/09/2024		12/16/2024	0
8769923	cawoopa2	218-05		Work Completed	Building Exterior	Serv- painting building	09/09/2024	09/10/2024	10/09/2024	0
8769942	cawoopa2	218-05		Work Completed	Cabinets and Drawers	Serv- bathroom mirror	09/09/2024	09/10/2024	09/25/2024	0
8769947	cawoopa2	218-05		Work Completed	Painting	Serv- all unit paint	09/09/2024	09/10/2024	11/22/2024	0
8972640	cawoopa2	218-05		Work Completed	Vinyl Repair	Kitchen Flooring is damaged	10/29/2024		11/05/2024	0
8972642	cawoopa2	218-05		Work Completed	Cabinets and Drawers	Kitchen Cabinets peeling	10/29/2024		12/20/2024	0
8972645	cawoopa2	218-05		Work Completed	Plumbing	Rusty Faucet	10/29/2024		11/05/2024	0
8972647	cawoopa2	218-05		Work Completed	Appliance Repair	Exhaust fan not working	10/29/2024		12/02/2024	0
8972652	cawoopa2	218-05		Work Completed	Water Intrusion	Leak in bathroom	10/29/2024		11/25/2024	0
8972655	cawoopa2	218-05		Work Completed	Vinyl Repair	Bathroom flooring damaged	10/29/2024		11/05/2024	0

Work Order Cost Analysis Details

Property : Woodland Park (cawoopa2)

Unit : 218-05

WO#	Property	Unit	Priority	Status	Category	Brief Desc.	Call Date	Scheduled Date	Completed Date	Amount
8972658	cawoopa2	218-05		Work Completed	Plumbing	Sink has a hole	10/29/2024		12/02/2024	0
8972662	cawoopa2	218-05		Work Completed	Painting	Bathtub reglaze	10/29/2024	12/20/2024	12/21/2024	0
8972663	cawoopa2	218-05		Work Completed	Building Interior	Sliding doors poor condition bathro	10/29/2024		12/02/2024	0
8972667	cawoopa2	218-05		Work Completed	Building Interior	Bathroom mirror damaged	10/29/2024		11/25/2024	0
8972678	cawoopa2	218-05		Work Completed	Building Interior	living room sliding door damaged	10/29/2024		12/02/2024	0
8972681	cawoopa2	218-05		Work Completed	Building Interior	discoloration in apartment	10/29/2024		12/20/2024	0
8972682	cawoopa2	218-05		Work Completed	Vinyl Repair	Carpet change to vinyl	10/29/2024		12/20/2024	0
8972684	cawoopa2	218-05		Work Completed	Painting	Ceiling apint	10/29/2024		12/20/2024	0
8972688	cawoopa2	218-05		Work Completed	Window Replace / Repair	window screens missing	10/29/2024		11/25/2024	0
8972696	cawoopa2	218-05		Work Completed	Building Interior	Closet door is rusty	10/29/2024		11/25/2024	0
8972702	cawoopa2	218-05		Work Completed	Water Intrusion	Humidity in unit	10/29/2024		12/11/2024	0
8972704	cawoopa2	218-05		Work Completed	Electrical Repair	Entrance lights and switches broken	10/29/2024		12/02/2024	0
8972709	cawoopa2	218-05		Work Completed		Front door weather strip	10/29/2024		11/05/2024	0
8974706	cawoopa2	218-05		Work Completed	Plumbing	Toilet Leak	10/30/2024	10/30/2024	11/08/2024	0
Total: 45										**0**

Exhibit E

Woodland Park
5 Newell Ct
East Palo Alto,CA 94303
Office (650) 566-2000x

Work Order No. 7317826
Date Call: 8/12/2023 11:46:00 AM

Date Scheduled: 8/12/2023 1:37:00 PM

Status Work Completed

Date Completed: 8/16/2023 11:01:31 AM
Brief Desc: Repair Needed

Job Site: cawoopa2/218-05
301 East O'Keefe Street
#5
East Palo Alto,CA 94303

Caller Name: Jesenia Berber

Caller Phone: (650) 304-7505x
Occupant: Vargas (t2841161)

Priority: High
Ok to enter? YES
Category: Roof Repair

Mobile (650) 441-5984x

Problem Description:
PTE
(650) 304-7505
Jesenia Berber
Repair roof livingroom
LR

Parts & Labor

Quantity/ Hours	Item Type/ Employee Name	Description	Unit Price	Total

Total

Authorized by: _____
Signed by _____
Dated _____
Invoice No. _____

Technician Notes: resident advised eduardo that they didnt call in any work.

Woodland Park
5 Newell Ct
East Palo Alto,CA 94303
Office (650) 566-2000x

Work Order No. 8591000
Date Call: 7/31/2024 11:06:00 AM

Date Scheduled: 7/31/2024 11:17:00 AM

Status Work Completed

Date Completed: 8/1/2024 6:10:46 PM
Brief Desc: GS Standard Appliance Repair

Job Site: cawoopa2/218-05
301 East O'Keefe Street
#5
East Palo Alto,CA 94303

Caller Name: Jesenia Berber
Caller Phone: (650) 304-7505x
Occupant: Vargas (t2841161)

Priority: Emergency
Ok to enter? YES
Category: Appliance Repair
Mobile (650) 441-5984x
SubCategory: Stove

Problem Description: PTE
(650) 304-7505
Jesenia Berber
I inspected the stove, it reports that it has been on since yesterday and continues to heat even when it is off.
LR

Parts & Labor

Quantity/ Hours	Item Type/ Employee Name	Description	Unit Price	Total

Total

Authorized by: _____
Signed by _____
Dated _____
Invoice No. _____

Technician Notes: went to fix stove we i arrived the resident said it was already fix.

Woodland Park
5 Newell Ct
East Palo Alto,CA 94303
Office (650) 566-2000x

Work Order No. 8769629
Date Call: 9/9/2024 4:44:00 PM
Date Scheduled: 9/10/2024 9:37:00 AM

Status Scheduled

Brief Desc: Serv- kitchen floor

Job Site: cawoopa2/218-05
301 East O'Keefe Street
#5
East Palo Alto,CA 94303

Caller Name: Federico Vargas
Caller Phone:
Occupant: Vargas (t2841161)

Mobile (650) 441-5984x

Ok to enter? NO
Category: Flooring

Technician Notes
Time: _____ **Date:** _____
Material: _____

Problem Description: NO PTE

kitchen floor is in bad condition

(650) 441-5984.

OG

Parts & Labor

Quantity/ Hours	Item Type/ Employee Name	Description	Unit Price	Total
0.0000	Bedolla		0.00	0.00
			Total	0.00

Authorized by: _____
Signed by _____
Dated _____
Invoice No. _____

Technician Notes: have gotten in contact with resident to get pte .
they have agreed to let us work/inspect the unit on Wednesday 25
Resident said anytime is okay with her.

Vinyl replacement scheduled for 10/19/2024

Woodland Park
5 Newell Ct
East Palo Alto,CA 94303
Office (650) 566-2000x

Work Order No. 8769634
Date Call: 9/9/2024 4:45:00 PM
Date Scheduled: 9/10/2024 9:39:00 AM
Date Completed: 9/25/2024 5:31:49 PM
Brief Desc: Serv- closet door

Job Site: cawoopa2/218-05
301 East O'Keefe Street
#5
East Palo Alto,CA 94303

Status Work Completed

Caller Name: Federico Vargas
Caller Phone:
Occupant: Vargas (t2841161)
Mobile (650) 441-5984x

Ok to enter? NO
Category: Locks / Keys
SubCategory: Interior Door Issue

Problem Description: NO PTE

hallway closet doors are rusty and have discoloration

(650) 441-5984

OG

Parts & Labor

Quantity/ Hours	Item Type/ Employee Name	Description	Unit Price	Total

Total

Authorized by: _____
Signed by _____
Dated _____
Invoice No. _____

Technician Notes: have gotten in contact with resident to get pte .
they have agreed to let us work/inspect the unit on Wednesday 25
Resident said anytime is okay with her.

9/25/2024--Replace closet doors and tracks in the livingroom

Woodland Park
5 Newell Ct
East Palo Alto,CA 94303
Office (650) 566-2000x

Work Order No. 8769639
Date Call: 9/9/2024 4:46:00 PM
Date Scheduled: 9/10/2024 9:40:00 AM

Status Scheduled

Brief Desc: Serv- CEILING

Job Site: cawoopa2/218-05
301 East O'Keefe Street
#5
East Palo Alto,CA 94303

Caller Name: Federico Vargas
Caller Phone:
Occupant: Vargas (t2841161)

Mobile (650) 441-5984x

Ok to enter? NO

Technician Notes
Time: _____ **Date:** _____
Material: _____

Problem Description: NO PTE

living room and bedroom ceiling is falling

(650) 441-5984

OG

Parts & Labor

Quantity/ Hours	Item Type/ Employee Name	Description	Unit Price	Total
0.0000	Blanco		0.00	0.00
			Total	0.00

Authorized by: _____
Signed by _____
Dated _____
Invoice No. _____

Technician Notes: have gotten in contact with resident to get pte .
they have agreed to let us work/inspect the unit on Wednesday 25
Resident said anytime is okay with her

Woodland Park
5 Newell Ct
East Palo Alto,CA 94303
Office (650) 566-2000x

Work Order No. 8769644
Date Call: 9/9/2024 4:47:00 PM

Date Scheduled: 9/10/2024 9:41:00 AM

Status Work Completed

Date Completed: 9/25/2024 5:27:29 PM
Brief Desc: Serv- toilet bottom leak

Job Site: cawoopa2/218-05
301 East O'Keefe Street
#5
East Palo Alto,CA 94303

Caller Name: Federico Vargas

Caller Phone:
Occupant: Vargas (t2841161)

Mobile (650) 441-5984x

Ok to enter? NO
Category: Plumbing

Problem Description: NO PTE

toilet is leaking from the bottom

(650) 441-5984

OG

Parts & Labor

Quantity/ Hours	Item Type/ Employee Name	Description	Unit Price	Total
0.0000	Blanco		0.00	0.00
			Total	0.00

Authorized by: _____
Signed by _____
Dated _____
Invoice No. _____

Technician Notes: have gotten in contact with resident to get pte .
they have agreed to let us work/inspect the unit on Wednesday 25
Resident said anytime is okay with her.

9/25/2024 Replaced toilet wax ring and bolts. Also caulked the bowl all round the base.

Woodland Park
5 Newell Ct
East Palo Alto,CA 94303
Office (650) 566-2000x

Work Order No. 8769662
Date Call: 9/9/2024 4:48:00 PM
Date Scheduled: 9/10/2024 9:42:00 AM

Status Scheduled

Brief Desc: Serv- tub possible reglaze

Job Site: cawoopa2/218-05
301 East O'Keefe Street
#5
East Palo Alto,CA 94303

Caller Name: Federico Vargas
Caller Phone:
Occupant: Vargas (t2841161)

Mobile (650) 441-5984x

Ok to enter? NO
Category: Plumbing

Technician Notes
Time: _____ **Date:** _____
Material: _____

Problem Description: NO PTE

tub may need possible reglaze resident is reporting tub having rust and discoloration

(650) 441-5984

OG

Parts & Labor

Quantity/ Hours	Item Type/ Employee Name	Description	Unit Price	Total
0.0000	Blanco		0.00	0.00
			Total	0.00

Authorized by: _____
Signed by _____
Dated _____
Invoice No. _____

Technician Notes: have gotten in contact with resident to get pte .
they have agreed to let us work/inspect the unit on Wednesday 25
Resident said anytime is okay with her

Woodland Park
5 Newell Ct
East Palo Alto,CA 94303
Office (650) 566-2000x

Work Order No. 8769692
Date Call: 9/9/2024 4:49:00 PM
Date Scheduled: 9/10/2024 9:43:00 AM
Date Completed: 9/25/2024 6:07:16 PM
Brief Desc: Serv- shower doors

Job Site: cawoopa2/218-05
301 East O'Keefe Street
#5
East Palo Alto,CA 94303

Status Work Completed

Caller Name: Federico Vargas
Caller Phone:
Occupant: Vargas (t2841161)
Mobile (650) 441-5984x

Ok to enter? NO
Category: Locks / Keys
SubCategory: Interior Door Issue

Problem Description: NO PTE

shower doors are in bad condition and have discoloration

(650) 441-5984

OG

Parts & Labor

Quantity/ Hours	Item Type/ Employee Name	Description	Unit Price	Total
0.0000	Blanco		0.00	0.00
			Total	0.00

Authorized by: _____
Signed by _____
Dated _____
Invoice No. _____

Technician Notes: have gotten in contact with resident to get pte .
they have agreed to let us work/inspect the unit on Wednesday 25
Resident said anytime is okay with her.

9/25/2024--Shower door wheels work fine, no issues. Also need deep cleaning

Woodland Park
5 Newell Ct
East Palo Alto,CA 94303
Office (650) 566-2000x

Work Order No. 8769695
Date Call: 9/9/2024 4:56:00 PM
Date Scheduled: 9/10/2024 9:44:00 AM
Date Completed: 10/9/2024 3:54:48 PM
Brief Desc: Serv- bedroom wall
Job Site: cawoopa2/218-05
301 East O'Keefe Street
#5
East Palo Alto,CA 94303

Status Work Completed

Caller Name: Federico Vargas
Caller Phone:
Occupant: Vargas (t2841161)
Mobile (650) 441-5984x

Ok to enter? NO

Problem Description: NO PTE

bedroom wall has discoloration

(650) 441-5984

OG

Parts & Labor

Quantity/ Hours	Item Type/ Employee Name	Description	Unit Price	Total
0.0000	Blanco		0.00	0.00
			Total	0.00

Authorized by: _____
Signed by _____
Dated _____
Invoice No. _____

Technician Notes: have gotten in contact with resident to get pte .
they have agreed to let us work/inspect the unit on Wednesday 25
Resident said anytime is okay with her.

Found no discoloration, resident said their isnt any at this time sometime in the winter only

Woodland Park
5 Newell Ct
East Palo Alto,CA 94303
Office (650) 566-2000x

Work Order No. 8769705
Date Call: 9/9/2024 4:57:00 PM

Date Scheduled: 9/10/2024 9:45:00 AM

Status Canceled

Date Canceled: 10/18/2024 3:40:15 PM

Brief Desc: Serv- carpet replacement

Job Site: cawoopa2/218-05
301 East O'Keefe Street
#5
East Palo Alto,CA 94303

Caller Name: Federico Vargas

Caller Phone:
Occupant: Vargas (t2841161)

Mobile (650) 441-5984x

Ok to enter? NO
Category: Flooring

Problem Description: NO PTE

resident is reporting that the carpet causes to much allergies to her kids and she would like to have vinyl instead

(650) 441-5984

OG

Parts & Labor

Quantity/ Hours	Item Type/ Employee Name	Description	Unit Price	Total
0.0000	Blanco		0.00	0.00
			Total	0.00

Authorized by: _____
Signed by _____
Dated _____
Invoice No. _____

Technician Notes: have gotten in contact with resident to get pte .
they have agreed to let us work/inspect the unit on Wednesday 25
Resident said anytime is okay with her.

Resident prefers not to change carpet at this time because she has many belonging and does not want to move them at this time.

Woodland Park
5 Newell Ct
East Palo Alto,CA 94303
Office (650) 566-2000x

Work Order No. 8769710
Date Call: 9/9/2024 4:58:00 PM
Date Scheduled: 9/10/2024 9:45:00 AM
Date Completed: 9/25/2024 5:49:42 PM
Brief Desc: Serv- outlet covers replacement

Job Site: cawoopa2/218-05
301 East O'Keefe Street
#5
East Palo Alto,CA 94303

Status Work Completed

Caller Name: Federico Vargas
Caller Phone:
Occupant: Vargas (t2841161)
Mobile (650) 441-5984x

Ok to enter? NO
Category: Electrical Repair
SubCategory: Outlet Cover

Problem Description: NO PTE

outlet covers need to be replaced most are broken or in bad condition

(650) 441-5984

OG

Parts & Labor

Quantity/ Hours	Item Type/ Employee Name	Description	Unit Price	Total
0.0000	Blanco		0.00	0.00
			Total	0.00

Authorized by: _____
Signed by _____
Dated _____
Invoice No. _____

Technician Notes: have gotten in contact with resident to get pte .
they have agreed to let us work/inspect the unit on Wednesday 25
Resident said anytime is okay with her.

9/25/2024--Replaced outlet and switch covers.

Woodland Park
5 Newell Ct
East Palo Alto,CA 94303
Office (650) 566-2000x

Work Order No. 8769718
Date Call: 9/9/2024 4:59:00 PM
Date Scheduled: 9/10/2024 9:46:00 AM
Date Completed: 9/25/2024 5:48:23 PM
Brief Desc: Serv- range hood

Job Site: cawoopa2/218-05
301 East O'Keefe Street
#5
East Palo Alto,CA 94303

Status Work Completed

Caller Name: Federico Vargas
Caller Phone:
Occupant: Vargas (t2841161)
Mobile (650) 441-5984x

Ok to enter? NO
Category: Appliance Repair
SubCategory: Stove

Problem Description: NO PTE

range hood is not working well resident would like it replaced for a new one

(650) 441-5984

OG

Parts & Labor

Quantity/ Hours	Item Type/ Employee Name	Description	Unit Price	Total
0.0000	Blanco		0.00	0.00
			Total	0.00

Authorized by: _____
Signed by _____
Dated _____
Invoice No. _____

Technician Notes: have gotten in contact with resident to get pte .
they have agreed to let us work/inspect the unit on Wednesday 25
Resident said anytime is okay with her.

9/25/2024--Replaced range hood in kitchen

Woodland Park
5 Newell Ct
East Palo Alto,CA 94303
Office (650) 566-2000x

Work Order No. 8769759
Date Call: 9/9/2024 5:05:00 PM
Date Scheduled: 9/10/2024 9:47:00 AM
Date Completed: 9/25/2024 5:47:00 PM
Brief Desc: Serv- fridge has rust/ no cooling

Job Site: cawoopa2/218-05
301 East O'Keefe Street
#5
East Palo Alto,CA 94303

Status Work Completed

Caller Name: Federico Vargas
Caller Phone:
Occupant: Vargas (t2841161)
Mobile (650) 441-5984x

Ok to enter? NO
Category: Appliance Repair
SubCategory: Refrigerator

Problem Description: NO PTE

fridge is rusty and is no longer cooling if you decided to replace the fridge they do not want a used one they want a new one

(650) 441-5984

OG

Parts & Labor

Quantity/ Hours	Item Type/ Employee Name	Description	Unit Price	Total
0.0000	Blanco		0.00	0.00
			Total	0.00

Authorized by: _____
Signed by _____
Dated _____
Invoice No. _____

Technician Notes: have gotten in contact with resident to get pte .
they have agreed to let us work/inspect the unit on Wednesday 25
Resident said anytime is okay with her.

9/25/2024--Resident states fridge is working fine, they have no issues with it.

Woodland Park
5 Newell Ct
East Palo Alto,CA 94303
Office (650) 566-2000x

Work Order No. 8769767
Date Call: 9/9/2024 5:06:00 PM

Date Scheduled: 9/10/2024 9:48:00 AM

Status Work Completed

Date Completed: 9/25/2024 5:45:39 PM
Brief Desc: Serv- stove cabinets

Job Site: cawoopa2/218-05
301 East O'Keefe Street
#5
East Palo Alto,CA 94303

Caller Name: Federico Vargas

Caller Phone:
Occupant: Vargas (t2841161)

Mobile (650) 441-5984x

Ok to enter? NO
Category: Cabinets and Drawers

Problem Description: NO PTE

stove cabinets have paint peeling off and are is bad condition

(650) 441-5984

OG

Parts & Labor

Quantity/ Hours	Item Type/ Employee Name	Description	Unit Price	Total
0.0000	Blanco		0.00	0.00
			Total	0.00

Authorized by: _____
Signed by _____
Dated _____
Invoice No. _____

Technician Notes: have gotten in contact with resident to get pte .
they have agreed to let us work/inspect the unit on Wednesday 25
Resident said anytime is okay with her.

9/25/2024--Resident states the stove works fine and she has no issues.

Woodland Park
5 Newell Ct
East Palo Alto,CA 94303
Office (650) 566-2000x

Work Order No. 8769775
Date Call: 9/9/2024 5:09:00 PM

Date Scheduled: 9/10/2024 9:49:00 AM

Status Work Completed

Date Completed: 9/25/2024 5:53:52 PM
Brief Desc: Serv- kitchen railing

Job Site: cawoopa2/218-05
301 East O'Keefe Street
#5
East Palo Alto,CA 94303

Caller Name: Federico Vargas

Caller Phone:
Occupant: Vargas (t2841161)

Mobile (650) 441-5984x

Ok to enter? NO

Problem Description: NO PTE

kitchen parapets are in bad condition

(650) 441-5984

OG

Parts & Labor

Quantity/ Hours	Item Type/ Employee Name	Description	Unit Price	Total
0.0000	Blanco		0.00	0.00
			Total	0.00

Authorized by: _____
Signed by _____
Dated _____
Invoice No. _____

Technician Notes: have gotten in contact with resident to get pte .
they have agreed to let us work/inspect the unit on Wednesday 25
Resident said anytime is okay with her.

9/25/2024--Resident didn't know what is going on with this work order.

Woodland Park
5 Newell Ct
East Palo Alto,CA 94303
Office (650) 566-2000x

Work Order No. 8769783
Date Call: 9/9/2024 5:11:00 PM
Date Scheduled: 9/10/2024 9:49:00 AM
Date Completed: 9/25/2024 5:42:07 PM
Brief Desc: Serv- kitchen sink
Job Site: cawoopa2/218-05
301 East O'Keefe Street
#5
East Palo Alto,CA 94303

Status Work Completed

Caller Name: Federico Vargas
Caller Phone:
Occupant: Vargas (t2841161)
Mobile (650) 441-5984x

Ok to enter? NO
Category: Plumbing
SubCategory: Kitchen Sink

Problem Description: NO PTE

kitchen sink has rusty and humididty and in bad conditions

(650) 441-5984

OG

Parts & Labor

Quantity/ Hours	Item Type/ Employee Name	Description	Unit Price	Total
0.0000	Blanco		0.00	0.00
			Total	0.00

Authorized by: _____
Signed by _____
Dated _____
Invoice No. _____

Technician Notes: have gotten in contact with resident to get pte .
they have agreed to let us work/inspect the unit on Wednesday 25
Resident said anytime is okay with her.

9/25/2024--Replaced kitchen faucet and water lines.

Woodland Park
5 Newell Ct
East Palo Alto,CA 94303
Office (650) 566-2000x

Work Order No. 8769788
Date Call: 9/9/2024 5:12:00 PM

Date Scheduled: 9/10/2024 10:12:00 AM

Status Work Completed

Date Completed: 9/25/2024 5:40:44 PM
Brief Desc: Serv- bathroom sink

Job Site: cawoopa2/218-05
301 East O'Keefe Street
#5
East Palo Alto,CA 94303

Caller Name: Federico Vargas

Caller Phone:
Occupant: Vargas (t2841161)

Mobile (650) 441-5984x

Ok to enter? NO
Category: Plumbing

Problem Description: NO PTE

bathroom sink has rust and is in bad condition

(650) 441-5984

OG

Parts & Labor

Quantity/ Hours	Item Type/ Employee Name	Description	Unit Price	Total
0.0000	Blanco		0.00	0.00
			Total	0.00

Authorized by: _____
Signed by _____
Dated _____
Invoice No. _____

Technician Notes: have gotten in contact with resident to get pte .
they have agreed to let us work/inspect the unit on Wednesday 25
Resident said anytime is okay with her

9/25/2024--Replaced bathroom faucet.

Woodland Park
5 Newell Ct
East Palo Alto,CA 94303
Office (650) 566-2000x

Work Order No. 8769790
Date Call: 9/9/2024 5:12:00 PM

Date Scheduled: 9/10/2024 10:13:00 AM

Status Scheduled

Brief Desc: Serv- bathroom floor

Job Site: cawoopa2/218-05
301 East O'Keefe Street
#5
East Palo Alto,CA 94303

Caller Name: Federico Vargas

Caller Phone:
Occupant: Vargas (t2841161)

Mobile (650) 441-5984x

Ok to enter? NO
Category: Flooring

Technician Notes
Time: _____ **Date:** _____
Material: _____

Problem Description: NO PTE

bathroom floor is broken and damaged

(650) 441-5984

OG

Parts & Labor

Quantity/ Hours	Item Type/ Employee Name	Description	Unit Price	Total
0.0000	Bedolla		0.00	0.00
			Total	0.00

Authorized by: _____
Signed by _____
Dated _____
Invoice No. _____

Technician Notes: have gotten in contact with resident to get pte .
they have agreed to let us work/inspect the unit on Wednesday 25
Resident said anytime is okay with her.

Vinyl replacement scheduled for 10/19/2024

Woodland Park
5 Newell Ct
East Palo Alto,CA 94303
Office (650) 566-2000x

Work Order No. 8769799
Date Call: 9/9/2024 5:14:00 PM
Date Scheduled: 9/10/2024 10:14:00 AM
Date Completed: 9/25/2024 5:39:14 PM
Brief Desc: Serv- front door
Job Site: cawoopa2/218-05
301 East O'Keefe Street
#5
East Palo Alto,CA 94303

Status Work Completed

Caller Name: Federico Vargas
Caller Phone:
Occupant: Vargas (t2841161)
Mobile (650) 441-5984x

Ok to enter? NO

Problem Description: NO PTE

front door needs maintenance it is missing many plastic fillings and we can feel the heat and humidity

(650) 441-5984

OG

Parts & Labor

Quantity/ Hours	Item Type/ Employee Name	Description	Unit Price	Total
0.0000	Blanco		0.00	0.00
			Total	0.00

Authorized by: _____
Signed by _____
Dated _____
Invoice No. _____

Technician Notes: have gotten in contact with resident to get pte .
they have agreed to let us work/inspect the unit on Wednesday 25
Resident said anytime is okay with her.

9/25/2024 Installed new entry locks, weather strip and door sweep. Door opnes and closes correctly.

Woodland Park
5 Newell Ct
East Palo Alto,CA 94303
Office (650) 566-2000x

Work Order No. 8769807
Date Call: 9/9/2024 5:15:00 PM

Date Scheduled: 9/10/2024 10:15:00 AM

Status Work Completed

Date Completed: 10/9/2024 3:55:52 PM
Brief Desc: Serv- sliding door

Job Site: cawoopa2/218-05
301 East O'Keefe Street
#5
East Palo Alto,CA 94303

Caller Name: Federico Vargas

Caller Phone:
Occupant: Vargas (t2841161)

Mobile (650) 441-5984x

Ok to enter? NO
Category: Window and Blinds

Problem Description: NO PTE

sliding door has rust and discoloration also is very damaged also check the screen

(650) 441-5984

OG

Parts & Labor

Quantity/ Hours	Item Type/ Employee Name	Description	Unit Price	Total
0.0000	Blanco		0.00	0.00
			Total	0.00

Authorized by: _____
Signed by _____
Dated _____
Invoice No. _____

Technician Notes: have gotten in contact with resident to get pte .
they have agreed to let us work/inspect the unit on Wednesday 25
Resident said anytime is okay with her.

sliding door was operating fine, with no issues, it open and close fine.

Woodland Park
5 Newell Ct
East Palo Alto,CA 94303
Office (650) 566-2000x

Work Order No. 8769827
Date Call: 9/9/2024 5:19:00 PM

Date Scheduled: 9/10/2024 10:16:00 AM

Status Work Completed

Date Completed: 10/9/2024 3:52:20 PM
Brief Desc: Serv- all unit screens

Job Site: cawoopa2/218-05
301 East O'Keefe Street
#5
East Palo Alto,CA 94303

Caller Name: Federico Vargas

Caller Phone:
Occupant: Vargas (t2841161)

Mobile (650) 441-5984x

Ok to enter? NO
Category: Window and Blinds

Problem Description: NO PTE

all unit windows need screens

(650) 441-5984

OG

Parts & Labor

Quantity/ Hours	Item Type/ Employee Name	Description	Unit Price	Total
0.0000	Blanco		0.00	0.00
			Total	0.00

Authorized by: _____
Signed by _____
Dated _____
Invoice No. _____

Technician Notes: have gotten in contact with resident to get pte .
they have agreed to let us work/inspect the unit on Wednesday 25
Resident said anytime is okay with her.

replaced all windows screens

Woodland Park
5 Newell Ct
East Palo Alto,CA 94303
Office (650) 566-2000x

Work Order No. 8769834
Date Call: 9/9/2024 5:20:00 PM
Date Scheduled: 9/10/2024 10:17:00 AM
Date Completed: 9/25/2024 5:37:47 PM
Brief Desc: Serv- window inspection
Job Site: cawoopa2/218-05
301 East O'Keefe Street
#5
East Palo Alto,CA 94303

Status Work Completed

Caller Name: Federico Vargas
Caller Phone:
Occupant: Vargas (t2841161)
Mobile (650) 441-5984x

Ok to enter? NO
Category: Window and Blinds

Problem Description: NO PTE

all unit windows need to be inspected for possible replacement they have humidity and discoloration

(650) 441-5984

OG

Parts & Labor

Quantity/ Hours	Item Type/ Employee Name	Description	Unit Price	Total
0.0000	Blanco		0.00	0.00
			Total	0.00

Authorized by: _____
Signed by _____
Dated _____
Invoice No. _____

Technician Notes: have gotten in contact with resident to get pte .
they have agreed to let us work/inspect the unit on Wednesday 25
Resident said anytime is okay with her

9/25/2024--Per resident said they did not request window replacement only requested window screens. Their is a work order open in the system for screens. wo8769827

Woodland Park
5 Newell Ct
East Palo Alto,CA 94303
Office (650) 566-2000x

Work Order No. 8769912
Date Call: 9/9/2024 5:39:00 PM

Status Work Completed

Date Completed: 9/24/2024 11:10:07 AM
Brief Desc: Serv- elevator

Job Site: cawoopa2/218-05
301 East O'Keefe Street
#5
East Palo Alto,CA 94303

Caller Name: Federico Vargas
Caller Phone:
Occupant: Vargas (t2841161)

Mobile (650) 441-5984x

Ok to enter? YES
Category: Community Amenities
SubCategory: Elevators

Problem Description: elevator is not working

(650) 441-5984
OG

Parts & Labor

Quantity/ Hours	Item Type/ Employee Name	Description	Unit Price	Total
0.5000	Ponce		0.00	0.00
			Total	0.00

Authorized by: _____
Signed by _____
Dated _____
Invoice No. _____

Technician Notes: Elevator is working fine no issues, I went to the 3rd floor and back down everything is working fine.

Woodland Park
5 Newell Ct
East Palo Alto,CA 94303
Office (650) 566-2000x

Work Order No. 8769914
Date Call: 9/9/2024 5:40:00 PM

Status Work Completed

Date Completed: 9/13/2024 9:02:40 AM
Brief Desc: Serv- trash bin and tables

Job Site: cawoopa2/218-05
301 East O'Keefe Street
#5
East Palo Alto,CA 94303

Caller Name: Federico Vargas
Caller Phone:
Occupant: Vargas (t2841161)

Mobile (650) 441-5984x

Ok to enter? YES
Category: Community Amenities
SubCategory: Common Areas

Problem Description: resident is requesting we add trash bins and tables to common area

(650) 441-5984

OG

Parts & Labor

Quantity/ Hours	Item Type/ Employee Name	Description	Unit Price	Total
0.0000	Bedolla		0.00	0.00
			Total	0.00

Authorized by: _____
Signed by _____
Dated _____
Invoice No. _____

Technician Notes: Trash bin have been added to common area.

Woodland Park
5 Newell Ct
East Palo Alto,CA 94303
Office (650) 566-2000x

Work Order No. 8769921
Date Call: 9/9/2024 5:40:00 PM

Status Call

Brief Desc: Serv- hallways

Job Site: cawoopa2/218-05
301 East O'Keefe Street
#5
East Palo Alto,CA 94303

Caller Name: Federico Vargas
Caller Phone:
Occupant: Vargas (t2841161)

Mobile (650) 441-5984x

Ok to enter? YES
Category: Community Amenities
SubCategory: Hallways

Technician Notes
Time: _____ **Date:** _____
Material: _____

Problem Description: hallways are in bad conditions and 2 neighbors have already fallen

(650) 441-5984

OG

Parts & Labor

Quantity/ Hours	Item Type/ Employee Name	Description	Unit Price	Total

Total

Authorized by: _____
Signed by _____
Dated _____
Invoice No. _____

Woodland Park
5 Newell Ct
East Palo Alto,CA 94303
Office (650) 566-2000x

Work Order No. 8769923
Date Call: 9/9/2024 5:41:00 PM

Date Scheduled: 9/10/2024 10:17:00 AM

Status Work Completed

Date Completed: 10/9/2024 3:53:17 PM
Brief Desc: Serv- painting building

Job Site: cawoopa2/218-05
301 East O'Keefe Street
#5
East Palo Alto,CA 94303

Caller Name: Federico Vargas

Caller Phone:
Occupant: Vargas (t2841161)

Mobile (650) 441-5984x

Ok to enter? YES
Category: Building Exterior

Problem Description: resident is requesting we paint the building

(650) 441-5984

OG

Parts & Labor

Quantity/ Hours	Item Type/ Employee Name	Description	Unit Price	Total

Total

Authorized by: _____
Signed by _____
Dated _____
Invoice No. _____

Technician Notes: building will not be painted at this time.

Woodland Park
5 Newell Ct
East Palo Alto,CA 94303
Office (650) 566-2000x

Work Order No. 8769942
Date Call: 9/9/2024 5:44:00 PM

Date Scheduled: 9/10/2024 10:18:00 AM

Status Work Completed

Date Completed: 9/25/2024 5:34:15 PM
Brief Desc: Serv- bathroom mirror

Job Site: cawoopa2/218-05
301 East O'Keefe Street
#5
East Palo Alto,CA 94303

Caller Name: Federico Vargas

Caller Phone:
Occupant: Vargas (t2841161)

Mobile (650) 441-5984x

Ok to enter? NO
Category: Cabinets and Drawers

Problem Description: NO PTE

bathroom mirrors are damaged

(650) 441-5984

OG

Parts & Labor

Quantity/ Hours	Item Type/ Employee Name	Description	Unit Price	Total
0.0000	Blanco		0.00	0.00
			Total	0.00

Authorized by: _____
Signed by _____
Dated _____
Invoice No. _____

Technician Notes: have gotten in contact with resident to get pte .
they have agreed to let us work/inspect the unit on Wednesday 25
Resident said anytime is okay with her

9/25/2024--Resident states she did not report the mirror, Mirror is in good condition and resident said to leave it as is.

Woodland Park
5 Newell Ct
East Palo Alto,CA 94303
Office (650) 566-2000x

Work Order No. 8769947
Date Call: 9/9/2024 5:45:00 PM
Date Scheduled: 9/10/2024 10:19:00 AM

Status Scheduled

Brief Desc: Serv- all unit paint

Job Site: cawoopa2/218-05
301 East O'Keefe Street
#5
East Palo Alto,CA 94303

Caller Name: Federico Vargas
Caller Phone:
Occupant: Vargas (t2841161)

Mobile (650) 441-5984x

Ok to enter? NO
Category: Painting

Technician Notes
Time: _____ **Date:** _____
Material: _____

Problem Description: NO PTE

all unit paint has peeled

(650) 441-5984

OG

Parts & Labor

Quantity/ Hours	Item Type/ Employee Name	Description	Unit Price	Total
0.0000	Blanco		0.00	0.00
			Total	0.00

Authorized by: _____
Signed by _____
Dated _____
Invoice No. _____

Technician Notes: have gotten in contact with resident to get pte .
they have agreed to let us work/inspect the unit on Wednesday 25
Resident said anytime is okay with her

Woodland Park
5 Newell Ct
East Palo Alto,CA 94303
Office (650) 566-2000x

Work Order No. 8769629
Date Call: 9/9/2024 4:44:00 PM

Date Scheduled: 9/10/2024 9:37:00 AM

Status Work Completed

Date Completed: 10/23/2024 5:29:27 PM
Brief Desc: Serv- kitchen floor

Job Site: cawoopa2/218-05
301 East O'Keefe Street
#5
East Palo Alto,CA 94303

Caller Name: Federico Vargas

Caller Phone:
Occupant: Vargas (t2841161)

Mobile (650) 441-5984x

Ok to enter? NO
Category: Flooring

Problem Description: NO PTE

kitchen floor is in bad condition

(650) 441-5984.

OG

Parts & Labor

Quantity/ Hours	Item Type/ Employee Name	Description	Unit Price	Total
0.0000	Bedolla		0.00	0.00
			Total	0.00

Authorized by: _____
Signed by _____
Dated _____
Invoice No. _____

Technician Notes: have gotten in contact with resident to get pte .
they have agreed to let us work/inspect the unit on Wednesday 25
Resident said anytime is okay with her.

Vinyl replacement scheduled for 10/19/2024
vinyl was replaced pictures available

Woodland Park
5 Newell Ct
East Palo Alto,CA 94303
Office (650) 566-2000x

Work Order No. 8769634
Date Call: 9/9/2024 4:45:00 PM

Date Scheduled: 9/10/2024 9:39:00 AM

Status Work Completed

Date Completed: 9/25/2024 5:31:49 PM
Brief Desc: Serv- closet door

Job Site: cawoopa2/218-05
301 East O'Keefe Street
#5
East Palo Alto,CA 94303

Caller Name: Federico Vargas

Caller Phone:
Occupant: Vargas (t2841161)

Mobile (650) 441-5984x

Ok to enter? NO
Category: Locks / Keys

SubCategory: Interior Door Issue

Problem Description: NO PTE

hallway closet doors are rusty and have discoloration

(650) 441-5984

OG

Parts & Labor

Quantity/ Hours	Item Type/ Employee Name	Description	Unit Price	Total

Total

Authorized by: _____
Signed by _____
Dated _____
Invoice No. _____

Technician Notes: have gotten in contact with resident to get pte .
they have agreed to let us work/inspect the unit on Wednesday 25
Resident said anytime is okay with her.

9/25/2024--Replace closet doors and tracks in the livingroom

Woodland Park
5 Newell Ct
East Palo Alto,CA 94303
Office (650) 566-2000x

Work Order No. 8769639
Date Call: 9/9/2024 4:46:00 PM

Date Scheduled: 9/10/2024 9:40:00 AM

Status Work Completed

Date Completed: 10/28/2024 10:04:33 AM
Brief Desc: Serv- CEILING

Job Site: cawoopa2/218-05
301 East O'Keefe Street
#5
East Palo Alto,CA 94303

Caller Name: Federico Vargas

Caller Phone:
Occupant: Vargas (t2841161)

Mobile (650) 441-5984x

Ok to enter? NO

Problem Description: NO PTE

living room and bedroom ceiling is falling

(650) 441-5984

OG

Parts & Labor

Quantity/ Hours	Item Type/ Employee Name	Description	Unit Price	Total
0.0000	Blanco		0.00	0.00
			Total	0.00

Authorized by: _____
Signed by _____
Dated _____
Invoice No. _____

Technician Notes: have gotten in contact with resident to get pte .
they have agreed to let us work/inspect the unit on Wednesday 25
Resident said anytime is okay with her.

Bedroom/livingroom ceiling is in tact no issues at all. resident move in 6-7 months ago.

Woodland Park
5 Newell Ct
East Palo Alto,CA 94303
Office (650) 566-2000x

Work Order No. 8769644
Date Call: 9/9/2024 4:47:00 PM

Date Scheduled: 9/10/2024 9:41:00 AM

Status Work Completed

Date Completed: 9/25/2024 5:27:29 PM
Brief Desc: Serv- toilet bottom leak

Job Site: cawoopa2/218-05
301 East O'Keefe Street
#5
East Palo Alto,CA 94303

Caller Name: Federico Vargas

Caller Phone:
Occupant: Vargas (t2841161)

Mobile (650) 441-5984x

Ok to enter? NO
Category: Plumbing

Problem Description: NO PTE

toilet is leaking from the bottom

(650) 441-5984

OG

Parts & Labor

Quantity/ Hours	Item Type/ Employee Name	Description	Unit Price	Total
0.0000	Blanco		0.00	0.00
			Total	0.00

Authorized by: _____
Signed by _____
Dated _____
Invoice No. _____

Technician Notes: have gotten in contact with resident to get pte .
they have agreed to let us work/inspect the unit on Wednesday 25
Resident said anytime is okay with her.

9/25/2024 Replaced toilet wax ring and bolts. Also caulked the bowl all round the base.

Woodland Park
5 Newell Ct
East Palo Alto,CA 94303
Office (650) 566-2000x

Work Order No. 8769662
Date Call: 9/9/2024 4:48:00 PM

Date Scheduled: 9/10/2024 9:42:00 AM

Status Work Completed

Date Completed: 12/21/2024 2:13:13 PM
Brief Desc: Serv- tub possible reglaze

Job Site: cawoopa2/218-05
301 East O'Keefe Street
#5
East Palo Alto,CA 94303

Caller Name: Federico Vargas

Caller Phone:
Occupant: Vargas (t2841161)

Mobile (650) 441-5984x

Ok to enter? NO
Category: Plumbing

Problem Description: NO PTE

tub may need possible reglaze resident is reporting tub having rust and discoloration

(650) 441-5984

OG

Parts & Labor

Quantity/ Hours	Item Type/ Employee Name	Description	Unit Price	Total
0.0000	Blanco		0.00	0.00
			Total	0.00

Authorized by: _____
Signed by _____
Dated _____
Invoice No. _____

Technician Notes: have gotten in contact with resident to get pte .
they have agreed to let us work/inspect the unit on Wednesday 25
Resident said anytime is okay with her

have been trying to get in contact with resident for the pass 3 weeks . 1st time no answer at door 12/7/24 in the morning 2nd time 12/7/24 afternoon someone was in residence but no answer at the door 3rd time was on 12/19/24 door was answered by a small minor saying no one else was home could not inspect.

Woodland Park
5 Newell Ct
East Palo Alto,CA 94303
Office (650) 566-2000x

Work Order No. 8769692
Date Call: 9/9/2024 4:49:00 PM
Date Scheduled: 9/10/2024 9:43:00 AM
Status Work Completed
Date Completed: 9/25/2024 6:07:16 PM
Brief Desc: Serv- shower doors
Job Site: cawoopa2/218-05
301 East O'Keefe Street
#5
East Palo Alto,CA 94303

Caller Name: Federico Vargas
Caller Phone:
Occupant: Vargas (t2841161)
Mobile (650) 441-5984x
Ok to enter? NO
Category: Locks / Keys
SubCategory: Interior Door Issue

Problem Description: NO PTE

shower doors are in bad condition and have discoloration

(650) 441-5984

OG

Parts & Labor

Quantity/ Hours	Item Type/ Employee Name	Description	Unit Price	Total
0.0000	Blanco		0.00	0.00
			Total	0.00

Authorized by: _____
Signed by _____
Dated _____
Invoice No. _____

Technician Notes: have gotten in contact with resident to get pte .
they have agreed to let us work/inspect the unit on Wednesday 25
Resident said anytime is okay with her.

9/25/2024--Shower door wheels work fine, no issues. Also need deep cleaning

Woodland Park
5 Newell Ct
East Palo Alto,CA 94303
Office (650) 566-2000x

Work Order No. 8769695
Date Call: 9/9/2024 4:56:00 PM
Date Scheduled: 9/10/2024 9:44:00 AM
Date Completed: 10/9/2024 3:54:48 PM
Brief Desc: Serv- bedroom wall
Job Site: cawoopa2/218-05
301 East O'Keefe Street
#5
East Palo Alto,CA 94303

Status Work Completed

Caller Name: Federico Vargas
Caller Phone:
Occupant: Vargas (t2841161)
Mobile (650) 441-5984x

Ok to enter? NO

Problem Description: NO PTE

bedroom wall has discoloration

(650) 441-5984

OG

Parts & Labor

Quantity/ Hours	Item Type/ Employee Name	Description	Unit Price	Total
0.0000	Blanco		0.00	0.00
			Total	0.00

Authorized by: _____
Signed by _____
Dated _____
Invoice No. _____

Technician Notes: have gotten in contact with resident to get pte .
they have agreed to let us work/inspect the unit on Wednesday 25
Resident said anytime is okay with her.

Found no discoloration, resident said their isnt any at this time sometime in the winter only

Woodland Park
5 Newell Ct
East Palo Alto,CA 94303
Office (650) 566-2000x

Work Order No. 8769705
Date Call: 9/9/2024 4:57:00 PM

Date Scheduled: 9/10/2024 9:45:00 AM

Status Canceled

Date Canceled: 10/18/2024 3:40:15 PM

Brief Desc: Serv- carpet replacement

Job Site: cawoopa2/218-05
301 East O'Keefe Street
#5
East Palo Alto,CA 94303

Caller Name: Federico Vargas

Caller Phone:
Occupant: Vargas (t2841161)

Mobile (650) 441-5984x

Ok to enter? NO
Category: Flooring

Problem Description: NO PTE

resident is reporting that the carpet causes to much allergies to her kids and she would like to have vinyl instead

(650) 441-5984

OG

Parts & Labor

Quantity/ Hours	Item Type/ Employee Name	Description	Unit Price	Total
0.0000	Blanco		0.00	0.00
			Total	0.00

Authorized by: _____
Signed by _____
Dated _____
Invoice No. _____

Technician Notes: have gotten in contact with resident to get pte .
they have agreed to let us work/inspect the unit on Wednesday 25
Resident said anytime is okay with her.

Resident prefers not to change carpet at this time because she has many belonging and does not want to move them at this time.

Woodland Park
5 Newell Ct
East Palo Alto,CA 94303
Office (650) 566-2000x

Work Order No. 8769710
Date Call: 9/9/2024 4:58:00 PM
Date Scheduled: 9/10/2024 9:45:00 AM
Date Completed: 9/25/2024 5:49:42 PM
Brief Desc: Serv- outlet covers replacement

Job Site: cawoopa2/218-05
301 East O'Keefe Street
#5
East Palo Alto,CA 94303

Status Work Completed

Caller Name: Federico Vargas
Caller Phone:
Occupant: Vargas (t2841161)
Mobile (650) 441-5984x

Ok to enter? NO
Category: Electrical Repair
SubCategory: Outlet Cover

Problem Description: NO PTE

outlet covers need to be replaced most are broken or in bad condition

(650) 441-5984

OG

Parts & Labor

Quantity/ Hours	Item Type/ Employee Name	Description	Unit Price	Total
0.0000	Blanco		0.00	0.00
			Total	0.00

Authorized by: _____
Signed by _____
Dated _____
Invoice No. _____

Technician Notes: have gotten in contact with resident to get pte .
they have agreed to let us work/inspect the unit on Wednesday 25
Resident said anytime is okay with her.

9/25/2024--Replaced outlet and switch covers.

Woodland Park
5 Newell Ct
East Palo Alto,CA 94303
Office (650) 566-2000x

Work Order No. 8769718
Date Call: 9/9/2024 4:59:00 PM
Date Scheduled: 9/10/2024 9:46:00 AM
Date Completed: 9/25/2024 5:48:23 PM
Brief Desc: Serv- range hood

Job Site: cawoopa2/218-05
301 East O'Keefe Street
#5
East Palo Alto,CA 94303

Status Work Completed

Caller Name: Federico Vargas
Caller Phone:
Occupant: Vargas (t2841161)
Mobile (650) 441-5984x

Ok to enter? NO
Category: Appliance Repair
SubCategory: Stove

Problem Description: NO PTE

range hood is not working well resident would like it replaced for a new one

(650) 441-5984

OG

Parts & Labor

Quantity/ Hours	Item Type/ Employee Name	Description	Unit Price	Total
0.0000	Blanco		0.00	0.00
			Total	0.00

Authorized by: _____
Signed by _____
Dated _____
Invoice No. _____

Technician Notes: have gotten in contact with resident to get pte .
they have agreed to let us work/inspect the unit on Wednesday 25
Resident said anytime is okay with her.

9/25/2024--Replaced range hood in kitchen

Woodland Park
5 Newell Ct
East Palo Alto,CA 94303
Office (650) 566-2000x

Work Order No. 8769759
Date Call: 9/9/2024 5:05:00 PM
Date Scheduled: 9/10/2024 9:47:00 AM
Date Completed: 9/25/2024 5:47:00 PM
Brief Desc: Serv- fridge has rust/ no cooling

Job Site: cawoopa2/218-05
301 East O'Keefe Street
#5
East Palo Alto,CA 94303

Status Work Completed

Caller Name: Federico Vargas
Caller Phone:
Occupant: Vargas (t2841161)
Mobile (650) 441-5984x

Ok to enter? NO
Category: Appliance Repair
SubCategory: Refrigerator

Problem Description: NO PTE

fridge is rusty and is no longer cooling if you decided to replace the fridge they do not want a used one they want a new one

(650) 441-5984

OG

Parts & Labor

Quantity/ Hours	Item Type/ Employee Name	Description	Unit Price	Total
0.0000	Blanco		0.00	0.00
			Total	0.00

Authorized by: _____
Signed by _____
Dated _____
Invoice No. _____

Technician Notes: have gotten in contact with resident to get pte .
they have agreed to let us work/inspect the unit on Wednesday 25
Resident said anytime is okay with her.

9/25/2024--Resident states fridge is working fine, they have no issues with it.

Woodland Park
5 Newell Ct
East Palo Alto,CA 94303
Office (650) 566-2000x

Work Order No. 8769767
Date Call: 9/9/2024 5:06:00 PM
Date Scheduled: 9/10/2024 9:48:00 AM
Date Completed: 9/25/2024 5:45:39 PM
Brief Desc: Serv- stove cabinets
Job Site: cawoopa2/218-05
301 East O'Keefe Street
#5
East Palo Alto,CA 94303

Status Work Completed

Caller Name: Federico Vargas
Caller Phone:
Occupant: Vargas (t2841161)
Mobile (650) 441-5984x

Ok to enter? NO
Category: Cabinets and Drawers

Problem Description: NO PTE

stove cabinets have paint peeling off and are is bad condition

(650) 441-5984

OG

Parts & Labor

Quantity/ Hours	Item Type/ Employee Name	Description	Unit Price	Total
0.0000	Blanco		0.00	0.00
			Total	0.00

Authorized by: _____
Signed by _____
Dated _____
Invoice No. _____

Technician Notes: have gotten in contact with resident to get pte .
they have agreed to let us work/inspect the unit on Wednesday 25
Resident said anytime is okay with her.

9/25/2024--Resident states the stove works fine and she has no issues.

Woodland Park
5 Newell Ct
East Palo Alto,CA 94303
Office (650) 566-2000x

Work Order No. 8769775
Date Call: 9/9/2024 5:09:00 PM
Date Scheduled: 9/10/2024 9:49:00 AM
Date Completed: 9/25/2024 5:53:52 PM
Brief Desc: Serv- kitchen railing
Job Site: cawoopa2/218-05
301 East O'Keefe Street
#5
East Palo Alto,CA 94303

Status Work Completed

Caller Name: Federico Vargas
Caller Phone:
Occupant: Vargas (t2841161)
Mobile (650) 441-5984x

Ok to enter? NO

Problem Description: NO PTE

kitchen parapets are in bad condition

(650) 441-5984

OG

Parts & Labor

Quantity/ Hours	Item Type/ Employee Name	Description	Unit Price	Total
0.0000	Blanco		0.00	0.00
			Total	0.00

Authorized by: _____
Signed by _____
Dated _____
Invoice No. _____

Technician Notes: have gotten in contact with resident to get pte .
they have agreed to let us work/inspect the unit on Wednesday 25
Resident said anytime is okay with her.

9/25/2024--Resident didn't know what is going on with this work order.

Woodland Park
5 Newell Ct
East Palo Alto,CA 94303
Office (650) 566-2000x

Work Order No. 8769783
Date Call: 9/9/2024 5:11:00 PM
Date Scheduled: 9/10/2024 9:49:00 AM
Date Completed: 9/25/2024 5:42:07 PM
Brief Desc: Serv- kitchen sink
Job Site: cawoopa2/218-05
301 East O'Keefe Street
#5
East Palo Alto,CA 94303

Status Work Completed

Caller Name: Federico Vargas
Caller Phone:
Occupant: Vargas (t2841161)
Mobile (650) 441-5984x

Ok to enter? NO
Category: Plumbing
SubCategory: Kitchen Sink

Problem Description: NO PTE

kitchen sink has rusty and humididty and in bad conditions

(650) 441-5984

OG

Parts & Labor

Quantity/ Hours	Item Type/ Employee Name	Description	Unit Price	Total
0.0000	Blanco		0.00	0.00
			Total	0.00

Authorized by: _____
Signed by _____
Dated _____
Invoice No. _____

Technician Notes: have gotten in contact with resident to get pte .
they have agreed to let us work/inspect the unit on Wednesday 25
Resident said anytime is okay with her.

9/25/2024--Replaced kitchen faucet and water lines.

Woodland Park
5 Newell Ct
East Palo Alto,CA 94303
Office (650) 566-2000x

Work Order No. 8769788
Date Call: 9/9/2024 5:12:00 PM

Date Scheduled: 9/10/2024 10:12:00 AM

Status Work Completed

Date Completed: 9/25/2024 5:40:44 PM
Brief Desc: Serv- bathroom sink

Job Site: cawoopa2/218-05
301 East O'Keefe Street
#5
East Palo Alto,CA 94303

Caller Name: Federico Vargas

Caller Phone:
Occupant: Vargas (t2841161)

Mobile (650) 441-5984x

Ok to enter? NO
Category: Plumbing

Problem Description: NO PTE

bathroom sink has rust and is in bad condition

(650) 441-5984

OG

Parts & Labor

Quantity/ Hours	Item Type/ Employee Name	Description	Unit Price	Total
0.0000	Blanco		0.00	0.00
			Total	0.00

Authorized by: _____
Signed by _____
Dated _____
Invoice No. _____

Technician Notes: have gotten in contact with resident to get pte .
they have agreed to let us work/inspect the unit on Wednesday 25
Resident said anytime is okay with her

9/25/2024--Replaced bathroom faucet.

Woodland Park
5 Newell Ct
East Palo Alto,CA 94303
Office (650) 566-2000x

Work Order No. 8769790
Date Call: 9/9/2024 5:12:00 PM

Date Scheduled: 9/10/2024 10:13:00 AM

Status Work Completed

Date Completed: 10/23/2024 5:34:04 PM
Brief Desc: Serv- bathroom floor

Job Site: cawoopa2/218-05
301 East O'Keefe Street
#5
East Palo Alto,CA 94303

Caller Name: Federico Vargas

Caller Phone:
Occupant: Vargas (t2841161)

Mobile (650) 441-5984x

Ok to enter? NO
Category: Flooring

Problem Description: NO PTE

bathroom floor is broken and damaged

(650) 441-5984

OG

Parts & Labor

Quantity/ Hours	Item Type/ Employee Name	Description	Unit Price	Total
0.0000	Bedolla		0.00	0.00
			Total	0.00

Authorized by: _____
Signed by _____
Dated _____
Invoice No. _____

Technician Notes: have gotten in contact with resident to get pte .
they have agreed to let us work/inspect the unit on Wednesday 25
Resident said anytime is okay with her.

Vinyl replacement scheduled for 10/19/2024
pictures provided

Woodland Park
5 Newell Ct
East Palo Alto,CA 94303
Office (650) 566-2000x

Work Order No. 8769799
Date Call: 9/9/2024 5:14:00 PM

Date Scheduled: 9/10/2024 10:14:00 AM

Status Work Completed

Date Completed: 9/25/2024 5:39:14 PM
Brief Desc: Serv- front door

Job Site: cawoopa2/218-05
301 East O'Keefe Street
#5
East Palo Alto,CA 94303

Caller Name: Federico Vargas

Caller Phone:
Occupant: Vargas (t2841161)

Mobile (650) 441-5984x

Ok to enter? NO

Problem Description: NO PTE

front door needs maintenance it is missing many plastic fillings and we can feel the heat and humidity

(650) 441-5984

OG

Parts & Labor

Quantity/ Hours	Item Type/ Employee Name	Description	Unit Price	Total
0.0000	Blanco		0.00	0.00
			Total	0.00

Authorized by: _____
Signed by _____
Dated _____
Invoice No. _____

Technician Notes: have gotten in contact with resident to get pte .
they have agreed to let us work/inspect the unit on Wednesday 25
Resident said anytime is okay with her.

9/25/2024 Installed new entry locks, weather strip and door sweep. Door opnes and closes correctly.

Woodland Park
5 Newell Ct
East Palo Alto,CA 94303
Office (650) 566-2000x

Work Order No. 8769807
Date Call: 9/9/2024 5:15:00 PM

Date Scheduled: 9/10/2024 10:15:00 AM

Status Work Completed

Date Completed: 10/9/2024 3:55:52 PM
Brief Desc: Serv- sliding door

Job Site: cawoopa2/218-05
301 East O'Keefe Street
#5
East Palo Alto,CA 94303

Caller Name: Federico Vargas

Caller Phone:
Occupant: Vargas (t2841161)

Mobile (650) 441-5984x

Ok to enter? NO
Category: Window and Blinds

Problem Description: NO PTE

sliding door has rust and discoloration also is very damaged also check the screen

(650) 441-5984

OG

Parts & Labor

Quantity/ Hours	Item Type/ Employee Name	Description	Unit Price	Total
0.0000	Blanco		0.00	0.00
			Total	0.00

Authorized by: _____
Signed by _____
Dated _____
Invoice No. _____

Technician Notes: have gotten in contact with resident to get pte .
they have agreed to let us work/inspect the unit on Wednesday 25
Resident said anytime is okay with her.

sliding door was operating fine, with no issues, it open and close fine.

Woodland Park
5 Newell Ct
East Palo Alto,CA 94303
Office (650) 566-2000x

Work Order No. 8769827
Date Call: 9/9/2024 5:19:00 PM

Date Scheduled: 9/10/2024 10:16:00 AM

Status Work Completed

Date Completed: 10/9/2024 3:52:20 PM
Brief Desc: Serv- all unit screens

Job Site: cawoopa2/218-05
301 East O'Keefe Street
#5
East Palo Alto,CA 94303

Caller Name: Federico Vargas

Caller Phone:
Occupant: Vargas (t2841161)

Mobile (650) 441-5984x

Ok to enter? NO
Category: Window and Blinds

Problem Description: NO PTE

all unit windows need screens

(650) 441-5984

OG

Parts & Labor

Quantity/ Hours	Item Type/ Employee Name	Description	Unit Price	Total
0.0000	Blanco		0.00	0.00
			Total	0.00

Authorized by: _____
Signed by _____
Dated _____
Invoice No. _____

Technician Notes: have gotten in contact with resident to get pte .
they have agreed to let us work/inspect the unit on Wednesday 25
Resident said anytime is okay with her.

replaced all windows screens

Woodland Park
5 Newell Ct
East Palo Alto,CA 94303
Office (650) 566-2000x

Work Order No. 8769834
Date Call: 9/9/2024 5:20:00 PM

Date Scheduled: 9/10/2024 10:17:00 AM

Status Work Completed

Date Completed: 9/25/2024 5:37:47 PM
Brief Desc: Serv- window inspection

Job Site: cawoopa2/218-05
301 East O'Keefe Street
#5
East Palo Alto,CA 94303

Caller Name: Federico Vargas

Caller Phone:
Occupant: Vargas (t2841161)

Mobile (650) 441-5984x

Ok to enter? NO
Category: Window and Blinds

Problem Description: NO PTE

all unit windows need to be inspected for possible replacement they have humidity and discoloration

(650) 441-5984

OG

Parts & Labor

Quantity/ Hours	Item Type/ Employee Name	Description	Unit Price	Total
0.0000	Blanco		0.00	0.00
			Total	0.00

Authorized by: _____
Signed by _____
Dated _____
Invoice No. _____

Technician Notes: have gotten in contact with resident to get pte .
they have agreed to let us work/inspect the unit on Wednesday 25
Resident said anytime is okay with her

9/25/2024--Per resident said they did not request window replacement only requested window screens. Their is a work order open in the system for screens. wo8769827

Woodland Park
5 Newell Ct
East Palo Alto,CA 94303
Office (650) 566-2000x

Work Order No. 8769912
Date Call: 9/9/2024 5:39:00 PM

Status Work Completed

Date Completed: 9/24/2024 11:10:07 AM
Brief Desc: Serv- elevator

Job Site: cawoopa2/218-05
301 East O'Keefe Street
#5
East Palo Alto,CA 94303

Caller Name: Federico Vargas
Caller Phone:
Occupant: Vargas (t2841161)

Mobile (650) 441-5984x

Ok to enter? YES
Category: Community Amenities
SubCategory: Elevators

Problem Description: elevator is not working

(650) 441-5984
OG

Parts & Labor

Quantity/ Hours	Item Type/ Employee Name	Description	Unit Price	Total
0.5000	Ponce		0.00	0.00
			Total	0.00

Authorized by: _____
Signed by _____
Dated _____
Invoice No. _____

Technician Notes: Elevator is working fine no issues, I went to the 3rd floor and back down everything is working fine.

Woodland Park
5 Newell Ct
East Palo Alto,CA 94303
Office (650) 566-2000x

Work Order No. 8769914
Date Call: 9/9/2024 5:40:00 PM

Status Work Completed

Date Completed: 9/13/2024 9:02:40 AM
Brief Desc: Serv- trash bin and tables

Job Site: cawoopa2/218-05
301 East O'Keefe Street
#5
East Palo Alto,CA 94303

Caller Name: Federico Vargas
Caller Phone:
Occupant: Vargas (t2841161)

Mobile (650) 441-5984x

Ok to enter? YES
Category: Community Amenities
SubCategory: Common Areas

Problem Description: resident is requesting we add trash bins and tables to common area

(650) 441-5984

OG

Parts & Labor

Quantity/ Hours	Item Type/ Employee Name	Description	Unit Price	Total
0.0000	Bedolla		0.00	0.00
			Total	0.00

Authorized by: _____
Signed by _____
Dated _____
Invoice No. _____

Technician Notes: Trash bin have been added to common area.

Woodland Park
5 Newell Ct
East Palo Alto,CA 94303
Office (650) 566-2000x

Work Order No. 8769921
Date Call: 9/9/2024 5:40:00 PM

Status Work Completed

Date Completed: 12/16/2024 12:57:39 PM
Brief Desc: Serv- hallways

Job Site: cawoopa2/218-05
301 East O'Keefe Street
#5
East Palo Alto,CA 94303

Caller Name: Federico Vargas
Caller Phone:
Occupant: Vargas (t2841161)

Mobile (650) 441-5984x

Ok to enter? YES
Category: Community Amenities
SubCategory: Hallways

Problem Description: hallways are in bad conditions and 2 neighbors have already fallen

(650) 441-5984

OG

Parts & Labor

Quantity/ Hours	Item Type/ Employee Name	Description	Unit Price	Total

Total

Authorized by: _____
Signed by _____
Dated _____
Invoice No. _____

Technician Notes: 9/11/2024 ALL AREAS WERE REPAIRED ON 2ND AND 3RD FLOOR LANDING. Also water proof that was lifting was repaired on 3rd floor.

Woodland Park
5 Newell Ct
East Palo Alto,CA 94303
Office (650) 566-2000x

Work Order No. 8769923
Date Call: 9/9/2024 5:41:00 PM

Date Scheduled: 9/10/2024 10:17:00 AM

Status Work Completed

Date Completed: 10/9/2024 3:53:17 PM
Brief Desc: Serv- painting building

Job Site: cawoopa2/218-05
301 East O'Keefe Street
#5
East Palo Alto,CA 94303

Caller Name: Federico Vargas

Caller Phone:
Occupant: Vargas (t2841161)

Mobile (650) 441-5984x

Ok to enter? YES
Category: Building Exterior

Problem Description: resident is requesting we paint the building

(650) 441-5984

OG

Parts & Labor

Quantity/ Hours	Item Type/ Employee Name	Description	Unit Price	Total

Total

Authorized by: _____
Signed by _____
Dated _____
Invoice No. _____

Technician Notes: building will not be painted at this time.

Woodland Park
5 Newell Ct
East Palo Alto,CA 94303
Office (650) 566-2000x

Work Order No. 8769942
Date Call: 9/9/2024 5:44:00 PM

Date Scheduled: 9/10/2024 10:18:00 AM

Status Work Completed

Date Completed: 9/25/2024 5:34:15 PM
Brief Desc: Serv- bathroom mirror

Job Site: cawoopa2/218-05
301 East O'Keefe Street
#5
East Palo Alto,CA 94303

Caller Name: Federico Vargas

Caller Phone:
Occupant: Vargas (t2841161)

Mobile (650) 441-5984x

Ok to enter? NO
Category: Cabinets and Drawers

Problem Description: NO PTE

bathroom mirrors are damaged

(650) 441-5984

OG

Parts & Labor

Quantity/ Hours	Item Type/ Employee Name	Description	Unit Price	Total
0.0000	Blanco		0.00	0.00
			Total	0.00

Authorized by: _____
Signed by _____
Dated _____
Invoice No. _____

Technician Notes: have gotten in contact with resident to get pte .
they have agreed to let us work/inspect the unit on Wednesday 25
Resident said anytime is okay with her

9/25/2024--Resident states she did not report the mirror, Mirror is in good condition and resident said to leave it as is.

Woodland Park
5 Newell Ct
East Palo Alto,CA 94303
Office (650) 566-2000x

Work Order No. 8769947
Date Call: 9/9/2024 5:45:00 PM

Date Scheduled: 9/10/2024 10:19:00 AM

Status Work Completed

Date Completed: 11/22/2024 5:24:31 PM
Brief Desc: Serv- all unit paint

Job Site: cawoopa2/218-05
301 East O'Keefe Street
#5
East Palo Alto,CA 94303

Caller Name: Federico Vargas

Caller Phone:
Occupant: Vargas (t2841161)

Mobile (650) 441-5984x

Ok to enter? NO
Category: Painting

Problem Description: NO PTE

all unit paint has peeled

(650) 441-5984

OG

Parts & Labor

Quantity/ Hours	Item Type/ Employee Name	Description	Unit Price	Total
0.0000	Blanco		0.00	0.00
			Total	0.00

Authorized by: _____
Signed by _____
Dated _____
Invoice No. _____

Technician Notes: have gotten in contact with resident to get pte .
they have agreed to let us work/inspect the unit on Wednesday 25
Resident said anytime is okay with her

Resident declined painting because they cannot and dont want to move their items.

Woodland Park
5 Newell Ct
East Palo Alto,CA 94303
Office (650) 566-2000x

Work Order No. 8972640
Date Call: 10/29/2024 5:03:00 PM

Status Work Completed

Date Completed: 11/5/2024 3:32:43 PM
Brief Desc: Kitchen Flooring is damaged

Job Site: cawoopa2/218-05
301 East O'Keefe Street
#5
East Palo Alto,CA 94303

Caller Name: Federico Vargas
Caller Phone:
Occupant: Vargas (t2841161)

Mobile (650) 441-5984x

Ok to enter? NO
Category: Vinyl Repair

Problem Description: PTE - NO, CALL FIRST

Parts & Labor

Quantity/ Hours	Item Type/ Employee Name	Description	Unit Price	Total
0.2500	Bedolla		0.00	0.00
			Total	0.00

Authorized by: _____
Signed by _____
Dated _____
Invoice No. _____

Technician Notes: 10/31/2024 Dog inside unit, Called resident, left voicemail. 11/5/2024 Kitchen and bathroom vinyl was replaced on 10/19/2024

Woodland Park
5 Newell Ct
East Palo Alto,CA 94303
Office (650) 566-2000x

Work Order No. 8972642
Date Call: 10/29/2024 5:04:00 PM

Status Work Completed

Date Completed: 12/20/2024 10:36:18 AM
Brief Desc: Kitchen Cabinets peeling

Job Site: cawoopa2/218-05
301 East O'Keefe Street
#5
East Palo Alto,CA 94303

Caller Name: Federico Vargas
Caller Phone:
Occupant: Vargas (t2841161)

Mobile (650) 441-5984x

Ok to enter? NO
Category: Cabinets and Drawers

Problem Description: PTE - NO, CALL FIRST

Parts & Labor

Quantity/ Hours	Item Type/ Employee Name	Description	Unit Price	Total

Total

Authorized by: _____
Signed by _____
Dated _____
Invoice No. _____

Technician Notes: have been trying to get in contact with resident for the pass 3 weeks . 1st time no answer at door 12/7/24 in the morning 2nd time 12/7/24 afternoon someone was in residence but no answer at the door 3rd time was on 12/19/24 door was answered by a small minor saying no one else was home could not inspect.

Woodland Park
5 Newell Ct
East Palo Alto,CA 94303
Office (650) 566-2000x

Work Order No. 8972645
Date Call: 10/29/2024 5:04:00 PM

Status Work Completed

Date Completed: 11/5/2024 3:35:23 PM
Brief Desc: Rusty Faucet

Job Site: cawoopa2/218-05
301 East O'Keefe Street
#5
East Palo Alto,CA 94303

Caller Name: Federico Vargas
Caller Phone:
Occupant: Vargas (t2841161)

Mobile (650) 441-5984x

Ok to enter? NO
Category: Plumbing
SubCategory: Kitchen Sink

Problem Description: PTE - NO, CALL FIRST

Parts & Labor

Quantity/ Hours	Item Type/ Employee Name	Description	Unit Price	Total
0.2500	Bedolla		0.00	0.00
			Total	0.00

Authorized by: _____
Signed by _____
Dated _____
Invoice No. _____

Technician Notes: WO# 8972645 10/31/2024 Dog inside unit, Called resident, left voicemail. 11/5/2024 kitchen faucet was replaced back in 10/15/2024.

Woodland Park
5 Newell Ct
East Palo Alto,CA 94303
Office (650) 566-2000x

Work Order No. 8972647
Date Call: 10/29/2024 5:05:00 PM

Status Work Completed

Date Completed: 12/2/2024 11:05:04 AM
Brief Desc: Exhaust fan not working

Job Site: cawoopa2/218-05
301 East O'Keefe Street
#5
East Palo Alto,CA 94303

Caller Name: Federico Vargas
Caller Phone:
Occupant: Vargas (t2841161)

Mobile (650) 441-5984x

Ok to enter? NO
Category: Appliance Repair
SubCategory: Stove Exhaust Fan

Problem Description: PTE - NO, CALL FIRST

Parts & Labor

Quantity/ Hours	Item Type/ Employee Name	Description	Unit Price	Total
121.0000	Bedolla		0.00	0.00
			Total	0.00

Authorized by: _____
Signed by _____
Dated _____
Invoice No. _____

Technician Notes: 10/31/2024 Dog inside unit, called resident, left voicemail. 11/05/2024 Resident to contact husband and come up with a date for replacement/repaired. 11/05/2024 Replaced bathroom fan and filter.

Woodland Park
5 Newell Ct
East Palo Alto,CA 94303
Office (650) 566-2000x

Work Order No. 8972652
Date Call: 10/29/2024 5:06:00 PM

Status Work Completed

Date Completed: 11/25/2024 11:16:17 AM
Brief Desc: Leak in bathroom

Job Site: cawoopa2/218-05
301 East O'Keefe Street
#5
East Palo Alto,CA 94303

Caller Name: Federico Vargas

Caller Phone:
Occupant: Vargas (t2841161)

Mobile (650) 441-5984x

Ok to enter? NO
Category: Water Intrusion

Problem Description: PTE - NO, CALL FIRST

Parts & Labor

Quantity/ Hours	Item Type/ Employee Name	Description	Unit Price	Total
120.2500	Bedolla		0.00	0.00
			Total	0.00

Authorized by: _____
Signed by _____
Dated _____
Invoice No. _____

Technician Notes: 10/31/2024 Dog inside unit, called resident, left voicemail. 11/05/2024 Resident advised she has no leak, it was fixed back in September. Inspected faucet and ran water for 2-3 minutes found not leaks.

Woodland Park
5 Newell Ct
East Palo Alto,CA 94303
Office (650) 566-2000x

Work Order No. 8972655
Date Call: 10/29/2024 5:06:00 PM

Status Work Completed

Date Completed: 11/5/2024 4:15:57 PM
Brief Desc: Bathroom flooring damaged

Job Site: cawoopa2/218-05
301 East O'Keefe Street
#5
East Palo Alto,CA 94303

Caller Name: Federico Vargas
Caller Phone:
Occupant: Vargas (t2841161)

Mobile (650) 441-5984x

Ok to enter? NO
Category: Vinyl Repair

Problem Description: PTE - NO, CALL FIRST

Parts & Labor

Quantity/ Hours	Item Type/ Employee Name	Description	Unit Price	Total
0.2500	Bedolla		0.00	0.00
			Total	0.00

Authorized by: _____
Signed by _____
Dated _____
Invoice No. _____

Technician Notes: 10/31/2024 Dog inside unit, Called resident, left voicemail. 11/5/2024 Kitchen and bathroom vinyl was replaced on 10/19/2024.

Woodland Park
5 Newell Ct
East Palo Alto,CA 94303
Office (650) 566-2000x

Work Order No. 8972658
Date Call: 10/29/2024 5:07:00 PM

Status Work Completed

Date Completed: 12/2/2024 11:03:39 AM
Brief Desc: Sink has a hole

Job Site: cawoopa2/218-05
301 East O'Keefe Street
#5
East Palo Alto,CA 94303

Caller Name: Federico Vargas
Caller Phone:
Occupant: Vargas (t2841161)

Mobile (650) 441-5984x

Ok to enter? NO
Category: Plumbing
SubCategory: Main Bathroom Sink

Problem Description: PTE - NO, CALL FIRST

Parts & Labor

Quantity/ Hours	Item Type/ Employee Name	Description	Unit Price	Total
121.0000	Bedolla		0.00	0.00
			Total	0.00

Authorized by: _____
Signed by _____
Dated _____
Invoice No. _____

Technician Notes: 10/31/2024 Dog inside unit, called resident, left voicemail. 11/05/2024 Resident to contact husband and come up with a date for replacement/repaired. 11/05/2024 Installed new sink cap on stainless steel sink.

Woodland Park
5 Newell Ct
East Palo Alto,CA 94303
Office (650) 566-2000x

Work Order No. 8972662
Date Call: 10/29/2024 5:07:00 PM

Date Scheduled: 12/20/2024 10:36:00 AM

Status Work Completed

Date Completed: 12/21/2024 2:14:42 PM
Brief Desc: Bathtub reglaze

Job Site: cawoopa2/218-05
301 East O'Keefe Street
#5
East Palo Alto,CA 94303

Caller Name: Federico Vargas

Caller Phone:
Occupant: Vargas (t2841161)

Mobile (650) 441-5984x

Ok to enter? NO
Category: Painting

Problem Description: PTE - NO, CALL FIRST

Parts & Labor

Quantity/ Hours	Item Type/ Employee Name	Description	Unit Price	Total

Total

Authorized by: _____
Signed by _____
Dated _____
Invoice No. _____

Technician Notes: have been trying to get in contact with resident for the pass 3 weeks . 1st time no answer at door 12/7/24 in the morning 2nd time 12/7/24 afternoon someone was in residence but no answer at the door 3rd time was on 12/19/24 door was answered by a small minor saying no one else was home could not inspect.

Woodland Park
5 Newell Ct
East Palo Alto,CA 94303
Office (650) 566-2000x

Work Order No. 8972663
Date Call: 10/29/2024 5:08:00 PM

Status Work Completed

Date Completed: 12/2/2024 12:45:12 PM
Brief Desc: Sliding doors poor condition bathro

Job Site: cawoopa2/218-05
301 East O'Keefe Street
#5
East Palo Alto,CA 94303

Caller Name: Federico Vargas
Caller Phone:
Occupant: Vargas (t2841161)

Mobile (650) 441-5984x

Ok to enter? NO
Category: Building Interior
SubCategory: Door Repair

Problem Description: PTE - NO, CALL FIRST

Parts & Labor

Quantity/ Hours	Item Type/ Employee Name	Description	Unit Price	Total
126.0000	Bedolla		0.00	0.00
			Total	0.00

Authorized by: _____
Signed by _____
Dated _____
Invoice No. _____

Technician Notes: 10/31/2024 Dog inside unit, called resident, left voicemail. 11/05/2024 Bathroom shower doors are operational. No issues, resident advised sometimes it goes off track but it hasn't since they fixed them back in September.

Woodland Park
5 Newell Ct
East Palo Alto,CA 94303
Office (650) 566-2000x

Work Order No. 8972667
Date Call: 10/29/2024 5:09:00 PM

Status Work Completed

Date Completed: 11/25/2024 1:33:00 PM
Brief Desc: Bathroom mirror damaged

Job Site: cawoopa2/218-05
301 East O'Keefe Street
#5
East Palo Alto,CA 94303

Caller Name: Federico Vargas
Caller Phone:
Occupant: Vargas (t2841161)

Mobile (650) 441-5984x

Ok to enter? NO
Category: Building Interior

Problem Description: PTE - NO, CALL FIRST

Parts & Labor

Quantity/ Hours	Item Type/ Employee Name	Description	Unit Price	Total
0.5000	Bedolla		0.00	0.00
			Total	0.00

Authorized by: _____
Signed by _____
Dated _____
Invoice No. _____

Technician Notes: 10/31/2024 Inspected mirror and that was replaced back in August.

Woodland Park
5 Newell Ct
East Palo Alto,CA 94303
Office (650) 566-2000x

Work Order No. 8972678
Date Call: 10/29/2024 5:11:00 PM

Status Work Completed

Date Completed: 12/2/2024 11:08:59 AM
Brief Desc: living room sliding door damaged

Job Site: cawoopa2/218-05
301 East O'Keefe Street
#5
East Palo Alto,CA 94303

Caller Name: Federico Vargas
Caller Phone:
Occupant: Vargas (t2841161)

Mobile (650) 441-5984x

Ok to enter? NO
Category: Building Interior
SubCategory: Sliding Door

Problem Description: PTE - NO, CALL FIRST

Parts & Labor

Quantity/ Hours	Item Type/ Employee Name	Description	Unit Price	Total
120.0000	Bedolla		0.00	0.00
			Total	0.00

Authorized by: _____
Signed by _____
Dated _____
Invoice No. _____

Technician Notes: 10/31/2024 Dog inside unit, called resident, left voicemail. 11/05/2024 Resident to contact husband and come up with a date for replacement/repaired. 11/05/2024 Adjusted balcony door wheels and track. Also installed 48 inch screen door.

Woodland Park
5 Newell Ct
East Palo Alto,CA 94303
Office (650) 566-2000x

Work Order No. 8972681
Date Call: 10/29/2024 5:11:00 PM

Status Work Completed

Date Completed: 12/20/2024 10:35:57 AM
Brief Desc: discoloration in apartment

Job Site: cawoopa2/218-05
301 East O'Keefe Street
#5
East Palo Alto,CA 94303

Caller Name: Federico Vargas
Caller Phone:
Occupant: Vargas (t2841161)

Mobile (650) 441-5984x

Ok to enter? NO
Category: Building Interior
SubCategory: Mold / Mildew Issue

Problem Description: PTE - NO, CALL FIRST

Parts & Labor

Quantity/ Hours	Item Type/ Employee Name	Description	Unit Price	Total

Total

Authorized by: _____
Signed by _____
Dated _____
Invoice No. _____

Technician Notes: have been trying to get in contact with resident for the pass 3 weeks . 1st time no answer at door 12/7/24 in the morning 2nd time 12/7/24 afternoon someone was in residence but no answer at the door 3rd time was on 12/19/24 door was answered by a small minor saying no one else was home could not inspect.

Woodland Park
5 Newell Ct
East Palo Alto,CA 94303
Office (650) 566-2000x

Work Order No. 8972682
Date Call: 10/29/2024 5:12:00 PM

Status Work Completed

Date Completed: 12/20/2024 10:35:44 AM
Brief Desc: Carpet change to vinyl

Job Site: cawoopa2/218-05
301 East O'Keefe Street
#5
East Palo Alto,CA 94303

Caller Name: Federico Vargas

Caller Phone:
Occupant: Vargas (t2841161)

Mobile (650) 441-5984x

Ok to enter? NO
Category: Vinyl Repair

Problem Description: PTE - NO, CALL FIRST

Parts & Labor

Quantity/ Hours	Item Type/ Employee Name	Description	Unit Price	Total

Total

Authorized by: _____
Signed by _____
Dated _____
Invoice No. _____

Technician Notes: have been trying to get in contact with resident for the pass 3 weeks . 1st time no answer at door 12/7/24 in the morning 2nd time 12/7/24 afternoon someone was in residence but no answer at the door 3rd time was on 12/19/24 door was answered by a small minor saying no one else was home could not inspect.

Woodland Park
5 Newell Ct
East Palo Alto,CA 94303
Office (650) 566-2000x

Work Order No. 8972684
Date Call: 10/29/2024 5:13:00 PM

Status Work Completed

Date Completed: 12/20/2024 10:35:33 AM
Brief Desc: Ceiling apint

Job Site: cawoopa2/218-05
301 East O'Keefe Street
#5
East Palo Alto,CA 94303

Caller Name: Federico Vargas
Caller Phone:
Occupant: Vargas (t2841161)

Mobile (650) 441-5984x

Ok to enter? NO
Category: Painting

Problem Description: PTE - NO, CALL FIRST

Parts & Labor

Quantity/ Hours	Item Type/ Employee Name	Description	Unit Price	Total

Total

Authorized by: _____
Signed by _____
Dated _____
Invoice No. _____

Technician Notes: have been trying to get in contact with resident for the pass 3 weeks . 1st time no answer at door 12/7/24 in the morning 2nd time 12/7/24 afternoon someone was in residence but no answer at the door 3rd time was on 12/19/24 door was answered by a small minor saying no one else was home could not inspect.

Woodland Park
5 Newell Ct
East Palo Alto,CA 94303
Office (650) 566-2000x

Work Order No. 8972688
Date Call: 10/29/2024 5:14:00 PM

Status Work Completed

Date Completed: 11/25/2024 11:11:32 AM
Brief Desc: window screens missing

Job Site: cawoopa2/218-05
301 East O'Keefe Street
#5
East Palo Alto,CA 94303

Caller Name: Federico Vargas
Caller Phone:
Occupant: Vargas (t2841161)

Mobile (650) 441-5984x

Ok to enter? NO
Category: Window Replace / Repair

Problem Description: PTE - NO, CALL FIRST

Parts & Labor

Quantity/ Hours	Item Type/ Employee Name	Description	Unit Price	Total
120.0000	Bedolla		0.00	0.00
			Total	0.00

Authorized by: _____
Signed by _____
Dated _____
Invoice No. _____

Technician Notes: 10/31/2024 Dog inside unit, Called resident, left voicemail. 11/05/2024--Installed screen in bedroom and kitchen.

Woodland Park
5 Newell Ct
East Palo Alto,CA 94303
Office (650) 566-2000x

Work Order No. 8972696
Date Call: 10/29/2024 5:14:00 PM

Status Work Completed

Date Completed: 11/25/2024 11:13:30 AM
Brief Desc: Closet door is rusty

Job Site: cawoopa2/218-05
301 East O'Keefe Street
#5
East Palo Alto,CA 94303

Caller Name: Federico Vargas
Caller Phone:
Occupant: Vargas (t2841161)

Mobile (650) 441-5984x

Ok to enter? NO
Category: Building Interior
SubCategory: Door Repair

Problem Description: PTE - NO, CALL FIRST

Parts & Labor

Quantity/ Hours	Item Type/ Employee Name	Description	Unit Price	Total
122.0000	Bedolla		0.00	0.00
			Total	0.00

Authorized by: _____
Signed by _____
Dated _____
Invoice No. _____

Technician Notes: 10/31/2024 Dog inside unit, Called resident, left voicemail. 11/5/2024 Closet doors were installed back in august. Inspected today and they are fully functional.

Woodland Park
5 Newell Ct
East Palo Alto,CA 94303
Office (650) 566-2000x

Work Order No. 8972702
Date Call: 10/29/2024 5:15:00 PM

Status Work Completed

Date Completed: 12/11/2024 4:30:08 PM
Brief Desc: Humidity in unit

Job Site: cawoopa2/218-05
301 East O'Keefe Street
#5
East Palo Alto,CA 94303

Caller Name: Federico Vargas
Caller Phone:
Occupant: Vargas (t2841161)

Mobile (650) 441-5984x

Ok to enter? NO
Category: Water Intrusion

Problem Description: PTE - NO, CALL FIRST

Parts & Labor

Quantity/ Hours	Item Type/ Employee Name	Description	Unit Price	Total
120.0000	Bedolla		0.00	0.00
			Total	0.00

Authorized by: _____
Signed by _____
Dated _____
Invoice No. _____

Technician Notes: 12/31/2024 inspected humidity, found no humidity in the unit. Resident stated at the moment she hasn't had any. 11/05/2024 Followed up with resident on humidity, she stated she will call if she has any. inspected bathroom, bedroom and living room no humidity found.

Woodland Park
5 Newell Ct
East Palo Alto,CA 94303
Office (650) 566-2000x

Work Order No. 8972704
Date Call: 10/29/2024 5:16:00 PM

Status Work Completed

Date Completed: 12/2/2024 11:10:38 AM
Brief Desc: Entrance lights and switches broken

Job Site: cawoopa2/218-05
301 East O'Keefe Street
#5
East Palo Alto,CA 94303

Caller Name: Federico Vargas
Caller Phone:
Occupant: Vargas (t2841161)

Mobile (650) 441-5984x

Ok to enter? NO
Category: Electrical Repair

Problem Description: PTE - NO, CALL FIRST

Parts & Labor

Quantity/ Hours	Item Type/ Employee Name	Description	Unit Price	Total
116.0000	Bedolla		0.00	0.00
			Total	0.00

Authorized by: _____
Signed by _____
Dated _____
Invoice No. _____

Technician Notes: 10/31/2024 Dog inside unit, Called resident, left voicemail. 11/05/2024 Resident to contact husband and come up with a date for replacement/repaired. Replaced light switch and fixture.

Woodland Park
5 Newell Ct
East Palo Alto,CA 94303
Office (650) 566-2000x

Work Order No. 8972709
Date Call: 10/29/2024 5:16:00 PM

Status Work Completed

Date Completed: 11/5/2024 3:38:08 PM
Brief Desc: Front door weather strip

Job Site: cawoopa2/218-05
301 East O'Keefe Street
#5
East Palo Alto,CA 94303

Caller Name: Federico Vargas
Caller Phone:
Occupant: Vargas (t2841161)

Mobile (650) 441-5984x

Ok to enter? NO

Problem Description: PTE - NO, CALL FIRST

Parts & Labor

Quantity/ Hours	Item Type/ Employee Name	Description	Unit Price	Total
0.2500	Bedolla		0.00	0.00
			Total	0.00

Authorized by: _____
Signed by _____
Dated _____
Invoice No. _____

Technician Notes: 10/31/2024 Dog inside unit, Called resident, left voicemail. Dog inside unit, Called resident, left voicemail.
11/5/2024 Front weather strip was replaced back in 10/15/2024.

Woodland Park
5 Newell Ct
East Palo Alto,CA 94303
Office (650) 566-2000x

Work Order No. 8974706
Date Call: 10/30/2024 9:28:00 AM
Date Scheduled: 10/30/2024 9:54:00 AM

Status Work Completed

Date Completed: 11/8/2024 12:19:53 PM
Brief Desc: Toilet Leak

Job Site: cawoopa2/218-05
301 East O'Keefe Street
#5
East Palo Alto,CA 94303

Caller Name: Federico Vargas
Caller Phone:
Occupant: Vargas (t2841161)

Mobile (650) 441-5984x

Ok to enter? NO
Category: Plumbing
SubCategory: Main Bathroom Toilet

Problem Description: PTE - NO, CALL FIRST

Parts & Labor

Quantity/ Hours	Item Type/ Employee Name	Description	Unit Price	Total

Total

Authorized by: _____
Signed by _____
Dated _____
Invoice No. _____

Technician Notes: have been trying to get in contact with resident for over a week and no response till today 11/07 was advised to close out w.o. notice has been left to resubmit order if issues is still going on

Exhibit F

Woodland Park Witness List

Stacie Roebuck, Regional Manager
Aura Andrade, General Manager
Enrique Bedolla, Maintenance Manager

Federico Vargas v. Woodland Park Communities
Case No 20240031

Respondent's Exhibit List

Exhibit #	Title	Page #
G	Ledger through May 2, 2025	R112
H	Ledger May 1, 2025 through July 15, 2025	R115

Exhibit G

Resident Ledger

GREYSTAR®

Date: 07/28/2025

Code	t2841161	**Property**	cawoopa2	**Lease From**	01/01/2018
Name	Federico Vargas	**Unit**	218-05	**Lease To**	01/31/2018
Address	301 East O'Keefe Street	**Status**	Past	**Move In**	01/01/2018
	#5	**Rent**	1242.11	**Move Out**	04/21/2025
City	East Palo Alto, CA 94303	**Phone (H)**		**Phone (W)**	

Date	Chg Code	Post Month	Description	Charge	Payment	Balance	Chg/Rec
07/21/2023	secdep	07/2023	:Posted by QuickTrans (secdep)	850.00		850.00	132770137
07/21/2023		07/2023	chk# :QuickTrans :Posted by QuickTrans		850.00	0.00	32404247
07/21/2023		07/2023	chk# Conv_PPD		34.47	(34.47)	32406716
08/01/2023	rent	08/2023	Base Rent (08/2023)	1,108.14		1,073.67	134150921
08/07/2023		08/2023	chk# 1090 98140503 :CHECKscan Payment		1,000.00	73.67	32722893
08/07/2023		08/2023	chk# 1090 98140514 :CHECKscan Payment		108.14	(34.47)	32722894
09/01/2023	rent	09/2023	Base Rent (09/2023)	1,108.14		1,073.67	135916137
09/06/2023		09/2023	chk# 90 :CHECKscan Payment		1,000.00	73.67	33209702
09/06/2023		09/2023	chk# 90 :CHECKscan Payment		108.14	(34.47)	33209703
10/01/2023	rent	10/2023	Base Rent (10/2023)	1,218.95		1,184.48	137353916
10/11/2023	latefee	10/2023	Late Fees	35.00		1,219.48	138086013
10/12/2023		10/2023	chk# 90 :CHECKscan Payment		1,000.00	219.48	33780634
10/12/2023		10/2023	chk# 90 :CHECKscan Payment		108.14	111.34	33780635
11/01/2023	rent	11/2023	Base Rent (11/2023)	1,218.95		1,330.29	139539767
11/09/2023		11/2023	chk# 1090 98153065 :CHECKscan Payment		295.29	1,035.00	34249195
11/09/2023		11/2023	chk# 1090 98153076 :CHECKscan Payment		1,000.00	35.00	34249196
12/01/2023	rent	12/2023	Base Rent (12/2023)	1,218.95		1,253.95	141466763
12/07/2023		12/2023	chk# 2089 8008754085 :CHECKscan Payment		218.95	1,035.00	34702245
12/07/2023		12/2023	chk# 2089 8008754084 :CHECKscan Payment		1,000.00	35.00	34702246
01/01/2024	rent	01/2024	Base Rent (01/2024)	1,218.95		1,253.95	143274399
01/09/2024		01/2024	chk# 90 :CHECKscan Payment		1,000.00	253.95	35186847
01/09/2024		01/2024	chk# 90 :CHECKscan Payment		218.95	35.00	35186848
02/01/2024	rent	02/2024	Base Rent (02/2024)	1,218.95		1,253.95	145199227
02/07/2024		02/2024	chk# 1091 74346886 :CHECKscan Payment		35.00	1,218.95	35685056
02/07/2024		02/2024	chk# 1091 74346875 :CHECKscan Payment		218.95	1,000.00	35685057
02/07/2024		02/2024	chk# 1091 74346864 :CHECKscan Payment		1,000.00	0.00	35685058
03/01/2024	rent	03/2024	Base Rent (03/2024)	1,218.95		1,218.95	147167296
03/11/2024	latefee	03/2024	Late Fees	35.00		1,253.95	147676918
03/11/2024		03/2024	chk# 1091 74341210 :CHECKscan Payment		218.95	1,035.00	36245531
03/11/2024		03/2024	chk# 1091 74341200 :CHECKscan Payment		1,000.00	35.00	36245532
04/01/2024	rent	04/2024	Base Rent (04/2024)	1,218.95		1,253.95	149286259
04/08/2024	latefee	04/2024	Reverse Late Fee (03/2024) Resident brought in on time.	(35.00)		1,218.95	149630960
04/08/2024		04/2024	chk# 1091 74356214 :CHECKscan Payment		218.95	1,000.00	36738293
04/08/2024		04/2024	chk# 1091 74356203 :CHECKscan Payment		1,000.00	0.00	36738294
05/01/2024	rent	05/2024	Base Rent (05/2024)	1,218.95		1,218.95	151256394
05/07/2024		05/2024	chk# 1092 38802310 :CHECKscan Payment		1,000.00	218.95	37275988
05/07/2024		05/2024	chk# 1092 38802321 :CHECKscan Payment		218.95	0.00	37275989
06/01/2024	rent	06/2024	Base Rent (06/2024)	1,218.95		1,218.95	153407239
06/06/2024		06/2024	chk# 1092 38806700 :CHECKscan Payment		218.95	1,000.00	37836683
06/06/2024		06/2024	chk# 1092 38806699 :CHECKscan Payment		1,000.00	0.00	37836684
07/01/2024	rent	07/2024	Base Rent (07/2024)	1,218.95		1,218.95	155738909
07/03/2024		07/2024	chk# 40196599276757 :CHECKscan Payment		218.95	1,000.00	38361218
07/03/2024		07/2024	chk# 40196599276748 :CHECKscan Payment		1,000.00	0.00	38361219
08/01/2024	rent	08/2024	Base Rent (08/2024)	1,218.95		1,218.95	158009565

08/07/2024		08/2024	chk# 1092 38823408 :CHECKscan Payment		1,000.00	218.95	39045522
08/07/2024		08/2024	chk# 1092 38823419 :CHECKscan Payment		222.00	(3.05)	39045523
09/01/2024	rent	09/2024	Base Rent (09/2024)	1,218.95		1,215.90	160381597
09/09/2024		09/2024	chk# 1092 38827907 :CHECKscan Payment		1,000.00	215.90	39713622
09/09/2024		09/2024	chk# 1092 38827918 :CHECKscan Payment		218.95	(3.05)	39713623
09/11/2024	latefee	09/2024	Late Fees	35.00		31.95	161010368
10/01/2024	rent	10/2024	Base Rent (10/2024)	1,218.95		1,250.90	162703648
10/08/2024		10/2024	chk# 1092 92648058 :CHECKscan Payment		218.95	1,031.95	40283283
10/08/2024		10/2024	chk# 1092 92648047 :CHECKscan Payment		1,000.00	31.95	40283284
10/23/2024	latefee	11/2024	Reverse Late Fee (09/2024) Resident paid on time	(35.00)		(3.05)	163522414
11/01/2024	rent	11/2024	Base Rent (11/2024)	1,242.11		1,239.06	164745455
11/06/2024		11/2024	chk# 1092 92652018 :CHECKscan Payment		242.11	996.95	40866618
11/06/2024		11/2024	chk# 1092 92652007 :CHECKscan Payment		1,000.00	(3.05)	40866620
12/01/2024	rent	12/2024	Base Rent (12/2024)	1,242.11		1,239.06	167479875
12/08/2024		12/2024	chk# 1092 92655912 :CHECKscan Payment		1,000.00	239.06	41452652
12/08/2024		12/2024	chk# 1092 92655923 :CHECKscan Payment		242.11	(3.05)	41452653
01/01/2025	rent	01/2025	Base Rent (01/2025)	1,242.11		1,239.06	169839690
01/06/2025		01/2025	chk# 1092 92661016 :CHECKscan Payment		1,000.00	239.06	41988933
01/06/2025		01/2025	chk# 1092 92661027 :CHECKscan Payment		242.11	(3.05)	41988935
02/01/2025	rent	02/2025	Base Rent (02/2025)	1,242.11		1,239.06	172168030
02/09/2025		02/2025	chk# 90 :CHECKscan Payment		1,000.00	239.06	42637472
02/09/2025		02/2025	chk# 90 :CHECKscan Payment		242.11	(3.05)	42637473
03/01/2025	rent	03/2025	Base Rent (03/2025)	1,242.11		1,239.06	174608411
03/05/2025		03/2025	chk# 2089 8012903880 :CHECKscan Payment		1,000.00	239.06	43204236
03/05/2025		03/2025	chk# 2089 8012903881 :CHECKscan Payment		242.11	(3.05)	43204237
04/01/2025	rent	04/2025	Base Rent (04/2025)	1,242.11		1,239.06	177141623
04/07/2025		04/2025	chk# 2089 8012904111 :CHECKscan Payment		1,000.00	239.06	43924473
04/07/2025		04/2025	chk# 2089 8012904112 :CHECKscan Payment		242.11	(3.05)	43924474
05/05/2025	secdep	05/2025	:Security Deposits credit	(850.00)		(853.05)	180243961
05/05/2025	rent	05/2025	Base Rent (04/2025) Credit 9 days	(372.63)		(1,225.68)	180243962
05/05/2025	depref	05/2025	Amount to be refunded	1,225.68		0.00	180243963
05/05/2025	adminfee	05/2025	Sale Unit Deposit Hold	1,225.68		1,225.68	180244024
05/05/2025	depref	05/2025	Adjustment to amount to be refunded	(1,225.68)		0.00	180244025

Exhibit H

Resident Ledger

INCOME PROPERTY SPECIALISTS

Date: 07/17/2025

Code	t0014223	**Property**	301okeef	**Lease From**	02/06/2018
Name	Federico Vargas Gonzalez	**Unit**	05	**Lease To**	03/05/2018
Address	301 E Okeefe St 05	**Status**	Current	**Move In**	02/06/2018
		Rent	1242.11	**Move Out**	
City	East Palo Alto, CA 94303	**Phone (H)**		**Phone (W)**	

Date	Chg Code	Description	Charge	Payment	Balance	Chg/Rec
02/06/2018	deposit	:Posted by QuickTrans (deposit)	850.00		850.00	1122503
02/06/2018		chk# :QuickTrans :Posted by QuickTrans		850.00	0.00	667329
04/30/2025		chk# Paid to previous mgmt Payment		3.05	(3.05)	670002
05/01/2025	rent	Rent (05/2025)	1,242.11		1,239.06	1124284
05/01/2025		chk# 1093 28558207 :CHECKscan Payment		1,000.00	239.06	670940
05/01/2025		chk# 1093 28558218 :CHECKscan Payment		242.11	(3.05)	670941
06/01/2025	rent	Rent (06/2025)	1,242.11		1,239.06	1133068
06/02/2025		chk# 1093 28562992 :CHECKscan Payment		1,000.00	239.06	675665
06/02/2025		chk# 1093 28563003 :CHECKscan Payment		242.11	(3.05)	675666
07/01/2025	rent	Rent (07/2025)	1,242.11		1,239.06	1143546
07/03/2025		chk# 1093 28567788 :CHECKscan Payment		1,000.00	239.06	680724
07/03/2025		chk# 1093 28567799 :CHECKscan Payment		242.11	(3.05)	680725
07/06/2025	late	Late Fee (07/2025) :Reversed by Charge Ctrl# 1148492	35.00		31.95	1146703
07/06/2025	late	:Reverse Charge Ctrl#1146703	(35.00)		(3.05)	1148492

Tomasi Pelesikoti v. Woodland Park Communities
Case No 20240025

Respondent's Exhibit List

Exhibit #	Title	Page #
A	Lease Agreement	R001
B	Current Ledger	R031
C	Historic Ledger (covering February 2016-July 2021, if applicable)	R034
D	Work Order Overview Report	R044
E	Work Orders	R047
F	Woodland Park Witness List	R090

Exhibit A

CALIFORNIA LEASE AGREEMENT

1.

LANDLORD NAME:	Woodland Park Property Owner, LLC, doing business as Woodland Park Communities
LANDLORD'S AGENT:	Alliance Residential, LLC, doing business as Woodland Park Apartments
LANDLORD ADDRESS:	45 Newell Road, East Palo Alto, CA 94303
PHONE/E-MAIL:	(650) 566-2000 / woodlandpark@allresco.com

2.

RESIDENT NAME(S):	Tomasi Pelesikoti AND Malia Pelesikoti (individually and collectively, "Resident")
OTHER OCCUPANT(S):	
RESIDENT ADDRESS:	301 East O'Keefe Street, East Palo Alto, CA 94303
	UNIT: # 6 (the "Premises") PARKING SPACE: #

3.

INITIAL TERM:	Month-to-Month	Lease Renewal:
	START DATE: December 1, 2014	END DATE:
	MOVE-IN DATE: December 1, 2014	

4.

MONTHLY CHARGES	
Base Rent	$1,075.04
Renters Insurance	$12.00
Parking	$$0.00
Trash	$$0.00
Water	$$0.00
Gas	$$0.00
Sewer	$$0.00
Electricity	$$0.00
TOTAL RENT	$1,087.04

5.

DEPOSITS	
Security Deposit	$450.00
TOTAL	$450.00

6.

KEYS:				
	❑ UNIT	2	❑ MAIL	1
	❑ REMOTE	0	❑ POOL	0
	❑ GARAGE	0	❑ STORAGE	0
	❑ CARD	2	❑ COMMON AREA	0

This Lease is entered into on the date signed, by and between the above-named parties (collectively, "Parties"). The party executing this Lease as the Landlord's Agent is acting as the managing agent for the owner of Woodland Park (the "Community"). Each person living in the Premises that is 18 years of age or older must sign the Lease as a resident. Each Resident states that they are of legal age to enter into a binding Lease for lodging. All others living in the Premises must be designated as Occupants. Each person signing the Lease is jointly and severally liable for all the various resident obligations under the Lease. Every individual resident, including all co-residents, is responsible for the entire rental amount and other obligations, even if, as roommates, individual residents have made arrangements among themselves to allocate the rent or other payments or obligations.

Landlord hereby leases and Resident hereby hires and takes the Premises for the term specified and subject to all of the terms and provisions set forth herein.

A. TERM OF LEASE

7. **INITIAL TERM:** The initial term of this Lease shall commence on the Start Date and end on the End Date as outlined in Section 3 and shall **automatically continue as a tenancy from month-to-month upon expiration of the initial term.**

8. **LEASE EXPIRATION:** Either party may terminate this Lease on the End Date or after the initial term by giving the other party at least **thirty (30) days'** written notice of its intention to terminate the tenancy, subject to California Civil Code sections 1946, et seq. In the absence of written notice of termination, or a new lease, after the expiration of the initial term, the tenancy shall become month-to-month subject to a rental increase and applicable fees as allowed under local and state law. Resident agrees to pay all rent up to and including the end of any **thirty (30) day** (or, as applicable, sixty (60) day) notice period (which may not occur before the end of the initial Lease term) or until the Premises are re-occupied, whichever occurs first.

9. **FAILURE TO VACATE AFTER NOTICE:** If Resident gives written notice to vacate the Premises and fails to completely vacate prior to the expiration of the notice, Landlord shall be entitled to commence legal proceedings to recover possession of the Premises and Resident shall be liable, unless otherwise prohibited by law, in addition to all other damages provided for under this Lease, for the daily rent based on a pro-ration of the monthly rent for each day Resident remains in the Premises. In addition, Landlord may collect costs for loss suffered from future resident losses, legal costs, lost rent, and other expenses, and any other amount allowed by law.

10. **OPTION FOR EARLY TERMINATION:** Resident is expected to remain a Resident for the entire initial term. If Resident fails to do so, Resident will be responsible to Landlord for all damages provided by law, including (but not limited to) rent due through the end of the initial term, minus rents paid by a replacement resident (if any). This amount will vary depending upon how long it takes Landlord to find a replacement resident which typically cannot be determined in advance of move-out.

To avoid this uncertainty, Resident may choose to exercise an Early Termination Option. Resident understands and acknowledges that Landlord is not legally obligated to allow early termination of the Lease unless provided for pursuant to law. To exercise this option, Resident must deliver to Landlord:

i. A written notice stating that Resident has elected to exercise the Early Termination Option;
ii. An early termination option payment of **$3,000.00**;
iii. An executed agreement for repayment of concessions received prior to the early termination (if applicable, see Concession Addendum); and
iv. Payment of rent and other amounts due through the new End Date.

When Landlord has (1) received the written notice and the Early Termination Option payment and (2) signed the notice, the End Date will be amended. The new End Date will be the date specified in the notice which must be at least **thirty** days after the written election and payment are given to Landlord. Exercise of the Early Termination Option will affect only Resident's rent obligations after the new End Date. Resident must comply with all other Lease obligations.

The notice will not move the End Date forward if:

i. Resident is in default under the Lease at the time that Resident gives notice of Resident's exercise of the option;
ii. Resident provides the notice unaccompanied by the Early Termination Option payment; or
iii. Resident does not properly exercise the Early Termination Option by following the procedures specified above, but vacates the Premises before the End Date specified in the Lease.

11. **EARLY TERMINATION:** In the event Resident vacates the Premises before the End Date, and fails to exercise the Early Termination Option as specified above. Resident shall be liable for all rent owed for the remainder of the initial term minus amounts paid by a replacement resident (if any), plus any other amounts as specified by law.

12. **DELAY OF POSSESSION:** If the Landlord, for any reason, cannot deliver the possession of the Premises to Resident at the Move-In Date, this Lease shall not be void or voidable, nor shall Landlord be liable to Resident for any loss or damages resulting therefrom; but in that event there shall be a per diem deduction of rent covering the period between the Move-In Date and the time when Landlord can deliver possession.

13. **FAILURE TO MAKE PAYMENTS PRIOR TO COMMENCEMENT:** If Resident fails to make any payment due prior to the Start Date of Lease shown in Section 3, Landlord has no duty to provide possession of the Premises, and Landlord may apply any and all previously made payments to amounts due to Landlord.

B. PAYMENTS, DEPOSITS, AND FEES

14. **MONTHLY RENT PAYMENT:** The total rent is set forth in Section 4.
    i. All rent payments are due in advance on or before the 1st day of each month. It is Resident's responsibility to be certain that each payment is actually received by Landlord on or before its due date. Use of a rental payment drop box is for Resident's convenience – the risk of receipt of funds by Landlord when such box is used is Resident's risk, and not Landlord's risk. If any rent payment is made late, it will be subject to all applicable charges and may be rejected by Landlord.
    ii. Initial payment due for move in must be made in the form of a cashier's check. Except as otherwise provided, all subsequent rent payments shall be made by check, cashier's check, money order, or through the online payment portal. No cash or post-dated checks will be accepted.
    iii. Payments must be made payable to **Woodland Park** and may be personally delivered to the Business Manager, Assistant Business Manager or Sales Associate at 5 Newell Court or at 2041 Euclid Ave., East Palo Alto, CA 94303. On non-holidays, the business hours, which remain subject to change, when rent payments may be made personally are: Monday and Wednesday, 9am to 6pm, Tuesday 10am to 6pm, Thursday and Friday 9am to 7 pm, Saturday and Sunday 10am to 7pm.
    iv. Unless Resident notifies Landlord otherwise by written notation on the rent payment, Landlord shall apply all of the payments made in the order of priority Landlord determines. Landlord reserves the right at any time to change payment procedures and policies.
    v. If Resident makes any payment by check, it may be converted into an electronic funds transfer ("EFT"). This means Landlord will copy the check and use the account information on it to electronically debit Resident's account for the amount of the check. The debit from Resident's account will usually occur within 24 hours, and may occur as early as the same day as Landlord receives payment. The debit will be shown on Resident's regular account statement. Resident will not receive the original check back. Landlord will destroy the original check, but will keep a copy of it to the extent required by applicable laws. If the EFT cannot be processed for technical reasons, Resident authorizes Landlord to process the copy in place of the original check. If the EFT cannot be completed because of insufficient funds, Landlord may require payment in certified funds as required below.
    vi. If the Start Date occurs on other than the first day of a calendar month or the End Date occurs on other than the last day of a calendar month, then the rent for that month shall be prorated on a daily basis.

15. **LATE CHARGE AND NSF CHARGE:** Landlord and Resident agree that when Resident fails to pay rent on time, or when Resident pays rent by a check which payment is subsequently dishonored by the bank, the actual cost to Landlord is difficult or impossible to ascertain, but the Parties agree that Landlord does, in the event of late payment or in the event of a dishonored check, incur certain costs, including without limitation, communication with Resident, additional bookkeeping and administrative charges, bank charges, and lost opportunity costs of the late payment. After making a reasonable endeavor to estimate accurately the approximate costs associated with such a breach, which the Parties agree is difficult or impossible to ascertain, the Parties agree that, any time the rent for any given month is paid after the **4th** day of such month, Resident will in that month pay to Landlord, as additional rent due with the late payment, a late charge in the sum of **$35.00** and further agree that, in the event of a dishonored check, Resident will pay to Landlord, as additional rent due with the payment required to replace the dishonored check, an NSF fee in the sum of **$25.00**. The Parties agree that the payment of these sums does not constitute a license to pay rent late nor does it constitute a license to pay by dishonored check. Rent remains due on the first day of the month and there is no grace period for the payment of rent. A three-day notice to pay rent or quit may be served at any time after the first day of the month irrespective of the existence of the late charges as set forth in this section. If such notice is served after the **4th** day of the month, it may include the late charge and NSF charge, if applicable, which charges, as set forth above, are payable as additional rent. Furthermore, if Resident does not pay by the end of the **4th** day of the month, Resident may only pay by cashier's check or electronic payment (if offered). Landlord will not accept a personal check after the **4th** day of the month, or in response to a notice to pay rent or quit, or a notice to perform covenant or quit requiring payment. Landlord may terminate this Lease for failure to pay late charges and may terminate this Lease for non-payment of rent. If Resident gives Landlord two payments that are returned for nonpayment during the term of this Lease, then the future rent shall be payable by cashier's check for the remainder of the term.

16. **SECURITY DEPOSIT:**
    i. Resident shall pay to Landlord, as security, the amount set forth in Section 5, which sum shall not exceed the maximum permitted by California Civil Code Section 1950.5. This sum shall be applied and accounted for in accordance with the provisions of California Civil Code Section 1950.5 and any other applicable statutes. Landlord shall not be obligated to pay Resident interest in connection with such security deposit, unless specifically required by applicable law.
    ii. It is understood that the security deposit is applicable to all Residents jointly, and Landlord does not account for it until the passing of the permissible statutory period after all Residents have vacated the Premises. Any refund due may be made payable jointly to all Residents and it shall be the responsibility of all Residents to work out between themselves the manner of dividing said security deposit. If Landlord chooses to make the refund to any one of the Residents individually, in legal contemplation the payment shall be deemed to have been made to all Residents and Landlord shall have no liability to any one or group of Residents for failure of any Resident to divide such refund equitably.
    iii. If the security deposit is later increased by agreement of the Parties for any reason (such as the installation of a waterbed or relating to a pet), the additional security deposit will be disbursed by Landlord in accordance with this section at the end of the statutory period following the end of Resident's tenancy. Removal of the waterbed or pet, or whatever caused the increase in the deposit, will not be grounds for early

Reimbursement of the security dep...

C. RESIDENT DEFAULT

17. **DEFAULT BY RESIDENT:** Resident shall be guilty of material breach of this Lease if Resident: (a) fails to pay any rent or other sums payable under this Lease on the date it becomes due; (b) defaults in the performance of or breach of any other provision, term, covenant or condition of this Lease; (c) vacates or abandons the Premises before expiration of the full term of this Lease, or any extension of the term; (d) permits the leasehold interest of Resident to be levied upon or attached by process of law; or (e) makes an assignment for the benefit of creditors.

18. **REMEDIES:** Upon the occurrence of any default by Resident, Landlord may exercise any right or remedy which Landlord may have at law or in equity, each and all of which are cumulative and nonexclusive. This may include giving Resident notice to correct or cure such default, taking action to recover possession of the Premises via the eviction process or otherwise, and/or terminating the Lease, all in accordance with applicable law. Additionally, Landlord shall be entitled to recover from Resident all damages incurred by Landlord by reason of Resident's default. Without limitation on the foregoing, upon the occurrence of any event of default by Resident, Landlord shall have the option to pursue any one or more of the following remedies, each and all of which shall be cumulative and nonexclusive:
    i. Terminate this Lease and Resident's right to possession of the Premises and recover from Resident all damages allowed at law or in equity, including those allowed under Civil Code Section 1951.2 including:
        a. The worth at the time of award of the unpaid rent which had been earned at time of termination;
        b. The worth at the time of award of the amount by which the unpaid rent which would have been earned after termination until the time of award exceeds the amount of such rental loss that the Resident proves could have been reasonably avoided;
        c. Subject to subsection (iii), the worth at the time of award of the amount by which the unpaid rent for the balance of the term after the time of award exceeds the amount of such rental loss that the Resident proves could be reasonably avoided; and
        d. Any other amount necessary to compensate the Landlord for all the detriment proximately caused by the Resident's failure to perform Resident's obligations under the Lease or which in the ordinary course of things would be likely to result therefrom.
    ii. The "worth at the time of award" of the amounts referred to in paragraphs (a) and (b) of subsection (i) is computed by allowing interest at **10% per year**, but no greater than the maximum interest rate permitted by law. The worth at the time of award of the amount referred to in paragraph c of subsection (i) is computed by discounting such amount at the discount rate of the Federal Reserve Bank of San Francisco at the time of award plus 1 percent.
    iii. Landlord may recover damages that include the worth at the time of award of the amount by which the unpaid rent of the balance of the term after the time of award, exceeds the amount of rental loss for the same period Resident proves could be reasonably avoided.
    iv. Efforts by the Landlord to mitigate the damages caused by the Resident's breach of the Lease do not waive the Landlord's rights to recover damages under this section.
    v. Nothing in this section affects the right of the Landlord under a Lease to indemnification for liability arising prior to the termination of the Lease for personal injuries or property damage where the Lease provides for such indemnification.
    vi. Landlord has the remedy described in California Civil Code Section 1951.4 (Landlord may continue Lease in effect after Resident's breach and abandonment and recover rent as it becomes due, if Resident has the right to sublet or assign, subject only to reasonable limitations). Accordingly, if Landlord does not elect to terminate this Lease on account of any default by Resident, Landlord may, from time to time, without terminating this Lease, enforce all of its rights and remedies under this Lease, including the right to recover all rent as it becomes due.

19. **DAMAGE BY RESIDENT:** If any damage or destruction to the Premises, building, or Community is caused by Resident, Occupants, guests or invitees, such damage shall be considered a breach of Lease. Resident further agrees to pay rent for the period the Premises is damaged whether or not habitable, if such damage is caused by Resident, Occupants, guests or invitees. Any such damage or destruction of the Premises caused by Resident, Occupants, guests or invitees constitutes grounds for termination of the Lease; additionally, such actions will not create any right of rent reduction. Resident shall pay for any expenses, including the costs of repairing such damage or destruction.

20. **RESIDENT INFORMATION:** If Resident has supplied information to Landlord by means of a rental application or similar instrument, Landlord has relied upon the statements set forth in said application or instrument in deciding to rent the Premises to Resident. Resident covenants that all such information is accurate and was given voluntarily and knowingly by Resident. It is agreed that, if Landlord subsequently discovers any misstatements of fact in the application or instrument, any such misstatements shall be deemed a material breach of this Lease. In the event that Resident submits information to verify Resident's income, Resident hereby certifies the accuracy of such information and further agrees that accurate information regarding family income, family composition and any other related eligibility requirements shall be deemed substantial and material obligations of Resident's tenancy; that Resident will comply with all requests for information with respect thereto from Landlord or any mortgagee; that Resident's failure to provide accurate information shall be a default by Resident, which shall entitle Landlord to pursue all rights and remedies set forth in the **"DEFAULT BY RESIDENT"** section or otherwise permitted by law, and that Resident's failure to furnish accurate and current information could subject Resident to civil liability.

21. **COMPLIANCE WITH APPLICABLE LAWS:** Resident agrees not to engage in or permit unlawful activities in the Premises, in the common areas or on the grounds of the Community or permit the Premises or Community to be used for any purpose which violates local, state or federal law. Resident, Occupants, guests or invitees and any other person under Resident's control shall not engage in or facilitate in criminal activity, including drug-related criminal activity, on or near the Premises. "Drug-related criminal activity" means illegal manufacture, sale, distribution, use or possession with intent to manufacture, sell, distribute, or use a controlled substance (as defined in Section 102 of the Controlled Substances Act (21 U.S.C. 802)). Resident, Occupants, guests or invitees or other person under Resident's control shall not engage in any act of violence or threats of violence, including, but not limited to, the unlawful discharge of firearms, on or near the Premises. Resident agrees to reimburse and indemnify Landlord for all fines or other penalties incurred by Landlord as a result of Resident's violation of any statute, ordinance, regulation or other governmental restriction. This provision constitutes written notice to cease any breach of this section, including, without limitation, being so disorderly as to destroy the peace, quiet, comfort, or safety of the Landlord or other tenants of the building or Community or, where the Premises are a single-family dwelling, the peace, quiet, comfort or safety of the owner or residents of an adjacent property. Such disorderly conduct includes violations of state and federal criminal law that destroy the peace, quiet, comfort, or safety of the landlord or other tenants of the building or Community containing the rental unit, or, where the Premises are a single-family dwelling, the peace, quiet, comfort or safety of the owner or residents of an adjacent property.

22. **COMPLIANCE WITH POLICIES:** If indicated on the last page of this Lease with respect to Attachments/Addenda, Resident acknowledges receipt of a copy of the Community Policies, which Community Policies are incorporated into and made a part of this Lease, Resident agrees to abide by said Community Policies in all respects. Any Community Policies may be changed with thirty days' notice and Resident agrees to abide by any such changes. Failure to comply with the Community Policies shall be deemed a breach of this Lease.

D. PREMISES:

23. **CONDITION OF PREMISES:** Resident has inspected the Premises and acknowledges that the Premises are in good and habitable order and repair with all appliances and equipment in good working order at the time Resident is given occupancy. Resident also agrees that Landlord has made no promise to decorate, alter, repair or improve the Premises, except as listed on the Move In/Move Out Inspection Form.

24. **RESTRICTIONS ON ALTERATIONS:** Without the prior written consent of Landlord, Resident agrees not to make any alterations or improvements to the Premises, including, without limitation (i) changing or removing any part of the appliances, fixtures, or equipment; (ii) painting, installing wallpaper, or adhering contact paper; (iii) installing appliances including washing machines, dishwashers, dryers, fans, heaters, or air conditioners; or (iv) adding window coverings, foil draperies, or non-standard window coverings. In no event can any personal property, alterations, or improvements block entrance to or egress from the Premises, create a health or safety hazard or interfere with walkways or utility service equipment. All additions, fixtures and improvements shall be Landlord's property and shall remain upon the Premises after the termination of the Lease unless Landlord, as a condition to allowing Resident to make such alteration, requires that the Premises be restored to the condition existing prior to such alteration or addition.

25. **MAINTENANCE:** Resident is responsible to notify Landlord in writing, delivered personally or submitted online (except in the event of an emergency, in which case by telephone), if maintenance issues arise in or around the Premises. Maintenance requests will be handled after office hours only in an emergency. The on-duty maintenance associate will determine the appropriate course of action. Resident shall replace light bulbs and replace broken, damaged, or missing articles that Landlord has furnished.
    To maintain the Premises, Resident agrees to:
    i. Keep the Premises clean.
    ii. Use all appliances, fixtures, and equipment in a safe manner and only for the purposes for which they are intended.
    iii. Refrain from destroying, defacing, damaging or removing any part of the Premises, common areas, Community or grounds.
    iv. Refrain from making any repairs without Landlord's prior written consent.
    v. Maintain a minimum of 50 degrees inside the Premises at all times to prevent water lines from freezing during winter months.
    vi. Dispose of all garbage, waste and recyclable materials in designated containers and/or designated areas and in accordance with applicable law and Landlord's instructions. Large items may not be disposed of in garbage containers or common areas.
    vii. Keep all ingress and egress routes clear and unobstructed and at all times.
    viii. Practice safe use of electrical cords, outlets, and appliances.

26. **DUTY TO CLEAN AND VENTILATE:** Resident hereby acknowledges that mold and mildew can grow in the Premises if the Premises are not properly ventilated and maintained. Resident acknowledges that it is important that Resident regularly allow air to circulate in the Premises. Resident agrees to regularly allow air to circulate in the Premises by using bathroom fan(s), using ceiling fans, where available, and regularly opening the windows and/or sliding doors where available. Since it is common for mold and mildew to grow even if a small amount of moisture builds up, Resident agrees to regularly wipe down areas where moisture sometimes accumulates and clean all toilets, sinks, countertops, bathroom walls, windows, windowsills, patio doors, showers, bathtubs and tile or linoleum floors with a household cleaner on at least a bi-weekly basis. Resident further agrees to notify Landlord immediately whenever Resident learns of any condition which could lead to a build-up of moisture in the Premises, including, but not limited to plumbing leaks, broken window or door seals, accumulation of rainwater or other moisture around windows or doors, broken water lines or sprinklers, inoperable fans, doors, or windows, and any failure or malfunction in the heating, ventilation, or air-conditioning system, if any, in the Premises, storage room, garage, or common area. If Resident notices mold, mildew, or other organic growth in the Premises, Resident agrees to notify Landlord, in writing, immediately. Resident agrees to take the following steps to prevent the growth of mildew, mold, and organic growth in the Premises:
    i. In damp or rainy weather, keep windows and doors closed.
    ii. If possible, maintain a temperature of between 50° and 80° Fahrenheit within the Premises at all times.
    iii. Use the pre-installed bathroom fan or alternative ventilation when bathing or showering and allow the fan to run until all excess moisture has vented from the bathroom.
    iv. Use the exhaust fan in the kitchen when cooking or while the dishwasher is running. Allow the fan to run until all excess moisture has vented from the kitchen.
    v. Use care when watering houseplants. If spills occur, dry up excess water immediately.
    vi. When washing clothes in warm or hot water, watch to make sure condensation does not build up within the washer and dryer closet. If condensation does accumulate, dry with a fan or towel.
    vii. Thoroughly dry any spills on carpeting.
    viii. Do not allow damp or moist stacks of clothes or other cloth materials to lie in piles for an extended period of time.
    ix. Do not overfill closets or storage areas to allow for proper ventilation.
    x. Do not overfill the Premises or block with personal property ventilation from fans, windows, or doors.
    xi. Vacuum and dust the Premises on a regular basis to remove household dirt and debris that contribute to mold growth.
    Any failure to comply with the requirements of this section shall be deemed a material breach of this Lease. In addition, Resident shall be liable to Landlord for any damage resulting from Resident's failure to comply with the requirements of this section.

27. **PESTS AND PEST CONTROL:**
    i. The Premises and/or the common areas may be covered by a contract for periodic pest control by a registered structural pest control company. If so, pursuant to applicable law, concurrently with signing this Lease, Resident is being provided with a copy of the legally required notice provided by the registered pest control company under Business and Professions Code §8538 and California Civil Code §1940.8. Resident accepts all risks and hazards associated with chemicals used on the Premises that are stated in the notice attached to this Lease.
    ii. Resident and Landlord have inspected the Premises prior to leasing and acknowledge there is no visible evidence of the presence or infestation of insects or vermin, including bedbugs, in the Premises. Resident agrees to inspect all personal belongings for signs of bedbugs or other insects or vermin prior to bringing personal belongings into the apartment and further agrees not to bring into the Premises any belongings which Resident suspects may be infested with bedbugs, insects, or other vermin.
    iii. Resident agrees to maintain the Premises in a manner that prevents the occurrence of an infestation of insects and vermin, including bedbugs, and comply with policies relating to the prevention of infestations. Resident further agrees to report any signs of bedbugs, ants, fleas, roaches, or other insects or vermin immediately to Landlord.
    iv. If Resident allows individuals or items carrying bedbugs, fleas, roaches, or other insects or vermin into the Premises, or has an infestation that cannot be traced to another source, such infestation will be deemed damage to the Premises and Resident will be responsible for all costs of treatment to the Premises, Resident's personal belongings, and neighboring units as necessary to eradicate the infestation. Resident will also be responsible for any damages caused to the Premises or to any of Resident's personal property, including without limitation furniture, clothing, and personal belongings, caused by pests or the treatment of pests. The choice of treatment shall be at the discretion of Landlord in consultation with Landlord's pest control vendor, if any.
    v. Resident agrees to cooperate with all pest control efforts at and within the Premises and the Community. Resident shall follow all

instructions from Landlord and/or Landlord's pest control vendor, if any, with respect to the treatment and eradication of pests, whether infestation is within the Premises, a neighboring unit, or elsewhere in the Community. The Premises must be properly prepared for any treatment. Resident acknowledges that preparations for treatments can be time consuming and difficult. Resident nonetheless agrees to fully prepare the Premises in a timely manner at its own cost and expense for the treatment and eradication of pests until the pest infestation is fully abated. Resident further agrees to coordinate the cleaning and/or disposal of Resident's personal property with the treatment being performed, so as to protect against a re-infestation of any pests. Resident agrees to follow the recommended readiness procedures, including allowing full access for treatment(s). Resident agrees that the choice of pest control vendors, if any, and the implementation of a treatment plan, including the application of pesticides, is exclusively that of Landlord. Resident agrees not to treat the Premises, building, or Community with pesticides without the written authorization of Landlord.

vi. Resident is required to report, in writing, any suspected infestations to Landlord immediately after discovery. Resident shall report any signs of any infestations, including, but not limited to any household member experiencing any bites, seeing any insects or vermin within the Premises, or seeing any feces or other detritus relating to insects.

vii. Resident represents to Landlord that Resident is not aware that bed bugs were present in Resident's last residence and that if bed bugs were present in any of their furniture, clothing, or other personal property, the bed bugs have been eradicated. Resident agrees that this representation to Landlord is a material inducement to Landlord leasing the Premises to Resident.

28. **KEYS, LOCKS, AND ACCESS DEVICES:**

i. **Keys and Locks:** Resident agrees not to change or add any locks or gates on any doors or windows to the Premises without prior written consent of Landlord. If Landlord, in its sole discretion, approves a request to install locks, Resident agrees to immediately provide Landlord with a key for each lock. On or before the end of the term, Resident agrees to return all keys to the Premises to Landlord. Landlord may charge Resident **$5.00** for each key that is lost or not returned.

ii. **Access:** Resident agrees to promptly notify Landlord in writing of any problem, defect, malfunction or failure of door locks, window latches, controlled access gates, intrusion alarms, and any other security device. Resident agrees to be responsible for all fines, penalties and other charges resulting from or attributable to the alarm, including false alarm charges. It is understood that Landlord is not responsible for providing access to the Premises after office hours. Resident is responsible for contacting a locksmith, at Resident's expense, to gain access to the Premises in the event of lockout. If Resident has called a locksmith, Landlord must be notified and then change locks at Resident's expense.

iii. **Access Devices:** If Resident has received gate cards, fitness, restroom and/or entry gate keys as indicated in Section 6 of this Lease, Resident understands that if any of these items are lost or not returned upon move out, that the following fees will apply: Gate Access Device **$0.00** Key Fob **$0.00** Entry Gate Key **$50.00**

29. **LOCATION:** Upon reasonable notice, Landlord shall have the right to transfer Resident to another unit that is comparable to the Premises, upon which transfer the other unit shall automatically become the Premises under this Lease, which shall remain in full force and effect. Resident acknowledges and agrees that such comparable unit shall be deemed to provide the same housing services as the original Premises and that such transfer is not an eviction.

30. **CONDITION UPON TERMINATION.** Upon termination of the Lease, or the termination of Resident's right to occupy the Premises, Resident shall deliver all keys, access cards, and remotes to Landlord and move out of the Premises, leaving them in substantially the same clean, undamaged, and ready-to-rent condition as existed on the Start Date, less ordinary wear and tear. If the Premises are not returned in such condition, Landlord may charge Resident for the costs to repair any damage and to put the Premises back in the condition they were in upon the Start Date, less ordinary wear and tear. Resident is responsible for replacement of any damaged or missing items and for payment of all costs to clean or repair any portion of the Premises, carpeting, flooring, wall coverings, paint, counters, trim, window treatment, doors, windows, or appliances which are damaged, dirty, or unsanitary. Cleaning and repair of any damage due to smoking of any kind is not considered ordinary wear and tear. Resident is responsible for removing all trash and other items of personal property from the Premises. Failure to do so will constitute a condition that exceeds ordinary wear and tear. Resident will not be considered as having moved out, vacated and surrendered possession of the Premises until Resident has removed all personal belongings from the Premises and returned all keys, access cards and remotes. If Resident moves out and fails to return all keys, access cards and remotes, Resident agrees that the move-out date shall be determined by Landlord in Landlord's reasonable judgment and that Resident will be charged for any missing keys, access cards and remotes. If Resident leaves personal property in the Premises after move-out or if Resident places personal property in areas of the Community not designated for Resident's exclusive use, Landlord can determine that such property has been abandoned and can take steps to remove or dispose of the property consistent with applicable laws.

31. **ENTRY:** Landlord has the right to enter the Premises as allowed by law, including, without limitation, in case of emergency, to make desired, necessary or agreed repairs, decorations, alterations, renovations, or improvements, to supply necessary or agreed services, to test smoke detectors, to exhibit the dwelling unit to prospective or actual purchasers, mortgagees, tenants, workmen or contractors, or for any other purposes permitted by California Civil Code section 1954 (and any other applicable statutes or amendments which might be enacted subsequent to the execution of this Lease). Landlord also has the right to enter the Premises in order to make an inspection pursuant to subdivision (f) of Civil Code section 1950.5 when Resident has abandoned or surrendered the Premises and pursuant to court order. Resident agrees that if Resident denies Landlord access to the Premises when Landlord is in compliance with statutory requirements and entitled to access, any such denial of access shall be deemed a material breach of this Lease. The Parties agree that 24 hours' notice is presumed reasonable, although the Parties acknowledge that a shorter time period may also be reasonable under some circumstances. Landlord will serve Resident with written notice before entry unless:

i. Entry is due to an emergency, surrender or abandonment of the Premises, or

ii. Resident and Landlord agree orally to an entry to make agreed repairs or supply agreed services at an approximate day and time within one week of the oral agreement, or

iii. Resident is present and consents to entry at the time of entry, or

iv. To exhibit the Premises to prospective or actual purchasers of the property, provided that Landlord has notified Resident in writing within 120 days of the oral notice that the property is for sale and that Resident may be contacted to allow for an inspection.

32. **SMOKE DETECTORS:** The Premises have been equipped with smoke detectors. The smoke detectors have been tested prior to Resident's move in to ensure they are operational. Resident agrees not to interfere with the presence or operability of any smoke detector and to report immediately to Landlord, in writing, any defects in the condition of any smoke detectors. Resident agrees that if a smoke detector is battery operated, pursuant to California Civil Code Section 1942.1, as part of the consideration of the rental, Resident assumes responsibility to: (a) ensure the battery is in operating condition at all times; and (b) replace the battery as needed. Under no circumstances shall Resident remove the battery of a smoke detector without immediately replacing the battery with a new one.

33. **CARBON-MONOXIDE DEVICES:** If a carbon-monoxide device has been installed within the Premises, Resident acknowledges that the carbon-monoxide device was operable at the time Resident took possession of the Premises. Resident is responsible for notifying Landlord if Resident becomes aware of an inoperable or deficient carbon-monoxide device within the Premises. Landlord shall correct any reported deficiencies or inoperability's in the carbon-monoxide device. Resident further agrees that, if the carbon-monoxide device is battery operated, pursuant to California Civil Code Section 1942.1, as part of the consideration of the rental, Resident assumes responsibility to: (a) ensure the battery is in operating condition at all times; and (b) replace the battery as needed. Under no circumstances shall Resident remove the battery of a carbon-

monoxide device without immediately placing the battery with a new one.

34. **SATELLITE DISHES:** If satellite dishes are allowed in the Community they must be one meter or less in size and may not be affixed to the patio or balcony of the Premises. Resident is specifically prohibited from making physical modifications to the Premises and is prohibited from installing said satellite dish in the common areas of the Community, including, but not limited to, outside walls, roofs, window sills, common balconies or stairways. Resident will be responsible for damages caused by the satellite dish, including the cost of removal if in any violation of any satellite guidelines. Resident shall install, use, maintain and remove a satellite dish in a manner which is consistent with industry standards and shall be liable for any damage or injury sustained as a result of the negligent installation, maintenance, use or removal of said satellite dish. Allowable locations may not provide an optimal signal or any signal at all.

35. **WATERBEDS AND AQUARIUMS:** Waterbeds and water tanks holding 30 or more gallons may only be installed in the Premises with prior written consent from Landlord. Prior to installation, a valid waterbed insurance policy or certificate of insurance for property damage must be obtained. The policy shall be issued by a company licensed to do business in California and possessing a Best's Insurance Report rating of "B" or higher. The insurance policy shall be maintained in full force and effect until the waterbed/water tank is permanently removed from the Premises. The policy shall be written for no less than **one hundred thousand dollars ($100,000.00)** of coverage. The policy shall cover, up to the limits of the policy, replacement value of all property damage, including loss of use, incurred by the Landlord or other residents caused by or arising out of the ownership, maintenance, use, or removal of the waterbed/water tank, except for any damage caused intentionally or at the direction of the insured, or for any damage caused by or resulting from fire. Landlord may require Resident to produce evidence of insurance at any time. The insurance carrier shall give Landlord notice of cancellation or non-renewal 10 days prior to this action. The waterbed/tank shall conform to the pounds-per-square foot weight limitation and placement as dictated by the floor load capacity of the Premises. The weight shall be distributed on a pedestal or frame which is equivalent to the dimensions of the mattress itself. Resident shall install, maintain and remove the waterbed/tank, including, but not limited to, the mattress and frame, according to standard methods of installation, maintenance, and removal as prescribed by the manufacturer, retailer, or state law, whichever provides the higher degree of safety. Resident shall notify Landlord in writing of the intent to install, remove, or move the waterbed/tank. The notice shall be delivered at least 24 hours prior to the installation, removal, or movement. The Landlord has the right to be present at the time of installation, removal, or movement. If the waterbed/water tank is installed or moved by any person other than Resident, Resident shall deliver to Landlord a written installation receipt stating the installer's name, address, and business affiliation.

E. LIMITATION ON LIABILITY:

36. **LIABILITY:** Landlord shall not be liable to Resident, Occupants, or to any guests or invitees of Resident for any damage or losses to person or property arising from any cause including, but not limited to, theft, burglary, assault, vandalism, fire, flood, water leaks, rain, hail, ice, snow, smoke, lightning, wind, explosion, interruption of utilities, earthquake, or any other condition over which the Landlord has no control. To the extent allowed by law, Resident agrees to assume all risk of harm, and waive all claims against Landlord, resulting from use of common area amenities. To the extent allowed by law, use of the common area amenities is at the sole risk of Resident, Occupants, guests or invitees.

37. **INDEMNITY/HOLD HARMLESS:** Resident and Occupants agree to indemnify and hold Landlord harmless, from any claims arising out of any death or injury to any person, or any damage to property, if such injury or damage is caused directly or indirectly by the act, omission, negligence, or fault of Resident, Occupants, or Resident's guests or invitee(s).

38. **HOUSING SERVICES:** The furnishing by Landlord to Resident of any storage space, use of laundry, electronic access controls and gates, or any other common area facilities outside the Premises shall be deemed to be furnished gratuitously and Landlord makes no representations or guarantees as to the availability, adequacy, or fitness of such space, service, or facilities. Resident acknowledges that Landlord will not provide lifeguard service at swimming facilities, if any, and Resident agrees to take adequate and reasonable care in use of all recreational facilities to ensure the safety of Resident, Occupants, guests or invitees. All guests and invitees must be accompanied by a Resident or Occupant to use recreational facilities and amenities. Resident, Occupants, guests, and invitees shall comply with all signs posted by Landlord in and around the common areas and Community. Landlord may ban any Resident, Occupant, guest or invitee from using any amenity at the Community if such persons fail to abide by posted signs or rules relating to those areas and Resident shall not be entitled to any rent reduction or offset if the loss of amenity privileges is the result of the conduct of Resident, Occupants, guests or invitees. Landlord makes no representations, warranties or guarantees express or implied, regarding the presence or quality of reception of electronic communication or information retrieving devices within the Premises or Community.

39. **EMINENT DOMAIN OR CONDEMNATION:** Should the land whereon the building containing the Premises is situated, or any part thereof, or any portion of the Community, be condemned or taken for public use, then, in that event, upon the taking of the same for such public use, this Lease, at the option of Landlord, shall be deemed null and void, and the term shall cease and come to an end, notwithstanding anything to the contrary herein, and without apportionment of the award. Resident shall not be entitled to receive any sum, or portion thereof, constituting any award arising out of any such eminent domain or condemnation.

40. **SIGNIFICANT DAMAGE TO OR DESTRUCTION OF PREMISES:**
    i. If the Premises or property are damaged by fire, flood or other casualty, necessitating repairs that require Resident to vacate the Premises for any length of time, in the sole and absolute discretion of Landlord, Landlord shall have the option either (1) to repair the damage or otherwise restore the Premises, with this Agreement continuing in full force and effect, or (2) give notice to Resident, at any time after such damage occurs or repairs become necessary, terminating this Agreement as of a date to be specified in such notice. Landlord shall not be required to repair any damage by fire or other cause or to make any repairs of any property installed in the Premises by Resident.
    ii. If Landlord elects to terminate, this Lease shall expire and all interest of the Resident in the Premises shall terminate and Landlord shall have no obligation to pay lodging costs or other expenses to Resident after the termination date. If Landlord elects to repair the damage and/or make the significant repairs and continue this Lease in full force and effect, the "Duty to Cooperate" and "Significant Repairs" sections, below, shall apply.

41. **SIGNIFICANT REPAIRS**:
    i. If the Premises require significant renovations, improvements or repairs (such as, by way of example only and not by way of any limitation, tenting for termites, treating for pests or other vermin, replacing plumbing or electrical wiring, repairing fire damage, etc.) which require Resident to vacate the Premises for any length of time, Resident must vacate the Premises as needed and otherwise cooperate with Landlord in its efforts to perform the work. To the extent possible, Landlord shall give Resident at least ten days written notice of the need to vacate the Premises, which notice shall include Landlord's best estimation of the length of time Landlord anticipates Resident will need to be absent from the Premises.
    ii. Resident agrees to vacate the Premises for the time necessary for the work to be completed and, if Resident needs to be absent from the Premises for more than 8 hours in any 24-hour period, relocate to alternative housing of the Landlord's choosing. Landlord shall be responsible to pay for the alternative housing; however, Resident will remain responsible for all rent while Landlord is paying for alternative accommodations. If Resident elects to relocate temporarily to lodging other than that designated by Landlord, then Landlord shall have no obligation to pay the cost of such housing, which shall be at Resident's sole cost and expense; although Resident shall have no obligation to

pay rent during the time the Pre. ..ses are not available to Resident during the repairs .andlord is not paying for the alternative lodging, except as provided below. Resident shall return to the Premises once Landlord advises Resident that the work has been completed. Landlord shall have no obligation to pay for alternative housing or waive rent after Landlord has advised Resident that Resident may return to the Premises.

iii. If the work or repairs are required because of the conduct of Resident or the conduct of Occupants, invitees or guests (such as misuse of plumbing, causing a fire, etc.), then Landlord shall be relieved of its obligation to pay for alternative accommodations set forth above and Resident shall remain responsible for both rent and the cost of alternative lodging during the time when Resident must vacate the Premises for any work to be completed.

42. **DUTY TO COOPERATE**: Failure to vacate the Premises or otherwise cooperate with Landlord's efforts to conduct repairs, renovations or other improvements in the Community is a material breach of this Lease and grounds for termination of this Agreement.

43. **SAFETY CONCERNS:**

i. Landlord makes no representations or guarantees to Resident concerning the security of the Premises or the Community. Landlord is under no obligation to Resident to provide any security measure or take any action not required by statute. The presence of courtesy patrols, patrol cars, access gates, surveillance cameras or other deterrents do not guarantee that crime can or will be prevented. Landlord reserves the right to reduce, modify or eliminate any such measures (other than those statutorily required) at any time; and Resident agrees that such action shall not be a breach of any obligation or warranty on the part of Landlord. All such measures are subject to personnel absenteeism, human error, mechanical malfunctions and tampering. Resident is responsible for planning and taking action with respect to the safety of Resident and personal property as if such systems and deterrents did not exist.

ii. Landlord may install surveillance cameras in some common areas. These cameras may or may not be monitored and the footage recorded by these cameras may or may not be kept by Landlord for any length of time. Landlord may remove such cameras, or install additional cameras, at any time without notice to Resident. Footage from any cameras belongs to Landlord and shall not be released to any resident although such footage may be released to law enforcement personnel, insurance adjusters or others with legitimate business needs for such footage in the sole discretion of Landlord and without the consent of any individuals recorded by such footage.

iii. Landlord has no obligation to obtain criminal background checks on any residents and bears no responsibility or liability related to the criminal background or actions (whether past, present or future) of any person, even if Landlord has actually run a criminal background check on applicants. Resident agrees to hold Landlord harmless from claims arising out of criminal acts of other residents or third parties. Resident shall not rely on the fact that Landlord may have run a criminal background check on residents or any other applicant when deciding whether to enter into this Lease. Background checks are limited to the information actually reviewed and are not a guarantee that a person with a criminal background does not reside at the Community or that someone living in the Community will not commit a crime in the future. Landlord has not made and does not make any representations as to the background of any existing or future resident and Landlord is under no obligation to run background checks on any existing resident or future applicant.

iv. Resident agrees to report immediately all suspected or actual criminal activity to the appropriate local law enforcement agencies and, after doing so, to Landlord, and shall provide Landlord with such law enforcement agency's incident report number upon request. If Resident receives a copy of any law enforcement agency's incident report for an incident that occurred on the property and said incident impacted the Premises, the Community or other residents in the Community, Resident shall provide a copy of said incident report to Landlord upon request.

44. **INSURANCE:** Landlord does not maintain insurance to cover (a) Resident's personal injury, (b) loss or damage to Resident's personal property, or (c) Resident's liability for injury, loss or damage caused to others by Resident (or Occupants or guests). Resident is not a co-insured, a beneficiary, or an implied beneficiary under any insurance policy maintained by Landlord. Unless prior to the Start Date, Resident provides Landlord with written proof of a policy of liability insurance issued by an authorized insurance company that provides Resident with a minimum policy coverage amount of $100,000 per occurrence and names Landlord as an Interested Party, Resident hereby elects for Landlord to enroll Resident in a service program administered by Landlord and backed by a liability coverage program administered by an insurance company selected by Landlord. Resident agrees to reimburse Landlord for the actual cost of such program. The premium payment made by Landlord on Resident's behalf will be considered rent. Landlord reserves the right to hold Resident liable for any loss in excess of the insurance proceeds paid by the insurer. If Resident maintains its own liability insurance, Resident shall provide proof of such insurance to Landlord upon Landlord's request. Resident's failure to provide such proof within three days of a request therefor shall constitute an election by Resident for Landlord to enroll Resident in the service program specified above, at the then-current actual cost of the service program.

45. **MEGAN'S LAW:** Pursuant to Section 290.46 of the Penal Code, information about specified registered sex offenders is made available to the public via internet web site maintained by the Department of Justice at www.meganslaw.ca.gov. Depending on an offender's criminal history, this information will include either the address at which the offender resides or the community of residence and the zip code in which the offender resides. Since the information is equally available to residents and Landlord, and Landlord cannot discriminate against registered sex offenders pursuant to Penal Code Section 290.46 et seq., Landlord has not made any inquiry of any applicant or resident as to whether he or she is a registered sex offender. Resident is advised to take whatever reasonable and lawful actions Resident believes necessary to protect household members or guests against any potential harm. This includes talking to any children or individuals with a diminished capacity about how to deal with strangers and similar topics. Resident is advised that Landlord may not notify Resident if Landlord learns or is advised that a registered sex offender is living in the Community.

46. **ENVIRONMENTAL INDEMNIFICATION:** To the extent allowed by law, Resident expressly assumes and accepts any and all risks involved or related to the presence in the Premises, common areas, and Community of any and all health affecting substances, and any power lines in the vicinity of the Premises. Resident waives all claims and causes of action of any kind or nature, at law or in equity, including, but not limited to, claims or causes of action arising by statute, ordinance, rule, regulation or similar provision, against Landlord and Landlord's agents, principals, employees, legal representatives, affiliates, assignees, successors in title, partners, shareholders, officers, directors, parents, members and managers (herein collectively called the "Landlord Affiliates") with respect to any health hazard occurring in connection with the presence in the Premises, common areas, or Community of materials containing potentially health affecting substances, and claims arising out of or based upon any potentially health affecting substances brought, or allowed to be brought, into the Premises, common areas, or Community by any Resident, Occupant, guest, or invitee. Resident agrees to defend, indemnify and hold harmless the Landlord Affiliates against and from any and all actions, causes of action, claims, demands, liabilities, losses, damages and expenses of whatsoever kind, including, but not limited to, attorneys' fees at both the trial and appellate levels, that any or all of the Landlord Affiliates may at any time sustain or incur by reason of any and all claims asserted against them arising out of potentially health affecting substances brought or allowed to be brought into the Community by any Resident, Occupant, guest, or invitee.

47. **PROPOSITION 65 WARNING:** The Premises, common areas, and Community may contain chemicals known to the State of California to cause cancer, birth defects, and other reproductive harm. These chemicals may be contained in emissions and fumes from building materials, products and materials used to maintain the property, and emissions, fumes, and smoke from Resident and guest activities, including but not limited to the use of motor vehicles, barbecues, and tobacco products. These chemicals may include, but are not limited to carbon monoxide, formaldehyde, tobacco smoke, unleaded gasoline, soot, tars, and mineral oils.

For more information please contact OEHHA at (916) 445-6900 or visit http://www.oehha.org/prop65/pdf/Prop65tenants.pdf for additional

information from the California Enviro... ...ental Protection Agency's Office of Environmental He... ... Hazard.

48. **LEAD-BASED PAINT WARNING:** Housing built before 1978 may contain lead-based paint. Lead from paint chips and dust can pose health hazards if not managed properly. Lead exposure is especially harmful to young children and pregnant women. Lead poisoning in young children may produce permanent neurological damage, including learning disabilities, reduced intelligence quotient, behavioral problems, and impaired memory. Before renting pre-1978 housing, Landlords must disclose the presence of known lead-based paint and/or lead-based paint hazards in the Unit. Residents must also receive a federally approved pamphlet on lead poisoning prevention. By Resident signing this Lease, they acknowledge receipt of Protect Your Family from Lead in Your Home pamphlet.
    i. Presence of lead-based paint or lead-based paint hazards: Known lead-based paint and/or lead-based paint hazards **are present** in the housing.
    ii. Landlord has reports or records pertaining to lead-based and/or lead-based paint hazards in the Premises and has made available to Resident all available records and reports upon Resident's request.

49. **ASBESTOS DISCLOSURE:** Before 1981, asbestos was commonly used in construction. This Community was built before 1981 and asbestos may be present. Asbestos is a chemical known to cause cancer. Asbestos may be present in sprayed-on acoustical ceiling material, insulation, fire proofing and floor tiles in the Premises and/or buildings of the Community. Disturbing or damaging certain interior Premises, common areas, and/or Community surfaces may increase the potential exposure to asbestos. Resident may not pierce, damage, disturb, or remove any portions of the Premises, common areas, and/or Community known or suspected to contain asbestos. Resident must notify Landlord immediately in writing if any portion of the Premises, common areas, and/or Community known or suspected to contain asbestos are pierced, damaged, disturbed or removed. Landlord has instituted an operations and maintenance program directed at maintaining the Community in accordance with any applicable federal and state safety requirements regarding asbestos-containing material. This program is designed (among other things) to prevent release of asbestos fibers into the air; minimize disturbance of damage to asbestos-containing materials; monitor the conditions of materials and air in the building; and regulate maintenance, renovation and construction activities. No matter how small the percentage of such material may be, Resident, Occupants, guests, or invitees shall comply with such rules and regulations as Landlord from time to time may prescribe in connection with Landlord's operations and maintenance program, including without limitation to the following:
    i. Hazardous Materials: Resident shall not take or allow any action which in any way damages or disturbs all or part of the ceiling, flooring, walls, insulation in the Premises, including but not limited to: Piercing the surface of the ceiling, flooring, walls or insulation by drilling or any other method; hanging plants, mobiles, or other objects from the ceiling; allowing any objects to come into contact with the ceiling; permitting water or any other liquid to come into contact with the ceiling; painting or undertaking any repairs or improvements with respect to the ceiling or floor tiles; or undertaking any activity which results in building vibration which may damage the ceiling.
    ii. Resident shall notify Landlord immediately in writing if there is any damage to or deterioration of the ceiling, flooring, walls or insulation of the Premises, including (without limitation) loose, cracking, hanging, or dislodged material, water leaks, or stains in the ceiling, flooring, walls or insulation.

50. **CREDIT REPORTING:** Resident is notified that Resident's performance as a tenant of this Community may be reported to credit reporting agencies.

51. **SOCIAL MEDIA:** Landlord maintains an online presence through its website and social media. This online presence includes, but is not limited to, displaying images from community events organized by Landlord. From time to time Landlord will capture still ("photo") and moving ("video") images at these events. Resident hereby acknowledges that by attending these events Residents accepts and agrees to the potential of being depicted in those images and further agrees to permit Landlord to use Resident's, Occupants', guests' or invitees' likenesses, without compensation, for the limited purpose of Landlord's online presence. Please note that Landlord respects Resident's privacy and at Resident's written request Landlord will remove any image depicting Resident, Occupants, guests or invitees.

F. COMMUNITY CONSIDERATION

52. **USE OF PREMISES:** Resident agrees to use the Premises solely as a private residence. Storage areas, parking areas, balconies, patios, outdoor areas, and decks shall not be used for occupancy. Resident shall not use the Premises as a business address, nor shall Resident conduct business activities on the Premises. Conducting business activities includes, without limitation, using the Premises as a mailing address for a business enterprise, having a business telephone line in the Premises, having business clients meet with Resident at the Premises, having business stationery setting forth the address of the Premises as a business address, assembling or manufacturing any product upon the Premises, or otherwise holding out the Premises as the address of any business. Resident may, however, insofar as it is consistent with the restrictions set forth in this section, and with the written consent of Landlord, use a portion of the Premises as a "home office." Nothing set forth herein shall be deemed as disallowing any use of the Premises that cannot be prohibited legally.

53. **CONDUCT OF RESIDENT:** Resident agrees not to harass, annoy, or endanger any other resident, neighbor, or other person, or create or maintain a nuisance, or disturb the peace or solitude or quiet enjoyment of any other resident, neighbor or other person, or commit waste in or about the Premises. Resident further agrees not to harass, verbally abuse, denigrate or otherwise disrespect Landlord's employees, agents and/or contractors or interfere with the operations of the Community or the work of Landlord's employees or agents. Resident agrees to keep the volume of any activity, radio, stereo, electronic equipment, television or musical instrument at such a level which will not disturb the other residents at any time. Any noise, disturbance, or activity which would, in the sole and absolute discretion of Landlord, be reasonably likely to annoy or disturb other residents is strictly prohibited. Certain acts are considered to be contrary to the safety, well-being, peace, and enjoyment of the other residents of the Community. These include, but are not limited to, the use, possession or sale of illegal drugs or controlled substances and the carrying or exhibiting of firearms in the Community. Such acts are prohibited. The carrying or exhibiting of firearms may be permitted with written consent of Landlord if doing so is required by law or job necessity. Resident shall not deface or damage any part of the Premises or the common areas or the Community or permit the same to be done. Resident shall not keep in the Community any flammable or explosive materials or any substance considered dangerous, hazardous, or toxic under any governmental law or regulation. Resident shall not do or permit anything to be done in the Premises that may be deemed hazardous or which will cause a cancellation of or an increase in the premiums for any insurance for the Community. Resident is responsible for the conduct of Occupants, guests, and invitees, including without limitation any minors, while they are in the Premises and in the Community. A resident conducting any of the activities set forth in this section, or who allows Occupants, guests, or invitees to conduct any of said activities shall be deemed in violation of this Agreement, and said activity shall be grounds for termination of this Agreement. This provision constitutes written notice to cease any breach of this section, including, without limitation, committing or permitting to exist a nuisance in the Premises, building, or Community.

54. **PARKING:** Resident, Occupants, guests, and invitees shall follow the Parking Rules and Regulations, as the same may be amended from time to time. Landlord shall not be liable for any damage or loss to motor vehicles, the contents of motor vehicles, or personal property of Residents, Occupants, guests, or invitees. Failure to follow the Parking Rules and Regulations and posted signs relating to parking and operation of vehicles will result in the towing of the offending vehicle at the cost of the vehicle owner.

55. **OCCUPANTS:** Any person staying in the Premises for longer than two weeks or 20 nonconsecutive days out of the year shall be considered to be occupying the Premises. The Premises shall be occupied only by the person(s) indicated in Section 2. No other persons have permission to occupy the Premises unless such permission is in writing and signed by Landlord. Landlord's acceptance of rent from any other individual shall

be deemed to be the payment of rent behalf of the Resident and shall not constitute permission for the person making the payment to occupy the Premises. Should any person not named in Section 2 make any claim of right to possession of the Premises, any such person shall be deemed to be the guest or invitee of the named Resident and their claim to right of possession shall be denied. Any Occupant, named in Section 2, who is not a signatory to this Lease shall be deemed to be an invitee of Resident, who is a signatory to this Lease. Accordingly, if any such Occupant is not named in any unlawful detailer action to regain possession of the Premises, and if any such individual thereafter makes a claim to right of possession of the Premises, that claim shall be denied on the basis that said individual is the invitee of the named Resident and does not have an independent claim to right of possession of the Premises.

56. **GUESTS:** Any person occupying the Premises shall be considered an unauthorized occupant in violation of this Lease unless that person has completed a rental application, been approved, and been added to the Lease.

57. **ASSIGNMENT AND SUBLETTING**: Resident shall not assign this Lease nor sublet all or any part of the Premises without Landlord's written consent. Resident shall not sublet all or any part of the Premises on a short-term basis, including without limitation through Air BNB or any other short-term rental program. Permitting any person not named as an Occupant or as a Resident in this Lease to occupy the Premises shall be deemed an improper subletting of the Premises and shall subject the tenancy to termination. This provision constitutes written notice to cease any breach of this section, which breach is incurable pursuant to state law. Any attempted subletting or assignment in violation of this provision shall be void. In the event that no original Resident remains in residency at the Premises, Landlord may reset the rent in accordance with the Civil Code and Rent Stabilization Ordinance.

58. **PETS:** No pets are permitted in the Premises without the prior written consent of the Landlord through an Animal Addendum to this Lease. Permission to keep a pet may be granted, denied, or revoked in Landlord's sole discretion. Except to the extent written permission has been given, pets may not be brought upon the Premises, whether such pets belong to Resident or to any other person. The presence of any pets for which written permission has not been given and is not currently in force, even if such pets are "just visiting" shall be deemed a material breach of this Lease. This policy does not apply to accommodation or service animals. A disabled individual who requires an animal in order to be able to use and enjoy the Premises or the Community should contact Landlord before bringing the animal onto the Premises and request an accommodation to this Lease provision. All accommodation requests will be processed in accordance with applicable laws. Resident is responsible for reimbursing Landlord for the costs of repairing damage to the Premises, common areas, or Community caused by animal(s) under the control of or visiting Resident. Resident must promptly notify Landlord of any damage caused by animals.

59. **CLOTHESLINES/DRYING RACKS**: If the Premises has a private patio, deck, or balcony, which is enclosed by a fence, railing, or other structure, Resident is permitted to hang clothing, blankets or other laundry on the patio, deck, or balcony subject to the following rules and conditions:
    - **i.** No more than two drying lines/racks may be in use at any one time.
    - **ii.** Items may not be left on the drying lines/racks for more than 24 hours (i.e., all items must be removed within 24 hours of being put out on the drying lines/racks).
    - **iii.** Drying lines/racks must be free standing.
    - **iv.** No drying lines or racks may be attached or affixed in any manner to any portion of the building, fence, railing, wall, building support structure, or light fixtures.
    - **v.** Drying lines/racks cannot be higher than the patio, balcony, or deck fence or railing.
    - **vi.** Drying lines/racks cannot be clearly visible from the sidewalk or street.
    - **vii.** Drying lines/racks cannot block entrance to or egress from the Premises, create a health or safety hazard or interfere with walkways or utility service equipment.
    - **viii.** Drying lines/racks cannot interfere with the maintenance of the Community.
    - **ix.** Clothes may not be draped over fence or balcony railings, or hung from any building fixtures.

    If the private patio or balcony is not enclosed by a fence, railing, or other structure, Resident is not permitted to hang clothing, blankets, or any other laundry on the patio, deck, or balcony.

G. UTILITIES AND HOT WATER

60. **UTILITIES:** Utility services shall be provided directly from the utility provider or, at the sole discretion of Landlord, on a sub-metering, square footage, or other allocation basis. Landlord reserves the right to modify the method by which the utilities are furnished to the Premises or billed to Resident during the term of this Lease and may modify billing Resident for utilities previously included in the rent by giving Resident a 30-day written notice. Reference the utility addendum for detailed terms, conditions and methodology.

    The following terms shall apply:
    - **i.** Resident agrees to pay all charges for utilities for the Premises for the term of the Lease including but not limited to those listed in the Utility Billing Addendum. Charges may be assessed by the utility provider or Landlord or Landlord's designated Billing Party in the case of utilities billed to Resident by Landlord in connection with Resident's use of utilities.
    - **ii.** Resident shall not use any utility in a wasteful, unreasonable, or hazardous manner and agrees to comply with all utility conservation efforts implemented by Landlord.
    - **iii.** Landlord is not liable for claims arising from utility service outages, interruptions, or fluctuations in utilities provided to the Premises not reasonably within Landlord's control.
    - **iv.** For any utility which Resident is responsible for paying directly to the utility provider, Resident must contact the utility company prior to move-in to have the services placed in Resident's name no later than ten (10) business day following move-in. Resident shall continue to contract with the utility provider throughout the term for continuous utility service. Resident's failure to make necessary arrangements for Resident's utility service may result in an interruption of services and Resident's failure to transfer utility services to Resident's name or failure to have continuous utility service may be, at Landlord's discretion, considered a material breach of this Lease and will permit Landlord to terminate the Lease. If Resident fails to pay any utility charges that are to be paid by Resident, Landlord may, at its option, pay such charges to retain continuing utilities service. If Landlord does so, any such charges may be billed to Resident by Landlord and said billing shall become due and payable, in full, as additional rent together with the regular monthly rent payment on the first day of the month next following the date of such billing.
    - **v.** Resident shall not use any utilities in the common areas for their own personal use without written consent of the Landlord.
    - **vi.** Resident agrees not to disturb, tamper, adjust, or disconnect any utility service, sub-metering device or system.

61. **HOT WATER:** The following will apply.
    - **i.** The water temperature in the Premises is set at 120 degrees Fahrenheit or below. When the water temperature is 120 degrees Fahrenheit, or below, bacteria may enter the water heater or associated plumbing and accumulate. If Resident desires the thermostat to remain at 120 degrees Fahrenheit, or below, Resident assumes any and all risks associated with any bacterial growth in the water heater or associated plumbing.

ii. Resident should be aware that some units may be equipped with an HVAC heating system which operates on hot water. To achieve full heating potential, it may be necessary to increase the temperature of the water heater during the colder months of the year. Resident should also be aware that some units operate on centralized hot water systems which service multiple units and as such individual adjustments in temperatures will not be possible.
iii. If Resident desires the water temperature in the Premises to be higher than 120 degrees Fahrenheit and the Premises has an individual hot water heater, Resident will request, in writing, the temperature of the hot water heater to be adjusted by Landlord, and Resident shall specify the desired temperature at which Landlord is requested to set the thermostat.
iv. Resident understands that if the temperature is set above 120 degrees Fahrenheit, that the water released from the taps in the Premises may scald or burn anyone using water, and potentially cause severe injury.
v. Resident may not tamper with, or adjust the water temperature thermostat in the Premises in any way without written authorization from Landlord.
vi. Resident agrees to indemnify and hold Landlord harmless in any action involving any injury related to the temperature of the water, the water system or the associated plumbing in the Premises.

H. ADDITIONAL TERMS

62. **REQUESTS FOR ACCOMMODATIONS OR MODIFICATIONS:** A disabled person shall be provided reasonable accommodations or reasonable modifications to the extent necessary to provide the disabled person with an opportunity to use and occupy the Premises in a manner equal to that of a non-disabled person. If Resident believes Resident, Occupant, or a member of Resident's household requires an accommodation or modification as a result of a disability, Resident should contact Landlord to begin the interactive process.

63. **MILITARY:** Military personnel on active duty may terminate this lease under Federal law if:
i. Resident becomes a member of the Armed Forces of the United States after Resident enters into the Lease; or
ii. Resident is or becomes a member of the Armed Forces of the United States and receives:
a. Orders for a permanent change of station; or
b. Orders to deploy for a period of at least 90 days.

Landlord fully supports its residents who are active-duty or reserve military personnel. Resident must give Landlord written notice of termination. For rentals when rent is paid monthly, the termination becomes effective 30 days after the first date on which the next rent payment is due after the termination notice is delivered and no further rent will be owed following the expiration of the notice period (or the actual move-out date, if later). Resident must furnish the Landlord with proof to establish that Resident qualifies for this limited exception. Proof may consist of any official military orders, or any notification, certification, or verification from the service member's commanding officer, with respect to the service member's current or future military duty status. Military permission for base housing does not constitute a permanent change-of-station order.

64. **OFFICE OF FOREIGN ASSETS CONTROL:** Resident represents and warrants that Resident and each person or entity owning an interest in Resident is:
i. Not currently identified on the Specially Designated Nationals and Blocked Persons List maintained by the Office of Foreign Assets Control, Department of the Treasury ("OFAC") and/or on any other similar list maintained by OFAC pursuant to any authorizing statute, executive order or regulation (collectively, the "List").
ii. Not a person or entity with whom a citizen of the United States is prohibited to engage in transactions by any trade embargo, economic sanction, or other prohibition of United States law, regulation, or Executive Order of the President of the United States.
iii. None of the funds or other assets of Resident constitute property of, or are beneficially owned, directly or indirectly, by any Embargoed Person (as hereinafter defined).
iv. No Embargoed Person has any interest of any nature whatsoever in Resident (whether directly or indirectly).
v. None of the funds of Resident have been derived from any unlawful activity with the result that the investment in Resident is prohibited by law or that the Lease is in violation of law.
vi. Resident has implemented procedures, and will consistently apply those procedures, to ensure the foregoing representations and warranties remain true and correct at all times. The term "Embargoed Person" means any person, entity or government subject to trade restrictions under U.S. law, including but not limited to, the International Emergency Economic Powers Act, 50 U.S.C. § 1701 et seq., The Trading with the Enemy Act, 50 U.S.C. App. 1 at seq., and any Executive Orders or regulations promulgated there under with the result that the investment in Resident is prohibited by law or Resident is in violation of law.

Resident covenants and agree(s):
i. To comply with all requirements of law relating to money laundering, anti-terrorism, trade embargo and economic sanctions, now or hereafter in effect.
ii. To immediately notify Landlord in writing if any of the representations, warranties or covenants set forth in this section or the preceding section are no longer true or have been breached or if Landlord has a reasonable basis to believe that they may no longer be true or have been breached.
iii. Not to use funds from any "Prohibited Person" (as such term is defined in the September 24, 2001, Executive Order Blocking Property and Prohibiting Transactions with Persons Who Commit, Threaten to Commit, or Support Terrorism) to make any payment due to Landlord.
iv. At the request of Landlord, Resident may be asked to provide such information to determine Resident's compliance with the terms hereof.
v. Resident hereby acknowledges and agrees that Resident's inclusion on the List at any time during the term shall be a material default. Notwithstanding anything herein to the contrary, Resident shall not permit the Premises or any portion thereof to be used or occupied by any person or entity on the List or by any Embargoed Person (on a permanent, temporary or transient basis), and any such use or occupancy of the Premises by any such person or entity shall be a material default.

65. **NON-DISCRIMINATION:** There shall be no discrimination against or segregation of, any persons on account of race, color, national origin, ancestry, creed, religion, gender, gender identity, gender expression, sexual orientation, genetic information, marital status, familial status, age, source of income, handicap, disability, citizenship status, immigration status, primary language spoken or any other protected classification under state or federal law, in the sale, lease, sublease, transfer, use, occupancy, tenure or enjoyment of the Premises, nor shall the Landlord or any person claiming under or through Landlord, establish or permit any such practice or practices of discrimination or segregation with reference to the selection, location, number, use or occupancy of tenants, lessees, or vendees of the Premises.

66. **TIME IS OF THE ESSENCE:** Time is of the essence with respect to the provisions of this Lease. This provision shall be interpreted in its strictest sense irrespective of the relative hardship to the Parties.

67. **SUCCESSORS:** If the property is sold or the ownership interest otherwise transferred, the successor in interest of Landlord shall be deemed the assignee of all rights arising under this Lease, and shall be entitled to enforce the provisions of this Lease against Resident. Nothing in this provision shall be construed as conflicting or superseding the foregoing subordination or as requiring a continuation of the tenancy in the event of a foreclosure or other involuntary transfer of ownership.

68. **SUBORDINATION:** This Lease shall, without further act on the part of Resident, be subject and subordinate to the lien of any mortgage and/or any deed of trust or other encumbrance which may now exist, upon, or which may hereafter be placed by Landlord upon, the leased Premises or property including the Premises.

69. **ATTORNMENT:** Resident hereby agrees that Resident will recognize as its Landlord under this Lease and shall attorn to any person succeeding to the interest of Landlord in respect of the land and the buildings on or in which the Premises is contained upon any foreclosure of any mortgage upon such land or buildings or upon the execution of any deed in lieu of such foreclosure in respect of such mortgage. If requested, Resident shall execute and deliver an instrument or instruments confirming its attornment as provided for herein; provided, however, that no such mortgagee or successor-in-interest shall be bound by any payment of rent for more than one 1 month in advance, or any amendment or modification of this Lease made without the express written consent of such mortgagee.

70. **ESTOPPEL CERTIFICATE:** Resident agrees that within 5 days of Landlord's request, Resident must execute and deliver to Landlord a written statement certifying that this Lease is unmodified and in full force and effect (or if modified, describing the modification). Any prospective or actual property purchaser may rely upon Resident's written statement. Should Resident fail to deliver a statement within the specified time, it will be conclusively presumed that the Lease is unmodified and in full force and effect, except as otherwise indicated, and there are no uncured defaults in Landlord's performance, and any other details specified by Landlord originally requested of Resident.

71. **CONTENTS OF THIS LEASE:** The failure of Landlord to insist upon strict performance of any of the covenants and agreements of this Lease or any addenda thereto, or to exercise any rights arising under this Lease, shall not be construed to be a waiver of Landlord's right to subsequently enforce any such provision or to insist upon any such right. The fact that Landlord may have accepted late payment(s) on one or more occasions shall not be deemed a waiver of Landlord's right to insist upon timely payment or rent or to exercise any remedy available for late payment of rent. Acceptance of rent following a breach of this Agreement shall not be deemed to constitute a waiver of such breach. No custom or practice which may develop between the Parties in the course of the tenancy shall be construed to waive the right of Landlord to enforce any provision of this Lease.

72. **SEVERABILITY AND PROVISIONS REQUIRED BY LAW**: If a provision or section of this Lease is legally invalid, or declared by a court to be unenforceable, such provision or section will be deemed deleted and the rest of this Lease will remain in effect. To the extent any provision of this Lease is in direct conflict with any provisions of applicable law, such provision is hereby deleted. Any provision specifically required by applicable law which is not included in this Lease is hereby inserted as an additional provision of this Lease, but only to the extent required by applicable law and then only so long as the provision of the applicable law is not repealed or held invalid by a court of competent jurisdiction.

73. **ENTIRE AGREEMENT**: This Lease, including all addenda executed by both Parties, sets forth the entire agreement among the Parties with respect to the matters set forth in it. It shall not be altered nor modified unless such alteration or modification is in writing and signed by all signatories to this Lease. No verbal agreements or representations have been made or relied upon by either party or any agent or employee of either party, and neither party nor any agent or employee of either party is entitled to alter any provisions of this Lease by any verbal representations or agreements to be made subsequent to the execution of this Lease. The foregoing notwithstanding, if Resident holds over after the expiration of the Lease term on a month-to-month basis, Landlord may change any provision of this Lease without the consent of Resident in the manner prescribed by California Civil Code Section 827.

74. **SECTION HEADINGS:** The section headings are inserted only for convenience and are not intended to define or limit the scope or intent of any clause.

75. **NOTICES:**
    - **i.** Any notice that Landlord gives to Resident shall be deemed properly served (whether or not actually received by (Resident) if served in the manner prescribed in Code of Civil Procedure Section 1162. Except as prohibited by law, if Landlord fails to serve the notice in accordance with the provisions of Code of Civil Procedure Section 1162, but Resident actually receives the notice, the actual receipt shall be deemed to cure any defects in the manner of service and the notice shall be deemed properly and personally served. Service upon any Resident of the Premises shall be deemed valid service upon all Residents - it is not necessary to serve each Resident individually unless otherwise required by law.
    - **ii.** Any notice that Resident gives to Landlord shall be given to the business manager, assistant business manager, or sales associates, who are authorized to manage the Premises, at the management office(s) located at 5 Newell Court or at 2041 Euclid Ave., East Palo Alto, CA 94303 during normal business hours. The telephone number is 650-566-2000. On non-holidays, the business hours, which remain subject to change, are: Monday and Wednesday, 9am to 6pm, Tuesday 10am to 6pm, Thursday and Friday 9am to 7 pm, Saturday and Sunday 10am to 7pm.
    - **iii.** The persons designated above are the persons authorized by the owner to act for an on behalf of the owner for the purpose of service of process and for the purpose of receiving and giving receipts for all notices and demands.

76. **JOINT AND SEVERAL LIABILITY AND AUTHORITY:** In the event of more than one Resident, each Resident is jointly and severally liable for each provision of this Lease and service of any notice or demand upon one shall constitute notice to each other Resident. All persons signing this Lease as Resident shall remain jointly and severally liable for all obligations arising under it, whether or not they remain in actual possession of the Premises. The giving by any individual Resident of a notice of termination of tenancy shall not terminate the Lease as to that Resident unless all Residents vacate the Premises by the agreed date. Landlord may, however, treat any such notice as a notice binding against all Residents of the Premises, and may institute unlawful detainer proceedings against all Residents if they do not restore possession of the Premises to Landlord on or before the end of the notice period. Conversely, Landlord may, at its sole option, if one or more Resident gives notice, but all Residents do not return possession of the Premises to Landlord within the notice period, continue the tenancy in effect and, if Landlord does so, all Residents, including the Resident giving notice, shall remain fully liable for all obligations arising hereunder whether or not they remain in occupancy of the Premises.

77. **ELECTRONIC SIGNATURES**: The Parties agree that they may enter into this Lease by electronic means, although traditional hard copies with wet signatures may be used instead at the option of Landlord. Resident agrees and acknowledges that if Resident is entering into this Lease with Landlord by electronic means, doing so is not conditioned on Resident's agreement to conduct the leasing transaction electronically.

78. **ATTACHMENTS/ADDENDA:** Resident(s) acknowledges receipt of a copy of the attachments/addenda listed in this section, which are incorporated into and made part of this Lease. Resident(s) agrees to abide by said attachments/addenda in all respects. Any failure to comply with any of the attachments shall be deemed a breach of this Lease. If there is a conflict between these policies and the Lease, the Lease shall govern.

1	Animal Addendum
2	Community Policies
3	Concession Agreement
5	Move-In/Move-Out Inspection Form
6	Notice of Ordinance at Commencement of Tenancy

7R013	Pest Insect and Bed Bug Addendum
8	Registered Structural Pest Control Company Notice
11	Parking Rules and Regulations
12	Utility Addendum
13	Acknowledgement Regarding Use of Medical Marijuana
14	Addendum Regarding Use of Medical Marijuana
15	Because We Care
16	Resident Security Notice & Acknowledgment
17	Security Deposit Agreement

SIGNATURES:

The undersigned expressly understands that after the initial term, the tenancy may automatically continue from month to month.

Tomasi Pelesikoti *(Resident)* 2/2/18 *Date*

Malia Pelesikoti *(Resident)* 2/2/18 *Date*

(Resident) *Date*

(Resident) *Date*

Woodland Park Apartments *(Landlord)* 2/2/18 *Date*

R014

ANIMAL ADDENDUM

This document is an addendum to the California Lease Agreement ("Lease") dated **December 1, 2014** between **Tomasi Pelesikoti Malia Pelesikoti** ("Resident") and **Woodland Park** ("Landlord") for the **Unit # 6** ("Premises") located at **301 East O'Keefe Street, East Palo Alto, CA 94303**.

Animals, including unauthorized or visiting pets, are not permitted on the Premises without prior written consent from Landlord. This addendum constitutes written consent for the animal(s) described below in the "Pet Description."

Pet Description

Resident Landlord agree as follows:

1. Resident agrees to pay **$0.00** per month in Pet Rent per month on or before the first of each month with Monthly Rent. Pet Rent is additional "rent" for all purposes.
2. If a pet is added during the lease term, Resident agrees to pay **$0.00** will be required to pay an additional pet deposit of **$500.00**.
3. The additional deposit shall be subject to full inspection of the Premises upon Resident's move out shall be considered an additional deposit pursuant to the Lease terms.
4. Resident shall be liable for all damages to Premises, common areas, or Community and all expenses caused by or in connection with pet.
5. Pet will not be permitted outside the Premises unless restrained by a leash. Resident must control pet activity while in the Premises.
6. Pets may not be left or tied on balconies, porches, or patios. These areas must be kept clean and free of pet waste.
7. Resident is responsible for immediate and proper cleaning up and disposal of pet waste. Please note that landscape pesticides and chemicals are used on the grounds of the Community and therefore special care should be taken when walking pets.
8. If pet is a cat, an appropriate litter box shall be maintained and a scratching post should be provided. Resident must place soiled cat litter in a securely tied trash bag for disposal.
9. If Resident does not clean up after pet, Resident will be fined **$50.00** per occurrence.
10. Animals shall not weigh over **30 pounds** full grown. Animals under **one (1) year** of age are not permitted.
11. The number of pets per unit is limited to **1**.
12. Resident shall not permit and represents that pet will not cause any damage, discomfort, annoyance, nuisance or in any way inconvenience, or cause complaints from, any other resident.
13. All pets must have all required vaccinations. Resident must provide proof of vaccinations to Landlord.
14. It is strongly recommended that all pets have an identification tag showing current address and telephone number on their collar. Dogs are required to have a current license and an identification tag at all times.
15. Resident agrees to comply with all applicable ordinances, regulations laws governing pets.
16. In addition, Resident shall comply with the following policies:
    - i. Except as further restricted by law, the following types of pets are permissible: cats, dogs, hamsters, guinea pigs, rabbits, birds, fish, non-poisonous or non-venomous amphibians, non-poisonous or non-venomous reptiles. Birds must be kept caged and permitted fish, amphibians, reptiles must remain in in a tank/aquarium at all times.
    - ii. All pets must be spayed/neutered.
    - iii. Resident shall prevent any fleas or other infestation of the Premises, building and Community.
    - iv. Birds shall not be let out of cages.
    - v. Resident must obtain prior written consent from Landlord to have fish tanks over 30 gallons. Fish tanks must be placed in a safe area inside of the Premises.
    - vi. Dangerous, illegal, exotic or poisonous animals (as determined solely by Landlord) are not permitted on the Premises.
    - vii. Residents are not allowed to keep endangered species.
    - viii. Feral animals cannot be fed or kept on the Premises, common areas, or Community.
    - ix. Resident shall not allow any animal in the Community that has exhibited any sign of aggressive behavior or aggressive tendencies towards any person.
    - x. Resident shall not allow any animal in the Community that is a Restricted Breed. Restricted Breeds are Alaskan Malamute, Boxer, Chow Chow, Dalmatian, Doberman Pinscher, German Shepherd, Belgian Malinois, Husky breeds, Pit-Bull breeds, Staffordshire Terrier, Presa Canario, Rottweiler wolf hybrids.
17. Assistive Animals (including companion animals): Landlord will accept and evaluate a request for reasonable accommodation to allow Resident to have an assistive animal. Assistive animals for persons with disabilities are not considered pets and are not subject to the following requirements:
    - i. Spayed/Neutered requirement;
    - ii. Breed restriction;
    - iii. Age restriction;
    - iv. Weight restriction;
    - v. The number of assistive animals per unit shall be evaluated on case by case basis;
    - vi. Monthly pet rent;
    - vii. Pet deposits.
18. A request for a Reasonable Accommodation must be submitted for Landlord's review and Landlord shall not unreasonably withhold its written approval for an assistive animal or animals. Resident hereby agrees to comply with the terms and conditions of this Pet Addendum, except for the exceptions set forth in section 17, for assistive animals.
19. This addendum shall terminate without affecting the Lease or Resident's responsibilities under the Lease and Resident shall remove the pet immediately if any of the following occurs:

i. Payment of Pet Rent is delinqu[illegible]
ii. The pet displays aggressive behavior
iii. Landlord perceives the pet to be dangerous or disruptive to premises, common areas, or Community, other residents, guest or employees.
iv. Upon thirty (30) day notice by either party to the other of intent to terminate this Addendum

20. Resident agrees to hold harmless and indemnify Landlord from all liability pertaining to animals on the property. Resident shall hold Landlord harmless and indemnify Landlord for any and all damages or costs in connection with pet.

Resident Landlord represent that they have read this Addendum, understand the terms conditions contained herein, and agree to the terms conditions contained herein.

Yanni Pelesikoti 2/2/18
Tomasi Pelesikoti *(Resident)* *Date*

Malia Pelesikoti 2/2/18
Malia Pelesikoti *(Resident)* *Date*

(Resident) *Date*

(Resident) *Date*

Woodland Park Apartments 2/2/18
Woodland Park Apartments *(Landlord)* *Date*

COMMUNITY POLICIES

This document is an addendum to the California Lease Agreement ("Lease") dated **December 1, 2014** by between **Tomasi Pelesikoti Malia Pelesikoti** ("Resident") and **Woodland Park** ("Landlord") for the **Unit # 6** ("Premises") located at **301 East O'Keefe Street, East Palo Alto, CA 94303.**

In order to maintain and promote the Community, Landlord has established the following policies for the comfort and convenience of all residents. These Community Policies may be modified by written notice to residents.

1. **Service Requests:** All requests for service should be made in writing, delivered personally, sent via electronic mail, or submitted to the online resident portal. In an emergency, call 911 directly for help. Notify the Landlord immediately after.

2. **Laundry Facilities:** Laundry facilities are for the exclusive use by Resident and/or Occupants during the hours posted. Items should not be left unattended in the laundry area. Landlord is not responsible for loss or damage to personal items or clothing. To ensure the washers and dryers are working when needed, please follow the posted operating instructions carefully and treat the machines with care. If any of the laundry machines are not working properly, please notify Landlord immediately, so service can be arranged. A few additional tips:
   - i. Do not put plastic items in the dryer.
   - ii. Always clean the lint screen prior to use.
   - iii. Never operate the dryer without a lint screen,
   - iv. Refrain from overloading the washing machine or dryer. Do not use laundry facilities to wash or dry bulky items such as comforters.
   - v. We recommend leaving washer door open after cycle for better ventilation.
   - vi. Always clean the lint screen prior to using the dryer never operate it without a lint filter.
   - vii. Never dry items that have come into contact with flammable substances like cooking oil, gasoline, paint thinner, or alcohol.

3. **Appliances:** The following policies must be followed with regard to appliances.
   - i. Appliances shall not be removed from the Premises, common areas, or Community.
   - ii. The Dispose All should only be used for the purpose for which it was designed. The following items should not be put in the Dispose All: metal, string, grease, coffee grounds, nut shells, fruit pits, corn on the cob, or potato peel.
   - iii. The bathroom fixtures should only be used for the purpose for which they were designed. The following items should not be disposed of in the toilets: diapers, paper towels, sanitary napkins, tampons, food, and baby wipes rags. Resident shall be held responsible for any repairs or damage resulting from the disposal of such items in the toilet. If Resident puts any other foreign objects in bathroom or plumbing fixtures, Resident shall reimburse Landlord for any repairs or damage caused by the same.
   - iv. Dishwashers should not be overloaded and only detergents made for automatic dishwashers should be used. We recommend using a rinse agent to improve drying and reduce spots and build up in dishwasher.
   - v. To keep the oven clean, use mild detergents following each use and do not use hard abrasives on chrome or glass parts of the oven.
   - vi. On the stove, never place foil under the burner pans.

4. **Interior Alterations:** Resident must obtain the prior written approval of Landlord before making any interior alteration. Any expenses incurred to restore the Premises will be at Resident's expense. Resident may not use nails when hanging pictures, mirrors, or other wall hangings. Please use adhesive hangers.

5. **Window Coverings Signs:** Resident shall not use blankets, sheets, foil or non-standard window coverings in place of draperies or blinds. Except as permitted by law, Residents shall not place objects on window or window sill which are visible from the outside.

6. **Community Equipment Facilities:** Recreational facilities may include business centers, fitness rooms, swimming pools, and community rooms. Residents, Occupants, guests and invitees shall abide by all rules and regulations for the use of the recreational facilities. Resident, Occupants, guests and invitees will avoid conduct that Landlord deems inappropriate or disruptive. Any person in violation of these rules will be asked to vacate the area immediately. Failure to adhere strictly to the posted rules and regulations is acknowledged as grounds for suspension of privileges or termination of the tenancy in accordance with law. Landlord may change the rules and regulations at Landlord's discretion. Exercise care when enjoying the recreation facilities/equipment. Landlord is not responsible for physical injuries that result from the use of the recreational facilities/equipment. Any damages to any of the recreational facilities/ equipment caused by Resident, Occupants, guests or invitees will result in Resident being responsible for the cost of repairing the damages. Take caution to lock/close common area doors and gates. No pets are allowed in any of the recreational facilities.

7. **Communities with Pools:** Resident is required to limit guests to no more than two at a time and accompany them to the pool. Visitors not accompanied by Resident will be asked to leave. Glass containers are not allowed in the pool area. Please help keep the pool area clean. Proper pool attire, such as bathing suits or swim trunks, is required. Children who are not toilet trained must wear a swim diaper. Cut-off jeans, T-shirts or non-swim diapers are not allowed. Additional pool policies and hours are posted by the pool. For safety reasons, do not swim alone.

8. **Patios Balconies:** Resident shall comply with the following rules:
   - i. Patios and balconies are to be kept neat and orderly at all times.
   - ii. The installation of sunshades, blinds or hanging fabrics is not allowed.
   - iii. The construction of walls, ceilings, or other permanent attachments to the patio or balcony is not permitted.
   - iv. Patios and balconies may not be used as bedrooms.
   - v. No storage of any personal property or trash containers is allowed.
   - vi. All plants must be free-standing and have saucers underneath them. Hanging plants are not permitted.
   - vii. No motorcycles are allowed to be kept on any patios or balconies at any time.
   - viii. Unapproved bike hooks are not permitted and will be removed.
   - ix. Only furniture designed for outdoor use is permitted.

9. **Trash Removal:** Containers are located at various places throughout the Community. Residents shall secure trash and place it in a designated container. Residents shall not place trash on the ground if dumpster is full and should proceed to the next closest container to dispose of the trash. Resident shall not place large articles, such as furniture, for trash removal and Resident shall make alternate arrangements with a private disposal service to pick up such item at Resident's expense. Recyclable materials shall be separated from trash disposed of in the recycling receptacles. Boxes should be recycled and broken down before disposal. Resident shall not dispose of hazardous materials in any container or other location at the Community. Resident shall only dispose of refuse in compliance with applicable laws. Resident may be charged a fee for not following these guidelines. Do not store trash on porches, balconies or in the hallways unless it is an approved container provided by the Landlord is served regularly by the Landlord or a third-party vendor.

10. **Recycling:** Resident agrees to comply with all present and future Community policies, laws, orders regulations of all state, federal, municipal local governments regarding the collection, sorting, separation, recycling of waste products, garbage, and refuse trash.

11. **Barbeques:** The use or storage of a charcoal burner, liquid petroleum, gas fueled or any other open flame cooking devices are prohibited in the Premises, including on any patio or balcony.

12. **Loitering:** No unnecessary loitering in laundry facilities, recreation areas, leasing office, amenity areas, parking areas, or other common areas.

13. **Recreational Equipment:** Skateboards, motorcycles, bicycles and similar vehicles may not be stored in entry ways or under stairs without prior written permission from Landlord. Skateboards, roller-blades or other similar recreational equipment usage in Premises and in common areas is prohibited.

14. **Posting Flyers:** Resident is not authorized to distribute advertising, information or any other type of flyer, door-to-door, on cars, anywhere else in the building or throughout the Community, except as authorized by law. Landlord may designate a place for such items to be displayed remove items that are not in keeping with the nature of the Community, as determined by Landlord.

15. **Garage Storage:** Parking areas may only be used to park the Resident's registered, operational personal vehicle(s) in accordance with the Lease and Parking Rules and Regulations. Resident shall not use any parking area as storage for equipment, personal items, containers, vehicle parts or inoperable vehicles. In addition, Resident will not under any circumstances use any parking area or storage space to store flammable or toxic chemicals /or waste. The parking area and storage space may not be used for occupancy. If Resident violates these requirements Resident agrees to immediately reimburse the Landlord for any costs associated with the removal of the unauthorized materials immediately vacate the parking area or storage. Resident further agrees to be liable for any and all damage caused by Resident's carelessness or negligent driving, which may result in the destruction of the storage space and/or parking area or to any other vehicle near garage or storage space. The Landlord shall not be liable for any loss, theft, damages and/or destruction of any personal property contained in any parking area or storage space. Nor shall the Landlord be held liable for or held responsible for any injury to any Resident, Occupant, guest or invitee resulting from the use of any parking area and/or storage space.

16. **Solicitors and Salespeople:** Solicitors are not allowed in the Community, except as authorized by law. Residents shall report all solicitors or salespeople to the Landlord immediately.

17. **Car Wash and Repair:** Vehicle repairs, including oil changes washing of vehicles are prohibited in the common areas and Community unless there is a designated area provided by Landlord.

18. **Moving of Furniture:** Landlord may designate the time and method for moving items to and from the Premises such as any furniture, merchandise, goods, freight or other such items. Residents may not move furniture to and from the Premises through the lobby, patio doors, or through the use of elevators (if available) without Landlord's permission. If elevators are installed at the Community, Landlord does not guaranty that the elevators will be available for use by Resident nor shall Landlord be liable for any loss resulting from the unavailability of elevator service.

19. **Notification of Changes:** Resident shall notify Landlord immediately in writing with any change to Resident's employer, employer telephone number, alternate phone numbers, emergency contact or other pertinent information.

Resident and Landlord represent that they have read this Addendum, understand the terms and conditions contained herein, and agree to the terms conditions contained herein.

Tomasi Pelesikoti *(Resident)* 2/2/18 *Date*

Malia Pelesikoti *(Resident)* 2/2/18 *Date*

Woodland Park Apartments *(Landlord)* 2/2/18 *Date*

(Resident) *Date*

(Resident) *Date*

UTILITY ADDENDUM 2 (WITH GAS ELECTRIC CHARGES)

UTILITY/ SERVICE	UTILITY'S CUSTOMER OF RECORD	CHARGED TO RESIDENT?	CALCULATION METHOD ("FORMULA") For CHARGES TO RESIDENT	COMMON AREAS
Water	Landlord	Yes		Are not separately metered a deduction of 0% for estimated common area charges is made before calculating Resident's bill
Sewer	Landlord	Yes		Are not separately metered a deduction of 0% for estimated common area charges is made before calculating Resident's bill
Trash	Landlord	Yes		Resident will pay a pro-rata share of the utilities consumed in common areas
Gas	Landlord	Yes		Are not separately metered a deduction of 0% for estimated common area charges is made before calculating Resident's bill
Electricity	Landlord	Yes		Are not separately metered a deduction of 0% for estimated common area charges is made before calculating Resident's bill

This document is an addendum to the California Lease Agreement ("Lease") dated **December 1, 2014** between **Tomasi Pelesikoti Malia Pelesikoti** ("Resident") and **Woodland Park** ("Landlord") for the **Unit # 207** ("Premises") located at **301 East O'Keefe Street #6, East Palo Alto, CA 94303**.

1. **Resident Not the Direct Customer of Record.** The following provisions apply to utilities/services which are the Resident's responsibility, but of which Landlord is the utility/service customer of record.
   - i. Sub-metered Utilities. Billings based on sub-meter readings (if any) will itemize the beginning and ending meter readings, the rate charged to Resident and all categories of information that appear within the utility's standard billing format to the Landlord billing amounts will be determined by multiplying the sub-meter readings for the Resident's Premises by the utility rate that would be charged by the utility for that level of consumption if the Resident was the utility provider's direct customer of record. Residents should be aware that because of volume discounts the rate charged to Landlord may be less than the rate that would be charged to the Resident if the Resident was the utility provider's direct customer of record. If the Premises are sub-metered, Resident agrees to allow Landlord, or a billing service provider designated by Landlord, access to Resident's Premises in order to install, repair, remove read sub-meters.
   - i. The sub meters in the Premises are located_____. Landlord's agent will require access to your Premises, upon reasonable advanced notice (at least 24 hours when possible), for the purpose of submeter installation, repair, reading, maintenance, inspections testing.
   - i. RUBS Formula Billing Used. If formula billing is used, the specific formula used is indicated above. Details about formulas are below.
     a. Square footage: For any Square Footage formula, Resident's share is calculated by comparing the approximate square footage of Resident's Premises as compared to the total square footage of all premises on the property.
     b. Occupants: Resident's share using an Occupant formula is calculated by comparing the number of occupants residing in Resident's Premises as compared to all occupants in all premises on the property as of the first day of the month. Resident represents that all occupants that who reside in the Premises are identified in the Lease. Resident agrees to immediately notify Landlord of any change in the number of occupants.
     c. Per Premises: Dividing the bill equally among all premises on the property.
     d. Flat: Standard amount charged each month.
2. **Water, Sewer, Trash, Gas, Electricity.** If either sub-metering or formula methods are used to calculate Resident's share for water, sewer, trash, gas, or electricity, all related charges assessed to Landlord may be used to calculate the amount charged to Resident. These may include (but are not limited to) related charges contained on tax bills, and all charges contained on the local water provider's bills to Landlord. Landlord Resident agree that it is impractical or extremely difficult to determine the exact amount of the utilities consumed by Resident (/or in the common areas), but that the methods used to determine Resident's share described above are reasonably accurate estimates. Trash costs to be charged to Resident may include actual trash invoices, costs on tax bills, Landlord's internal costs related to trash disposal, trash management costs, trash auditing costs, and recycling charges.
3. **Utility Billing Service.** Landlord currently uses the services of **Conservice, Resident Services, P.O. Box 4718, Logan, Utah, 84323-4718** ("Utility Billing Company") to bill for utilities. Landlord reserves the right to change utility billing service providers at any time. If Landlord changes the utility billing service during Resident's tenancy, Resident will be given notice by Landlord. The Utility Billing Company is not the utility provider. Resident Questions Concerns Regarding Utility Billings may be addressed to **Conservice 1-866-947-7 2079**
4. **Utility Billing Statements.** Resident will receive monthly billing statements. All amounts due to are payable to Woodland Park at 5 Newell Court or at 2041 Euclid Ave., East Palo Alto, CA 94303. Failure of the Resident to pay the utility charges by their due date will be considered a material breach of the Lease grounds for termination. All monetary amounts due under this Utility Addendum are deemed additional rent. Utility billings will be prorated as necessary.
5. **Payment from Security Deposit.** Any obligation that remains unpaid, including utility charges that have accrued but have not been invoiced when Landlord reacquires possession of the Premises, may be deducted from the Resident's security deposit. If actual amounts have not been determined before Landlord provides Resident with an accounting of Resident's security deposit, Landlord may estimate the amount based on prior consumption or until actual numbers become available.
6. **Utility Payment.** Resident must make payment in full to Landlord or the Utility Billing Company for the utility charges prior to the due date listed on each bill.

i. Landlord Resident agree that the actual cost to Landlord /or Utility Billing Company when Resident fails to pay the utility bill on time is difficult or impossible to ascertain, but the Parties agree that Landlord /or Utility Billing Company does, in the event of a late payment, incur certain costs including, without limitation, additional bookkeeping administrative charges, additional charges from the billing provider, costs in printing mailing late notices, lost opportunity costs of the payment. Accordingly, Landlord and Resident agree that if the payment is received after the enumerated due date then:

   a. If the Utility Billing company collects utility payments then Resident shall immediately pay a late payment in the amount of **$35.00**, which is a reasonable estimate of the costs incurred;

   b. If Landlord collects utility payments then late fees shall apply as if rent was not paid. Returned checks will be assessed a non-sufficient funds charge applicable charges in accordance to the Lease.

ii. Resident's billing statement will include a monthly service charge of up to **$0.00**. A new account set up charge of **$0.00** final bill fee of **$0.00** will also be applied to the resident's bill. The service charge represents the reasonable value of services provided by Landlord or the utility billing company to allocate the utility costs to the responsible parties, provides billing to Resident, and process payments. The monthly service charge is subject to change upon **sixty (60) days** written notice of increase. Resident agrees to pay any fees charged by a collection agency to Landlord to collect amounts due from Resident.

7. **No Waiver.** Landlord's waiver of any covenant of this Utility Addendum or the Lease will not constitute a waiver of any other breach. Landlord's acceptance of rent or any other payment with knowledge of Resident's failure to pay utility charges does not waive Landlord's right to enforce any provision of this Utility Addendum or the Lease. No waiver will exist unless made in writing and signed by both Resident and Landlord.

8. **Estimation.** Landlord may estimate Resident's consumption if Resident's sub-meter is broken or does not transmit a meter reading or if Landlord has not received bills from utility providers in time to prepare Resident's invoices.

Resident and Landlord represent that they have read this Addendum, understanding the terms conditions contained herein, and agree to the terms and conditions contained herein.

Tomasi Pelesikoti *(Resident)* 2/2/18 *Date*

Malia Pelesikoti *(Resident)* 2/2/18 *Date*

(Resident) *Date*

(Resident) *Date*

Woodland Park Apartments *(Landlord)* 2/2/18 *Date*

R020

City of East Palo Alto
Office of the City Manager Rent Stabilization Program
2415 University Avenue, 2nd Floor East
Palo Alto, CA 94303
Tel: 650-853-3114 / Fax: 650-853-3115
rentprogram@cityofepa.org

NOTICE OF ORDINANCE AT COMMENCEMENT OF TENANCY

Section 6 of the East Palo Alto Rent Stabilization Just Cause of Eviction Ordinance of 2010 requires Landlords provide residential tenants with a written notice of this Ordinance at the commencement of any tenancy.

RENTS RENT INCREASES

How Much Can Rents be Increased Each Year:

The Rent Stabilization Board determines the percentage increase each year, the Annual General Adjustment ("AGA"), that Landlords can raise rents for tenants in regulated rental units. **The percentage of rent increase allowed**, including for all fees for regulated housing services, **for the 2017-2018 program year is 2.7%.**

Landlords, who are in compliance with the Ordinance, may increase rents between July 1 and June 30 of each program year by the amount of the AGA after giving a proper 30-day notice to a tenant. A landlord is eligible to increase rents using AGAs only if the landlord:

1. Registers all units in the same property with the Rent Stabilization Program;
2. Substantially complies with the Rent Stabilization Ordinance /or orders or regulations issued under the Ordinance, including not charging more than the maximum allowed rent;
3. Ensures the rental unit complies with the implied warranty of habitability; and completes all repairs ordered by the City.

Fees paid to a landlord for regulated housing services such as parking or utilities are generally part of the rent. An increase in fees for housing services, or charges for additional services that were not included in a tenant's initial rental agreement, are generally considered rent increases must conform to the requirements for raising rents.

Accumulating AGAs for Future Rent Increases:

Landlords may raise rents by a lesser amount than allowed by the AGA or choose not to raise rents in any given year, and in that event, they may apply the AGA for future use to raise a tenant's rent. Rent increases may not exceed **10%** in any 12-month period.

Certificate of Maximum Allowable Rent ("MAR"):

Certificates are issued upon Initial Registration of a rental unit, upon occupancy by a new tenant, and upon individual request. They are not issued every year. Based on information submitted by Landlords, the Rent Stabilization Administrator calculates the Maximum Allowable Rent in the Certificates issued for rental units that have been properly registered with the City. A tenant cannot be charged rent, including any fees for regulated housing services, that exceeds the MAR for the timeframe specified in the Certificate issued for their unit.

RIGHT TO PETITION FOR VIOLATIONS OF ORDINANCE

A tenant can file petition A, B /or C when their landlord violates the requirements of the City's Rent Stabilization Ordinance. A tenant may file a petition seeking a rent reduction or a rebate for rent already paid for the following reasons:

File Petition A for a Rent Reduction Rebate for Maximum Allowable Rent Violations: This petition may be filed when rent is being charged over the Maximum Allowable Rent for a regulated rental unit. A tenant can also file Petition A if their landlord failed to properly register the unit.

File Petition B for Rent Reduction Rebate for Housing Service Reductions, including Maintenance Breach of Implied Warranty of Habitability: This petition may be filed when the tenant experiences habitability /or maintenance problems, /or reductions in services that have not been corrected in a reasonable time.

File Petition C for Approval to Withhold Rent for Landlord's Failure to Register a Unit with the Rent Stabilization Program: Tenants may contact the Rent Program to find out if their rental unit is properly registered for more information about this provision in the Ordinance.

PROTECTIONS AGAINST EVICTION WITHOUT CAUSE

Evictions are only permitted for the specific reasons cited in the Ordinance. Evictions not meeting these requirements can be contested in any action to recover possession of a rental unit in court.

Landlords must specify at least one of the permitted grounds for eviction listed in the Ordinance in a written notice of termination of tenancy. Permitted grounds for eviction include failing to pay rent, violating the lease, or engaging in disorderly or destructive conduct, among other reasons.

The landlord must file with the Rent Board a copy of any termination of tenancy unlawful detainer action within five calendar days after the tenant has been served with such a notice.

TENANT PROTECTION ORDINANCE (Codified in Section 14.02 of the Municipal Code):
In May 2014, the City Council adopted the Tenant Protection Ordinance ("TPO") to further protect tenants. The TPO requires landlords to provide tenants a tenant rights information sheet, to give keys to every adult occupant in the rental unit, and to replace locks before a new tenancy begins. The TPO prohibits landlords from discriminating against families with children or based on the student or non-student status of housing applicants and tenants. It also prohibits landlords from harassing or taking retaliatory action against tenants. The TPO confirms tenants' rights to organize and to distribute literature related to tenancy issues. The TPO also provides for relocation assistance when units are to be demolished or removed or tenants have to temporarily relocate due to necessary repairs.

FOR MORE INFORMATION ABOUT THE ORDINANCE

Contact the Rent Stabilization Program at (650) 853-3114 or rentprogram@cityofepa.org; or the City's website at: www.cityofepa.org/rentprogram. You may also visit us at 2415 University Avenue, 2nd floor between 8:00 a.m. – 5:00 p.m.

For legal advice or representation, you may contact Legal Aid Society of San Mateo County for an appointment at (650) 517-8911; or Community Legal Services in East Palo Alto at (650) 326-20740; or go to 1861 Bay Road, East Palo Alto.

I received a copy of this notice on **December 1, 2014**.

Yomi Pelesikoti 2/2/18
Tomasi Pelesikoti *(Resident)* *Date*

Malia Pelesikoti 2/2/18
Malia Pelesikoti *(Resident)* *Date*

(Resident) *Date*

(Resident) *Date*

Woodland Park Apartments *(Landlord)* *Date* 2/2/18

Information About Bedbugs Pest Control Policies

This document is an addendum to the Lease Agreement dated **December 1, 2014** by and between **Tomasi Pelesikoti Malia Pelesikoti** and **Woodland Park** for **Unit # 6 located at 301 East O'Keefe Street, East Palo Alto, CA 94303**.

1. In recent times, bed bugs have become a re-emerging problem nationwide. One reason for these increasing problems is that it is easy for persons to spread the problem unknowingly. Bed bugs readily hide in small crevices and are notorious hitch-hikers. Bed bugs are often transferred by purchasing used furniture and through travel in luggage and in hotel beds linens.

2. Landlord provides the following information about bedbugs pursuant to California Civil Code Section 1954.603:

   a) Bed Bug Appearance: Bed bugs have six legs. Adult bed bugs have flat bodies about 1/4 of an inch in length. Their color can vary from red brown to copper colored. Young bed bugs are very small. Their bodies are about 1/16 of an inch in length. They have almost no color. When a bed bug feeds, its body swells, may lengthen, and becomes bright red, sometimes making it appear to be a different insect. Bed bugs do not fly. They can either crawl or be carried from place to place on objects, people, or animals. Bed bugs can be hard to find and identify because they are tiny and try to stay hidden.

   b) Life Cycle and Reproduction: An average bed bug lives for about 10 months. Female bed bugs lay one to five eggs per day. Bed bugs grow to full adulthood in about 21 days.

   c) Bed bugs can survive for months without feeding.

   d) Bed bug Bites: Because bed bugs usually feed at night, most people are bitten in their sleep and do not realize they were bitten. A person's reaction to insect bites is an immune response and so varies from person to person. Sometimes the red welts caused by the bites will not be noticed until many days after a person was bitten, if at all.

   e) Common signs symptoms of a possible bed bug infestation:

      • Small red to reddish brown fecal spots on mattresses, box springs, bed frames, mattresses, linens, upholstery, or walls.

      • Molted bed bug skins, white, sticky eggs, or empty eggshells.

      • Very heavily infested areas may have a characteristically sweet odor.

      • Red, itchy bite marks, especially on the legs, arms, and other body parts exposed while sleeping. However, some people do not show bed bug lesions on their bodies even though bed bugs may have fed on them.

   f) For more information, see the Internet Web sites of the United States Environmental Protection Agency and the National Pest Management Association.

3. The best strategy for effective pest control is prevention. The following are recommended steps in the prevention of infestations by insects vermin, including bed bugs: (1) Clean Premises regularly, including vacuuming mattresses; (2) Clean up clutter to help reduce the number of places insects like bed bugs can hide; (3) Carefully thoroughly inspect used furniture or clothes you acquire bring into the Premises; Ask the person from whom you acquire the items if the items were checked and treated for bed bugs; (4) Do not bring discarded furniture, mattresses or clothing into the Premises; and (5) When traveling or staying in hotels, avoid places which do not appear to be cleaned regularly.

4. If the Premises or neighboring Premises are infested with vermin or insects, including bed bugs, Landlord may hire a pest control professional to develop a treatment plan and apply pesticides. The Premises must be properly prepared for any treatment and Resident must cooperate with the implementation of the treatment plan.

Resident and Landlord represent that they have read this Addendum, understands the terms and conditions contained herein, and agree to the terms conditions contained herein.

Tomasi Pelesikoti *(Resident)* 2/2/18 *Date*

Malia Pelesikoti *(Resident)* 2/2/18 *Date*

Woodland Park Apartments *(Landlord)* 2/2/18 *Date*

(Resident) *Date*

(Resident) *Date*

R023

ADDENDUM RE USE OF MEDICAL MARIJUANA

This document is an addendum to the Lease Agreement dated **December 1, 2014** between **Tomasi Pelesikoti Malia Pelesikoti** and **Woodland Park** for the **Unit # 6** located at **301 East O'Keefe Street, East Palo Alto, CA 94303**.

I have read the following and agree to adhere to the below rules and regulations for Medical Marijuana use at the Community:

1. I have a physical or mental impairment that limits one (or more) major life activity. As a result of my disability, I require the use of Medical Marijuana. A copy of the Medical Marijuana Card is attached and incorporated by reference into this Addendum. I agree to notify Landlord if the Medical Marijuana Card is revoked or expires and understands that this Agreement terminates immediately upon revocation or expiration of the Medical Marijuana Card.
2. The Office of Environmental Health Hazard Assessment and the California Environmental Protection Agency list marijuana smoke as a carcinogen. In 2009, the Carcinogen Identification Committee determined that marijuana smoke was shown to cause cancer, and was added to the Proposition 65 list, pursuant to Title 27, California Code of Regulations, section 25305(a)(1) (formerly Title 22, California Code of Regulations, section 12305(a)(1)).
3. I UNDERSTAND THAT ANY SECONDHAND MARIJUANA SMOKE THAT DRIFTS INTO THE WINDOWS OF OTHER UNITS, THROUGH THE VENTS, UNDER ANOTHER RESIDENT'S DOOR, ONTO A BALCONY, OR IN A COMMON AREA (INCLUDING FITNESS CENTER POOL/SPA) IS PROHIBITED. I AGREE TO CONFINE THE SMOKE TO MY PREMISES AND AGREE THAT ANY SMOKE THAT AFFECTS A NEIGHBORING RESIDENT WILL BE DEEMED A NUISANCE. I UNDERSTAND THAT I WILL BE REQUIRED TO TAKE THE MEDICATION IN AN ALTERNATE MEANS /OR SMOKE IN AN ALTERNATE LOCATION IF THE SMOKE DISTURBS ANY NEIGHBORING RESIDENT.
4. I understand that there are reasonable alternate means to take the medication, including (among others) edibles, tinctures, beverages, cannabis oils, and pills. Landlord understands that each individual's medical situation is different and will address the specific situation and alternate means to take the medication with advice from the prescribing physician.
5. The distribution /or sale of marijuana or any other narcotic or illegal substance is a violation of the Lease and basis for termination of tenancy.
6. Resident is prohibited from making any unauthorized modifications to the Premises, including indoor irrigation systems or any other alteration that may increase the moisture /or humidity levels or risk of fire in the Premises, building or Community.
7. This Addendum may be modified for any reason at any time without Resident's approval in accordance with State and Federal law.
8. Except as expressly modified hereunder, the remaining terms and conditions of the Lease as previously amended shall remain in full force and effect.
9. Resident hereby acknowledges that this addendum is incorporated into the Lease.
10. The Parties hereto represent and acknowledge that in executing this Agreement they do not rely upon and have not relied upon any representation made by the other party with regard to the subject matter of this Addendum, or its effects, other than those representations specifically set forth herein. No supplement, modification, or amendment of this Addendum shall be binding unless executed in writing by both Parties.

This Addendum may be executed in counterparts facsimile copies of same shall be admissible for all purposes shall be deemed an original.

Tomasi Pelesikoti 2/2/18

Tomasi Pelesikoti *(Resident)* *Date*

Malia Pelesikoti 2/2/18

Malia Pelesikoti *(Resident)* *Date*

Woodland Park Apartments *(Landlord)* 2/2/18 *Date*

(Resident) *Date*

(Resident) *Date*

R024

ACKNOWLEDGEMENT RE USE OF MEDICAL MARIJUANA

Resident acknowledges receipt and understanding of the attached policies concerning use of Medical Marijuana. If applicable, Resident agrees to complete the Addendum for any Resident, Occupant, invitee, or guest who requires a Medical Marijuana Accommodation. If the accommodation is not applicable, Resident is **not** required to complete the Addendum and it will remain solely as an informative section of the lease, not an Acknowledgment of any sort.

Tomasi Pelesikoti 2/2/18
Tomasi Pelesikoti *(Resident)* *Date*

Malia Pelesikoti 2/2/18
Malia Pelesikoti *(Resident)* *Date*

(Resident) *Date*

(Resident) *Date*

Woodland Park Apartments *(Landlord)* 2/2/18 *Date*

R025

CONCESSION AGREEMENT

Community	Unit Address
Woodland Park	301 East O'Keefe Street # 6, East Palo Alto, CA 94303
Resident Name(s)	
Tomasi Pelesikoti Malia Pelesikoti	
Lease Term	
December 1, 2014 to	
Rental Amount	
$1,075.04	
Concession	
NONE	
Additional Monthly Rent	
$0.00 per month for **Electricity**. Total amount of additional rent over the lease term is **$0.00**.	

COMMENTS: If Resident fails to maintain his/her/their tenancy for the entire length of the initial term described in Section 3 of the Lease, then Resident shall reimburse **Woodland Park** for the full amount used of the concession outlined above. The concession reimbursement owed to **Woodland Park** is due and payable on the date that the Resident serves upon **Woodland Park** a notice of intent to vacate, or the date upon which the Resident vacates the Premises, whichever occurs earlier, and Resident shall simultaneously pay any other penalties that may be due pursuant to the Lease, and any other outstanding balances on the resident account.

Tomasi Pelesikoti *(Resident)* 2/2/18 *Date*

Malia Pelesikoti *(Resident)* 2/2/18 *Date*

(Resident) *Date*

(Resident) *Date*

Woodland Park Apartments *(Landlord)* 2/2/18 *Date*

BECAUSE WE CARE

At **Woodland Park**, we care about our residents' safety. We would like you to be aware of some important guidelines for your safety and protecting your personal property. Keep in mind that security is provided by local law enforcement agencies, much as it is for the other communities in the surrounding area. You should always proceed as if safety systems do not exist. The best safety measures you can take are the ones you can perform yourself as a matter of common sense. We have worked with local law enforcement agencies to develop a list of their recommendations for prudent practices regarding your personal safety. We provide this list as a convenience to you, without making any representation or warranty, and subject to the Lessee Security Notice & Acknowledgement:

PERSONAL SAFETY/INSIDE YOUR HOME

1. Lock your doors and windows, even when you're home.
2. If you have a deadbolt or night latch, use them even when you're home.
3. Never answer your door unless you know who is on the other side by looking through a peephole or window. If you don't know the person, talk to them without opening the door, and don't open the door unless you're satisfied with their identity.
4. If you are worried because you have lost a key, ask the management to rekey the locks. You have the right to do so, provided that you pay the cost of rekeying in advance.
5. Keep the telephone numbers for the police, emergency, and medical services handy.
6. Check your smoke detector periodically to ensure it is working.
7. Report to the management (in writing, dated signed) any malfunction of safety devices outside your home such as broken gate locks, burned-out stairwell parking lot lights, etc.
8. Close your curtains or blinds at night.
9. Let friends know when you're going to be gone for an extended period of time. Ask your neighbors to keep an eye on your home, because the management cannot assume that responsibility.
10. Mark or engrave valuable personal possessions for identification.
11. Be careful to whom you lend or give your keys.
12. When lighting candles, always use holders that are sturdy to avoid tipping and keep candles 12" away from flammable objects such as curtains or pillows. Never leave a candle unattended. Extinguish them prior to sleeping or leaving your home.
13. Do not leave cooking items unattended. If a grease fire should break out, place a metal lid over the flames. Do not use glass since the heat from the fire could cause the glass to break. Smother the fire with a liberal amount of baking soda if it is relatively small contained. Do NOT attempt to extinguish a grease fire with water; this will only cause the burning oil to splash and spread the flames.

PERSONAL SAFETY/OUTSIDE YOUR HOME

1. Lock your doors while you're gone. That means dead bolts too!
2. Leave a radio playing very softly when you're not at home.
3. Close and lock your windows when you're gone. Don't forget the sliding glass doors. Purchase a lamp timer at the hardware store, and set the time when you're not home in the evening or when you're on vacation.
4. Try not to walk outside alone at night.
5. Don't hide your front door key under the doormat. It's usually the first place a burglar will look.
6. If you have an entry code, don't give your code to guests or strangers.
7. Arrange for your newspaper delivery to be stopped when you're on vacation.

PERSONAL SAFETY/USING YOUR CAR

1. Lock your car doors when you're driving. Lock the doors and roll up the windows when you leave the car parked.
2. Don't leave visible items in the car, such as purses, briefcases, packages, money, etc.
3. Don't leave your keys in the car.
4. No matter where you are, always carry your key ring in your hand when you walk to the car. Don't ever stand by the car fumbling for keys.
5. Look in the back seat before you get in the car.
6. Don't stop alone at night at an automatic teller or gas station.

Tomasi Pelesikoti 2/2/18

Tomasi Pelesikoti *(Resident)* *Date*

Malia Pelesikoti

Malia Pelesikoti *(Resident)* *Date*

(Resident) *Date*

(Resident) *Date*

Woodland Park Apartments *(Landlord)* *Date* 2/2/18

R027

RESIDENT SECURITY
NOTICE & ACKNOWLEDGMENT

NOTICE TO RESIDENT: Landlord does not promise, warrant, or guarantee the safety or security of the Resident, Occupants, or their personal property against the criminal actions of other residents or third parties. Each Resident has the responsibility to protect himself or herself and to maintain appropriate insurance to protect his or her belongings.

It is a fact that no security system, courtesy patrol or electronic security device can guarantee protection against crime. Even elaborate security systems are subject to mechanical malfunction, tampering, human error or personnel absenteeism, and can be defeated or avoided by clever criminals. Therefore, Lessees should always proceed on the assumption that no security systems exist. The best safety measures are those precautions that can be performed as a matter of common sense and habit.

If security systems, security devices, or walk-through/drive-through services are employed at this community, no representation is being made that they will be effective to prevent injury, theft or vandalism. Such personnel, if provided, cannot physically be every place at every moment. Usually, such personnel are unarmed independent contractors and have no greater authority under the law to restrain or arrest criminals than the ordinary citizen. Therefore, Landlord does not warrant that any security systems, security devices, or services employed at this community will discourage or prevent breaches of security, intrusions, thefts, or incidents of violent crime. Further, Landlord reserves the right to reduce, modify or eliminate any security system, security devices or services (other than those statutorily required) at any time; Resident agrees that such action shall not be a breach of any obligation or warranty on the part of Landlord.

Resident agrees to promptly notify Landlord in writing of any problem, defect, malfunction or failure of door locks, window latches, controlled access gates, intrusion alarms, and any other security-related device. If Resident's home is equipped with an intrusion alarm, Resident agrees to be responsible for all fines, penalties and other charges resulting from or attributable to the alarm, including false alarm charges.

ACKNOWLEDGMENT BY RESIDENT: I have read, understood and agree with the above notice. I have received no representation or warranties, either express or implied, as to any security or any security system on the property. Landlord has not in any way stated or implied to me that security of person or property was provided, promised, or guaranteed or that the Community was or will be free from crime. I further acknowledge that Landlord is not obligated under any circumstances to respond to any signal from an intrusion alarm system. The responsibility for protecting me, my property, and my family, guests invitees from acts of crime is the sole responsibility of myself and law enforcement agencies.

I agree to release and hold harmless Landlord from claims arising out of criminal acts of other residents and third parties. I agree that Landlord shall not be liable to me based upon any claim that security was not provided, subject to Landlord's compliance with state statutes regarding door locks and window latches. Resident acknowledges that the foregoing shall also be binding upon Resident's heirs, successors, and assigns.

Representatives of Landlord have no authority to make changes or modifications in the terms of this document, except when in writing and signed.

Tomasi Pelesikoti 2/2/18
Tomasi Pelesikoti *(Resident)* *Date*

Malia Pelesikoti 2/2/18
Malia Pelesikoti *(Resident)* *Date*

(Resident) *Date*

(Resident) *Date*

2/2/18
Woodland Park Apartments *(Landlord)* *Date*

SECURITY DEPOSIT AGREEMENT

This Agreement is made this day, **December 1, 2014**, by and between **Woodland Park** (hereinafter referred to as "Landlord"), Landlord of the Community in which the "Premises", as hereinafter defined, are located, acting pursuant to express written authority given by the owner of such apartment complex, **Tomasi Pelesikoti Malia Pelesikoti** (hereinafter referred to as "Resident"), in connection with the California Lease Agreement (the "Lease") between Landlord Resident for: **301 East O'Keefe Street #6, East Palo Alto, Ca 94303** in **Woodland Park** (the "Premises").

1. **Security Deposit.** Landlord hereby acknowledges receipt from Resident of the sum of: **$450.00** (Security Deposit) which represents the security deposit payment under the Lease, which shall hereinafter be defined as "Security Deposit". Landlord will hold the Security Deposit for the faithful performance by Resident of Resident's obligations under the Lease, including payment of rent, and cleaning and repair of the Premises after surrender.

2. **Refund of Security Deposit.** Landlord shall deduct from the Security Deposit all monies expended as a result of any breach of the Lease or this Agreement, including but not limited to the following obligations:
   - A. Resident shall vacate completely the entire Premises on or before the date specified in the required written **30-day** move-out notice, expiration of the term of the Lease, or termination or cancellation of the Lease in accordance with the express provisions thereof.
   - B. Payment by Resident of all rent required under the Lease, up to and including the date of expiration or termination of the term of the Lease, or the full move-out notice period, whichever is longer.
   - C. The Premises, including all kitchen appliances (refrigerator, oven, range, dishwasher, and microwave) including all baths, closets, storage areas, patios/balconies, and all other areas have been thoroughly cleaned, so as to be in the same condition as they were in on the commencement date of the term of Lease, normal wear and tear excepted.
   - D. There are no defects or damage to the Premises, whether caused by Resident, pets, or otherwise, unless shown on a written list of damages and defects signed by Resident at the commencement of the Lease term.
   - E. Resident observes and performs all other covenants and obligations to be kept or performed by Resident under the Lease up to and including the date of expiration or termination of the Lease term.
   - F. Resident observes and follows all rules and regulations including, without limitation, those rules and regulations pertaining to pets.
   - G. **RESIDENT has given LANDLORD thirty (30) days written notice prior to the date of expiration or termination of the term of the Lease.**
   - H. Resident has provided Landlord with a written copy of the forwarding address of Resident.

3. **Deductions.** Within twenty-one (21) days after Resident has vacated the Premises, Landlord shall furnish Resident with an itemized written statement of the basis for, and the amount of, any security received and the disposition of such security to Resident.

4. **Move-Out Procedures.** When Resident moves out of the Premises, an inspection of the condition of same shall be made after all of the personal effects of Resident have been removed. Resident should accompany Landlord during said inspection to help resolve any problems that may arise. Failure of Resident to do so shall constitute a concurrence by Resident in Landlord's assessment of charges for damages or cleaning. After inspection by Landlord, appropriate charges will be assessed by Landlord for any missing items; damages or repairs to the Premises, or its contents (normal wear tear excepted) with the exception of those items listed on the Move-In/Move-Out Inspection Report attached to this Agreement; insufficient light bulbs; scratches, burns, or holes in the walls, doors, floors, draperies, carpets /or furniture; for cleaning the Premises (including all kitchen appliances). Resident shall be charged for each unreturned key (mail-box key garage remote), and charged for replacing locks if all door keys to the Premises are not returned to Landlord.

Tomasi Pelesikoti 2/2/18
Tomasi Pelesikoti *(Resident)* *Date*

Malia Pelesikoti 2/2/18
Malia Pelesikoti *(Resident)* *Date*

(Resident) *Date*

(Resident) *Date*

Woodland Park Apartments *(Landlord)* *Date* 2/2/18

PARKING RULES REGULATIONS

1. Each resident may only use the assigned parking space associated with that resident's lease and parking permit. Any vehicle parked in a parking space other than the assigned space is subject to immediate tow at the owner's expense. If you are not sure which space is yours, please ask the Management Office.
2. Every vehicle, including motorcycles, parked in an assigned **Woodland Park** parking space must have a visible, valid **Woodland Park** parking permit.
3. The **Woodland Park** Management Office at **5 Newell Court, East Palo Alto, CA 94303** issues parking permits. Generally, one parking permit will be issued for each assigned parking space. The make, model, color, and license plate number for each vehicle must be provided to obtain a parking permit.
4. The parking permit, including the permit identification number, must be fully visible at all times that the vehicle is parked at **Woodland Park**. Be sure not to cover the permit identification number.
5. If a resident's vehicle information changes or there are any other changes affecting the parking permit, the Management Office will reissue the parking permit. Upon reissue, the original parking permit will no longer be valid. All updated information must be provided to the Management Office.
6. If a parking permit must be reissued due to loss or theft, the resident will be charged a replacement fee for reissuance of the permit. Upon reissue, the original parking permit will no longer be valid. If the original parking permit is found in any vehicle parked at **Woodland Park**, that vehicle will be subject to immediate tow at the owner's expense. Reproduction or alteration of a parking permit is a direct violation of the Parking Rules. Any vehicle parked at **Woodland Park** with a reproduced or altered parking permit will be subject to immediate tow at the owner's expense.
7. No vehicle may be parked at any time in a fire lane, red zone, or any other area marked "NO PARKING." No vehicle may be parked so as to block any other parking space, sidewalk, driveway, or garage entrance. Any vehicle parked in violation of these rules is subject to immediate tow at the owner's expense.
8. Certain parking spaces are marked as guest or visitor parking spaces. Vehicles cannot be parked in guest or visitor spaces for more than 72 hours, unless the Management Office has provided prior written approval. An unapproved vehicle parked in a guest or visitor space for more than 72 hours is subject to immediate tow at the owner's expense. It is the resident's responsibility to advise guests and visitors of the Parking Rules.
9. Residents and their guests or visitors may park their vehicles in the parking spaces marked "**Woodland Park Management Office**" outside of Management Office hours; however, these vehicles must be moved during Management Office hours (signs are posted with the times). Any vehicle parked in the Management Office parking spaces during office hours are subject to immediate tow at the owner's expense.
10. Motorcycles must be parked in parking spaces. Motorcycles must affix the parking permit so that it is visible on the front area of the vehicle. Motorcycles may not be stored in units, on walkways, in courtyards, or on balconies. All parking rules and regulations apply to motorcycles.
11. All vehicles parked at **Woodland Park** must be in good operating condition and currently registered and licensed. Vehicles leaking any fluids will be subject to clean up fees. Any vehicle that is lacking any part or equipment necessary to operate safely, including without limitation, an engine, transmission, wheels, tires, doors, or windshield is subject to tow at the owner's expense. Management will attempt to provide 72 hours of notice before towing any such vehicle. Vehicle repair and maintenance in parking spaces and/or driveways is strictly prohibited.
12. Storage of personal property is not allowed in parking spaces. Management reserves the right to remove personal property left in parking spaces with no prior warning. Parking spaces and adjacent areas are to be neat and clean at all times.
13. Vehicles are not to be covered. Management will remove and discard covers.
14. Management is not responsible for theft or damage to any vehicle or personal property in the parking areas.
15. Boats, large trucks, RV's or trailers are not to be parked in the parking areas.
16. Bicycles must be parked in designated bicycle racks or inside a Resident's unit. Bicycles may not be stored or parked in common walkways or by the resident's front door.

Please remember to always lock your vehicle and never leave valuables in your car. Management is not responsible for loss or damage. Park at your own risk.

IF YOUR VEHICLE IS TOWED...

You have rights if your vehicle gets towed. Please consult the California Vehicle Code to fully understand your rights, as this is only an overview the law may change at any time.

Generally, prior to paying any towing storage-related fees, you have the right to:

- Receive an itemized invoice of actual charges.
- Receive your personal property, at no charge, during normal business hours.
- Retrieve your vehicle during the first 72 hours of storage and not pay a lien fee.
- Request a copy of the Towing Fees and Access Notice.
- Pay by cash or valid bank credit card
- Inspect your vehicle or have your insurance carrier inspect your vehicle at the storage facility, at no charge, during normal business hours.

You generally have the right to have the vehicle released to you upon (1) payment of all towing and storage-related fees, (2) presentation of a valid photo identification, (3) presentation of reliable documentation showing that you are the owner of the vehicle or that the owner has authorized you to take possession of the vehicle, and (4), if applicable, presentation of any required police or law enforcement release documents.

If you do not pay the towing and/or storage-related fees or you abandon your vehicle at the towing company, the towing company may sell your vehicle and any money received will be applied to towing and storage-related fees that have accumulated against your vehicle. You are still responsible for paying the towing company any outstanding balance due on any of these fees once the sale is complete.

If your vehicle was damaged during storage or towing, the owner of the vehicle may recover for any damage to the vehicle resulting from any intentional or negligent act of a person causing the removal of, or removing, the vehicle.

If the towing company violates the law, you may be able to bring a lawsuit in court, generally in small claims court. The towing company may be civilly liable for damages up to two times the amount charged, not to exceed $500, and possibly more for certain violations.

Tomasi Pelesikoti *(Resident)* 2/2/18 *Date*

Malia Pelesikoti *(Resident)* 2/2/18 *Date*

Woodland Park Apartments *(Landlord)* 2/2/18 *Date*

(Resident) *Date*

(Resident) *Date*

Exhibit B

Resident Ledger

GREYSTAR®

Date: 02/12/2025

Code	t2841162	**Property**	cawoopa2	**Lease From**	12/01/2014
Name	Tomasi Pelesikoti	**Unit**	218-06	**Lease To**	12/31/2014
Address	301 East O'Keefe Street	**Status**	Current	**Move In**	12/01/2014
	#6	**Rent**	1236.99	**Move Out**	
City	East Palo Alto, CA 94303	**Phone (H)**		**Phone (W)**	

Date	Chg Code	Post Month	Description	Charge	Payment	Balance	Chg/Rec
07/21/2023	secdep	07/2023	:Posted by QuickTrans (secdep)	450.00		450.00	132770138
07/21/2023		07/2023	chk# :QuickTrans :Posted by QuickTrans		450.00	0.00	32404248
07/21/2023		07/2023	chk# Conv_PPD		101.74	(101.74)	32406717
08/01/2023	rent	08/2023	Base Rent (08/2023)	1,213.93		1,112.19	134011654
08/01/2023		08/2023	chk# 2089 :CHECKscan Payment		1,000.00	112.19	32575556
08/01/2023		08/2023	chk# 2089 :CHECKscan Payment		215.00	(102.81)	32575557
09/01/2023	rent	09/2023	Base Rent (09/2023)	1,213.93		1,111.12	135898722
09/09/2023		09/2023	chk# 2089 :CHECKscan Payment		147.00	964.12	33253860
09/09/2023		09/2023	chk# 2089 :CHECKscan Payment		1,000.00	(35.88)	33253861
10/01/2023	rent	10/2023	Base Rent (10/2023)	1,213.93		1,178.05	137756701
10/10/2023	rent	10/2023	rent increase for July was supposed to be rescinded	(383.56)		794.49	138030210
10/11/2023	latefee	10/2023	Late Fees	35.00		829.49	138086014
10/12/2023		10/2023	chk# 2089 8008396124 :CHECKscan Payment		215.00	614.49	33781455
10/12/2023		10/2023	chk# 2089 8008396123 :CHECKscan Payment		1,000.00	(385.51)	33781463
11/01/2023	rent	11/2023	Base Rent (11/2023)	1,118.04		732.53	139695274
11/09/2023		11/2023	chk# 2089 8008752681 :CHECKscan Payment		1,000.00	(267.47)	34249657
11/09/2023		11/2023	chk# 2089 8008752682 :CHECKscan Payment		215.00	(482.47)	34249658
12/01/2023	rent	12/2023	Base Rent (12/2023)	1,213.93		731.46	141050120
12/03/2023		12/2023	chk# 2089 8008753660 :CHECKscan Payment		215.00	516.46	34611478
12/03/2023		12/2023	chk# 2089 8008753659 :CHECKscan Payment		1,000.00	(483.54)	34611480
01/01/2024	rent	01/2024	Base Rent (01/2024)	1,213.93		730.39	143207208
01/04/2024		01/2024	chk# 2089 8009063907 :CHECKscan Payment		215.00	515.39	35116101
01/04/2024		01/2024	chk# 2089 8009063906 :CHECKscan Payment		1,000.00	(484.61)	35116102
02/01/2024	rent	02/2024	Base Rent (02/2024)	1,213.93		729.32	145244461
02/05/2024		02/2024	chk# 2089 8008753364 :CHECKscan Payment		215.00	514.32	35646644
02/05/2024		02/2024	chk# 2089 8008753363 :CHECKscan Payment		1,000.00	(485.68)	35646645
03/01/2024	rent	03/2024	Base Rent (03/2024)	1,213.93		728.25	147173390
03/03/2024		03/2024	chk# 2089 8009065011 :CHECKscan Payment		1,000.00	(271.75)	36128886
03/03/2024		03/2024	chk# 2089 8009065012 :CHECKscan Payment		215.00	(486.75)	36128887
04/01/2024	rent	04/2024	Base Rent (04/2024)	1,213.93		727.18	149262516
04/02/2024		04/2024	chk# 2089 8009462218 :CHECKscan Payment		215.00	512.18	36596599
04/02/2024		04/2024	chk# 2089 8009462217 :CHECKscan Payment		1,000.00	(487.82)	36596600
05/01/2024	rent	05/2024	Base Rent (05/2024)	1,213.93		726.11	151244857
05/01/2024		05/2024	chk# 2089 8010569532 :CHECKscan Payment		1,000.00	(273.89)	37088518
05/01/2024		05/2024	chk# 2089 8010569533 :CHECKscan Payment		215.00	(488.89)	37088519
06/01/2024	rent	06/2024	Base Rent (06/2024)	1,213.93		725.04	153387714
06/11/2024	latefee	06/2024	Late Fees	35.00		760.04	154009133
06/16/2024		06/2024	chk# 2089 8011290007 :CHECKscan Payment		1,000.00	(239.96)	37925225
06/16/2024		06/2024	chk# 2089 8011290008 :CHECKscan Payment		250.00	(489.96)	37925226
07/01/2024	rent	07/2024	Base Rent (07/2024)	1,213.93		723.97	155681584
07/01/2024		07/2024	chk# 2089 8010570419 :CHECKscan Payment		723.97	0.00	38252855
08/01/2024	rent	08/2024	Base Rent (08/2024)	1,213.93		1,213.93	157961746
08/11/2024	latefee	08/2024	Late Fees	35.00		1,248.93	158641423
08/11/2024		08/2024	chk# 2089 8011691568 :CHECKscan Payment		1,000.00	248.93	39083583

08/11/2024		08/2024	chk# 2089 8011691569 :CHECKscan Payment		250.00	(1.07)	39083584
09/01/2024	rent	09/2024	Base Rent (09/2024)	1,213.93		1,212.86	160333928
09/04/2024		09/2024	chk# 2089 8011690893 :CHECKscan Payment		214.00	998.86	39597797
09/04/2024		09/2024	chk# 2089 8011690892 :CHECKscan Payment		1,000.00	(1.14)	39597799
10/01/2024	rent	10/2024	Base Rent (10/2024)	1,213.93		1,212.79	162661369
10/01/2024		10/2024	chk# 2089 8011291854 :CHECKscan Payment		1,000.00	212.79	40077673
10/01/2024		10/2024	chk# 2089 8011291856 :CHECKscan Payment		215.00	(2.21)	40077674
11/01/2024	rent	11/2024	Base Rent (11/2024)	1,213.93		1,211.72	165078223
11/05/2024		11/2024	chk# 2089 8011931964 :CHECKscan Payment		214.00	997.72	40834109
11/05/2024		11/2024	chk# 2089 8011931963 :CHECKscan Payment		1,000.00	(2.28)	40834110
12/01/2024	rent	12/2024	Base Rent (12/2024)	1,213.93		1,211.65	167436846
12/01/2024	rent	12/2024	Rental Increase December 2024	23.06		1,234.71	167935963
12/11/2024	latefee	12/2024	Late Fees	35.00		1,269.71	168081423
12/17/2024		12/2024	chk# 2089 8012460091 :CHECKscan Payment		1,000.00	269.71	41530892
12/17/2024		12/2024	chk# 2089 8012460092 :CHECKscan Payment		275.00	(5.29)	41530893
01/01/2025	rent	01/2025	Base Rent (01/2025)	1,236.99		1,231.70	169854833
01/05/2025		01/2025	chk# 2089 8012460413 :CHECKscan Payment		237.00	994.70	41970897
01/05/2025		01/2025	chk# 2089 8012460412 :CHECKscan Payment		1,000.00	(5.30)	41970898
02/01/2025	rent	02/2025	Base Rent (02/2025)	1,236.99		1,231.69	172093447
02/04/2025		02/2025	chk# 2089 8012460902 :CHECKscan Payment		1,000.00	231.69	42551612
02/04/2025		02/2025	chk# 2089 8012460903 :CHECKscan Payment		265.00	(33.31)	42551613

Exhibit C

R035

Resident Ledger

Tomasi Pelesikoti

301 East O'Keefe Street
6
Palo Alto, CA, 94303

Date:	8/21/2021
Resident Code:	t2814088
Property:	018230
Unit:	218-06
Status:	Current
Rent:	$1,118.04
Deposit:	$450.00
Move In Date:	12/01/14
Move Out Date:	
Due Day:	1
Tel Num(Office)	
Tel Num(Home)	

Date	Post Mo	Description	Charges	Payments	Balance
		Balance Forward			**0.00**
01/01/18	5/2018	Leased Rent (01/2018)	1,060.00		1,060.00
01/18/18	5/2018	Chk# 13376		1,060.00	0.00
02/01/18	7/2018	R107989673704		1,075.00	(1,075.00)
02/01/18	5/2018	Leased Rent (02/2018)	1,075.04		0.04
02/14/18	12/2017	:QuickTrans - :Posted by QuickTrans		450.00	(449.96)
02/14/18	12/2017	:Posted by QuickTrans (secdepre)	450.00		0.04
03/01/18	3/2018	Leased Rent (03/2018)	1,075.04		1,075.08
03/05/18	3/2018	Late fees, 5% of $1075.04	53.75		1,128.83
03/27/18	4/2018	Chk# 107857254153 - Manually posted MO 107857254153, rec. 3/9/18		1,000.00	128.83
03/27/18	4/2018	Chk# 107857254164 - Manually posted MO 107857254164, rec. 3/9/18		110.00	18.83
04/01/18	4/2018	Leased Rent (04/2018)	1,075.04		1,093.87
04/05/18	4/2018	Late fees, 5% of $1075.04	53.75		1,147.62
05/01/18	5/2018	Leased Rent (05/2018)	1,075.04		2,222.66
05/04/18	5/2018	R107365650656		600.00	1,622.66
05/05/18	5/2018	Late fees, 5% of $1075.04	53.75		1,676.41
05/09/18	5/2018	R107365647741		800.00	876.41
05/09/18	5/2018	17-741443243		275.00	601.41
05/11/18	5/2018	17-729287497		500.00	101.41
05/11/18	5/2018	17-729287498		10.00	91.41
05/22/18	5/2018	Security deposits received	450.00		541.41
05/22/18	5/2018	Reversal for incorrect charge	(450.00)		91.41
06/01/18	6/2018	Leased Rent (06/2018)	1,075.04		1,166.45
06/05/18	6/2018	Late fees, 5% of $1075.04	53.75		1,220.20
06/05/18	7/2018	resident paid on time	(53.75)		1,166.45
06/08/18	7/2018	17-742607061		500.00	666.45
06/08/18	7/2018	17-742607062		200.00	466.45
06/22/18	7/2018	R107989683098		410.00	56.45
07/01/18	7/2018	Leased Rent (07/2018)	1,075.04		1,131.49
07/05/18	7/2018	Late fees, 5% of $1075.04	53.75		1,185.24
07/05/18	7/2018	resident paid on time	(53.75)		1,131.49
07/06/18	7/2018	R108094677405		1,000.00	131.49
07/06/18	7/2018	R108094677416		75.00	56.49

R036

Resident Ledger

Tomasi Pelesikoti

301 East O'Keefe Street
6
Palo Alto, CA, 94303

Date:	8/21/2021
Resident Code:	t2814088
Property:	018230
Unit:	218-06
Status:	Current
Rent:	$1,118.04
Deposit:	$450.00
Move In Date:	12/01/14
Move Out Date:	
Due Day:	1
Tel Num(Office)	
Tel Num(Home)	

Date	Post Mo	Description	Charges	Payments	Balance
08/01/18	8/2018	Leased Rent (08/2018)	1,075.04		1,131.53
08/03/18	8/2018	17-810646118		500.00	631.53
08/03/18	8/2018	17-810646117		500.00	131.53
08/03/18	8/2018	17-810646119		75.00	56.53
08/05/18	8/2018	Late fees, 5% of $1075.04	53.75		110.28
09/01/18	9/2018	Leased Rent (09/2018)	1,075.04		1,185.32
09/05/18	9/2018	Late fees, 5% of $1075.04	53.75		1,239.07
09/11/18	9/2018	17-811199847		300.00	939.07
09/12/18	9/2018	resident made payment on time	(53.75)		885.32
09/17/18	9/2018	17-811968442		500.00	385.32
09/17/18	9/2018	17-811968443		275.00	110.32
10/01/18	10/2018	Leased Rent (10/2018)	1,075.04		1,185.36
10/05/18	10/2018	Late fees, 5% of $1075.04	53.75		1,239.11
10/24/18	11/2018	Chk# 40178119691451		500.00	739.11
10/24/18	11/2018	Chk# 4017812065079		500.00	239.11
10/24/18	11/2018	Chk# 40178120650806		110.00	129.11
11/01/18	11/2018	Leased Rent (11/2018)	1,075.04		1,204.15
11/05/18	11/2018	Late fees, 5% of $1075.04	53.75		1,257.90
11/15/18	11/2018	10/1/2018 Rent Payment paid on time	(53.75)		1,204.15
11/27/18	12/2018	Chk# 17850810521		500.00	704.15
11/27/18	12/2018	Chk# 17850810522		500.00	204.15
11/27/18	12/2018	Chk# 10826969324		100.00	104.15
11/27/18	12/2018	Chk# 17850810523		10.00	94.15
12/01/18	12/2018	Leased Rent (12/2018)	1,075.04		1,169.19
12/05/18	12/2018	Late fees, 5% of $1075.04	53.75		1,222.94
12/07/18	12/2018	Chk# 10826969733		1,000.00	222.94
12/07/18	12/2018	Chk# 10826969734		110.00	112.94
01/01/19	1/2019	Leased Rent (01/2019)	1,075.04		1,187.98
01/04/19	1/2019	Chk# 10826970635		1,000.00	187.98
01/04/19	1/2019	Chk# 10826970636		75.00	112.98
01/05/19	1/2019	Late fees, 5% of $1075.04	53.75		166.73
01/16/19	1/2019	resident paid on time 1/2019	(53.75)		112.98
01/16/19	1/2019	$35 late fees for 11/2018 and 12/2018	(37.50)		75.48
01/16/19	1/2019	resident paid on time 8/2018	(53.75)		21.73

R037

Resident Ledger

Tomasi Pelesikoti

301 East O'Keefe Street
6
Palo Alto, CA, 94303

Date:	8/21/2021
Resident Code:	t2814088
Property:	018230
Unit:	218-06
Status:	Current
Rent:	$1,118.04
Deposit:	$450.00
Move In Date:	12/01/14
Move Out Date:	
Due Day:	1
Tel Num(Office)	
Tel Num(Home)	

Date	Post Mo	Description	Charges	Payments	Balance
02/01/19	2/2019	Chk# 10826970558		1,000.00	(978.27)
02/01/19	2/2019	Chk# 10826970559		75.00	(1,053.27)
02/01/19	2/2019	Leased Rent (02/2019)	1,075.04		21.77
02/01/19	2/2019	reduce late fees to $35 for 03/2018-05/2018	(56.25)		(34.48)
02/05/19	2/2019	Late fees	35.00		0.52
02/07/19	2/2019	paid on time 2/2019	(35.00)		(34.48)
03/01/19	3/2019	Leased Rent (03/2019)	1,075.04		1,040.56
03/04/19	3/2019	1082 69719118		1,000.00	40.56
03/04/19	3/2019	1082 69719129		175.00	(134.44)
04/01/19	4/2019	Leased Rent (04/2019)	1,075.04		940.60
04/04/19	4/2019	Chk# 40179272766528		500.00	440.60
04/04/19	4/2019	Chk# 40179272766510		500.00	(59.40)
04/04/19	4/2019	Chk# 40179272766537		166.00	(225.40)
05/01/19	5/2019	Leased Rent (05/2019)	1,075.04		849.64
05/10/19	5/2019	1083 86499287		884.64	(35.00)
05/11/19	5/2019	Late fees	35.00		0.00
06/01/19	6/2019	Leased Rent (06/2019)	1,075.04		1,075.04
06/11/19	6/2019	Late fees	35.00		1,110.04
06/27/19	7/2019	Chk# 108386512531		1,000.00	110.04
06/27/19	7/2019	Chk# 108386512542		40.00	70.04
07/01/19	7/2019	Leased Rent (07/2019)	1,075.04		1,145.08
07/11/19	7/2019	Late fees	35.00		1,180.08
07/15/19	7/2019	2089 8000851733		1,000.00	180.08
07/15/19	7/2019	2089 8000851734		110.00	70.08
08/01/19	8/2019	Leased Rent (08/2019)	1,075.04		1,145.12
08/09/19	8/2019	Chk# 108386522101		1,000.00	145.12
08/09/19	8/2019	Chk# 108386522112		145.00	0.12
09/01/19	9/2019	Leased Rent (09/2019)	1,075.04		1,075.16
09/11/19	9/2019	Late fees	35.00		1,110.16
09/13/19	9/2019	17-933769568		500.00	610.16
09/13/19	9/2019	17-933769569		500.00	110.16
09/13/19	9/2019	17-933769570		110.00	0.16
10/01/19	10/2019	Leased Rent (10/2019)	1,075.04		1,075.20
10/07/19	10/2019	Chk# 10853790636		1,000.00	75.20

R038

Resident Ledger

Tomasi Pelesikoti

301 East O'Keefe Street
6
Palo Alto, CA, 94303

Date:	8/21/2021
Resident Code:	t2814088
Property:	018230
Unit:	218-06
Status:	Current
Rent:	$1,118.04
Deposit:	$450.00
Move In Date:	12/01/14
Move Out Date:	
Due Day:	1
Tel Num(Office)	
Tel Num(Home)	

Date	Post Mo	Description	Charges	Payments	Balance
10/07/19	10/2019	Chk# 10853790637		75.00	0.20
11/01/19	11/2019	Leased Rent (11/2019)	1,075.04		1,075.24
11/08/19	11/2019	2089 8001430700 - :CHECKscan Payment		1,000.00	75.24
11/08/19	11/2019	2089 8001430701 - :CHECKscan Payment		75.00	0.24
12/01/19	12/2019	Leased Rent (12/2019)	1,075.04		1,075.28
12/10/19	12/2019	Chk# 108537924825 - :CHECKscan Payment		1,000.00	75.28
12/10/19	12/2019	Chk# 108537924836 - :CHECKscan Payment		75.00	0.28
01/01/20	1/2020	Leased Rent (01/2020)	1,075.04		1,075.32
01/07/20	1/2020	2089 8001826390 - :CHECKscan Payment		1,000.00	75.32
01/07/20	1/2020	2089 8001826391 - :CHECKscan Payment		75.00	0.32
02/01/20	2/2020	Leased Rent (02/2020)	1,075.04		1,075.36
02/06/20	2/2020	Chk# 40179506149182 - :CHECKscan Payment		500.00	575.36
02/06/20	2/2020	Chk# 40179506149191 - :CHECKscan Payment		500.00	75.36
02/06/20	2/2020	Chk# 40179506149200 - :CHECKscan Payment		75.00	0.36
03/01/20	3/2020	Leased Rent (03/2020)	1,075.04		1,075.40
03/06/20	3/2020	2089 8002131129 - :CHECKscan Payment		1,000.00	75.40
03/06/20	3/2020	2089 8002131130 - :CHECKscan Payment		75.00	0.40
04/01/20	4/2020	Leased Rent (04/2020)	1,075.04		1,075.44
04/10/20	4/2020	697 51394196 - :CHECKscan Payment		500.00	575.44
04/10/20	4/2020	Chk# 69751394185 - :CHECKscan Payment		500.00	75.44
04/10/20	4/2020	697 51394207 - :CHECKscan Payment		75.00	0.44
05/01/20	5/2020	Leased Rent (05/2020)	1,075.04		1,075.48
05/08/20	5/2020	2089 8002131984 - :CHECKscan Payment		1,000.00	75.48
05/08/20	5/2020	2089 8002131985 - :CHECKscan Payment		76.00	(0.52)
06/01/20	6/2020	Leased Rent (06/2020)	1,075.04		1,074.52
06/05/20	6/2020	Chk# 40176758411805 - :CHECKscan Payment		500.00	574.52
06/05/20	6/2020	Chk# 40176758411796 - :CHECKscan Payment		500.00	74.52
06/05/20	6/2020	Chk# 40176758411814 - :CHECKscan Payment		75.00	(0.48)
07/01/20	7/2020	Leased Rent (07/2020)	1,075.04		1,074.56
07/02/20	7/2020	2089 8002398738 - :CHECKscan Payment		1,000.00	74.56
07/02/20	7/2020	2089 8002398739 - :CHECKscan Payment		80.00	(5.44)
07/31/20	8/2020	Chk# 40190828125253 - :CHECKscan Payment		1,000.00	(1,005.44)
07/31/20	8/2020	Chk# 40190828125262 - :CHECKscan Payment		75.00	(1,080.44)
08/01/20	8/2020	Leased Rent (08/2020)	1,075.04		(5.40)

R039

Resident Ledger

Tomasi Pelesikoti

301 East O'Keefe Street
6
Palo Alto, CA, 94303

Date:	8/21/2021
Resident Code:	t2814088
Property:	018230
Unit:	218-06
Status:	Current
Rent:	$1,118.04
Deposit:	$450.00
Move In Date:	12/01/14
Move Out Date:	
Due Day:	1
Tel Num(Office)	
Tel Num(Home)	

Date	Post Mo	Description	Charges	Payments	Balance
09/01/20	9/2020	2089 8002974387 - :CHECKscan Payment		1,000.00	(1,005.40)
09/01/20	9/2020	2089 8002974388 - :CHECKscan Payment		76.00	(1,081.40)
09/01/20	9/2020	Leased Rent (09/2020)	1,075.04		(6.36)
10/01/20	10/2020	Chk# 40176754539105 - :CHECKscan Payment		500.00	(506.36)
10/01/20	10/2020	Chk# 40176754539096 - :CHECKscan Payment		500.00	(1,006.36)
10/01/20	10/2020	Chk# 40176754539114 - :CHECKscan Payment		76.00	(1,082.36)
10/01/20	10/2020	Leased Rent (10/2020)	1,075.04		(7.32)
11/01/20	11/2020	Leased Rent (11/2020)	1,075.04		1,067.72
11/06/20	11/2020	Chk# 40191933936308 - :CHECKscan Payment		500.00	567.72
11/06/20	11/2020	Chk# 40191933936317 - :CHECKscan Payment		500.00	67.72
11/06/20	11/2020	Chk# 40191933936326 - :CHECKscan Payment		76.00	(8.28)
12/01/20	12/2020	Chk# 40191942804386 - :CHECKscan Payment		500.00	(508.28)
12/01/20	12/2020	Chk# 40191942804395 - :CHECKscan Payment		500.00	(1,008.28)
12/01/20	12/2020	Chk# 40191942804404 - :CHECKscan Payment		76.00	(1,084.28)
12/01/20	12/2020	Leased Rent (12/2020)	1,075.04		(9.24)
01/01/21	1/2021	Leased Rent (01/2021)	1,075.04		1,065.80
01/05/21	1/2021	Chk# 0021403216 - :CHECKscan Payment		1,076.00	(10.20)
02/01/21	2/2021	Chk# 0027706397 - :CHECKscan Payment		1,076.00	(1,086.20)
02/01/21	2/2021	Leased Rent (02/2021)	1,075.04		(11.16)
03/01/21	3/2021	Chk# 0027706438 - :CHECKscan Payment		1,076.00	(1,087.16)
03/01/21	3/2021	Leased Rent (03/2021)	1,075.04		(12.12)
04/01/21	4/2021	Leased Rent (04/2021)	1,075.04		1,062.92
04/02/21	4/2021	Chk# 0021403291 - :CHECKscan Payment		1,076.00	(13.08)
05/01/21	5/2021	Leased Rent (05/2021)	1,075.04		1,061.96
05/03/21	5/2021	Chk# 0021403316 - :CHECKscan Payment		1,075.00	(13.04)
06/01/21	6/2021	Chk# 0021403336 - :CHECKscan Payment		1,076.00	(1,089.04)
06/01/21	6/2021	Leased Rent (06/2021)	1,075.04		(14.00)
07/01/21	7/2021	Leased Rent (07/2021)	1,118.04		1,104.04

Current	30 Days	60 Days	Over 90	Current Owed
0.00	**1,118.04**	**-0.96**	**-13.04**	**1,104.04**

R040

Resident Ledger

Tomasi Pelesikoti

301 East O'Keefe Street
6
Palo Alto, CA, 94303

Date:	8/21/2021
Resident Code:	t2814088
Property:	018230
Unit:	218-06
Status:	Current
Rent:	$1,118.04
Deposit:	$450.00
Move In Date:	12/01/14
Move Out Date:	
Due Day:	1
Tel Num(Office)	
Tel Num(Home)	

Resident Ledger

R041

Tomasi Pelesikoti
301 East O'Keefe Street
6
Palo Alto, CA, 94303

Date:	09/29/2023
Resident Code:	t2439154
Property:	ca301eas
Unit:	218-06
Status:	Current
Rent:	$1,118.04
Deposit:	
Move In Date:	12/01/2014
Move Out Date:	
Due Day:	1
Tel Num(Home):	
Tel Num(Office):	

Date	Description	Charges	Payments	Balance
07/01/21	Balance Forward			0.00
07/01/21	Leased Rent (07/2021)	1,104.04		1,104.04
08/01/21	Base Rent (08/2021)	1,118.04		2,222.08
08/05/21	Chk# 0021403378 - :CHECKscan Payment		1,120.00	1,102.08
09/01/21	Base Rent (09/2021)	1,118.04		2,220.12
09/02/21	Chk# 0021403396 - :CHECKscan Payment		1,119.00	1,101.12
09/17/21	Chk# 0021403355 - :CHECKscan Payment		1,118.04	(16.92)
10/01/21	Base Rent (10/2021)	1,118.04		1,101.12
10/07/21	Chk# 6574315459 - :CHECKscan Payment		1,119.00	(17.88)
11/01/21	Base Rent (11/2021)	1,118.04		1,100.16
11/16/21	Chk# 5624510132 - :CHECKscan Payment		1,119.00	(18.84)
12/01/21	Base Rent (12/2021)	1,118.04		1,099.20
12/13/21	2089 8004999000 - :CHECKscan Payment		1,000.00	99.20
12/13/21	2089 8004999001 - :CHECKscan Payment		154.00	(54.80)
01/01/22	Base Rent (01/2022)	1,118.04		1,063.24
01/04/22	Chk# 0021403483 - :CHECKscan Payment		1,119.00	(55.76)
02/01/22	Chk# 0021403515 - :CHECKscan Payment		1,119.00	(1,174.76)
02/01/22	Base Rent (02/2022)	1,118.04		(56.72)
03/01/22	Base Rent (03/2022)	1,118.04		1,061.32
03/07/22	2089 8005286995 - :CHECKscan Payment		118.04	943.28
03/07/22	2089 8005286994 - :CHECKscan Payment		1,000.00	(56.72)
04/01/22	Base Rent (04/2022)	1,118.04		1,061.32
04/08/22	2089 8005614132 - :CHECKscan Payment		1,000.00	61.32

04/08/22	R042	2089 8005614131 - :CHECKscan Payment		119.00	(57.68)
05/01/22		Base Rent (05/2022)	1,118.04		1,060.36
05/06/22		2089 8005614791 - :CHECKscan Payment		1,000.00	60.36
05/06/22		2089 8005614792 - :CHECKscan Payment		119.00	(58.64)
06/01/22		Base Rent (06/2022)	1,118.04		1,059.40
06/08/22		Chk# 40193117851847 - :CHECKscan Payment		119.00	940.40
06/08/22		Chk# 40193117851820 - :CHECKscan Payment		500.00	440.40
06/08/22		Chk# 40193117851838 - :CHECKscan Payment		500.00	(59.60)
07/01/22		Base Rent (07/2022)	1,118.04		1,058.44
07/06/22		1089 93791819 - :CHECKscan Payment		1,000.00	58.44
07/06/22		1089 93791820 - :CHECKscan Payment		118.00	(59.56)
08/01/22		Base Rent (08/2022)	1,118.04		1,058.48
08/07/22		Chk# 2089 - :CHECKscan Payment		119.00	939.48
08/07/22		Chk# 2089 - :CHECKscan Payment		1,000.00	(60.52)
09/01/22		Base Rent (09/2022)	1,118.04		1,057.52
09/11/22		Chk# 2089 - :CHECKscan Payment		119.00	938.52
09/11/22		Chk# 2089 - :CHECKscan Payment		1,000.00	(61.48)
10/01/22		Base Rent (10/2022)	1,118.04		1,056.56
10/07/22		Chk# 2089 - :CHECKscan Payment		1,000.00	56.56
10/07/22		Chk# 2089 - :CHECKscan Payment		119.00	(62.44)
11/01/22		Chk# 40194495305132 - :CHECKscan Payment		119.00	(181.44)
11/01/22		Chk# 40194495305123 - :CHECKscan Payment		1,000.00	(1,181.44)
11/01/22		Base Rent (11/2022)	1,118.04		(63.40)
12/01/22		Base Rent (12/2022)	1,118.04		1,054.64
12/17/22		Chk# 2089 - :CHECKscan Payment		119.00	935.64
12/17/22		Chk# 2089 - :CHECKscan Payment		1,000.00	(64.36)
12/17/22		Chk# 2089 - :CHECKscan Payment		35.00	(99.36)
12/17/22		late fee	35.00		(64.36)
01/01/23		Base Rent (01/2023)	1,118.04		1,053.68
01/02/23		Chk# 2089 - :CHECKscan Payment		118.00	935.68
01/02/23		Chk# 2089 - :CHECKscan Payment		1,000.00	(64.32)
02/01/23		Base Rent (02/2023)	1,118.04		1,053.72
02/04/23		Chk# 2089 - :CHECKscan Payment		118.05	935.67
02/04/23		Chk# 2089 - :CHECKscan Payment		1,000.00	(64.33)
03/01/23		Base Rent (03/2023)	1,118.04		1,053.71
03/10/23		Chk# 2089 - :CHECKscan Payment		1,000.00	53.71
03/10/23		Chk# 2089 - :CHECKscan Payment		118.00	(64.29)
04/01/23		Base Rent (04/2023)	1,118.04		1,053.75

04/22/23	R043	Chk# 40195150360790 - :CHECKscan Payment			153.00	900.75
04/22/23		Chk# 40195150360772 - :CHECKscan Payment			500.00	400.75
04/22/23		Chk# 40195150360781 - :CHECKscan Payment			500.00	(99.25)
05/01/23		Base Rent (05/2023)		1,118.04		1,018.79
05/05/23		Chk# 2089 - :CHECKscan Payment			1,000.00	18.79
05/05/23		Chk# 2089 - :CHECKscan Payment			118.50	(99.71)
06/01/23		Base Rent (06/2023)		1,118.04		1,018.33
06/05/23		Chk# 40195466752433 - :CHECKscan Payment			119.00	899.33
06/05/23		Chk# 40195466752415 - :CHECKscan Payment			500.00	399.33
06/05/23		Chk# 40195466752424 - :CHECKscan Payment			500.00	(100.67)
07/01/23		Base Rent (07/2023)		1,118.04		1,017.37
07/07/23		Chk# 5903514446 - :CHECKscan Payment			1,215.00	(197.63)
07/19/23		July's rent prorated adjustment		95.89		(101.74)

0-30 Days	31-60 Days	61-90 Days	Over 90 Days	Current Owed
0.00	**0.00**	**-1.07**	**-100.67**	**-101.74**

Exhibit D

Work Order Cost Analysis Details

Property : Woodland Park (cawoopa2)

Unit : 218-06

WO#	Property	Unit	Priority	Status	Category	Brief Desc.	Call Date	Scheduled Date	Completed Date	Amount
7331666	cawoopa2	218-06	Low	Work Completed	Pest Control	pest control	08/16/2023		09/11/2023	0
7384227	cawoopa2	218-06	Emergency	Work Completed	Plumbing	emergency-the tub is clogged	08/31/2023	09/01/2023	09/01/2023	0
7468011	cawoopa2	218-06		Work Completed	Pest Control	RCO	09/26/2023		09/21/2023	0
7474956	cawoopa2	218-06		Work Completed	Pest Control	RCO	09/28/2023		09/28/2023	0
7512647	cawoopa2	218-06		Work Completed	Pest Control	RCO	10/10/2023		10/05/2023	0
7520105	cawoopa2	218-06		Work Completed	Pest Control	RCO	10/12/2023		10/12/2023	0
7548399	cawoopa2	218-06		Work Completed	Pest Control	RCO	10/22/2023		10/19/2023	0
7607679	cawoopa2	218-06	Low	Work Completed	Pest Control	Pest control	11/09/2023		11/12/2023	0
7653049	cawoopa2	218-06		Work Completed	Pest Control	RCO	11/26/2023		11/09/2023	0
7771874	cawoopa2	218-06	Emergency	Work Completed	Carpet Cleaning / Repair	Window.	01/06/2024	01/08/2024	02/29/2024	0
8095026	cawoopa2	218-06	Emergency	Work Completed	Plumbing	emergency-the tub is clogged	04/16/2024	04/17/2024	04/19/2024	0
8397797	cawoopa2	218-06	Emergency	Work Completed	Plumbing	No water/hot water	06/18/2024	06/19/2024	06/20/2024	0
8457627	cawoopa2	218-06	Emergency	Work Completed	Electrical Repair	ENTRANCE GATE	07/01/2024		07/09/2024	0
8650928	cawoopa2	218-06		Work Completed	Plumbing	Serv- shower drain	08/13/2024	08/13/2024	08/14/2024	0
8696391	cawoopa2	218-06	High	Work Completed	Cabinets and Drawers	service-change the kitchen cabinets	08/23/2024	08/23/2024	10/05/2024	0
8696407	cawoopa2	218-06	High	Work Completed	Appliance Repair	service-the kitchen counter	08/23/2024	08/23/2024	09/10/2024	0
8696431	cawoopa2	218-06	High	Work Completed	Painting	service-the kitvhen ceiling is yell	08/23/2024	08/23/2024	10/22/2024	0
8696442	cawoopa2	218-06	High	Work Completed	Building Interior	service-the bathroom tile fell out	08/23/2024	08/23/2024	09/10/2024	0
8696455	cawoopa2	218-06	High	Work Completed	Window Replace / Repair	service-water leaks trough the wind	08/23/2024	08/23/2024	08/29/2024	0
8696519	cawoopa2	218-06	High	Work Completed	Locks / Keys	service-the closet doors in the bed	08/23/2024	08/23/2024	10/22/2024	0
8696586	cawoopa2	218-06	Emergency	Work Completed	Plumbing	service-pipes needs maintained	08/23/2024	08/23/2024	09/04/2024	0
Total: 21										**0**

Work Order Cost Analysis Details

Property : Woodland Park (cawoopa2)

Unit : 218-06

WO#	Property	Unit	Priority	Status	Category	Brief Desc.	Call Date	Scheduled Date	Completed Date	Amount
8970373	cawoopa2	218-06	Emergency	Work Completed	Lighting	GS Standard Lighting	10/29/2024	11/11/2024	11/12/2024	0
8970375	cawoopa2	218-06	Emergency	Work Completed	Plumbing	GS Standard Plumbing	10/29/2024	11/11/2024	11/12/2024	0
8972714	cawoopa2	218-06		Work Completed	Cabinets and Drawers	Kitchen cabinets falling apart	10/29/2024		11/04/2024	0
8972719	cawoopa2	218-06		Work Completed	Cabinets and Drawers	Kitchen counter tiles broken	10/29/2024		11/04/2024	0
8972724	cawoopa2	218-06		Work Completed	Vinyl Repair	Kitchen floor tiles broken	10/29/2024		11/22/2024	0
8972730	cawoopa2	218-06		Work Completed	Painting	Kitchen ceiling dirty	10/29/2024		11/04/2024	0
8972731	cawoopa2	218-06		Work Completed	Vinyl Repair	Bathroom floor tiles broken	10/29/2024		11/22/2024	0
8972734	cawoopa2	218-06		Work Completed	Community Amenities	Elevator out	10/29/2024		11/04/2024	0
8972737	cawoopa2	218-06		Work Completed	Community Amenities	no weatherized common areas	10/29/2024		12/16/2024	0
8972742	cawoopa2	218-06		Work Completed	Window Replace / Repair	Bathroom window	10/29/2024		11/04/2024	0
8972746	cawoopa2	218-06		Work Completed		Bathroom closet	10/29/2024		12/11/2024	0
8972752	cawoopa2	218-06		Work Completed	Vinyl Repair	Carpet to vinyl change	10/29/2024		11/22/2024	0
9001063	cawoopa2	218-06	Low	Work Completed	Plumbing	Bundle WO	11/05/2024	11/05/2024	11/08/2024	0
9235300	cawoopa2	218-06	Emergency	Work Completed	Plumbing	PTE 650-750-4440	01/06/2025	01/06/2025	01/08/2025	0
Total: 14										**0**

Exhibit E

Woodland Park
5 Newell Ct
East Palo Alto,CA 94303
Office (650) 566-2000x

Work Order No. 7331666
Date Call: 8/16/2023 11:32:31 AM

Status Work Completed

Date Completed: 9/11/2023 5:35:00 PM
Brief Desc: pest control

Job Site: cawoopa2/218-06
301 East O'Keefe Street
#6
East Palo Alto,CA 94303

Caller Name: Tomasi Pelesikoti
Caller Phone: (650) 750-4440x
Occupant: Pelesikoti (t2841162)

Priority: Low
Ok to enter? YES
Category: Pest Control

Mobile (650) 750-4440x

Access Notes: PTE: YES Pets: NO Alarms: NO

Problem Description: UPDATE 08/18/2023 4:37 PM CST. Please provide an ETA. FAlpizar/RCC

Pest control for cockroaches, the resident has seen them everywhere in the apartment RCioranu/RCC

Parts & Labor

Quantity/ Hours	Item Type/ Employee Name	Description	Unit Price	Total

Total

Authorized by: _____
Signed by _____
Dated _____
Invoice No. _____

Technician Notes: 9/11 BANNER very high activity placed monitors sanitation somewhat an issue pleas schedule for treatment ASAP

Woodland Park
5 Newell Ct
East Palo Alto,CA 94303
Office (650) 566-2000x

Work Order No. 7384227
Date Call: 8/31/2023 3:23:00 PM
Date Scheduled: 9/1/2023 8:13:53 AM

Status Work Completed

Date Completed: 9/1/2023 4:44:00 PM
Brief Desc: emergency-the tub is clogged

Job Site: cawoopa2/218-06
301 East O'Keefe Street
#6
East Palo Alto,CA 94303

Caller Name: Tomasi Pelesikoti
Caller Phone:
Occupant: Pelesikoti (t2841162)

Priority: Emergency
Ok to enter? YES
Category: Plumbing
Mobile (650) 750-4440x
SubCategory: Tub

Problem Description: PTE
(650)7504440
the resident reported the tub is clogged needs to be unclogged and inspect.
DD

Parts & Labor

Quantity/ Hours	Item Type/ Employee Name	Description	Unit Price	Total
0.0000	Tello	Tello	0.00	0.00
			Total	0.00

Authorized by: _____
Signed by _____
Dated _____
Invoice No. _____

Technician Notes: [jose.tello@greystar.com 9/1/23, 4:43 PM]
Unclogged the bathtub

Woodland Park
5 Newell Ct
East Palo Alto,CA 94303
Office (650) 566-2000x

Work Order No. 7468011
Date Call: 9/26/2023 3:28:00 PM

Status Work Completed

Date Completed: 9/21/2023 3:28:00 PM
Brief Desc: RCO

Job Site: cawoopa2/218-06
301 East O'Keefe Street
#6
East Palo Alto,CA 94303

Caller Name: Tomasi Pelesikoti

Caller Phone:
Occupant: Pelesikoti (t2841162)

Mobile (650) 750-4440x

Ok to enter? NO
Category: Pest Control

Parts & Labor

Quantity/ Hours	Item Type/ Employee Name	Description	Unit Price	Total

Total

Authorized by: _____
Signed by _____
Dated _____
Invoice No. _____

Technician Notes: 9/21 BANNER low activity placed monitor sprayed

Woodland Park
5 Newell Ct
East Palo Alto,CA 94303
Office (650) 566-2000x

Work Order No. 7474956
Date Call: 9/28/2023 3:21:00 PM

Status Work Completed

Date Completed: 9/28/2023 3:21:00 PM
Brief Desc: RCO

Job Site: cawoopa2/218-06
301 East O'Keefe Street
#6
East Palo Alto,CA 94303

Caller Name: Tomasi Pelesikoti

Caller Phone:
Occupant: Pelesikoti (t2841162)

Mobile (650) 750-4440x

Ok to enter? NO
Category: Pest Control

Parts & Labor

Quantity/ Hours	Item Type/ Employee Name	Description	Unit Price	Total

Total

Authorized by: _____
Signed by _____
Dated _____
Invoice No. _____

Technician Notes: 9/28 BANNER MEDIUM ACTIIVTY PLACED MONITORS BAITED SPRAYED

Woodland Park
5 Newell Ct
East Palo Alto,CA 94303
Office (650) 566-2000x

Work Order No. 7512647
Date Call: 10/10/2023 11:38:00 AM

Status Work Completed

Date Completed: 10/5/2023 11:38:00 AM
Brief Desc: RCO

Job Site: cawoopa2/218-06
301 East O'Keefe Street
#6
East Palo Alto,CA 94303

Caller Name: Tomasi Pelesikoti

Caller Phone:
Occupant: Pelesikoti (t2841162)

Mobile (650) 750-4440x

Ok to enter? NO
Category: Pest Control

Parts & Labor

Quantity/ Hours	Item Type/ Employee Name	Description	Unit Price	Total

Total

Authorized by: _____
Signed by _____
Dated _____
Invoice No. _____

Technician Notes: 10/05 BANNER medium activity treated unit

Woodland Park
5 Newell Ct
East Palo Alto,CA 94303
Office (650) 566-2000x

Work Order No. 7520105
Date Call: 10/12/2023 2:26:00 PM

Status Work Completed

Date Completed: 10/12/2023 2:26:00 PM
Brief Desc: RCO

Job Site: cawoopa2/218-06
301 East O'Keefe Street
#6
East Palo Alto,CA 94303

Caller Name: Tomasi Pelesikoti
Caller Phone:
Occupant: Pelesikoti (t2841162)

Mobile (650) 750-4440x

Ok to enter? NO
Category: Pest Control

Parts & Labor

Quantity/ Hours	Item Type/ Employee Name	Description	Unit Price	Total

Total

Authorized by: _____
Signed by _____
Dated _____
Invoice No. _____

Technician Notes: 10/12 BANNER low activity

Woodland Park
5 Newell Ct
East Palo Alto,CA 94303
Office (650) 566-2000x

Work Order No. 7548399
Date Call: 10/22/2023 3:53:00 PM

Status Work Completed

Date Completed: 10/19/2023 3:53:00 PM
Brief Desc: RCO

Job Site: cawoopa2/218-06
301 East O'Keefe Street
#6
East Palo Alto,CA 94303

Caller Name: Tomasi Pelesikoti
Caller Phone:
Occupant: Pelesikoti (t2841162)

Mobile (650) 750-4440x

Ok to enter? NO
Category: Pest Control

Parts & Labor

Quantity/ Hours	Item Type/ Employee Name	Description	Unit Price	Total

Total

Authorized by: _____
Signed by _____
Dated _____
Invoice No. _____

Technician Notes: 10/19 BANNER low activity

Woodland Park
5 Newell Ct
East Palo Alto,CA 94303
Office (650) 566-2000x

Work Order No. 7607679
Date Call: 11/9/2023 12:17:38 PM

Status Work Completed

Date Completed: 11/12/2023 3:15:00 PM
Brief Desc: Pest control

Job Site: cawoopa2/218-06
301 East O'Keefe Street
#6
East Palo Alto,CA 94303

Caller Name: Tomasi Pelesikoti
Caller Phone: (650) 750-4440x
Occupant: Pelesikoti (t2841162)

Priority: Low
Ok to enter? YES
Category: Pest Control
Mobile (650) 750-4440x

Access Notes: PTE-Yes; Pets-No; Alarms-No
Please leave a note after

Problem Description: UPDATE 11/9/2023 7:35PM CST
Pest Control required for roaches inside the home.
He requests an ETA.
REsquivel/RCC

Resident asked for a pest control for cockroaches MBota/RCC

Parts & Labor

Quantity/ Hours	Item Type/ Employee Name	Description	Unit Price	Total

Total

Authorized by: _____
Signed by _____
Dated _____
Invoice No. _____

Technician Notes: 10/26 BANNER no notes on file will ask pest control tech and reschedule

Woodland Park
5 Newell Ct
East Palo Alto,CA 94303
Office (650) 566-2000x

Work Order No. 7653049
Date Call: 11/26/2023 3:52:00 PM

Status Work Completed

Date Completed: 11/9/2023 3:53:00 PM
Brief Desc: RCO

Job Site: cawoopa2/218-06
301 East O'Keefe Street
#6
East Palo Alto,CA 94303

Caller Name: Tomasi Pelesikoti
Caller Phone:
Occupant: Pelesikoti (t2841162)

Mobile (650) 750-4440x

Ok to enter? NO
Category: Pest Control

Parts & Labor

Quantity/ Hours	Item Type/ Employee Name	Description	Unit Price	Total

Total

Authorized by: _____
Signed by _____
Dated _____
Invoice No. _____

Technician Notes: 11/09 BANNER low activity placed monitors baited sprayed

Woodland Park
5 Newell Ct
East Palo Alto,CA 94303
Office (650) 566-2000x

Work Order No. 7771874
Date Call: 1/6/2024 5:19:00 PM
Date Scheduled: 1/8/2024 9:27:00 AM

Status Work Completed

Date Completed: 2/29/2024 9:10:25 AM
Brief Desc: Window.

Job Site: cawoopa2/218-06
301 East O'Keefe Street
#6
East Palo Alto,CA 94303

Caller Name: Tomasi Pelesikoti
Caller Phone: (650) 750-4440x
Occupant: Pelesikoti (t2841162)

Priority: Emergency
Ok to enter? YES
Category: Carpet Cleaning / Repair
Mobile (650) 750-4440x
SubCategory: Repair

Access Notes: PTE: yes; PETS: no; ALARMS: no; POC: Please call before arriving

Problem Description: Resident states every time it rains there is a water leak next to the window on the bedroom. Mentioned it happens every year and it is damaging the carpet and it is too much water. KLeiton/RCC.

Parts & Labor

Quantity/ Hours	Item Type/ Employee Name	Description	Unit Price	Total
0.0000	Gutierrez		0.00	0.00
			Total	0.00

Authorized by: _____
Signed by _____
Dated _____
Invoice No. _____

Technician Notes: found no leaks what so ever and tenant said he didnt call it in .

Woodland Park
5 Newell Ct
East Palo Alto,CA 94303
Office (650) 566-2000x

Work Order No. 8095026
Date Call: 4/16/2024 3:29:00 PM
Date Scheduled: 4/17/2024 2:54:03 PM

Status Work Completed

Date Completed: 4/19/2024 3:37:00 PM
Brief Desc: emergency-the tub is clogged

Job Site: cawoopa2/218-06
301 East O'Keefe Street
#6
East Palo Alto,CA 94303

Caller Name: Tomasi Pelesikoti
Caller Phone:
Occupant: Pelesikoti (t2841162)

Priority: Emergency
Ok to enter? YES
Category: Plumbing
Mobile (650) 750-4440x
SubCategory: Tub

Problem Description: PTE
6507504440
the resident reported the tub ids clogged needs to be inspect
DD

Parts & Labor

Quantity/ Hours	Item Type/ Employee Name	Description	Unit Price	Total
0.0000	Gutierrez	Gutierrez	0.00	0.00
			Total	0.00

Authorized by: _____
Signed by _____
Dated _____
Invoice No. _____

Technician Notes: Sedestapo la bañera

Woodland Park
5 Newell Ct
East Palo Alto,CA 94303
Office (650) 566-2000x

Work Order No. 8397797
Date Call: 6/18/2024 7:04:00 PM

Date Scheduled: 6/19/2024 9:09:00 AM

Status Work Completed

Date Completed: 6/20/2024 7:40:29 PM
Brief Desc: No water/hot water

Job Site: cawoopa2/218-06
301 East O'Keefe Street
#6
East Palo Alto,CA 94303

Caller Name: Tomasi Pelesikoti

Caller Phone: (650) 750-4440x
Occupant: Pelesikoti (t2841162)

Priority: Emergency
Ok to enter? NO
Category: Plumbing
ASSIGNED TO: Pedro

Mobile (650) 750-4440x

SubCategory: Water Heater

Access Notes: PTE: yes; PETS: no; ALARMS: no

Problem Description: The resident is reporting water heater is not working. He does not have hot water in the unitGViales//RCC

Parts & Labor

Quantity/ Hours	Item Type/ Employee Name	Description	Unit Price	Total

Total

Authorized by: _____
Signed by _____
Dated _____
Invoice No. _____

Technician Notes: turn water heater on

Woodland Park
5 Newell Ct
East Palo Alto,CA 94303
Office (650) 566-2000x

Work Order No. 8457627
Date Call: 7/1/2024 10:26:00 AM

Status Work Completed

Date Completed: 7/9/2024 8:00:38 AM
Brief Desc: ENTRANCE GATE

Job Site: cawoopa2/218-06
301 East O'Keefe Street
#6
East Palo Alto,CA 94303

Caller Name: Tomasi Pelesikoti
Caller Phone:
Occupant: Pelesikoti (t2841162)

Priority: Emergency
Ok to enter? YES
Category: Electrical Repair
Mobile (650) 750-4440x
SubCategory: Other Electrical Issue

Problem Description: resident states that the entrance gate closes extremely fast & it has almost hit a couple of vehicles. PLEASE INSPECT & REPAIR

Parts & Labor

Quantity/ Hours	Item Type/ Employee Name	Description	Unit Price	Total

Total

Authorized by: _____
Signed by _____
Dated _____
Invoice No. _____

Technician Notes: repaired time limit on the door

Woodland Park
5 Newell Ct
East Palo Alto,CA 94303
Office (650) 566-2000x

Work Order No. 8650928
Date Call: 8/13/2024 2:42:00 PM
Date Scheduled: 8/13/2024 3:06:00 PM
Date Completed: 8/14/2024 4:22:12 PM
Brief Desc: Serv- shower drain

Job Site: cawoopa2/218-06
301 East O'Keefe Street
#6
East Palo Alto,CA 94303

Status Work Completed

Caller Name: Tomasi Pelesikoti
Caller Phone:
Occupant: Pelesikoti (t2841162)
Mobile (650) 750-4440x

Ok to enter? YES
Category: Plumbing
SubCategory: Shower

Problem Description: PTE

shower is not draining please repair

650 7504440

OG

Parts & Labor

Quantity/ Hours	Item Type/ Employee Name	Description	Unit Price	Total

Total

Authorized by: _____
Signed by _____
Dated _____
Invoice No. _____

Technician Notes: unclogged the bathtub

Woodland Park
5 Newell Ct
East Palo Alto,CA 94303
Office (650) 566-2000x

Work Order No. 8696391
Date Call: 8/23/2024 12:13:00 PM
Date Scheduled: 8/23/2024 4:44:00 PM

Status Work Completed

Date Completed: 10/5/2024 4:44:00 PM
Brief Desc: service-change the kitchen cabinets

Job Site: cawoopa2/218-06
301 East O'Keefe Street
#6
East Palo Alto,CA 94303

Caller Name: Tomasi Pelesikoti
Caller Phone:
Occupant: Pelesikoti (t2841162)

Priority: High
Ok to enter? NO
Category: Cabinets and Drawers
Mobile (650) 750-4440x
SubCategory: Kitchen

Access Notes: indpect the cabinets in the kitchen

Problem Description:
NO PTE
Call first
650 7504440
the kitchen cabinet needs o be inspect and change because are damage
DD

Parts & Labor

Quantity/ Hours	Item Type/ Employee Name	Description	Unit Price	Total
0.0000	Ponce	Ponce	0.00	0.00
0.0000	Ponce	Ponce	0.00	0.00
			Total	0.00

Authorized by: _____
Signed by _____
Dated _____
Invoice No. _____

Technician Notes:
needs to refurbish kitchen cabinets
Pending.

Resident needs to clean cabinets before we can access any repairs. Tiles were replaced due to hazard.,

Woodland Park
5 Newell Ct
East Palo Alto,CA 94303
Office (650) 566-2000x

Work Order No. 8696407
Date Call: 8/23/2024 12:16:00 PM
Date Scheduled: 8/23/2024 4:45:00 PM

Status Work Completed

Date Completed: 9/10/2024 3:59:27 PM
Brief Desc: service-the kitchen counter

Job Site: cawoopa2/218-06
301 East O'Keefe Street
#6
East Palo Alto,CA 94303

Caller Name: Tomasi Pelesikoti
Caller Phone:
Occupant: Pelesikoti (t2841162)

Priority: High
Ok to enter? NO
Category: Appliance Repair

Mobile (650) 750-4440x

Problem Description:
NO PTE
Call first
650 7504440
the kitchen caunter infrom the sink needs to be redone means repair and repaint
DD

Parts & Labor

Quantity/ Hours	Item Type/ Employee Name	Description	Unit Price	Total
0.0000	Ponce		0.00	0.00
			Total	0.00

Authorized by: _____
Signed by _____
Dated _____
Invoice No. _____

Technician Notes: pending work. picture attached to w.o. counter tiles are broken.

Replaced 4 corner tiles that were damaged on kitchen counter top. please see piture.

Woodland Park
5 Newell Ct
East Palo Alto,CA 94303
Office (650) 566-2000x

Work Order No. 8696431
Date Call: 8/23/2024 12:19:00 PM
Date Scheduled: 8/23/2024 4:45:00 PM

Status Scheduled

Brief Desc: service-the kitvhen ceiling is yell

Job Site: cawoopa2/218-06
301 East O'Keefe Street
#6
East Palo Alto,CA 94303

Caller Name: Tomasi Pelesikoti
Caller Phone:
Occupant: Pelesikoti (t2841162)

Priority: High
Ok to enter? NO
Category: Painting
Mobile (650) 750-4440x

Technician Notes
Time: _____ **Date:** _____
Material: _____

Problem Description:
NO PTE
Call first
650 7504440
the kitchen ceiling needs to be inspect and repair because is yellow
DD

Parts & Labor

Quantity/ Hours	Item Type/ Employee Name	Description	Unit Price	Total
0.0000	Ponce		0.00	0.00
			Total	0.00

Authorized by: _____
Signed by _____
Dated _____
Invoice No. _____

Technician Notes:
8/27/224 Ceiling needs cleaning, advised resident to clean before we can determine weather we need to paint or not.

8/30/2024 resident states he will let us know when he cleans, he doesnt have time.

Woodland Park
5 Newell Ct
East Palo Alto,CA 94303
Office (650) 566-2000x

Work Order No. 8696442
Date Call: 8/23/2024 12:22:00 PM
Date Scheduled: 8/23/2024 4:46:00 PM

Status Work Completed

Date Completed: 9/10/2024 3:58:44 PM
Brief Desc: service-the bathroom tile fell out

Job Site: cawoopa2/218-06
301 East O'Keefe Street
#6
East Palo Alto,CA 94303

Caller Name: Tomasi Pelesikoti
Caller Phone:
Occupant: Pelesikoti (t2841162)

Priority: High
Ok to enter? NO
Category: Building Interior

Mobile (650) 750-4440x

Problem Description:
NO PTE
Call first
650 7504440
the bathroom tile is damage needs to be repair
DD

Parts & Labor

Quantity/ Hours	Item Type/ Employee Name	Description	Unit Price	Total
0.0000	Ponce		0.00	0.00
			Total	0.00

Authorized by: _____
Signed by _____
Dated _____
Invoice No. _____

Technician Notes: no issues with the tile in the bathroom vanity or shower. Resident advised he did not know of any issues.

Woodland Park
5 Newell Ct
East Palo Alto,CA 94303
Office (650) 566-2000x

Work Order No. 8696455
Date Call: 8/23/2024 12:24:00 PM
Date Scheduled: 8/23/2024 4:46:59 PM

Status Work Completed

Date Completed: 8/29/2024 2:41:00 PM
Brief Desc: service-water leaks trough the wind

Job Site: cawoopa2/218-06
301 East O'Keefe Street
#6
East Palo Alto,CA 94303

Caller Name: Tomasi Pelesikoti
Caller Phone:
Occupant: Pelesikoti (t2841162)

Priority: High
Ok to enter? NO
Category: Window Replace / Repair
Mobile (650) 750-4440x

Problem Description:
NO PTE
Call first
650 7504440
the window in the apartment is damage that cause water leaking through. please repair

Resident notes:
the window in our building not being weatherproof. Everytime there is rain, water leaks through the window and all my items get damaged.
DD

Parts & Labor

Quantity/ Hours	Item Type/ Employee Name	Description	Unit Price	Total
0.0000	Ponce	Ponce	0.00	0.00
0.0000	Ponce	Ponce	0.00	0.00
			Total	0.00

Authorized by: _____
Signed by _____
Dated _____
Invoice No. _____

Technician Notes: Si metió la culebra

Woodland Park
5 Newell Ct
East Palo Alto,CA 94303
Office (650) 566-2000x

Work Order No. 8696519
Date Call: 8/23/2024 12:37:00 PM

Date Scheduled: 8/23/2024 4:43:00 PM

Status Scheduled

Brief Desc: service-the closet doors in the bed

Job Site: cawoopa2/218-06
301 East O'Keefe Street
#6
East Palo Alto,CA 94303

Caller Name: Tomasi Pelesikoti

Caller Phone:
Occupant: Pelesikoti (t2841162)

Priority: High
Ok to enter? NO
Category: Locks / Keys

Mobile (650) 750-4440x

Technician Notes
Time: _____ **Date:** _____
Material: _____

Problem Description:
NO PTE
Call first
650 7504440
the closet doors in the bedroom needs to be change
DD

Parts & Labor

Quantity/ Hours	Item Type/ Employee Name	Description	Unit Price	Total
0.0000	Ponce		0.00	0.00
			Total	0.00

Authorized by: _____
Signed by _____
Dated _____
Invoice No. _____

Technician Notes: resident bedroom does not have closet doors, Closet doors were ordered 96x80.

Closet doors arrived. 8/30/2024

Resident has furniture in the closet that will not allow doors to installed. advised him to move the tv and furniture so we can install. he said he will call us later.

Woodland Park
5 Newell Ct
East Palo Alto,CA 94303
Office (650) 566-2000x

Work Order No. 8696586
Date Call: 8/23/2024 12:48:00 PM
Date Scheduled: 8/23/2024 4:43:00 PM

Status Work Completed

Date Completed: 9/4/2024 12:17:11 PM
Brief Desc: service-pipes needs maintained

Job Site: cawoopa2/218-06
301 East O'Keefe Street
#6
East Palo Alto,CA 94303

Caller Name: Tomasi Pelesikoti
Caller Phone:
Occupant: Pelesikoti (t2841162)

Priority: Emergency
Ok to enter? YES
Category: Plumbing
Mobile (650) 750-4440x

Problem Description:
NO PTE
Call first
650 7504440
When it rains water comes up through our pipes and fills up our sink and bathtub. The pipes need to be maintained in my apartment.
DD

Parts & Labor

Quantity/ Hours	Item Type/ Employee Name	Description	Unit Price	Total
0.0000	Ponce		0.00	0.00
			Total	0.00

Authorized by: _____
Signed by _____
Dated _____
Invoice No. _____

Technician Notes: all pipes are draining correctly no issues.

Woodland Park
5 Newell Ct
East Palo Alto,CA 94303
Office (650) 566-2000x

Work Order No. 8750201
Date Call: 9/5/2024 9:01:00 AM

Date Scheduled: 9/6/2024 1:57:00 PM

Status Scheduled

Brief Desc: Tile replacement

Job Site: cawoopa2/218-06
301 East O'Keefe Street
#6
East Palo Alto,CA 94303

Caller Name: Tomasi Pelesikoti

Caller Phone: (650) 750-4440x
Occupant: Pelesikoti (t2841162)

Priority: Low
Ok to enter? YES
Category: Flooring

Mobile (650) 750-4440x

Technician Notes
Time: _____ **Date:** _____
Material: _____

Access Notes: PTE: yes
Pets:no
Alarms:NO

Problem Description: Resident called in regards: Would like and ETA for the tiles to be replaced on this bedroom. Would like to have an update and for them to not come over today and if they can come next Monday. MUmana/RCC

Parts & Labor

Quantity/ Hours	Item Type/ Employee Name	Description	Unit Price	Total

Total

Authorized by: _____
Signed by _____
Dated _____
Invoice No. _____

Technician Notes: 9/6/2024--Resident schedule flooring inspection for monday.

9/9/2024resident cancelled appointment, avised to reschedule for 9/16/2024.

9/16/2024 Resident showed us the floor, will have a vendor provide estimate for repair or replace.

Woodland Park
5 Newell Ct
East Palo Alto,CA 94303
Office (650) 566-2000x

Work Order No. 8750201
Date Call: 9/5/2024 9:01:00 AM

Date Scheduled: 9/6/2024 1:57:00 PM

Status Canceled

Date Canceled: 11/21/2024 11:21:48 AM

Brief Desc: Tile replacement

Job Site: cawoopa2/218-06
301 East O'Keefe Street
#6
East Palo Alto,CA 94303

Caller Name: Tomasi Pelesikoti

Caller Phone: (650) 750-4440x
Occupant: Pelesikoti (t2841162)

Priority: Low
Ok to enter? YES
Category: Flooring

Mobile (650) 750-4440x

Access Notes: PTE: yes
Pets:no
Alarms:NO

Problem Description: Resident called in regards: Would like and ETA for the tiles to be replaced on this bedroom. Would like to have an update and for them to not come over today and if they can come next Monday. MUmana/RCC

Parts & Labor

Quantity/ Hours	Item Type/ Employee Name	Description	Unit Price	Total
1230.0000	Bedolla		0.00	0.00
			Total	0.00

Authorized by: _____
Signed by _____
Dated _____
Invoice No. _____

Technician Notes: 9/6/2024--Resident schedule flooring inspection for monday.

9/9/2024resident cancelled appointment, avised to reschedule for 9/16/2024.

9/16/2024 Resident showed us the floor, will have a vendor provide estimate for repair or replace.

has been scheduled for the 24th of october 2024.

10/26/2024 resident stated after holidats he will call back.

Woodland Park
5 Newell Ct
East Palo Alto,CA 94303
Office (650) 566-2000x

Work Order No. 8970373
Date Call: 10/29/2024 10:04:00 AM

Date Scheduled: 11/11/2024 12:54:00 PM

Status Work Completed

Date Completed: 11/12/2024 8:38:21 AM
Brief Desc: GS Standard Lighting

Job Site: cawoopa2/218-06
301 East O'Keefe Street
#6
East Palo Alto,CA 94303

Caller Name: Tomasi Pelesikoti
Caller Phone: (650) 750-4440x
Occupant: Pelesikoti (t2841162)

Priority: Emergency
Ok to enter? YES
Category: Lighting
Mobile (650) 750-4440x
SubCategory: Replace Bulb

Access Notes: PTE: yes; PETS: no; ALARMS: no.

Problem Description: UPDATE 11/03/2024 10:27 AM CST. The resident is requesting an ETA.
MMarin/RCC

PTE
Repplace bulb in the kitchen
LR

Parts & Labor

Quantity/ Hours	Item Type/ Employee Name	Description	Unit Price	Total

Total

Authorized by: _____
Signed by _____
Dated _____
Invoice No. _____

Technician Notes: replaced kitchen light fixture.

Woodland Park
5 Newell Ct
East Palo Alto,CA 94303
Office (650) 566-2000x

Work Order No. 8970375
Date Call: 10/29/2024 10:05:00 AM

Date Scheduled: 11/11/2024 12:55:00 PM

Status Work Completed

Date Completed: 11/12/2024 8:39:22 AM
Brief Desc: GS Standard Plumbing

Job Site: cawoopa2/218-06
301 East O'Keefe Street
#6
East Palo Alto,CA 94303

Caller Name: Tomasi Pelesikoti
Caller Phone: (650) 750-4440x
Occupant: Pelesikoti (t2841162)

Priority: Emergency
Ok to enter? YES
Category: Plumbing
Mobile (650) 750-4440x
SubCategory: Tub

Access Notes: PTE: yes; PETS: no; ALARMS: no.

Problem Description: UPDATE 11/03/2024 10:27 AM CST. The resident is requesting an ETA. The bathroom sink is clogged too. MMarin/RCC

PTE
The tub is clogged
LR

Parts & Labor

Quantity/ Hours	Item Type/ Employee Name	Description	Unit Price	Total

Total

Authorized by: _____
Signed by _____
Dated _____
Invoice No. _____

Technician Notes: unclogged bathroom sink

Woodland Park
5 Newell Ct
East Palo Alto,CA 94303
Office (650) 566-2000x

Work Order No. 8972714
Date Call: 10/29/2024 5:17:00 PM

Status Work Completed

Date Completed: 11/4/2024 9:15:06 AM
Brief Desc: Kitchen cabinets falling apart

Job Site: cawoopa2/218-06
301 East O'Keefe Street
#6
East Palo Alto,CA 94303

Caller Name: Tomasi Pelesikoti
Caller Phone:
Occupant: Pelesikoti (t2841162)

Mobile (650) 750-4440x

Ok to enter? NO
Category: Cabinets and Drawers
SubCategory: Kitchen

Problem Description: PTE - NO, CALL FIRST

Parts & Labor

Quantity/ Hours	Item Type/ Employee Name	Description	Unit Price	Total
0.2500	Bedolla		0.00	0.00
			Total	0.00

Authorized by: _____
Signed by _____
Dated _____
Invoice No. _____

Technician Notes: 10/31/2024 Inspected kitchen cabinets and drawers they open and close correctly. Advised resident to clean cabinets to better asses them.

Woodland Park
5 Newell Ct
East Palo Alto,CA 94303
Office (650) 566-2000x

Work Order No. 8972719
Date Call: 10/29/2024 5:18:00 PM

Status Work Completed

Date Completed: 11/4/2024 9:16:10 AM
Brief Desc: Kitchen counter tiles broken

Job Site: cawoopa2/218-06
301 East O'Keefe Street
#6
East Palo Alto,CA 94303

Caller Name: Tomasi Pelesikoti
Caller Phone:
Occupant: Pelesikoti (t2841162)

Mobile (650) 750-4440x

Ok to enter? NO
Category: Cabinets and Drawers

Problem Description: PTE - NO, CALL FIRST

Parts & Labor

Quantity/ Hours	Item Type/ Employee Name	Description	Unit Price	Total
0.2500	Bedolla		0.00	0.00
			Total	0.00

Authorized by: _____
Signed by _____
Dated _____
Invoice No. _____

Technician Notes: 10/31/2024 Counter top tiles were broken and replaced work was completed back in September.

Woodland Park
5 Newell Ct
East Palo Alto,CA 94303
Office (650) 566-2000x

Work Order No. 8972724
Date Call: 10/29/2024 5:18:00 PM

Status Work Completed

Date Completed: 11/22/2024 4:49:18 PM
Brief Desc: Kitchen floor tiles broken

Job Site: cawoopa2/218-06
301 East O'Keefe Street
#6
East Palo Alto,CA 94303

Caller Name: Tomasi Pelesikoti

Caller Phone:
Occupant: Pelesikoti (t2841162)

Mobile (650) 750-4440x

Ok to enter? NO
Category: Vinyl Repair

Problem Description: PTE - NO, CALL FIRST

Parts & Labor

Quantity/ Hours	Item Type/ Employee Name	Description	Unit Price	Total
146.0000	Bedolla		0.00	0.00
			Total	0.00

Authorized by: _____
Signed by _____
Dated _____
Invoice No. _____

Technician Notes: 10/31/2024 Flooring was scheduled for 10/24/2024, resident did not move items so we had to reschedule, Date pending due to language barriers. 10/26/2024 Resident advised he does not want to move items. He said he will call back when he moves items away. 11/05/2024 Followed up with resident on a flooring replacement, resident states he doesn't want the flooring replaced as he cannot move his stuff and doesn't want to either.

Woodland Park
5 Newell Ct
East Palo Alto,CA 94303
Office (650) 566-2000x

Work Order No. 8972730
Date Call: 10/29/2024 5:19:00 PM

Status Work Completed

Date Completed: 11/4/2024 9:17:31 AM
Brief Desc: Kitchen ceiling dirty

Job Site: cawoopa2/218-06
301 East O'Keefe Street
#6
East Palo Alto,CA 94303

Caller Name: Tomasi Pelesikoti
Caller Phone:
Occupant: Pelesikoti (t2841162)

Mobile (650) 750-4440x

Ok to enter? NO
Category: Painting

Problem Description: PTE - NO, CALL FIRST

Parts & Labor

Quantity/ Hours	Item Type/ Employee Name	Description	Unit Price	Total
0.2500	Bedolla		0.00	0.00
			Total	0.00

Authorized by: _____
Signed by _____
Dated _____
Invoice No. _____

Technician Notes: 10/31/2024 Kitchen and dining area need to be cleaned; areas look to be food stains. Advised resident to properly clean.

Woodland Park
5 Newell Ct
East Palo Alto,CA 94303
Office (650) 566-2000x

Work Order No. 8972731
Date Call: 10/29/2024 5:19:00 PM

Status Work Completed

Date Completed: 11/22/2024 4:50:48 PM
Brief Desc: Bathroom floor tiles broken

Job Site: cawoopa2/218-06
301 East O'Keefe Street
#6
East Palo Alto,CA 94303

Caller Name: Tomasi Pelesikoti
Caller Phone:
Occupant: Pelesikoti (t2841162)

Mobile (650) 750-4440x

Ok to enter? NO
Category: Vinyl Repair

Problem Description: PTE - NO, CALL FIRST

Parts & Labor

Quantity/ Hours	Item Type/ Employee Name	Description	Unit Price	Total
145.0000	Bedolla		0.00	0.00
			Total	0.00

Authorized by: _____
Signed by _____
Dated _____
Invoice No. _____

Technician Notes: 10/31/2024 Flooring was scheduled for 10/24/2024, resident did not move items so we had to reschedule, Date pending due to language barriers. 10/26/2024 Resident advised he does not want to move items. He said he will call back when he moves items away. 11/05/2024 Followed up with resident on a flooring replacement, resident states he doesn't want the flooring replaced as he cannot move his stuff and doesn't want to either.

Woodland Park
5 Newell Ct
East Palo Alto,CA 94303
Office (650) 566-2000x

Work Order No. 8972734
Date Call: 10/29/2024 5:20:00 PM

Status Work Completed

Date Completed: 11/4/2024 9:35:08 AM
Brief Desc: Elevator out

Job Site: cawoopa2/218-06
301 East O'Keefe Street
#6
East Palo Alto,CA 94303

Caller Name: Tomasi Pelesikoti
Caller Phone:
Occupant: Pelesikoti (t2841162)

Mobile (650) 750-4440x

Ok to enter? NO
Category: Community Amenities
SubCategory: Elevators

Problem Description: PTE - NO, CALL FIRST

Parts & Labor

Quantity/ Hours	Item Type/ Employee Name	Description	Unit Price	Total
0.2500	Bedolla		0.00	0.00
			Total	0.00

Authorized by: _____
Signed by _____
Dated _____
Invoice No. _____

Technician Notes: WO# 8972734 10/31/2024 Elevator is currently working with no issues.

Woodland Park
5 Newell Ct
East Palo Alto,CA 94303
Office (650) 566-2000x

Work Order No. 8972737
Date Call: 10/29/2024 5:20:00 PM

Status Work Completed

Date Completed: 12/16/2024 12:59:52 PM
Brief Desc: no weatherized common areas

Job Site: cawoopa2/218-06
301 East O'Keefe Street
#6
East Palo Alto,CA 94303

Caller Name: Tomasi Pelesikoti
Caller Phone:
Occupant: Pelesikoti (t2841162)

Mobile (650) 750-4440x

Ok to enter? NO
Category: Community Amenities

Problem Description: PTE - NO, CALL FIRST

Parts & Labor

Quantity/ Hours	Item Type/ Employee Name	Description	Unit Price	Total

Total

Authorized by: _____
Signed by _____
Dated _____
Invoice No. _____

Technician Notes: 9/11/2024 ALL AREAS WERE REPAIRED ON 2ND AND 3RD FLOOR LANDING. Also water proof that was lifting was repaired on 3rd floor.

Woodland Park
5 Newell Ct
East Palo Alto,CA 94303
Office (650) 566-2000x

Work Order No. 8972742
Date Call: 10/29/2024 5:21:00 PM

Status Work Completed

Date Completed: 11/4/2024 9:36:45 AM
Brief Desc: Bathroom window

Job Site: cawoopa2/218-06
301 East O'Keefe Street
#6
East Palo Alto,CA 94303

Caller Name: Tomasi Pelesikoti
Caller Phone:
Occupant: Pelesikoti (t2841162)

Mobile (650) 750-4440x

Ok to enter? NO
Category: Window Replace / Repair

Problem Description: PTE - NO, CALL FIRST

Parts & Labor

Quantity/ Hours	Item Type/ Employee Name	Description	Unit Price	Total
0.2500	Bedolla		0.00	0.00
			Total	0.00

Authorized by: _____
Signed by _____
Dated _____
Invoice No. _____

Technician Notes: 10/31/2024 Bathroom window is working fine with no issues, it opens and closes correctly.

Woodland Park
5 Newell Ct
East Palo Alto,CA 94303
Office (650) 566-2000x

Work Order No. 8972746
Date Call: 10/29/2024 5:22:00 PM

Status Work Completed

Date Completed: 12/11/2024 4:32:48 PM
Brief Desc: Bathroom closet

Job Site: cawoopa2/218-06
301 East O'Keefe Street
#6
East Palo Alto,CA 94303

Caller Name: Tomasi Pelesikoti

Caller Phone:
Occupant: Pelesikoti (t2841162)

Mobile (650) 750-4440x

Ok to enter? NO

Problem Description: PTE - NO, CALL FIRST

Parts & Labor

Quantity/ Hours	Item Type/ Employee Name	Description	Unit Price	Total
1.0000	Bedolla		0.00	0.00
			Total	0.00

Authorized by: _____
Signed by _____
Dated _____
Invoice No. _____

Technician Notes: 10/31/2024 Resident has furniture in the closet, he will need to remove it in order to install closet doors. Resident advised he doesn't want closet doors in that case.

Woodland Park
5 Newell Ct
East Palo Alto,CA 94303
Office (650) 566-2000x

Work Order No. 8972752
Date Call: 10/29/2024 5:23:00 PM

Status Work Completed

Date Completed: 11/22/2024 4:53:32 PM
Brief Desc: Carpet to vinyl change

Job Site: cawoopa2/218-06
301 East O'Keefe Street
#6
East Palo Alto,CA 94303

Caller Name: Tomasi Pelesikoti

Caller Phone:
Occupant: Pelesikoti (t2841162)

Mobile (650) 750-4440x

Ok to enter? NO
Category: Vinyl Repair

Problem Description: PTE - NO, CALL FIRST

Parts & Labor

Quantity/ Hours	Item Type/ Employee Name	Description	Unit Price	Total
145.0000	Bedolla		0.00	0.00
			Total	0.00

Authorized by: _____
Signed by _____
Dated _____
Invoice No. _____

Technician Notes: 10/31/2024 Flooring was scheduled for 10/24/2024, resident did not move items so we had to reschedule, Date pending due to language barriers. 10/26/2024 Resident advised he does not want to move items. He said he will call back when he moves items away. 11/05/2024 Followed up with resident on a flooring replacement, resident states he doesn't want the flooring replaced as he cannot move his stuff and doesn't want to either.

Woodland Park
5 Newell Ct
East Palo Alto,CA 94303
Office (650) 566-2000x

Work Order No. 9001063
Date Call: 11/5/2024 1:23:00 PM
Date Scheduled: 11/5/2024 2:06:00 PM

Status Work Completed

Date Completed: 11/8/2024 12:16:03 PM
Brief Desc: Bundle WO

Job Site: cawoopa2/218-06
301 East O'Keefe Street
#6
East Palo Alto,CA 94303

Caller Name: Tomasi Pelesikoti
Caller Phone: (650) 750-4440x
Occupant: Pelesikoti (t2841162)

Priority: Low
Ok to enter? YES
Category: Plumbing
Mobile (650) 750-4440x
SubCategory: Bath Sink

Access Notes: PTE: YES PET: NO ALARM: NO

Problem Description:
1. Bathroom sink and tub are clogged.
2. Kitchen lightbulbs are out.
FNavarro/RCC

Parts & Labor

Quantity/ Hours	Item Type/ Employee Name	Description	Unit Price	Total

Total

Authorized by: _____
Signed by _____
Dated _____
Invoice No. _____

Technician Notes:
unclogged bathroom sink and tub
replaced the kitchen light as well

Woodland Park
5 Newell Ct
East Palo Alto,CA 94303
Office (650) 566-2000x

Work Order No. 9235300
Date Call: 1/6/2025 12:13:00 PM

Date Scheduled: 1/6/2025 12:46:00 PM

Status Work Completed

Date Completed: 1/8/2025 8:05:32 AM
Brief Desc: PTE 650-750-4440

Job Site: cawoopa2/218-06
301 East O'Keefe Street
#6
East Palo Alto,CA 94303

Caller Name: Tomasi Pelesikoti
Caller Phone: (650) 750-4440x
Occupant: Pelesikoti (t2841162)

Priority: Emergency
Ok to enter? YES
Category: Plumbing
Mobile (650) 750-4440x
SubCategory: Tub

Access Notes: PTE- yes; PETS- no; ALARMS- no;

Problem Description: The bathtub is not draining FZuniga/RCC.

Parts & Labor

Quantity/ Hours	Item Type/ Employee Name	Description	Unit Price	Total

Total

Authorized by: _____
Signed by _____
Dated _____
Invoice No. _____

Technician Notes: unclogged tub

Woodland Park
5 Newell Ct
East Palo Alto,CA 94303
Office (650) 566-2000x

Work Order No. 9374929
Date Call: 2/6/2025 11:22:00 AM

Date Scheduled: 2/6/2025 12:01:40 PM

Status Scheduled

Brief Desc: Discoloration throughout unit

Job Site: cawoopa2/218-06
301 East O'Keefe Street
#6
East Palo Alto,CA 94303

Caller Name: Tomasi Pelesikoti

Caller Phone:
Occupant: Pelesikoti (t2841162)

Mobile (650) 750-4440x

Ok to enter? NO
Category: Water Intrusion

Technician Notes
Time: _____ **Date:** _____
Material: _____

Problem Description: PTE NO

Parts & Labor

Quantity/ Hours	Item Type/ Employee Name	Description	Unit Price	Total

Total

Authorized by: _____
Signed by _____
Dated _____
Invoice No. _____

Woodland Park
5 Newell Ct
East Palo Alto,CA 94303
Office (650) 566-2000x

Work Order No. 9374933
Date Call: 2/6/2025 11:23:00 AM

Date Scheduled: 2/6/2025 12:01:01 PM

Status Scheduled

Brief Desc: Issues with Carpet

Job Site: cawoopa2/218-06
301 East O'Keefe Street
#6
East Palo Alto,CA 94303

Caller Name: Tomasi Pelesikoti

Caller Phone:

Occupant: Pelesikoti (t2841162)

Mobile (650) 750-4440x

Ok to enter? NO

Technician Notes

Time: _____ **Date:** _____

Material: _____

Problem Description: PTE NO

Parts & Labor

Quantity/ Hours	Item Type/ Employee Name	Description	Unit Price	Total

Total

Authorized by: _____
Signed by _____
Dated _____
Invoice No. _____

Woodland Park
5 Newell Ct
East Palo Alto,CA 94303
Office (650) 566-2000x

Work Order No. 9374940
Date Call: 2/6/2025 11:24:00 AM

Date Scheduled: 2/6/2025 12:00:08 PM

Status Scheduled

Brief Desc: Kitchen Cabinets & Drawers

Job Site: cawoopa2/218-06
301 East O'Keefe Street
#6
East Palo Alto,CA 94303

Caller Name: Tomasi Pelesikoti

Caller Phone:
Occupant: Pelesikoti (t2841162)

Mobile (650) 750-4440x

Ok to enter? YES

Technician Notes
Time: _____ **Date:** _____
Material: _____

Problem Description: PTE NO

Parts & Labor

Quantity/ Hours	Item Type/ Employee Name	Description	Unit Price	Total

Total

Authorized by: _____
Signed by _____
Dated _____
Invoice No. _____

Woodland Park
5 Newell Ct
East Palo Alto,CA 94303
Office (650) 566-2000x

Work Order No. 9374944
Date Call: 2/6/2025 11:24:00 AM

Date Scheduled: 2/6/2025 11:58:56 AM

Status Scheduled

Brief Desc: Exterior window

Job Site: cawoopa2/218-06
301 East O'Keefe Street
#6
East Palo Alto,CA 94303

Caller Name: Tomasi Pelesikoti

Caller Phone:

Occupant: Pelesikoti (t2841162)

Mobile (650) 750-4440x

Ok to enter? NO

Technician Notes

Time: _____ **Date:** _____

Material: _____

Problem Description: PTE - NO, ask resident for specifics

Parts & Labor

Quantity/ Hours	Item Type/ Employee Name	Description	Unit Price	Total

Total

Authorized by: _____
Signed by _____
Dated _____
Invoice No. _____

Woodland Park
5 Newell Ct
East Palo Alto,CA 94303
Office (650) 566-2000x

Work Order No. 9396019
Date Call: 2/11/2025 10:53:00 PM

Date Scheduled: 2/12/2025 8:26:56 AM

Status Scheduled

Brief Desc: Kitchen sink

Job Site: cawoopa2/218-06
301 East O'Keefe Street
#6
East Palo Alto,CA 94303

Caller Name: Tomasi Pelesikoti

Caller Phone: (650) 750-4440x
Occupant: Pelesikoti (t2841162)

Priority: Emergency
Ok to enter? YES
Category: Plumbing

Mobile (650) 750-4440x

SubCategory: Kitchen Sink

Technician Notes
Time: _____ **Date:** _____
Material: _____

Access Notes: PTE: yes Pets:no Alarms: No

Problem Description: Kitchen sink is clogged and backing up. Potential main plumbing line clogged. Water level is rising and falling. OBorek/RCC

Parts & Labor

Quantity/ Hours	Item Type/ Employee Name	Description	Unit Price	Total
0.0000	Gutierrez		0.00	0.00
			Total	0.00

Authorized by: _____
Signed by _____
Dated _____
Invoice No. _____

Exhibit F

Woodland Park Witness List

Stacie Roebuck, Regional Manager
Aura Andrade, General Manager
Enrique Bedolla, Maintenance Manager

Tomasi Pelesikoti v. Woodland Park Communities
Case No 20240025

Respondent's Exhibit List

Exhibit #	Title	Page #
G	Ledger through May 2, 2025	R092
H	Ledger May 1, 2025 through July 15, 2025	R095

Exhibit G

Resident Ledger

GREYSTAR®

Date: 07/18/2025

Code	t2841162	**Property**	cawoopa2	**Lease From**	12/01/2014
Name	Tomasi Pelesikoti	**Unit**	218-06	**Lease To**	12/31/2014
Address	301 East O'Keefe Street	**Status**	Past	**Move In**	12/01/2014
	#6	**Rent**	1236.99	**Move Out**	04/21/2025
City	East Palo Alto, CA 94303	**Phone (H)**		**Phone (W)**	

Date	Chg Code	Post Month	Description	Charge	Payment	Balance	Chg/Rec
07/21/2023	secdep	07/2023	:Posted by QuickTrans (secdep)	450.00		450.00	132770138
07/21/2023		07/2023	chk# :QuickTrans :Posted by QuickTrans		450.00	0.00	32404248
07/21/2023		07/2023	chk# Conv_PPD		101.74	(101.74)	32406717
08/01/2023	rent	08/2023	Base Rent (08/2023)	1,213.93		1,112.19	134011654
08/01/2023		08/2023	chk# 2089 :CHECKscan Payment		1,000.00	112.19	32575556
08/01/2023		08/2023	chk# 2089 :CHECKscan Payment		215.00	(102.81)	32575557
09/01/2023	rent	09/2023	Base Rent (09/2023)	1,213.93		1,111.12	135898722
09/09/2023		09/2023	chk# 2089 :CHECKscan Payment		147.00	964.12	33253860
09/09/2023		09/2023	chk# 2089 :CHECKscan Payment		1,000.00	(35.88)	33253861
10/01/2023	rent	10/2023	Base Rent (10/2023)	1,213.93		1,178.05	137756701
10/10/2023	rent	10/2023	rent increase for July was supposed to be rescinded	(383.56)		794.49	138030210
10/11/2023	latefee	10/2023	Late Fees	35.00		829.49	138086014
10/12/2023		10/2023	chk# 2089 8008396124 :CHECKscan Payment		215.00	614.49	33781455
10/12/2023		10/2023	chk# 2089 8008396123 :CHECKscan Payment		1,000.00	(385.51)	33781463
11/01/2023	rent	11/2023	Base Rent (11/2023)	1,118.04		732.53	139695274
11/09/2023		11/2023	chk# 2089 8008752681 :CHECKscan Payment		1,000.00	(267.47)	34249657
11/09/2023		11/2023	chk# 2089 8008752682 :CHECKscan Payment		215.00	(482.47)	34249658
12/01/2023	rent	12/2023	Base Rent (12/2023)	1,213.93		731.46	141050120
12/03/2023		12/2023	chk# 2089 8008753660 :CHECKscan Payment		215.00	516.46	34611478
12/03/2023		12/2023	chk# 2089 8008753659 :CHECKscan Payment		1,000.00	(483.54)	34611480
01/01/2024	rent	01/2024	Base Rent (01/2024)	1,213.93		730.39	143207208
01/04/2024		01/2024	chk# 2089 8009063907 :CHECKscan Payment		215.00	515.39	35116101
01/04/2024		01/2024	chk# 2089 8009063906 :CHECKscan Payment		1,000.00	(484.61)	35116102
02/01/2024	rent	02/2024	Base Rent (02/2024)	1,213.93		729.32	145244461
02/05/2024		02/2024	chk# 2089 8008753364 :CHECKscan Payment		215.00	514.32	35646644
02/05/2024		02/2024	chk# 2089 8008753363 :CHECKscan Payment		1,000.00	(485.68)	35646645
03/01/2024	rent	03/2024	Base Rent (03/2024)	1,213.93		728.25	147173390
03/03/2024		03/2024	chk# 2089 8009065011 :CHECKscan Payment		1,000.00	(271.75)	36128886
03/03/2024		03/2024	chk# 2089 8009065012 :CHECKscan Payment		215.00	(486.75)	36128887
04/01/2024	rent	04/2024	Base Rent (04/2024)	1,213.93		727.18	149262516
04/02/2024		04/2024	chk# 2089 8009462218 :CHECKscan Payment		215.00	512.18	36596599
04/02/2024		04/2024	chk# 2089 8009462217 :CHECKscan Payment		1,000.00	(487.82)	36596600
05/01/2024	rent	05/2024	Base Rent (05/2024)	1,213.93		726.11	151244857
05/01/2024		05/2024	chk# 2089 8010569532 :CHECKscan Payment		1,000.00	(273.89)	37088518
05/01/2024		05/2024	chk# 2089 8010569533 :CHECKscan Payment		215.00	(488.89)	37088519
06/01/2024	rent	06/2024	Base Rent (06/2024)	1,213.93		725.04	153387714
06/11/2024	latefee	06/2024	Late Fees	35.00		760.04	154009133
06/16/2024		06/2024	chk# 2089 8011290007 :CHECKscan Payment		1,000.00	(239.96)	37925225
06/16/2024		06/2024	chk# 2089 8011290008 :CHECKscan Payment		250.00	(489.96)	37925226
07/01/2024	rent	07/2024	Base Rent (07/2024)	1,213.93		723.97	155681584
07/01/2024		07/2024	chk# 2089 8010570419 :CHECKscan Payment		723.97	0.00	38252855
08/01/2024	rent	08/2024	Base Rent (08/2024)	1,213.93		1,213.93	157961746
08/11/2024	latefee	08/2024	Late Fees	35.00		1,248.93	158641423
08/11/2024		08/2024	chk# 2089 8011691568 :CHECKscan Payment		1,000.00	248.93	39083583

08/11/2024		08/2024	chk# 2089 8011691569 :CHECKscan Payment		250.00	(1.07)	39083584
09/01/2024	rent	09/2024	Base Rent (09/2024)	1,213.93		1,212.86	160333928
09/04/2024		09/2024	chk# 2089 8011690893 :CHECKscan Payment		214.00	998.86	39597797
09/04/2024		09/2024	chk# 2089 8011690892 :CHECKscan Payment		1,000.00	(1.14)	39597799
10/01/2024	rent	10/2024	Base Rent (10/2024)	1,213.93		1,212.79	162661369
10/01/2024		10/2024	chk# 2089 8011291854 :CHECKscan Payment		1,000.00	212.79	40077673
10/01/2024		10/2024	chk# 2089 8011291856 :CHECKscan Payment		215.00	(2.21)	40077674
11/01/2024	rent	11/2024	Base Rent (11/2024)	1,213.93		1,211.72	165078223
11/05/2024		11/2024	chk# 2089 8011931964 :CHECKscan Payment		214.00	997.72	40834109
11/05/2024		11/2024	chk# 2089 8011931963 :CHECKscan Payment		1,000.00	(2.28)	40834110
12/01/2024	rent	12/2024	Base Rent (12/2024)	1,213.93		1,211.65	167436846
12/01/2024	rent	12/2024	Rental Increase December 2024	23.06		1,234.71	167935963
12/11/2024	latefee	12/2024	Late Fees	35.00		1,269.71	168081423
12/17/2024		12/2024	chk# 2089 8012460091 :CHECKscan Payment		1,000.00	269.71	41530892
12/17/2024		12/2024	chk# 2089 8012460092 :CHECKscan Payment		275.00	(5.29)	41530893
01/01/2025	rent	01/2025	Base Rent (01/2025)	1,236.99		1,231.70	169854833
01/05/2025		01/2025	chk# 2089 8012460413 :CHECKscan Payment		237.00	994.70	41970897
01/05/2025		01/2025	chk# 2089 8012460412 :CHECKscan Payment		1,000.00	(5.30)	41970898
02/01/2025	rent	02/2025	Base Rent (02/2025)	1,236.99		1,231.69	172093447
02/04/2025		02/2025	chk# 2089 8012460902 :CHECKscan Payment		1,000.00	231.69	42551612
02/04/2025		02/2025	chk# 2089 8012460903 :CHECKscan Payment		265.00	(33.31)	42551613
03/01/2025	rent	03/2025	Base Rent (03/2025)	1,236.99		1,203.68	174538224
03/06/2025		03/2025	chk# 2089 8012904631 :CHECKscan Payment		1,000.00	203.68	43225166
03/06/2025		03/2025	chk# 2089 8012904632 :CHECKscan Payment		204.00	(0.32)	43225167
04/01/2025	rent	04/2025	Base Rent (04/2025)	1,236.99		1,236.67	177055412
04/02/2025		04/2025	chk# 2089 8012905165 :CHECKscan Payment		1,000.00	236.67	43791305
04/02/2025		04/2025	chk# 2089 8012905166 :CHECKscan Payment		237.00	(0.33)	43791306
05/05/2025	secdep	05/2025	:Security Deposits credit	(450.00)		(450.33)	180244039
05/05/2025	rent	05/2025	Base Rent (04/2025) Credit 9 days	(371.10)		(821.43)	180244040
05/05/2025	depref	05/2025	Amount to be refunded	821.43		0.00	180244041
05/05/2025	adminfee	05/2025	Sale Unit Deposit Hold	821.43		821.43	180244049
05/05/2025	depref	05/2025	Adjustment to amount to be refunded	(821.43)		0.00	180244050

Exhibit H

Resident Ledger

INCOME PROPERTY SPECIALISTS

Date: 07/17/2025

Code	t0014240	**Property**	301okeef	**Lease From**	05/04/2014
Name	Juan Rodriguez	**Unit**	21	**Lease To**	06/03/2014
Address	301 E Okeefe St 21	**Status**	Current	**Move In**	05/04/2014
		Rent	2176.11	**Move Out**	
City	East Palo Alto, CA 94303	**Phone (H)**	(650) 771-7243	**Phone (W)**	

Date	Chg Code	Description	Charge	Payment	Balance	Chg/Rec
05/04/2014	deposit	:Posted by QuickTrans (deposit)	800.00		800.00	1122353
05/04/2014		chk# :QuickTrans :Posted by QuickTrans		800.00	0.00	667217
04/30/2025		chk# Paid to previous mgmt Payment		22.07	(22.07)	670012
05/01/2025	rent	Rent (05/2025)	2,176.11		2,154.04	1124316
05/01/2025		chk# 40197189805547 :CHECKscan Payment - Raquel Rodriguez(r0014734)		1,000.00	1,154.04	670541
05/01/2025		chk# 2089 8013397305 :CHECKscan Payment - Raquel Rodriguez(r0014734)		177.00	977.04	670542
05/01/2025		chk# 2089 8013397304 :CHECKscan Payment - Raquel Rodriguez(r0014734)		1,000.00	(22.96)	670543
06/01/2025	rent	Rent (06/2025)	2,176.11		2,153.15	1133100
06/01/2025		chk# 40197189807122 :CHECKscan Payment - Raquel Rodriguez(r0014734)		1,000.00	1,153.15	674872
06/01/2025		chk# 40197189807131 :CHECKscan Payment - Raquel Rodriguez(r0014734)		177.00	976.15	674873
06/01/2025		chk# 40197189807302 :CHECKscan Payment - Raquel Rodriguez(r0014734)		1,000.00	(23.85)	674874
07/01/2025	rent	Rent (07/2025)	2,176.11		2,152.26	1143578
07/01/2025		chk# :ACH-146539 Pre-Authorized Payment		2,152.26	0.00	678118

Soane Kofeloa v. Woodland Park Communities
Case No 20240024

Respondent's Exhibit List

Exhibit #	Title	Page #
A	Lease Agreement	R001
B	Current Ledger	R036
C	Historic Ledger (covering February 2016-July 2021, if applicable)	R039
D	Work Order Overview Report	R041
E	Work Orders	R043
F	Woodland Park Witness List	R060

Exhibit A

CALIFORNIA LEASE AGREEMENT

1.

LANDLORD NAME:	**Woodland Park Property Owner, LLC doing business as Woodland Park Communities**
LANDLORD'S AGENT:	**Greystar California, Inc.**
LANDLORD ADDRESS:	**45 Newell Road, East Palo Alto, CA 94303**
PHONE/E-MAIL:	**(650) 566-2000 / woodlandparkca@greystar.com**

2.

RESIDENT NAME(S):	**Soane L. Kofeloa (individually and collectively, "Resident")**
OTHER OCCUPANT(S):	
RESIDENT ADDRESS:	**301 E okeefe St, East Palo alto, CA 94303**
	UNIT: **(the "Premises") #9** PARKING SPACE: **#9** MAILBOX: **#9**

3.

INITIAL TERM:	**1 year**	❑ Lease Renewal:
	START DATE: March 21, 2024	**END DATE: March 20, 2025**
	MOVE-IN DATE: March 21, 2024	

4.

MONTHLY CHARGES	
Base Rent	$2,240.00
Trash	$35.00
Water	$30.00
Sewer	$45.00
Renter's Insurance	$14.50
TOTAL RENT	**$2,364.50**

5.

DEPOSITS	
Deposit	$2,240.00
TOTAL	**$2,240.00**

6.

KEYS:	❑ APARTMENT	**2**	❑ MAIL	**1**
	❑ REMOTE	**0**	❑ POOL	**0**
	❑ GARAGE	**0**	❑ STORAGE	**0**
	❑ CARD	**0**	❑ COMMON AREA	**0**

This Lease is entered into on the date signed, by and between the above-named parties (collectively, "Parties"). The party executing this Lease as the Landlord's Agent is acting as the managing agent for the owner of **Woodland Park** (the "Community"). Each person living in the Premises that is 18 years of age or older must sign the Lease as a resident. Each Resident states that they are of legal age to enter into a binding Lease for lodging. All others living in the Premises must be designated as Occupants. Each person signing the Lease is jointly and severally liable for all the various resident obligations under the Lease. Every individual resident, including all co-residents, is responsible for the entire rental amount and other obligations, even if, as roommates, individual residents have made arrangements among themselves to allocate the rent or other payments or obligations.

Landlord hereby leases and Resident hereby hires and takes the Premises for the term specified and subject to all of the terms and provisions set forth herein.

A. TERM OF LEASE

7. **INITIAL TERM:** The initial term of this Lease shall commence on the Start Date and end on the End Date as outlined in Section 3 and shall **automatically continue as a tenancy from month-to-month upon expiration of the initial term.**

8. **LEASE EXPIRATION:** Either party may terminate this Lease on the End Date or after the initial term by giving the other party at least **thirty (30) days'** written notice of its intention to terminate the tenancy, subject to California Civil Code sections 1946, et seq. In the absence of written notice of termination, or a new lease, after the expiration of the initial term, the tenancy shall become month-to-month subject to a rental increase and applicable fees as allowed under local and state law. Resident agrees to pay all rent up to and including the end of any **thirty (30) day** (or, as applicable, sixty (60) day) notice period (which may not occur before the end of the initial Lease term) or until the Premises are re-occupied, whichever occurs first.

9. **FAILURE TO VACATE AFTER NOTICE:** If Resident gives written notice to vacate the Premises and fails to completely vacate prior to the expiration of the notice, Landlord shall be entitled to commence legal proceedings to recover possession of the Premises and Resident shall be liable, unless otherwise prohibited by law, in addition to all other damages provided for under this Lease, for the daily rent based on a pro-ration of the monthly rent for each day Resident remains in the Premises. In addition, Landlord may collect costs for loss suffered from future resident losses, legal costs, lost rent, and other expenses, and any other amount allowed by law.

10. **OPTION FOR EARLY TERMINATION:** Resident is expected to remain a Resident for the entire initial term. If Resident fails to do so, Resident will be responsible to Landlord for all damages provided by law, including (but not limited to) rent due through the end of the initial term, minus rents paid by a replacement resident (if any). This amount will vary depending upon how long it takes Landlord to find a replacement resident which typically cannot be determined in advance of move-out.

To avoid this uncertainty, Resident may choose to exercise an Early Termination Option. Resident understands and acknowledges that Landlord is not legally obligated to allow early termination of the Lease unless provided for pursuant to law. To exercise this option, Resident must deliver to Landlord:

i. A written notice stating that Resident has elected to exercise the Early Termination Option;
ii. An early termination option payment of **$3,360.00**;
iii. An executed agreement for repayment of concessions received prior to the early termination (if applicable, see Concession Addendum); and
iv. Payment of rent and other amounts due through the new End Date.

When Landlord has (1) received the written notice and the Early Termination Option payment and (2) signed the notice, the End Date will be amended. The new End Date will be the date specified in the notice which must be at least **thirty** days after the written election and

payment are given to Landlord. Exercise of the Early Termination Option will affect only Resident's rent obligations after the new End Date. Resident must comply with all other Lease obligations.

The notice will not move the End Date forward if:

i. Resident is in default under the Lease at the time that Resident gives notice of Resident's exercise of the option;

ii. Resident provides the notice unaccompanied by the Early Termination Option payment; or

iii. Resident does not properly exercise the Early Termination Option by following the procedures specified above, but vacates the Premises before the End Date specified in the Lease.

11. EARLY TERMINATION: In the event Resident vacates the Premises before the End Date, and fails to exercise the Early Termination Option as specified above. Resident shall be liable for all rent owed for the remainder of the initial term minus amounts paid by a replacement resident (if any), plus any other amounts as specified by law.

12. DELAY OF POSSESSION: If the Landlord, for any reason, cannot deliver the possession of the Premises to Resident at the Move-In Date, this Lease shall not be void or voidable, nor shall Landlord be liable to Resident for any loss or damages resulting therefrom; but in that event there shall be a per diem deduction of rent covering the period between the Move-In Date and the time when Landlord can deliver possession.

13. FAILURE TO MAKE PAYMENTS PRIOR TO COMMENCEMENT: If Resident fails to make any payment due prior to the Start Date of Lease shown in Section 3, Landlord has no duty to provide possession of the Premises, and Landlord may apply any and all previously made payments to amounts due to Landlord.

B. PAYMENTS, DEPOSITS, AND FEES

14. MONTHLY RENT PAYMENT: The total rent is set forth in Section 4.

i. All rent payments are due in advance on or before the 1st day of each month. It is Resident's responsibility to be certain that each payment is actually received by Landlord on or before its due date. Use of a rental payment drop box is for Resident's convenience - the risk of receipt of funds by Landlord when such box is used is Resident's risk, and not Landlord's risk. If any rent payment is made late, it will be subject to all applicable charges and may be rejected by Landlord.

ii. Initial payment due for move in must be made in the form of a cashier's check. Except as otherwise provided, all subsequent rent payments shall be made by **check, cashier's check, money order, or through the online payment portal**. No cash or post-dated checks will be accepted.

iii. Payments must be made payable to **Woodland Park** and may be personally delivered to the Business Manager, Assistant Business Manager or Sales Associate at 5 Newell Court or at 2041 Euclid Ave., East Palo Alto, CA 94303. On non-holidays, the business hours, which remain subject to change, when rent payments may be made personally are: **Mon and Wed, 9AM - 6PM, Tues 10AM - 6PM, Thurs and Fri 9AM - 7PM, Sat and Sun 10AM - 5PM**.

iv. Unless Resident notifies Landlord otherwise by written notation on the rent payment, Landlord shall apply all of the payments made in the order of priority Landlord determines. Landlord reserves the right at any time to change payment procedures and policies.

v. If Resident makes any payment by check, it may be converted into an electronic funds transfer ("EFT"). This means Landlord will copy the check and use the account information on it to electronically debit Resident's account for the amount of the check. The debit from Resident's account will usually occur within 24 hours, and may occur as early as the same day as Landlord receives payment. The debit will be shown on Resident's regular account statement. Resident will not receive the original check back. Landlord will destroy the original check, but will keep a copy of it to the extent required by applicable laws. If the EFT cannot be processed for technical reasons, Resident authorizes Landlord to process the copy in place of the original check. If the EFT cannot be completed because of insufficient funds, Landlord may require payment in certified funds as required below.

vi. If the Start Date occurs on other than the first day of a calendar month or the End Date occurs on other than the last day of a calendar month, then the rent for that month shall be prorated on a daily basis.

15. LATE CHARGE AND NSF CHARGE: Landlord and Resident agree that when Resident fails to pay rent on time, or when Resident pays rent by a check which payment is subsequently dishonored by the bank, the actual cost to Landlord is difficult or impossible to ascertain, but the Parties agree that Landlord does, in the event of late payment or in the event of a dishonored check, incur certain costs, including without limitation, communication with Resident, additional bookkeeping and administrative charges, bank charges, and lost opportunity costs of the late payment. After making a reasonable endeavor to estimate accurately the approximate costs associated with such a breach, which the Parties agree is difficult or impossible to ascertain, the Parties agree that, any time the rent for any given month is paid after the **4th** day of such month, Resident will in that month pay to Landlord, as additional rent due with the late payment, a late charge in the sum of **35.00** and further agree that, in the event of a dishonored check, Resident will pay to Landlord, as additional rent due with the payment required to replace the dishonored check, an NSF fee in the sum of **$25.00**. The Parties agree that the payment of these sums does not constitute a license to pay rent late nor does it constitute a license to pay by dishonored check. Rent remains due on the first day of the month and there is no grace period for the payment of rent. A three-day notice to pay rent or quit may be served at any time after the first day of the month irrespective of the existence of the late charges as set forth in this section. If such notice is served after the **10th** day of the month, it may include the late charge and NSF charge, if applicable, which charges, as set forth above, are payable as additional rent. Furthermore, if Resident does not pay by the end of the **10th** day of the month, Resident may only pay by cashier's check or electronic payment (if offered). Landlord will not accept a personal check after the **10th** day of the month, or in response to a notice to pay rent or quit, or a notice to perform covenant or quit requiring payment. Landlord may terminate this Lease for failure to pay late charges and may terminate this Lease for non-payment of rent. If Resident gives Landlord two payments that are returned for nonpayment during the term of this Lease, then the future rent shall be payable by cashier's check for the remainder of the term.

16. SECURITY DEPOSITS:

i. Resident shall pay to Landlord, as security, the amount set forth in Section 5, which sum shall not exceed the maximum permitted by California Civil Code Section 1950.5. This sum shall be applied and accounted for in accordance with the provisions of California Civil Code Section 1950.5 and any other applicable statutes. Landlord shall not be obligated to pay Resident interest in connection with such security deposit, unless specifically required by applicable law.

ii. It is understood that the security deposit is applicable to all Residents jointly, and Landlord does not account for it until the passing of the permissible statutory period after all Residents have vacated the Premises. Any refund due may be made payable jointly to all Residents and it shall be the responsibility of all Residents to work out between themselves the manner of dividing said security deposit. If Landlord chooses to make the refund to any one of the Residents individually, in legal contemplation the payment shall be deemed to have been made to all Residents and Landlord shall have no liability to any one or group of Residents for failure of any Resident to divide such refund equitably.

iii. If the security deposit is later increased by agreement of the Parties for any reason (such as the installation of a waterbed or relating to a pet), the additional security deposit will be disbursed by Landlord in accordance with this section at the end of the statutory period following the end of Resident's tenancy. Removal of the waterbed or pet, or whatever caused the increase in the deposit, will not be grounds for early disbursement of the security deposit.

C. RESIDENT DEFAULT

17. DEFAULT BY RESIDENT: Resident shall be guilty of material breach of this Lease if Resident: (a) fails to pay any rent or other sums payable under this Lease on the date it becomes due; (b) defaults in the performance of or breach of any other provision, term, covenant or condition of this Lease; (c) vacates or abandons the Premises before expiration of the full term of this Lease, or any extension of the term; (d) permits the leasehold interest of Resident to be levied upon or attached by process of law; or (e) makes an assignment for the benefit of creditors.

18. REMEDIES: Upon the occurrence of any default by Resident, Landlord may exercise any right or remedy which Landlord may have at law or in equity, each and all of which are cumulative and nonexclusive. This may include giving Resident notice to correct or cure such default, taking action to recover possession of the Premises via the eviction process or otherwise, and/or terminating the Lease, all in accordance with applicable law. Additionally, Landlord shall be entitled to recover from Resident all damages incurred by Landlord by reason of Resident's default. Without limitation on the foregoing, upon the occurrence of any event of default by Resident, Landlord shall have the option to pursue any one or more of the following remedies, each and all of which shall be cumulative and nonexclusive:

i. Terminate this Lease and Resident's right to possession of the Premises and recover from Resident all damages allowed at law or in equity, including those allowed under Civil Code Section 1951.2 including:
- **a.** The worth at the time of award of the unpaid rent which had been earned at time of termination;
- **b.** The worth at the time of award of the amount by which the unpaid rent which would have been earned after termination until the time of award exceeds the amount of such rental loss that the Resident proves could have been reasonably avoided;
- **c.** Subject to subsection (iii), the worth at the time of award of the amount by which the unpaid rent for the balance of the term after the time of award exceeds the amount of such rental loss that the Resident proves could be reasonably avoided; and
- **d.** Any other amount necessary to compensate the Landlord for all the detriment proximately caused by the Resident's failure to perform Resident's obligations under the Lease or which in the ordinary course of things would be likely to result therefrom.

ii. The "worth at the time of award" of the amounts referred to in paragraphs (a) and (b) of subsection (i) is computed by allowing interest at **10% per year**, but no greater than the maximum interest rate permitted by law. The worth at the time of award of the amount referred to in paragraph (c) of subsection (i) is computed by discounting such amount at the discount rate of the Federal Reserve Bank of San Francisco at the time of award plus 1 percent.

iii. Landlord may recover damages that include the worth at the time of award of the amount by which the unpaid rent of the balance of the term after the time of award, exceeds the amount of rental loss for the same period Resident proves could be reasonably avoided.

iv. Efforts by the Landlord to mitigate the damages caused by the Resident's breach of the Lease do not waive the Landlord's rights to recover damages under this section.

v. Nothing in this section affects the right of the Landlord under a Lease to indemnification for liability arising prior to the termination of the Lease for personal injuries or property damage where the Lease provides for such indemnification.

vi. Landlord has the remedy described in California Civil Code Section 1951.4 (Landlord may continue Lease in effect after Resident's breach and abandonment and recover rent as it becomes due, if Resident has the right to sublet or assign, subject only to reasonable limitations). Accordingly, if Landlord does not elect to terminate this Lease on account of any default by Resident, Landlord may, from time to time, without terminating this Lease, enforce all of its rights and remedies under this Lease, including the right to recover all rent as it becomes due.

19. DAMAGE BY RESIDENT: If any damage or destruction to the Premises, building, or Community is caused by Resident, Occupants, guests or invitees, such damage shall be considered a breach of Lease. Resident further agrees to pay rent for the period the Premises is damaged whether or not habitable, if such damage is caused by Resident, Occupants, guests or invitees. Any such damage or destruction of the Premises caused by Resident, Occupants, guests or invitees constitutes grounds for termination of the Lease; additionally such actions will not create any right of rent reduction. Resident shall pay for any expenses, including the costs of repairing such damage or destruction.

20. RESIDENT INFORMATION: If Resident has supplied information to Landlord by means of a rental application or similar instrument, Landlord has relied upon the statements set forth in said application or instrument in deciding to rent the Premises to Resident. Resident covenants that all such information is accurate and was given voluntarily and knowingly by Resident. It is agreed that, if Landlord subsequently discovers any misstatements of fact in the application or instrument, any such misstatements shall be deemed a material breach of this Lease. In the event that Resident submits information to verify Resident's income, Resident hereby certifies the accuracy of such information and further agrees that accurate information regarding family income, family composition and any other related eligibility requirements shall be deemed substantial and material obligations of Resident's tenancy; that Resident will comply with all requests for information with respect thereto from Landlord or any mortgagee; that Resident's failure to provide accurate information shall be a default by Resident, which shall entitle Landlord to pursue all rights and remedies set forth in the **"DEFAULT BY RESIDENT"** section or otherwise permitted by law, and that Resident's failure to furnish accurate and current information could subject Resident to civil liability.

21. COMPLIANCE WITH APPLICABLE LAWS: Resident agrees not to engage in or permit unlawful activities in the Premises, in the common areas or on the grounds of the Community or permit the Premises or Community to be used for any purpose which violates local, state or federal law. Resident, Occupants, guests or invitees and any other person under Resident's control shall not engage in or facilitate criminal activity, including drug-related criminal activity, on or near the Premises. "Drug-related criminal activity" means illegal manufacture, sale, distribution, use or possession with intent to manufacture, sell, distribute, or use a controlled substance (as defined in Section 102 of the Controlled Substances Act (21 U.S.C. 802)). Resident, Occupants, guests or invitees or other person under Resident's control shall not engage in any act of violence or threats of violence, including, but not limited to, the unlawful discharge of firearms, on or near the Premises. Resident agrees to reimburse and indemnify Landlord for all fines or other penalties incurred by Landlord as a result of Resident's violation of any statute, ordinance, regulation or other governmental restriction. This provision constitutes written notice to cease any breach of this section, including, without limitation, being so disorderly as to destroy the peace, quiet, comfort, or safety of the Landlord or other tenants of the building or Community or, where the Premises are a single family dwelling, the peace, quiet, comfort or safety of the owner or residents of an adjacent property. Such disorderly conduct includes violations of state and federal criminal law that destroy the peace, quiet, comfort, or safety of the landlord or other tenants of the building or Community containing the rental unit, or, where the Premises are a single family dwelling, the peace, quiet, comfort or safety of the owner or residents of an adjacent property.

22. COMPLIANCE WITH POLICIES: If indicated on the last page of this Lease with respect to Attachments/Addenda, Resident acknowledges receipt of a copy of the Community Policies, which Community Policies are incorporated into and made a part of this Lease, Resident agrees to abide by said Community Policies in all respects. Any Community Policies may be changed with thirty days' notice and Resident agrees to abide by any such changes. Failure to comply with the Community Policies shall be deemed a breach of this Lease.

D. PREMISES:

23. CONDITION OF PREMISES: Resident has inspected the Premises and acknowledges that the Premises are in good and habitable order and repair with all appliances and equipment in good working order at the time Resident is given occupancy. Resident also agrees that Landlord has made no promise to decorate, alter, repair or improve the Premises, except as listed on the Move In/Move Out Inspection Form.

24. RESTRICTIONS ON ALTERATIONS: Without the prior written consent of Landlord, Resident agrees not to make any alterations or improvements to the Premises, including, without limitation (i) changing or removing any part of the appliances, fixtures, or equipment; (ii) painting, installing wallpaper, or adhering contact paper; (iii) installing appliances including washing machines, dishwashers, dryers, fans, heaters, or air conditioners; or (iv) adding window coverings, foil draperies, or non-standard window coverings. In no event can any personal property, alterations, or improvements block entrance to or egress from the Premises, create a health or safety hazard or interfere with walkways or utility service equipment. All additions, fixtures and improvements shall be Landlord's property and shall remain upon the Premises after the termination of the Lease unless Landlord, as a condition to allowing Resident to make such alteration, requires that the Premises be restored to the condition existing prior to such alteration or addition.

25. MAINTENANCE: Resident is responsible to notify Landlord in writing, delivered personally or submitted online (except in the event of an emergency, in which case by telephone), if maintenance issues arise in or around the Premises. Maintenance requests will be handled after office hours only in an emergency. The on-duty maintenance associate will determine the appropriate course of action. Resident shall replace light bulbs and replace broken, damaged, or missing articles that Landlord has furnished.

To maintain the Premises, Resident agrees to:

- **i.** Keep the Premises clean.
- **ii.** Use all appliances, fixtures, and equipment in a safe manner and only for the purposes for which they are intended.
- **iii.** Refrain from destroying, defacing, damaging or removing any part of the Premises, common areas, Community or grounds.
- **iv.** Refrain from making any repairs without Landlord's prior written consent.
- **v.** Maintain a minimum of 50 degrees inside the Premises at all times to prevent water lines from freezing during winter months.
- **vi.** Dispose of all garbage, waste and recyclable materials in designated containers and/or designated areas and in accordance with applicable law and Landlord's instructions. Large items may not be disposed of in garbage containers or common areas.
- **vii.** Keep all ingress and egress routes clear and unobstructed and at all times.
- **viii.** Practice safe use of electrical cords, outlets, and appliances.

26. DUTY TO CLEAN AND VENTILATE: Resident hereby acknowledges that mold and mildew can grow in the Premises if the Premises are not properly ventilated and maintained. Resident acknowledges that it is important that Resident regularly allow air to circulate in the Premises. Resident agrees to regularly allow air to circulate in the Premises by using bathroom fan(s), using ceiling fans, where available, and regularly opening the windows and/or sliding doors where available. Since it is common for mold and mildew to grow even if a small amount of moisture builds up, Resident agrees to regularly wipe down areas where moisture sometimes accumulates and clean all toilets, sinks, countertops, bathroom walls, windows, windowsills, patio doors, showers, bathtubs and tile or linoleum floors with a household cleaner on at least a bi-weekly basis. Resident further agrees to notify Landlord immediately whenever Resident learns of any condition which could lead to a build-up of moisture in the Premises, including, but not limited to plumbing leaks, broken window or door seals, accumulation of rainwater or other moisture around windows or doors, broken water lines or sprinklers, inoperable fans, doors, or windows, and any failure or malfunction in the heating, ventilation, or air-conditioning system, if any, in the Premises, storage room, garage, or common area. If Resident notices mold, mildew, or other organic growth in the Premises, Resident agrees to notify Landlord, in writing, immediately. Resident agrees to take the following steps to prevent the growth of mildew, mold, and organic growth in the Premises:

- **i.** In damp or rainy weather, keep windows and doors closed.
- **ii.** If possible, maintain a temperature of between 50° and 80° Fahrenheit within the Premises at all times.
- **iii.** Use the pre-installed bathroom fan or alternative ventilation when bathing or showering and allow the fan to run until all excess moisture has vented from the bathroom.
- **iv.** Use the exhaust fan in the kitchen when cooking or while the dishwasher is running. Allow the fan to run until all excess moisture has vented from the kitchen.
- **v.** Use care when watering houseplants. If spills occur, dry up excess water immediately.
- **vi.** When washing clothes in warm or hot water, watch to make sure condensation does not build up within the washer and dryer closet. If condensation does accumulate, dry with a fan or towel.
- **vii.** Thoroughly dry any spills on carpeting.
- **viii.** Do not allow damp or moist stacks of clothes or other cloth materials to lie in piles for an extended period of time.
- **ix.** Do not overfill closets or storage areas to allow for proper ventilation.
- **x.** Do not overfill the Premises or block with personal property ventilation from fans, windows, or doors.
- **xi.** Vacuum and dust the Premises on a regular basis to remove household dirt and debris that contribute to mold growth.

Any failure to comply with the requirements of this section shall be deemed a material breach of this Lease. In addition, Resident shall be liable to Landlord for any damage resulting from Resident's failure to comply with the requirements of this section.

27. PESTS AND PEST CONTROL:

- **i.** The Premises and/or the common areas may be covered by a contract for periodic pest control by a registered structural pest control company. If so, pursuant to applicable law, concurrently with signing this Lease, Resident is being provided with a copy of the legally required notice provided by the registered pest control company under Business and Professions Code §8538 and California Civil Code §1940.8. Resident accepts all risks and hazards associated with chemicals used on the Premises that are stated in the notice attached to this Lease.
- **ii.** Resident and Landlord have inspected the Premises prior to leasing and acknowledge there is no visible evidence of the presence or infestation of insects or vermin, including bedbugs, in the Premises. Resident agrees to inspect all personal belongings for signs of bedbugs or other insects or vermin prior to bringing personal belongings into the apartment and further agrees not to bring into

the Premises any belongings which Resident suspects may be infested with bedbugs, insects, or other vermin.

iii. Resident agrees to maintain the Premises in a manner that prevents the occurrence of an infestation of insects and vermin, including bedbugs, and comply with policies relating to the prevention of infestations. Resident further agrees to report any signs of bedbugs, ants, fleas, roaches, or other insects or vermin immediately to Landlord.

iv. If Resident allows individuals or items carrying bedbugs, fleas, roaches, or other insects or vermin into the Premises, or has an infestation that cannot be traced to another source, such infestation will be deemed damage to the Premises and Resident will be responsible for all costs of treatment to the Premises, Resident's personal belongings, and neighboring units as necessary to eradicate the infestation. Resident will also be responsible for any damages caused to the Premises or to any of Resident's personal property, including without limitation furniture, clothing, and personal belongings, caused by pests or the treatment of pests. The choice of treatment shall be at the discretion of Landlord in consultation with Landlord's pest control vendor, if any.

v. Resident agrees to cooperate with all pest control efforts at and within the Premises and the Community. Resident shall follow all instructions from Landlord and/or Landlord's pest control vendor, if any, with respect to treatment and eradication of pests, whether infestation is within the Premises, a neighboring unit, or elsewhere in the Community. The Premises must be properly prepared for any treatment. Resident acknowledges that preparations for treatments can be time consuming and difficult. Resident nonetheless agrees to fully prepare the Premises in a timely manner at its own cost and expense for the treatment and eradication of pests until the pest infestation is fully abated. Resident further agrees to coordinate the cleaning and/or disposal of Resident's personal property with the treatment being performed, so as to protect against a re-infestation of any pests. Resident agrees to follow the recommended readiness procedures, including allowing full access for treatment(s). Resident agrees that the choice of pest control vendors, if any, and the implementation of a treatment plan, including the application of pesticides, is exclusively that of Landlord. Resident agrees not to treat the Premises, building, or Community with pesticides without the written authorization of Landlord.

vi. Resident is required to report, in writing, any suspected infestations to Landlord immediately after discovery. Resident shall report any signs of any infestations, including, but not limited to any household member experiencing any bites, seeing any insects or vermin within the Premises, or seeing any feces or other detritus relating to insects.

vii. Resident represents to Landlord that Resident is not aware that bed bugs were present in Resident's last residence and that if bed bugs were present in any of their furniture, clothing, or other personal property, the bed bugs have been eradicated. Resident agrees that this representation to Landlord is a material inducement to Landlord leasing the Premises to Resident.

28. KEYS, LOCKS, AND ACCESS DEVICES:

i. Keys and Locks: Resident agrees not to change or add any locks or gates on any doors or windows to the Premises without prior written consent of Landlord. If Landlord, in its sole discretion, approves a request to install locks, Resident agrees to immediately provide Landlord with a key for each lock. On or before the end of the term, Resident agrees to return all keys to the Premises to Landlord. Landlord may charge Resident **$25.00** for each key that is lost or not returned.

ii. Access: Resident agrees to promptly notify Landlord in writing of any problem, defect, malfunction or failure of door locks, window latches, controlled access gates, intrusion alarms, and any other security device. Resident agrees to be responsible for all fines, penalties and other charges resulting from or attributable to the alarm, including false alarm charges. It is understood that Landlord is not responsible for providing access to the Premises after office hours. Resident is responsible for contacting a locksmith, at Resident's expense, to gain access to the Premises in the event of lockout. If Resident has called a locksmith, Landlord must be notified and then change locks at Resident's expense.

iii. Access Devices: If Resident has received gate cards, fitness, restroom and/or entry gate keys as indicated in Section 6 of this Lease, Resident understands that if any of these items are lost or not returned upon move out, that the following fees will apply:
Gate Access Device **$0.00** Key Fob **$0.00** Entry Gate Key **$50.00**

29. LOCATION: Upon reasonable notice, Landlord shall have the right to transfer Resident to another unit that is comparable to the Premises, upon which transfer the other unit shall automatically become the Premises under this Lease, which shall remain in full force and effect. Resident acknowledges and agrees that such comparable unit shall be deemed to provide the same housing services as the original Premises and that such transfer is not an eviction.

30. CONDITION UPON TERMINATION: Upon termination of the Lease, or the termination of Resident's right to occupy the Premises, Resident shall deliver all keys, access cards, and remotes to Landlord and move out of the Premises, leaving them in substantially the same clean, undamaged, and ready-to-rent condition as existed on the Start Date, less ordinary wear and tear. If the Premises are not returned in such condition, Landlord may charge Resident for the costs to repair any damage and to put the Premises back in the condition they were in upon the Start Date, less ordinary wear and tear. Resident is responsible for replacement of any damaged or missing items and for payment of all costs to clean or repair any portion of the Premises, carpeting, flooring, wall coverings, paint, counters, trim, window treatment, doors, windows, or appliances which are damaged, dirty, or unsanitary. Cleaning and repair of any damage due to smoking of any kind is not considered ordinary wear and tear. Resident is responsible for removing all trash and other items of personal property from the Premises. Failure to do so will constitute a condition that exceeds ordinary wear and tear. Resident will not be considered as having moved out, vacated and surrendered possession of the Premises until Resident has removed all personal belongings from the Premises and returned all keys, access cards and remotes. If Resident moves out and fails to return all keys, access cards and remotes, Resident agrees that the move-out date shall be determined by Landlord in Landlord's reasonable judgment and that Resident will be charged for any missing keys, access cards and remotes. If Resident leaves personal property in the Premises after move-out or if Resident places personal property in areas of the Community not designated for Resident's exclusive use, Landlord can determine that such property has been abandoned and can take steps to remove or dispose of the property consistent with applicable laws.

31. ENTRY: Landlord has the right to enter the Premises as allowed by law, including, without limitation, in case of emergency, to make desired, necessary or agreed repairs, decorations, alterations, renovations, or improvements, to supply necessary or agreed services, to test smoke detectors, to exhibit the dwelling unit to prospective or actual purchasers, mortgagees, tenants, workmen or contractors, or for any other purposes permitted by California Civil Code section 1954 (and any other applicable statutes or amendments which might be enacted subsequent to the execution of this Lease). Landlord also has the right to enter the Premises in order to make an inspection pursuant to subdivision (f) of Civil Code section 1950.5 when Resident has abandoned or surrendered the Premises and pursuant to court order. Resident agrees that if Resident denies Landlord access to the Premises when Landlord is in compliance with statutory requirements and entitled to access, any such denial of access shall be deemed a material breach of this Lease. The Parties agree that 24 hours' notice is presumed reasonable, although the Parties acknowledge that a shorter time period may also be reasonable under some circumstances. Landlord will serve Resident with written notice before entry unless:

i. Entry is due to an emergency, surrender or abandonment of the Premises, or

ii. Resident and Landlord agree orally to an entry to make agreed repairs or supply agreed services at an approximate day and time within one week of the oral agreement, or

iii. Resident is present and consents to entry at the time of entry, or

iv. To exhibit the Premises to prospective or actual purchasers of the property, provided that Landlord has notified Resident in writing within 120 days of the oral notice that the property is for sale and that Resident may be contacted to allow for an inspection.

32. SMOKE DETECTORS: The Premises have been equipped with smoke detectors. The smoke detectors have been tested prior to Resident's move in to ensure they are operational. Resident agrees not to interfere with the presence or operability of any smoke detector and to report immediately to Landlord, in writing, any defects in the condition of any smoke detectors. Resident agrees that if a smoke detector is battery operated, pursuant to California Civil Code Section 1942.1, as part of the consideration of the rental, Resident assumes responsibility to: (a) ensure the battery is in operating condition at all times; and (b) replace the battery as needed. Under no circumstances shall Resident remove the battery of a smoke detector without immediately replacing the battery with a new one.

33. CARBON-MONOXIDE DEVICES: If a carbon-monoxide device has been installed within the Premises, Resident acknowledges that the carbon-monoxide device was operable at the time Resident took possession of the Premises. Resident is responsible for notifying Landlord if Resident becomes aware of an inoperable or deficient carbon-monoxide device within the Premises. Landlord shall correct any reported deficiencies or inoperabilities in the carbon-monoxide device. Resident further agrees that, if the carbon-monoxide device is battery operated, pursuant to California Civil Code Section 1942.1, as part of the consideration of the rental, Resident assumes responsibility to: (a) ensure the battery is in operating condition at all times; and (b) replace the battery as needed. Under no circumstances shall Resident remove the battery of a carbon-monoxide device without immediately replacing the battery with a new one.

34. SATELLITE DISHES: If satellite dishes are allowed in the Community they must be one meter or less in size and may not be affixed to the patio or balcony of the Premises. Resident is specifically prohibited from making physical modifications to the Premises and is prohibited from installing said satellite dish in the common areas of the Community, including, but not limited to, outside walls, roofs, window sills, common balconies or stairways. Resident will be responsible for damages caused by the satellite dish, including the cost of removal if in any violation of any satellite guidelines. Resident shall install, use, maintain and remove a satellite dish in a manner which is consistent with industry standards and shall be liable for any damage or injury sustained as a result of the negligent installation, maintenance, use or removal of said satellite dish. Allowable locations may not provide an optimal signal or any signal at all.

35. WATERBEDS AND AQUARIUMS: Waterbeds and water tanks holding 30 or more gallons may only be installed in the Premises with prior written consent from Landlord. Prior to installation, a valid waterbed insurance policy or certificate of insurance for property damage must be obtained. The policy shall be issued by a company licensed to do business in California and possessing a Best's Insurance Report rating of "B" or higher. The insurance policy shall be maintained in full force and effect until the waterbed/water tank is permanently removed from the Premises. The policy shall be written for no less than **one hundred thousand dollars ($100,000.00)** of coverage. The policy shall cover, up to the limits of the policy, replacement value of all property damage, including loss of use, incurred by the Landlord or other residents caused by or arising out of the ownership, maintenance, use, or removal of the waterbed/water tank, except for any damage caused intentionally or at the direction of the insured, or for any damage caused by or resulting from fire. Landlord may require Resident to produce evidence of insurance at any time. The insurance carrier shall give Landlord notice of cancellation or non renewal 10 days prior to this action. The waterbed/tank shall conform to the pounds-per-square foot weight limitation and placement as dictated by the floor load capacity of the Premises. The weight shall be distributed on a pedestal or frame which is equivalent to the dimensions of the mattress itself. Resident shall install, maintain and remove the waterbed/tank, including, but not limited to, the mattress and frame, according to standard methods of installation, maintenance, and removal as prescribed by the manufacturer, retailer, or state law, whichever provides the higher degree of safety. Resident shall notify Landlord in writing of the intent to install, remove, or move the waterbed/tank. The notice shall be delivered at least 24 hours prior to the installation, removal, or movement. The Landlord has the right to be present at the time of installation, removal, or movement. If the waterbed/water tank is installed or moved by any person other than Resident, Resident shall deliver to Landlord a written installation receipt stating the installer's name, address, and business affiliation.

E. LIMITATION ON LIABILITY:

36. LIABILITY: Landlord shall not be liable to Resident, Occupants, or to any guests or invitees of Resident for any damage or losses to person or property arising from any cause including, but not limited to, theft, burglary, assault, vandalism, fire, flood, water leaks, rain, hail, ice, snow, smoke, lightning, wind, explosion, interruption of utilities, earthquake, or any other condition over which the Landlord has no control. To the extent allowed by law, Resident agrees to assume all risk of harm, and waive all claims against Landlord, resulting from use of common area amenities. To the extent allowed by law, use of the common area amenities is at the sole risk of Resident, Occupants, guests or invitees.

37. INDEMNITY/HOLD HARMLESS: Resident and Occupants agree to indemnify and hold Landlord harmless, from any claims arising out of any death or injury to any person, or any damage to property, if such injury or damage is caused directly or indirectly by the act, omission, negligence, or fault of Resident, Occupants, or Resident's guests or invitee(s).

38. HOUSING SERVICES: The furnishing by Landlord to Resident of any storage space, use of laundry, electronic access controls and gates, or any other common area facilities outside the Premises shall be deemed to be furnished gratuitously and Landlord makes no representations or guarantees as to the availability, adequacy, or fitness of such space, service, or facilities. Resident acknowledges that Landlord will not provide lifeguard service at swimming facilities, if any, and Resident agrees to take adequate and reasonable care in use of all recreational facilities to ensure the safety of Resident, Occupants, guests or invitees. All guests and invitees must be accompanied by a Resident or Occupant to use recreational facilities and amenities. Resident, Occupants, guests, and invitees shall comply with all signs posted by Landlord in and around the common areas and Community. Landlord may ban any Resident, Occupant, guest or invitee from using any amenity at the Community if such persons fail to abide by posted signs or rules relating to those areas and Resident shall not be entitled to any rent reduction or offset if the loss of amenity privileges is the result of the conduct of Resident, Occupants, guests or invitees. Landlord makes no representations, warranties or guarantees express or implied, regarding the presence or quality of reception of electronic communication or information retrieving devices within the Premises or Community.

39. EMINENT DOMAIN OR CONDEMNATION: Should the land wheron the building containing the Premises is situated, or any part thereof, or any portion of the Community, be condemned or taken for public use, then, in that event, upon the taking of the same for such public use, this Lease, at the option of Landlord, shall be deemed null and void, and the term shall cease and come to an end, notwithstanding anything to the contrary herein, and without apportionment of the award. Resident shall not be entitled to receive any sum, or portion thereof, constituting any award arising out of any such eminent domain or condemnation.

40. SIGNIFICANT DAMAGE TO OR DESTRUCTION OF PREMISES:

i. If the Premises or property are damaged by fire, flood or other casualty, necessitating repairs that require Resident to vacate the Premises for any length of time, in the sole and absolute discretion of Landlord, Landlord shall have the option either (1) to repair the damage or otherwise restore the Premises, with this Agreement continuing in full force and effect, or (2) give notice to Resident,

at any time after such damage occurs or repairs become necessary, terminating this Agreement as of a date to be specified in such notice. Landlord shall not be required to repair any damage by fire or other cause or to make any repairs of any property installed in the Premises by Resident.

ii. If Landlord elects to terminate, this Lease shall expire and all interest of the Resident in the Premises shall terminate and Landlord shall have no obligation to pay lodging costs or other expenses to Resident after the termination date. If Landlord elects to repair the damage and/or make the significant repairs and continue this Lease in full force and effect, the "Duty to Cooperate" and "Significant Repairs" sections, below, shall apply.

41. SIGNIFICANT REPAIRS:

i. If the Premises require significant renovations, improvements or repairs (such as, by way of example only and not by way of any limitation, tenting for termites, treating for pests or other vermin, replacing plumbing or electrical wiring, repairing fire damage, etc.) which require Resident to vacate the Premises for any length of time, Resident must vacate the Premises as needed and otherwise cooperate with Landlord in its efforts to perform the work. To the extent possible, Landlord shall give Resident at least ten days written notice of the need to vacate the Premises, which notice shall include Landlord's best estimation of the length of time Landlord anticipates Resident will need to be absent from the Premises.

ii. Resident agrees to vacate the Premises for the time necessary for the work to be completed and, if Resident needs to be absent from the Premises for more than 8 hours in any 24 hour period, relocate to alternative housing of the Landlord's choosing. Landlord shall be responsible to pay for the alternative housing; however, Resident will remain responsible for all rent while Landlord is paying for alternative accommodations. If Resident elects to relocate temporarily to lodging other than that designated by Landlord, then Landlord shall have no obligation to pay the cost of such housing, which shall be at Resident's sole cost and expense; although Resident shall have no obligation to pay rent during the time the Premises are not available to Resident during the repairs if Landlord is not paying for the alternative lodging, except as provided below. Resident shall return to the Premises once Landlord advises Resident that the work has been completed. Landlord shall have no obligation to pay for alternative housing or waive rent after Landlord has advised Resident that Resident may return to the Premises.

iii. If the work or repairs are required because of the conduct of Resident or the conduct of Occupants, invitees or guests (such as misuse of plumbing, causing a fire, etc.), then Landlord shall be relieved of its obligation to pay for alternative accommodations set forth above and Resident shall remain responsible for both rent and the cost of alternative lodging during the time when Resident must vacate the Premises for any work to be completed.

42. DUTY TO COOPERATE: Failure to vacate the Premises or otherwise cooperate with Landlord's efforts to conduct repairs, renovations or other improvements in the Community is a material breach of this Lease and grounds for termination of this Agreement.

43. SAFETY CONCERNS:

i. Landlord makes no representations or guarantees to Resident concerning the security of the Premises or the Community. Landlord is under no obligation to Resident to provide any security measure or take any action not required by statute. The presence of courtesy patrols, patrol cars, access gates, surveillance cameras or other deterrents do not guarantee that crime can or will be prevented. Landlord reserves the right to reduce, modify or eliminate any such measures (other than those statutorily required) at any time; and Resident agrees that such action shall not be a breach of any obligation or warranty on the part of Landlord. All such measures are subject to personnel absenteeism, human error, mechanical malfunctions and tampering. Resident is responsible for planning and taking action with respect to the safety of Resident and personal property as if such systems and deterrents did not exist.

ii. Landlord may install surveillance cameras in some common areas. These cameras may or may not be monitored and the footage recorded by these cameras may or may not be kept by Landlord for any length of time. Landlord may remove such cameras, or install additional cameras, at any time without notice to Resident. Footage from any cameras belongs to Landlord and shall not be released to any resident although such footage may be released to law enforcement personnel, insurance adjusters or others with legitimate business needs for such footage in the sole discretion of Landlord and without the consent of any individuals recorded by such footage.

iii. Landlord has no obligation to obtain criminal background checks on any residents and bears no responsibility or liability related to the criminal background or actions (whether past, present or future) of any person, even if Landlord has actually run a criminal background check on applicants. Resident agrees to hold Landlord harmless from claims arising out of criminal acts of other residents or third parties. Resident shall not rely on the fact that Landlord may have run a criminal background check on residents or any other applicant when deciding whether to enter into this Lease. Background checks are limited to the information actually reviewed and are not a guarantee that a person with a criminal background does not reside at the Community or that someone living in the Community will not commit a crime in the future. Landlord has not made and does not make any representations as to the background of any existing or future resident and Landlord is under no obligation to run background checks on any existing resident or future applicant.

iv. Resident agrees to report immediately all suspected or actual criminal activity to the appropriate local law enforcement agencies and, after doing so, to Landlord, and shall provide Landlord with such law enforcement agency's incident report number upon request. If Resident receives a copy of any law enforcement agency's incident report for an incident that occurred on the property and said incident impacted the Premises, the Community or other residents in the Community, Resident shall provide a copy of said incident report to Landlord upon request.

44. INSURANCE: Landlord does not maintain insurance to cover (a) Resident's personal injury, (b) loss or damage to Resident's personal property, or (c) Resident's liability for injury, loss or damage caused to others by Resident (or Occupants or guests). Resident is not a co-insured, a beneficiary, or an implied beneficiary under any insurance policy maintained by Landlord. Unless prior to the Start Date, Resident provides Landlord with written proof of a policy of liability insurance issued by an authorized insurance company that provides Resident with a minimum policy coverage amount of $100,000 per occurrence and names Landlord as an Interested Party, Resident hereby elects for Landlord to enroll Resident in a service program administered by Landlord and backed by a liability coverage program administered by an insurance company selected by Landlord. Resident agrees to reimburse Landlord for the actual cost of such program. The premium payment made by Landlord on Resident's behalf will be considered rent. Landlord reserves the right to hold Resident liable for any loss in excess of the insurance proceeds paid by the insurer. If Resident maintains its own liability insurance, Resident shall provide proof of such insurance to Landlord upon Landlord's request. Resident's failure to provide such proof within three days of a request therefor shall constitute an election by Resident for Landlord to enroll Resident in the service program specified above, at the then-current actual cost of the service program.

45. MEGAN'S LAW: Pursuant to Section 290.46 of the Penal Code, information about specified registered sex offenders is made available to the public via internet web site maintained by the Department of Justice at www.meganslaw.ca.gov. Depending on an

offender's criminal history, this information will include either the address at which the offender resides or the community of residence and the zip code in which the offender resides. Since the information is equally available to residents and Landlord, and Landlord cannot discriminate against registered sex offenders pursuant to Penal Code Section 290.46 et seq., Landlord has not made any inquiry of any applicant or resident as to whether he or she is a registered sex offender. Resident is advised to take whatever reasonable and lawful actions Resident believes necessary to protect household members or guests against any potential harm. This includes talking to any children or individuals with a diminished capacity about how to deal with strangers and similar topics. Resident is advised that Landlord may not notify Resident if Landlord learns or is advised that a registered sex offender is living in the Community.

46. ENVIRONMENTAL INDEMNIFICATION: To the extent allowed by law, Resident expressly assumes and accepts any and all risks involved or related to the presence in the Premises, common areas, and Community of any and all health affecting substances, and any power lines in the vicinity of the Premises. Resident waives all claims and causes of action of any kind or nature, at law or in equity, including, but not limited to, claims or causes of action arising by statute, ordinance, rule, regulation or similar provision, against Landlord and Landlord's agents, principals, employees, legal representatives, affiliates, assignees, successors in title, partners, shareholders, officers, directors, parents, members and managers (herein collectively called the "Landlord Affiliates") with respect to any health hazard occurring in connection with the presence in the Premises, common areas, or Community of materials containing potentially health affecting substances, and claims arising out of or based upon any potentially health affecting substances brought, or allowed to be brought, into the Premises, common areas, or Community by any Resident, Occupant, guest, or invitee. Resident agrees to defend, indemnify and hold harmless the Landlord Affiliates against and from any and all actions, causes of action, claims, demands, liabilities, losses, damages and expenses of whatsoever kind, including, but not limited to, attorneys' fees at both the trial and appellate levels, that any or all of the Landlord Affiliates may at any time sustain or incur by reason of any and all claims asserted against them arising out of potentially health affecting substances brought or allowed to be brought into the Community by any Resident, Occupant, guest, or invitee.

47. PROPOSITION 65 WARNING: The Premises, common areas, and Community may contain chemicals known to the State of California to cause cancer, birth defects, and other reproductive harm. These chemicals may be contained in emissions and fumes from building materials, products and materials used to maintain the property, and emissions, fumes, and smoke from Resident and guest activities, including but not limited to the use of motor vehicles, barbecues, and tobacco products. These chemicals may include, but are not limited to carbon monoxide, formaldehyde, tobacco smoke, unleaded gasoline, soot, tars, and mineral oils.

For more information please contact OEHHA at (916) 445-6900 or visit http://www.oehha.org/prop65/pdf/Prop65tenants.pdf for additional information from the California Environmental Protection Agency's Office of Environmental Health Hazard.

48. LEAD-BASED PAINT WARNING: Housing built before 1978 may contain lead-based paint. Lead from paint chips and dust can pose health hazards if not managed properly. Lead exposure is especially harmful to young children and pregnant women. Lead poisoning in young children may produce permanent neurological damage, including learning disabilities, reduced intelligence quotient, behavioral problems, and impaired memory. Before renting pre-1978 housing, Landlords must disclose the presence of known lead-based paint and/or lead-based paint hazards in the Unit. Residents must also receive a federally approved pamphlet on lead poisoning prevention. By Resident signing this Lease, they acknowledge receipt of Protect Your Family from Lead in Your Home pamphlet.

i. Presence of lead-based paint or lead-based paint hazards: Known lead-based paint and/or lead-based paint hazards are present in the housing.

ii. Landlord has reports or records pertaining to lead-based and/or lead-based paint hazards in the Premises and has made available to Resident all available records and reports upon Resident's request.

49. ASBESTOS DISCLOSURE: Before 1981, asbestos was commonly used in construction. This Community was built before 1981 and asbestos may be present. Asbestos is a chemical known to cause cancer. Asbestos may be present in sprayed on acoustical ceiling material, insulation, fire proofing and floor tiles in the Premises and/or buildings of the Community. Disturbing or damaging certain interior Premises, common areas, and/or Community surfaces may increase the potential exposure to asbestos. Resident may not pierce, damage, disturb, or remove any portions of the Premises, common areas, and/or Community known or suspected to contain asbestos. Resident must notify Landlord immediately in writing if any portion of the Premises, common areas, and/or Community known or suspected to contain asbestos are pierced, damaged, disturbed or removed. Landlord has instituted an operations and maintenance program directed at maintaining the Community in accordance with any applicable federal and state safety requirements regarding asbestos-containing material. This program is designed (among other things) to prevent release of asbestos fibers into the air; minimize disturbance of damage to asbestos-containing materials; monitor the conditions of materials and air in the building; and regulate maintenance, renovation and construction activities. No matter how small the percentage of such material may be, Resident, Occupants, guests, or invitees shall comply with such rules and regulations as Landlord from time to time may prescribe in connection with Landlord's operations and maintenance program, including without limitation to the following:

i. Hazardous Materials: Resident shall not take or allow any action which in any way damages or disturbs all or part of the ceiling, flooring, walls, insulation in the Premises, including but not limited to: Piercing the surface of the ceiling, flooring, walls or insulation by drilling or any other method; hanging plants, mobiles, or other objects from the ceiling; allowing any objects to come into contact with the ceiling; permitting water or any other liquid to come into contact with the ceiling; painting or undertaking any repairs or improvements with respect to the ceiling or floor tiles; or undertaking any activity which results in building vibration which may damage the ceiling.

ii. Resident shall notify Landlord immediately in writing: If there is any damage to or deterioration of the ceiling, flooring, walls or insulation of the Premises, including (without limitation) loose, cracking, hanging, or dislodged material, water leaks, or stains in the ceiling, flooring, walls or insulation.

50. CREDIT REPORTING: Resident is notified that Resident's performance as a tenant of this Community may be reported to credit reporting agencies.

51. SOCIAL MEDIA: Landlord maintains an online presence through its website and social media. This online presence includes, but is not limited to, displaying images from community events organized by Landlord. From time to time Landlord will capture still ("photo") and moving ("video") images at these events. Resident hereby acknowledges that by attending these events Resident accepts and agrees to the potential of being depicted in those images and further agrees to permit Landlord to use Resident's, Occupants', guests' or invitees' likenesses, without compensation, for the limited purpose of Landlord's online presence. Please note that Landlord respects Resident's privacy and at Resident's written request Landlord will remove any image depicting Resident, Occupants, guests or invitees.

F. COMMUNITY CONSIDERATION

52. USE OF PREMISES: Resident agrees to use the Premises solely as a private residence. Storage areas, parking areas, balconies, patios, outdoor areas, and decks shall not be used for occupancy. Resident shall not use the Premises as a business address, nor shall

Resident conduct business activities on the Premises. Conducting business activities includes, without limitation, using the Premises as a mailing address for a business enterprise, having a business telephone line in the Premises, having business clients meet with Resident at the Premises, having business stationery setting forth the address of the Premises as a business address, assembling or manufacturing any product upon the Premises, or otherwise holding out the Premises as the address of any business. Resident may, however, insofar as it is consistent with the restrictions set forth in this section, and with the written consent of Landlord, use a portion of the Premises as a "home office." Nothing set forth herein shall be deemed as disallowing any use of the Premises that cannot be prohibited legally.

53. CONDUCT OF RESIDENT: Resident agrees not to harass, annoy, or endanger any other resident, neighbor, or other person, or create or maintain a nuisance, or disturb the peace or solitude or quiet enjoyment of any other resident, neighbor or other person, or commit waste in or about the Premises. Resident further agrees not to harass, verbally abuse, denigrate or otherwise disrespect Landlord's employees, agents and/or contractors or interfere with the operations of the Community or the work of Landlord's employees or agents. Resident agrees to keep the volume of any activity, radio, stereo, electronic equipment, television or musical instrument at such a level which will not disturb the other residents at any time. Any noise, disturbance, or activity which would, in the sole and absolute discretion of Landlord, be reasonably likely to annoy or disturb other residents is strictly prohibited. 53. Certain acts are considered to be contrary to the safety, well-being, peace, and enjoyment of the other residents of the Community. These include, but are not limited to, the use, possession or sale of illegal drugs or controlled substances and the carrying or exhibiting of firearms in the Community. Such acts are prohibited. The carrying or exhibiting of firearms may be permitted with written consent of Landlord if doing so is required by law or job necessity. Resident shall not deface or damage any part of the Premises or the common areas or the Community or permit the same to be done. Resident shall not keep in the Community any flammable or explosive materials or any substance considered dangerous, hazardous, or toxic under any governmental law or regulation. Resident shall not do or permit anything to be done in the Premises that may be deemed hazardous or which will cause a cancellation of or an increase in the premiums for any insurance for the Community. Resident is responsible for the conduct of Occupants, guests, and invitees, including without limitation any minors, while they are in the Premises and in the Community. A Resident conducting any of the activities set forth in this section, or who allows Occupants, guests, or invitees to conduct any of said activities shall be deemed in violation of this Agreement, and said activity shall be grounds for termination of this Agreement. This provision constitutes written notice to cease any breach of this section, including, without limitation, committing or permitting to exist a nuisance in the Premises, building, or Community.

54. PARKING: Resident, Occupants, guests, and invitees shall follow the Parking Rules and Regulations, as the same may be amended from time to time. Landlord shall not be liable for any damage or loss to motor vehicles, the contents of motor vehicles, or personal property of Residents, Occupants, guests, or invitees. Failure to follow the Parking Rules and Regulations and posted signs relating to parking and operation of vehicles will result in the towing of the offending vehicle at the cost of the vehicle owner.

55. OCCUPANTS: Any person staying in the Premises for longer than two weeks or 20 nonconsecutive days out of the year shall be considered to be occupying the Premises. The Premises shall be occupied only by the person(s) indicated in Section 2. No other persons have permission to occupy the Premises unless such permission is in writing and signed by Landlord. Landlord's acceptance of rent from any other individual shall be deemed to be the payment of rent on behalf of the Resident and shall not constitute permission for the person making the payment to occupy the Premises. Should any person not named in Section 2 make any claim of right to possession of the Premises, any such person shall be deemed to be the guest or invitee of the named Resident and their claim to right of possession shall be denied. Any Occupant, named in Section 2, who is not a signatory to this Lease shall be deemed to be an invitee of Resident, who is a signatory to this Lease. Accordingly, if any such Occupant is not named in any unlawful detailer action to regain possession of the Premises, and if any such individual thereafter makes a claim to right of possession of the Premises, that claim shall be denied on the basis that said individual is the invitee of the named Resident and does not have an independent claim to right of possession of the Premises.

56. GUESTS: Any person occupying the Premises shall be considered an unauthorized occupant in violation of this Lease unless that person has completed a rental application, been approved, and been added to the Lease.

57. ASSIGNMENT AND SUBLETTING: Resident shall not assign this Lease nor sublet all or any part of the Premises without Landlord's written consent. Resident shall not sublet all or any part of the Premises on a short-term basis, including without limitation through Air BNB or any other short-term rental program. Permitting any person not named as an Occupant or as a Resident in this Lease to occupy the Premises shall be deemed an improper subletting of the Premises and shall subject the tenancy to termination. This provision constitutes written notice to cease any breach of this section, which breach is incurable pursuant to state law. Any attempted subletting or assignment in violation of this provision shall be void. In the event that no original Resident remains in residency at the Premises, Landlord may reset the rent in accordance with the Civil Code and Rent Stabilization Ordinance.

58. PETS: No pets are permitted in the Premises without the prior written consent of the Landlord through an Animal Addendum to this Lease. Permission to keep a pet may be granted, denied, or revoked in Landlord's sole discretion. Except to the extent written permission has been given, pets may not be brought upon the Premises, whether such pets belong to Resident or to any other person. The presence of any pets for which written permission has not been given and is not currently in force, even if such pets are "just visiting" shall be deemed a material breach of this Lease. This policy does not apply to accommodation or service animals. A disabled individual who requires an animal in order to be able to use and enjoy the Premises or the Community should contact Landlord before bringing the animal onto the Premises and request an accommodation to this Lease provision. All accommodation requests will be processed in accordance with applicable laws. Resident is responsible for reimbursing Landlord for the costs of repairing damage to the Premises, common areas, or Community caused by animal(s) under the control of or visiting Resident. Resident must promptly notify Landlord of any damage caused by animals.

59. CLOTHESLINES/DRYING RACKS: If the Premises has a private patio, deck, or balcony, which is enclosed by a fence, railing, or other structure, Resident is permitted to hang clothing, blankets or other laundry on the patio, deck, or balcony subject to the following rules and conditions:

- **i.** No more than two drying lines/racks may be in use at any one time.
- **ii.** Items may not be left on the drying lines/racks for more than 24 hours (i.e., all items must be removed within 24 hours of being put out on the drying lines/racks).
- **iii.** Drying lines/racks must be free standing.
- **iv.** No drying lines or racks may be attached or affixed in any manner to any portion of the building, fence, railing, wall, building support structure, or light fixtures.
- **v.** Drying lines/racks cannot be higher than the patio, balcony, or deck fence or railing.
- **vi.** Drying lines/racks cannot be clearly visible from the sidewalk or street.

vii. Drying lines/racks cannot block entrance to or egress from the Premises, create a health or safety hazard or interfere with walkways or utility service equipment.
viii. Drying lines/racks cannot interfere with the maintenance of the Community.
ix. Clothes may not be draped over fence or balcony railings, or hung from any building fixtures.

If the private patio or balcony is not enclosed by a fence, railing, or other structure, Resident is not permitted to hang clothing, blankets, or any other laundry on the patio, deck, or balcony.

G. UTILITIES AND HOT WATER

60. UTILITIES: Utility services shall be provided directly from the utility provider or, at the sole discretion of Landlord, on a sub-metering, square footage, or other allocation basis. Landlord reserves the right to modify the method by which the utilities are furnished to the Premises or billed to Resident during the term of this Lease and may modify billing Resident for utilities previously included in the rent by giving Resident a 30 day written notice.

The following terms shall apply:
i. Resident agrees to pay all charges for utilities for the Premises for the term of the Lease. Charges may be assessed by the utility provider or Landlord or Landlord's designated Billing Party in the case of utilities billed to Resident by Landlord in connection with Resident's use of utilities.
ii. Resident shall not use any utility in a wasteful, unreasonable, or hazardous manner and agrees to comply with all utility conservation efforts implemented by Landlord.
iii. Landlord is not liable for claims arising from utility service outages, interruptions, or fluctuations in utilities provided to the Premises not reasonably within Landlord's control.
iv. For any utility which Resident is responsible for paying directly to the utility provider, Resident must contact the utility company prior to move-in to have the services placed in Resident's name no later than ten (10) business day following move-in. Resident shall continue to contract with the utility provider throughout the term for continuous utility service. Resident's failure to make necessary arrangements for Resident's utility service may result in an interruption of services and Resident's failure to transfer utility services to Resident's name or failure to have continuous utility service may be, at Landlord's discretion, considered a material breach of this Lease and will permit Landlord to terminate the Lease. If Resident fails to pay any utility charges that are to be paid by Resident, Landlord may, at its option, pay such charges to retain continuing utilities service. If Landlord does so, any such charges may be billed to Resident by Landlord and said billing shall become due and payable, in full, as additional rent together with the regular monthly rent payment on the first day of the month next following the date of such billing. Resident will also be subject to an additional charge of **$50.00** for each billing cycle during which Resident has failed to become the customer of record with the utility provider(s).
v. Resident shall not use any utilities in the common areas for their own personal use without written consent of the Landlord.
vi. Resident agrees not to disturb, tamper, adjust, or disconnect any utility service, sub-metering device or system.

61. HOT WATER: The following will apply.
i. The water temperature in the Premises is set at 120 degrees Fahrenheit or below. When the water temperature is 120 degrees Fahrenheit, or below, bacteria may enter the water heater or associated plumbing and accumulate. If Resident desires the thermostat to remain at 120 degrees Fahrenheit, or below, Resident assumes any and all risks associated with any bacterial growth in the water heater or associated plumbing.
ii. Resident should be aware that some units may be equipped with an HVAC heating system which operates on hot water. To achieve full heating potential, it may be necessary to increase the temperature of the water heater during the colder months of the year. Resident should also be aware that some units operate on centralized hot water systems which service multiple units and as such individual adjustments in temperatures will not be possible.
iii. If Resident desires the water temperature in the Premises to be higher than 120 degrees Fahrenheit and the Premises has an individual hot water heater, Resident will request, in writing, the temperature of the hot water heater to be adjusted by Landlord, and Resident shall specify the desired temperature at which Landlord is requested to set the thermostat.
iv. Resident understands that if the temperature is set above 120 degrees Fahrenheit, that the water released from the taps in the Premises may scald or burn anyone using water, and potentially cause severe injury.
v. Resident may not tamper with, or adjust the water temperature thermostat in the Premises in any way without written authorization from Landlord.
vi. Resident agrees to indemnify and hold Landlord harmless in any action involving any injury related to the temperature of the water, the water system or the associated plumbing in the Premises.

H. ADDITIONAL TERMS

62. REQUESTS FOR ACCOMMODATIONS OR MODIFICATIONS: A disabled person shall be provided reasonable accommodations or reasonable modifications to the extent necessary to provide the disabled person with an opportunity to use and occupy the Premises in a manner equal to that of a non-disabled person. If Resident believes Resident, Occupant, or a member of Resident's household requires an accommodation or modification as a result of a disability, Resident should contact Landlord to begin the interactive process.

63. MILITARY: Military personnel on active duty may terminate this lease under Federal law if:
i. Resident becomes a member of the Armed Forces of the United States after Resident enters into the Lease; or
ii. Resident is or becomes a member of the Armed Forces of the United States and receives:
a. Orders for a permanent change of station; or
b. Orders to deploy for a period of at least 90 days.

Landlord fully supports its residents who are active-duty or reserve military personnel. Resident must give Landlord written notice of termination. For rentals when rent is paid monthly, the termination becomes effective 30 days after the first date on which the next rent payment is due after the termination notice is delivered and no further rent will be owed following the expiration of the notice period (or the actual move-out date, if later). Resident must furnish the Landlord with proof to establish that Resident qualifies for this limited exception. Proof may consist of any official military orders, or any notification, certification, or verification from the service member's commanding officer, with respect to the service member's current or future military duty status. Military permission for base housing does not constitute a permanent change-of-station order.

64. OFFICE OF FOREIGN ASSETS CONTROL: Resident represents and warrants that Resident and each person or entity owning an interest in Resident is

i. Not currently identified on the Specially Designated Nationals and Blocked Persons List maintained by the Office of Foreign Assets Control, Department of the Treasury ("OFAC") and/or on any other similar list maintained by OFAC pursuant to any authorizing statute, executive order or regulation (collectively, the "List").

ii. Not a person or entity with whom a citizen of the United States is prohibited to engage in transactions by any trade embargo, economic sanction, or other prohibition of United States law, regulation, or Executive Order of the President of the United States.

iii. None of the funds or other assets of Resident constitute property of, or are beneficially owned, directly or indirectly, by any Embargoed Person (as hereinafter defined).

iv. No Embargoed Person has any interest of any nature whatsoever in Resident (whether directly or indirectly).

v. None of the funds of Resident have been derived from any unlawful activity with the result that the investment in Resident is prohibited by law or that the Lease is in violation of law.

vi. Resident has implemented procedures, and will consistently apply those procedures, to ensure the foregoing representations and warranties remain true and correct at all times. The term "Embargoed Person" means any person, entity or government subject to trade restrictions under U.S. law, including but not limited to, the International Emergency Economic Powers Act, 50 U.S.C. § 1701 et seq., The Trading with the Enemy Act, 50 U.S.C. App. 1 at seq., and any Executive Orders or regulations promulgated there under with the result that the investment in Resident is prohibited by law or Resident is in violation of law.

Resident covenants and agree(s):

i. To comply with all requirements of law relating to money laundering, anti-terrorism, trade embargo and economic sanctions, now or hereafter in effect.

ii. To immediately notify Landlord in writing if any of the representations, warranties or covenants set forth in this section or the preceding section are no longer true or have been breached or if Landlord has a reasonable basis to believe that they may no longer be true or have been breached.

iii. Not to use funds from any "Prohibited Person" (as such term is defined in the September 24, 2001, Executive Order Blocking Property and Prohibiting Transactions with Persons Who Commit, Threaten to Commit, or Support Terrorism) to make any payment due to Landlord.

iv. At the request of Landlord, Resident may be asked to provide such information to determine Resident's compliance with the terms hereof.

v. Resident hereby acknowledges and agrees that Resident's inclusion on the List at any time during the lease term shall be a material default of the Lease. Notwithstanding anything herein to the contrary, Resident shall not permit the Premises or any portion thereof to be used or occupied by any person or entity on the List or by any Embargoed Person (on a permanent, temporary or transient basis), and any such use or occupancy of the Premises by any such person or entity shall be a material default of the Lease.

65. NON-DISCRIMINATION: There shall be no discrimination against or segregation of, any persons on account of race, color, national origin, ancestry, creed, religion, gender, gender identity, gender expression, sexual orientation, genetic information, marital status, familial status, age, source of income, handicap, disability, citizenship status, immigration status, primary language spoken or any other protected classification under state or federal law, in the sale, lease, sublease, transfer, use, occupancy, tenure or enjoyment of the Premises, nor shall the Landlord or any person claiming under or through Landlord, establish or permit any such practice or practices of discrimination or segregation with reference to the selection, location, number, use or occupancy of tenants, lessees, or vendees of the Premises.

66. TIME IS OF THE ESSENCE: Time is of the essence with respect to the provisions of this Lease. This provision shall be interpreted in its strictest sense irrespective of the relative hardship to the Parties.

67. SUCCESSORS: If the property is sold or the ownership interest otherwise transferred, the successor in interest of Landlord shall be deemed the assignee of all rights arising under this Lease, and shall be entitled to enforce the provisions of this Lease against Resident. Nothing in this provision shall be construed as conflicting or superseding the foregoing subordination or as requiring a continuation of the tenancy in the event of a foreclosure or other involuntary transfer of ownership.

68. SUBORDINATION: This Lease shall, without further act on the part of Resident, be subject and subordinate to the lien of any mortgage and/or any deed of trust or other encumbrance which may now exist, upon, or which may hereafter be placed by Landlord upon, the leased Premises or property including the Premises.

69. ATTORNMENT: Resident hereby agrees that Resident will recognize as its Landlord under this Lease and shall attorn to any person succeeding to the interest of Landlord in respect of the land and the buildings on or in which the Premises is contained upon any foreclosure of any mortgage upon such land or buildings or upon the execution of any deed in lieu of such foreclosure in respect of such mortgage. If requested, Resident shall execute and deliver an instrument or instruments confirming its attornment as provided for herein; provided, however, that no such mortgagee or successor-in-interest shall be bound by any payment of rent for more than one 1 month in advance, or any amendment or modification of this Lease made without the express written consent of such mortgagee.

70. ESTOPPEL CERTIFICATE: Resident agrees that within five (5) days of Landlord's request, Resident must execute and deliver to Landlord a written statement certifying that this Lease is unmodified and in full force and effect (or if modified, describing the modification). Any prospective or actual property purchaser may rely upon Resident's written statement. Should Resident fail to deliver a statement within the specified time, it will be conclusively presumed that the Lease is unmodified and in full force and effect, except as otherwise indicated, and there are no uncured defaults in Landlord's performance, and any other details specified by Landlord originally requested of Resident.

71. CONTENTS OF THIS LEASE: The failure of Landlord to insist upon strict performance of any of the covenants and agreements of this Lease or any addenda thereto, or to exercise any rights arising under this Lease, shall not be construed to be a waiver of Landlord's right to subsequently enforce any such provision or to insist upon any such right. The fact that Landlord may have accepted late payment(s) on one or more occasions shall not be deemed a waiver of Landlord's right to insist upon timely payment or rent or to exercise any remedy available for late payment of rent. Acceptance of rent following a breach of this Agreement shall not be deemed to constitute a waiver of such breach. No custom or practice which may develop between the Parties in the course of the tenancy shall be construed to waive the right of Landlord to enforce any provision of this Lease.

72. SEVERABILITY AND PROVISIONS REQUIRED BY LAW: If a provision or section of this Lease is legally invalid, or declared by a court to be unenforceable, such provision or section will be deemed deleted and the rest of this Lease will remain in effect. To the extent any provision of this Lease is in direct conflict with any provisions of applicable law, such provision is hereby deleted. Any provision specifically required by applicable law which is not included in this Lease is hereby inserted as an additional provision of this Lease, but only to the extent required by applicable law and then only so long as the provision of the applicable law is not repealed or held invalid by a court of competent jurisdiction.

73. ENTIRE AGREEMENT: This Lease, including all addenda executed by both Parties, sets forth the entire agreement among the Parties with respect to the matters set forth in it. It shall not be altered nor modified unless such alteration or modification is in writing and signed by all signatories to this Lease. No verbal agreements or representations have been made or relied upon by either party or any agent or employee of either party, and neither party nor any agent or employee of either party is entitled to alter any provisions of this Lease by any verbal representations or agreements to be made subsequent to the execution of this Lease. The foregoing notwithstanding, if Resident holds over after the expiration of the Lease term on a month-to-month basis, Landlord may change any provision of this Lease without the consent of Resident in the manner prescribed by California Civil Code Section 827.

74. SECTION HEADINGS: The section headings are inserted only for convenience and are not intended to define or limit the scope or intent of any clause.

75. NOTICES:

i. Any notice that Landlord gives to Resident shall be deemed properly served (whether or not actually received by Resident) if served in the manner prescribed in Code of Civil Procedure Section 1162. Except as prohibited by law, if Landlord fails to serve the notice in accordance with the provisions of Code of Civil Procedure Section 1162, but Resident actually receives the notice, the actual receipt shall be deemed to cure any defects in the manner of service and the notice shall be deemed properly and personally served. Service upon any Resident of the Premises shall be deemed valid service upon all Residents - it is not necessary to serve each Resident individually unless otherwise required by law.

ii. Any notice that Resident gives to Landlord shall be given to the business manager, assistant business manager, or sales associates, who are authorized to manage the Premises, at the management office(s) located at 5 Newell Court or at 2041 Euclid Ave., East Palo Alto, CA 94303 during normal business hours. The telephone number is **(650) 566-2000**. On non-holidays, the business hours, which remain subject to change, are: **Mon and Wed, 9AM - 6PM, Tues 10AM - 6PM, Thurs and Fri 9AM - 7PM, Sat and Sun 10AM - 5PM**.

iii. The persons designated above are the persons authorized by the owner to act for an on behalf of the owner for the purpose of service of process and for the purpose of receiving and giving receipts for all notices and demands.

76. JOINT AND SEVERAL LIABILITY AND AUTHORITY: In the event of more than one Resident, each Resident is jointly and severally liable for each provision of this Lease and service of any notice or demand upon one shall constitute notice to each other Resident. All persons signing this Lease as Resident shall remain jointly and severally liable for all obligations arising under it, whether or not they remain in actual possession of the Premises. The giving by any individual Resident of a notice of termination of tenancy shall not terminate the Lease as to that Resident unless all Residents vacate the Premises by the agreed date. Landlord may, however, treat any such notice as a notice binding against all Residents of the Premises, and may institute unlawful detainer proceedings against all Residents if they do not restore possession of the Premises to Landlord on or before the end of the notice period. Conversely, Landlord may, at its sole option, if one or more Resident gives notice, but all Residents do not return possession of the Premises to Landlord within the notice period, continue the tenancy in effect and, if Landlord does so, all Residents, including the Resident giving notice, shall remain fully liable for all obligations arising hereunder whether or not they remain in occupancy of the Premises.

77. ELECTRONIC SIGNATURES: The Parties agree that they may enter into this Lease by electronic means, although traditional hard copies with wet signatures may be used instead at the option of Landlord. Resident agrees and acknowledges that if Resident is entering into this Lease with Landlord by electronic means, doing so is not conditioned on Resident's agreement to conduct the leasing transaction electronically.

78. ATTACHMENTS/ADDENDA: Resident(s) acknowledges receipt of a copy of the attachments/addenda listed in this section, which are incorporated into and made part of this Lease. Resident(s) agrees to abide by said attachments/addenda in all respects. Any failure to comply with any of the attachments shall be deemed a breach of this Lease. If there is a conflict between these policies and the Lease, the Lease shall govern.

1	Acknowledgement RE Use of Medical Marijuana
2	Addendum Re Use of Medical Marijuana
3	Because We Care
4	Community Policies
5	Flood Zone Disclosure
6	Information About Bed Bugs and Pest Control Policies
7	Mold/Mildew Addendum
8	Move-In/Move-Out Inspection Form
9	Notice of Ordinance at Commencement of Tenancy
10	Parking Rules and Regulations
11	Pet Addendum
12	Proposition 65 Addendum - CA
13	RLI - Assurant Cover360
14	Resident Security Notice and Acknowledgment
15	Utilities Waiver
16	Security Deposit Agreement

SIGNATURES:

The undersigned expressly understands that after the initial term, the tenancy may automatically continue from month to month.

3/20/2024
10:20 PM PDT

Soane L. Kofeloa *(Resident)* *Date*

Signed by Pabel Zumarraga
Mon Mar 25 2024 09:37:46 AM PDT
Key: 945B7640; IP Address: 173.13.163.254

(Owner/Agent) *Date*

ACKNOWLEDGEMENT RE USE OF MEDICAL MARIJUANA

Resident acknowledges receipt and understanding of the attached policies concerning use of Medical Marijuana. If applicable, Resident agrees to complete the Addendum for any Resident, Occupant, invitee, or guest who requires a Medical Marijuana Accommodation. If the accommodation is not applicable, Resident is not required to complete the Addendum and it will remain solely as an informative section of the lease, not an Acknowledgment of any sort.



3/21/2024
10:01 AM PDT

Soane L. Kofeloa *(Resident)* *Date*

Signed by Pabel Zumarraga
Mon Mar 25 2024 09:43:47 AM PDT
Key: 945B7640; IP Address: 173.13.163.254

(Owner/Agent) *Date*

ADDENDUM RE USE OF MEDICAL MARIJUANA

This document is an addendum to the Lease Agreement dated **March 21, 2024** between **Soane L. Kofeloa** and **Woodland Park** for the Unit # **9** located at **301 E okeefe St East Palo alto, CA 94303**.

I have read the following and agree to adhere to the below rules and regulations for Medical Marijuana use at the Community:

1. I have a physical or mental impairment that limits one (or more) major life activity. As a result of my disability, I require the use of Medical Marijuana. A copy of the Medical Marijuana Card is attached and incorporated by reference into this Addendum. I agree to notify Landlord if the Medical Marijuana Card is revoked or expires and understand that this Agreement terminates immediately upon revocation or expiration of the Medical Marijuana Card.
2. The Office of Environmental Health Hazard Assessment and the California Environmental Protection Agency list marijuana smoke as a carcinogen. In 2009, the Carcinogen Identification Committee determined that marijuana smoke was shown to cause cancer, and was added to the Proposition 65 list, pursuant to Title 27, California Code of Regulations, section 25305(a)(1) (formerly Title 22, California Code of Regulations, section 12305(a)(1)).
3. I UNDERSTAND THAT ANY SECONDHAND MARIJUANA SMOKE THAT DRIFTS INTO THE WINDOWS OF OTHER UNITS, THROUGH THE VENTS, UNDER ANOTHER RESIDENT'S DOOR, ONTO A BALCONY, OR IN A COMMON AREA (INCLUDING FITNESS CENTER AND POOL/SPA) IS PROHIBITED. I AGREE TO CONFINE THE SMOKE TO MY PREMISES AND AGREE THAT ANY SMOKE THAT AFFECTS A NEIGHBORING RESIDENT WILL BE DEEMED A NUISANCE. I UNDERSTAND THAT I WILL BE REQUIRED TO TAKE THE MEDICATION IN AN ALTERNATE MEANS AND/OR SMOKE IN AN ALTERNATE LOCATION IF THE SMOKE DISTURBS ANY NEIGHBORING RESIDENT.
4. I understand that there are reasonable alternate means to take the medication, including (among others) edibles, tinctures, beverages, cannabis oils, and pills. Landlord understands that each individual's medical situation is different and will address the specific situation and alternate means to take the medication with advice from the prescribing physician.
5. The distribution and/or sale of marijuana or any other narcotic or illegal substance is a violation of the Lease and basis for termination of tenancy.
6. Resident is prohibited from making any unauthorized modifications to the Premises, including indoor irrigation systems or any other alteration that may increase the moisture and/or humidity levels or risk of fire in the Premises, building or Community.
7. This Addendum may be modified for any reason at any time without Resident's approval in accordance with State and Federal law.
8. Except as expressly modified hereunder, the remaining terms and conditions of the Lease as previously amended shall remain in full force and effect.
9. Resident hereby acknowledges that this addendum is incorporated into the Lease.
10. The Parties hereto represent and acknowledge that in executing this Agreement they do not rely upon and have not relied upon any representation made by the other party with regard to the subject matter of this Addendum, or its effects, other than those representations specifically set forth herein. No supplement, modification, or amendment of this Addendum shall be binding unless executed in writing by both Parties.

This Addendum may be executed in counterparts and facsimile copies of same shall be admissible for all purposes and shall be deemed an original.

	3/20/2024 10:21 PM PDT	Signed by Pabel Zumarraga Mon Mar 25 2024 09:44:38 AM PDT Key: 945B7640; IP Address: 173.13.163.254	
Soane L. Kofeloa *(Resident)*	*Date*	*(Owner/Agent)*	*Date*

BECAUSE WE CARE

At **Woodland Park**, we care about our residents' safety. We would like you to be aware of some important guidelines for your safety and protecting your personal property. Keep in mind that security is provided by local law enforcement agencies, much as it is for the other communities in the surrounding area. You should always proceed as if safety systems do not exist. The best safety measures you can take are the ones you can perform yourself as a matter of common sense. We have worked with local law enforcement agencies to develop a list of their recommendations for prudent practices regarding your personal safety. We provide this list as a convenience to you, without making any representation or warranty, and subject to the Lessee Security Notice & Acknowledgement:

PERSONAL SAFETY/INSIDE YOUR HOME

1. Lock your doors and windows, even when you're home.

2. If you have a deadbolt or night latch, use them even when you're home.

3. Never answer your door unless you know who is on the other side by looking through a peephole or window. If you don't know the person, talk to them without opening the door, and don't open the door unless you're satisfied with their identity.

4. If you are worried because you have lost a key, ask the management to rekey the locks. You have the right to do so, provided that you pay the cost of rekeying in advance.

5. Keep the telephone numbers for the police and emergency medical services handy.

6. Check your smoke detector periodically to ensure it is working.

7. Report to the management (in writing, dated and signed) any malfunction of safety devices outside your home such as broken gatelocks, burned-out stairwell and parking lot lights, etc.

8. Close your curtains or blinds at night.

9. Let friends know when you're going to be gone for an extended period of time. Ask your neighbors to keep an eye on your home, because the management cannot assume that responsibility.

10. Mark or engrave valuable personal possessions for identification.

11. Be careful to whom you lend or give your keys.

12. When lighting candles, always use holders that are sturdy to avoid tipping and keep candles 12" away from flammable objects such as curtains or pillows. Never leave a candle unattended. Extinguish them prior to sleeping or leaving your home.

13. Do not leave cooking items unattended. If a grease fire should break out, place a metal lid over the flames. Do not use glass since the heat from the fire could cause the glass to break. Smother the fire with a liberal amount of baking soda if it is relatively small and contained. Do NOT attempt to extinguish a grease fire with water; this will only cause the burning oil to splash and spread the flames.

PERSONAL SAFETY/OUTSIDE YOUR HOME

1. Lock your doors while you're gone. That means dead bolts too!

2. Leave a radio playing very softly when you're not at home.

3. Close and lock your windows when you're gone. Don't forget the sliding glass doors. Purchase a lamp timer at the hardware store, and set the time when you're not home in the evening or when you're on vacation.

4. Try not to walk outside alone at night.

5. Don't hide your front door key under the doormat. It's usually the first place a burglar will look.

6. If you have an entry code, don't give your code to guests or strangers.

7. Arrange for your newspaper delivery to be stopped when you're on vacation.

PERSONAL SAFETY/USING YOUR CAR

1. Lock your car doors when you're driving. Lock the doors and roll up the windows when you leave the car parked.

2. Don't leave visible items in the car, such as purses, briefcases, packages, money, etc.

3. Don't leave your keys in the car.

4. No matter where you are, always carry your key ring in your hand when you walk to the car. Don't ever stand by the car fumbling for keys.

5. Look in the back seat before you get in the car.

6. Don't stop alone at night at an automatic teller or gas station.



3/20/2024
10:22 PM PDT

Soane L. Kofeloa *(Resident)* *Date*

Signed by Pabel Zumarraga
Mon Mar 25 2024 09:44:41 AM PDT
Key: 945B7640; IP Address: 173.13.163.254

(Owner/Agent) *Date*

COMMUNITY POLICIES

This document is an addendum to the California Lease Agreement ("Lease") dated **March 21, 2024** between **Soane L. Kofeloa** ("Resident") and **Woodland Park** ("Landlord") for the **Unit #9** ("Premises") located at **301 E okeefe St, East Palo alto, CA 94303**.

In order to maintain and promote the Community, Landlord has established the following policies for the comfort and convenience of all residents. These Community Policies may be modified by written notice to residents.

1. **Service Requests:** All requests for service should be made in writing, delivered personally, sent via electronic mail, or submitted to the online resident portal. In an emergency, call 911 directly for help. Notify the Landlord immediately after.

2. **Laundry Facilities:** Laundry facilities are for the exclusive use by Resident and Occupants during the hours posted. Items should not be left unattended in the laundry area. Landlord is not responsible for loss or damage to personal items and clothing. To ensure the washers and dryers are working when needed, please follow the posted operating instructions carefully and treat the machines with care. If any of the laundry machines are not working properly, please notify Landlord immediately, so service can be arranged. A few additional tips:
   - **i.** Do not put plastic items in the dryer.
   - **ii.** Always clean the lint screen prior to use.
   - **iii.** Never operate the dryer without a lint screen,
   - **iv.** Refrain from overloading the washing machine or dryer. Do not use laundry facilities to wash or dry bulky items such as comforters.
   - **v.** We recommend leaving washer door open after cycle for better ventilation.
   - **vi.** Always clean the lint screen prior to using the dryer and never operate it without a lint filter.
   - **vii.** Never dry items that have come into contact with flammable substances like cooking oil, gasoline, paint thinner, or alcohol.

3. **Appliances:** The following policies must be followed with regard to appliances.
   - **i.** Appliances shall not be removed from the Premises, common areas, or Community.
   - **ii.** The disposal should only be used for the purpose for which it was designed. The following items should not be put in the disposal: metal, string, grease, coffee grounds, nut shells, fruit pits, corn on the cob, and potato peel.
   - **iii.** The bathroom fixtures should only be used for the purpose for which they were designed. The following items should not be disposed of in the toilets: diapers, paper towels, sanitary napkins, tampons, food, baby wipes and rags. Resident shall be held responsible for any repairs or damage resulting from the disposal of such items in the toilet. If Resident puts any other foreign objects in bathroom or plumbing fixtures, Resident shall reimburse Landlord for any repairs or damage caused by the same.
   - **iv.** Dishwashers should not be overloaded and only detergents made for automatic dishwashers should be used. We recommend using a rinse agent to improve drying and reduce spots and build up in dishwasher.
   - **v.** To keep the oven clean, use mild detergents following each use and do not use hard abrasives on chrome or glass parts of the oven.
   - **vi.** On the stove, never place foil under the burner pans.

4. **Interior Alterations:** Resident must obtain the prior written approval of Landlord before making any interior alteration. Any expenses incurred to restore the Premises will be at Resident's expense. Resident may not use nails when hanging pictures, mirrors, or other wall hangings. Please use adhesive hangers.

5. **Window Coverings and Signs:** Resident shall not use blankets, sheets, foil or non-standard window coverings in place of draperies or blinds. Except as permitted by law, Residents shall not place objects on window or window sill which are visible from the outside.

6. **Community Equipment and Facilities:** Recreational facilities may include business centers, fitness rooms, swimming pools and community rooms. Residents, Occupants, guests and invitees shall abide by all rules and regulations for the use of the recreational facilities. Resident, Occupants, guests and invitees will avoid conduct that Landlord deems inappropriate or disruptive. Any person in violation of these rules will be asked to vacate the area immediately. Failure to adhere strictly to the posted rules and regulations is acknowledged as grounds for suspension of privileges or termination of the tenancy in accordance with law. Landlord may change the rules and regulations at Landlord's discretion. Exercise care when enjoying the recreation facilities/equipment. Landlord is not responsible for physical injuries that result from the use of the recreational facilities/equipment. Any damages to any of the recreational facilities/equipment caused by Resident, Occupants, guests or invitees will result in Resident being responsible for the cost of repairing the damages. Take caution to lock/close common area doors and gates. No pets are allowed in any of the recreational facilities.

7. **Communities with Pools:** Resident is required to limit guests to no more than two at a time and accompany them to the pool. Visitors not accompanied by Resident will be asked to leave. Glass containers are not allowed in the pool area. Please help keep the pool area clean. Proper pool attire, such as bathing suits and swim trunks, is required. Children who are not toilet trained must wear a swim diaper. Cut-off jeans, T-shirts and non-swim diapers are not allowed. Additional pool policies and hours are posted by the pool. For safety reasons, do not swim alone.

8. **Patios and Balconies:** Resident shall comply with the following rules:

i. Patios and balconies are to be kept neat and orderly at all times.

ii. The installation of sunshades, blinds or hanging fabrics is not allowed.

iii. The construction of walls, ceilings, or other permanent attachments to the patio or balcony is not permitted.

iv. Patios and balconies may not be used as bedrooms.

v. No storage of any personal property or trash containers is allowed.

vi. All plants must be free-standing and have saucers underneath them. Hanging plants are not permitted.

vii. No motorcycles are allowed to be kept on any patios or balconies at any time.

viii. Unapproved bike hooks are not permitted and will be removed.

ix. Only furniture designed for outdoor use is permitted.

9. **Trash Removal:** Containers are located at various places throughout the Community. Residents shall secure trash and place it in a designated container. Residents shall not place trash on the ground if dumpster is full and should proceed to the next closest container to dispose of the trash. Resident shall not place large articles, such as furniture, for trash removal and Resident shall make alternate arrangements with a private disposal service to pick up such item at Resident's expense. Recyclable materials shall be separated from trash and disposed of in the recycling receptacles. Boxes should be recycled and broken down before disposal. Resident shall not dispose of hazardous materials in any container or other location at the Community. Resident shall only dispose of refuse in compliance with applicable laws. Resident may be charged a fee for not following these guidelines. Do not store trash on porches, balconies or in the hallways unless it is an approved container provided by the Landlord and is served regularly by the Landlord or a third party vendor.

10. **Recycling:** Resident agrees to comply with all present and future Community policies, laws, orders and regulations of all state, federal, municipal and local governments regarding the collection, sorting, separation, and recycling of waste products, garbage, refuse and trash.

11. **Barbeques:** The use or storage of any charcoal burner, liquid petroleum, gas fueled or any other open flame cooking devices are prohibited in the Premises, including on any patio or balcony.

12. **Loitering:** No unnecessary loitering in laundry facilities, recreation areas, leasing office, amenity areas, parking areas, or other common areas.

13. **Recreational Equipment:** Skateboards, motorcycles, bicycles and similar vehicles may not be stored in entry ways or under stairs without prior written permission from Landlord. Skateboards, roller-blades or other similar recreational equipment usage in Premises and in common areas is prohibited.

14. **Posting Flyers:** Resident is not authorized to distribute advertising, information or any other type of flyer, door-to-door, on cars, anywhere else in the building or throughout the Community, except as authorized by law. Landlord may designate a place for such items to be displayed and remove items that are not in keeping with the nature of the Community, as determined by Landlord.

15. **Garage and Storage:** Parking areas may only be used to park the Resident's registered, operational personal vehicle(s) in accordance with the Lease and Parking Rules and Regulations. Resident shall not use any parking area as storage for equipment, personal items, containers, vehicle parts or inoperable vehicles. In addition, Resident will not under any circumstances use any parking area or storage space to store flammable or toxic chemicals and/or waste. The parking area and storage space may not be used for occupancy. If Resident violates these requirements Resident agrees to immediately reimburse the Landlord for any costs associated with the removal of the unauthorized materials and immediately vacate the parking area or storage. Resident further agrees to be liable for any and all damage caused by Resident's carelessness or negligent driving, which may result in the destruction of the storage space and/or parking area or to any other vehicle near garage or storage space. The Landlord shall not be liable for any loss, theft, damages and or destruction of any personal property contained in any parking area or storage space. Nor shall the Landlord be held liable for or held responsible for any injury to any Resident, Occupant, guest or invitee resulting from the use of any parking area and/or storage space.

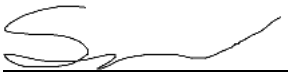
16. **Solicitors and Salespeople:** Solicitors are not allowed in the Community, except as authorized by law. Residents shall report all solicitors or salespeople to the Landlord immediately.

17. **Car Wash and Repair:** Vehicle repairs, including oil changes, and washing of vehicles are prohibited in the common areas and Community unless there is a designated area provided by Landlord.

18. **Moving of Furniture:** Landlord may designate the time and method for moving items to and from the Premises such as any furniture, merchandise, goods, freight or other such items. Residents may not move furniture to and from the Premises through the lobby, patio doors, or through the use of elevators (if available) without Landlord's permission. If elevators are installed at the Community, Landlord does not guaranty that the elevators will be available for use by Resident nor shall Landlord be liable for any loss resulting from the unavailability of elevator service.

19. **Notification of Changes:** Resident shall notify Landlord immediately in writing with any change to Resident's employer, employer telephone number, alternate phone numbers, emergency contact and other pertinent information.

Resident and Landlord represent that they have read this Addendum, understand the terms and conditions contained herein, and agree to the terms and conditions contained herein.



3/20/2024
10:22 PM PDT

Soane L. Kofeloa *(Resident)* *Date*

Signed by Pabel Zumarraga
Mon Mar 25 2024 09:44:44 AM PDT
Key: 945B7640; IP Address: 173.13.163.254

(Owner/Agent) *Date*

FLOOD AREA DISCLOSURE

(1) SPECIAL FLOOD HAZARD AREA OR AREA OF POTENTIAL FLOODING. If the address of the Premises is listed below, the owner has knowledge that this property is located in a special flood hazard area or area of potential flooding:

640 Circle Drive
1609 Woodland Ave
1908 Cooley Ave
1909/1911 Cooley Ave
1703/1707 Woodland Ave
652/654 Scofield Ave
1643 Woodland Ave
1901 Cooley Ave
1908 Capital Ave
1902 Capital Ave
1920 Capital Ave
1916/1918 Capital Ave
1949 Cooley Ave
1941 Cooley Ave
1934 Capital Ave
1957 Cooley Ave
685 Scofield Ave
1820 Clarke Ave
1839 Woodland Ave
1835/1837 Woodland Ave
1823/1825 Woodland Ave
1807 Woodland Ave
1851 Woodland Ave
1859 Woodland Ave
1787 Woodland Ave
1821 Clarke Ave
1785 Woodland Ave
1805 Clarke Ave
1827 Clarke Ave
1914 Cooley Ave
1826 Clarke Ave

If the address of the Premises is not listed above, the owner has no knowledge that this property is located in a special flood hazard area or area of potential flooding.

(2) INFORMATION ABOUT HAZARDS. Resident can obtain information about hazards, including flood hazards that may affect the property from the internet website for the California Office of Emergency Services ("OES"). OES maintains a website called "My Hazards" that is available online at: http://myhazards.caloes.ca.gov.

(3) INSURANCE. Owner's insurance does not cover the loss of Resident's personal possessions or any relocation expenses. It is recommended that the Resident consider purchasing renter's insurance and flood insurance to insure Resident's possessions from loss due to fire, flood, or other risk of loss and to maintain such insurance throughout the term of the tenancy.

(4) ADEQUACY OF INFORMATION. Owner is not required to provide additional information concerning the flood hazards to the property. The information provided here is deemed adequate to inform the Resident pursuant to California Government Code section 8589.45.

By signing below, Resident acknowledges that Resident has received and reviewed this Flood Area Disclosure.

3/20/2024
10:23 PM PDT

Soane L. Kofeloa *(Resident)* *Date*

Signed by Pabel Zumarraga
Mon Mar 25 2024 09:44:47 AM PDT
Key: 945B7640; IP Address: 173.13.163.254

(Owner/Agent) *Date*

INFORMATION ABOUT BEDBUGS AND PEST CONTROL POLICIES

This document is an addendum to the Lease Agreement dated **March 21, 2024** between **Soane L. Kofeloa** and **Woodland Park** for the Unit **#9** located at **301 E okeefe St, East Palo alto, CA 94303**.

1. In recent times, bed bugs have become a re-emerging problem nationwide. One reason for these increasing problems is that it is easy for persons to spread the problem unknowingly. Bed bugs readily hide in small crevices and are notorious hitch-hikers. Bed bugs are often transferred by purchasing used furniture and through travel in luggage and in hotel beds and linens.

2. Landlord provides the following information about bedbugs pursuant to California Civil Code Section 1954.603:

a) Bed Bug Appearance: Bed bugs have six legs. Adult bed bugs have flat bodies about 1/4 of an inch in length. Their color can vary from red and brown to copper colored. Young bed bugs are very small. Their bodies are about 1/16 of an inch in length. They have almost no color. When a bed bug feeds, its body swells, may lengthen, and becomes bright red, sometimes making it appear to be a different insect. Bed bugs do not fly. They can either crawl or be carried from place to place on objects, people, or animals. Bed bugs can be hard to find and identify because they are tiny and try to stay hidden.

b) Life Cycle and Reproduction: An average bed bug lives for about 10 months. Female bed bugs lay one to five eggs per day. Bed bugs grow to full adulthood in about 21 days.

c) Bed bugs can survive for months without feeding.

d) Bed bug Bites: Because bed bugs usually feed at night, most people are bitten in their sleep and do not realize they were bitten. A person's reaction to insect bites is an immune response and so varies from person to person. Sometimes the red welts caused by the bites will not be noticed until many days after a person was bitten, if at all.

e) Common signs and symptoms of a possible bed bug infestation:

- Small red to reddish brown fecal spots on mattresses, box springs, bed frames, mattresses, linens, upholstery, or walls.
- Molted bed bug skins, white, sticky eggs, or empty eggshells.
- Very heavily infested areas may have a characteristically sweet odor.
- Red, itchy bite marks, especially on the legs, arms, and other body parts exposed while sleeping. However, some people do not show bed bug lesions on their bodies even though bed bugs may have fed on them.

f) For more information, see the Internet Web sites of the United States Environmental Protection Agency and the National Pest Management Association.

3. The best strategy for effective pest control is prevention. The following are recommended steps in the prevention of infestations by insects and vermin, including bed bugs: (1) Clean Premises regularly, including vacuuming mattresses; (2) Clean up clutter to help reduce the number of places insects like bed bugs can hide; (3) Carefully and thoroughly inspect used furniture or clothes you acquire and bring into the Premises; Ask the person from whom you acquire the items if the items were checked and treated for bed bugs; (4) Do not bring discarded furniture, mattresses or clothing into the Premises; and (5) When traveling or staying in hotels, avoid places which do not appear to be cleaned regularly.

4. If the Premises or neighboring Premises are infested with vermin or insects, including bed bugs, Landlord may hire a pest control professional to develop a treatment plan and apply pesticides. The Premises must be properly prepared for any treatment and Resident must cooperate with the implementation of the treatment plan.

Resident and Landlord represent that they have read this Addendum, understands the terms and conditions contained herein, and agree to the terms and conditions contained herein.

	3/20/2024 10:24 PM PDT	Signed by Pabel Zumarraga Mon Mar 25 2024 09:44:51 AM PDT Key: 945B7640; IP Address: 173.13.163.254	
Soane L. Kofeloa *(Resident)*	*Date*	*(Owner/Agent)*	*Date*

MOLD/MILDEW ADDENDUM

This document is an addendum to the Lease Agreement dated **March 21, 2024** between **Soane L. Kofeloa** and **Woodland Park** for the Unit #**9** located at **301 E okeefe St, East Palo alto, CA 94303**.

Resident acknowledges that it is necessary for Resident to provide appropriate climate control, keep the Unit clean, and take other measures to retard and prevent mold and mildew from accumulating in the Unit. Resident agrees to clean and dust the Unit on a regular basis and to remove visible moisture accumulation on windows, walls, and other surfaces as soon as reasonably possible. Resident agrees not to block or cover any of the heating, ventilation or air conditioning ducts in the Unit. Resident also agrees to immediately report to Landlord: (i) any evidence of a water leak or excessive moisture in the Unit, as well as in any storage room, garage or other common area; (ii) any evidence of mold- or mildew-like growth that cannon be removed by simply applying a common household cleaner and wiping the area; (iii) any failure or malfunction in the heating, ventilation or air conditioning system in the Unit; and (iv) any inoperable doors or windows. Resident further agrees that Resident shall be responsible for damage to the Unit and Resident's property as well as personal injury to Resident, other occupants or Resident's guests, resulting from Resident's failure to comply with the terms of this Addendum.

A default under the terms of this Addendum shall be deemed a material default under the terms of the Lease, and Landlord shall be entitled to exercise all rights and remedies at law or in equity. Except as specifically stated herein, all other terms and conditions of the Lease shall remain unchanged. In the event of any conflict between the terms of this Addendum and the terms of the Lease, the terms of this Addendum shall control. Any term that is capitalized but not defined in this Addendum that capitalized and defined in the Lease shall have the same meaning for purposes of this Addendum as it has for purposes of the Lease.

Resident(s) acknowledges to have read this Addendum and understands the terms and conditions contained herein.

	3/20/2024 10:24 PM PDT	Signed by Pabel Zumarraga Mon Mar 25 2024 09:44:55 AM PDT Key: 945B7640; IP Address: 173.13.163.254	
Soane L. Kofeloa *(Resident)*	*Date*	*(Owner/Agent)*	*Date*

City of East Palo Alto
Office of the City Manager
Rent Stabilization Program
2415 University Avenue, 2nd Floor
East Palo Alto, CA 94303
Tel: 650-853-3114 / Fax: 650-853-3115
rentprogram@cityofepa.org

NOTICE OF ORDINANCE AT COMMENCEMENT OF TENANCY

Section 6 of the East Palo Alto Rent Stabilization and Just Cause of Eviction Ordinance of 2010 requires landlords provide residential tenants with a written notice of this Ordinance at the commencement of any tenancy.

RENTS AND RENT INCREASES

How Much Can Rents be Increased Each Year:

The Rent Stabilization Board determines the percentage increase each year, the Annual General Adjustment ("AGA"), that landlords can raise rents for tenants in regulated rental units. **The percentage of rent increase allowed**, including for all fees for regulated housing services, **for the 2022-2023 program year is 4.2%.**

Landlords, who are in compliance with the Ordinance, may increase rents between July 1 and June 30 of each program year by the amount of the AGA after giving a proper 30-day notice to a tenant. A landlord is eligible to increase rents using AGAs only if the landlord:

1. Registers all units in the same property with the Rent Stabilization Program;
2. Substantially complies with the Rent Stabilization Ordinance and/or orders or regulations issued under the Ordinance, including not charging more than the maximum allowed rent; and
3. Ensures the rental unit complies with the implied warranty of habitability; and completes all repairs ordered by the City.

Fees paid to a landlord for regulated housing services such as parking or utilities are generally part of the rent. An increase in fees for housing services, or charges for additional services that were not included in a tenant's initial rental agreement, are generally considered rent increases and must conform to the requirements for raising rents.

Accumulating AGAs for Future Rent Increases:

Landlords may raise rents by a lesser amount than allowed by the AGA or choose not to raise rents in any given year, and in that event, they may apply the AGA for future use to raise a tenant's rent. Rent increases may not exceed **10%** in any 12-month period.

Certificate of Maximum Allowable Rent ("MAR"):

Certificates are issued upon Initial Registration of a rental unit, upon occupancy by a new tenant, and upon individual request. They are not issued every year. Based on information submitted by landlords, the Rent Stabilization Administrator calculates the Maximum Allowable Rent in the Certificates issued for rental units that have been properly registered with the City. A tenant cannot be charged rent, including any fees for regulated housing services, that exceeds the MAR for the timeframe specified in the Certificate issued for their unit.

RIGHT TO PETITION FOR VIOLATIONS OF ORDINANCE

A tenant can file petition A, B and/or C when their landlord violates the requirements of the City's Rent Stabilization Ordinance. A tenant may file a petition seeking a rent reduction or a rebate for rent already paid for the following reasons:

File Petition A for a Rent Reduction and Rebate for Maximum Allowable Rent Violations: This petition may be filed when rent is being charged over the Maximum Allowable Rent for a regulated rental unit. A tenant can also file Petition A if their landlord failed to properly register the unit.

File Petition B for Rent Reduction and Rebate for Housing Service Reductions, including Maintenance and Breach of Implied Warranty of Habitability: This petition may be filed when the tenant experiences habitability and/or maintenance problems, and/or reductions in services that have not been corrected in a reasonable time.

File Petition C for Approval to Withhold Rent for Landlord's Failure to Register a Unit with the Rent Stabilization Program: Tenants may contact the Rent Program to find out if their rental unit is properly registered and for more

information about this provision in the Ordinance.

PROTECTIONS AGAINST EVICTONS WITHOUT CAUSE

Evictions are only permitted for the specific reasons cited in the Ordinance. Evictions not meeting these requirements can be contested in any action to recover possession of a rental unit in court.

Landlords must specify at least one of the permitted grounds for eviction listed in the Ordinance in a written notice of termination of tenancy. Permitted grounds for eviction include failing to pay rent, violating the lease, or engaging in disorderly or destructive conduct, among other reasons.

The landlord must file with the Rent Board a copy of any termination of tenancy and unlawful detainer action within five calendar days after the tenant has been served with such a notice.

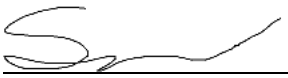
TENANT PROTECTION ORDINANCE (Codified in Section 14.02 of the Municipal Code):
In May 2014, the City Council adopted the Tenant Protection Ordinance ("TPO") to further protect tenants. The TPO requires landlords to provide tenants a tenant rights information sheet, to give keys to every adult occupant in the rental unit, and to replace locks before a new tenancy begins. The TPO prohibits landlords from discriminating against families with children or based on the student or non-student status of housing applicants and tenants. It also prohibits landlords from harassing or taking retaliatory action against tenants. The TPO confirms tenants' rights to organize and to distribute literature related to tenancy issues. The TPO also provides for relocation assistance when units are to be demolished or removed or tenants have to temporarily relocate due to necessary repairs.

FOR MORE INFORMATION ABOUT THE ORDINANCE

Contact the Rent Stabilization Program at (650) 853-3114 or rentprogram@cityofepa.org; or the City's website at: www.cityofepa.org/rentprogram. You may also visit us at 2415 University Avenue, 2nd floor between 8:00 a.m. – 5:00 p.m.

For legal advice or representation, you may contact Legal Aid Society of San Mateo County for an appointment at (650) 517-8911; or Community Legal Services in East Palo Alto at (650) 326-6440; or go to 1861 Bay Road, East Palo Alto.

I received a copy of this notice on **March 20, 2024**.



3/20/2024
10:25 PM PDT

Soane L. Kofeloa *(Resident)* *Date*

PARKING RULES AND REGULATIONS

1. Each resident may only use the assigned parking space associated with that resident's lease and parking permit. Any vehicle parked in a parking space other than the assigned space is subject to immediate tow at the owner's expense. If you are not sure which space is yours, please ask the Management Office.

2. Every vehicle, including motorcycles, parked in an assigned **Woodland Park** parking space must have a visible, valid **Woodland Park** parking permit.

3. The **Woodland Park** Management Office at **5 Newell Court, East Palo Alto, CA 94303** issues parking permits. Generally, one parking permit will be issued for each assigned parking space. The make, model, color, and license plate number for each vehicle must be provided to obtain a parking permit.

4. The parking permit, including the permit identification number, must be fully visible at all times that the vehicle is parked at **Woodland Park**. Be sure not to cover the permit identification number.

5. If a resident's vehicle information changes or there are any other changes affecting the parking permit, the Management Office will reissue the parking permit. Upon reissue, the original parking permit will no longer be valid. All updated information must be provided to the Management Office.

6. If a parking permit must be reissued due to loss or theft, the resident will be charged a replacement fee for reissuance of the permit. Upon reissue, the original parking permit will no longer be valid. If the original parking permit is found in any vehicle parked at **Woodland Park**, that vehicle will be subject to immediate tow at the owner's expense. Reproduction or alteration of a parking permit is a direct violation of the Parking Rules. Any vehicle parked at **Woodland Park** with a reproduced or altered parking permit will be subject to immediate tow at the owner's expense.

7. No vehicle may be parked at any time in a fire lane, red zone, or any other area marked "NO PARKING." No vehicle may be parked so as to block any other parking space, sidewalk, driveway, or garage entrance. Any vehicle parked in violation of these rules is subject to immediate tow at the owner's expense.

8. Certain parking spaces are marked as guest and visitor parking spaces. Vehicles cannot be parked in guest and visitor spaces for more than 72 hours, unless the Management Office has provided prior written approval. An unapproved vehicle parked in a guest or visitor space for more than 72 hours is subject to immediate tow at the owner's expense. It is the resident's responsibility to advise guests and visitors of the Parking Rules.

9. Residents and their guests and visitors may park their vehicles in the parking spaces marked "**Woodland Park** Management Office" outside of Management Office hours; however, these vehicles must be moved during Management Office hours (signs are posted with the times). Any vehicle parked in the Management Office parking spaces during office hours are subject to immediate tow at the owner's expense.

10. Motorcycles must be parked in parking spaces. Motorcycles must affix the parking permit so that it is visible on the front area of the vehicle. Motorcycles may not be stored in units, on walkways, in courtyards, or on balconies. All parking rules and regulations apply to motorcycles.

11. All vehicles parked at **Woodland Park** must be in good operating condition and currently registered and licensed. Vehicles leaking any fluids will be subject to clean up fees. Any vehicle that is lacking any part or equipment necessary to operate safely, including without limitation, an engine, transmission, wheels, tires, doors, or windshield is subject to tow at the owner's expense. Management will attempt to provide 72 hours of notice before towing any such vehicle. Vehicle repair and maintenance in parking spaces and driveways is strictly prohibited.

12. Storage of personal property is not allowed in parking spaces. Management reserves the right to remove personal property left in parking spaces with no prior warning. Parking spaces and adjacent areas are to be neat and clean at all times.

13. Vehicles are not to be covered. Management will remove and discard covers.

14. Management is not responsible for theft or damage to any vehicle or personal property in the parking areas.

15. Boats, large trucks, RV's or trailers are not to be parked in the parking areas.

16. Bicycles must be parked in designated bicycle racks or inside a Resident's unit. Bicycles may not be stored or parked in common walkways or by the resident's front door.

Please remember to always lock your vehicle and never leave valuables in your car. Management is not responsible for loss or damage. Park at your own risk.

IF YOUR VEHICLE IS TOWED...

You have rights if your vehicle gets towed. Please consult the **California** Vehicle Code to fully understand your rights, as this is only an overview and the law may change at any time.

Generally, prior to paying any towing and storage-related fees, you have the right to:

- Receive an itemized invoice of actual charges.
- Receive your personal property, at no charge, during normal business hours.
- Retrieve your vehicle during the first 72 hours of storage and not pay a lien fee.
- Request a copy of the Towing Fees and Access Notice.
- Pay by cash or valid bank credit card
- Inspect your vehicle or have your insurance carrier inspect your vehicle at the storage facility, at no charge, during normal business hours.

You generally have the right to have the vehicle released to you upon (1) payment of all towing and storage-related fees, (2) presentation of a valid photo identification, (3) presentation of reliable documentation showing that you are the owner of the vehicle or that the owner has authorized you to take possession of the vehicle, and (4), if applicable, presentation of any required police or law enforcement release documents.

If you do not pay the towing and storage-related fees or you abandon your vehicle at the towing company, the towing company may sell your vehicle and any money received will be applied to towing and storage-related fees that have accumulated against your vehicle. You are still responsible for paying the towing company any outstanding balance due on any of these fees once the sale is complete.

If your vehicle was damaged during storage or towing, the owner of the vehicle may recover for any damage to the vehicle resulting from any intentional or negligent act of a person causing the removal of, or removing, the vehicle.

If the towing company violates the law, you may be able to bring a lawsuit in court, generally in small claims court. The towing company may be civilly liable for damages up to two times the amount charged, not to exceed $500, and possibly more for certain violations.



3/20/2024
10:26 PM PDT

Soane L. Kofeloa *(Resident)* *Date*

PET ADDENDUM

This document is an addendum to the California Lease Agreement ("Lease") dated **March 21, 2024** between **Soane L. Kofeloa** ("Resident") and **Woodland Park** ("Landlord") for the **Unit # 9** ("Premises") located at **301 E okeefe St, East Palo alto, CA 94303**.

Pets, including unauthorized or visiting pets, are not permitted on the Premises without prior written consent from Landlord. This addendum constitutes written consent for the pet(s) described below in the "Pet Description."

Pet Description

Resident and Landlord agree as follows:

1. Resident agrees to pay **$0.00** per month per pet in Pet Rent per month on or before the first of each month with Monthly Rent. Pet Rent is additional "rent" for all purposes.

2. If a pet is added during the lease term, Resident agrees to pay **$50.00** in Pet Rent per pet per month and will be required to pay an additional deposit of **$500.00**.

3. The additional deposit shall be subject to full inspection of the Premises upon Resident's move out and shall be considered an additional deposit pursuant to the Lease terms.

4. Resident shall be liable for all damages to Premises, common areas, or Community and all expenses caused by or in connection with pet, including without limitation the presence of fleas.

5. Pet will not be permitted outside the Premises unless restrained by a leash. Resident must control pet activity while in the Premises.

6. Pets may not be left or tied on balconies, porches, or patios and these areas must be kept clean and free of pet waste.

7. Resident is responsible for immediate and proper cleaning up and disposal of pet waste. Please note that landscape pesticides and chemicals are used on the grounds of the Community and therefore special care should be taken when walking pets.

8. If pet is a cat, an appropriate litter box shall be maintained and a scratching post should be provided. Resident must place soiled cat litter in a securely tied trash bag for disposal.

9. If Resident does not clean up after pet, Resident will be fined **$50.00** per occurrence.

10. Pets shall not weigh over **50 Pounds** full grown.

11. The number of pets per unit is limited to **2**.

12. Resident shall not permit and represents that pet will not cause any damage, discomfort, annoyance, nuisance or in any way inconvenience, or cause complaints from, any other resident.

13. All pets must have all current, required vaccinations. Upon request from Landlord, Resident must provide proof of vaccinations to Landlord.

14. It is strongly recommended that all pets have an identification tag showing current address and telephone number on their collar. Dogs are required to have a current license and an identification tag at all times.

15. Resident agrees to comply with all applicable ordinances, regulations and laws governing pets.

16. In addition, Resident shall comply with the following policies:

- **i.** Except as further restricted by law, the following types of pets are permissible: cats, dogs, hamsters, guinea pigs, rabbits, birds, fish, non-poisonous or non-venomous amphibians, and non-poisonous or non-venomous reptiles. Permitted birds must be kept caged and permitted fish, amphibians, and reptiles must remain in in a tank/aquarium at all times.
- **ii.** All pets must be spayed/neutered.
- **iii.** Resident shall prevent any fleas or other infestation of the Premises, building and Community.
- **iv.** Birds shall not be let out of cages.
- **v.** Resident must obtain prior written consent from Landlord to have fish tanks over **30 gallons**. Fish tanks must be placed in a safe area inside of the Premises.
- **vi.** Dangerous, illegal, exotic or poisonous animals (as determined solely by Landlord) are not permitted on the Premises.
- **vii.** Residents are not allowed to keep endangered species.
- **viii.** Feral animals cannot be fed or kept on the Premises, common areas, or Community.
- **ix.** Resident shall not allow any pet in the Community that has exhibited any sign of aggressive behavior or aggressive tendencies towards any person.
- **x.** Resident shall not allow any pet in the Community that is a Restricted Breed. Restricted Breeds are Alaskan Malamute, Boxer,

Chow Chow, Dalmatian, Doberman Pinscher, German Shepperd, Belgian Malinois, Husky breeds, Pit-Bull breeds, Staffordshire Terrier, Presa Canario, Rottweiler and wolf hybrids..

17. This addendum shall terminate without affecting the Lease or Resident's responsibilities under the Lease and Resident shall remove the pet immediately if any of the following occurs:

i. Payment of Pet Rent is delinquent.

ii. The pet displays aggressive behavior.

iii. Landlord perceives the pet to be dangerous or disruptive to premises, common areas, or Community, other residents, guest or employees.

iv. Resident fails to provide proof of current, required vaccinations upon request from Landlord.

v. Upon thirty (30) days' notice by either party to the other of intent to terminate this Addendum.

18. Companion and/or Service Animal: Landlord will review any request for accommodation to the pet policies, including the need for a companion or service animal. Additional information may be requested while engaging in the interactive process to determine the need for the accommodation. If a companion or service animal is required, the Resident will be provided a Companion Animal and/or Service Animal Addendum & Agreement detailing the terms and conditions.

19. Resident agrees to hold harmless and indemnify Landlord from all liability pertaining to pets on the property and Resident shall hold Landlord harmless and indemnify Landlord for any and all damages or costs in connection with pet.

Resident and Landlord represent that they have read this Addendum, understand the terms and conditions contained herein, and agree to the terms and conditions contained herein.

	3/20/2024 10:27 PM PDT	Signed by Pabel Zumarraga Mon Mar 25 2024 09:45:00 AM PDT Key: 945B7640; IP Address: 173.13.163.254	
Soane L. Kofeloa *(Resident)*	*Date*	*(Owner/Agent)*	*Date*

PROPOSITION 65 ADDENDUM

This document is an addendum to the Lease Agreement dated **March 21, 2024** between **Soane L. Kofeloa** and **Woodland Park** for the **Unit # 9** located at **301 E okeefe St, East Palo alto, CA 94303**.

⚠ WARNING:

Building materials such as insulation, pressed wood materials, finishes, or adhesives on the Residential Community can expose you to chemicals including **formaldehyde** which is/are known to the State of California to cause cancer.

Exhaust fumes on roadways and in parking areas on the Residential Community can expose you to chemicals including **carbon-monoxide** which is/are known to the State of California to cause birth defects or other reproductive harm.

Cigarettes, cigars, pipes, cigarillos, hand-rolled cigarettes (such as bidis) and clove cigarettes (kreteks) produce tobacco smoke, which even when experienced second hand on the Residential Community can expose you to chemicals including **acetaldehyde, acrylamide, arsenic, benzene, and carbon monoxide** which is/are known to the State of California to cause cancer and **acetaldehyde, acrylamide, arsenic, benzene, and carbon monoxide** which is/are known to the State of California to cause birth defects or other reproductive harm.

Swimming Pool(s), spa, water features on the Residential Community can expose you to chemicals including **chloroform which can be formed when the disinfectant chlorine in the pool, spa, fountain reacts with organic compounds that may be in the water such as dirt, sweat, skin cells, etc. and** which is/are known to the State of California to cause cancer and birth defects or other reproductive harm.

Talk to your landlord or the building owner about how and when you could be exposed to these chemicals in your building. For additional information go to www.P65Warnings.ca.gov/apartments.

Resident(s) acknowledges to have read this Addendum and understands the terms and conditions contained herein.

Soane L. Kofeloa *(Resident)*	3/20/2024 10:28 PM PDT *Date*	Signed by Pabel Zumarraga Mon Mar 25 2024 09:45:04 AM PDT Key: 945B7640; IP Address: 173.13.163.254 *(Owner/Agent)*	*Date*

LEASE ADDENDUM
PERSONAL LIABILITY INSURANCE REQUIRED

1. **Addendum.** This is an addendum to the Lease for Apt. No. **9** at **301 E okeefe St, East Palo alto, CA 94303**

   The effective date of this Addendum is **March 20, 2024**.

2. **Insurance Acknowledgment.** You acknowledge that we do not maintain insurance to protect you against personal injury, loss or damage to your personal property or to cover your own liability for injury, loss or damage you (or your occupants or guests) may cause others. You also acknowledge that you may be responsible to others (including us) for the full cost of any injury, loss or damage caused by your negligent actions or the negligent actions of your occupants or guests, including but not limited to damage caused by fire, smoke, explosion or water damage liability.

3. **Required Renters Insurance Policy.** You are required to purchase and maintain a renter's personal liability insurance policy which provides limits of liability to third parties in an amount not less than **$100,000.00** per occurrence through an insurance company or insurance agent authorized to issue insurance in this state. Proof of coverage must be submitted for all leaseholders. Such insurance policies are often referred to as "renter's insurance policies or "liability-only insurance policies." Most renter's insurance policies contain personal liability coverage and also personal property coverage for your own property. You are only required to have personal liability insurance, however we highly recommend that you obtain coverage for your personal property too. Personal property coverage protects your property in the event of theft, fire or weather-related loss to your property. The required personal liability insurance policy must cover all residents in your unit. The policy must identify Insurance Tracking, **1050 Crown Pointe Parkway, Suite 600, Atlanta, GA 30388** as a "Party of Interest" or "Interested Party" where the "Party of Interest" or "Interested Party" must be notified within ten (10) days after your insurance company or agent renews, cancels or non-renews your policy. When insurance providers are paperless and only submit communications electronically, they are required to submit policy documents to **woodlandparkca@greystar.com**. Failure to include Insurance Tracking as the "Party or Interest" or "Interested Party" with the above-listed address and/or **woodlandparkca@greystar.com** will constitute a breach of this Lease.

4. **Insurance Election.** If you choose not to purchase insurance through the carrier of your choice or are unable to secure satisfactory personal liability insurance coverage, you have the option to obtain insurance coverage under an insurance program issued by an insurance carrier we have partnered with. As a resident of this property, you automatically qualify for this coverage with our preferred insurance provider with no underwriting or lengthy application. Participation in this program allows you to conveniently pay the insurance charges with your monthly rent. Following your execution of this Lease, you will be sent a link via email or text message to an online insurance portal where you must either enroll in the insurance program offered by our preferred insurance provider or upload proof of insurance if you already have insurance or if you decide to purchase the insurance through a carrier or agency other than our preferred insurance provider.

   If you choose to participate in this preferred insurance provider's program, you agree that you will be charged **$14.50** monthly with your rent to cover the costs of securing personal liability coverage in an amount of **$100,000.00** and personal property coverage in an amount of **$5,000.00**. The insurance company will issue a certificate of insurance to you that will describe the limits, conditions and terms of the coverage provided. A description of the insurance coverage and the insurance carrier are available by visiting the online insurance portal. If you have questions regarding the insurance program, including other available options, please call **(833) 227-2209**.

   If you decide not to enroll in the preferred insurance provider's program described above, you will be required to upload proof of insurance coverage via the link you receive by email from **woodlandparkca@greystar.com** to meet the Lease's insurance requirement. If you do not have access to upload your proof of insurance, you must contact the leasing office and the on-site staff may be able to provide you with an alternative method (e.g. business center computer, iPad, etc.).

5. **Freedom of Choice.** At all times, you are able to purchase insurance through the carrier or agency of your choice and are not required to purchase insurance through a particular carrier or agency, including the preferred provider. However, the insurance you purchase must meet the Lease's minimum requirements at all times. By signing this Addendum you consent to the sharing of information with our preferred insurance provider, which includes, but is not limited to, your name, address, lease status/expiration, current renter's insurance policy information, email address and telephone number(s).

6. **Subrogation Allowed.** You acknowledge that subrogation is allowed by all parties and that this Addendum supersedes any language to the contrary in the Lease. Accordingly, our commercial insurance carrier may make a claim against you for losses it pays as a result of your negligence, and your insurance carrier may make a claim against us for losses it pays as a result of our negligence. We retain the right to hold you responsible for any loss in excess of your insurance coverage.

7. **Your Insurance Coverage.** By signing this Addendum, you acknowledge that you have purchased (or agree to purchase) the insurance described above or you have agreed to participate in the insurance program. If you purchase insurance through a carrier or agency other than the preferred insurance provider, you must provide proof of insurance via the online insurance portal prior to taking possession of the apartment. You further acknowledge that you will keep your insurance

policy in-force for the entire term of the Lease. If any material terms of your insurance policy change, you agree to promptly provide proof of the modified policy terms to **woodlandparkca@greystar.com**.

8. **Default.** Unless otherwise prohibited by law, and subject to any right to cure a default under the Lease, any default under the terms of this Addendum shall be deemed a material default of the Lease, and we are entitled to exercise all rights and remedies under the law. If you fail to obtain and maintain personal liability insurance as required by this Addendum, you will be in violation of your Lease. In such event, we may send a written notice to you demanding that you cure the violation by purchasing the required insurance and providing evidence of coverage to us. If you fail to supply evidence of such insurance to us on or before the specified date set forth in your notice, we reserve the right to obtain personal liability insurance coverage on your behalf, and to charge you monthly for the amount of the insurance charges (**$14.50**). This is an insurance program provided to us by an insurance company we have partnered with and provides **$100,000.00** in personal liability insurance to you but **does not include any personal property coverage to protect your property from any loss or damage, including but not limited to from theft, fire or weather**. You may cancel your participation in this insurance program at any time if you purchase your own personal liability insurance policy or renter's insurance policy and provide proof of coverage to **woodlandparkca@greystar.com**. Upon your enrollment in the insurance program set forth in this paragraph, the insurance company will deliver you an insurance certificate evidencing and describing the coverage.

9. **Miscellaneous.**

   a. Except as specifically stated in this Addendum, all other terms and conditions of the Lease shall remain unchanged.

   b. The insurance required by the Lease Contract is not required by any law. Your obligation to provide insurance stems solely from the Lease Contract.

   c. In the event of any conflict between the terms of this Addendum and the terms of the Lease, the terms of this Addendum shall control.

   d. The insurance required by the Lease is not an attempt to limit our liability for our own negligence or your liability for your own negligence.

   e. **Arthur J Gallagher & Co.**, a licensed insurance agency and affiliate of property manager, may receive compensation on policies issued by the preferred insurance provider for administrative, brokerage or marketing support. Owner may be receiving compensation or other payments from **Arthur J Gallagher & Co.** or one of its affiliates where permitted by law.

   f. The insurance required by the Lease is not in lieu of, or in any way a component of, any security deposit required by the Lease.

   g. **You understand that the personal liability insurance coverage set forth in paragraph 8 may cost more than similar insurance you can purchase on your own and will only cover you for your own liability for injury, loss or damage caused by you (or, in some cases, your occupants or guests) to others and DOES NOT INCLUDE COVERAGE FOR PERSONAL INJURY OR LOSS OR DAMAGE TO YOU OR YOUR PERSONAL PROPERTY. THE PERSONAL LIABILITY INSURANCE DESCRIBED IN PARAGRAPH 8 IS LIMITED IN SCOPE AND MAY NOT FULLY PROTECT YOUR INTERESTS.**

   h. You agree that you have not received any oral representations from Owner or any representative of Owner which are inconsistent with or not contained in the Lease Contract, the addenda attached to the Lease Contract, or in the Rules and Regulations. If you have received any such oral representations, you agree that you did not rely on them to decide to enter in the Lease Contract or this Addendum.

   i. You must refer to the actual insurance policy or certificate for a complete description of the coverage, as this Addendum only provides a general summary. If you have an annual renter's insurance policy and decide to switch to the insurance program offered by our preferred insurance provider, please compare the terms of coverage between the two policies, as not all policies are the same and coverage may differ.

   j. By signing this Addendum, you consent to receive communications from the insurance company via email, text, or other electronic means with respect to insurance related matters.

By signing below, you acknowledge and agree to be bound to the terms of this Addendum.

	3/20/2024 10:28 PM PDT	Signed by Pabel Zumarraga Mon Mar 25 2024 09:45:09 AM PDT Key: 945B7640; IP Address: 173.13.163.254	
Soane L. Kofeloa *(Resident)*	*Date*	*(Owner/Agent)*	*Date*

RESIDENT SECURITY
NOTICE & ACKNOWLEDGMENT

NOTICE TO RESIDENT: Landlord does not promise, warrant, or guarantee the safety or security of the Resident, Occupants, or their personal property against the criminal actions of other residents or third parties. Each Resident has the responsibility to protect himself or herself and to maintain appropriate insurance to protect his or her belongings.

It is a fact that no security system, courtesy patrol or electronic security device can guarantee protection against crime. Even elaborate security systems are subject to mechanical malfunction, tampering, human error or personnel absenteeism, and can be defeated or avoided by clever criminals. Therefore, Lessees should always proceed on the assumption that no security systems exist. The best safety measures are those precautions that can be performed as a matter of common sense and habit.

If security systems, security devices, or walk-through/drive-through services are employed at this community, no representation is being made that they will be effective to prevent injury, theft or vandalism. Such personnel, if provided, cannot physically be every place at every moment. Usually, such personnel are unarmed independent contractors and have no greater authority under the law to restrain or arrest criminals than the ordinary citizen. Therefore, Landlord does not warrant that any security systems, security devices, or services employed at this community will discourage or prevent breaches of security, intrusions, thefts, or incidents of violent crime. Further, Landlord reserves the right to reduce, modify or eliminate any security system, security devices or services (other than those statutorily required) at any time; and Resident agrees that such action shall not be a breach of any obligation or warranty on the part of Landlord.

Resident agrees to promptly notify Landlord in writing of any problem, defect, malfunction or failure of door locks, window latches, controlled access gates, intrusion alarms, and any other security-related device. If Resident's home is equipped with an intrusion alarm, Resident agrees to be responsible for all fines, penalties and other charges resulting from or attributable to the alarm, including false alarm charges.

ACKNOWLEDGMENT BY RESIDENT: I have read, understood and agree with the above notice. I have received no representation or warranties, either express or implied, as to any security or any security system on the property. Landlord has not in any way stated or implied to me that security of person or property was provided, promised, or guaranteed or that the Community was or will be free from crime. I further acknowledge that Landlord is not obligated under any circumstances to respond to any signal from an intrusion alarm system. The responsibility for protecting me, my property, and my family, guests and invitees from acts of crime is the sole responsibility of myself and law enforcement agencies.

I agree to release and hold harmless Landlord from claims arising out of criminal acts of other residents and third parties. I agree that Landlord shall not be liable to me based upon any claim that security was not provided, subject to Landlord's compliance with state statutes regarding door locks and window latches. Resident acknowledges that the foregoing shall also be binding upon Resident's heirs, successors, and assigns.

Representatives of Landlord have no authority to make changes or modifications in the terms of this document, except when in writing and signed.

3/20/2024 10:28 PM PDT		Signed by Pabel Zumarraga Mon Mar 25 2024 09:45:13 AM PDT Key: 945B7640; IP Address: 173.13.163.254	
Soane L. Kofeloa *(Resident)*	*Date*	*(Owner/Agent)*	*Date*

UTILITIES WAIVER

This document is an addendum to the California Lease Agreement dated **March 20, 2024** between **Soane L. Kofeloa** and **Woodland Park** for the Unit #**9** located at **301 E okeefe St, East Palo alto, CA 94303**.

In order to allow my community to track our whole building utility data, which will be used to determine what upgrades can be done to reduce utility expenses in each unit, I hereby grant authority for **Woodland Park Property Owner, LLC doing business as Woodland Park Communities**, the owner of **Woodland Park** to obtain the usage and utility detail for my utility accounts during my tenancy at this location for the sole purpose of benchmarking through the Energy Star® Portfolio Manager system. In order to do this, I agree to grant my Landlord the right to sign my account up to electronically receive utility data, where necessary, and to receive my account details as necessary to accomplish such benchmarking. Where available, such details will be collected in aggregate so that no unit information is available, and no unit information will be distributed except as required by law, nor used for any **marketing** purposes.

Therefore, I hereby authorize any utility provider serving my Premises, located at **301 E okeefe St #9, East Palo alto, CA 94303** to provide such utility details and history about the accounts tied to my Premises upon request through the term of this Lease, and including up to the 24 months prior to the signing of this agreement.

I understand that by signing below I am waiving my right to privacy, both actual and perceived, under Federal, State and Local statutes regarding the release of my utility data and agree to hold all parties involved harmless from any potential right to privacy violations.

Resident(s) acknowledges to have read this Addendum and understands the terms and conditions contained herein.

	3/20/2024 10:29 PM PDT	Signed by Pabel Zumarraga Mon Mar 25 2024 09:45:18 AM PDT Key: 945B7640; IP Address: 173.13.163.254	
Soane L. Kofeloa *(Resident)*	*Date*	*(Owner/Agent)*	*Date*

SECURITY DEPOSIT AGREEMENT

This Agreement is made this day, **March 21, 2024**, by and between **Woodland Park** (hereinafter referred to as "Lessor"), Lessor of the apartment complex in which the "Premises", as hereinafter defined, are located, acting pursuant to express written authority given by the owner of such apartment complex, and **Soane L. Kofeloa** (hereinafter referred to as "Lessee"), in connection with the Apartment Lease Agreement (the "Lease") between Lessor and Lessee for: **Woodland Park** (the "Premises").

1. **Security Deposit.** Lessor hereby acknowledges receipt from Lessee of the sum of: **$2,240.00** (Security Deposit) which represents the security deposit payment under the Lease, which shall hereinafter be defined as "Security Deposit". Lessor will hold the Security Deposit for the faithful performance by Lessee of his/her obligations under the Lease, including payment of rent, and cleaning and repair of the Premises after its surrender.

2. **Refund of Security Deposit.** Lessor shall deduct from the Security Deposit all monies expended as a result of any breach of the lease or this agreement, including but not limited to the following:
   - **A.** Vacate completely the entire Premises by Lessee on or before the date specified in the required written **30 day** move-out notice.
   - **B.** Expiration of the term of the Lease, or termination or cancellation of the Lease in accordance with the express provisions thereof.
   - **C.** Payment by Lessee of all rental required under the Lease, up to and including the date of expiration or termination of the term of the Lease, or the full move-out notice period, whichever is longer.
   - **D.** The Premises, including all kitchen appliances (refrigerator, oven, range, dishwasher, and microwave) and including all baths, closets, storage areas, patios/balconies, etc. have been thoroughly cleaned, so as to be in the same condition as they were in on the commencement date of the term of Lease, normal wear and tear excepted.
   - **E.** No defects or damage to the Premises, whether caused by Lessee, pets, or otherwise, unless shown on a written list of damages and defects signed by Lessee at the commencement of the Lease term.
   - **F.** Observance and performance by Lessee of all of the other covenants and obligations to be kept or performed by Lessee under the Lease up to and including the date of expiration or termination of the Lease term.
   - **G.** Observation and performance by Lessee of all rules and regulations to be kept and performed by Lessee under the Lease, including, without limitation, those rules and regulations pertaining to pets.
   - **H. LESSEE has given LESSOR thirty days written notice prior to the date of expiration or termination of the term of the Lease.**
   - **I.** Lessee has provided Lessor with a written copy of the forwarding address of Lessee.

3. **Deductions.** Within twenty-one (21) days after Lessee has vacated the Premises, Lessor shall furnish Lessee with an itemized written statement of the basis for, and the amount of, any security received and the disposition of such security to Lessee.

4. **Move-Out Procedures.** When Lessee moves out of the Premises, an inspection of the condition of same shall be made after all of the personal effects of Lessee have been removed. Lessee should accompany Lessor during said inspection to help resolve any problems that may arise. Failure of Lessee to do so shall constitute a concurrence by Lessee in Lessor's assessment of charges for damages or cleaning. After inspection by Lessor, appropriate charges will be assessed by Lessor for any missing items; damages or repairs to the Premises, or its contents (normal wear and tear excepted) with the exception of those items listed on the Move-In/Move-Out Inspection Report attached to this agreement; insufficient light bulbs; scratches, burns, or holes in the walls, doors, floors, draperies, carpets and/or furniture; and for cleaning the Premises (including all kitchen appliances). Lessee shall be charged for each unreturned key (mail-box key and garage remote), and charged for replacing locks if all door keys to the Premises are not returned to Lessor.

3/20/2024 10:29 PM PDT		Signed by Pabel Zumarraga Mon Mar 25 2024 09:45:22 AM PDT Key: 945B7640; IP Address: 173.13.163.254	
Soane L. Kofeloa *(Resident)*	*Date*	*(Owner/Agent)*	*Date*

Exhibit B

Resident Ledger

GREYSTAR®

Date: 10/21/2024

Code	t2943347	**Property**	cawoopa2	**Lease From**	03/21/2024
Name	Soane Kofeloa	**Unit**	218-09	**Lease To**	03/20/2025
Address	301 East O'Keefe Street	**Status**	Past	**Move In**	03/21/2024
	#9	**Rent**	2240.00	**Move Out**	09/14/2024
City	East Palo Alto, CA 94303	**Phone (H)**		**Phone (W)**	

Date	Chg Code	Post Month	Description	Charge	Payment	Balance	Chg/Rec
03/17/2024	appfee	03/2024	Application Fee	35.00		35.00	147707094
03/17/2024	secdep	03/2024	Holding Fee	300.00		335.00	147707095
03/21/2024	secdep	04/2024	Security Deposit	1,940.00		2,275.00	147858448
03/21/2024	rent	04/2024	Rent for 11 days	794.84		3,069.84	147858449
03/21/2024	rentins	04/2024	Renter's Insurance for 11 days	5.15		3,074.99	147858450
03/21/2024	waterrb	04/2024	Water Rebill for 11 days	10.65		3,085.64	147858451
03/21/2024	sewerrb	04/2024	Sewer Rebill for 11 days	15.97		3,101.61	147858452
03/21/2024	trashrb	04/2024	Trash Rebill for 11 days	12.42		3,114.03	147858453
03/21/2024		03/2024	chk# 3345809 :CHECKscan Payment		2,779.03	335.00	36346545
03/25/2024		04/2024	chk# 3345327 :CHECKscan Payment		300.00	35.00	36372986
03/25/2024		04/2024	chk# 3345326 :CHECKscan Payment		35.00	0.00	36372987
04/01/2024	rent	04/2024	Base Rent (04/2024)	2,240.00		2,240.00	149379186
04/01/2024	waterrb	04/2024	Water Rebill (04/2024)	30.00		2,270.00	149379187
04/01/2024	rentins	04/2024	Renter's Insurance (04/2024)	14.50		2,284.50	149379188
04/01/2024	sewerrb	04/2024	Sewer Rebill (04/2024)	45.00		2,329.50	149379189
04/01/2024	trashrb	04/2024	Trash Rebill (04/2024)	35.00		2,364.50	149379190
04/08/2024		04/2024	chk# 0106 :CHECKscan Payment		2,364.50	0.00	36741370
05/01/2024	rentins	05/2024	Renter's Insurance (05/2024)	14.50		14.50	150987325
05/01/2024	rent	05/2024	Base Rent (05/2024)	2,240.00		2,254.50	150987326
05/01/2024	trashrb	05/2024	Trash Rebill (05/2024)	35.00		2,289.50	150987327
05/01/2024	sewerrb	05/2024	Sewer Rebill (05/2024)	45.00		2,334.50	150987328
05/01/2024	waterrb	05/2024	Water Rebill (05/2024)	30.00		2,364.50	150987559
05/06/2024		05/2024	chk# 0107 :CHECKscan Payment		2,364.50	0.00	37258215
05/29/2024	keys	06/2024	Mailbox Lock Change	10.00		10.00	152891093
06/01/2024	rent	06/2024	Base Rent (06/2024)	2,240.00		2,250.00	153517289
06/01/2024	rentins	06/2024	Renter's Insurance (06/2024)	14.50		2,264.50	153517290
06/01/2024	waterrb	06/2024	Water Rebill (06/2024)	30.00		2,294.50	153517291
06/01/2024	sewerrb	06/2024	Sewer Rebill (06/2024)	45.00		2,339.50	153517292
06/01/2024	trashrb	06/2024	Trash Rebill (06/2024)	35.00		2,374.50	153517293
06/11/2024	latefee	06/2024	Late Fees	35.00		2,409.50	154009134
06/11/2024		06/2024	chk# 0109 :CHECKscan Payment		2,409.50	0.00	37883029
07/01/2024	rent	07/2024	Base Rent (07/2024)	2,240.00		2,240.00	155837275
07/01/2024	rentins	07/2024	Renter's Insurance (07/2024)	14.50		2,254.50	155837276
07/01/2024	waterrb	07/2024	Water Rebill (07/2024)	30.00		2,284.50	155837277
07/01/2024	sewerrb	07/2024	Sewer Rebill (07/2024)	45.00		2,329.50	155837278
07/01/2024	trashrb	07/2024	Trash Rebill (07/2024)	35.00		2,364.50	155837279
07/07/2024		07/2024	chk# 0110 :CHECKscan Payment		2,364.50	0.00	38422731
08/01/2024	rent	08/2024	Base Rent (08/2024)	2,240.00		2,240.00	158116040
08/01/2024	rentins	08/2024	Renter's Insurance (08/2024) :Write Off by Charge Ctrl#161168542	14.50		2,254.50	158116041
08/01/2024	waterrb	08/2024	Water Rebill (08/2024) :Write Off by Charge Ctrl#161168538	30.00		2,284.50	158116042
08/01/2024	sewerrb	08/2024	Sewer Rebill (08/2024) :Write Off by Charge Ctrl#161168546	45.00		2,329.50	158116043
08/01/2024	trashrb	08/2024	Trash Rebill (08/2024) :Write Off by Charge Ctrl#161168540	35.00		2,364.50	158116044
08/01/2024	termfee	08/2024	Early Termination Fee :Write Off by Charge Ctrl#161168544	3,360.00		5,724.50	158457780

09/20/2024	secdep	09/2024	:Security Deposits credit	(2,240.00)		3,484.50	161152988
09/20/2024	rent	09/2024	Base Rent (09/2024) 14 days :Write Off by Charge Ctrl#161168545	1,045.33		4,529.83	161152989
09/20/2024	rentins	09/2024	Renter's Insurance (09/2024) 14 days :Write Off by Charge Ctrl#161168543	6.77		4,536.60	161152990
09/20/2024	waterrb	09/2024	Water Rebill (09/2024) 14 days :Write Off by Charge Ctrl#161168539	14.00		4,550.60	161152991
09/20/2024	trashrb	09/2024	Trash Rebill (09/2024) 14 days :Write Off by Charge Ctrl#161168541	16.33		4,566.93	161152992
09/20/2024	sewerrb	09/2024	Sewer Rebill (09/2024) 14 days :Write Off by Charge Ctrl#161168547	21.00		4,587.93	161152993
09/21/2024	waterrb	09/2024	:Write Off Charge Ctrl#158116042 Posted by custom task	(30.00)		4,557.93	161168538
09/21/2024	waterrb	09/2024	:Write Off Charge Ctrl#161152991 Posted by custom task	(14.00)		4,543.93	161168539
09/21/2024	trashrb	09/2024	:Write Off Charge Ctrl#158116044 Posted by custom task	(35.00)		4,508.93	161168540
09/21/2024	trashrb	09/2024	:Write Off Charge Ctrl#161152992 Posted by custom task	(16.33)		4,492.60	161168541
09/21/2024	rentins	09/2024	:Write Off Charge Ctrl#158116041 Posted by custom task	(14.50)		4,478.10	161168542
09/21/2024	rentins	09/2024	:Write Off Charge Ctrl#161152990 Posted by custom task	(6.77)		4,471.33	161168543
09/21/2024	termfee	09/2024	:Write Off Charge Ctrl#158457780 Posted by custom task	(3,360.00)		1,111.33	161168544
09/21/2024	wo-rent	09/2024	:Write Off Charge Ctrl#161152989 Posted by custom task	(1,045.33)		66.00	161168545
09/21/2024	sewerrb	09/2024	:Write Off Charge Ctrl#158116043 Posted by custom task	(45.00)		21.00	161168546
09/21/2024	sewerrb	09/2024	:Write Off Charge Ctrl#161152993 Posted by custom task	(21.00)		0.00	161168547

Exhibit C

[Not Applicable]

Exhibit D

Work Order Cost Analysis Details

Property : Woodland Park (cawoopa2)

Unit : 218-09

WO#	Property	Unit	Priority	Status	Category	Brief Desc.	Call Date	Scheduled Date	Completed Date	Amount
8195361	cawoopa2	218-09	Emergency	Work Completed	Plumbing	water backing up	05/11/2024		05/12/2024	0
8196161	cawoopa2	218-09		Work Completed	Pest Control	treat	05/12/2024		05/06/2024	0
8238275	cawoopa2	218-09		Work Completed	Water Intrusion	Serv- humidity smell	05/19/2024	05/20/2024	05/23/2024	0
8295883	cawoopa2	218-09	Emergency	Work Completed	Locks / Keys / Doors	emergency-the resident lost his mai	05/29/2024	05/29/2024	05/30/2024	0
8404595	cawoopa2	218-09	Emergency	Work Completed	Plumbing	emergency-no water heater	06/19/2024	06/20/2024	06/20/2024	0
8525708	cawoopa2	218-09	Emergency	Work Completed	Plumbing	Serv- tank water running	07/16/2024	07/16/2024	07/31/2024	0
8582846	cawoopa2	218-09	Emergency	Work Completed	Plumbing	GS Standard Flooring	07/29/2024	07/29/2024	07/30/2024	0
8593224	cawoopa2	218-09	Emergency	Work Completed	Water Intrusion	EMERG-DISCOLORATION	07/31/2024	07/31/2024	08/27/2024	0
8716379	cawoopa2	218-09	Emergency	Work Completed	Water Intrusion	Mold Remediation	08/28/2024	08/28/2024	09/19/2024	0
8716387	cawoopa2	218-09	Emergency	Work Completed	Community Amenities	GS Standard Plumbing	08/28/2024		09/03/2024	0
8716398	cawoopa2	218-09	Emergency	Work Completed	Plumbing	GS Standard Plumbing	08/28/2024	08/28/2024	09/19/2024	0
8807614	cawoopa2	218-09	Make Ready	Work Completed		GS Standard Cleaning	09/18/2024	09/14/2024	09/18/2024	0
8807615	cawoopa2	218-09	Make Ready	Work Completed		GS Standard Paint	09/18/2024	09/14/2024	09/18/2024	0
8807616	cawoopa2	218-09	Make Ready	Work Completed		GS Standard Carpentry	09/18/2024	09/14/2024	09/18/2024	0
8807617	cawoopa2	218-09	Make Ready	Work Completed		GS Standard Locks/Keys	09/18/2024	09/14/2024	09/18/2024	0
8807618	cawoopa2	218-09	Make Ready	Work Completed		GS Standard Plumbing	09/18/2024	09/14/2024	09/18/2024	0
Total: 16										**0**

Exhibit E

Woodland Park
5 Newell Ct
East Palo Alto,CA 94303
Office (650) 566-2000x

Work Order No. 8238272
Date Call: 5/19/2024 4:47:00 PM

Status Canceled

Date Canceled: 5/28/2024 4:53:55 PM

Brief Desc: Serv- tub is cracking

Job Site: cawoopa2/218-09
301 East O'Keefe Street
#9
East Palo Alto,CA 94303

Caller Name: Soane Kofeloa

Caller Phone:

Occupant: Kofeloa (t2943347)

Mobile (408) 639-9652x

Ok to enter? YES

Category: Plumbing

SubCategory: Tub

Problem Description: PTE

tub is cracking please inspect and reapir

408 6399658

OG

Parts & Labor

Quantity/ Hours	Item Type/ Employee Name	Description	Unit Price	Total

Total

Authorized by: _____
Signed by _____
Dated _____
Invoice No. _____

Technician Notes: CONTACTED RESIDENT TO SCHEDULE DATE, RESIDENT STATES THEY DID NOT CALL FOR ANY SERVICE.

Woodland Park
5 Newell Ct
East Palo Alto,CA 94303
Office (650) 566-2000x

Work Order No. 8195361
Date Call: 5/11/2024 9:25:00 PM

Status Work Completed

Date Completed: 5/12/2024 7:29:38 PM
Brief Desc: water backing up

Job Site: cawoopa2/218-09
301 East O'Keefe Street
#9
East Palo Alto,CA 94303

Caller Name: Soane Kofeloa
Caller Phone: (408) 639-9652x
Occupant: Kofeloa (t2943347)

Priority: Emergency
Ok to enter? NO
Category: Plumbing
Mobile (408) 639-9652x
SubCategory: Kitchen Sink

Access Notes: PTE-NO- POC IS HOME, PETS- NO, ALARMS- NO

Problem Description: UPDATE 5/12/2024 11:06 am CST. The tenant is requesting ETA. He needs to get an update about this issue. Please call him back ASAP.
CCoghi/RCC

Resident reports they were not home and now the kitchen sink is backing up and water is not draining, close to overflowing, plunger did not make a difference.
CLudusan/RCC

Parts & Labor

Quantity/ Hours	Item Type/ Employee Name	Description	Unit Price	Total

Total

Authorized by: _____
Signed by _____
Dated _____
Invoice No. _____

Technician Notes: unclogged drain

Woodland Park
5 Newell Ct
East Palo Alto,CA 94303
Office (650) 566-2000x

Work Order No. 8238275
Date Call: 5/19/2024 4:48:00 PM
Date Scheduled: 5/20/2024 8:38:00 AM
Date Completed: 5/23/2024 3:38:22 PM
Brief Desc: Serv- humidity smell

Job Site: cawoopa2/218-09
301 East O'Keefe Street
#9
East Palo Alto,CA 94303

Status Work Completed

Caller Name: Soane Kofeloa
Caller Phone:
Occupant: Kofeloa (t2943347)
Mobile (408) 639-9652x

Ok to enter? YES
Category: Water Intrusion
SubCategory: Internal (from within apt)

Problem Description: PTE

there is humidty smell coming into his unit and he thinks its from the carport area please check unit and carport area

408 6399652

OG

Parts & Labor

Quantity/ Hours	Item Type/ Employee Name	Description	Unit Price	Total

Total

Authorized by: _____
Signed by _____
Dated _____
Invoice No. _____

Technician Notes: found no leak or humidity

Woodland Park
5 Newell Ct
East Palo Alto,CA 94303
Office (650) 566-2000x

Work Order No. 8295883
Date Call: 5/29/2024 4:51:00 PM
Date Scheduled: 5/29/2024 5:21:00 PM
Date Completed: 5/30/2024 5:26:50 PM
Brief Desc: emergency-the resident lost his mai

Status Work Completed

Job Site: cawoopa2/218-09
301 East O'Keefe Street
#9
East Palo Alto,CA 94303

Caller Name: Soane Kofeloa
Caller Phone:
Occupant: Kofeloa (t2943347)

Priority: Emergency
Ok to enter? YES
Category: Locks / Keys / Doors
Mobile (408) 639-9652x
SubCategory: Mailbox Lock Issue

Problem Description: 408 639 9652
the resident lost his mailbox key he need a copy of the mailbox key
DD

Parts & Labor

Quantity/ Hours	Item Type/ Employee Name	Description	Unit Price	Total

Total

Authorized by: _____
Signed by _____
Dated _____
Invoice No. _____

Technician Notes: replaced mailbox lock

Woodland Park
5 Newell Ct
East Palo Alto,CA 94303
Office (650) 566-2000x

Work Order No. 8404595
Date Call: 6/19/2024 4:53:00 PM
Date Scheduled: 6/20/2024 9:10:00 AM

Status Work Completed

Date Completed: 6/20/2024 7:41:07 PM
Brief Desc: emergency-no water heater

Job Site: cawoopa2/218-09
301 East O'Keefe Street
#9
East Palo Alto,CA 94303

Caller Name: Soane Kofeloa
Caller Phone:
Occupant: Kofeloa (t2943347)

Priority: Emergency
Ok to enter? YES
Category: Plumbing
ASSIGNED TO: Pedro

Mobile (408) 639-9652x
SubCategory: Water Heater

Problem Description: PTE
408 639 9652
the resident reported they do not have water heater
DD

Parts & Labor

Quantity/ Hours	Item Type/ Employee Name	Description	Unit Price	Total

Total

Authorized by: _____
Signed by _____
Dated _____
Invoice No. _____

Technician Notes: turn water heater on

Woodland Park
5 Newell Ct
East Palo Alto,CA 94303
Office (650) 566-2000x

Work Order No. 8582846
Date Call: 7/29/2024 5:02:00 PM
Date Scheduled: 7/29/2024 5:42:00 PM

Status Work Completed

Date Completed: 7/30/2024 5:51:34 PM
Brief Desc: GS Standard Flooring

Job Site: cawoopa2/218-09
301 East O'Keefe Street
#9
East Palo Alto,CA 94303

Caller Name: Soane Kofeloa
Caller Phone:
Occupant: Kofeloa (t2943347)

Priority: Emergency
Ok to enter? YES
Category: Plumbing
Mobile (408) 639-9652x
SubCategory: Toilet

Problem Description: the toilet is leaking

Parts & Labor

Quantity/ Hours	Item Type/ Employee Name	Description	Unit Price	Total

Total

Authorized by: _____
Signed by _____
Dated _____
Invoice No. _____

Technician Notes: toilet valve was changed and the handle was adjusted

Woodland Park
5 Newell Ct
East Palo Alto,CA 94303
Office (650) 566-2000x

Work Order No. 8525708
Date Call: 7/16/2024 2:42:00 PM

Date Scheduled: 7/16/2024 3:22:00 PM

Status Work Completed

Date Completed: 7/31/2024 12:37:01 PM
Brief Desc: Serv- tank water running

Job Site: cawoopa2/218-09
301 East O'Keefe Street
#9
East Palo Alto,CA 94303

Caller Name: Soane Kofeloa

Caller Phone: (408) 639-9652x
Occupant: Kofeloa (t2943347)

Priority: Emergency
Ok to enter? NO
Category: Plumbing

Mobile (408) 639-9652x

SubCategory: Toilet

Problem Description: NO PTE

there is water running all the time the noise might come from his or his neighbors

408 639 9652

OG

Parts & Labor

Quantity/ Hours	Item Type/ Employee Name	Description	Unit Price	Total

Total

Authorized by: _____
Signed by _____
Dated _____
Invoice No. _____

Technician Notes: done

Woodland Park
5 Newell Ct
East Palo Alto,CA 94303
Office (650) 566-2000x

Work Order No. 8593224
Date Call: 7/31/2024 5:14:00 PM
Date Scheduled: 7/31/2024 6:18:00 PM

Status Work Completed

Date Completed: 8/27/2024 2:30:57 PM
Brief Desc: EMERG- DISCOLORATION

Job Site: cawoopa2/218-09
301 East O'Keefe Street
#9
East Palo Alto,CA 94303

Caller Name: Soane Kofeloa
Caller Phone:
Occupant: Kofeloa (t2943347)

Priority: Emergency
Ok to enter? YES
Category: Water Intrusion
Mobile (408) 639-9652x

Problem Description: PTE

there is discoloration in unit he is about to loose custody of his kids if he doesnt fix this please inspect and repair

(408) 639-9652

OG

Parts & Labor

Quantity/ Hours	Item Type/ Employee Name	Description	Unit Price	Total
0.0000	Ponce		0.00	0.00
			Total	0.00

Authorized by: _____
Signed by _____
Dated _____
Invoice No. _____

Technician Notes: inspected unit and found no discoloration. Resident was presnent and i advised them to tell me where. they said I DONT KNOW, EVERYWHERE, but could not give me specifics. see attached pictures

Woodland Park
5 Newell Ct
East Palo Alto,CA 94303
Office (650) 566-2000x

Work Order No. 8716387
Date Call: 8/28/2024 9:55:00 AM

Status Work Completed

Date Completed: 9/3/2024 9:21:40 AM
Brief Desc: GS Standard Plumbing

Job Site: cawoopa2/218-09
301 East O'Keefe Street
#9
East Palo Alto,CA 94303

Caller Name: Soane Kofeloa
Caller Phone:
Occupant: Kofeloa (t2943347)

Priority: Emergency
Ok to enter? YES
Category: Community Amenities
Mobile (408) 639-9652x
SubCategory: Common Areas

Problem Description: Water leakage at parking stall for unit 24 & unit 7

Parts & Labor

Quantity/ Hours	Item Type/ Employee Name	Description	Unit Price	Total
0.0000	Lopez		0.00	0.00
			Total	0.00

Authorized by: _____
Signed by _____
Dated _____
Invoice No. _____

Technician Notes: both stalls have been repaired, no more leaks found.

Woodland Park
5 Newell Ct
East Palo Alto,CA 94303
Office (650) 566-2000x

Work Order No. 8807614
Date Call: 9/18/2024 4:13:00 PM

Date Scheduled: 9/14/2024 12:00:00 AM

Status Work Completed

Date Completed: 9/18/2024 5:19:52 PM
Brief Desc: GS Standard Cleaning

Job Site: cawoopa2/218-09
301 East O'Keefe Street
#9
East Palo Alto,CA 94303

Caller Name: Soane Kofeloa

Caller Phone:

Priority: Make Ready
Ok to enter? YES

Problem Description: Generated WO Information for Inspection #6554
House Cleaning Needed?
Clean
Detail Notes: [Magdalena Macias Vasquez 9/18/2024 4:02 PM]
Just needs a wipe down

Parts & Labor

Quantity/ Hours	Item Type/ Employee Name	Description	Unit Price	Total

Total

Authorized by: _____
Signed by _____
Dated _____
Invoice No. _____

Technician Notes: on turn over

Woodland Park
5 Newell Ct
East Palo Alto,CA 94303
Office (650) 566-2000x

Work Order No. 8807615
Date Call: 9/18/2024 4:13:00 PM

Date Scheduled: 9/14/2024 12:00:00 AM

Status Work Completed

Date Completed: 9/18/2024 5:20:18 PM
Brief Desc: GS Standard Paint

Job Site: cawoopa2/218-09
301 East O'Keefe Street
#9
East Palo Alto,CA 94303

Caller Name: Soane Kofeloa

Caller Phone:

Priority: Make Ready
Ok to enter? YES

Problem Description: Generated WO Information for Inspection #6554
Bathroom > Walls
Repair &Paint
Detail Notes: [Magdalena Macias Vasquez 9/18/2024 4:08 PM]
Wall behind toilet has reoccurring mold

Parts & Labor

Quantity/ Hours	Item Type/ Employee Name	Description	Unit Price	Total

Total

Authorized by: _____
Signed by _____
Dated _____
Invoice No. _____

Technician Notes: on turn over

Woodland Park
5 Newell Ct
East Palo Alto,CA 94303
Office (650) 566-2000x

Work Order No. 8807616
Date Call: 9/18/2024 4:13:00 PM

Date Scheduled: 9/14/2024 12:00:00 AM

Status Work Completed

Date Completed: 9/18/2024 5:20:43 PM
Brief Desc: GS Standard Carpentry

Job Site: cawoopa2/218-09
301 East O'Keefe Street
#9
East Palo Alto,CA 94303

Caller Name: Soane Kofeloa

Caller Phone:

Priority: Make Ready
Ok to enter? YES

Problem Description: Generated WO Information for Inspection #6554
Bathroom > Caulking
Repair &Replace &Paint
Detail Notes: [Magdalena Macias Vasquez 9/18/2024 4:09 PM]
Needs to be redone

Parts & Labor

Quantity/ Hours	Item Type/ Employee Name	Description	Unit Price	Total

Total

Authorized by: _____
Signed by _____
Dated _____
Invoice No. _____

Technician Notes: on turn over

Woodland Park
5 Newell Ct
East Palo Alto,CA 94303
Office (650) 566-2000x

Work Order No. 8807617
Date Call: 9/18/2024 4:13:00 PM

Date Scheduled: 9/14/2024 12:00:00 AM

Status Work Completed

Date Completed: 9/18/2024 5:21:05 PM
Brief Desc: GS Standard Locks/Keys

Job Site: cawoopa2/218-09
301 East O'Keefe Street
#9
East Palo Alto,CA 94303

Caller Name: Soane Kofeloa

Caller Phone:

Priority: Make Ready
Ok to enter? YES

Problem Description:
Generated WO Information for Inspection #6554
Safety/Lock/Key > Need to Rekey Locks/Fob Reprogrammed?
Change Locks
Detail Notes: [Magdalena Macias Vasquez 9/18/2024 4:11 PM]
On master key
Safety/Lock/Key > Need to Change Mailbox Locks and Keys?
Change Locks
Detail Notes: [Magdalena Macias Vasquez 9/18/2024 4:11 PM]
Need new lock and key

Parts & Labor

Quantity/ Hours	Item Type/ Employee Name	Description	Unit Price	Total

Total

Authorized by: _____
Signed by _____
Dated _____
Invoice No. _____

Technician Notes: on turn over

Woodland Park
5 Newell Ct
East Palo Alto,CA 94303
Office (650) 566-2000x

Work Order No. 8807618
Date Call: 9/18/2024 4:13:00 PM

Date Scheduled: 9/14/2024 12:00:00 AM

Status Work Completed

Date Completed: 9/18/2024 5:22:01 PM
Brief Desc: GS Standard Plumbing

Job Site: cawoopa2/218-09
301 East O'Keefe Street
#9
East Palo Alto,CA 94303

Caller Name: Soane Kofeloa

Caller Phone:

Priority: Make Ready
Ok to enter? YES

Problem Description: Generated WO Information for Inspection #6554
Safety/Lock/Key > Moisture & Water Intrusion Found?
Repair &Replace
Detail Notes: [Magdalena Macias Vasquez 9/18/2024 4:12 PM]
Reoccurring mold

Parts & Labor

Quantity/ Hours	Item Type/ Employee Name	Description	Unit Price	Total

Total

Authorized by: _____
Signed by _____
Dated _____
Invoice No. _____

Technician Notes: on turn over

Woodland Park
5 Newell Ct
East Palo Alto,CA 94303
Office (650) 566-2000x

Work Order No. 8716379
Date Call: 8/28/2024 9:53:00 AM

Date Scheduled: 8/28/2024 10:01:00 AM

Status Work Completed

Date Completed: 9/19/2024 3:48:11 PM
Brief Desc: Mold Remediation

Job Site: cawoopa2/218-09
301 East O'Keefe Street
#9
East Palo Alto,CA 94303

Caller Name: Soane Kofeloa

Caller Phone:
Occupant: Kofeloa (t2943347)

Priority: Emergency
Ok to enter? YES
Category: Water Intrusion

Mobile (408) 639-9652x

Problem Description: Mold (Bathroom behind the toilet, Mold at different units, spraying mold constantly to keep mold away)

Parts & Labor

Quantity/ Hours	Item Type/ Employee Name	Description	Unit Price	Total

Total

Authorized by: _____
Signed by _____
Dated _____
Invoice No. _____

Technician Notes: NO MOLD OR MILDEW ANYWHERE IN THE UNIT, SEE PICTURES.

Woodland Park
5 Newell Ct
East Palo Alto,CA 94303
Office (650) 566-2000x

Work Order No. 8716398
Date Call: 8/28/2024 9:56:00 AM

Date Scheduled: 8/28/2024 10:02:00 AM

Status Work Completed

Date Completed: 9/19/2024 3:48:47 PM
Brief Desc: GS Standard Plumbing

Job Site: cawoopa2/218-09
301 East O'Keefe Street
#9
East Palo Alto,CA 94303

Caller Name: Soane Kofeloa
Caller Phone:
Occupant: Kofeloa (t2943347)

Priority: Emergency
Ok to enter? YES
Category: Plumbing
Mobile (408) 639-9652x
SubCategory: Kitchen Sink

Problem Description: Bathroom and Kitchen sinks clog constantly and leaks sewer water

Parts & Labor

Quantity/ Hours	Item Type/ Employee Name	Description	Unit Price	Total

Total

Authorized by: _____
Signed by _____
Dated _____
Invoice No. _____

Technician Notes: RAN WATER NO LEAKS OR SINK CLOGGED.

Exhibit F

Woodland Park Witness List

Stacie Roebuck, Regional Manager
Aura Andrade, General Manager
Enrique Bedolla, Maintenance Manager

Gabriel Diaz v. Woodland Park Communities
Case No 20240033

Respondent's Exhibit List

Exhibit #	Title	Page #
A	Lease Agreement	R001
B	Current Ledger	R031
C	Historic Ledger (covering February 2016-July 2021, if applicable)	R034
D	Work Order Overview Report	R042
E	Work Orders	R045
F	Woodland Park Witness List	R083

Exhibit A

R002

CALIFORNIA LEASE AGREEMENT

1.

LANDLORD NAME:	Woodland Park Property Owner, LLC, doing business as Woodland Park Communities
LANDLORD'S AGENT:	Alliance Residential, LLC, doing business as Woodland Park Apartments
LANDLORD ADDRESS:	45 Newell Road, East Palo Alto, CA 94303
PHONE/E-MAIL:	(650) 566-2000 / woodlandpark@allresco.com

2.

RESIDENT NAME(S):	Gabriel Diaz AND (individually and collectively, "Resident")
OTHER OCCUPANT(S):	
RESIDENT ADDRESS:	301 East O'Keefe Street, East Palo Alto, CA 94303
	UNIT: # 12 (the "Premises") PARKING SPACE: #

3.

INITIAL TERM:	Month-to-Month	Lease Renewal:
	START DATE: May 20, 2011	END DATE:
	MOVE-IN DATE: May 20, 2011	

4.

MONTHLY CHARGES	
Base Rent	$979.86
Renters Insurance	$12.00
Parking	$$0.00
Trash	$$0.00
Water	$$0.00
Gas	$$0.00
Sewer	$$0.00
Electricity	$$0.00
TOTAL RENT	$991.86

5.

DEPOSITS	
Security Deposit	$250.00
TOTAL	$250.00

6.

KEYS:				
	❑ UNIT	1	❑ MAIL	1
	❑ REMOTE	0	❑ POOL	0
	❑ GARAGE	0	❑ STORAGE	0
	❑ CARD	1	❑ COMMON AREA	0

This Lease is entered into on the date signed, by and between the above-named parties (collectively, "Parties"). The party executing this Lease as the Landlord's Agent is acting as the managing agent for the owner of Woodland Park (the "Community"). Each person living in the Premises that is 18 years of age or older must sign the Lease as a resident. Each Resident states that they are of legal age to enter into a binding Lease for lodging. All others living in the Premises must be designated as Occupants. Each person signing the Lease is jointly and severally liable for all the various resident obligations under the Lease. Every individual resident, including all co-residents, is responsible for the entire rental amount and other obligations, even if, as roommates, individual residents have made arrangements among themselves to allocate the rent or other payments or obligations.

Landlord hereby leases and Resident hereby hires and takes the Premises for the term specified and subject to all of the terms and provisions set forth herein.

A. TERM OF LEASE

7. **INITIAL TERM:** The initial term of this Lease shall commence on the Start Date and end on the End Date as outlined in Section 3 and shall **automatically continue as a tenancy from month-to-month upon expiration of the initial term.**

8. **LEASE EXPIRATION:** Either party may terminate this Lease on the End Date or after the initial term by giving the other party at least **thirty (30) days'** written notice of its intention to terminate the tenancy, subject to California Civil Code sections 1946, et seq. In the absence of written notice of termination, or a new lease, after the expiration of the initial term, the tenancy shall become month-to-month subject to a rental increase and applicable fees as allowed under local and state law. Resident agrees to pay all rent up to and including the end of any **thirty (30) day** (or, as applicable, sixty (60) day) notice period (which may not occur before the end of the initial Lease term) or until the Premises are re-occupied, whichever occurs first.

9. **FAILURE TO VACATE AFTER NOTICE:** If Resident gives written notice to vacate the Premises and fails to completely vacate prior to the expiration of the notice, Landlord shall be entitled to commence legal proceedings to recover possession of the Premises and Resident shall be liable, unless otherwise prohibited by law, in addition to all other damages provided for under this Lease, for the daily rent based on a pro-ration of the monthly rent for each day Resident remains in the Premises. In addition, Landlord may collect costs for loss suffered from future resident losses, legal costs, lost rent, and other expenses, and any other amount allowed by law.

10. **OPTION FOR EARLY TERMINATION:** Resident is expected to remain a Resident for the entire initial term. If Resident fails to do so, Resident will be responsible to Landlord for all damages provided by law, including (but not limited to) rent due through the end of the initial term, minus rents paid by a replacement resident (if any). This amount will vary depending upon how long it takes Landlord to find a replacement resident which typically cannot be determined in advance of move-out.

To avoid this uncertainty, Resident may choose to exercise an Early Termination Option. Resident understands and acknowledges that Landlord is not legally obligated to allow early termination of the Lease unless provided for pursuant to law. To exercise this option, Resident must deliver to Landlord:

i. A written notice stating that Resident has elected to exercise the Early Termination Option;
ii. An early termination option payment of **$3,000.00**;
iii. An executed agreement for repayment of concessions received prior to the early termination (if applicable, see Concession Addendum); and
iv. Payment of rent and other amounts due through the new End Date.

R003 When Landlord has (1) received the ...en notice and the Early Termination Option payme... nd (2) signed the notice, the End Date will be amended. The new End Date will be the date specified in the notice which must be at least **thirty** days after the written election and payment are given to Landlord. Exercise of the Early Termination Option will affect only Resident's rent obligations after the new End Date. Resident must comply with all other Lease obligations.

The notice will not move the End Date forward if:

i. Resident is in default under the Lease at the time that Resident gives notice of Resident's exercise of the option;
ii. Resident provides the notice unaccompanied by the Early Termination Option payment; or
iii. Resident does not properly exercise the Early Termination Option by following the procedures specified above, but vacates the Premises before the End Date specified in the Lease.

11. **EARLY TERMINATION:** In the event Resident vacates the Premises before the End Date, and fails to exercise the Early Termination Option as specified above. Resident shall be liable for all rent owed for the remainder of the initial term minus amounts paid by a replacement resident (if any), plus any other amounts as specified by law.

12. **DELAY OF POSSESSION:** If the Landlord, for any reason, cannot deliver the possession of the Premises to Resident at the Move-In Date, this Lease shall not be void or voidable, nor shall Landlord be liable to Resident for any loss or damages resulting therefrom; but in that event there shall be a per diem deduction of rent covering the period between the Move-In Date and the time when Landlord can deliver possession.

13. **FAILURE TO MAKE PAYMENTS PRIOR TO COMMENCEMENT:** If Resident fails to make any payment due prior to the Start Date of Lease shown in Section 3, Landlord has no duty to provide possession of the Premises, and Landlord may apply any and all previously made payments to amounts due to Landlord.

B. PAYMENTS, DEPOSITS, AND FEES

14. **MONTHLY RENT PAYMENT:** The total rent is set forth in Section 4.
    i. All rent payments are due in advance on or before the 1st day of each month. It is Resident's responsibility to be certain that each payment is actually received by Landlord on or before its due date. Use of a rental payment drop box is for Resident's convenience – the risk of receipt of funds by Landlord when such box is used is Resident's risk, and not Landlord's risk. If any rent payment is made late, it will be subject to all applicable charges and may be rejected by Landlord.
    ii. Initial payment due for move in must be made in the form of a cashier's check. Except as otherwise provided, all subsequent rent payments shall be made by check, cashier's check, money order, or through the online payment portal. No cash or post-dated checks will be accepted.
    iii. Payments must be made payable to **Woodland Park** and may be personally delivered to the Business Manager, Assistant Business Manager or Sales Associate at 5 Newell Court or at 2041 Euclid Ave., East Palo Alto, CA 94303. On non-holidays, the business hours, which remain subject to change, when rent payments may be made personally are: Monday and Wednesday, 9am to 6pm, Tuesday 10am to 6pm, Thursday and Friday 9am to 7 pm, Saturday and Sunday 10am to 7pm.
    iv. Unless Resident notifies Landlord otherwise by written notation on the rent payment, Landlord shall apply all of the payments made in the order of priority Landlord determines. Landlord reserves the right at any time to change payment procedures and policies.
    v. If Resident makes any payment by check, it may be converted into an electronic funds transfer ("EFT"). This means Landlord will copy the check and use the account information on it to electronically debit Resident's account for the amount of the check. The debit from Resident's account will usually occur within 24 hours, and may occur as early as the same day as Landlord receives payment. The debit will be shown on Resident's regular account statement. Resident will not receive the original check back. Landlord will destroy the original check, but will keep a copy of it to the extent required by applicable laws. If the EFT cannot be processed for technical reasons, Resident authorizes Landlord to process the copy in place of the original check. If the EFT cannot be completed because of insufficient funds, Landlord may require payment in certified funds as required below.
    vi. If the Start Date occurs on other than the first day of a calendar month or the End Date occurs on other than the last day of a calendar month, then the rent for that month shall be prorated on a daily basis.

15. **LATE CHARGE AND NSF CHARGE:** Landlord and Resident agree that when Resident fails to pay rent on time, or when Resident pays rent by a check which payment is subsequently dishonored by the bank, the actual cost to Landlord is difficult or impossible to ascertain, but the Parties agree that Landlord does, in the event of late payment or in the event of a dishonored check, incur certain costs, including without limitation, communication with Resident, additional bookkeeping and administrative charges, bank charges, and lost opportunity costs of the late payment. After making a reasonable endeavor to estimate accurately the approximate costs associated with such a breach, which the Parties agree is difficult or impossible to ascertain, the Parties agree that, any time the rent for any given month is paid after the **4th** day of such month, Resident will in that month pay to Landlord, as additional rent due with the late payment, a late charge in the sum of **$35.00** and further agree that, in the event of a dishonored check, Resident will pay to Landlord, as additional rent due with the payment required to replace the dishonored check, an NSF fee in the sum of **$25.00**. The Parties agree that the payment of these sums does not constitute a license to pay rent late nor does it constitute a license to pay by dishonored check. Rent remains due on the first day of the month and there is no grace period for the payment of rent. A three-day notice to pay rent or quit may be served at any time after the first day of the month irrespective of the existence of the late charges as set forth in this section. If such notice is served after the **4th** day of the month, it may include the late charge and NSF charge, if applicable, which charges, as set forth above, are payable as additional rent. Furthermore, if Resident does not pay by the end of the **4th** day of the month, Resident may only pay by cashier's check or electronic payment (if offered). Landlord will not accept a personal check after the **4th** day of the month, or in response to a notice to pay rent or quit, or a notice to perform covenant or quit requiring payment. Landlord may terminate this Lease for failure to pay late charges and may terminate this Lease for non-payment of rent. If Resident gives Landlord two payments that are returned for nonpayment during the term of this Lease, then the future rent shall be payable by cashier's check for the remainder of the term.

16. **SECURITY DEPOSIT:**
    i. Resident shall pay to Landlord, as security, the amount set forth in Section 5, which sum shall not exceed the maximum permitted by California Civil Code Section 1950.5. This sum shall be applied and accounted for in accordance with the provisions of California Civil Code Section 1950.5 and any other applicable statutes. Landlord shall not be obligated to pay Resident interest in connection with such security deposit, unless specifically required by applicable law.
    ii. It is understood that the security deposit is applicable to all Residents jointly, and Landlord does not account for it until the passing of the permissible statutory period after all Residents have vacated the Premises. Any refund due may be made payable jointly to all Residents and it shall be the responsibility of all Residents to work out between themselves the manner of dividing said security deposit. If Landlord chooses to make the refund to any one of the Residents individually, in legal contemplation the payment shall be deemed to have been made to all Residents and Landlord shall have no liability to any one or group of Residents for failure of any Resident to divide such refund equitably.
    iii. If the security deposit is later increased by agreement of the Parties for any reason (such as the installation of a waterbed or relating to a pet), the additional security deposit will be disbursed by Landlord in accordance with this section at the end of the statutory period following the end of Resident's tenancy. Removal of the waterbed or pet, or whatever caused the increase in the deposit, will not be grounds for early

Reimbursement of the security dep

C. RESIDENT DEFAULT

17. **DEFAULT BY RESIDENT:** Resident shall be guilty of material breach of this Lease if Resident: (a) fails to pay any rent or other sums payable under this Lease on the date it becomes due; (b) defaults in the performance of or breach of any other provision, term, covenant or condition of this Lease; (c) vacates or abandons the Premises before expiration of the full term of this Lease, or any extension of the term; (d) permits the leasehold interest of Resident to be levied upon or attached by process of law; or (e) makes an assignment for the benefit of creditors.

18. **REMEDIES:** Upon the occurrence of any default by Resident, Landlord may exercise any right or remedy which Landlord may have at law or in equity, each and all of which are cumulative and nonexclusive. This may include giving Resident notice to correct or cure such default, taking action to recover possession of the Premises via the eviction process or otherwise, and/or terminating the Lease, all in accordance with applicable law. Additionally, Landlord shall be entitled to recover from Resident all damages incurred by Landlord by reason of Resident's default. Without limitation on the foregoing, upon the occurrence of any event of default by Resident, Landlord shall have the option to pursue any one or more of the following remedies, each and all of which shall be cumulative and nonexclusive:
    i. Terminate this Lease and Resident's right to possession of the Premises and recover from Resident all damages allowed at law or in equity, including those allowed under Civil Code Section 1951.2 including:
        a. The worth at the time of award of the unpaid rent which had been earned at time of termination;
        b. The worth at the time of award of the amount by which the unpaid rent which would have been earned after termination until the time of award exceeds the amount of such rental loss that the Resident proves could have been reasonably avoided;
        c. Subject to subsection (iii), the worth at the time of award of the amount by which the unpaid rent for the balance of the term after the time of award exceeds the amount of such rental loss that the Resident proves could be reasonably avoided; and
        d. Any other amount necessary to compensate the Landlord for all the detriment proximately caused by the Resident's failure to perform Resident's obligations under the Lease or which in the ordinary course of things would be likely to result therefrom.
    ii. The "worth at the time of award" of the amounts referred to in paragraphs (a) and (b) of subsection (i) is computed by allowing interest at **10% per year**, but no greater than the maximum interest rate permitted by law. The worth at the time of award of the amount referred to in paragraph c of subsection (i) is computed by discounting such amount at the discount rate of the Federal Reserve Bank of San Francisco at the time of award plus 1 percent.
    iii. Landlord may recover damages that include the worth at the time of award of the amount by which the unpaid rent of the balance of the term after the time of award, exceeds the amount of rental loss for the same period Resident proves could be reasonably avoided.
    iv. Efforts by the Landlord to mitigate the damages caused by the Resident's breach of the Lease do not waive the Landlord's rights to recover damages under this section.
    v. Nothing in this section affects the right of the Landlord under a Lease to indemnification for liability arising prior to the termination of the Lease for personal injuries or property damage where the Lease provides for such indemnification.
    vi. Landlord has the remedy described in California Civil Code Section 1951.4 (Landlord may continue Lease in effect after Resident's breach and abandonment and recover rent as it becomes due, if Resident has the right to sublet or assign, subject only to reasonable limitations). Accordingly, if Landlord does not elect to terminate this Lease on account of any default by Resident, Landlord may, from time to time, without terminating this Lease, enforce all of its rights and remedies under this Lease, including the right to recover all rent as it becomes due.

19. **DAMAGE BY RESIDENT:** If any damage or destruction to the Premises, building, or Community is caused by Resident, Occupants, guests or invitees, such damage shall be considered a breach of Lease. Resident further agrees to pay rent for the period the Premises is damaged whether or not habitable, if such damage is caused by Resident, Occupants, guests or invitees. Any such damage or destruction of the Premises caused by Resident, Occupants, guests or invitees constitutes grounds for termination of the Lease; additionally, such actions will not create any right of rent reduction. Resident shall pay for any expenses, including the costs of repairing such damage or destruction.

20. **RESIDENT INFORMATION:** If Resident has supplied information to Landlord by means of a rental application or similar instrument, Landlord has relied upon the statements set forth in said application or instrument in deciding to rent the Premises to Resident. Resident covenants that all such information is accurate and was given voluntarily and knowingly by Resident. It is agreed that, if Landlord subsequently discovers any misstatements of fact in the application or instrument, any such misstatements shall be deemed a material breach of this Lease. In the event that Resident submits information to verify Resident's income, Resident hereby certifies the accuracy of such information and further agrees that accurate information regarding family income, family composition and any other related eligibility requirements shall be deemed substantial and material obligations of Resident's tenancy; that Resident will comply with all requests for information with respect thereto from Landlord or any mortgagee; that Resident's failure to provide accurate information shall be a default by Resident, which shall entitle Landlord to pursue all rights and remedies set forth in the **"DEFAULT BY RESIDENT"** section or otherwise permitted by law, and that Resident's failure to furnish accurate and current information could subject Resident to civil liability.

21. **COMPLIANCE WITH APPLICABLE LAWS:** Resident agrees not to engage in or permit unlawful activities in the Premises, in the common areas or on the grounds of the Community or permit the Premises or Community to be used for any purpose which violates local, state or federal law. Resident, Occupants, guests or invitees and any other person under Resident's control shall not engage in or facilitate in criminal activity, including drug-related criminal activity, on or near the Premises. "Drug-related criminal activity" means illegal manufacture, sale, distribution, use or possession with intent to manufacture, sell, distribute, or use a controlled substance (as defined in Section 102 of the Controlled Substances Act (21 U.S.C. 802)). Resident, Occupants, guests or invitees or other person under Resident's control shall not engage in any act of violence or threats of violence, including, but not limited to, the unlawful discharge of firearms, on or near the Premises. Resident agrees to reimburse and indemnify Landlord for all fines or other penalties incurred by Landlord as a result of Resident's violation of any statute, ordinance, regulation or other governmental restriction. This provision constitutes written notice to cease any breach of this section, including, without limitation, being so disorderly as to destroy the peace, quiet, comfort, or safety of the Landlord or other tenants of the building or Community or, where the Premises are a single-family dwelling, the peace, quiet, comfort or safety of the owner or residents of an adjacent property. Such disorderly conduct includes violations of state and federal criminal law that destroy the peace, quiet, comfort, or safety of the landlord or other tenants of the building or Community containing the rental unit, or, where the Premises are a single-family dwelling, the peace, quiet, comfort or safety of the owner or residents of an adjacent property.

22. **COMPLIANCE WITH POLICIES:** If indicated on the last page of this Lease with respect to Attachments/Addenda, Resident acknowledges receipt of a copy of the Community Policies, which Community Policies are incorporated into and made a part of this Lease, Resident agrees to abide by said Community Policies in all respects. Any Community Policies may be changed with thirty days' notice and Resident agrees to abide by any such changes. Failure to comply with the Community Policies shall be deemed a breach of this Lease.

D. PREMISES:

23. **CONDITION OF PREMISES:** Resident has inspected the Premises and acknowledges that the Premises are in good and habitable order and repair with all appliances and equipment in good working order at the time Resident is given occupancy. Resident also agrees that Landlord has made no promise to decorate, alter, repair or improve the Premises, except as listed on the Move In/Move Out Inspection Form.

24. **RESTRICTIONS ON ALTERATIONS:** Without the prior written consent of Landlord, Resident agrees not to make any alterations or improvements to the Premises, including, without limitation (i) changing or removing any part of the appliances, fixtures, or equipment; (ii) painting, installing wallpaper, or adhering contact paper; (iii) installing appliances including washing machines, dishwashers, dryers, fans, heaters, or air conditioners; or (iv) adding window coverings, foil draperies, or non-standard window coverings. In no event can any personal property, alterations, or improvements block entrance to or egress from the Premises, create a health or safety hazard or interfere with walkways or utility service equipment. All additions, fixtures and improvements shall be Landlord's property and shall remain upon the Premises after the termination of the Lease unless Landlord, as a condition to allowing Resident to make such alteration, requires that the Premises be restored to the condition existing prior to such alteration or addition.

25. **MAINTENANCE:** Resident is responsible to notify Landlord in writing, delivered personally or submitted online (except in the event of an emergency, in which case by telephone), if maintenance issues arise in or around the Premises. Maintenance requests will be handled after office hours only in an emergency. The on-duty maintenance associate will determine the appropriate course of action. Resident shall replace light bulbs and replace broken, damaged, or missing articles that Landlord has furnished.
    To maintain the Premises, Resident agrees to:
    i. Keep the Premises clean.
    ii. Use all appliances, fixtures, and equipment in a safe manner and only for the purposes for which they are intended.
    iii. Refrain from destroying, defacing, damaging or removing any part of the Premises, common areas, Community or grounds.
    iv. Refrain from making any repairs without Landlord's prior written consent.
    v. Maintain a minimum of 50 degrees inside the Premises at all times to prevent water lines from freezing during winter months.
    vi. Dispose of all garbage, waste and recyclable materials in designated containers and/or designated areas and in accordance with applicable law and Landlord's instructions. Large items may not be disposed of in garbage containers or common areas.
    vii. Keep all ingress and egress routes clear and unobstructed and at all times.
    viii. Practice safe use of electrical cords, outlets, and appliances.

26. **DUTY TO CLEAN AND VENTILATE:** Resident hereby acknowledges that mold and mildew can grow in the Premises if the Premises are not properly ventilated and maintained. Resident acknowledges that it is important that Resident regularly allow air to circulate in the Premises. Resident agrees to regularly allow air to circulate in the Premises by using bathroom fan(s), using ceiling fans, where available, and regularly opening the windows and/or sliding doors where available. Since it is common for mold and mildew to grow even if a small amount of moisture builds up, Resident agrees to regularly wipe down areas where moisture sometimes accumulates and clean all toilets, sinks, countertops, bathroom walls, windows, windowsills, patio doors, showers, bathtubs and tile or linoleum floors with a household cleaner on at least a bi-weekly basis. Resident further agrees to notify Landlord immediately whenever Resident learns of any condition which could lead to a build-up of moisture in the Premises, including, but not limited to plumbing leaks, broken window or door seals, accumulation of rainwater or other moisture around windows or doors, broken water lines or sprinklers, inoperable fans, doors, or windows, and any failure or malfunction in the heating, ventilation, or air-conditioning system, if any, in the Premises, storage room, garage, or common area. If Resident notices mold, mildew, or other organic growth in the Premises, Resident agrees to notify Landlord, in writing, immediately. Resident agrees to take the following steps to prevent the growth of mildew, mold, and organic growth in the Premises:
    i. In damp or rainy weather, keep windows and doors closed.
    ii. If possible, maintain a temperature of between 50° and 80° Fahrenheit within the Premises at all times.
    iii. Use the pre-installed bathroom fan or alternative ventilation when bathing or showering and allow the fan to run until all excess moisture has vented from the bathroom.
    iv. Use the exhaust fan in the kitchen when cooking or while the dishwasher is running. Allow the fan to run until all excess moisture has vented from the kitchen.
    v. Use care when watering houseplants. If spills occur, dry up excess water immediately.
    vi. When washing clothes in warm or hot water, watch to make sure condensation does not build up within the washer and dryer closet. If condensation does accumulate, dry with a fan or towel.
    vii. Thoroughly dry any spills on carpeting.
    viii. Do not allow damp or moist stacks of clothes or other cloth materials to lie in piles for an extended period of time.
    ix. Do not overfill closets or storage areas to allow for proper ventilation.
    x. Do not overfill the Premises or block with personal property ventilation from fans, windows, or doors.
    xi. Vacuum and dust the Premises on a regular basis to remove household dirt and debris that contribute to mold growth.
    Any failure to comply with the requirements of this section shall be deemed a material breach of this Lease. In addition, Resident shall be liable to Landlord for any damage resulting from Resident's failure to comply with the requirements of this section.

27. **PESTS AND PEST CONTROL:**
    i. The Premises and/or the common areas may be covered by a contract for periodic pest control by a registered structural pest control company. If so, pursuant to applicable law, concurrently with signing this Lease, Resident is being provided with a copy of the legally required notice provided by the registered pest control company under Business and Professions Code §8538 and California Civil Code §1940.8. Resident accepts all risks and hazards associated with chemicals used on the Premises that are stated in the notice attached to this Lease.
    ii. Resident and Landlord have inspected the Premises prior to leasing and acknowledge there is no visible evidence of the presence or infestation of insects or vermin, including bedbugs, in the Premises. Resident agrees to inspect all personal belongings for signs of bedbugs or other insects or vermin prior to bringing personal belongings into the apartment and further agrees not to bring into the Premises any belongings which Resident suspects may be infested with bedbugs, insects, or other vermin.
    iii. Resident agrees to maintain the Premises in a manner that prevents the occurrence of an infestation of insects and vermin, including bedbugs, and comply with policies relating to the prevention of infestations. Resident further agrees to report any signs of bedbugs, ants, fleas, roaches, or other insects or vermin immediately to Landlord.
    iv. If Resident allows individuals or items carrying bedbugs, fleas, roaches, or other insects or vermin into the Premises, or has an infestation that cannot be traced to another source, such infestation will be deemed damage to the Premises and Resident will be responsible for all costs of treatment to the Premises, Resident's personal belongings, and neighboring units as necessary to eradicate the infestation. Resident will also be responsible for any damages caused to the Premises or to any of Resident's personal property, including without limitation furniture, clothing, and personal belongings, caused by pests or the treatment of pests. The choice of treatment shall be at the discretion of Landlord in consultation with Landlord's pest control vendor, if any.
    v. Resident agrees to cooperate with all pest control efforts at and within the Premises and the Community. Resident shall follow all

Rose instructions from Landlord and/or Landlord's pest control vendor, if any, with respect to the treatment and eradication of pests, whether infestation is within the Premises, a neighboring unit, or elsewhere in the Community. The Premises must be properly prepared for any treatment. Resident acknowledges that preparations for treatments can be time consuming and difficult. Resident nonetheless agrees to fully prepare the Premises in a timely manner at its own cost and expense for the treatment and eradication of pests until the pest infestation is fully abated. Resident further agrees to coordinate the cleaning and/or disposal of Resident's personal property with the treatment being performed, so as to protect against a re-infestation of any pests. Resident agrees to follow the recommended readiness procedures, including allowing full access for treatment(s). Resident agrees that the choice of pest control vendors, if any, and the implementation of a treatment plan, including the application of pesticides, is exclusively that of Landlord. Resident agrees not to treat the Premises, building, or Community with pesticides without the written authorization of Landlord.

vi. Resident is required to report, in writing, any suspected infestations to Landlord immediately after discovery. Resident shall report any signs of any infestations, including, but not limited to any household member experiencing any bites, seeing any insects or vermin within the Premises, or seeing any feces or other detritus relating to insects.

vii. Resident represents to Landlord that Resident is not aware that bed bugs were present in Resident's last residence and that if bed bugs were present in any of their furniture, clothing, or other personal property, the bed bugs have been eradicated. Resident agrees that this representation to Landlord is a material inducement to Landlord leasing the Premises to Resident.

28. **KEYS, LOCKS, AND ACCESS DEVICES:**

i. **Keys and Locks:** Resident agrees not to change or add any locks or gates on any doors or windows to the Premises without prior written consent of Landlord. If Landlord, in its sole discretion, approves a request to install locks, Resident agrees to immediately provide Landlord with a key for each lock. On or before the end of the term, Resident agrees to return all keys to the Premises to Landlord. Landlord may charge Resident **$5.00** for each key that is lost or not returned.

ii. **Access:** Resident agrees to promptly notify Landlord in writing of any problem, defect, malfunction or failure of door locks, window latches, controlled access gates, intrusion alarms, and any other security device. Resident agrees to be responsible for all fines, penalties and other charges resulting from or attributable to the alarm, including false alarm charges. It is understood that Landlord is not responsible for providing access to the Premises after office hours. Resident is responsible for contacting a locksmith, at Resident's expense, to gain access to the Premises in the event of lockout. If Resident has called a locksmith, Landlord must be notified and then change locks at Resident's expense.

iii. **Access Devices:** If Resident has received gate cards, fitness, restroom and/or entry gate keys as indicated in Section 6 of this Lease, Resident understands that if any of these items are lost or not returned upon move out, that the following fees will apply: Gate Access Device **$0.00** Key Fob **$0.00** Entry Gate Key **$50.00**

29. **LOCATION:** Upon reasonable notice, Landlord shall have the right to transfer Resident to another unit that is comparable to the Premises, upon which transfer the other unit shall automatically become the Premises under this Lease, which shall remain in full force and effect. Resident acknowledges and agrees that such comparable unit shall be deemed to provide the same housing services as the original Premises and that such transfer is not an eviction.

30. **CONDITION UPON TERMINATION.** Upon termination of the Lease, or the termination of Resident's right to occupy the Premises, Resident shall deliver all keys, access cards, and remotes to Landlord and move out of the Premises, leaving them in substantially the same clean, undamaged, and ready-to-rent condition as existed on the Start Date, less ordinary wear and tear. If the Premises are not returned in such condition, Landlord may charge Resident for the costs to repair any damage and to put the Premises back in the condition they were in upon the Start Date, less ordinary wear and tear. Resident is responsible for replacement of any damaged or missing items and for payment of all costs to clean or repair any portion of the Premises, carpeting, flooring, wall coverings, paint, counters, trim, window treatment, doors, windows, or appliances which are damaged, dirty, or unsanitary. Cleaning and repair of any damage due to smoking of any kind is not considered ordinary wear and tear. Resident is responsible for removing all trash and other items of personal property from the Premises. Failure to do so will constitute a condition that exceeds ordinary wear and tear. Resident will not be considered as having moved out, vacated and surrendered possession of the Premises until Resident has removed all personal belongings from the Premises and returned all keys, access cards and remotes. If Resident moves out and fails to return all keys, access cards and remotes, Resident agrees that the move-out date shall be determined by Landlord in Landlord's reasonable judgment and that Resident will be charged for any missing keys, access cards and remotes. If Resident leaves personal property in the Premises after move-out or if Resident places personal property in areas of the Community not designated for Resident's exclusive use, Landlord can determine that such property has been abandoned and can take steps to remove or dispose of the property consistent with applicable laws.

31. **ENTRY:** Landlord has the right to enter the Premises as allowed by law, including, without limitation, in case of emergency, to make desired, necessary or agreed repairs, decorations, alterations, renovations, or improvements, to supply necessary or agreed services, to test smoke detectors, to exhibit the dwelling unit to prospective or actual purchasers, mortgagees, tenants, workmen or contractors, or for any other purposes permitted by California Civil Code section 1954 (and any other applicable statutes or amendments which might be enacted subsequent to the execution of this Lease). Landlord also has the right to enter the Premises in order to make an inspection pursuant to subdivision (f) of Civil Code section 1950.5 when Resident has abandoned or surrendered the Premises and pursuant to court order. Resident agrees that if Resident denies Landlord access to the Premises when Landlord is in compliance with statutory requirements and entitled to access, any such denial of access shall be deemed a material breach of this Lease. The Parties agree that 24 hours' notice is presumed reasonable, although the Parties acknowledge that a shorter time period may also be reasonable under some circumstances. Landlord will serve Resident with written notice before entry unless:

i. Entry is due to an emergency, surrender or abandonment of the Premises, or

ii. Resident and Landlord agree orally to an entry to make agreed repairs or supply agreed services at an approximate day and time within one week of the oral agreement, or

iii. Resident is present and consents to entry at the time of entry, or

iv. To exhibit the Premises to prospective or actual purchasers of the property, provided that Landlord has notified Resident in writing within 120 days of the oral notice that the property is for sale and that Resident may be contacted to allow for an inspection.

32. **SMOKE DETECTORS:** The Premises have been equipped with smoke detectors. The smoke detectors have been tested prior to Resident's move in to ensure they are operational. Resident agrees not to interfere with the presence or operability of any smoke detector and to report immediately to Landlord, in writing, any defects in the condition of any smoke detectors. Resident agrees that if a smoke detector is battery operated, pursuant to California Civil Code Section 1942.1, as part of the consideration of the rental, Resident assumes responsibility to: (a) ensure the battery is in operating condition at all times; and (b) replace the battery as needed. Under no circumstances shall Resident remove the battery of a smoke detector without immediately replacing the battery with a new one.

33. **CARBON-MONOXIDE DEVICES:** If a carbon-monoxide device has been installed within the Premises, Resident acknowledges that the carbon-monoxide device was operable at the time Resident took possession of the Premises. Resident is responsible for notifying Landlord if Resident becomes aware of an inoperable or deficient carbon-monoxide device within the Premises. Landlord shall correct any reported deficiencies or inoperability's in the carbon-monoxide device. Resident further agrees that, if the carbon-monoxide device is battery operated, pursuant to California Civil Code Section 1942.1, as part of the consideration of the rental, Resident assumes responsibility to: (a) ensure the battery is in operating condition at all times; and (b) replace the battery as needed. Under no circumstances shall Resident remove the battery of a carbon-

monoxide device without immediately replacing the battery with a new one.

34. **SATELLITE DISHES:** If satellite dishes are allowed in the Community they must be one meter or less in size and may not be affixed to the patio or balcony of the Premises. Resident is specifically prohibited from making physical modifications to the Premises and is prohibited from installing said satellite dish in the common areas of the Community, including, but not limited to, outside walls, roofs, window sills, common balconies or stairways. Resident will be responsible for damages caused by the satellite dish, including the cost of removal if in any violation of any satellite guidelines. Resident shall install, use, maintain and remove a satellite dish in a manner which is consistent with industry standards and shall be liable for any damage or injury sustained as a result of the negligent installation, maintenance, use or removal of said satellite dish. Allowable locations may not provide an optimal signal or any signal at all.

35. **WATERBEDS AND AQUARIUMS:** Waterbeds and water tanks holding 30 or more gallons may only be installed in the Premises with prior written consent from Landlord. Prior to installation, a valid waterbed insurance policy or certificate of insurance for property damage must be obtained. The policy shall be issued by a company licensed to do business in California and possessing a Best's Insurance Report rating of "B" or higher. The insurance policy shall be maintained in full force and effect until the waterbed/water tank is permanently removed from the Premises. The policy shall be written for no less than **one hundred thousand dollars ($100,000.00)** of coverage. The policy shall cover, up to the limits of the policy, replacement value of all property damage, including loss of use, incurred by the Landlord or other residents caused by or arising out of the ownership, maintenance, use, or removal of the waterbed/water tank, except for any damage caused intentionally or at the direction of the insured, or for any damage caused by or resulting from fire. Landlord may require Resident to produce evidence of insurance at any time. The insurance carrier shall give Landlord notice of cancellation or non-renewal 10 days prior to this action. The waterbed/tank shall conform to the pounds-per-square foot weight limitation and placement as dictated by the floor load capacity of the Premises. The weight shall be distributed on a pedestal or frame which is equivalent to the dimensions of the mattress itself. Resident shall install, maintain and remove the waterbed/tank, including, but not limited to, the mattress and frame, according to standard methods of installation, maintenance, and removal as prescribed by the manufacturer, retailer, or state law, whichever provides the higher degree of safety. Resident shall notify Landlord in writing of the intent to install, remove, or move the waterbed/tank. The notice shall be delivered at least 24 hours prior to the installation, removal, or movement. The Landlord has the right to be present at the time of installation, removal, or movement. If the waterbed/water tank is installed or moved by any person other than Resident, Resident shall deliver to Landlord a written installation receipt stating the installer's name, address, and business affiliation.

E. LIMITATION ON LIABILITY:

36. **LIABILITY:** Landlord shall not be liable to Resident, Occupants, or to any guests or invitees of Resident for any damage or losses to person or property arising from any cause including, but not limited to, theft, burglary, assault, vandalism, fire, flood, water leaks, rain, hail, ice, snow, smoke, lightning, wind, explosion, interruption of utilities, earthquake, or any other condition over which the Landlord has no control. To the extent allowed by law, Resident agrees to assume all risk of harm, and waive all claims against Landlord, resulting from use of common area amenities. To the extent allowed by law, use of the common area amenities is at the sole risk of Resident, Occupants, guests or invitees.

37. **INDEMNITY/HOLD HARMLESS:** Resident and Occupants agree to indemnify and hold Landlord harmless, from any claims arising out of any death or injury to any person, or any damage to property, if such injury or damage is caused directly or indirectly by the act, omission, negligence, or fault of Resident, Occupants, or Resident's guests or invitee(s).

38. **HOUSING SERVICES:** The furnishing by Landlord to Resident of any storage space, use of laundry, electronic access controls and gates, or any other common area facilities outside the Premises shall be deemed to be furnished gratuitously and Landlord makes no representations or guarantees as to the availability, adequacy, or fitness of such space, service, or facilities. Resident acknowledges that Landlord will not provide lifeguard service at swimming facilities, if any, and Resident agrees to take adequate and reasonable care in use of all recreational facilities to ensure the safety of Resident, Occupants, guests or invitees. All guests and invitees must be accompanied by a Resident or Occupant to use recreational facilities and amenities. Resident, Occupants, guests, and invitees shall comply with all signs posted by Landlord in and around the common areas and Community. Landlord may ban any Resident, Occupant, guest or invitee from using any amenity at the Community if such persons fail to abide by posted signs or rules relating to those areas and Resident shall not be entitled to any rent reduction or offset if the loss of amenity privileges is the result of the conduct of Resident, Occupants, guests or invitees. Landlord makes no representations, warranties or guarantees express or implied, regarding the presence or quality of reception of electronic communication or information retrieving devices within the Premises or Community.

39. **EMINENT DOMAIN OR CONDEMNATION:** Should the land whereon the building containing the Premises is situated, or any part thereof, or any portion of the Community, be condemned or taken for public use, then, in that event, upon the taking of the same for such public use, this Lease, at the option of Landlord, shall be deemed null and void, and the term shall cease and come to an end, notwithstanding anything to the contrary herein, and without apportionment of the award. Resident shall not be entitled to receive any sum, or portion thereof, constituting any award arising out of any such eminent domain or condemnation.

40. **SIGNIFICANT DAMAGE TO OR DESTRUCTION OF PREMISES:**
    i. If the Premises or property are damaged by fire, flood or other casualty, necessitating repairs that require Resident to vacate the Premises for any length of time, in the sole and absolute discretion of Landlord, Landlord shall have the option either (1) to repair the damage or otherwise restore the Premises, with this Agreement continuing in full force and effect, or (2) give notice to Resident, at any time after such damage occurs or repairs become necessary, terminating this Agreement as of a date to be specified in such notice. Landlord shall not be required to repair any damage by fire or other cause or to make any repairs of any property installed in the Premises by Resident.
    ii. If Landlord elects to terminate, this Lease shall expire and all interest of the Resident in the Premises shall terminate and Landlord shall have no obligation to pay lodging costs or other expenses to Resident after the termination date. If Landlord elects to repair the damage and/or make the significant repairs and continue this Lease in full force and effect, the "Duty to Cooperate" and "Significant Repairs" sections, below, shall apply.

41. **SIGNIFICANT REPAIRS**:
    i. If the Premises require significant renovations, improvements or repairs (such as, by way of example only and not by way of any limitation, tenting for termites, treating for pests or other vermin, replacing plumbing or electrical wiring, repairing fire damage, etc.) which require Resident to vacate the Premises for any length of time, Resident must vacate the Premises as needed and otherwise cooperate with Landlord in its efforts to perform the work. To the extent possible, Landlord shall give Resident at least ten days written notice of the need to vacate the Premises, which notice shall include Landlord's best estimation of the length of time Landlord anticipates Resident will need to be absent from the Premises.
    ii. Resident agrees to vacate the Premises for the time necessary for the work to be completed and, if Resident needs to be absent from the Premises for more than 8 hours in any 24-hour period, relocate to alternative housing of the Landlord's choosing. Landlord shall be responsible to pay for the alternative housing; however, Resident will remain responsible for all rent while Landlord is paying for alternative accommodations. If Resident elects to relocate temporarily to lodging other than that designated by Landlord, then Landlord shall have no obligation to pay the cost of such housing, which shall be at Resident's sole cost and expense; although Resident shall have no obligation to

pay rent during the time the Pr es are not available to Resident during the repairs andlord is not paying for the alternative lodging, except as provided below. Resident shall return to the Premises once Landlord advises Resident that the work has been completed. Landlord shall have no obligation to pay for alternative housing or waive rent after Landlord has advised Resident that Resident may return to the Premises.

iii. If the work or repairs are required because of the conduct of Resident or the conduct of Occupants, invitees or guests (such as misuse of plumbing, causing a fire, etc.), then Landlord shall be relieved of its obligation to pay for alternative accommodations set forth above and Resident shall remain responsible for both rent and the cost of alternative lodging during the time when Resident must vacate the Premises for any work to be completed.

42. **DUTY TO COOPERATE**: Failure to vacate the Premises or otherwise cooperate with Landlord's efforts to conduct repairs, renovations or other improvements in the Community is a material breach of this Lease and grounds for termination of this Agreement.

43. **SAFETY CONCERNS:**

i. Landlord makes no representations or guarantees to Resident concerning the security of the Premises or the Community. Landlord is under no obligation to Resident to provide any security measure or take any action not required by statute. The presence of courtesy patrols, patrol cars, access gates, surveillance cameras or other deterrents do not guarantee that crime can or will be prevented. Landlord reserves the right to reduce, modify or eliminate any such measures (other than those statutorily required) at any time; and Resident agrees that such action shall not be a breach of any obligation or warranty on the part of Landlord. All such measures are subject to personnel absenteeism, human error, mechanical malfunctions and tampering. Resident is responsible for planning and taking action with respect to the safety of Resident and personal property as if such systems and deterrents did not exist.

ii. Landlord may install surveillance cameras in some common areas. These cameras may or may not be monitored and the footage recorded by these cameras may or may not be kept by Landlord for any length of time. Landlord may remove such cameras, or install additional cameras, at any time without notice to Resident. Footage from any cameras belongs to Landlord and shall not be released to any resident although such footage may be released to law enforcement personnel, insurance adjusters or others with legitimate business needs for such footage in the sole discretion of Landlord and without the consent of any individuals recorded by such footage.

iii. Landlord has no obligation to obtain criminal background checks on any residents and bears no responsibility or liability related to the criminal background or actions (whether past, present or future) of any person, even if Landlord has actually run a criminal background check on applicants. Resident agrees to hold Landlord harmless from claims arising out of criminal acts of other residents or third parties. Resident shall not rely on the fact that Landlord may have run a criminal background check on residents or any other applicant when deciding whether to enter into this Lease. Background checks are limited to the information actually reviewed and are not a guarantee that a person with a criminal background does not reside at the Community or that someone living in the Community will not commit a crime in the future. Landlord has not made and does not make any representations as to the background of any existing or future resident and Landlord is under no obligation to run background checks on any existing resident or future applicant.

iv. Resident agrees to report immediately all suspected or actual criminal activity to the appropriate local law enforcement agencies and, after doing so, to Landlord, and shall provide Landlord with such law enforcement agency's incident report number upon request. If Resident receives a copy of any law enforcement agency's incident report for an incident that occurred on the property and said incident impacted the Premises, the Community or other residents in the Community, Resident shall provide a copy of said incident report to Landlord upon request.

44. **INSURANCE:** Landlord does not maintain insurance to cover (a) Resident's personal injury, (b) loss or damage to Resident's personal property, or (c) Resident's liability for injury, loss or damage caused to others by Resident (or Occupants or guests). Resident is not a co-insured, a beneficiary, or an implied beneficiary under any insurance policy maintained by Landlord. Unless prior to the Start Date, Resident provides Landlord with written proof of a policy of liability insurance issued by an authorized insurance company that provides Resident with a minimum policy coverage amount of $100,000 per occurrence and names Landlord as an Interested Party, Resident hereby elects for Landlord to enroll Resident in a service program administered by Landlord and backed by a liability coverage program administered by an insurance company selected by Landlord. Resident agrees to reimburse Landlord for the actual cost of such program. The premium payment made by Landlord on Resident's behalf will be considered rent. Landlord reserves the right to hold Resident liable for any loss in excess of the insurance proceeds paid by the insurer. If Resident maintains its own liability insurance, Resident shall provide proof of such insurance to Landlord upon Landlord's request. Resident's failure to provide such proof within three days of a request therefor shall constitute an election by Resident for Landlord to enroll Resident in the service program specified above, at the then-current actual cost of the service program.

45. **MEGAN'S LAW:** Pursuant to Section 290.46 of the Penal Code, information about specified registered sex offenders is made available to the public via internet web site maintained by the Department of Justice at www.meganslaw.ca.gov. Depending on an offender's criminal history, this information will include either the address at which the offender resides or the community of residence and the zip code in which the offender resides. Since the information is equally available to residents and Landlord, and Landlord cannot discriminate against registered sex offenders pursuant to Penal Code Section 290.46 et seq., Landlord has not made any inquiry of any applicant or resident as to whether he or she is a registered sex offender. Resident is advised to take whatever reasonable and lawful actions Resident believes necessary to protect household members or guests against any potential harm. This includes talking to any children or individuals with a diminished capacity about how to deal with strangers and similar topics. Resident is advised that Landlord may not notify Resident if Landlord learns or is advised that a registered sex offender is living in the Community.

46. **ENVIRONMENTAL INDEMNIFICATION:** To the extent allowed by law, Resident expressly assumes and accepts any and all risks involved or related to the presence in the Premises, common areas, and Community of any and all health affecting substances, and any power lines in the vicinity of the Premises. Resident waives all claims and causes of action of any kind or nature, at law or in equity, including, but not limited to, claims or causes of action arising by statute, ordinance, rule, regulation or similar provision, against Landlord and Landlord's agents, principals, employees, legal representatives, affiliates, assignees, successors in title, partners, shareholders, officers, directors, parents, members and managers (herein collectively called the "Landlord Affiliates") with respect to any health hazard occurring in connection with the presence in the Premises, common areas, or Community of materials containing potentially health affecting substances, and claims arising out of or based upon any potentially health affecting substances brought, or allowed to be brought, into the Premises, common areas, or Community by any Resident, Occupant, guest, or invitee. Resident agrees to defend, indemnify and hold harmless the Landlord Affiliates against and from any and all actions, causes of action, claims, demands, liabilities, losses, damages and expenses of whatsoever kind, including, but not limited to, attorneys' fees at both the trial and appellate levels, that any or all of the Landlord Affiliates may at any time sustain or incur by reason of any and all claims asserted against them arising out of potentially health affecting substances brought or allowed to be brought into the Community by any Resident, Occupant, guest, or invitee.

47. **PROPOSITION 65 WARNING:** The Premises, common areas, and Community may contain chemicals known to the State of California to cause cancer, birth defects, and other reproductive harm. These chemicals may be contained in emissions and fumes from building materials, products and materials used to maintain the property, and emissions, fumes, and smoke from Resident and guest activities, including but not limited to the use of motor vehicles, barbecues, and tobacco products. These chemicals may include, but are not limited to carbon monoxide, formaldehyde, tobacco smoke, unleaded gasoline, soot, tars, and mineral oils.

For more information please contact OEHHA at (916) 445-6900 or visit http://www.oehha.org/prop65/pdf/Prop65tenants.pdf for additional

information from the California Environmental Protection Agency's Office of Environmental Health Hazard.

48. **LEAD-BASED PAINT WARNING:** Housing built before 1978 may contain lead-based paint. Lead from paint chips and dust can pose health hazards if not managed properly. Lead exposure is especially harmful to young children and pregnant women. Lead poisoning in young children may produce permanent neurological damage, including learning disabilities, reduced intelligence quotient, behavioral problems, and impaired memory. Before renting pre-1978 housing, Landlords must disclose the presence of known lead-based paint and/or lead-based paint hazards in the Unit. Residents must also receive a federally approved pamphlet on lead poisoning prevention. By Resident signing this Lease, they acknowledge receipt of Protect Your Family from Lead in Your Home pamphlet.
    i. Presence of lead-based paint or lead-based paint hazards: Known lead-based paint and/or lead-based paint hazards **are present** in the housing.
    ii. Landlord has reports or records pertaining to lead-based and/or lead-based paint hazards in the Premises and has made available to Resident all available records and reports upon Resident's request.

49. **ASBESTOS DISCLOSURE:** Before 1981, asbestos was commonly used in construction. This Community was built before 1981 and asbestos may be present. Asbestos is a chemical known to cause cancer. Asbestos may be present in sprayed-on acoustical ceiling material, insulation, fire proofing and floor tiles in the Premises and/or buildings of the Community. Disturbing or damaging certain interior Premises, common areas, and/or Community surfaces may increase the potential exposure to asbestos. Resident may not pierce, damage, disturb, or remove any portions of the Premises, common areas, and/or Community known or suspected to contain asbestos. Resident must notify Landlord immediately in writing if any portion of the Premises, common areas, and/or Community known or suspected to contain asbestos are pierced, damaged, disturbed or removed. Landlord has instituted an operations and maintenance program directed at maintaining the Community in accordance with any applicable federal and state safety requirements regarding asbestos-containing material. This program is designed (among other things) to prevent release of asbestos fibers into the air; minimize disturbance of damage to asbestos-containing materials; monitor the conditions of materials and air in the building; and regulate maintenance, renovation and construction activities. No matter how small the percentage of such material may be, Resident, Occupants, guests, or invitees shall comply with such rules and regulations as Landlord from time to time may prescribe in connection with Landlord's operations and maintenance program, including without limitation to the following:
    i. Hazardous Materials: Resident shall not take or allow any action which in any way damages or disturbs all or part of the ceiling, flooring, walls, insulation in the Premises, including but not limited to: Piercing the surface of the ceiling, flooring, walls or insulation by drilling or any other method; hanging plants, mobiles, or other objects from the ceiling; allowing any objects to come into contact with the ceiling; permitting water or any other liquid to come into contact with the ceiling; painting or undertaking any repairs or improvements with respect to the ceiling or floor tiles; or undertaking any activity which results in building vibration which may damage the ceiling.
    ii. Resident shall notify Landlord immediately in writing if there is any damage to or deterioration of the ceiling, flooring, walls or insulation of the Premises, including (without limitation) loose, cracking, hanging, or dislodged material, water leaks, or stains in the ceiling, flooring, walls or insulation.

50. **CREDIT REPORTING:** Resident is notified that Resident's performance as a tenant of this Community may be reported to credit reporting agencies.

51. **SOCIAL MEDIA:** Landlord maintains an online presence through its website and social media. This online presence includes, but is not limited to, displaying images from community events organized by Landlord. From time to time Landlord will capture still ("photo") and moving ("video") images at these events. Resident hereby acknowledges that by attending these events Residents accepts and agrees to the potential of being depicted in those images and further agrees to permit Landlord to use Resident's, Occupants', guests' or invitees' likenesses, without compensation, for the limited purpose of Landlord's online presence. Please note that Landlord respects Resident's privacy and at Resident's written request Landlord will remove any image depicting Resident, Occupants, guests or invitees.

F. COMMUNITY CONSIDERATION

52. **USE OF PREMISES:** Resident agrees to use the Premises solely as a private residence. Storage areas, parking areas, balconies, patios, outdoor areas, and decks shall not be used for occupancy. Resident shall not use the Premises as a business address, nor shall Resident conduct business activities on the Premises. Conducting business activities includes, without limitation, using the Premises as a mailing address for a business enterprise, having a business telephone line in the Premises, having business clients meet with Resident at the Premises, having business stationery setting forth the address of the Premises as a business address, assembling or manufacturing any product upon the Premises, or otherwise holding out the Premises as the address of any business. Resident may, however, insofar as it is consistent with the restrictions set forth in this section, and with the written consent of Landlord, use a portion of the Premises as a "home office." Nothing set forth herein shall be deemed as disallowing any use of the Premises that cannot be prohibited legally.

53. **CONDUCT OF RESIDENT:** Resident agrees not to harass, annoy, or endanger any other resident, neighbor, or other person, or create or maintain a nuisance, or disturb the peace or solitude or quiet enjoyment of any other resident, neighbor or other person, or commit waste in or about the Premises. Resident further agrees not to harass, verbally abuse, denigrate or otherwise disrespect Landlord's employees, agents and/or contractors or interfere with the operations of the Community or the work of Landlord's employees or agents. Resident agrees to keep the volume of any activity, radio, stereo, electronic equipment, television or musical instrument at such a level which will not disturb the other residents at any time. Any noise, disturbance, or activity which would, in the sole and absolute discretion of Landlord, be reasonably likely to annoy or disturb other residents is strictly prohibited. Certain acts are considered to be contrary to the safety, well-being, peace, and enjoyment of the other residents of the Community. These include, but are not limited to, the use, possession or sale of illegal drugs or controlled substances and the carrying or exhibiting of firearms in the Community. Such acts are prohibited. The carrying or exhibiting of firearms may be permitted with written consent of Landlord if doing so is required by law or job necessity. Resident shall not deface or damage any part of the Premises or the common areas or the Community or permit the same to be done. Resident shall not keep in the Community any flammable or explosive materials or any substance considered dangerous, hazardous, or toxic under any governmental law or regulation. Resident shall not do or permit anything to be done in the Premises that may be deemed hazardous or which will cause a cancellation of or an increase in the premiums for any insurance for the Community. Resident is responsible for the conduct of Occupants, guests, and invitees, including without limitation any minors, while they are in the Premises and in the Community. A resident conducting any of the activities set forth in this section, or who allows Occupants, guests, or invitees to conduct any of said activities shall be deemed in violation of this Agreement, and said activity shall be grounds for termination of this Agreement. This provision constitutes written notice to cease any breach of this section, including, without limitation, committing or permitting to exist a nuisance in the Premises, building, or Community.

54. **PARKING:** Resident, Occupants, guests, and invitees shall follow the Parking Rules and Regulations, as the same may be amended from time to time. Landlord shall not be liable for any damage or loss to motor vehicles, the contents of motor vehicles, or personal property of Residents, Occupants, guests, or invitees. Failure to follow the Parking Rules and Regulations and posted signs relating to parking and operation of vehicles will result in the towing of the offending vehicle at the cost of the vehicle owner.

55. **OCCUPANTS:** Any person staying in the Premises for longer than two weeks or 20 nonconsecutive days out of the year shall be considered to be occupying the Premises. The Premises shall be occupied only by the person(s) indicated in Section 2. No other persons have permission to occupy the Premises unless such permission is in writing and signed by Landlord. Landlord's acceptance of rent from any other individual shall

be deemed to be the payment of rent on behalf of the Resident and shall not constitute permission for the person making the payment to occupy the Premises. Should any person not named in Section 2 make any claim of right to possession of the Premises, any such person shall be deemed to be the guest or invitee of the named Resident and their claim to right of possession shall be denied. Any Occupant, named in Section 2, who is not a signatory to this Lease shall be deemed to be an invitee of Resident, who is a signatory to this Lease. Accordingly, if any such Occupant is not named in any unlawful detailer action to regain possession of the Premises, and if any such individual thereafter makes a claim to right of possession of the Premises, that claim shall be denied on the basis that said individual is the invitee of the named Resident and does not have an independent claim to right of possession of the Premises.

56. **GUESTS:** Any person occupying the Premises shall be considered an unauthorized occupant in violation of this Lease unless that person has completed a rental application, been approved, and been added to the Lease.

57. **ASSIGNMENT AND SUBLETTING**: Resident shall not assign this Lease nor sublet all or any part of the Premises without Landlord's written consent. Resident shall not sublet all or any part of the Premises on a short-term basis, including without limitation through Air BNB or any other short-term rental program. Permitting any person not named as an Occupant or as a Resident in this Lease to occupy the Premises shall be deemed an improper subletting of the Premises and shall subject the tenancy to termination. This provision constitutes written notice to cease any breach of this section, which breach is incurable pursuant to state law. Any attempted subletting or assignment in violation of this provision shall be void. In the event that no original Resident remains in residency at the Premises, Landlord may reset the rent in accordance with the Civil Code and Rent Stabilization Ordinance.

58. **PETS:** No pets are permitted in the Premises without the prior written consent of the Landlord through an Animal Addendum to this Lease. Permission to keep a pet may be granted, denied, or revoked in Landlord's sole discretion. Except to the extent written permission has been given, pets may not be brought upon the Premises, whether such pets belong to Resident or to any other person. The presence of any pets for which written permission has not been given and is not currently in force, even if such pets are "just visiting" shall be deemed a material breach of this Lease. This policy does not apply to accommodation or service animals. A disabled individual who requires an animal in order to be able to use and enjoy the Premises or the Community should contact Landlord before bringing the animal onto the Premises and request an accommodation to this Lease provision. All accommodation requests will be processed in accordance with applicable laws. Resident is responsible for reimbursing Landlord for the costs of repairing damage to the Premises, common areas, or Community caused by animal(s) under the control of or visiting Resident. Resident must promptly notify Landlord of any damage caused by animals.

59. **CLOTHESLINES/DRYING RACKS**: If the Premises has a private patio, deck, or balcony, which is enclosed by a fence, railing, or other structure, Resident is permitted to hang clothing, blankets or other laundry on the patio, deck, or balcony subject to the following rules and conditions:
   - **i.** No more than two drying lines/racks may be in use at any one time.
   - **ii.** Items may not be left on the drying lines/racks for more than 24 hours (i.e., all items must be removed within 24 hours of being put out on the drying lines/racks).
   - **iii.** Drying lines/racks must be free standing.
   - **iv.** No drying lines or racks may be attached or affixed in any manner to any portion of the building, fence, railing, wall, building support structure, or light fixtures.
   - **v.** Drying lines/racks cannot be higher than the patio, balcony, or deck fence or railing.
   - **vi.** Drying lines/racks cannot be clearly visible from the sidewalk or street.
   - **vii.** Drying lines/racks cannot block entrance to or egress from the Premises, create a health or safety hazard or interfere with walkways or utility service equipment.
   - **viii.** Drying lines/racks cannot interfere with the maintenance of the Community.
   - **ix.** Clothes may not be draped over fence or balcony railings, or hung from any building fixtures.

   If the private patio or balcony is not enclosed by a fence, railing, or other structure, Resident is not permitted to hang clothing, blankets, or any other laundry on the patio, deck, or balcony.

G. UTILITIES AND HOT WATER

60. **UTILITIES:** Utility services shall be provided directly from the utility provider or, at the sole discretion of Landlord, on a sub-metering, square footage, or other allocation basis. Landlord reserves the right to modify the method by which the utilities are furnished to the Premises or billed to Resident during the term of this Lease and may modify billing Resident for utilities previously included in the rent by giving Resident a 30-day written notice. Reference the utility addendum for detailed terms, conditions and methodology.

   The following terms shall apply:
   - **i.** Resident agrees to pay all charges for utilities for the Premises for the term of the Lease including but not limited to those listed in the Utility Billing Addendum. Charges may be assessed by the utility provider or Landlord or Landlord's designated Billing Party in the case of utilities billed to Resident by Landlord in connection with Resident's use of utilities.
   - **ii.** Resident shall not use any utility in a wasteful, unreasonable, or hazardous manner and agrees to comply with all utility conservation efforts implemented by Landlord.
   - **iii.** Landlord is not liable for claims arising from utility service outages, interruptions, or fluctuations in utilities provided to the Premises not reasonably within Landlord's control.
   - **iv.** For any utility which Resident is responsible for paying directly to the utility provider, Resident must contact the utility company prior to move-in to have the services placed in Resident's name no later than ten (10) business day following move-in. Resident shall continue to contract with the utility provider throughout the term for continuous utility service. Resident's failure to make necessary arrangements for Resident's utility service may result in an interruption of services and Resident's failure to transfer utility services to Resident's name or failure to have continuous utility service may be, at Landlord's discretion, considered a material breach of this Lease and will permit Landlord to terminate the Lease. If Resident fails to pay any utility charges that are to be paid by Resident, Landlord may, at its option, pay such charges to retain continuing utilities service. If Landlord does so, any such charges may be billed to Resident by Landlord and said billing shall become due and payable, in full, as additional rent together with the regular monthly rent payment on the first day of the month next following the date of such billing.
   - **v.** Resident shall not use any utilities in the common areas for their own personal use without written consent of the Landlord.
   - **vi.** Resident agrees not to disturb, tamper, adjust, or disconnect any utility service, sub-metering device or system.

61. **HOT WATER:** The following will apply.
   - **i.** The water temperature in the Premises is set at 120 degrees Fahrenheit or below. When the water temperature is 120 degrees Fahrenheit, or below, bacteria may enter the water heater or associated plumbing and accumulate. If Resident desires the thermostat to remain at 120 degrees Fahrenheit, or below, Resident assumes any and all risks associated with any bacterial growth in the water heater or associated plumbing.

ii. Resident should be aware that some units may be equipped with an HVAC heating system which operates on hot water. To achieve full heating potential, it may be necessary to increase the temperature of the water heater during the colder months of the year. Resident should also be aware that some units operate on centralized hot water systems which service multiple units and as such individual adjustments in temperatures will not be possible.
iii. If Resident desires the water temperature in the Premises to be higher than 120 degrees Fahrenheit and the Premises has an individual hot water heater, Resident will request, in writing, the temperature of the hot water heater to be adjusted by Landlord, and Resident shall specify the desired temperature at which Landlord is requested to set the thermostat.
iv. Resident understands that if the temperature is set above 120 degrees Fahrenheit, that the water released from the taps in the Premises may scald or burn anyone using water, and potentially cause severe injury.
v. Resident may not tamper with, or adjust the water temperature thermostat in the Premises in any way without written authorization from Landlord.
vi. Resident agrees to indemnify and hold Landlord harmless in any action involving any injury related to the temperature of the water, the water system or the associated plumbing in the Premises.

H. ADDITIONAL TERMS

62. **REQUESTS FOR ACCOMMODATIONS OR MODIFICATIONS:** A disabled person shall be provided reasonable accommodations or reasonable modifications to the extent necessary to provide the disabled person with an opportunity to use and occupy the Premises in a manner equal to that of a non-disabled person. If Resident believes Resident, Occupant, or a member of Resident's household requires an accommodation or modification as a result of a disability, Resident should contact Landlord to begin the interactive process.

63. **MILITARY:** Military personnel on active duty may terminate this lease under Federal law if:
i. Resident becomes a member of the Armed Forces of the United States after Resident enters into the Lease; or
ii. Resident is or becomes a member of the Armed Forces of the United States and receives:
a. Orders for a permanent change of station; or
b. Orders to deploy for a period of at least 90 days.

Landlord fully supports its residents who are active-duty or reserve military personnel. Resident must give Landlord written notice of termination. For rentals when rent is paid monthly, the termination becomes effective 30 days after the first date on which the next rent payment is due after the termination notice is delivered and no further rent will be owed following the expiration of the notice period (or the actual move-out date, if later). Resident must furnish the Landlord with proof to establish that Resident qualifies for this limited exception. Proof may consist of any official military orders, or any notification, certification, or verification from the service member's commanding officer, with respect to the service member's current or future military duty status. Military permission for base housing does not constitute a permanent change-of-station order.

64. **OFFICE OF FOREIGN ASSETS CONTROL:** Resident represents and warrants that Resident and each person or entity owning an interest in Resident is:
i. Not currently identified on the Specially Designated Nationals and Blocked Persons List maintained by the Office of Foreign Assets Control, Department of the Treasury ("OFAC") and/or on any other similar list maintained by OFAC pursuant to any authorizing statute, executive order or regulation (collectively, the "List").
ii. Not a person or entity with whom a citizen of the United States is prohibited to engage in transactions by any trade embargo, economic sanction, or other prohibition of United States law, regulation, or Executive Order of the President of the United States.
iii. None of the funds or other assets of Resident constitute property of, or are beneficially owned, directly or indirectly, by any Embargoed Person (as hereinafter defined).
iv. No Embargoed Person has any interest of any nature whatsoever in Resident (whether directly or indirectly).
v. None of the funds of Resident have been derived from any unlawful activity with the result that the investment in Resident is prohibited by law or that the Lease is in violation of law.
vi. Resident has implemented procedures, and will consistently apply those procedures, to ensure the foregoing representations and warranties remain true and correct at all times. The term "Embargoed Person" means any person, entity or government subject to trade restrictions under U.S. law, including but not limited to, the International Emergency Economic Powers Act, 50 U.S.C. § 1701 et seq., The Trading with the Enemy Act, 50 U.S.C. App. 1 at seq., and any Executive Orders or regulations promulgated there under with the result that the investment in Resident is prohibited by law or Resident is in violation of law.

Resident covenants and agree(s):
i. To comply with all requirements of law relating to money laundering, anti-terrorism, trade embargo and economic sanctions, now or hereafter in effect.
ii. To immediately notify Landlord in writing if any of the representations, warranties or covenants set forth in this section or the preceding section are no longer true or have been breached or if Landlord has a reasonable basis to believe that they may no longer be true or have been breached.
iii. Not to use funds from any "Prohibited Person" (as such term is defined in the September 24, 2001, Executive Order Blocking Property and Prohibiting Transactions with Persons Who Commit, Threaten to Commit, or Support Terrorism) to make any payment due to Landlord.
iv. At the request of Landlord, Resident may be asked to provide such information to determine Resident's compliance with the terms hereof.
v. Resident hereby acknowledges and agrees that Resident's inclusion on the List at any time during the term shall be a material default. Notwithstanding anything herein to the contrary, Resident shall not permit the Premises or any portion thereof to be used or occupied by any person or entity on the List or by any Embargoed Person (on a permanent, temporary or transient basis), and any such use or occupancy of the Premises by any such person or entity shall be a material default.

65. **NON-DISCRIMINATION:** There shall be no discrimination against or segregation of, any persons on account of race, color, national origin, ancestry, creed, religion, gender, gender identity, gender expression, sexual orientation, genetic information, marital status, familial status, age, source of income, handicap, disability, citizenship status, immigration status, primary language spoken or any other protected classification under state or federal law, in the sale, lease, sublease, transfer, use, occupancy, tenure or enjoyment of the Premises, nor shall the Landlord or any person claiming under or through Landlord, establish or permit any such practice or practices of discrimination or segregation with reference to the selection, location, number, use or occupancy of tenants, lessees, or vendees of the Premises.

66. **TIME IS OF THE ESSENCE:** Time is of the essence with respect to the provisions of this Lease. This provision shall be interpreted in its strictest sense irrespective of the relative hardship to the Parties.

67. **SUCCESSORS:** If the property is sold or the ownership interest otherwise transferred, the successor in interest of Landlord shall be deemed the assignee of all rights arising under this Lease, and shall be entitled to enforce the provisions of this Lease against Resident. Nothing in this provision shall be construed as conflicting or superseding the foregoing subordination or as requiring a continuation of the tenancy in the event of a foreclosure or other involuntary transfer of ownership.

68. **SUBORDINATION:** This Lease shall without further act on the part of Resident, be subject and subordinate to the lien of any mortgage and/or any deed of trust or other encumbrance which may now exist, upon, or which may hereafter be placed by Landlord upon, the leased Premises or property including the Premises.

69. **ATTORNMENT:** Resident hereby agrees that Resident will recognize as its Landlord under this Lease and shall attorn to any person succeeding to the interest of Landlord in respect of the land and the buildings on or in which the Premises is contained upon any foreclosure of any mortgage upon such land or buildings or upon the execution of any deed in lieu of such foreclosure in respect of such mortgage. If requested, Resident shall execute and deliver an instrument or instruments confirming its attornment as provided for herein; provided, however, that no such mortgagee or successor-in-interest shall be bound by any payment of rent for more than one 1 month in advance, or any amendment or modification of this Lease made without the express written consent of such mortgagee.

70. **ESTOPPEL CERTIFICATE:** Resident agrees that within 5 days of Landlord's request, Resident must execute and deliver to Landlord a written statement certifying that this Lease is unmodified and in full force and effect (or if modified, describing the modification). Any prospective or actual property purchaser may rely upon Resident's written statement. Should Resident fail to deliver a statement within the specified time, it will be conclusively presumed that the Lease is unmodified and in full force and effect, except as otherwise indicated, and there are no uncured defaults in Landlord's performance, and any other details specified by Landlord originally requested of Resident.

71. **CONTENTS OF THIS LEASE:** The failure of Landlord to insist upon strict performance of any of the covenants and agreements of this Lease or any addenda thereto, or to exercise any rights arising under this Lease, shall not be construed to be a waiver of Landlord's right to subsequently enforce any such provision or to insist upon any such right. The fact that Landlord may have accepted late payment(s) on one or more occasions shall not be deemed a waiver of Landlord's right to insist upon timely payment or rent or to exercise any remedy available for late payment of rent. Acceptance of rent following a breach of this Agreement shall not be deemed to constitute a waiver of such breach. No custom or practice which may develop between the Parties in the course of the tenancy shall be construed to waive the right of Landlord to enforce any provision of this Lease.

72. **SEVERABILITY AND PROVISIONS REQUIRED BY LAW**: If a provision or section of this Lease is legally invalid, or declared by a court to be unenforceable, such provision or section will be deemed deleted and the rest of this Lease will remain in effect. To the extent any provision of this Lease is in direct conflict with any provisions of applicable law, such provision is hereby deleted. Any provision specifically required by applicable law which is not included in this Lease is hereby inserted as an additional provision of this Lease, but only to the extent required by applicable law and then only so long as the provision of the applicable law is not repealed or held invalid by a court of competent jurisdiction.

73. **ENTIRE AGREEMENT**: This Lease, including all addenda executed by both Parties, sets forth the entire agreement among the Parties with respect to the matters set forth in it. It shall not be altered nor modified unless such alteration or modification is in writing and signed by all signatories to this Lease. No verbal agreements or representations have been made or relied upon by either party or any agent or employee of either party, and neither party nor any agent or employee of either party is entitled to alter any provisions of this Lease by any verbal representations or agreements to be made subsequent to the execution of this Lease. The foregoing notwithstanding, if Resident holds over after the expiration of the Lease term on a month-to-month basis, Landlord may change any provision of this Lease without the consent of Resident in the manner prescribed by California Civil Code Section 827.

74. **SECTION HEADINGS:** The section headings are inserted only for convenience and are not intended to define or limit the scope or intent of any clause.

75. **NOTICES:**
   i. Any notice that Landlord gives to Resident shall be deemed properly served (whether or not actually received by (Resident) if served in the manner prescribed in Code of Civil Procedure Section 1162. Except as prohibited by law, if Landlord fails to serve the notice in accordance with the provisions of Code of Civil Procedure Section 1162, but Resident actually receives the notice, the actual receipt shall be deemed to cure any defects in the manner of service and the notice shall be deemed properly and personally served. Service upon any Resident of the Premises shall be deemed valid service upon all Residents - it is not necessary to serve each Resident individually unless otherwise required by law.
   ii. Any notice that Resident gives to Landlord shall be given to the business manager, assistant business manager, or sales associates, who are authorized to manage the Premises, at the management office(s) located at 5 Newell Court or at 2041 Euclid Ave., East Palo Alto, CA 94303 during normal business hours. The telephone number is 650-566-2000. On non-holidays, the business hours, which remain subject to change, are: Monday and Wednesday, 9am to 6pm, Tuesday 10am to 6pm, Thursday and Friday 9am to 7 pm, Saturday and Sunday 10am to 7pm.
   iii. The persons designated above are the persons authorized by the owner to act for an on behalf of the owner for the purpose of service of process and for the purpose of receiving and giving receipts for all notices and demands.

76. **JOINT AND SEVERAL LIABILITY AND AUTHORITY:** In the event of more than one Resident, each Resident is jointly and severally liable for each provision of this Lease and service of any notice or demand upon one shall constitute notice to each other Resident. All persons signing this Lease as Resident shall remain jointly and severally liable for all obligations arising under it, whether or not they remain in actual possession of the Premises. The giving by any individual Resident of a notice of termination of tenancy shall not terminate the Lease as to that Resident unless all Residents vacate the Premises by the agreed date. Landlord may, however, treat any such notice as a notice binding against all Residents of the Premises, and may institute unlawful detainer proceedings against all Residents if they do not restore possession of the Premises to Landlord on or before the end of the notice period. Conversely, Landlord may, at its sole option, if one or more Resident gives notice, but all Residents do not return possession of the Premises to Landlord within the notice period, continue the tenancy in effect and, if Landlord does so, all Residents, including the Resident giving notice, shall remain fully liable for all obligations arising hereunder whether or not they remain in occupancy of the Premises.

77. **ELECTRONIC SIGNATURES**: The Parties agree that they may enter into this Lease by electronic means, although traditional hard copies with wet signatures may be used instead at the option of Landlord. Resident agrees and acknowledges that if Resident is entering into this Lease with Landlord by electronic means, doing so is not conditioned on Resident's agreement to conduct the leasing transaction electronically.

78. **ATTACHMENTS/ADDENDA:** Resident(s) acknowledges receipt of a copy of the attachments/addenda listed in this section, which are incorporated into and made part of this Lease. Resident(s) agrees to abide by said attachments/addenda in all respects. Any failure to comply with any of the attachments shall be deemed a breach of this Lease. If there is a conflict between these policies and the Lease, the Lease shall govern.

1	Animal Addendum
2	Community Policies
3	Concession Agreement
5	Move-In/Move-Out Inspection Form
6	Notice of Ordinance at Commencement of Tenancy

7 R013	Pest Insect and Bed Bug [illegible]ndum
8	Registered Structural Pest Control Company Notice
11	Parking Rules and Regulations
12	Utility Addendum
13	Acknowledgement Regarding Use of Medical Marijuana
14	Addendum Regarding Use of Medical Marijuana
15	Because We Care
16	Resident Security Notice & Acknowledgment
17	Security Deposit Agreement

SIGNATURES:

The undersigned expressly understands that after the initial term, the tenancy may automatically continue from month to month.

Gabriel Diaz 1/26/18

Gabriel Diaz *(Resident)* *Date*

Woodland Park Apartments 1/25/18

Woodland Park Apartments *(Landlord)* *Date*

(Resident) *Date*

(Resident) *Date*

(Resident) *Date*

R014

ANIMAL ADDENDUM

This document is an addendum to the California Lease Agreement ("Lease") dated **May 20, 2011** between **Gabriel Diaz** ("Resident") and **Woodland Park** ("Landlord") for the **Unit # 12** ("Premises") located at **301 East O'Keefe Street, East Palo Alto, CA 94303**.

Animals, including unauthorized or visiting pets, are not permitted on the Premises without prior written consent from Landlord. This addendum constitutes written consent for the animal(s) described below in the "Pet Description."

Pet Description

Resident Landlord agree as follows:

1. Resident agrees to pay **$0.00** per month in Pet Rent per month on or before the first of each month with Monthly Rent. Pet Rent is additional "rent" for all purposes.
2. If a pet is added during the lease term, Resident agrees to pay **$0.00** will be required to pay an additional pet deposit of **$500.00**.
3. The additional deposit shall be subject to full inspection of the Premises upon Resident's move out shall be considered an additional deposit pursuant to the Lease terms.
4. Resident shall be liable for all damages to Premises, common areas, or Community and all expenses caused by or in connection with pet.
5. Pet will not be permitted outside the Premises unless restrained by a leash. Resident must control pet activity while in the Premises.
6. Pets may not be left or tied on balconies, porches, or patios. These areas must be kept clean and free of pet waste.
7. Resident is responsible for immediate and proper cleaning up and disposal of pet waste. Please note that landscape pesticides and chemicals are used on the grounds of the Community and therefore special care should be taken when walking pets.
8. If pet is a cat, an appropriate litter box shall be maintained and a scratching post should be provided. Resident must place soiled cat litter in a securely tied trash bag for disposal.
9. If Resident does not clean up after pet, Resident will be fined **$50.00** per occurrence.
10. Animals shall not weigh over **30 pounds** full grown. Animals under **one (1) year** of age are not permitted.
11. The number of pets per unit is limited to **1**.
12. Resident shall not permit and represents that pet will not cause any damage, discomfort, annoyance, nuisance or in any way inconvenience, or cause complaints from, any other resident.
13. All pets must have all required vaccinations. Resident must provide proof of vaccinations to Landlord.
14. It is strongly recommended that all pets have an identification tag showing current address and telephone number on their collar. Dogs are required to have a current license and an identification tag at all times.
15. Resident agrees to comply with all applicable ordinances, regulations laws governing pets.
16. In addition, Resident shall comply with the following policies:
    - i. Except as further restricted by law, the following types of pets are permissible: cats, dogs, hamsters, guinea pigs, rabbits, birds, fish, non-poisonous or non-venomous amphibians, non-poisonous or non-venomous reptiles. Birds must be kept caged and permitted fish, amphibians, reptiles must remain in in a tank/aquarium at all times.
    - ii. All pets must be spayed/neutered.
    - iii. Resident shall prevent any fleas or other infestation of the Premises, building and Community.
    - iv. Birds shall not be let out of cages.
    - v. Resident must obtain prior written consent from Landlord to have fish tanks over 30 gallons. Fish tanks must be placed in a safe area inside of the Premises.
    - vi. Dangerous, illegal, exotic or poisonous animals (as determined solely by Landlord) are not permitted on the Premises.
    - vii. Residents are not allowed to keep endangered species.
    - viii. Feral animals cannot be fed or kept on the Premises, common areas, or Community.
    - ix. Resident shall not allow any animal in the Community that has exhibited any sign of aggressive behavior or aggressive tendencies towards any person.
    - x. Resident shall not allow any animal in the Community that is a Restricted Breed. Restricted Breeds are Alaskan Malamute, Boxer, Chow Chow, Dalmatian, Doberman Pinscher, German Shepherd, Belgian Malinois, Husky breeds, Pit-Bull breeds, Staffordshire Terrier, Presa Canario, Rottweiler wolf hybrids.
17. Assistive Animals (including companion animals): Landlord will accept and evaluate a request for reasonable accommodation to allow Resident to have an assistive animal. Assistive animals for persons with disabilities are not considered pets and are not subject to the following requirements:
    - i. Spayed/Neutered requirement;
    - ii. Breed restriction;
    - iii. Age restriction;
    - iv. Weight restriction;
    - v. The number of assistive animals per unit shall be evaluated on case by case basis;
    - vi. Monthly pet rent;
    - vii. Pet deposits.
18. A request for a Reasonable Accommodation must be submitted for Landlord's review and Landlord shall not unreasonably withhold its written approval for an assistive animal or animals. Resident hereby agrees to comply with the terms and conditions of this Pet Addendum, except for the exceptions set forth in section 17, for assistive animals.
19. This addendum shall terminate without affecting the Lease or Resident's responsibilities under the Lease and Resident shall remove the pet immediately if any of the following occurs:

i. Payment of Pet Rent is delinq
ii. The pet displays aggressive behavior
iii. Landlord perceives the pet to be dangerous or disruptive to premises, common areas, or Community, other residents, guest or employees.
iv. Upon thirty (30) day notice by either party to the other of intent to terminate this Addendum

20. Resident agrees to hold harmless and indemnify Landlord from all liability pertaining to animals on the property. Resident shall hold Landlord harmless and indemnify Landlord for any and all damages or costs in connection with pet.

Resident Landlord represent that they have read this Addendum, understand the terms conditions contained herein, and agree to the terms conditions contained herein.

Gabriel Diaz 1/25/18
Gabriel Diaz *(Resident)* *Date*

Woodland Park Apartments 1/25/18
Woodland Park Apartments *(Landlord)* *Date*

(Resident) *Date*

(Resident) *Date*

(Resident) *Date*

R016

COMMUNITY POLICIES

This document is an addendum to the California Lease Agreement ("Lease") dated **May 20, 2011** by between **Gabriel Diaz** ("Resident") and **Woodland Park** ("Landlord") for the **Unit # 12** ("Premises") located at **301 East O'Keefe Street, East Palo Alto, CA 94303.**

In order to maintain and promote the Community, Landlord has established the following policies for the comfort and convenience of all residents. These Community Policies may be modified by written notice to residents.

1. **Service Requests:** All requests for service should be made in writing, delivered personally, sent via electronic mail, or submitted to the online resident portal. In an emergency, call 911 directly for help. Notify the Landlord immediately after.

2. **Laundry Facilities:** Laundry facilities are for the exclusive use by Resident and/or Occupants during the hours posted. Items should not be left unattended in the laundry area. Landlord is not responsible for loss or damage to personal items or clothing. To ensure the washers and dryers are working when needed, please follow the posted operating instructions carefully and treat the machines with care. If any of the laundry machines are not working properly, please notify Landlord immediately, so service can be arranged. A few additional tips:
   i. Do not put plastic items in the dryer.
   ii. Always clean the lint screen prior to use.
   iii. Never operate the dryer without a lint screen,
   iv. Refrain from overloading the washing machine or dryer. Do not use laundry facilities to wash or dry bulky items such as comforters.
   v. We recommend leaving washer door open after cycle for better ventilation.
   vi. Always clean the lint screen prior to using the dryer never operate it without a lint filter.
   vii. Never dry items that have come into contact with flammable substances like cooking oil, gasoline, paint thinner, or alcohol.

3. **Appliances:** The following policies must be followed with regard to appliances.
   i. Appliances shall not be removed from the Premises, common areas, or Community.
   ii. The Dispose All should only be used for the purpose for which it was designed. The following items should not be put in the Dispose All: metal, string, grease, coffee grounds, nut shells, fruit pits, corn on the cob, or potato peel.
   iii. The bathroom fixtures should only be used for the purpose for which they were designed. The following items should not be disposed of in the toilets: diapers, paper towels, sanitary napkins, tampons, food, and baby wipes rags. Resident shall be held responsible for any repairs or damage resulting from the disposal of such items in the toilet. If Resident puts any other foreign objects in bathroom or plumbing fixtures, Resident shall reimburse Landlord for any repairs or damage caused by the same.
   iv. Dishwashers should not be overloaded and only detergents made for automatic dishwashers should be used. We recommend using a rinse agent to improve drying and reduce spots and build up in dishwasher.
   v. To keep the oven clean, use mild detergents following each use and do not use hard abrasives on chrome or glass parts of the oven.
   vi. On the stove, never place foil under the burner pans.

4. **Interior Alterations:** Resident must obtain the prior written approval of Landlord before making any interior alteration. Any expenses incurred to restore the Premises will be at Resident's expense. Resident may not use nails when hanging pictures, mirrors, or other wall hangings. Please use adhesive hangers.

5. **Window Coverings Signs:** Resident shall not use blankets, sheets, foil or non-standard window coverings in place of draperies or blinds. Except as permitted by law, Residents shall not place objects on window or window sill which are visible from the outside.

6. **Community Equipment Facilities:** Recreational facilities may include business centers, fitness rooms, swimming pools, and community rooms. Residents, Occupants, guests and invitees shall abide by all rules and regulations for the use of the recreational facilities. Resident, Occupants, guests and invitees will avoid conduct that Landlord deems inappropriate or disruptive. Any person in violation of these rules will be asked to vacate the area immediately. Failure to adhere strictly to the posted rules and regulations is acknowledged as grounds for suspension of privileges or termination of the tenancy in accordance with law. Landlord may change the rules and regulations at Landlord's discretion. Exercise care when enjoying the recreation facilities/equipment. Landlord is not responsible for physical injuries that result from the use of the recreational facilities/equipment. Any damages to any of the recreational facilities/ equipment caused by Resident, Occupants, guests or invitees will result in Resident being responsible for the cost of repairing the damages. Take caution to lock/close common area doors and gates. No pets are allowed in any of the recreational facilities.

7. **Communities with Pools:** Resident is required to limit guests to no more than two at a time and accompany them to the pool. Visitors not accompanied by Resident will be asked to leave. Glass containers are not allowed in the pool area. Please help keep the pool area clean. Proper pool attire, such as bathing suits or swim trunks, is required. Children who are not toilet trained must wear a swim diaper. Cut-off jeans, T-shirts or non-swim diapers are not allowed. Additional pool policies and hours are posted by the pool. For safety reasons, do not swim alone.

8. **Patios Balconies:** Resident shall comply with the following rules:
   i. Patios and balconies are to be kept neat and orderly at all times.
   ii. The installation of sunshades, blinds or hanging fabrics is not allowed.
   iii. The construction of walls, ceilings, or other permanent attachments to the patio or balcony is not permitted.
   iv. Patios and balconies may not be used as bedrooms.
   v. No storage of any personal property or trash containers is allowed.
   vi. All plants must be free-standing and have saucers underneath them. Hanging plants are not permitted.
   vii. No motorcycles are allowed to be kept on any patios or balconies at any time.
   viii. Unapproved bike hooks are not permitted and will be removed.
   ix. Only furniture designed for outdoor use is permitted.

9. **Trash Removal:** Containers are located at various places throughout the Community. Residents shall secure trash and place it in a designated container. Residents shall not place trash on the ground if dumpster is full and should proceed to the next closest container to dispose of the trash. Resident shall not place large articles, such as furniture, for trash removal and Resident shall make alternate arrangements with a private disposal service to pick up such item at Resident's expense. Recyclable materials shall be separated from trash disposed of in the recycling receptacles. Boxes should be recycled and broken down before disposal. Resident shall not dispose of hazardous materials in any container or other location at the Community. Resident shall only dispose of refuse in compliance with applicable laws. Resident may be charged a fee for not following these guidelines. Do not store trash on porches, balconies or in the hallways unless it is an approved container provided by the Landlord is served regularly by the Landlord or a third-party vendor.

10. **Recycling:** Resident agrees to comply with all present and future Community policies, laws, orders regulations of all state, federal, municipal local governments regarding the collection, sorting, separation, recycling of waste products, garbage, and refuse trash.

11. **Barbeques:** The use or storage of any charcoal burner, liquid petroleum, gas fueled or any other open flame cooking devices are prohibited in

the Premises, including on any patio or balcony.

12. **Loitering:** No unnecessary loitering in laundry facilities, recreation areas, leasing office, amenity areas, parking areas, or other common areas.

13. **Recreational Equipment:** Skateboards, motorcycles, bicycles and similar vehicles may not be stored in entry ways or under stairs without prior written permission from Landlord. Skateboards, roller-blades or other similar recreational equipment usage in Premises and in common areas is prohibited.

14. **Posting Flyers:** Resident is not authorized to distribute advertising, information or any other type of flyer, door-to-door, on cars, anywhere else in the building or throughout the Community, except as authorized by law. Landlord may designate a place for such items to be displayed remove items that are not in keeping with the nature of the Community, as determined by Landlord.

15. **Garage Storage:** Parking areas may only be used to park the Resident's registered, operational personal vehicle(s) in accordance with the Lease and Parking Rules and Regulations. Resident shall not use any parking area as storage for equipment, personal items, containers, vehicle parts or inoperable vehicles. In addition, Resident will not under any circumstances use any parking area or storage space to store flammable or toxic chemicals /or waste. The parking area and storage space may not be used for occupancy. If Resident violates these requirements Resident agrees to immediately reimburse the Landlord for any costs associated with the removal of the unauthorized materials immediately vacate the parking area or storage. Resident further agrees to be liable for any and all damage caused by Resident's carelessness or negligent driving, which may result in the destruction of the storage space and/or parking area or to any other vehicle near garage or storage space. The Landlord shall not be liable for any loss, theft, damages and/or destruction of any personal property contained in any parking area or storage space. Nor shall the Landlord be held liable for or held responsible for any injury to any Resident, Occupant, guest or invitee resulting from the use of any parking area and/or storage space.

16. **Solicitors and Salespeople:** Solicitors are not allowed in the Community, except as authorized by law. Residents shall report all solicitors or salespeople to the Landlord immediately.

17. **Car Wash and Repair:** Vehicle repairs, including oil changes washing of vehicles are prohibited in the common areas and Community unless there is a designated area provided by Landlord.

18. **Moving of Furniture:** Landlord may designate the time and method for moving items to and from the Premises such as any furniture, merchandise, goods, freight or other such items. Residents may not move furniture to and from the Premises through the lobby, patio doors, or through the use of elevators (if available) without Landlord's permission. If elevators are installed at the Community, Landlord does not guaranty that the elevators will be available for use by Resident nor shall Landlord be liable for any loss resulting from the unavailability of elevator service.

19. **Notification of Changes:** Resident shall notify Landlord immediately in writing with any change to Resident's employer, employer telephone number, alternate phone numbers, emergency contact or other pertinent information.

Resident and Landlord represent that they have read this Addendum, understand the terms and conditions contained herein, and agree to the terms conditions contained herein.

Gabriel Diaz 1-29-19

Gabriel Diaz *(Resident)* *Date*

Woodland Park Apartments 1/29/19

Woodland Park Apartments *(Landlord)* *Date*

(Resident) *Date*

(Resident) *Date*

(Resident) *Date*

R018

CONCESSION AGREEMENT

Community	Unit Address
Woodland Park	301 East O'Keefe Street # 12, East Palo Alto, CA 94303
Resident Name(s)	
Gabriel Diaz	
Lease Term	
May 20, 2011 to	
Rental Amount	
$979.86	
Concession	
NONE	
Additional Monthly Rent	
$0.00 per month for **Electricity**. Total amount of additional rent over the lease term is **$0.00**.	

COMMENTS: If Resident fails to maintain his/her/their tenancy for the entire length of the initial term described in Section 3 of the Lease, then Resident shall reimburse **Woodland Park** for the full amount used of the concession outlined above. The concession reimbursement owed to **Woodland Park** is due and payable on the date that the Resident serves upon **Woodland Park** a notice of intent to vacate, or the date upon which the Resident vacates the Premises, whichever occurs earlier, and Resident shall simultaneously pay any other penalties that may be due pursuant to the Lease, and any other outstanding balances on the resident account.

Gabriel Diaz 1-29-19

Gabriel Diaz *(Resident)* *Date*

(Resident) *Date*

(Resident) *Date*

(Resident) *Date*

1/29/19

Woodland Park Apartments *(Landlord)* *Date*

City of East Palo Alto
Office of the City Manager Rent Stabilization Program
2415 University Avenue, 2nd Floor East
Palo Alto, CA 94303
Tel: 650-853-3114 / Fax: 650-853-3115
rentprogram@cityofepa.org

NOTICE OF ORDINANCE AT COMMENCEMENT OF TENANCY

Section 6 of the East Palo Alto Rent Stabilization Just Cause of Eviction Ordinance of 2010 requires Landlords provide residential tenants with a written notice of this Ordinance at the commencement of any tenancy.

RENTS RENT INCREASES

How Much Can Rents be Increased Each Year:

The Rent Stabilization Board determines the percentage increase each year, the Annual General Adjustment ("AGA"), that Landlords can raise rents for tenants in regulated rental units. **The percentage of rent increase allowed**, including for all fees for regulated housing services, **for the 2017-2018 program year is 2.7%.**

Landlords, who are in compliance with the Ordinance, may increase rents between July 1 and June 30 of each program year by the amount of the AGA after giving a proper 30-day notice to a tenant. A landlord is eligible to increase rents using AGAs only if the landlord:

1. Registers all units in the same property with the Rent Stabilization Program;
2. Substantially complies with the Rent Stabilization Ordinance /or orders or regulations issued under the Ordinance, including not charging more than the maximum allowed rent;
3. Ensures the rental unit complies with the implied warranty of habitability; and completes all repairs ordered by the City.

Fees paid to a landlord for regulated housing services such as parking or utilities are generally part of the rent. An increase in fees for housing services, or charges for additional services that were not included in a tenant's initial rental agreement, are generally considered rent increases must conform to the requirements for raising rents.

Accumulating AGAs for Future Rent Increases:

Landlords may raise rents by a lesser amount than allowed by the AGA or choose not to raise rents in any given year, and in that event, they may apply the AGA for future use to raise a tenant's rent. Rent increases may not exceed **10%** in any 12-month period.

Certificate of Maximum Allowable Rent ("MAR"):

Certificates are issued upon Initial Registration of a rental unit, upon occupancy by a new tenant, and upon individual request. They are not issued every year. Based on information submitted by Landlords, the Rent Stabilization Administrator calculates the Maximum Allowable Rent in the Certificates issued for rental units that have been properly registered with the City. A tenant cannot be charged rent, including any fees for regulated housing services, that exceeds the MAR for the timeframe specified in the Certificate issued for their unit.

RIGHT TO PETITION FOR VIOLATIONS OF ORDINANCE

A tenant can file petition A, B /or C when their landlord violates the requirements of the City's Rent Stabilization Ordinance. A tenant may file a petition seeking a rent reduction or a rebate for rent already paid for the following reasons:

File Petition A for a Rent Reduction Rebate for Maximum Allowable Rent Violations: This petition may be filed when rent is being charged over the Maximum Allowable Rent for a regulated rental unit. A tenant can also file Petition A if their landlord failed to properly register the unit.

File Petition B for Rent Reduction Rebate for Housing Service Reductions, including Maintenance Breach of Implied Warranty of Habitability: This petition may be filed when the tenant experiences habitability /or maintenance problems, /or reductions in services that have not been corrected in a reasonable time.

File Petition C for Approval to Withhold Rent for Landlord's Failure to Register a Unit with the Rent Stabilization Program: Tenants may contact the Rent Program to find out if their rental unit is properly registered for more information about this provision in the Ordinance.

PROTECTIONS AGAINST EVICTIOI .VITHOUT CAUSE

Evictions are only permitted for the specific reasons cited in the Ordinance. Evictions not meeting these requirements can be contested in any action to recover possession of a rental unit in court.

Landlords must specify at least one of the permitted grounds for eviction listed in the Ordinance in a written notice of termination of tenancy. Permitted grounds for eviction include failing to pay rent, violating the lease, or engaging in disorderly or destructive conduct, among other reasons.

The landlord must file with the Rent Board a copy of any termination of tenancy unlawful detainer action within five calendar days after the tenant has been served with such a notice.

TENANT PROTECTION ORDINANCE (Codified in Section 14.02 of the Municipal Code):
In May 2014, the City Council adopted the Tenant Protection Ordinance ("TPO") to further protect tenants. The TPO requires landlords to provide tenants a tenant rights information sheet, to give keys to every adult occupant in the rental unit, and to replace locks before a new tenancy begins. The TPO prohibits landlords from discriminating against families with children or based on the student or non-student status of housing applicants and tenants. It also prohibits landlords from harassing or taking retaliatory action against tenants. The TPO confirms tenants' rights to organize and to distribute literature related to tenancy issues. The TPO also provides for relocation assistance when units are to be demolished or removed or tenants have to temporarily relocate due to necessary repairs.

FOR MORE INFORMATION ABOUT THE ORDINANCE

Contact the Rent Stabilization Program at (650) 853-3114 or rentprogram@cityofepa.org; or the City's website at: www.cityofepa.org/rentprogram. You may also visit us at 2415 University Avenue, 2nd floor between 8:00 a.m. – 5:00 p.m.

For legal advice or representation, you may contact Legal Aid Society of San Mateo County for an appointment at (650) 517-8911; or Community Legal Services in East Palo Alto at (650) 326-20740; or go to 1861 Bay Road, East Palo Alto.

I received a copy of this notice on **May 20, 2011**.

Gabriel Diaz 1-29-18
Gabriel Diaz *(Resident)* *Date*

(Resident) *Date*

(Resident) *Date*

(Resident) *Date*

Woodland Park Apartments *(Landlord)* 1/29/18 *Date*

Information About Bedbugs Pest Control Policies

This document is an addendum to the Lease Agreement dated **May 20, 2011** by and between **Gabriel Diaz** and **Woodland Park** for **Unit # 12** **located at 301 East O'Keefe Street, East Palo Alto, CA 94303.**

1. In recent times, bed bugs have become a re-emerging problem nationwide. One reason for these increasing problems is that it is easy for persons to spread the problem unknowingly. Bed bugs readily hide in small crevices and are notorious hitch-hikers. Bed bugs are often transferred by purchasing used furniture and through travel in luggage and in hotel beds linens.

2. Landlord provides the following information about bedbugs pursuant to California Civil Code Section 1954.603:

   a) Bed Bug Appearance: Bed bugs have six legs. Adult bed bugs have flat bodies about 1/4 of an inch in length. Their color can vary from red brown to copper colored. Young bed bugs are very small. Their bodies are about 1/16 of an inch in length. They have almost no color. When a bed bug feeds, its body swells, may lengthen, and becomes bright red, sometimes making it appear to be a different insect. Bed bugs do not fly. They can either crawl or be carried from place to place on objects, people, or animals. Bed bugs can be hard to find and identify because they are tiny and try to stay hidden.

   b) Life Cycle and Reproduction: An average bed bug lives for about 10 months. Female bed bugs lay one to five eggs per day. Bed bugs grow to full adulthood in about 21 days.

   c) Bed bugs can survive for months without feeding.

   d) Bed bug Bites: Because bed bugs usually feed at night, most people are bitten in their sleep and do not realize they were bitten. A person's reaction to insect bites is an immune response and so varies from person to person. Sometimes the red welts caused by the bites will not be noticed until many days after a person was bitten, if at all.

   e) Common signs symptoms of a possible bed bug infestation:

      • Small red to reddish brown fecal spots on mattresses, box springs, bed frames, mattresses, linens, upholstery, or walls.

      • Molted bed bug skins, white, sticky eggs, or empty eggshells.

      • Very heavily infested areas may have a characteristically sweet odor.

      • Red, itchy bite marks, especially on the legs, arms, and other body parts exposed while sleeping. However, some people do not show bed bug lesions on their bodies even though bed bugs may have fed on them.

   f) For more information, see the Internet Web sites of the United States Environmental Protection Agency and the National Pest Management Association.

3. The best strategy for effective pest control is prevention. The following are recommended steps in the prevention of infestations by insects vermin, including bed bugs: (1) Clean Premises regularly, including vacuuming mattresses; (2) Clean up clutter to help reduce the number of places insects like bed bugs can hide; (3) Carefully thoroughly inspect used furniture or clothes you acquire bring into the Premises; Ask the person from whom you acquire the items if the items were checked and treated for bed bugs; (4) Do not bring discarded furniture, mattresses or clothing into the Premises; and (5) When traveling or staying in hotels, avoid places which do not appear to be cleaned regularly.

4. If the Premises or neighboring Premises are infested with vermin or insects, including bed bugs, Landlord may hire a pest control professional to develop a treatment plan and apply pesticides. The Premises must be properly prepared for any treatment and Resident must cooperate with the implementation of the treatment plan.

Resident and Landlord represent that they have read this Addendum, understands the terms and conditions contained herein, and agree to the terms conditions contained herein.

Gabriel Diaz 1-29-10

Gabriel Diaz *(Resident)* *Date*

Woodland Park Apartments *(Landlord)* 1/29/10

Date

_____

(Resident) *Date*

_____

(Resident) *Date*

_____

(Resident) *Date*

UTILITY ADDENDUM 2 (WITH GAS ELECTRIC CHARGES)

UTILITY/ SERVICE	UTILITY'S CUSTOMER OF RECORD	CHARGED TO RESIDENT?	CALCULATION METHOD ("FORMULA") For CHARGES TO RESIDENT	COMMON AREAS
Water	Landlord	Yes		Are not separately metered a deduction of 0% for estimated common area charges is made before calculating Resident's bill
Sewer	Landlord	Yes		Are not separately metered a deduction of 0% for estimated common area charges is made before calculating Resident's bill
Trash	Landlord	Yes		Resident will pay a pro-rata share of the utilities consumed in common areas
Gas	Landlord	Yes		Are not separately metered a deduction of 0% for estimated common area charges is made before calculating Resident's bill
Electricity	Landlord	Yes		Are not separately metered a deduction of 0% for estimated common area charges is made before calculating Resident's bill

This document is an addendum to the California Lease Agreement ("Lease") dated May 20, 2011 between Gabriel Diaz ("Resident") and Woodland Park ("Landlord") for the Unit # 207 ("Premises") located at 301 East O'Keefe Street #12, East Palo Alto, CA 94303.

1. **Resident Not the Direct Customer of Record.** The following provisions apply to utilities/services which are the Resident's responsibility, but of which Landlord is the utility/service customer of record.

   i. Sub-metered Utilities. Billings based on sub-meter readings (if any) will itemize the beginning and ending meter readings, the rate charged to Resident and all categories of information that appear within the utility's standard billing format to the Landlord billing amounts will be determined by multiplying the sub-meter readings for the Resident's Premises by the utility rate that would be charged by the utility for that level of consumption if the Resident was the utility provider's direct customer of record. Residents should be aware that because of volume discounts the rate charged to Landlord may be less than the rate that would be charged to the Resident if the Resident was the utility provider's direct customer of record. If the Premises are sub-metered, Resident agrees to allow Landlord, or a billing service provider designated by Landlord, access to Resident's Premises in order to install, repair, remove read sub-meters.

   i. The sub meters in the Premises are located_____. Landlord's agent will require access to your Premises, upon reasonable advanced notice (at least 24 hours when possible), for the purpose of submeter installation, repair, reading, maintenance, inspections testing.

   ii. RUBS Formula Billing Used. If formula billing is used, the specific formula used is indicated above. Details about formulas are below.
      a. Square footage: For any Square Footage formula, Resident's share is calculated by comparing the approximate square footage of Resident's Premises as compared to the total square footage of all premises on the property.
      b. Occupants: Resident's share using an Occupant formula is calculated by comparing the number of occupants residing in Resident's Premises as compared to all occupants in all premises on the property as of the first day of the month. Resident represents that all occupants that who reside in the Premises are identified in the Lease. Resident agrees to immediately notify Landlord of any change in the number of occupants.
      c. Per Premises: Dividing the bill equally among all premises on the property.
      d. Flat: Standard amount charged each month.

2. **Water, Sewer, Trash, Gas, Electricity.** If either sub-metering or formula methods are used to calculate Resident's share for water, sewer, trash, gas, or electricity, all related charges assessed to Landlord may be used to calculate the amount charged to Resident. These may include (but are not limited to) related charges contained on tax bills, and all charges contained on the local water provider's bills to Landlord. Landlord Resident agree that it is impractical or extremely difficult to determine the exact amount of the utilities consumed by Resident (/or in the common areas), but that the methods used to determine Resident's share described above are reasonably accurate estimates. Trash costs to be charged to Resident may include actual trash invoices, costs on tax bills, Landlord's internal costs related to trash disposal, trash management costs, trash auditing costs, and recycling charges.

3. **Utility Billing Service.** Landlord currently uses the services of Conservice, Resident Services, P.O. Box 4718, Logan, Utah, 84323-4718 ("Utility Billing Company") to bill for utilities. Landlord reserves the right to change utility billing service providers at any time. If Landlord changes the utility billing service during Resident's tenancy, Resident will be given notice by Landlord. The Utility Billing Company is not the utility provider. Resident Questions Concerns Regarding Utility Billings may be addressed to Conservice 1-866-947-7 2079

4. **Utility Billing Statements.** Resident will receive monthly billing statements. All amounts due to are payable to Woodland Park at 5 Newell Court or at 2041 Euclid Ave., East Palo Alto, CA 94303. Failure of the Resident to pay the utility charges by their due date will be considered a material breach of the Lease grounds for termination. All monetary amounts due under this Utility Addendum are deemed additional rent. Utility billings will be prorated as necessary.

5. **Payment from Security Deposit.** Any obligation that remains unpaid, including utility charges that have accrued but have not been invoiced when Landlord reacquires possession of the Premises, may be deducted from the Resident's security deposit. If actual amounts have not been determined before Landlord provides Resident with an accounting of Resident's security deposit, Landlord may estimate the amount based on prior consumption or until actual numbers become available.

6. **Utility Payment.** Resident must make payment in full to Landlord or the Utility Billing Company for the utility charges prior to the due date listed on each bill.

i. Landlord Resident agree that the actual cost to Landlord /or Utility Billing Company when Resident fails to pay the utility bill on time is difficult or impossible to ascertain, but the Parties agree that Landlord /or Utility Billing Company does, in the event of a late payment, incur certain costs including, without limitation, additional bookkeeping administrative charges, additional charges from the billing provider, costs in printing mailing late notices, lost opportunity costs of the payment. Accordingly, Landlord and Resident agree that if the payment is received after the enumerated due date then:

   a. If the Utility Billing company collects utility payments then Resident shall immediately pay a late payment in the amount of **$35.00**, which is a reasonable estimate of the costs incurred;

   b. If Landlord collects utility payments then late fees shall apply as if rent was not paid. Returned checks will be assessed a non-sufficient funds charge applicable charges in accordance to the Lease.

ii. Resident's billing statement will include a monthly service charge of up to **$0.00**. A new account set up charge of **$0.00** final bill fee of **$0.00** will also be applied to the resident's bill. The service charge represents the reasonable value of services provided by Landlord or the utility billing company to allocate the utility costs to the responsible parties, provides billing to Resident, and process payments. The monthly service charge is subject to change upon **sixty (60) days** written notice of increase. Resident agrees to pay any fees charged by a collection agency to Landlord to collect amounts due from Resident.

7. **No Waiver.** Landlord's waiver of any covenant of this Utility Addendum or the Lease will not constitute a waiver of any other breach. Landlord's acceptance of rent or any other payment with knowledge of Resident's failure to pay utility charges does not waive Landlord's right to enforce any provision of this Utility Addendum or the Lease. No waiver will exist unless made in writing and signed by both Resident and Landlord.

8. **Estimation.** Landlord may estimate Resident's consumption if Resident's sub-meter is broken or does not transmit a meter reading or if Landlord has not received bills from utility providers in time to prepare Resident's invoices.

Resident and Landlord represent that they have read this Addendum, understanding the terms conditions contained herein, and agree to the terms and conditions contained herein.

Gabriel Diaz 1-29-18

Gabriel Diaz *(Resident)* *Date*

(Resident) *Date*

(Resident) *Date*

(Resident) *Date*

Woodland Park Apartments *(Landlord)* 1/29/18 *Date*

R024

ACKNOWLEDGEMENT RE USE OF MEDICAL MARIJUANA

Resident acknowledges receipt and understanding of the attached policies concerning use of Medical Marijuana. If applicable, Resident agrees to complete the Addendum for any Resident, Occupant, invitee, or guest who requires a Medical Marijuana Accommodation. If the accommodation is not applicable, Resident is **not** required to complete the Addendum and it will remain solely as an informative section of the lease, not an Acknowledgment of any sort.

Gabriel Diaz 1-29-18

Gabriel Diaz *(Resident)* *Date*

(Resident) *Date*

(Resident) *Date*

(Resident) *Date*

Woodland Park Apartments *(Landlord)* *Date* 2/20/18

R025

ADDENDUM RE USE OF MEDICAL MARIJUANA

This document is an addendum to the Lease Agreement dated **May 20, 2011** between **Gabriel Diaz** and **Woodland Park** for the **Unit # 12** located at **301 East O'Keefe Street, East Palo Alto, CA 94303**.

I have read the following and agree to adhere to the below rules and regulations for Medical Marijuana use at the Community:

1. I have a physical or mental impairment that limits one (or more) major life activity. As a result of my disability, I require the use of Medical Marijuana. A copy of the Medical Marijuana Card is attached and incorporated by reference into this Addendum. I agree to notify Landlord if the Medical Marijuana Card is revoked or expires and understands that this Agreement terminates immediately upon revocation or expiration of the Medical Marijuana Card.
2. The Office of Environmental Health Hazard Assessment and the California Environmental Protection Agency list marijuana smoke as a carcinogen. In 2009, the Carcinogen Identification Committee determined that marijuana smoke was shown to cause cancer, and was added to the Proposition 65 list, pursuant to Title 27, California Code of Regulations, section 25305(a)(1) (formerly Title 22, California Code of Regulations, section 12305(a)(1)).
3. I UNDERSTAND THAT ANY SECONDHAND MARIJUANA SMOKE THAT DRIFTS INTO THE WINDOWS OF OTHER UNITS, THROUGH THE VENTS, UNDER ANOTHER RESIDENT'S DOOR, ONTO A BALCONY, OR IN A COMMON AREA (INCLUDING FITNESS CENTER POOL/SPA) IS PROHIBITED. I AGREE TO CONFINE THE SMOKE TO MY PREMISES AND AGREE THAT ANY SMOKE THAT AFFECTS A NEIGHBORING RESIDENT WILL BE DEEMED A NUISANCE. I UNDERSTAND THAT I WILL BE REQUIRED TO TAKE THE MEDICATION IN AN ALTERNATE MEANS /OR SMOKE IN AN ALTERNATE LOCATION IF THE SMOKE DISTURBS ANY NEIGHBORING RESIDENT.
4. I understand that there are reasonable alternate means to take the medication, including (among others) edibles, tinctures, beverages, cannabis oils, and pills. Landlord understands that each individual's medical situation is different and will address the specific situation and alternate means to take the medication with advice from the prescribing physician.
5. The distribution /or sale of marijuana or any other narcotic or illegal substance is a violation of the Lease and basis for termination of tenancy.
6. Resident is prohibited from making any unauthorized modifications to the Premises, including indoor irrigation systems or any other alteration that may increase the moisture /or humidity levels or risk of fire in the Premises, building or Community.
7. This Addendum may be modified for any reason at any time without Resident's approval in accordance with State and Federal law.
8. Except as expressly modified hereunder, the remaining terms and conditions of the Lease as previously amended shall remain in full force and effect.
9. Resident hereby acknowledges that this addendum is incorporated into the Lease.
10. The Parties hereto represent and acknowledge that in executing this Agreement they do not rely upon and have not relied upon any representation made by the other party with regard to the subject matter of this Addendum, or its effects, other than those representations specifically set forth herein. No supplement, modification, or amendment of this Addendum shall be binding unless executed in writing by both Parties.

This Addendum may be executed in counterparts facsimile copies of same shall be admissible for all purposes shall be deemed an original.

Gabriel Diaz 1-29-13

Gabriel Diaz *(Resident)* *Date*

Woodland Park Apartments *(Landlord)* 1/28/13

Date

(Resident) *Date*

(Resident) *Date*

(Resident) *Date*

R026

BECAUSE WE CARE

At **Woodland Park**, we care about our residents' safety. We would like you to be aware of some important guidelines for your safety and protecting your personal property. Keep in mind that security is provided by local law enforcement agencies, much as it is for the other communities in the surrounding area. You should always proceed as if safety systems do not exist. The best safety measures you can take are the ones you can perform yourself as a matter of common sense. We have worked with local law enforcement agencies to develop a list of their recommendations for prudent practices regarding your personal safety. We provide this list as a convenience to you, without making any representation or warranty, and subject to the Lessee Security Notice & Acknowledgement:

PERSONAL SAFETY/INSIDE YOUR HOME

1. Lock your doors and windows, even when you're home.
2. If you have a deadbolt or night latch, use them even when you're home.
3. Never answer your door unless you know who is on the other side by looking through a peephole or window. If you don't know the person, talk to them without opening the door, and don't open the door unless you're satisfied with their identity.
4. If you are worried because you have lost a key, ask the management to rekey the locks. You have the right to do so, provided that you pay the cost of rekeying in advance.
5. Keep the telephone numbers for the police, emergency, and medical services handy.
6. Check your smoke detector periodically to ensure it is working.
7. Report to the management (in writing, dated signed) any malfunction of safety devices outside your home such as broken gate locks, burned-out stairwell parking lot lights, etc.
8. Close your curtains or blinds at night.
9. Let friends know when you're going to be gone for an extended period of time. Ask your neighbors to keep an eye on your home, because the management cannot assume that responsibility.
10. Mark or engrave valuable personal possessions for identification.
11. Be careful to whom you lend or give your keys.
12. When lighting candles, always use holders that are sturdy to avoid tipping and keep candles 12" away from flammable objects such as curtains or pillows. Never leave a candle unattended. Extinguish them prior to sleeping or leaving your home.
13. Do not leave cooking items unattended. If a grease fire should break out, place a metal lid over the flames. Do not use glass since the heat from the fire could cause the glass to break. Smother the fire with a liberal amount of baking soda if it is relatively small contained. Do NOT attempt to extinguish a grease fire with water; this will only cause the burning oil to splash and spread the flames.

PERSONAL SAFETY/OUTSIDE YOUR HOME

1. Lock your doors while you're gone. That means dead bolts too!
2. Leave a radio playing very softly when you're not at home.
3. Close and lock your windows when you're gone. Don't forget the sliding glass doors. Purchase a lamp timer at the hardware store, and set the time when you're not home in the evening or when you're on vacation.
4. Try not to walk outside alone at night.
5. Don't hide your front door key under the doormat. It's usually the first place a burglar will look.
6. If you have an entry code, don't give your code to guests or strangers.
7. Arrange for your newspaper delivery to be stopped when you're on vacation.

PERSONAL SAFETY/USING YOUR CAR

1. Lock your car doors when you're driving. Lock the doors and roll up the windows when you leave the car parked.
2. Don't leave visible items in the car, such as purses, briefcases, packages, money, etc.
3. Don't leave your keys in the car.
4. No matter where you are, always carry your key ring in your hand when you walk to the car. Don't ever stand by the car fumbling for keys.
5. Look in the back seat before you get in the car.
6. Don't stop alone at night at an automatic teller or gas station.

Gabriel Diaz 1-29-18

Gabriel Diaz *(Resident)* *Date*

Woodland Park Apartments 1/26/18

Woodland Park Apartments *(Landlord)* *Date*

(Resident) *Date*

(Resident) *Date*

(Resident) *Date*

R027

RESIDENT SECURITY
NOTICE & ACKNOWLEDGMENT

NOTICE TO RESIDENT: Landlord does not promise, warrant, or guarantee the safety or security of the Resident, Occupants, or their personal property against the criminal actions of other residents or third parties. Each Resident has the responsibility to protect himself or herself and to maintain appropriate insurance to protect his or her belongings.

It is a fact that no security system, courtesy patrol or electronic security device can guarantee protection against crime. Even elaborate security systems are subject to mechanical malfunction, tampering, human error or personnel absenteeism, and can be defeated or avoided by clever criminals. Therefore, Lessees should always proceed on the assumption that no security systems exist. The best safety measures are those precautions that can be performed as a matter of common sense and habit.

If security systems, security devices, or walk-through/drive-through services are employed at this community, no representation is being made that they will be effective to prevent injury, theft or vandalism. Such personnel, if provided, cannot physically be every place at every moment. Usually, such personnel are unarmed independent contractors and have no greater authority under the law to restrain or arrest criminals than the ordinary citizen. Therefore, Landlord does not warrant that any security systems, security devices, or services employed at this community will discourage or prevent breaches of security, intrusions, thefts, or incidents of violent crime. Further, Landlord reserves the right to reduce, modify or eliminate any security system, security devices or services (other than those statutorily required) at any time; Resident agrees that such action shall not be a breach of any obligation or warranty on the part of Landlord.

Resident agrees to promptly notify Landlord in writing of any problem, defect, malfunction or failure of door locks, window latches, controlled access gates, intrusion alarms, and any other security-related device. If Resident's home is equipped with an intrusion alarm, Resident agrees to be responsible for all fines, penalties and other charges resulting from or attributable to the alarm, including false alarm charges.

ACKNOWLEDGMENT BY RESIDENT: I have read, understood and agree with the above notice. I have received no representation or warranties, either express or implied, as to any security or any security system on the property. Landlord has not in any way stated or implied to me that security of person or property was provided, promised, or guaranteed or that the Community was or will be free from crime. I further acknowledge that Landlord is not obligated under any circumstances to respond to any signal from an intrusion alarm system. The responsibility for protecting me, my property, and my family, guests invitees from acts of crime is the sole responsibility of myself and law enforcement agencies.

I agree to release and hold harmless Landlord from claims arising out of criminal acts of other residents and third parties. I agree that Landlord shall not be liable to me based upon any claim that security was not provided, subject to Landlord's compliance with state statutes regarding door locks and window latches. Resident acknowledges that the foregoing shall also be binding upon Resident's heirs, successors, and assigns.

Representatives of Landlord have no authority to make changes or modifications in the terms of this document, except when in writing and signed.

Gabriel Diaz 1-29-18

Gabriel Diaz *(Resident)* *Date*

(Resident) *Date*

(Resident) *Date*

(Resident) *Date*

Woodland Park Apartments *(Landlord)* *Date* 1/24/18

SECURITY DEPOSIT AGREEMENT

This Agreement is made this day, **May 20, 2011**, by and between **Woodland Park** (hereinafter referred to as "Landlord"), Landlord of the Community in which the "Premises", as hereinafter defined, are located, acting pursuant to express written authority given by the owner of such apartment complex, **Gabriel Diaz** (hereinafter referred to as "Resident"), in connection with the California Lease Agreement (the "Lease") between Landlord Resident for: **301 East O'Keefe Street #12, East Palo Alto, Ca 94303** in **Woodland Park** (the "Premises").

1. **Security Deposit.** Landlord hereby acknowledges receipt from Resident of the sum of: **$250.00** (Security Deposit) which represents the security deposit payment under the Lease, which shall hereinafter be defined as "Security Deposit". Landlord will hold the Security Deposit for the faithful performance by Resident of Resident's obligations under the Lease, including payment of rent, and cleaning and repair of the Premises after surrender.

2. **Refund of Security Deposit.** Landlord shall deduct from the Security Deposit all monies expended as a result of any breach of the Lease or this Agreement, including but not limited to the following obligations:
   - A. Resident shall vacate completely the entire Premises on or before the date specified in the required written **30-day** move-out notice, expiration of the term of the Lease, or termination or cancellation of the Lease in accordance with the express provisions thereof.
   - B. Payment by Resident of all rent required under the Lease, up to and including the date of expiration or termination of the term of the Lease, or the full move-out notice period, whichever is longer.
   - C. The Premises, including all kitchen appliances (refrigerator, oven, range, dishwasher, and microwave) including all baths, closets, storage areas, patios/balconies, and all other areas have been thoroughly cleaned, so as to be in the same condition as they were in on the commencement date of the term of Lease, normal wear and tear excepted.
   - D. There are no defects or damage to the Premises, whether caused by Resident, pets, or otherwise, unless shown on a written list of damages and defects signed by Resident at the commencement of the Lease term.
   - E. Resident observes and performs all other covenants and obligations to be kept or performed by Resident under the Lease up to and including the date of expiration or termination of the Lease term.
   - F. Resident observes and follows all rules and regulations including, without limitation, those rules and regulations pertaining to pets.
   - G. **RESIDENT has given LANDLORD thirty (30) days written notice prior to the date of expiration or termination of the term of the Lease.**
   - H. Resident has provided Landlord with a written copy of the forwarding address of Resident.

3. **Deductions.** Within twenty-one (21) days after Resident has vacated the Premises, Landlord shall furnish Resident with an itemized written statement of the basis for, and the amount of, any security received and the disposition of such security to Resident.

4. **Move-Out Procedures.** When Resident moves out of the Premises, an inspection of the condition of same shall be made after all of the personal effects of Resident have been removed. Resident should accompany Landlord during said inspection to help resolve any problems that may arise. Failure of Resident to do so shall constitute a concurrence by Resident in Landlord's assessment of charges for damages or cleaning. After inspection by Landlord, appropriate charges will be assessed by Landlord for any missing items; damages or repairs to the Premises, or its contents (normal wear tear excepted) with the exception of those items listed on the Move-In/Move-Out Inspection Report attached to this Agreement; insufficient light bulbs; scratches, burns, or holes in the walls, doors, floors, draperies, carpets /or furniture; for cleaning the Premises (including all kitchen appliances). Resident shall be charged for each unreturned key (mail-box key garage remote), and charged for replacing locks if all door keys to the Premises are not returned to Landlord.

Gabriel Diaz 1-29-18

Gabriel Diaz *(Resident)* *Date*

(Resident) *Date*

(Resident) *Date*

(Resident) *Date*

Woodland Park Apartments 1/29/18

Woodland Park Apartments *(Landlord)* *Date*

PARKING RULES REGULATIONS

1. Each resident may only use the assigned parking space associated with that resident's lease and parking permit. Any vehicle parked in a parking space other than the assigned space is subject to immediate tow at the owner's expense. If you are not sure which space is yours, please ask the Management Office.
2. Every vehicle, including motorcycles, parked in an assigned **Woodland Park** parking space must have a visible, valid **Woodland Park** parking permit.
3. The **Woodland Park** Management Office at **5 Newell Court, East Palo Alto, CA 94303** issues parking permits. Generally, one parking permit will be issued for each assigned parking space. The make, model, color, and license plate number for each vehicle must be provided to obtain a parking permit.
4. The parking permit, including the permit identification number, must be fully visible at all times that the vehicle is parked at **Woodland Park**. Be sure not to cover the permit identification number.
5. If a resident's vehicle information changes or there are any other changes affecting the parking permit, the Management Office will reissue the parking permit. Upon reissue, the original parking permit will no longer be valid. All updated information must be provided to the Management Office.
6. If a parking permit must be reissued due to loss or theft, the resident will be charged a replacement fee for reissuance of the permit. Upon reissue, the original parking permit will no longer be valid. If the original parking permit is found in any vehicle parked at **Woodland Park**, that vehicle will be subject to immediate tow at the owner's expense. Reproduction or alteration of a parking permit is a direct violation of the Parking Rules. Any vehicle parked at **Woodland Park** with a reproduced or altered parking permit will be subject to immediate tow at the owner's expense.
7. No vehicle may be parked at any time in a fire lane, red zone, or any other area marked "NO PARKING." No vehicle may be parked so as to block any other parking space, sidewalk, driveway, or garage entrance. Any vehicle parked in violation of these rules is subject to immediate tow at the owner's expense.
8. Certain parking spaces are marked as guest or visitor parking spaces. Vehicles cannot be parked in guest or visitor spaces for more than 72 hours, unless the Management Office has provided prior written approval. An unapproved vehicle parked in a guest or visitor space for more than 72 hours is subject to immediate tow at the owner's expense. It is the resident's responsibility to advise guests and visitors of the Parking Rules.
9. Residents and their guests or visitors may park their vehicles in the parking spaces marked "**Woodland Park Management Office**" outside of Management Office hours; however, these vehicles must be moved during Management Office hours (signs are posted with the times). Any vehicle parked in the Management Office parking spaces during office hours are subject to immediate tow at the owner's expense.
10. Motorcycles must be parked in parking spaces. Motorcycles must affix the parking permit so that it is visible on the front area of the vehicle. Motorcycles may not be stored in units, on walkways, in courtyards, or on balconies. All parking rules and regulations apply to motorcycles.
11. All vehicles parked at **Woodland Park** must be in good operating condition and currently registered and licensed. Vehicles leaking any fluids will be subject to clean up fees. Any vehicle that is lacking any part or equipment necessary to operate safely, including without limitation, an engine, transmission, wheels, tires, doors, or windshield is subject to tow at the owner's expense. Management will attempt to provide 72 hours of notice before towing any such vehicle. Vehicle repair and maintenance in parking spaces and/or driveways is strictly prohibited.
12. Storage of personal property is not allowed in parking spaces. Management reserves the right to remove personal property left in parking spaces with no prior warning. Parking spaces and adjacent areas are to be neat and clean at all times.
13. Vehicles are not to be covered. Management will remove and discard covers.
14. Management is not responsible for theft or damage to any vehicle or personal property in the parking areas.
15. Boats, large trucks, RV's or trailers are not to be parked in the parking areas.
16. Bicycles must be parked in designated bicycle racks or inside a Resident's unit. Bicycles may not be stored or parked in common walkways or by the resident's front door.

Please remember to always lock your vehicle and never leave valuables in your car. Management is not responsible for loss or damage. Park at your own risk.

IF YOUR VEHICLE IS TOWED...

You have rights if your vehicle gets towed. Please consult the California Vehicle Code to fully understand your rights, as this is only an overview the law may change at any time.

Generally, prior to paying any towing storage-related fees, you have the right to:

- Receive an itemized invoice of actual charges.
- Receive your personal property, at no charge, during normal business hours.
- Retrieve your vehicle during the first 72 hours of storage and not pay a lien fee.
- Request a copy of the Towing Fees and Access Notice.
- Pay by cash or valid bank credit card
- Inspect your vehicle or have your insurance carrier inspect your vehicle at the storage facility, at no charge, during normal business hours.

You generally have the right to have the vehicle released to you upon (1) payment of all towing and storage-related fees, (2) presentation of a valid photo identification, (3) presentation of reliable documentation showing that you are the owner of the vehicle or that the owner has authorized you to take possession of the vehicle, and (4), if applicable, presentation of any required police or law enforcement release documents.

If you do not pay the towing and/or storage-related fees or you abandon your vehicle at the towing company, the towing company may sell your vehicle and any money received will be applied to towing and storage-related fees that have accumulated against your vehicle. You are still responsible for paying the towing company any outstanding balance due on any of these fees once the sale is complete.

If your vehicle was damaged during storage or towing, the owner of the vehicle may recover for any damage to the vehicle resulting from any intentional or negligent act of a person causing the removal of, or removing, the vehicle.

If the towing company violates the law, you may be able to bring a lawsuit in court, generally in small claims court. The towing company may be civilly liable for damages up to two times the amount charged, not to exceed $500, and possibly more for certain violations.

Gabriel Diaz 1-29-19

Gabriel Diaz *(Resident)* *Date*

(Resident) *Date*

(Resident) *Date*

(Resident) *Date*

1/20/19

Woodland Park Apartments *(Landlord)* *Date*

Exhibit B

Resident Ledger

GREYSTAR®

Date: 02/12/2025

Code	t2841181	**Property**	cawoopa2	**Lease From**	05/20/2011
Name	Gabriel Diaz	**Unit**	218-12	**Lease To**	06/19/2011
Address	301 East O'Keefe Street	**Status**	Current	**Move In**	05/20/2011
	#12	**Rent**	1142.24	**Move Out**	
City	East Palo Alto, CA 94303	**Phone (H)**		**Phone (W)**	(408) 306-8624

Date	Chg Code	Post Month	Description	Charge	Payment	Balance	Chg/Rec
07/21/2023	secdep	07/2023	:Posted by QuickTrans (secdep)	250.00		250.00	132770143
07/21/2023		07/2023	chk# :QuickTrans :Posted by QuickTrans		250.00	0.00	32404253
08/01/2023	rent	08/2023	Base Rent (08/2023)	1,019.04		1,019.04	134153309
08/03/2023		08/2023	chk# 1090 98138480 :CHECKscan Payment		1,000.00	19.04	32657420
08/03/2023		08/2023	chk# 1090 98139030 :CHECKscan Payment		19.04	0.00	32657421
09/01/2023	rent	09/2023	Base Rent (09/2023)	1,019.04		1,019.04	135992423
09/05/2023		09/2023	chk# 90 :CHECKscan Payment		1,000.00	19.04	33183557
09/05/2023		09/2023	chk# 90 :CHECKscan Payment		19.04	0.00	33183559
10/01/2023	rent	10/2023	Base Rent (10/2023)	1,019.04		1,019.04	137785204
10/04/2023		10/2023	chk# 90 :CHECKscan Payment		1,000.00	19.04	33685879
10/04/2023		10/2023	chk# 90 :CHECKscan Payment		19.04	0.00	33685881
11/01/2023	rent	11/2023	Base Rent (11/2023)	1,019.04		1,019.04	139685982
11/05/2023		11/2023	chk# 1090 98150656 :CHECKscan Payment		19.04	1,000.00	34192946
11/05/2023		11/2023	chk# 1090 98150645 :CHECKscan Payment		1,000.00	0.00	34192947
12/01/2023	rent	12/2023	Base Rent (12/2023)	1,120.94		1,120.94	141124200
12/04/2023		12/2023	chk# 1090 98155969 :CHECKscan Payment		1,000.00	120.94	34642536
12/04/2023		12/2023	chk# 1090 98155970 :CHECKscan Payment		120.94	0.00	34642537
01/01/2024	rent	01/2024	Base Rent (01/2024)	1,120.94		1,120.94	143213654
01/10/2024		01/2024	chk# 90 :CHECKscan Payment		120.94	1,000.00	35198717
01/10/2024		01/2024	chk# 90 :CHECKscan Payment		1,000.00	0.00	35198718
02/01/2024	rent	02/2024	Base Rent (02/2024)	1,120.94		1,120.94	145360830
02/04/2024		02/2024	chk# 109174344895 :CHECKscan Payment		120.94	1,000.00	35630616
02/04/2024		02/2024	chk# 109174344884 :CHECKscan Payment		1,000.00	0.00	35630617
03/01/2024	rent	03/2024	Base Rent (03/2024)	1,120.94		1,120.94	147288307
03/11/2024	latefee	03/2024	Late Fees	35.00		1,155.94	147676921
03/11/2024	latefee	04/2024	Resident was not late brought in payment on time	(35.00)		1,120.94	149651167
03/11/2024		03/2024	chk# 1091 74340880 :CHECKscan Payment		1,000.00	120.94	36250913
03/11/2024		03/2024	chk# 1091 74340891 :CHECKscan Payment		120.94	0.00	36250914
04/01/2024	rent	04/2024	Base Rent (04/2024)	1,120.94		1,120.94	149315302
04/02/2024		04/2024	chk# 1091 74353915 :CHECKscan Payment		1,000.00	120.94	36612017
04/02/2024		04/2024	chk# 1091 74353926 :CHECKscan Payment		120.94	0.00	36612018
05/01/2024	rent	05/2024	Base Rent (05/2024)	1,120.94		1,120.94	150986426
05/02/2024		05/2024	chk# 1092 38801364 :CHECKscan Payment		1,000.00	120.94	37161767
05/02/2024		05/2024	chk# 1092 38801375 :CHECKscan Payment		120.94	0.00	37161768
06/01/2024	rent	06/2024	Base Rent (06/2024)	1,120.94		1,120.94	153522619
06/05/2024		06/2024	chk# 0851040856 :CHECKscan Payment		1,120.94	0.00	37808986
07/01/2024	rent	07/2024	Base Rent (07/2024)	1,120.94		1,120.94	155845850
07/02/2024		07/2024	chk# 1300225078 :CHECKscan Payment		1,120.94	0.00	38318334
08/01/2024	rent	08/2024	Base Rent (08/2024)	1,120.94		1,120.94	158120344
08/05/2024		08/2024	chk# 3166001205 :CHECKscan Payment		1,120.94	0.00	39008428
09/01/2024	rent	09/2024	Base Rent (09/2024)	1,120.94		1,120.94	160514987
09/03/2024		09/2024	chk# 4134001703 :CHECKscan Payment		1,120.94	0.00	39562394
10/01/2024	rent	10/2024	Base Rent (10/2024)	1,120.94		1,120.94	162858546
10/03/2024		10/2024	chk# 4134001990 :CHECKscan Payment		1,120.94	0.00	40180757

11/01/2024	rent	11/2024	Base Rent (11/2024)	1,120.94		1,120.94	165254212
11/06/2024		11/2024	chk# 4134002196 :CHECKscan Payment		1,120.94	0.00	40863918
12/01/2024	rent	12/2024	Base Rent (12/2024)	1,120.94		1,120.94	167626336
12/01/2024	rent	12/2024	Rental Increase December 2024	21.30		1,142.24	167935839
12/03/2024		12/2024	chk# 4134002423 :CHECKscan Payment		1,142.24	0.00	41354411
01/01/2025	rent	01/2025	Base Rent (01/2025)	1,142.24		1,142.24	169751851
01/08/2025		01/2025	chk# 4134002714 :CHECKscan Payment		1,142.24	0.00	42018713
02/01/2025	rent	02/2025	Base Rent (02/2025)	1,142.24		1,142.24	172275242
02/06/2025		02/2025	chk# 4134002904 :CHECKscan Payment		1,142.24	0.00	42604617

Exhibit C

R035

Resident Ledger

Gabriel Diaz

301 East O'Keefe Street
12
Palo Alto, CA, 94303

Date:	8/21/2021
Resident Code:	t2814094
Property:	018230
Unit:	218-12
Status:	Current
Rent:	$1,019.04
Deposit:	$250.00
Move In Date:	05/20/11
Move Out Date:	
Due Day:	1
Tel Num(Office)	
Tel Num(Home)	

Date	Post Mo	Description	Charges	Payments	Balance
		Balance Forward			**0.00**
01/01/18	5/2018	Leased Rent (01/2018)	960.12		960.12
01/05/18	5/2018	Chk# 5977		960.12	0.00
02/01/18	5/2018	Leased Rent (02/2018)	991.86		991.86
02/01/18	10/2018	Incorrect Lease Rent Charged	(991.86)		0.00
02/01/18	10/2018	Correct Lease Rent Charged	979.86		979.86
02/03/18	5/2018	Chk# 7481878010		991.86	(12.00)
02/14/18	12/2017	:QuickTrans - :Posted by QuickTrans		250.00	(262.00)
02/14/18	12/2017	:Posted by QuickTrans (secdepre)	250.00		(12.00)
03/01/18	3/2018	Leased Rent (03/2018)	979.86		967.86
03/05/18	3/2018	Late fees, 5% of $979.86	48.99		1,016.85
03/05/18	7/2018	resident paid on time	(48.99)		967.86
03/27/18	4/2018	Chk# 3300189212 - Manually posted MO 3300189212, rec. 3/2/2018		967.86	0.00
04/01/18	4/2018	Leased Rent (04/2018)	979.86		979.86
04/05/18	4/2018	Late fees, 5% of $979.86	48.99		1,028.85
04/05/18	7/2018	resident paid on time	(48.99)		979.86
05/01/18	5/2018	Leased Rent (05/2018)	979.86		1,959.72
05/03/18	5/2018	R107365650348		979.86	979.86
05/05/18	5/2018	Late fees, 5% of $979.86	48.99		1,028.85
05/05/18	7/2018	resident paid on time	(48.99)		979.86
05/09/18	5/2018	R107365645156		979.86	0.00
05/22/18	5/2018	Security deposits received	250.00		250.00
05/22/18	5/2018	Reversal for incorrect charge	(250.00)		0.00
06/01/18	6/2018	Chk# 3300196585		979.86	(979.86)
06/01/18	6/2018	Leased Rent (06/2018)	979.86		0.00
07/01/18	7/2018	Leased Rent (07/2018)	979.86		979.86
07/02/18	7/2018	Chk# 3300198831		979.86	0.00
07/05/18	7/2018	Late fees, 5% of $979.86	48.99		48.99
07/05/18	7/2018	resident paid on time	(48.99)		0.00
08/01/18	8/2018	Leased Rent (08/2018)	979.86		979.86
08/03/18	8/2018	R107365671094		979.86	0.00
08/05/18	8/2018	Late fees, 5% of $979.86	48.99		48.99
09/01/18	9/2018	Leased Rent (09/2018)	979.86		1,028.85
09/05/18	9/2018	Late fees, 5% of $979.86	48.99		1,077.84

R036

Resident Ledger

Gabriel Diaz

301 East O'Keefe Street
12
Palo Alto, CA, 94303

Date:	8/21/2021
Resident Code:	t2814094
Property:	018230
Unit:	218-12
Status:	Current
Rent:	$1,019.04
Deposit:	$250.00
Move In Date:	05/20/11
Move Out Date:	
Due Day:	1
Tel Num(Office)	
Tel Num(Home)	

Date	Post Mo	Description	Charges	Payments	Balance
09/11/18	9/2018	Chk# 107365677551		979.86	97.98
09/12/18	9/2018	resident made payment on time	(97.98)		0.00
10/01/18	10/2018	Leased Rent (10/2018)	979.86		979.86
10/05/18	10/2018	Chk# 10826968396		979.86	0.00
10/22/18	10/2018	reverse for 02/18	991.86		991.86
10/22/18	10/2018	reverse for 02/18	(979.86)		12.00
10/22/18	10/2018	adjust rent for 02/18	(12.00)		0.00
10/31/18	11/2018	Chk# 10826968909		979.86	(979.86)
11/01/18	11/2018	Leased Rent (11/2018)	979.86		0.00
11/05/18	11/2018	Late fees, 5% of $979.86	48.99		48.99
12/01/18	12/2018	Chk# 108269694940		979.86	(930.87)
12/01/18	12/2018	Leased Rent (12/2018)	979.86		48.99
12/05/18	12/2018	Late fees, 5% of $979.86	48.99		97.98
12/11/18	12/2018	resident paid on time 11/2018 and 12/2018	(97.98)		0.00
01/01/19	1/2019	Leased Rent (01/2019)	979.86		979.86
01/04/19	1/2019	Chk# 10826970200		979.86	0.00
01/05/19	1/2019	Late fees, 5% of $979.86	48.99		48.99
02/01/19	2/2019	Leased Rent (02/2019)	979.86		1,028.85
02/04/19	2/2019	Chk# 10826970799		979.86	48.99
02/04/19	2/2019	paid on time 1/2019	(48.99)		0.00
03/01/19	3/2019	Leased Rent (03/2019)	979.86		979.86
03/02/19	3/2019	Chk# 7481878010		979.86	0.00
04/01/19	4/2019	Chk# 3300222136		979.86	(979.86)
04/01/19	4/2019	Leased Rent (04/2019)	979.86		0.00
05/01/19	5/2019	Chk# 3300224662		979.86	(979.86)
05/01/19	5/2019	Leased Rent (05/2019)	979.86		0.00
05/29/19	6/2019	Chk# 7481878010		979.86	(979.86)
06/01/19	6/2019	Leased Rent (06/2019)	979.86		0.00
07/01/19	7/2019	Leased Rent (07/2019)	979.86		979.86
07/08/19	7/2019	Chk# 7481878010		979.86	0.00
08/01/19	8/2019	Leased Rent (08/2019)	979.86		979.86
08/05/19	8/2019	Chk# 3300236542		979.86	0.00
09/01/19	9/2019	Leased Rent (09/2019)	979.86		979.86
09/04/19	9/2019	Chk# 7481878010		979.86	0.00

R037

Resident Ledger

Gabriel Diaz

301 East O'Keefe Street
12
Palo Alto, CA, 94303

Date:	8/21/2021
Resident Code:	t2814094
Property:	018230
Unit:	218-12
Status:	Current
Rent:	$1,019.04
Deposit:	$250.00
Move In Date:	05/20/11
Move Out Date:	
Due Day:	1
Tel Num(Office)	
Tel Num(Home)	

Date	Post Mo	Description	Charges	Payments	Balance
10/01/19	10/2019	Leased Rent (10/2019)	979.86		979.86
10/07/19	10/2019	Chk# 7481878010		979.86	0.00
11/01/19	11/2019	Leased Rent (11/2019)	979.86		979.86
11/04/19	11/2019	1083 86507867 - :CHECKscan Payment		979.86	0.00
12/01/19	12/2019	Leased Rent (12/2019)	979.86		979.86
12/04/19	12/2019	Chk# 3300250198 - :CHECKscan Payment		979.86	0.00
01/01/20	1/2020	Leased Rent (01/2020)	979.86		979.86
01/03/20	1/2020	Chk# 3300253713 - :CHECKscan Payment		979.86	0.00
02/01/20	2/2020	Leased Rent (02/2020)	979.86		979.86
02/03/20	2/2020	Chk# 3648006431 - :CHECKscan Payment		979.86	0.00
03/01/20	3/2020	Leased Rent (03/2020)	979.86		979.86
03/05/20	3/2020	Chk# 3648006595 - :CHECKscan Payment		979.86	0.00
04/01/20	4/2020	Chk# 3300263563 - :CHECKscan Payment		979.86	(979.86)
04/01/20	4/2020	Leased Rent (04/2020)	979.86		0.00
05/01/20	5/2020	Leased Rent (05/2020)	979.86		979.86
05/03/20	5/2020	Chk# 108537917444 - :CHECKscan Payment		979.86	0.00
06/01/20	6/2020	Leased Rent (06/2020)	979.86		979.86
06/03/20	6/2020	1087 43453764 - :CHECKscan Payment		979.86	0.00
07/01/20	7/2020	Leased Rent (07/2020)	979.86		979.86
07/06/20	7/2020	1087 43459209 - :CHECKscan Payment		979.86	0.00
08/01/20	8/2020	Leased Rent (08/2020)	979.86		979.86
08/03/20	8/2020	1087 43463565 - :CHECKscan Payment		979.86	0.00
09/01/20	9/2020	Leased Rent (09/2020)	979.86		979.86
09/04/20	9/2020	Chk# 3300277892 - :CHECKscan Payment		979.86	0.00
10/01/20	10/2020	Leased Rent (10/2020)	979.86		979.86
10/05/20	10/2020	Chk# 40191783966824 - :CHECKscan Payment		979.86	0.00
11/01/20	11/2020	Leased Rent (11/2020)	979.86		979.86
11/03/20	11/2020	Chk# 40191807397442 - :CHECKscan Payment		979.86	0.00
12/01/20	12/2020	Leased Rent (12/2020)	979.86		979.86
12/07/20	12/2020	1084 36703914 - :CHECKscan Payment		979.86	0.00
01/01/21	1/2021	Leased Rent (01/2021)	979.86		979.86
01/05/21	1/2021	Chk# 40192075120856 - :CHECKscan Payment		979.86	0.00
02/01/21	2/2021	Leased Rent (02/2021)	979.86		979.86
02/03/21	2/2021	Chk# 1087 - :CHECKscan Payment		979.86	0.00

R038

Resident Ledger

Gabriel Diaz

301 East O'Keefe Street
12
Palo Alto, CA, 94303

Date:	8/21/2021
Resident Code:	t2814094
Property:	018230
Unit:	218-12
Status:	Current
Rent:	$1,019.04
Deposit:	$250.00
Move In Date:	05/20/11
Move Out Date:	
Due Day:	1
Tel Num(Office)	
Tel Num(Home)	

Date	Post Mo	Description	Charges	Payments	Balance
03/01/21	3/2021	Leased Rent (03/2021)	979.86		979.86
03/08/21	3/2021	Chk# 3300295268 - :CHECKscan Payment		979.86	0.00
04/01/21	4/2021	Leased Rent (04/2021)	979.86		979.86
04/05/21	4/2021	Chk# 108436729104 - :CHECKscan Payment		979.86	0.00
05/01/21	5/2021	Leased Rent (05/2021)	979.86		979.86
06/01/21	6/2021	Leased Rent (06/2021)	979.86		1,959.72
06/07/21	6/2021	1089 41230057 - :CHECKscan Payment		979.86	979.86
07/01/21	7/2021	Leased Rent (07/2021)	1,019.04		1,998.90
07/06/21	7/2021	1089 41233929 - :CHECKscan Payment		1,000.00	998.90
07/06/21	7/2021	1089 41233930 - :CHECKscan Payment		19.04	979.86

Current	30 Days	60 Days	Over 90	Current Owed
0.00	**0.00**	**0.00**	**979.86**	**979.86**

Resident Ledger

R039

Gabriel Diaz
301 East O'Keefe Street
12
Palo Alto, CA, 94303

Date:	09/29/2023
Resident Code:	t2439157
Property:	ca301eas
Unit:	218-12
Status:	Current
Rent:	$1,019.04
Deposit:	
Move In Date:	05/20/2011
Move Out Date:	
Due Day:	1
Tel Num(Home):	
Tel Num(Office):	

Date	Description	Charges	Payments	Balance
07/01/21	Balance Forward			979.86
08/01/21	Base Rent (08/2021)	1,019.04		1,998.90
08/05/21	Chk# 3300307669 - :CHECKscan Payment		519.00	1,479.90
08/05/21	Chk# 3300307657 - :CHECKscan Payment		500.00	979.90
09/01/21	Base Rent (09/2021)	1,019.04		1,998.94
09/13/21	1084 36723065 - :CHECKscan Payment		1,000.00	998.94
09/13/21	Chk# 90 - :CHECKscan Payment		19.08	979.86
10/01/21	Base Rent (10/2021)	1,019.04		1,998.90
10/07/21	Chk# 3300312947 - :CHECKscan Payment		500.00	1,498.90
10/07/21	Chk# 3300312950 - :CHECKscan Payment		519.04	979.86
11/01/21	Base Rent (11/2021)	1,019.04		1,998.90
11/03/21	1089 41252585 - :CHECKscan Payment		19.04	1,979.86
11/03/21	1089 41252574 - :CHECKscan Payment		1,000.00	979.86
12/01/21	Base Rent (12/2021)	1,019.04		1,998.90
12/06/21	Chk# 3300318472 - :CHECKscan Payment		979.86	1,019.04
12/07/21	Chk# 3300317393 - :CHECKscan Payment		519.04	500.00
12/07/21	Chk# 3300317381 - :CHECKscan Payment		500.00	0.00
01/01/22	Base Rent (01/2022)	1,019.04		1,019.04
01/03/22	1089 41261781 - :CHECKscan Payment		19.04	1,000.00
01/03/22	1089 41261770 - :CHECKscan Payment		1,000.00	0.00
02/01/22	Base Rent (02/2022)	1,019.04		1,019.04
02/03/22	Chk# 40193604330791 - :CHECKscan Payment		1,000.00	19.04
02/03/22	Chk# 40193604330800 - :CHECKscan Payment		19.04	0.00

03/01/22	R040	Base Rent (03/2022)	1,019.04		1,019.04
03/02/22		Chk# 90 - :CHECKscan Payment		1,000.00	19.04
03/02/22		Chk# 90 - :CHECKscan Payment		19.04	0.00
04/01/22		Base Rent (04/2022)	1,019.04		1,019.04
04/06/22		Chk# 3300327507 - :CHECKscan Payment		500.00	519.04
04/06/22		Chk# 3300327495 - :CHECKscan Payment		519.04	0.00
05/01/22		Base Rent (05/2022)	1,019.04		1,019.04
05/06/22		Chk# 3300330073 - :CHECKscan Payment		500.00	519.04
05/06/22		Chk# 3300330061 - :CHECKscan Payment		519.04	0.00
06/01/22		Base Rent (06/2022)	1,019.04		1,019.04
06/02/22		Chk# 90 - :CHECKscan Payment		1,000.00	19.04
06/02/22		Chk# 90 - :CHECKscan Payment		19.04	0.00
07/01/22		Base Rent (07/2022)	1,019.04		1,019.04
07/05/22		1089 93768928 - :CHECKscan Payment		1,000.00	19.04
07/05/22		1089 93768939 - :CHECKscan Payment		19.04	0.00
08/01/22		Base Rent (08/2022)	1,019.04		1,019.04
08/03/22		Chk# 40194233607137 - :CHECKscan Payment		1,000.00	19.04
08/03/22		Chk# 40194233607146 - :CHECKscan Payment		19.04	0.00
09/01/22		Base Rent (09/2022)	1,019.04		1,019.04
09/06/22		Chk# 40194277735127 - :CHECKscan Payment		19.04	1,000.00
09/06/22		Chk# 40194277735118 - :CHECKscan Payment		1,000.00	0.00
10/01/22		Base Rent (10/2022)	1,019.04		1,019.04
10/04/22		1090 63304966 - :CHECKscan Payment		19.04	1,000.00
10/04/22		1090 63304955 - :CHECKscan Payment		1,000.00	0.00
11/01/22		Base Rent (11/2022)	1,019.04		1,019.04
11/03/22		Chk# 1090 - :CHECKscan Payment		1,000.00	19.04
11/03/22		Chk# 1090 - :CHECKscan Payment		19.04	0.00
12/01/22		Base Rent (12/2022)	1,019.04		1,019.04
12/05/22		Chk# 1090 - :CHECKscan Payment		1,000.00	19.04
12/05/22		Chk# 1090 - :CHECKscan Payment		19.04	0.00
01/01/23		Base Rent (01/2023)	1,019.04		1,019.04
01/03/23		Chk# 1090 - :CHECKscan Payment		1,000.00	19.04
01/03/23		Chk# 1090 - :CHECKscan Payment		19.04	0.00
02/01/23		Base Rent (02/2023)	1,019.04		1,019.04
02/03/23		Chk# 1090 - :CHECKscan Payment		1,000.00	19.04
02/03/23		Chk# 1090 - :CHECKscan Payment		19.04	0.00
03/01/23		Base Rent (03/2023)	1,019.04		1,019.04
03/06/23		Chk# 40194985519976 - :CHECKscan Payment		1,000.00	19.04

03/06/23	R041	Chk# 40194985519985 - :CHECKscan Payment		19.04	0.00
04/01/23		Base Rent (04/2023)	1,019.04		1,019.04
04/02/23		1090 85954494 - :CHECKscan Payment		1,000.00	19.04
04/02/23		1090 85954505 - :CHECKscan Payment		19.04	0.00
05/01/23		Base Rent (05/2023)	1,019.04		1,019.04
05/04/23		Chk# 3300355710 - :CHECKscan Payment		900.00	119.04
05/04/23		Chk# 3300355722 - :CHECKscan Payment		119.04	0.00
06/01/23		Base Rent (06/2023)	1,019.04		1,019.04
06/09/23		Chk# 1090 - :CHECKscan Payment		1,000.00	19.04
06/09/23		Chk# 1090 - :CHECKscan Payment		19.04	0.00
07/01/23		Base Rent (07/2023)	1,019.04		1,019.04
07/06/23		Chk# 1090 - :CHECKscan Payment		1,000.00	19.04
07/06/23		Chk# 90 - :CHECKscan Payment		19.04	0.00

0-30 Days	31-60 Days	61-90 Days	Over 90 Days	Current Owed
0.00	**0.00**	**0.00**	**979.86**	**979.86**

Exhibit D

Work Order Cost Analysis Details

Property : Woodland Park (cawoopa2)

Unit : 218-12

WO#	Property	Unit	Priority	Status	Category	Brief Desc.	Call Date	Scheduled Date	Completed Date	Amount
8310317	cawoopa2	218-12	Emergency	Work Completed	Plumbing	Ceiling leak	06/02/2024	06/03/2024	06/06/2024	0
8314618	cawoopa2	218-12		Work Completed	Painting	Serv- paint bath wall	06/03/2024	06/03/2024	06/06/2024	0
8314627	cawoopa2	218-12		Work Completed	Painting	Serv- wall mirror fell	06/03/2024	06/03/2024	06/06/2024	0
8426560	cawoopa2	218-12	Emergency	Work Completed	Locks / Keys / Doors	PTE 408-306-8624	06/24/2024	06/24/2024	07/08/2024	0
8649088	cawoopa2	218-12		Work Completed	Electrical Repair	Serv- eletrical problem in unit	08/13/2024	08/13/2024	08/28/2024	0
8649101	cawoopa2	218-12		Work Completed	Appliance Repair	Serv- stove range hood	08/13/2024	08/13/2024	08/14/2024	0
8649132	cawoopa2	218-12		Work Completed	Appliance Repair	Serv- not cooling and rusty	08/13/2024	08/13/2024	08/28/2024	0
8649138	cawoopa2	218-12		Work Completed	Appliance Repair	Serv- burners	08/13/2024	08/13/2024	08/14/2024	0
8649142	cawoopa2	218-12		Work Completed	Window and Blinds	serv- silidng door	08/13/2024	08/13/2024	10/22/2024	0
8649149	cawoopa2	218-12		Work Completed	Window Replace / Repair	Serv- all unit window	08/13/2024	08/13/2024	08/28/2024	0
8649161	cawoopa2	218-12		Work Completed	Cabinets and Drawers	Serv- kitchen cabinets	08/13/2024	08/13/2024	10/18/2024	0
8649190	cawoopa2	218-12	Emergency	Work Completed	HVAC Repair	Serv- heater	08/13/2024	08/13/2024	10/18/2024	0
8649197	cawoopa2	218-12		Work Completed	Locks / Keys	Serv- doors damaged	08/13/2024	08/13/2024	09/24/2024	0
8649223	cawoopa2	218-12		Work Completed	Community Amenities	Serv- exterior floor	08/13/2024	09/06/2024	09/24/2024	0
8649281	cawoopa2	218-12		Work Completed	Community Amenities	Serv- parking stall leak	08/13/2024	09/06/2024	09/24/2024	0
8649292	cawoopa2	218-12		Work Completed	Window and Blinds	Serv- all unit blinds	08/13/2024	08/13/2024	10/22/2024	0
8649298	cawoopa2	218-12		Work Completed	HVAC Repair	Serv- bathroom fan	08/13/2024	08/13/2024	08/14/2024	0
8830647	cawoopa2	218-12		Work Completed	Pest Control	INSPECTION	09/24/2024		09/30/2024	0
8949733	cawoopa2	218-12		Work Completed	Pest Control	INSPECTION	10/23/2024		10/14/2024	0
Total: 19										**0**

Work Order Cost Analysis Details

Property : Woodland Park (cawoopa2)

Unit : 218-12

WO#	Property	Unit	Priority	Status	Category	Brief Desc.	Call Date	Scheduled Date	Completed Date	Amount
8830647	cawoopa2	218-12		Work Completed	Pest Control	INSPECTION	09/24/2024		09/30/2024	0
8944375	cawoopa2	218-12	Emergency	Work Completed	Plumbing	GS Standard Plumbing	10/22/2024	10/22/2024	10/25/2024	0
8949733	cawoopa2	218-12		Work Completed	Pest Control	INSPECTION	10/23/2024		10/14/2024	0
8974810	cawoopa2	218-12		Work Completed	Lighting	Lights in Kitchen not working	10/30/2024		12/02/2024	0
8974815	cawoopa2	218-12		Work Completed	Appliance Repair	Kitchen Hood does not work	10/30/2024		11/04/2024	0
8974822	cawoopa2	218-12		Work Completed	Appliance Repair	Fridge does not cool	10/30/2024		11/04/2024	0
8974825	cawoopa2	218-12		Work Completed	Cabinets and Drawers	Cabinets damaged	10/30/2024		11/04/2024	0
8974833	cawoopa2	218-12		Work Completed	Building Interior	Discoloration in Kitchen	10/30/2024		11/25/2024	0
8974838	cawoopa2	218-12		Work Completed	Appliance Repair	Stove never replaced	10/30/2024		12/02/2024	0
8974845	cawoopa2	218-12		Work Completed	Building Interior	Bathroom Discoloration	10/30/2024		11/25/2024	0
8974846	cawoopa2	218-12		Work Completed	Building Interior	Discoloration in bedroom	10/30/2024		11/25/2024	0
8974850	cawoopa2	218-12		Work Completed	Window Replace / Repair	Windows dont work	10/30/2024		12/02/2024	0
8974853	cawoopa2	218-12		Work Completed	Plumbing	Pipes clogging	10/30/2024		11/04/2024	0
8974858	cawoopa2	218-12		Work Completed	Cabinets and Drawers	Cabinets missing Knobs	10/30/2024		11/04/2024	0
8974862	cawoopa2	218-12		Work Completed	Lighting	Hallway lights missing covers	10/30/2024		12/02/2024	0
8974867	cawoopa2	218-12		Work Completed	Water Intrusion	Water leak in parking lot	10/30/2024		11/21/2024	0
8974872	cawoopa2	218-12		Work Completed	Appliance Repair	stove burners not working	10/30/2024		12/16/2024	0
8974877	cawoopa2	218-12		Work Completed	Community Amenities	Front Gate not working	10/30/2024		11/25/2024	0
Total: 18										**0**

Exhibit E

Woodland Park
5 Newell Ct
East Palo Alto,CA 94303
Office (650) 566-2000x

Work Order No. 8310317
Date Call: 6/2/2024 6:20:00 PM

Date Scheduled: 6/3/2024 9:04:00 AM

Status Work Completed

Date Completed: 6/6/2024 9:00:12 AM
Brief Desc: Ceiling leak

Job Site: cawoopa2/218-12
301 East O'Keefe Street
#12
East Palo Alto,CA 94303

Caller Name: Alejandra Gonzalez
Caller Phone: (408) 306-8624x
Occupant: Diaz (t2841181)

Priority: Emergency
Ok to enter? NO
Category: Plumbing
Mobile (408) 332-0479x
SubCategory: Tub

Access Notes: PTE: No POC, Pets: yes (dog secured), Alarm: No

Problem Description: There's a leak coming from the bathroom ceiling. Dripping on the bathtub and the floor. The cabinet with the mirror is coming off because of this situation.
JBolivar/RCC

Parts & Labor

Quantity/ Hours	Item Type/ Employee Name	Description	Unit Price	Total

Total

Authorized by: _____
Signed by _____
Dated _____
Invoice No. _____

Technician Notes: painted ceiling

Woodland Park
5 Newell Ct
East Palo Alto,CA 94303
Office (650) 566-2000x

Work Order No. 8314618
Date Call: 6/3/2024 2:27:00 PM

Date Scheduled: 6/3/2024 4:38:00 PM

Status Work Completed

Date Completed: 6/6/2024 9:00:49 AM
Brief Desc: Serv- paint bath wall

Job Site: cawoopa2/218-12
301 East O'Keefe Street
#12
East Palo Alto,CA 94303

Caller Name: Gabriel Diaz

Caller Phone:
Occupant: Diaz (t2841181)

Mobile (408) 332-0479x

Ok to enter? YES
Category: Painting

Problem Description: PTE

bathroom wall was opened for a leak and now needs to be sanded down and painted

408 306 8624

OG

Parts & Labor

Quantity/ Hours	Item Type/ Employee Name	Description	Unit Price	Total

Total

Authorized by: _____
Signed by _____
Dated _____
Invoice No. _____

Technician Notes: painted walls

Woodland Park
5 Newell Ct
East Palo Alto,CA 94303
Office (650) 566-2000x

Work Order No. 8314627
Date Call: 6/3/2024 2:28:00 PM

Date Scheduled: 6/3/2024 4:39:00 PM

Status Work Completed

Date Completed: 6/6/2024 9:18:56 AM
Brief Desc: Serv- wall mirror fell

Job Site: cawoopa2/218-12
301 East O'Keefe Street
#12
East Palo Alto,CA 94303

Caller Name: Gabriel Diaz

Caller Phone:
Occupant: Diaz (t2841181)

Mobile (408) 332-0479x

Ok to enter? YES
Category: Painting

Problem Description: PTE

wall mirror fell off and fell ontop of the youngest son they tried putting it back but it still wants to come off

408 306 8624

OG

Parts & Labor

Quantity/ Hours	Item Type/ Employee Name	Description	Unit Price	Total

Total

Authorized by: _____
Signed by _____
Dated _____
Invoice No. _____

Technician Notes: RE-INSTALLED WALL CABINET

Woodland Park
5 Newell Ct
East Palo Alto,CA 94303
Office (650) 566-2000x

Work Order No. 8426560
Date Call: 6/24/2024 4:38:00 PM
Date Scheduled: 6/24/2024 5:03:00 PM

Status Work Completed

Date Completed: 7/8/2024 8:36:30 AM
Brief Desc: PTE 408-306-8624

Job Site: cawoopa2/218-12
301 East O'Keefe Street
#12
East Palo Alto,CA 94303

Caller Name:
Caller Phone: (408) 306-8624x
Occupant: Diaz (t2841181)

Priority: Emergency
Ok to enter? YES
Category: Locks / Keys / Doors
Mobile (408) 332-0479x
SubCategory: Interior Door Issue

Problem Description: PTE 408-306-8624
resident states the patio glass door is broken please replace

Parts & Labor

Quantity/ Hours	Item Type/ Employee Name	Description	Unit Price	Total

Total

Authorized by: _____
Signed by _____
Dated _____
Invoice No. _____

Technician Notes: replaced broken glass.

Woodland Park
5 Newell Ct
East Palo Alto,CA 94303
Office (650) 566-2000x

Work Order No. 8649088
Date Call: 8/13/2024 9:55:00 AM

Date Scheduled: 8/13/2024 10:00:00 AM

Status Work Completed

Date Completed: 8/28/2024 3:35:13 PM
Brief Desc: Serv- eletrical problem in unit

Job Site: cawoopa2/218-12
301 East O'Keefe Street
#12
East Palo Alto,CA 94303

Caller Name: Gabriel Diaz

Caller Phone:
Occupant: Diaz (t2841181)

Mobile (408) 332-0479x

Ok to enter? NO
Category: Electrical Repair

Problem Description: NO PTE

resident reported that the kitchen lights and all lights in general are always falling and are in bad conditions

408-306-8624

OG

Parts & Labor

Quantity/ Hours	Item Type/ Employee Name	Description	Unit Price	Total

Total

Authorized by: _____
Signed by _____
Dated _____
Invoice No. _____

Technician Notes: replaced burners and receptacles. stove is working fine

Woodland Park
5 Newell Ct
East Palo Alto,CA 94303
Office (650) 566-2000x

Work Order No. 8649101
Date Call: 8/13/2024 9:56:00 AM
Date Scheduled: 8/13/2024 10:00:00 AM
Date Completed: 8/14/2024 4:23:44 PM
Brief Desc: Serv- stove range hood
Job Site: cawoopa2/218-12
301 East O'Keefe Street
#12
East Palo Alto,CA 94303

Status Work Completed

Caller Name: Gabriel Diaz
Caller Phone:
Occupant: Diaz (t2841181)
Mobile (408) 332-0479x

Ok to enter? NO
Category: Appliance Repair
SubCategory: Stove

Problem Description: NO PTE

resident reports that the range hood is not working its damaged the fan wont oull any air out

408-306-8624

OG

Parts & Labor

Quantity/ Hours	Item Type/ Employee Name	Description	Unit Price	Total

Total

Authorized by: _____
Signed by _____
Dated _____
Invoice No. _____

Technician Notes: 30" stove range was replace with a new one

Woodland Park
5 Newell Ct
East Palo Alto,CA 94303
Office (650) 566-2000x

Work Order No. 8649132
Date Call: 8/13/2024 9:59:00 AM
Date Scheduled: 8/13/2024 10:06:00 AM
Date Completed: 8/28/2024 3:34:35 PM
Brief Desc: Serv- not cooling and rusty

Job Site: cawoopa2/218-12
301 East O'Keefe Street
#12
East Palo Alto,CA 94303

Status Work Completed

Caller Name: Gabriel Diaz
Caller Phone:
Occupant: Diaz (t2841181)
Mobile (408) 332-0479x

Ok to enter? YES
Category: Appliance Repair
SubCategory: Refrigerator

Problem Description: PTE

fridge is not cooling, its rusty and has a bad smell resident wants it replaced

408-306-8624

OG

Parts & Labor

Quantity/ Hours	Item Type/ Employee Name	Description	Unit Price	Total
0.0000	Lopez		0.00	0.00
			Total	0.00

Authorized by: _____
Signed by _____
Dated _____
Invoice No. _____

Technician Notes: Fridge had no freeon, replaced refrigerator.

Woodland Park
5 Newell Ct
East Palo Alto,CA 94303
Office (650) 566-2000x

Work Order No. 8649138
Date Call: 8/13/2024 10:02:00 AM
Date Scheduled: 8/13/2024 10:07:00 AM
Date Completed: 8/14/2024 4:27:00 PM
Brief Desc: Serv- burners

Status Work Completed

Job Site: cawoopa2/218-12
301 East O'Keefe Street
#12
East Palo Alto,CA 94303

Caller Name: Gabriel Diaz
Caller Phone:
Occupant: Diaz (t2841181)
Mobile (408) 332-0479x

Ok to enter? NO
Category: Appliance Repair
SubCategory: Stove

Problem Description: NO PTE

stove burners are always turning off they dont heat up properly and has rust on some parts resident wants a new one

408-306-8624

OG

Parts & Labor

Quantity/ Hours	Item Type/ Employee Name	Description	Unit Price	Total

Total

Authorized by: _____
Signed by _____
Dated _____
Invoice No. _____

Technician Notes: stove is a new unit. 2 receptor were changed and 2 burners.
resident wasn't satisfy because she wants a new complete stove. overall stove was checked with resident to make sure it worked. said husband was gonna make a complain with Pabel

Woodland Park
5 Newell Ct
East Palo Alto,CA 94303
Office (650) 566-2000x

Work Order No. 8649142
Date Call: 8/13/2024 10:03:00 AM

Date Scheduled: 8/13/2024 10:08:00 AM

Status Scheduled

Brief Desc: serv- silidng door

Job Site: cawoopa2/218-12
301 East O'Keefe Street
#12
East Palo Alto,CA 94303

Caller Name: Gabriel Diaz

Caller Phone:

Occupant: Diaz (t2841181)

Mobile (408) 332-0479x

Ok to enter? NO
Category: Window and Blinds

Technician Notes
Time: _____ **Date:** _____
Material: _____

Problem Description: NO PTE

sliding door doesnt close properly resdient wants it replaced

408-306-8624

OG

Parts & Labor

Quantity/ Hours	Item Type/ Employee Name	Description	Unit Price	Total
0.0000	Lopez		0.00	0.00
			Total	0.00

Authorized by: _____
Signed by _____
Dated _____
Invoice No. _____

Technician Notes: balcony door has a bad track and frame, needs frame and wheels to be repaired. Advised resident that we will be back to repair but she needs to move her curtains and furniture in balcony and livignroom so we can work on the sliding door.

Scheduled repaires with resident for 9/6/2027.

9/6/2024--Resident cancelled said she doesn't want us working on her units unitl see shes new windows and doors.

9/10/2024 Called resident to reschedule, left voicemail.

Woodland Park
5 Newell Ct
East Palo Alto,CA 94303
Office (650) 566-2000x

Work Order No. 8649149
Date Call: 8/13/2024 10:04:00 AM

Date Scheduled: 8/13/2024 10:11:00 AM

Status Work Completed

Date Completed: 8/28/2024 12:29:26 PM
Brief Desc: Serv- all unit window

Job Site: cawoopa2/218-12
301 East O'Keefe Street
#12
East Palo Alto,CA 94303

Caller Name: Gabriel Diaz

Caller Phone:
Occupant: Diaz (t2841181)

Mobile (408) 332-0479x

Ok to enter? NO
Category: Window Replace / Repair

Problem Description: NO PTE

resident reports that all wi ndows in unit are old and rusty and would like them repaired as many of them do not work properly

408-306-8624

O G

Parts & Labor

Quantity/ Hours	Item Type/ Employee Name	Description	Unit Price	Total

Total

Authorized by: _____
Signed by _____
Dated _____
Invoice No. _____

Technician Notes: All windows open and close properly no issues at all.

Woodland Park
5 Newell Ct
East Palo Alto,CA 94303
Office (650) 566-2000x

Work Order No. 8649161
Date Call: 8/13/2024 10:05:00 AM
Date Scheduled: 8/13/2024 10:13:00 AM
Date Completed: 10/18/2024 2:57:45 PM
Brief Desc: Serv- kitchen cabinets

Status Work Completed

Job Site: cawoopa2/218-12
301 East O'Keefe Street
#12
East Palo Alto,CA 94303

Caller Name: Gabriel Diaz
Caller Phone:
Occupant: Diaz (t2841181)
Mobile (408) 332-0479x

Ok to enter? NO
Category: Cabinets and Drawers

Problem Description: No PTE

kitchen cabinets are old and do not close properly and there are parts missing

408-306-8624

OG

Parts & Labor

Quantity/ Hours	Item Type/ Employee Name	Description	Unit Price	Total
0.0000	Bedolla		0.00	0.00
			Total	0.00

Authorized by: _____
Signed by _____
Dated _____
Invoice No. _____

Technician Notes: recommend refurbishing cabinets, they are still on good condition just need refurbishing.

Scheduled repaires with resident for 9/6/2027.

9/6/2024--Resident cancelled said she doesn't want us working unless we come in with brand new cabinets.

9/10/2024 Called resident to reschedule, left voicemail.

10/11/2024--Refurbished kitchen cabinets, cleaned, primed and painted, replaced guides and hinges as well as handles.

Woodland Park
5 Newell Ct
East Palo Alto,CA 94303
Office (650) 566-2000x

Work Order No. 8649190
Date Call: 8/13/2024 10:07:00 AM

Date Scheduled: 8/13/2024 10:15:00 AM

Status Work Completed

Date Completed: 10/18/2024 3:11:24 PM
Brief Desc: Serv- heater

Job Site: cawoopa2/218-12
301 East O'Keefe Street
#12
East Palo Alto,CA 94303

Caller Name: Gabriel Diaz

Caller Phone:
Occupant: Diaz (t2841181)

Priority: Emergency
Ok to enter? NO
Category: HVAC Repair

Mobile (408) 332-0479x

SubCategory: Heater

Problem Description: NO PTE

heaters in unit are falling and they do not work

408-306-8624

OG

Parts & Labor

Quantity/ Hours	Item Type/ Employee Name	Description	Unit Price	Total

Total

Authorized by: _____
Signed by _____
Dated _____
Invoice No. _____

Technician Notes: Scheduled repaires with resident for 9/5/2027.

9/5/2024--Resident cancelled said she doesn't want us working on the heater unless we bring in new ones.

9/10/2024 Called resident to reschedule, left voicemail.

10/11/2024--Replaced wall heater, did not turn it on because PG&E has the meter shut off advised resident to please contact PG&E to restore her gas account.

Woodland Park
5 Newell Ct
East Palo Alto,CA 94303
Office (650) 566-2000x

Work Order No. 8649197
Date Call: 8/13/2024 10:12:00 AM

Date Scheduled: 8/13/2024 10:15:00 AM

Status Work Completed

Date Completed: 9/24/2024 8:53:15 AM
Brief Desc: Serv- doors damaged

Job Site: cawoopa2/218-12
301 East O'Keefe Street
#12
East Palo Alto,CA 94303

Caller Name: Gabriel Diaz

Caller Phone:
Occupant: Diaz (t2841181)

Mobile (408) 332-0479x

Ok to enter? NO
Category: Locks / Keys

Problem Description: NO PTE

doors in unit are damaged resident is asking for replacement

408-306-8624

OG

Parts & Labor

Quantity/ Hours	Item Type/ Employee Name	Description	Unit Price	Total

Total

Authorized by: _____
Signed by _____
Dated _____
Invoice No. _____

Technician Notes: 8/14/2024 CONTACTED RESIDENT LEFT VOICEMAIL

8/16/2024 KNOCKED ON DOOR AND RESIDENT DIDNT ANSWER. CALLED AND LEFT VOICEMAIL.

8/18/2024 RESIDENT SAID SHE WAS COOKING AND FAMILY WAS EATING DID NOT LET US IN.

9/13/2024 Replaced bedroom door and painted door.

Woodland Park
5 Newell Ct
East Palo Alto,CA 94303
Office (650) 566-2000x

Work Order No. 8649223
Date Call: 8/13/2024 10:13:00 AM

Date Scheduled: 9/6/2024 1:34:00 PM

Status Work Completed

Date Completed: 9/24/2024 8:55:13 AM
Brief Desc: Serv- exterior floor

Job Site: cawoopa2/218-12
301 East O'Keefe Street
#12
East Palo Alto,CA 94303

Caller Name: Gabriel Diaz

Caller Phone:
Occupant: Diaz (t2841181)

Mobile (408) 332-0479x

Ok to enter? YES
Category: Community Amenities

Problem Description: resident is reporting that the exterior floor is damaged and moves its dangerous someone can fall

408-306-8624

OG

Parts & Labor

Quantity/ Hours	Item Type/ Employee Name	Description	Unit Price	Total
0.0000	Blanco		0.00	0.00
			Total	0.00

Authorized by: _____
Signed by _____
Dated _____
Invoice No. _____

Technician Notes: 8/15/2024 Repaired damaged hole on the walk way, it was a trip hazard.

Woodland Park
5 Newell Ct
East Palo Alto,CA 94303
Office (650) 566-2000x

Work Order No. 8649281
Date Call: 8/13/2024 10:16:00 AM

Date Scheduled: 9/6/2024 1:34:00 PM

Status Work Completed

Date Completed: 9/24/2024 9:04:00 AM
Brief Desc: Serv- parking stall leak

Job Site: cawoopa2/218-12
301 East O'Keefe Street
#12
East Palo Alto,CA 94303

Caller Name: Gabriel Diaz

Caller Phone:
Occupant: Diaz (t2841181)

Mobile (408) 332-0479x

Ok to enter? YES
Category: Community Amenities

SubCategory: Grounds (General)

Problem Description: there is a leak in his parking stall

408-306-8624

OG

Parts & Labor

Quantity/ Hours	Item Type/ Employee Name	Description	Unit Price	Total
0.0000	Blanco		0.00	0.00
			Total	0.00

Authorized by: _____
Signed by _____
Dated _____
Invoice No. _____

Technician Notes: 8/14/2024--Inspected leak from unit 12, Found leak coming from shower. Will send notice to enter

8/16/2024--Found leak coming from tub and enclosure seam. Recaulked it with silicone and also inspected the carport area. removed damaged drywall and stucco.

8/21/2024--Inspected again but found no leaks. Advised resident we will leave the carport open for a few days to let the wood dry and then we will close it out.

9/19/2024-- Replace stucco and drywall in carport area.

Woodland Park
5 Newell Ct
East Palo Alto,CA 94303
Office (650) 566-2000x

Work Order No. 8649292
Date Call: 8/13/2024 10:26:00 AM

Date Scheduled: 8/13/2024 11:41:00 AM

Status Scheduled

Brief Desc: Serv- all unit blinds

Job Site: cawoopa2/218-12
301 East O'Keefe Street
#12
East Palo Alto,CA 94303

Caller Name: Gabriel Diaz

Caller Phone:
Occupant: Diaz (t2841181)

Mobile (408) 332-0479x

Ok to enter? NO
Category: Window and Blinds

Technician Notes
Time: _____ **Date:** _____
Material: _____

Problem Description: NO PTE

all unit blinds have discoloration

408-306-8624

OG

Parts & Labor

Quantity/ Hours	Item Type/ Employee Name	Description	Unit Price	Total

Total

Authorized by: _____
Signed by _____
Dated _____
Invoice No. _____

Technician Notes: 8/16/2024--Resident doesn't have blinds, she has her personal curtains. advised resident to move her curtains and furniture so we can install our blinds.

8/20/2024--Resident advised she works during the night and does not want us to come in, in the apartment this morning.

8/22/2024--resident did not let us in she stated that they were eating, husband did show us a leak in stall number 7. Took pictures and documented for repairs.

8/24/24--Call tenant she advised 9/13/2024 would be a good day to enter.

9/13/2024--Upon arrival resident did not let us in because she wants all new windows, kitchen cabinets and balcony door, heaters before we do any work.

Woodland Park
5 Newell Ct
East Palo Alto,CA 94303
Office (650) 566-2000x

Work Order No. 8649298
Date Call: 8/13/2024 10:27:00 AM

Date Scheduled: 8/13/2024 11:42:00 AM

Status Work Completed

Date Completed: 8/14/2024 4:20:52 PM
Brief Desc: Serv- bathroom fan

Job Site: cawoopa2/218-12
301 East O'Keefe Street
#12
East Palo Alto,CA 94303

Caller Name: Gabriel Diaz

Caller Phone:
Occupant: Diaz (t2841181)

Mobile (408) 332-0479x

Ok to enter? NO
Category: HVAC Repair

SubCategory: Bathroom Exhaust Fan

Problem Description: NO PTE

bathroom fan doesnt work

408-306-8624

OG

Parts & Labor

Quantity/ Hours	Item Type/ Employee Name	Description	Unit Price	Total

Total

Authorized by: _____
Signed by _____
Dated _____
Invoice No. _____

Technician Notes: no fan in bathroom for this unit

Woodland Park
5 Newell Ct
East Palo Alto,CA 94303
Office (650) 566-2000x

Work Order No. 8830647
Date Call: 9/24/2024 10:51:00 AM

Status Work Completed

Date Completed: 9/30/2024 10:45:00 AM
Brief Desc: INSPECTION

Job Site: cawoopa2/218-12
301 East O'Keefe Street
#12
East Palo Alto,CA 94303

Caller Name: Gabriel Diaz
Caller Phone:
Occupant: Diaz (t2841181)

Mobile (408) 332-0479x

Ok to enter? YES
Category: Pest Control

Problem Description: roaches

Parts & Labor

Quantity/ Hours	Item Type/ Employee Name	Description	Unit Price	Total

Total

Authorized by: _____
Signed by _____
Dated _____
Invoice No. _____

Technician Notes: 9/30 BANNER unknown unable to gain access minor left home alone

Woodland Park
5 Newell Ct
East Palo Alto,CA 94303
Office (650) 566-2000x

Work Order No. 8944375
Date Call: 10/22/2024 11:33:00 AM

Status Call

Brief Desc: GS Standard Plumbing

Job Site: cawoopa2/218-12
301 East O'Keefe Street
#12
East Palo Alto,CA 94303

Caller Name: Gabriel Diaz
Caller Phone: ((40) 8)3-32-0x 479
Occupant: Diaz (t2841181)

Priority: Emergency
Mobile (408) 332-0479x
Ok to enter? YES
Category: Plumbing
SubCategory: Kitchen Sink

Technician Notes
Time: _____ **Date:** _____
Material: _____

Problem Description: PTE
(408) 332-0479
Gabriel Diaz
The kitchen sink is clogged
LR

Parts & Labor

Quantity/ Hours	Item Type/ Employee Name	Description	Unit Price	Total

Total

Authorized by: _____
Signed by _____
Dated _____
Invoice No. _____

Woodland Park
5 Newell Ct
East Palo Alto,CA 94303
Office (650) 566-2000x

Work Order No. 8830647
Date Call: 9/24/2024 10:51:00 AM

Status Work Completed

Date Completed: 9/30/2024 10:45:00 AM
Brief Desc: INSPECTION

Job Site: cawoopa2/218-12
301 East O'Keefe Street
#12
East Palo Alto,CA 94303

Caller Name: Gabriel Diaz

Caller Phone:
Occupant: Diaz (t2841181)
Home (408) 306-8624x

Mobile (408) 332-0479x

Ok to enter? YES
Category: Pest Control

Problem Description: roaches

Parts & Labor

Quantity/ Hours	Item Type/ Employee Name	Description	Unit Price	Total

Total

Authorized by: _____
Signed by _____
Dated _____
Invoice No. _____

Technician Notes: 9/30 BANNER unknown unable to gain access minor left home alone

Woodland Park
5 Newell Ct
East Palo Alto,CA 94303
Office (650) 566-2000x

Work Order No. 8944375
Date Call: 10/22/2024 11:33:00 AM

Date Scheduled: 10/22/2024 1:39:00 PM

Status Work Completed

Date Completed: 10/25/2024 9:35:34 AM
Brief Desc: GS Standard Plumbing

Job Site: cawoopa2/218-12
301 East O'Keefe Street
#12
East Palo Alto,CA 94303

Caller Name: Gabriel Diaz

Caller Phone: (408) 332-0479x
Occupant: Diaz (t2841181)
Home (408) 306-8624x

Priority: Emergency
Ok to enter? YES
Category: Plumbing

Mobile (408) 332-0479x

SubCategory: Kitchen Sink

Problem Description:
PTE
(408) 332-0479
Gabriel Diaz
The kitchen sink is clogged
LR

Parts & Labor

Quantity/ Hours	Item Type/ Employee Name	Description	Unit Price	Total

Total

Authorized by: _____
Signed by _____
Dated _____
Invoice No. _____

Technician Notes: unclogged sink in the kitchen and replaced garbage disposal

Woodland Park
5 Newell Ct
East Palo Alto,CA 94303
Office (650) 566-2000x

Work Order No. 8949733
Date Call: 10/23/2024 2:37:00 PM

Status Work Completed

Date Completed: 10/14/2024 2:37:00 PM
Brief Desc: INSPECTION

Job Site: cawoopa2/218-12
301 East O'Keefe Street
#12
East Palo Alto,CA 94303

Caller Name: Gabriel Diaz

Caller Phone:
Occupant: Diaz (t2841181)
Home (408) 306-8624x

Mobile (408) 332-0479x

Ok to enter? YES
Category: Pest Control

Problem Description: Roaches/ rodents

Parts & Labor

Quantity/ Hours	Item Type/ Employee Name	Description	Unit Price	Total

Total

Authorized by: _____
Signed by _____
Dated _____
Invoice No. _____

Technician Notes: 10/14 BANNER no activity of rats or roaches

Woodland Park
5 Newell Ct
East Palo Alto,CA 94303
Office (650) 566-2000x

Work Order No. 8974810
Date Call: 10/30/2024 9:45:00 AM

Status Work Completed

Date Completed: 12/2/2024 5:15:44 PM
Brief Desc: Lights in Kitchen not working

Job Site: cawoopa2/218-12
301 East O'Keefe Street
#12
East Palo Alto,CA 94303

Caller Name: Gabriel Diaz

Caller Phone:
Occupant: Diaz (t2841181)
Home (408) 306-8624x

Mobile (408) 332-0479x

Ok to enter? NO
Category: Lighting

Problem Description: PTE - NO, CALL FIRST

Parts & Labor

Quantity/ Hours	Item Type/ Employee Name	Description	Unit Price	Total
120.0000	Bedolla		0.00	0.00
			Total	0.00

Authorized by: _____
Signed by _____
Dated _____
Invoice No. _____

Technician Notes: 10/31/2024 Pictures have been taken, will schedule for repairs. 11/05/2024 Replaced kitchen light fixture.

Woodland Park
5 Newell Ct
East Palo Alto,CA 94303
Office (650) 566-2000x

Work Order No. 8974815
Date Call: 10/30/2024 9:45:00 AM

Status Work Completed

Date Completed: 11/4/2024 9:54:58 AM
Brief Desc: Kitchen Hood does not work

Job Site: cawoopa2/218-12
301 East O'Keefe Street
#12
East Palo Alto,CA 94303

Caller Name: Gabriel Diaz

Caller Phone:
Occupant: Diaz (t2841181)
Home (408) 306-8624x

Mobile (408) 332-0479x

Ok to enter? NO
Category: Appliance Repair

Problem Description: PTE - NO, CALL FIRST

Parts & Labor

Quantity/ Hours	Item Type/ Employee Name	Description	Unit Price	Total
0.2500	Bedolla		0.00	0.00
			Total	0.00

Authorized by: _____
Signed by _____
Dated _____
Invoice No. _____

Technician Notes: 10/31/2024 Range hood was replaced back in August; range hood is working fine.

Woodland Park
5 Newell Ct
East Palo Alto,CA 94303
Office (650) 566-2000x

Work Order No. 8974822
Date Call: 10/30/2024 9:46:00 AM

Status Work Completed

Date Completed: 11/4/2024 9:52:48 AM
Brief Desc: Fridge does not cool

Job Site: cawoopa2/218-12
301 East O'Keefe Street
#12
East Palo Alto,CA 94303

Caller Name: Gabriel Diaz
Caller Phone:
Occupant: Diaz (t2841181)
Home (408) 306-8624x
Mobile (408) 332-0479x

Ok to enter? NO
Category: Appliance Repair
SubCategory: Refrigerator

Problem Description: PTE - NO, CALL FIRST

Parts & Labor

Quantity/ Hours	Item Type/ Employee Name	Description	Unit Price	Total
0.2500	Bedolla		0.00	0.00
			Total	0.00

Authorized by: _____
Signed by _____
Dated _____
Invoice No. _____

Technician Notes: 10/31/2024 Refrigerator was replaced back in August, fridge is working fine with no issues.

Woodland Park
5 Newell Ct
East Palo Alto,CA 94303
Office (650) 566-2000x

Work Order No. 8974825
Date Call: 10/30/2024 9:47:00 AM

Status Work Completed

Date Completed: 11/4/2024 9:56:04 AM
Brief Desc: Cabinets damaged

Job Site: cawoopa2/218-12
301 East O'Keefe Street
#12
East Palo Alto,CA 94303

Caller Name: Gabriel Diaz

Caller Phone:
Occupant: Diaz (t2841181)
Home (408) 306-8624x

Mobile (408) 332-0479x

Ok to enter? NO
Category: Cabinets and Drawers

Problem Description: PTE - NO, CALL FIRST

Parts & Labor

Quantity/ Hours	Item Type/ Employee Name	Description	Unit Price	Total
0.2500	Bedolla		0.00	0.00
			Total	0.00

Authorized by: _____
Signed by _____
Dated _____
Invoice No. _____

Technician Notes: 10/31/2024 Kitchen cabinets were refurbished back in September, new rails, hinges, knobs and paint job was completed. Cabinets and drawers open and close fine.

Woodland Park
5 Newell Ct
East Palo Alto,CA 94303
Office (650) 566-2000x

Work Order No. 8974833
Date Call: 10/30/2024 9:47:00 AM

Status Work Completed

Date Completed: 11/25/2024 4:28:16 PM
Brief Desc: Discoloration in Kitchen

Job Site: cawoopa2/218-12
301 East O'Keefe Street
#12
East Palo Alto,CA 94303

Caller Name: Gabriel Diaz

Caller Phone:
Occupant: Diaz (t2841181)
Home (408) 306-8624x

Mobile (408) 332-0479x

Ok to enter? NO
Category: Building Interior

Problem Description: PTE - NO, CALL FIRST

Parts & Labor

Quantity/ Hours	Item Type/ Employee Name	Description	Unit Price	Total
0.5000	Bedolla		0.00	0.00
			Total	0.00

Authorized by: _____
Signed by _____
Dated _____
Invoice No. _____

Technician Notes: 10/31/2024 Inspected unit found no discoloration in any room. Inspected living-room, kitchen, bedroom and bathroom.

Woodland Park
5 Newell Ct
East Palo Alto,CA 94303
Office (650) 566-2000x

Work Order No. 8974838
Date Call: 10/30/2024 9:48:00 AM

Status Work Completed

Date Completed: 12/2/2024 5:21:06 PM
Brief Desc: Stove never replaced

Job Site: cawoopa2/218-12
301 East O'Keefe Street
#12
East Palo Alto,CA 94303

Caller Name: Gabriel Diaz
Caller Phone:
Occupant: Diaz (t2841181)
Home (408) 306-8624x
Mobile (408) 332-0479x

Ok to enter? NO
Category: Appliance Repair
SubCategory: Stove

Problem Description: PTE - NO, CALL FIRST

Parts & Labor

Quantity/ Hours	Item Type/ Employee Name	Description	Unit Price	Total
0.5000	Bedolla		0.00	0.00
			Total	0.00

Authorized by: _____
Signed by _____
Dated _____
Invoice No. _____

Technician Notes: 10/31/2024 Stove is working turn on all burners and oven and it's working fine.

Woodland Park
5 Newell Ct
East Palo Alto,CA 94303
Office (650) 566-2000x

Work Order No. 8974845
Date Call: 10/30/2024 9:48:00 AM

Status Work Completed

Date Completed: 11/25/2024 4:37:03 PM
Brief Desc: Bathroom Discoloration

Job Site: cawoopa2/218-12
301 East O'Keefe Street
#12
East Palo Alto,CA 94303

Caller Name: Gabriel Diaz

Caller Phone:
Occupant: Diaz (t2841181)
Home (408) 306-8624x

Mobile (408) 332-0479x

Ok to enter? NO
Category: Building Interior

Problem Description: PTE - NO, CALL FIRST

Parts & Labor

Quantity/ Hours	Item Type/ Employee Name	Description	Unit Price	Total
0.2500	Bedolla		0.00	0.00
			Total	0.00

Authorized by: _____
Signed by _____
Dated _____
Invoice No. _____

Technician Notes: 10/31/2024 Inspected unit found no discoloration in any room. Inspected living-room, kitchen, bedroom and bathroom. Drywall and discoloration were moved in the bathroom back in August.

Woodland Park
5 Newell Ct
East Palo Alto,CA 94303
Office (650) 566-2000x

Work Order No. 8974846
Date Call: 10/30/2024 9:49:00 AM

Status Work Completed

Date Completed: 11/25/2024 4:37:51 PM
Brief Desc: Discoloration in bedroom

Job Site: cawoopa2/218-12
301 East O'Keefe Street
#12
East Palo Alto,CA 94303

Caller Name: Gabriel Diaz

Caller Phone:
Occupant: Diaz (t2841181)
Home (408) 306-8624x

Mobile (408) 332-0479x

Ok to enter? NO
Category: Building Interior

Problem Description: PTE - NO, CALL FIRST

Parts & Labor

Quantity/ Hours	Item Type/ Employee Name	Description	Unit Price	Total
0.2500	Bedolla		0.00	0.00
			Total	0.00

Authorized by: _____
Signed by _____
Dated _____
Invoice No. _____

Technician Notes: 10/31/2024 Inspected unit found no discoloration in any room. Inspected living-room, kitchen, bedroom and bathroom.

Woodland Park
5 Newell Ct
East Palo Alto,CA 94303
Office (650) 566-2000x

Work Order No. 8974850
Date Call: 10/30/2024 9:50:00 AM

Status Work Completed

Date Completed: 12/2/2024 5:18:00 PM
Brief Desc: Windows dont work

Job Site: cawoopa2/218-12
301 East O'Keefe Street
#12
East Palo Alto,CA 94303

Caller Name: Gabriel Diaz

Caller Phone:
Occupant: Diaz (t2841181)
Home (408) 306-8624x

Mobile (408) 332-0479x

Ok to enter? NO
Category: Window Replace / Repair

Problem Description: PTE - NO, CALL FIRST -- not specified

Parts & Labor

Quantity/ Hours	Item Type/ Employee Name	Description	Unit Price	Total
0.2500	Bedolla		0.00	0.00
			Total	0.00

Authorized by: _____
Signed by _____
Dated _____
Invoice No. _____

Technician Notes: 10/31/2024 Windows open and close just fine, no issues.

Woodland Park
5 Newell Ct
East Palo Alto,CA 94303
Office (650) 566-2000x

Work Order No. 8974853
Date Call: 10/30/2024 9:51:00 AM

Status Work Completed

Date Completed: 11/4/2024 9:57:38 AM
Brief Desc: Pipes clogging

Job Site: cawoopa2/218-12
301 East O'Keefe Street
#12
East Palo Alto,CA 94303

Caller Name: Gabriel Diaz

Caller Phone:
Occupant: Diaz (t2841181)
Home (408) 306-8624x

Mobile (408) 332-0479x

Ok to enter? NO
Category: Plumbing

Problem Description: PTE - NO, CALL FIRST

Parts & Labor

Quantity/ Hours	Item Type/ Employee Name	Description	Unit Price	Total
0.2500	Bedolla		0.00	0.00
			Total	0.00

Authorized by: _____
Signed by _____
Dated _____
Invoice No. _____

Technician Notes: 10/31/2024 All interior drains have no issues draining, inspected kitchen sink, bathroom sink and tub drain all are draining fine.

Woodland Park
5 Newell Ct
East Palo Alto,CA 94303
Office (650) 566-2000x

Work Order No. 8974858
Date Call: 10/30/2024 9:51:00 AM

Status Work Completed

Date Completed: 11/4/2024 9:59:01 AM
Brief Desc: Cabinets missing Knobs

Job Site: cawoopa2/218-12
301 East O'Keefe Street
#12
East Palo Alto,CA 94303

Caller Name: Gabriel Diaz

Caller Phone:
Occupant: Diaz (t2841181)
Home (408) 306-8624x

Mobile (408) 332-0479x

Ok to enter? NO
Category: Cabinets and Drawers

Problem Description: PTE - NO, CALL FIRST -- not specified where

Parts & Labor

Quantity/ Hours	Item Type/ Employee Name	Description	Unit Price	Total
0.5000	Bedolla		0.00	0.00
			Total	0.00

Authorized by: _____
Signed by _____
Dated _____
Invoice No. _____

Technician Notes: 10/31/2024 All cabinet knobs are installed and working fine both kitchen cabinets and bathroom cabinets. Kitchen cabinets were refurbished back in September, new rails, hinges, knobs and paint job was completed. Cabinets and drawers open and close fine.

Woodland Park
5 Newell Ct
East Palo Alto,CA 94303
Office (650) 566-2000x

Work Order No. 8974862
Date Call: 10/30/2024 9:52:00 AM

Status Work Completed

Date Completed: 12/2/2024 5:20:07 PM
Brief Desc: Hallway lights missing covers

Job Site: cawoopa2/218-12
301 East O'Keefe Street
#12
East Palo Alto,CA 94303

Caller Name: Gabriel Diaz

Caller Phone:
Occupant: Diaz (t2841181)
Home (408) 306-8624x

Mobile (408) 332-0479x

Ok to enter? NO
Category: Lighting

Problem Description: PTE - NO, CALL FIRST

Parts & Labor

Quantity/ Hours	Item Type/ Employee Name	Description	Unit Price	Total
121.0000	Bedolla		0.00	0.00
			Total	0.00

Authorized by: _____
Signed by _____
Dated _____
Invoice No. _____

Technician Notes: 10/31/2024 Hallway light fixtures have been ordered and will installed upon arrival. 11/05/2024 Replaced light fixture in livingroom.

Woodland Park
5 Newell Ct
East Palo Alto,CA 94303
Office (650) 566-2000x

Work Order No. 8974867
Date Call: 10/30/2024 9:53:00 AM

Status Work Completed

Date Completed: 11/21/2024 11:28:26 AM
Brief Desc: Water leak in parking lot

Job Site: cawoopa2/218-12
301 East O'Keefe Street
#12
East Palo Alto,CA 94303

Caller Name: Gabriel Diaz

Caller Phone:
Occupant: Diaz (t2841181)
Home (408) 306-8624x

Mobile (408) 332-0479x

Ok to enter? NO
Category: Water Intrusion

Problem Description: PTE - NO, CALL FIRST

Parts & Labor

Quantity/ Hours	Item Type/ Employee Name	Description	Unit Price	Total

Total

Authorized by: _____
Signed by _____
Dated _____
Invoice No. _____

Technician Notes: 10/31/2024-- Broken pipe was replaced back in August. Copper hot line at elbow had a pinch hole causing leak.

Woodland Park
5 Newell Ct
East Palo Alto,CA 94303
Office (650) 566-2000x

Work Order No. 8974872
Date Call: 10/30/2024 9:53:00 AM

Status Work Completed

Date Completed: 12/16/2024 1:04:21 PM
Brief Desc: stove burners not working

Job Site: cawoopa2/218-12
301 East O'Keefe Street
#12
East Palo Alto,CA 94303

Caller Name: Gabriel Diaz
Caller Phone:
Occupant: Diaz (t2841181)
Home (408) 306-8624x
Mobile (408) 332-0479x

Ok to enter? NO
Category: Appliance Repair
SubCategory: Stove

Problem Description: PTE - NO, CALL FIRST

Parts & Labor

Quantity/ Hours	Item Type/ Employee Name	Description	Unit Price	Total

Total

Authorized by: _____
Signed by _____
Dated _____
Invoice No. _____

Technician Notes: stove is in good shape and working fine no issues.

Woodland Park
5 Newell Ct
East Palo Alto,CA 94303
Office (650) 566-2000x

Work Order No. 8974877
Date Call: 10/30/2024 9:54:00 AM

Status Work Completed

Date Completed: 11/25/2024 4:25:53 PM
Brief Desc: Front Gate not working

Job Site: cawoopa2/218-12
301 East O'Keefe Street
#12
East Palo Alto,CA 94303

Caller Name: Gabriel Diaz
Caller Phone:
Occupant: Diaz (t2841181)
Home (408) 306-8624x
Mobile (408) 332-0479x

Ok to enter? NO
Category: Community Amenities
SubCategory: Entry Doors

Problem Description: PTE - NO, CALL FIRST

Parts & Labor

Quantity/ Hours	Item Type/ Employee Name	Description	Unit Price	Total
0.5000	Bedolla		0.00	0.00
			Total	0.00

Authorized by: _____
Signed by _____
Dated _____
Invoice No. _____

Technician Notes: 10/31/2024 Vehicle gate is working fine, it says open 3 times a week Monday, Wednesday and Friday from 6am to 1pm so Recology can access and empty the bins.

Exhibit F

Woodland Park Witness List

Stacie Roebuck, Regional Manager
Aura Andrade, General Manager
Enrique Bedolla, Maintenance Manager

Gabriel Diaz v. Woodland Park Communities
Case No 20240033

Respondent's Exhibit List

Exhibit #	Title	Page #
G	Ledger through May 2, 2025	R085
H	Ledger May 1, 2025 through July 15, 2025	R088

Exhibit G

Resident Ledger

GREYSTAR®

Date: 07/28/2025

Code	t2841181	**Property**	cawoopa2	**Lease From**	05/20/2011
Name	Gabriel Diaz	**Unit**	218-12	**Lease To**	06/19/2011
Address	301 East O'Keefe Street	**Status**	Past	**Move In**	05/20/2011
	#12	**Rent**	1142.24	**Move Out**	04/21/2025
City	East Palo Alto, CA 94303	**Phone (H)**		**Phone (W)**	(408) 306-8624

Date	Chg Code	Post Month	Description	Charge	Payment	Balance	Chg/Rec
07/21/2023	secdep	07/2023	:Posted by QuickTrans (secdep)	250.00		250.00	132770143
07/21/2023		07/2023	chk# :QuickTrans :Posted by QuickTrans		250.00	0.00	32404253
08/01/2023	rent	08/2023	Base Rent (08/2023)	1,019.04		1,019.04	134153309
08/03/2023		08/2023	chk# 1090 98138480 :CHECKscan Payment		1,000.00	19.04	32657420
08/03/2023		08/2023	chk# 1090 98139030 :CHECKscan Payment		19.04	0.00	32657421
09/01/2023	rent	09/2023	Base Rent (09/2023)	1,019.04		1,019.04	135992423
09/05/2023		09/2023	chk# 90 :CHECKscan Payment		1,000.00	19.04	33183557
09/05/2023		09/2023	chk# 90 :CHECKscan Payment		19.04	0.00	33183559
10/01/2023	rent	10/2023	Base Rent (10/2023)	1,019.04		1,019.04	137785204
10/04/2023		10/2023	chk# 90 :CHECKscan Payment		1,000.00	19.04	33685879
10/04/2023		10/2023	chk# 90 :CHECKscan Payment		19.04	0.00	33685881
11/01/2023	rent	11/2023	Base Rent (11/2023)	1,019.04		1,019.04	139685982
11/05/2023		11/2023	chk# 1090 98150656 :CHECKscan Payment		19.04	1,000.00	34192946
11/05/2023		11/2023	chk# 1090 98150645 :CHECKscan Payment		1,000.00	0.00	34192947
12/01/2023	rent	12/2023	Base Rent (12/2023)	1,120.94		1,120.94	141124200
12/04/2023		12/2023	chk# 1090 98155969 :CHECKscan Payment		1,000.00	120.94	34642536
12/04/2023		12/2023	chk# 1090 98155970 :CHECKscan Payment		120.94	0.00	34642537
01/01/2024	rent	01/2024	Base Rent (01/2024)	1,120.94		1,120.94	143213654
01/10/2024		01/2024	chk# 90 :CHECKscan Payment		120.94	1,000.00	35198717
01/10/2024		01/2024	chk# 90 :CHECKscan Payment		1,000.00	0.00	35198718
02/01/2024	rent	02/2024	Base Rent (02/2024)	1,120.94		1,120.94	145360830
02/04/2024		02/2024	chk# 109174344895 :CHECKscan Payment		120.94	1,000.00	35630616
02/04/2024		02/2024	chk# 109174344884 :CHECKscan Payment		1,000.00	0.00	35630617
03/01/2024	rent	03/2024	Base Rent (03/2024)	1,120.94		1,120.94	147288307
03/11/2024	latefee	03/2024	Late Fees	35.00		1,155.94	147676921
03/11/2024	latefee	04/2024	Resident was not late brought in payment on time	(35.00)		1,120.94	149651167
03/11/2024		03/2024	chk# 1091 74340880 :CHECKscan Payment		1,000.00	120.94	36250913
03/11/2024		03/2024	chk# 1091 74340891 :CHECKscan Payment		120.94	0.00	36250914
04/01/2024	rent	04/2024	Base Rent (04/2024)	1,120.94		1,120.94	149315302
04/02/2024		04/2024	chk# 1091 74353915 :CHECKscan Payment		1,000.00	120.94	36612017
04/02/2024		04/2024	chk# 1091 74353926 :CHECKscan Payment		120.94	0.00	36612018
05/01/2024	rent	05/2024	Base Rent (05/2024)	1,120.94		1,120.94	150986426
05/02/2024		05/2024	chk# 1092 38801364 :CHECKscan Payment		1,000.00	120.94	37161767
05/02/2024		05/2024	chk# 1092 38801375 :CHECKscan Payment		120.94	0.00	37161768
06/01/2024	rent	06/2024	Base Rent (06/2024)	1,120.94		1,120.94	153522619
06/05/2024		06/2024	chk# 0851040856 :CHECKscan Payment		1,120.94	0.00	37808986
07/01/2024	rent	07/2024	Base Rent (07/2024)	1,120.94		1,120.94	155845850
07/02/2024		07/2024	chk# 1300225078 :CHECKscan Payment		1,120.94	0.00	38318334
08/01/2024	rent	08/2024	Base Rent (08/2024)	1,120.94		1,120.94	158120344
08/05/2024		08/2024	chk# 3166001205 :CHECKscan Payment		1,120.94	0.00	39008428
09/01/2024	rent	09/2024	Base Rent (09/2024)	1,120.94		1,120.94	160514987
09/03/2024		09/2024	chk# 4134001703 :CHECKscan Payment		1,120.94	0.00	39562394
10/01/2024	rent	10/2024	Base Rent (10/2024)	1,120.94		1,120.94	162858546
10/03/2024		10/2024	chk# 4134001990 :CHECKscan Payment		1,120.94	0.00	40180757

11/01/2024	rent	11/2024	Base Rent (11/2024)	1,120.94		1,120.94	165254212
11/06/2024		11/2024	chk# 4134002196 :CHECKscan Payment		1,120.94	0.00	40863918
12/01/2024	rent	12/2024	Base Rent (12/2024)	1,120.94		1,120.94	167626336
12/01/2024	rent	12/2024	Rental Increase December 2024	21.30		1,142.24	167935839
12/03/2024		12/2024	chk# 4134002423 :CHECKscan Payment		1,142.24	0.00	41354411
01/01/2025	rent	01/2025	Base Rent (01/2025)	1,142.24		1,142.24	169751851
01/08/2025		01/2025	chk# 4134002714 :CHECKscan Payment		1,142.24	0.00	42018713
02/01/2025	rent	02/2025	Base Rent (02/2025)	1,142.24		1,142.24	172275242
02/06/2025		02/2025	chk# 4134002904 :CHECKscan Payment		1,142.24	0.00	42604617
03/01/2025	rent	03/2025	Base Rent (03/2025)	1,142.24		1,142.24	174735645
03/04/2025		03/2025	chk# 90 :CHECKscan Payment		1,000.00	142.24	43168670
03/04/2025		03/2025	chk# 90 :CHECKscan Payment		142.24	0.00	43168671
04/01/2025	rent	04/2025	Base Rent (04/2025)	1,142.24		1,142.24	177257022
04/02/2025		04/2025	chk# 40196825019266 :CHECKscan Payment		1,000.00	142.24	43785828
04/02/2025		04/2025	chk# 40196825019275 :CHECKscan Payment		142.24	0.00	43785829
05/05/2025	secdep	05/2025	:Security Deposits credit	(250.00)		(250.00)	180246800
05/05/2025	rent	05/2025	Base Rent (04/2025) Credit 9 days	(342.67)		(592.67)	180246801
05/05/2025	depref	05/2025	Amount to be refunded	592.67		0.00	180246802
05/05/2025	adminfee	05/2025	Sale Unit Deposit Hold	592.67		592.67	180246811
05/05/2025	depref	05/2025	Adjustment to amount to be refunded	(592.67)		0.00	180246812

Exhibit H

Resident Ledger



Date: 07/17/2025

Code	t0014230	**Property**	301okeef	**Lease From**	05/20/2011
Name	Gabriel Diaz	**Unit**	12	**Lease To**	06/19/2011
Address	301 E Okeefe St 12	**Status**	Current	**Move In**	05/20/2011
		Rent	1142.24	**Move Out**	
City	East Palo Alto, CA 94303	**Phone (H)**	(408) 332-0479	**Phone (W)**	

Date	Chg Code	Description	Charge	Payment	Balance	Chg/Rec
05/20/2011	deposit	:Posted by QuickTrans (deposit)	250.00		250.00	1122345
05/20/2011		chk# :QuickTrans :Posted by QuickTrans		250.00	0.00	667209
05/01/2025	rent	Rent (05/2025)	1,142.24		1,142.24	1124296
05/05/2025		chk# 1093 28558768 :CHECKscan Payment		142.24	1,000.00	671457
05/05/2025		chk# 1093 28558757 :CHECKscan Payment		1,000.00	0.00	671458
06/01/2025	rent	Rent (06/2025)	1,142.24		1,142.24	1133080
06/03/2025		chk# 1093 28563454 :CHECKscan Payment		142.24	1,000.00	675949
06/03/2025		chk# 1093 28563443 :CHECKscan Payment		1,000.00	0.00	675950
07/01/2025	rent	Rent (07/2025)	1,142.24		1,142.24	1143558
07/02/2025		chk# 1093 28567546 :CHECKscan Payment		1,000.00	142.24	680744
07/02/2025		chk# 1093 28567557 :CHECKscan Payment		142.24	0.00	680745
07/06/2025	late	Late Fee (07/2025) :Reversed by Charge Ctrl# 1148499	35.00		35.00	1146706
07/06/2025	late	:Reverse Charge Ctrl#1146706	(35.00)		0.00	1148499

Juana Serrate v. Woodland Park Communities
Case No 20240030

Respondent's Exhibit List

Exhibit #	Title	Page #
A	Lease Agreement	R001
B	Current Ledger	R040
C	Historic Ledger (covering February 2016-July 2021, if applicable)	R043
D	Work Order Overview Report	R045
E	Work Orders	R049
F	Woodland Park Witness List	R109

Exhibit A

CALIFORNIA LEASE AGREEMENT

1.

LANDLORD NAME:	**Woodland Park Property Owner, LLC doing business as Woodland Park Communities**
LANDLORD'S AGENT:	**Greystar California, Inc.**
LANDLORD ADDRESS:	**45 Newell Road, East Palo Alto, CA 94303**
PHONE/E-MAIL:	**(650) 566-2000 / woodlandparkca@greystar.com**

2.

RESIDENT NAME(S):	**Juana Serrate Navas and Hilario Arias Rivas (individually and collectively, "Resident")**
OTHER OCCUPANT(S):	
RESIDENT ADDRESS:	**301 E okeefe St, East Palo alto, CA 94303**
	UNIT: **(the "Premises") #15** PARKING SPACE: **#15** MAILBOX: **#15**

3.

INITIAL TERM:	**1 year**	❑ Lease Renewal:
	START DATE: June 1, 2024	**END DATE: May 31, 2025**
	MOVE-IN DATE: June 1, 2024	

4.

MONTHLY CHARGES	
Base Rent	$2,600.00
Trash	$35.00
Water	$30.00
Sewer	$45.00
Renter's Insurance	$14.50
TOTAL RENT	**$2,724.50**

5.

DEPOSITS	
Deposit	$2,600.00
TOTAL	**$2,600.00**

6.

KEYS:	❑ APARTMENT	**2**	❑ MAIL	**1**
	❑ REMOTE	**0**	❑ POOL	**0**
	❑ GARAGE	**0**	❑ STORAGE	**0**
	❑ CARD	**0**	❑ COMMON AREA	**0**

This Lease is entered into on the date signed, by and between the above-named parties (collectively, "Parties"). The party executing this Lease as the Landlord's Agent is acting as the managing agent for the owner of **Woodland Park** (the "Community"). Each person living in the Premises that is 18 years of age or older must sign the Lease as a resident. Each Resident states that they are of legal age to enter into a binding Lease for lodging. All others living in the Premises must be designated as Occupants. Each person signing the Lease is jointly and severally liable for all the various resident obligations under the Lease. Every individual resident, including all co-residents, is responsible for the entire rental amount and other obligations, even if, as roommates, individual residents have made arrangements among themselves to allocate the rent or other payments or obligations.

Landlord hereby leases and Resident hereby hires and takes the Premises for the term specified and subject to all of the terms and provisions set forth herein.

A. TERM OF LEASE

7. **INITIAL TERM:** The initial term of this Lease shall commence on the Start Date and end on the End Date as outlined in Section 3 and shall **automatically continue as a tenancy from month-to-month upon expiration of the initial term.**

8. **LEASE EXPIRATION:** Either party may terminate this Lease on the End Date or after the initial term by giving the other party at least **thirty (30) days'** written notice of its intention to terminate the tenancy, subject to California Civil Code sections 1946, et seq. In the absence of written notice of termination, or a new lease, after the expiration of the initial term, the tenancy shall become month-to-month subject to a rental increase and applicable fees as allowed under local and state law. Resident agrees to pay all rent up to and including the end of any **thirty (30) day** (or, as applicable, sixty (60) day) notice period (which may not occur before the end of the initial Lease term) or until the Premises are re-occupied, whichever occurs first.

9. **FAILURE TO VACATE AFTER NOTICE:** If Resident gives written notice to vacate the Premises and fails to completely vacate prior to the expiration of the notice, Landlord shall be entitled to commence legal proceedings to recover possession of the Premises and Resident shall be liable, unless otherwise prohibited by law, in addition to all other damages provided for under this Lease, for the daily rent based on a pro-ration of the monthly rent for each day Resident remains in the Premises. In addition, Landlord may collect costs for loss suffered from future resident losses, legal costs, lost rent, and other expenses, and any other amount allowed by law.

10. **OPTION FOR EARLY TERMINATION:** Resident is expected to remain a Resident for the entire initial term. If Resident fails to do so, Resident will be responsible to Landlord for all damages provided by law, including (but not limited to) rent due through the end of the initial term, minus rents paid by a replacement resident (if any). This amount will vary depending upon how long it takes Landlord to find a replacement resident which typically cannot be determined in advance of move-out.

To avoid this uncertainty, Resident may choose to exercise an Early Termination Option. Resident understands and acknowledges that Landlord is not legally obligated to allow early termination of the Lease unless provided for pursuant to law. To exercise this option, Resident must deliver to Landlord:

i. A written notice stating that Resident has elected to exercise the Early Termination Option;
ii. An early termination option payment of **$3,900.00**;
iii. An executed agreement for repayment of concessions received prior to the early termination (if applicable, see Concession Addendum); and
iv. Payment of rent and other amounts due through the new End Date.

When Landlord has (1) received the written notice and the Early Termination Option payment and (2) signed the notice, the End Date will be amended. The new End Date will be the date specified in the notice which must be at least **thirty** days after the written election and

payment are given to Landlord. Exercise of the Early Termination Option will affect only Resident's rent obligations after the new End Date. Resident must comply with all other Lease obligations.

The notice will not move the End Date forward if:

i. Resident is in default under the Lease at the time that Resident gives notice of Resident's exercise of the option;

ii. Resident provides the notice unaccompanied by the Early Termination Option payment; or

iii. Resident does not properly exercise the Early Termination Option by following the procedures specified above, but vacates the Premises before the End Date specified in the Lease.

11. EARLY TERMINATION: In the event Resident vacates the Premises before the End Date, and fails to exercise the Early Termination Option as specified above. Resident shall be liable for all rent owed for the remainder of the initial term minus amounts paid by a replacement resident (if any), plus any other amounts as specified by law.

12. DELAY OF POSSESSION: If the Landlord, for any reason, cannot deliver the possession of the Premises to Resident at the Move-In Date, this Lease shall not be void or voidable, nor shall Landlord be liable to Resident for any loss or damages resulting therefrom; but in that event there shall be a per diem deduction of rent covering the period between the Move-In Date and the time when Landlord can deliver possession.

13. FAILURE TO MAKE PAYMENTS PRIOR TO COMMENCEMENT: If Resident fails to make any payment due prior to the Start Date of Lease shown in Section 3, Landlord has no duty to provide possession of the Premises, and Landlord may apply any and all previously made payments to amounts due to Landlord.

B. PAYMENTS, DEPOSITS, AND FEES

14. MONTHLY RENT PAYMENT: The total rent is set forth in Section 4.

i. All rent payments are due in advance on or before the 1st day of each month. It is Resident's responsibility to be certain that each payment is actually received by Landlord on or before its due date. Use of a rental payment drop box is for Resident's convenience - the risk of receipt of funds by Landlord when such box is used is Resident's risk, and not Landlord's risk. If any rent payment is made late, it will be subject to all applicable charges and may be rejected by Landlord.

ii. Initial payment due for move in must be made in the form of a cashier's check. Except as otherwise provided, all subsequent rent payments shall be made by **check, cashier's check, money order, or through the online payment portal**. No cash or post-dated checks will be accepted.

iii. Payments must be made payable to **Woodland Park** and may be personally delivered to the Business Manager, Assistant Business Manager or Sales Associate at 5 Newell Court or at 2041 Euclid Ave., East Palo Alto, CA 94303. On non-holidays, the business hours, which remain subject to change, when rent payments may be made personally are: **Mon and Wed, 9AM - 6PM, Tues 10AM - 6PM, Thurs and Fri 9AM - 7PM, Sat and Sun 10AM - 5PM**.

iv. Unless Resident notifies Landlord otherwise by written notation on the rent payment, Landlord shall apply all of the payments made in the order of priority Landlord determines. Landlord reserves the right at any time to change payment procedures and policies.

v. If Resident makes any payment by check, it may be converted into an electronic funds transfer ("EFT"). This means Landlord will copy the check and use the account information on it to electronically debit Resident's account for the amount of the check. The debit from Resident's account will usually occur within 24 hours, and may occur as early as the same day as Landlord receives payment. The debit will be shown on Resident's regular account statement. Resident will not receive the original check back. Landlord will destroy the original check, but will keep a copy of it to the extent required by applicable laws. If the EFT cannot be processed for technical reasons, Resident authorizes Landlord to process the copy in place of the original check. If the EFT cannot be completed because of insufficient funds, Landlord may require payment in certified funds as required below.

vi. If the Start Date occurs on other than the first day of a calendar month or the End Date occurs on other than the last day of a calendar month, then the rent for that month shall be prorated on a daily basis.

15. LATE CHARGE AND NSF CHARGE: Landlord and Resident agree that when Resident fails to pay rent on time, or when Resident pays rent by a check which payment is subsequently dishonored by the bank, the actual cost to Landlord is difficult or impossible to ascertain, but the Parties agree that Landlord does, in the event of late payment or in the event of a dishonored check, incur certain costs, including without limitation, communication with Resident, additional bookkeeping and administrative charges, bank charges, and lost opportunity costs of the late payment. After making a reasonable endeavor to estimate accurately the approximate costs associated with such a breach, which the Parties agree is difficult or impossible to ascertain, the Parties agree that, any time the rent for any given month is paid after the **4th** day of such month, Resident will in that month pay to Landlord, as additional rent due with the late payment, a late charge in the sum of **35.00** and further agree that, in the event of a dishonored check, Resident will pay to Landlord, as additional rent due with the payment required to replace the dishonored check, an NSF fee in the sum of **$25.00**. The Parties agree that the payment of these sums does not constitute a license to pay rent late nor does it constitute a license to pay by dishonored check. Rent remains due on the first day of the month and there is no grace period for the payment of rent. A three-day notice to pay rent or quit may be served at any time after the first day of the month irrespective of the existence of the late charges as set forth in this section. If such notice is served after the **10th** day of the month, it may include the late charge and NSF charge, if applicable, which charges, as set forth above, are payable as additional rent. Furthermore, if Resident does not pay by the end of the **10th** day of the month, Resident may only pay by cashier's check or electronic payment (if offered). Landlord will not accept a personal check after the **10th** day of the month, or in response to a notice to pay rent or quit, or a notice to perform covenant or quit requiring payment. Landlord may terminate this Lease for failure to pay late charges and may terminate this Lease for non-payment of rent. If Resident gives Landlord two payments that are returned for nonpayment during the term of this Lease, then the future rent shall be payable by cashier's check for the remainder of the term.

16. SECURITY DEPOSITS:

i. Resident shall pay to Landlord, as security, the amount set forth in Section 5, which sum shall not exceed the maximum permitted by California Civil Code Section 1950.5. This sum shall be applied and accounted for in accordance with the provisions of California Civil Code Section 1950.5 and any other applicable statutes. Landlord shall not be obligated to pay Resident interest in connection with such security deposit, unless specifically required by applicable law.

ii. It is understood that the security deposit is applicable to all Residents jointly, and Landlord does not account for it until the passing of the permissible statutory period after all Residents have vacated the Premises. Any refund due may be made payable jointly to all Residents and it shall be the responsibility of all Residents to work out between themselves the manner of dividing said security deposit. If Landlord chooses to make the refund to any one of the Residents individually, in legal contemplation the payment shall be deemed to have been made to all Residents and Landlord shall have no liability to any one or group of Residents for failure of any Resident to divide such refund equitably.

iii. If the security deposit is later increased by agreement of the Parties for any reason (such as the installation of a waterbed or relating to a pet), the additional security deposit will be disbursed by Landlord in accordance with this section at the end of the statutory period following the end of Resident's tenancy. Removal of the waterbed or pet, or whatever caused the increase in the deposit, will not be grounds for early disbursement of the security deposit.

C. RESIDENT DEFAULT

17. DEFAULT BY RESIDENT: Resident shall be guilty of material breach of this Lease if Resident: (a) fails to pay any rent or other sums payable under this Lease on the date it becomes due; (b) defaults in the performance of or breach of any other provision, term, covenant or condition of this Lease; (c) vacates or abandons the Premises before expiration of the full term of this Lease, or any extension of the term; (d) permits the leasehold interest of Resident to be levied upon or attached by process of law; or (e) makes an assignment for the benefit of creditors.

18. REMEDIES: Upon the occurrence of any default by Resident, Landlord may exercise any right or remedy which Landlord may have at law or in equity, each and all of which are cumulative and nonexclusive. This may include giving Resident notice to correct or cure such default, taking action to recover possession of the Premises via the eviction process or otherwise, and/or terminating the Lease, all in accordance with applicable law. Additionally, Landlord shall be entitled to recover from Resident all damages incurred by Landlord by reason of Resident's default. Without limitation on the foregoing, upon the occurrence of any event of default by Resident, Landlord shall have the option to pursue any one or more of the following remedies, each and all of which shall be cumulative and nonexclusive:

i. Terminate this Lease and Resident's right to possession of the Premises and recover from Resident all damages allowed at law or in equity, including those allowed under Civil Code Section 1951.2 including:
- **a.** The worth at the time of award of the unpaid rent which had been earned at time of termination;
- **b.** The worth at the time of award of the amount by which the unpaid rent which would have been earned after termination until the time of award exceeds the amount of such rental loss that the Resident proves could have been reasonably avoided;
- **c.** Subject to subsection (iii), the worth at the time of award of the amount by which the unpaid rent for the balance of the term after the time of award exceeds the amount of such rental loss that the Resident proves could be reasonably avoided; and
- **d.** Any other amount necessary to compensate the Landlord for all the detriment proximately caused by the Resident's failure to perform Resident's obligations under the Lease or which in the ordinary course of things would be likely to result therefrom.

ii. The "worth at the time of award" of the amounts referred to in paragraphs (a) and (b) of subsection (i) is computed by allowing interest at **10% per year**, but no greater than the maximum interest rate permitted by law. The worth at the time of award of the amount referred to in paragraph (c) of subsection (i) is computed by discounting such amount at the discount rate of the Federal Reserve Bank of San Francisco at the time of award plus 1 percent.

iii. Landlord may recover damages that include the worth at the time of award of the amount by which the unpaid rent of the balance of the term after the time of award, exceeds the amount of rental loss for the same period Resident proves could be reasonably avoided.

iv. Efforts by the Landlord to mitigate the damages caused by the Resident's breach of the Lease do not waive the Landlord's rights to recover damages under this section.

v. Nothing in this section affects the right of the Landlord under a Lease to indemnification for liability arising prior to the termination of the Lease for personal injuries or property damage where the Lease provides for such indemnification.

vi. Landlord has the remedy described in California Civil Code Section 1951.4 (Landlord may continue Lease in effect after Resident's breach and abandonment and recover rent as it becomes due, if Resident has the right to sublet or assign, subject only to reasonable limitations). Accordingly, if Landlord does not elect to terminate this Lease on account of any default by Resident, Landlord may, from time to time, without terminating this Lease, enforce all of its rights and remedies under this Lease, including the right to recover all rent as it becomes due.

19. DAMAGE BY RESIDENT: If any damage or destruction to the Premises, building, or Community is caused by Resident, Occupants, guests or invitees, such damage shall be considered a breach of Lease. Resident further agrees to pay rent for the period the Premises is damaged whether or not habitable, if such damage is caused by Resident, Occupants, guests or invitees. Any such damage or destruction of the Premises caused by Resident, Occupants, guests or invitees constitutes grounds for termination of the Lease; additionally such actions will not create any right of rent reduction. Resident shall pay for any expenses, including the costs of repairing such damage or destruction.

20. RESIDENT INFORMATION: If Resident has supplied information to Landlord by means of a rental application or similar instrument, Landlord has relied upon the statements set forth in said application or instrument in deciding to rent the Premises to Resident. Resident covenants that all such information is accurate and was given voluntarily and knowingly by Resident. It is agreed that, if Landlord subsequently discovers any misstatements of fact in the application or instrument, any such misstatements shall be deemed a material breach of this Lease. In the event that Resident submits information to verify Resident's income, Resident hereby certifies the accuracy of such information and further agrees that accurate information regarding family income, family composition and any other related eligibility requirements shall be deemed substantial and material obligations of Resident's tenancy; that Resident will comply with all requests for information with respect thereto from Landlord or any mortgagee; that Resident's failure to provide accurate information shall be a default by Resident, which shall entitle Landlord to pursue all rights and remedies set forth in the **"DEFAULT BY RESIDENT"** section or otherwise permitted by law, and that Resident's failure to furnish accurate and current information could subject Resident to civil liability.

21. COMPLIANCE WITH APPLICABLE LAWS: Resident agrees not to engage in or permit unlawful activities in the Premises, in the common areas or on the grounds of the Community or permit the Premises or Community to be used for any purpose which violates local, state or federal law. Resident, Occupants, guests or invitees and any other person under Resident's control shall not engage in or facilitate criminal activity, including drug-related criminal activity, on or near the Premises. "Drug-related criminal activity" means illegal manufacture, sale, distribution, use or possession with intent to manufacture, sell, distribute, or use a controlled substance (as defined in Section 102 of the Controlled Substances Act (21 U.S.C. 802)). Resident, Occupants, guests or invitees or other person under Resident's control shall not engage in any act of violence or threats of violence, including, but not limited to, the unlawful discharge of firearms, on or near the Premises. Resident agrees to reimburse and indemnify Landlord for all fines or other penalties incurred by Landlord as a result of Resident's violation of any statute, ordinance, regulation or other governmental restriction. This provision constitutes written notice to cease any breach of this section, including, without limitation, being so disorderly as to destroy the peace, quiet, comfort, or safety of the Landlord or other tenants of the building or Community or, where the Premises are a single family dwelling, the peace, quiet, comfort or safety of the owner or residents of an adjacent property. Such disorderly conduct includes violations of state and federal criminal law that destroy the peace, quiet, comfort, or safety of the landlord or other tenants of the building or Community containing the rental unit, or, where the Premises are a single family dwelling, the peace, quiet, comfort or safety of the owner or residents of an adjacent property.

22. COMPLIANCE WITH POLICIES: If indicated on the last page of this Lease with respect to Attachments/Addenda, Resident acknowledges receipt of a copy of the Community Policies, which Community Policies are incorporated into and made a part of this Lease, Resident agrees to abide by said Community Policies in all respects. Any Community Policies may be changed with thirty days' notice and Resident agrees to abide by any such changes. Failure to comply with the Community Policies shall be deemed a breach of this Lease.

D. PREMISES:

23. CONDITION OF PREMISES: Resident has inspected the Premises and acknowledges that the Premises are in good and habitable order and repair with all appliances and equipment in good working order at the time Resident is given occupancy. Resident also agrees that Landlord has made no promise to decorate, alter, repair or improve the Premises, except as listed on the Move In/Move Out Inspection Form.

24. RESTRICTIONS ON ALTERATIONS: Without the prior written consent of Landlord, Resident agrees not to make any alterations or improvements to the Premises, including, without limitation (i) changing or removing any part of the appliances, fixtures, or equipment; (ii) painting, installing wallpaper, or adhering contact paper; (iii) installing appliances including washing machines, dishwashers, dryers, fans, heaters, or air conditioners; or (iv) adding window coverings, foil draperies, or non-standard window coverings. In no event can any personal property, alterations, or improvements block entrance to or egress from the Premises, create a health or safety hazard or interfere with walkways or utility service equipment. All additions, fixtures and improvements shall be Landlord's property and shall remain upon the Premises after the termination of the Lease unless Landlord, as a condition to allowing Resident to make such alteration, requires that the Premises be restored to the condition existing prior to such alteration or addition.

25. MAINTENANCE: Resident is responsible to notify Landlord in writing, delivered personally or submitted online (except in the event of an emergency, in which case by telephone), if maintenance issues arise in or around the Premises. Maintenance requests will be handled after office hours only in an emergency. The on-duty maintenance associate will determine the appropriate course of action. Resident shall replace light bulbs and replace broken, damaged, or missing articles that Landlord has furnished.

To maintain the Premises, Resident agrees to:

- **i.** Keep the Premises clean.
- **ii.** Use all appliances, fixtures, and equipment in a safe manner and only for the purposes for which they are intended.
- **iii.** Refrain from destroying, defacing, damaging or removing any part of the Premises, common areas, Community or grounds.
- **iv.** Refrain from making any repairs without Landlord's prior written consent.
- **v.** Maintain a minimum of 50 degrees inside the Premises at all times to prevent water lines from freezing during winter months.
- **vi.** Dispose of all garbage, waste and recyclable materials in designated containers and/or designated areas and in accordance with applicable law and Landlord's instructions. Large items may not be disposed of in garbage containers or common areas.
- **vii.** Keep all ingress and egress routes clear and unobstructed and at all times.
- **viii.** Practice safe use of electrical cords, outlets, and appliances.

26. DUTY TO CLEAN AND VENTILATE: Resident hereby acknowledges that mold and mildew can grow in the Premises if the Premises are not properly ventilated and maintained. Resident acknowledges that it is important that Resident regularly allow air to circulate in the Premises. Resident agrees to regularly allow air to circulate in the Premises by using bathroom fan(s), using ceiling fans, where available, and regularly opening the windows and/or sliding doors where available. Since it is common for mold and mildew to grow even if a small amount of moisture builds up, Resident agrees to regularly wipe down areas where moisture sometimes accumulates and clean all toilets, sinks, countertops, bathroom walls, windows, windowsills, patio doors, showers, bathtubs and tile or linoleum floors with a household cleaner on at least a bi-weekly basis. Resident further agrees to notify Landlord immediately whenever Resident learns of any condition which could lead to a build-up of moisture in the Premises, including, but not limited to plumbing leaks, broken window or door seals, accumulation of rainwater or other moisture around windows or doors, broken water lines or sprinklers, inoperable fans, doors, or windows, and any failure or malfunction in the heating, ventilation, or air-conditioning system, if any, in the Premises, storage room, garage, or common area. If Resident notices mold, mildew, or other organic growth in the Premises, Resident agrees to notify Landlord, in writing, immediately. Resident agrees to take the following steps to prevent the growth of mildew, mold, and organic growth in the Premises:

- **i.** In damp or rainy weather, keep windows and doors closed.
- **ii.** If possible, maintain a temperature of between 50° and 80° Fahrenheit within the Premises at all times.
- **iii.** Use the pre-installed bathroom fan or alternative ventilation when bathing or showering and allow the fan to run until all excess moisture has vented from the bathroom.
- **iv.** Use the exhaust fan in the kitchen when cooking or while the dishwasher is running. Allow the fan to run until all excess moisture has vented from the kitchen.
- **v.** Use care when watering houseplants. If spills occur, dry up excess water immediately.
- **vi.** When washing clothes in warm or hot water, watch to make sure condensation does not build up within the washer and dryer closet. If condensation does accumulate, dry with a fan or towel.
- **vii.** Thoroughly dry any spills on carpeting.
- **viii.** Do not allow damp or moist stacks of clothes or other cloth materials to lie in piles for an extended period of time.
- **ix.** Do not overfill closets or storage areas to allow for proper ventilation.
- **x.** Do not overfill the Premises or block with personal property ventilation from fans, windows, or doors.
- **xi.** Vacuum and dust the Premises on a regular basis to remove household dirt and debris that contribute to mold growth.

Any failure to comply with the requirements of this section shall be deemed a material breach of this Lease. In addition, Resident shall be liable to Landlord for any damage resulting from Resident's failure to comply with the requirements of this section.

27. PESTS AND PEST CONTROL:

- **i.** The Premises and/or the common areas may be covered by a contract for periodic pest control by a registered structural pest control company. If so, pursuant to applicable law, concurrently with signing this Lease, Resident is being provided with a copy of the legally required notice provided by the registered pest control company under Business and Professions Code §8538 and California Civil Code §1940.8. Resident accepts all risks and hazards associated with chemicals used on the Premises that are stated in the notice attached to this Lease.
- **ii.** Resident and Landlord have inspected the Premises prior to leasing and acknowledge there is no visible evidence of the presence or infestation of insects or vermin, including bedbugs, in the Premises. Resident agrees to inspect all personal belongings for signs of bedbugs or other insects or vermin prior to bringing personal belongings into the apartment and further agrees not to bring into

the Premises any belongings which Resident suspects may be infested with bedbugs, insects, or other vermin.

iii. Resident agrees to maintain the Premises in a manner that prevents the occurrence of an infestation of insects and vermin, including bedbugs, and comply with policies relating to the prevention of infestations. Resident further agrees to report any signs of bedbugs, ants, fleas, roaches, or other insects or vermin immediately to Landlord.

iv. If Resident allows individuals or items carrying bedbugs, fleas, roaches, or other insects or vermin into the Premises, or has an infestation that cannot be traced to another source, such infestation will be deemed damage to the Premises and Resident will be responsible for all costs of treatment to the Premises, Resident's personal belongings, and neighboring units as necessary to eradicate the infestation. Resident will also be responsible for any damages caused to the Premises or to any of Resident's personal property, including without limitation furniture, clothing, and personal belongings, caused by pests or the treatment of pests. The choice of treatment shall be at the discretion of Landlord in consultation with Landlord's pest control vendor, if any.

v. Resident agrees to cooperate with all pest control efforts at and within the Premises and the Community. Resident shall follow all instructions from Landlord and/or Landlord's pest control vendor, if any, with respect to treatment and eradication of pests, whether infestation is within the Premises, a neighboring unit, or elsewhere in the Community. The Premises must be properly prepared for any treatment. Resident acknowledges that preparations for treatments can be time consuming and difficult. Resident nonetheless agrees to fully prepare the Premises in a timely manner at its own cost and expense for the treatment and eradication of pests until the pest infestation is fully abated. Resident further agrees to coordinate the cleaning and/or disposal of Resident's personal property with the treatment being performed, so as to protect against a re-infestation of any pests. Resident agrees to follow the recommended readiness procedures, including allowing full access for treatment(s). Resident agrees that the choice of pest control vendors, if any, and the implementation of a treatment plan, including the application of pesticides, is exclusively that of Landlord. Resident agrees not to treat the Premises, building, or Community with pesticides without the written authorization of Landlord.

vi. Resident is required to report, in writing, any suspected infestations to Landlord immediately after discovery. Resident shall report any signs of any infestations, including, but not limited to any household member experiencing any bites, seeing any insects or vermin within the Premises, or seeing any feces or other detritus relating to insects.

vii. Resident represents to Landlord that Resident is not aware that bed bugs were present in Resident's last residence and that if bed bugs were present in any of their furniture, clothing, or other personal property, the bed bugs have been eradicated. Resident agrees that this representation to Landlord is a material inducement to Landlord leasing the Premises to Resident.

28. KEYS, LOCKS, AND ACCESS DEVICES:

i. Keys and Locks: Resident agrees not to change or add any locks or gates on any doors or windows to the Premises without prior written consent of Landlord. If Landlord, in its sole discretion, approves a request to install locks, Resident agrees to immediately provide Landlord with a key for each lock. On or before the end of the term, Resident agrees to return all keys to the Premises to Landlord. Landlord may charge Resident **$25.00** for each key that is lost or not returned.

ii. Access: Resident agrees to promptly notify Landlord in writing of any problem, defect, malfunction or failure of door locks, window latches, controlled access gates, intrusion alarms, and any other security device. Resident agrees to be responsible for all fines, penalties and other charges resulting from or attributable to the alarm, including false alarm charges. It is understood that Landlord is not responsible for providing access to the Premises after office hours. Resident is responsible for contacting a locksmith, at Resident's expense, to gain access to the Premises in the event of lockout. If Resident has called a locksmith, Landlord must be notified and then change locks at Resident's expense.

iii. Access Devices: If Resident has received gate cards, fitness, restroom and/or entry gate keys as indicated in Section 6 of this Lease, Resident understands that if any of these items are lost or not returned upon move out, that the following fees will apply:
Gate Access Device **$0.00** Key Fob **$0.00** Entry Gate Key **$50.00**

29. LOCATION: Upon reasonable notice, Landlord shall have the right to transfer Resident to another unit that is comparable to the Premises, upon which transfer the other unit shall automatically become the Premises under this Lease, which shall remain in full force and effect. Resident acknowledges and agrees that such comparable unit shall be deemed to provide the same housing services as the original Premises and that such transfer is not an eviction.

30. CONDITION UPON TERMINATION: Upon termination of the Lease, or the termination of Resident's right to occupy the Premises, Resident shall deliver all keys, access cards, and remotes to Landlord and move out of the Premises, leaving them in substantially the same clean, undamaged, and ready-to-rent condition as existed on the Start Date, less ordinary wear and tear. If the Premises are not returned in such condition, Landlord may charge Resident for the costs to repair any damage and to put the Premises back in the condition they were in upon the Start Date, less ordinary wear and tear. Resident is responsible for replacement of any damaged or missing items and for payment of all costs to clean or repair any portion of the Premises, carpeting, flooring, wall coverings, paint, counters, trim, window treatment, doors, windows, or appliances which are damaged, dirty, or unsanitary. Cleaning and repair of any damage due to smoking of any kind is not considered ordinary wear and tear. Resident is responsible for removing all trash and other items of personal property from the Premises. Failure to do so will constitute a condition that exceeds ordinary wear and tear. Resident will not be considered as having moved out, vacated and surrendered possession of the Premises until Resident has removed all personal belongings from the Premises and returned all keys, access cards and remotes. If Resident moves out and fails to return all keys, access cards and remotes, Resident agrees that the move-out date shall be determined by Landlord in Landlord's reasonable judgment and that Resident will be charged for any missing keys, access cards and remotes. If Resident leaves personal property in the Premises after move-out or if Resident places personal property in areas of the Community not designated for Resident's exclusive use, Landlord can determine that such property has been abandoned and can take steps to remove or dispose of the property consistent with applicable laws.

31. ENTRY: Landlord has the right to enter the Premises as allowed by law, including, without limitation, in case of emergency, to make desired, necessary or agreed repairs, decorations, alterations, renovations, or improvements, to supply necessary or agreed services, to test smoke detectors, to exhibit the dwelling unit to prospective or actual purchasers, mortgagees, tenants, workmen or contractors, or for any other purposes permitted by California Civil Code section 1954 (and any other applicable statutes or amendments which might be enacted subsequent to the execution of this Lease). Landlord also has the right to enter the Premises in order to make an inspection pursuant to subdivision (f) of Civil Code section 1950.5 when Resident has abandoned or surrendered the Premises and pursuant to court order. Resident agrees that if Resident denies Landlord access to the Premises when Landlord is in compliance with statutory requirements and entitled to access, any such denial of access shall be deemed a material breach of this Lease. The Parties agree that 24 hours' notice is presumed reasonable, although the Parties acknowledge that a shorter time period may also be reasonable under some circumstances. Landlord will serve Resident with written notice before entry unless:

i. Entry is due to an emergency, surrender or abandonment of the Premises, or

ii. Resident and Landlord agree orally to an entry to make agreed repairs or supply agreed services at an approximate day and time within one week of the oral agreement, or

iii. Resident is present and consents to entry at the time of entry, or

iv. To exhibit the Premises to prospective or actual purchasers of the property, provided that Landlord has notified Resident in writing within 120 days of the oral notice that the property is for sale and that Resident may be contacted to allow for an inspection.

32. SMOKE DETECTORS: The Premises have been equipped with smoke detectors. The smoke detectors have been tested prior to Resident's move in to ensure they are operational. Resident agrees not to interfere with the presence or operability of any smoke detector and to report immediately to Landlord, in writing, any defects in the condition of any smoke detectors. Resident agrees that if a smoke detector is battery operated, pursuant to California Civil Code Section 1942.1, as part of the consideration of the rental, Resident assumes responsibility to: (a) ensure the battery is in operating condition at all times; and (b) replace the battery as needed. Under no circumstances shall Resident remove the battery of a smoke detector without immediately replacing the battery with a new one.

33. CARBON-MONOXIDE DEVICES: If a carbon-monoxide device has been installed within the Premises, Resident acknowledges that the carbon-monoxide device was operable at the time Resident took possession of the Premises. Resident is responsible for notifying Landlord if Resident becomes aware of an inoperable or deficient carbon-monoxide device within the Premises. Landlord shall correct any reported deficiencies or inoperabilities in the carbon-monoxide device. Resident further agrees that, if the carbon-monoxide device is battery operated, pursuant to California Civil Code Section 1942.1, as part of the consideration of the rental, Resident assumes responsibility to: (a) ensure the battery is in operating condition at all times; and (b) replace the battery as needed. Under no circumstances shall Resident remove the battery of a carbon-monoxide device without immediately replacing the battery with a new one.

34. SATELLITE DISHES: If satellite dishes are allowed in the Community they must be one meter or less in size and may not be affixed to the patio or balcony of the Premises. Resident is specifically prohibited from making physical modifications to the Premises and is prohibited from installing said satellite dish in the common areas of the Community, including, but not limited to, outside walls, roofs, window sills, common balconies or stairways. Resident will be responsible for damages caused by the satellite dish, including the cost of removal if in any violation of any satellite guidelines. Resident shall install, use, maintain and remove a satellite dish in a manner which is consistent with industry standards and shall be liable for any damage or injury sustained as a result of the negligent installation, maintenance, use or removal of said satellite dish. Allowable locations may not provide an optimal signal or any signal at all.

35. WATERBEDS AND AQUARIUMS: Waterbeds and water tanks holding 30 or more gallons may only be installed in the Premises with prior written consent from Landlord. Prior to installation, a valid waterbed insurance policy or certificate of insurance for property damage must be obtained. The policy shall be issued by a company licensed to do business in California and possessing a Best's Insurance Report rating of "B" or higher. The insurance policy shall be maintained in full force and effect until the waterbed/water tank is permanently removed from the Premises. The policy shall be written for no less than **one hundred thousand dollars ($100,000.00)** of coverage. The policy shall cover, up to the limits of the policy, replacement value of all property damage, including loss of use, incurred by the Landlord or other residents caused by or arising out of the ownership, maintenance, use, or removal of the waterbed/water tank, except for any damage caused intentionally or at the direction of the insured, or for any damage caused by or resulting from fire. Landlord may require Resident to produce evidence of insurance at any time. The insurance carrier shall give Landlord notice of cancellation or non renewal 10 days prior to this action. The waterbed/tank shall conform to the pounds-per-square foot weight limitation and placement as dictated by the floor load capacity of the Premises. The weight shall be distributed on a pedestal or frame which is equivalent to the dimensions of the mattress itself. Resident shall install, maintain and remove the waterbed/tank, including, but not limited to, the mattress and frame, according to standard methods of installation, maintenance, and removal as prescribed by the manufacturer, retailer, or state law, whichever provides the higher degree of safety. Resident shall notify Landlord in writing of the intent to install, remove, or move the waterbed/tank. The notice shall be delivered at least 24 hours prior to the installation, removal, or movement. The Landlord has the right to be present at the time of installation, removal, or movement. If the waterbed/water tank is installed or moved by any person other than Resident, Resident shall deliver to Landlord a written installation receipt stating the installer's name, address, and business affiliation.

E. LIMITATION ON LIABILITY:

36. LIABILITY: Landlord shall not be liable to Resident, Occupants, or to any guests or invitees of Resident for any damage or losses to person or property arising from any cause including, but not limited to, theft, burglary, assault, vandalism, fire, flood, water leaks, rain, hail, ice, snow, smoke, lightning, wind, explosion, interruption of utilities, earthquake, or any other condition over which the Landlord has no control. To the extent allowed by law, Resident agrees to assume all risk of harm, and waive all claims against Landlord, resulting from use of common area amenities. To the extent allowed by law, use of the common area amenities is at the sole risk of Resident, Occupants, guests or invitees.

37. INDEMNITY/HOLD HARMLESS: Resident and Occupants agree to indemnify and hold Landlord harmless, from any claims arising out of any death or injury to any person, or any damage to property, if such injury or damage is caused directly or indirectly by the act, omission, negligence, or fault of Resident, Occupants, or Resident's guests or invitee(s).

38. HOUSING SERVICES: The furnishing by Landlord to Resident of any storage space, use of laundry, electronic access controls and gates, or any other common area facilities outside the Premises shall be deemed to be furnished gratuitously and Landlord makes no representations or guarantees as to the availability, adequacy, or fitness of such space, service, or facilities. Resident acknowledges that Landlord will not provide lifeguard service at swimming facilities, if any, and Resident agrees to take adequate and reasonable care in use of all recreational facilities to ensure the safety of Resident, Occupants, guests or invitees. All guests and invitees must be accompanied by a Resident or Occupant to use recreational facilities and amenities. Resident, Occupants, guests, and invitees shall comply with all signs posted by Landlord in and around the common areas and Community. Landlord may ban any Resident, Occupant, guest or invitee from using any amenity at the Community if such persons fail to abide by posted signs or rules relating to those areas and Resident shall not be entitled to any rent reduction or offset if the loss of amenity privileges is the result of the conduct of Resident, Occupants, guests or invitees. Landlord makes no representations, warranties or guarantees express or implied, regarding the presence or quality of reception of electronic communication or information retrieving devices within the Premises or Community.

39. EMINENT DOMAIN OR CONDEMNATION: Should the land wheron the building containing the Premises is situated, or any part thereof, or any portion of the Community, be condemned or taken for public use, then, in that event, upon the taking of the same for such public use, this Lease, at the option of Landlord, shall be deemed null and void, and the term shall cease and come to an end, notwithstanding anything to the contrary herein, and without apportionment of the award. Resident shall not be entitled to receive any sum, or portion thereof, constituting any award arising out of any such eminent domain or condemnation.

40. SIGNIFICANT DAMAGE TO OR DESTRUCTION OF PREMISES:

i. If the Premises or property are damaged by fire, flood or other casualty, necessitating repairs that require Resident to vacate the Premises for any length of time, in the sole and absolute discretion of Landlord, Landlord shall have the option either (1) to repair the damage or otherwise restore the Premises, with this Agreement continuing in full force and effect, or (2) give notice to Resident,

at any time after such damage occurs or repairs become necessary, terminating this Agreement as of a date to be specified in such notice. Landlord shall not be required to repair any damage by fire or other cause or to make any repairs of any property installed in the Premises by Resident.

ii. If Landlord elects to terminate, this Lease shall expire and all interest of the Resident in the Premises shall terminate and Landlord shall have no obligation to pay lodging costs or other expenses to Resident after the termination date. If Landlord elects to repair the damage and/or make the significant repairs and continue this Lease in full force and effect, the "Duty to Cooperate" and "Significant Repairs" sections, below, shall apply.

41. SIGNIFICANT REPAIRS:

i. If the Premises require significant renovations, improvements or repairs (such as, by way of example only and not by way of any limitation, tenting for termites, treating for pests or other vermin, replacing plumbing or electrical wiring, repairing fire damage, etc.) which require Resident to vacate the Premises for any length of time, Resident must vacate the Premises as needed and otherwise cooperate with Landlord in its efforts to perform the work. To the extent possible, Landlord shall give Resident at least ten days written notice of the need to vacate the Premises, which notice shall include Landlord's best estimation of the length of time Landlord anticipates Resident will need to be absent from the Premises.

ii. Resident agrees to vacate the Premises for the time necessary for the work to be completed and, if Resident needs to be absent from the Premises for more than 8 hours in any 24 hour period, relocate to alternative housing of the Landlord's choosing. Landlord shall be responsible to pay for the alternative housing; however, Resident will remain responsible for all rent while Landlord is paying for alternative accommodations. If Resident elects to relocate temporarily to lodging other than that designated by Landlord, then Landlord shall have no obligation to pay the cost of such housing, which shall be at Resident's sole cost and expense; although Resident shall have no obligation to pay rent during the time the Premises are not available to Resident during the repairs if Landlord is not paying for the alternative lodging, except as provided below. Resident shall return to the Premises once Landlord advises Resident that the work has been completed. Landlord shall have no obligation to pay for alternative housing or waive rent after Landlord has advised Resident that Resident may return to the Premises.

iii. If the work or repairs are required because of the conduct of Resident or the conduct of Occupants, invitees or guests (such as misuse of plumbing, causing a fire, etc.), then Landlord shall be relieved of its obligation to pay for alternative accommodations set forth above and Resident shall remain responsible for both rent and the cost of alternative lodging during the time when Resident must vacate the Premises for any work to be completed.

42. DUTY TO COOPERATE: Failure to vacate the Premises or otherwise cooperate with Landlord's efforts to conduct repairs, renovations or other improvements in the Community is a material breach of this Lease and grounds for termination of this Agreement.

43. SAFETY CONCERNS:

i. Landlord makes no representations or guarantees to Resident concerning the security of the Premises or the Community. Landlord is under no obligation to Resident to provide any security measure or take any action not required by statute. The presence of courtesy patrols, patrol cars, access gates, surveillance cameras or other deterrents do not guarantee that crime can or will be prevented. Landlord reserves the right to reduce, modify or eliminate any such measures (other than those statutorily required) at any time; and Resident agrees that such action shall not be a breach of any obligation or warranty on the part of Landlord. All such measures are subject to personnel absenteeism, human error, mechanical malfunctions and tampering. Resident is responsible for planning and taking action with respect to the safety of Resident and personal property as if such systems and deterrents did not exist.

ii. Landlord may install surveillance cameras in some common areas. These cameras may or may not be monitored and the footage recorded by these cameras may or may not be kept by Landlord for any length of time. Landlord may remove such cameras, or install additional cameras, at any time without notice to Resident. Footage from any cameras belongs to Landlord and shall not be released to any resident although such footage may be released to law enforcement personnel, insurance adjusters or others with legitimate business needs for such footage in the sole discretion of Landlord and without the consent of any individuals recorded by such footage.

iii. Landlord has no obligation to obtain criminal background checks on any residents and bears no responsibility or liability related to the criminal background or actions (whether past, present or future) of any person, even if Landlord has actually run a criminal background check on applicants. Resident agrees to hold Landlord harmless from claims arising out of criminal acts of other residents or third parties. Resident shall not rely on the fact that Landlord may have run a criminal background check on residents or any other applicant when deciding whether to enter into this Lease. Background checks are limited to the information actually reviewed and are not a guarantee that a person with a criminal background does not reside at the Community or that someone living in the Community will not commit a crime in the future. Landlord has not made and does not make any representations as to the background of any existing or future resident and Landlord is under no obligation to run background checks on any existing resident or future applicant.

iv. Resident agrees to report immediately all suspected or actual criminal activity to the appropriate local law enforcement agencies and, after doing so, to Landlord, and shall provide Landlord with such law enforcement agency's incident report number upon request. If Resident receives a copy of any law enforcement agency's incident report for an incident that occurred on the property and said incident impacted the Premises, the Community or other residents in the Community, Resident shall provide a copy of said incident report to Landlord upon request.

44. INSURANCE: Landlord does not maintain insurance to cover (a) Resident's personal injury, (b) loss or damage to Resident's personal property, or (c) Resident's liability for injury, loss or damage caused to others by Resident (or Occupants or guests). Resident is not a co-insured, a beneficiary, or an implied beneficiary under any insurance policy maintained by Landlord. Unless prior to the Start Date, Resident provides Landlord with written proof of a policy of liability insurance issued by an authorized insurance company that provides Resident with a minimum policy coverage amount of $100,000 per occurrence and names Landlord as an Interested Party, Resident hereby elects for Landlord to enroll Resident in a service program administered by Landlord and backed by a liability coverage program administered by an insurance company selected by Landlord. Resident agrees to reimburse Landlord for the actual cost of such program. The premium payment made by Landlord on Resident's behalf will be considered rent. Landlord reserves the right to hold Resident liable for any loss in excess of the insurance proceeds paid by the insurer. If Resident maintains its own liability insurance, Resident shall provide proof of such insurance to Landlord upon Landlord's request. Resident's failure to provide such proof within three days of a request therefor shall constitute an election by Resident for Landlord to enroll Resident in the service program specified above, at the then-current actual cost of the service program.

45. MEGAN'S LAW: Pursuant to Section 290.46 of the Penal Code, information about specified registered sex offenders is made available to the public via internet web site maintained by the Department of Justice at www.meganslaw.ca.gov. Depending on an

offender's criminal history, this information will include either the address at which the offender resides or the community of residence and the zip code in which the offender resides. Since the information is equally available to residents and Landlord, and Landlord cannot discriminate against registered sex offenders pursuant to Penal Code Section 290.46 et seq., Landlord has not made any inquiry of any applicant or resident as to whether he or she is a registered sex offender. Resident is advised to take whatever reasonable and lawful actions Resident believes necessary to protect household members or guests against any potential harm. This includes talking to any children or individuals with a diminished capacity about how to deal with strangers and similar topics. Resident is advised that Landlord may not notify Resident if Landlord learns or is advised that a registered sex offender is living in the Community.

46. ENVIRONMENTAL INDEMNIFICATION: To the extent allowed by law, Resident expressly assumes and accepts any and all risks involved or related to the presence in the Premises, common areas, and Community of any and all health affecting substances, and any power lines in the vicinity of the Premises. Resident waives all claims and causes of action of any kind or nature, at law or in equity, including, but not limited to, claims or causes of action arising by statute, ordinance, rule, regulation or similar provision, against Landlord and Landlord's agents, principals, employees, legal representatives, affiliates, assignees, successors in title, partners, shareholders, officers, directors, parents, members and managers (herein collectively called the "Landlord Affiliates") with respect to any health hazard occurring in connection with the presence in the Premises, common areas, or Community of materials containing potentially health affecting substances, and claims arising out of or based upon any potentially health affecting substances brought, or allowed to be brought, into the Premises, common areas, or Community by any Resident, Occupant, guest, or invitee. Resident agrees to defend, indemnify and hold harmless the Landlord Affiliates against and from any and all actions, causes of action, claims, demands, liabilities, losses, damages and expenses of whatsoever kind, including, but not limited to, attorneys' fees at both the trial and appellate levels, that any or all of the Landlord Affiliates may at any time sustain or incur by reason of any and all claims asserted against them arising out of potentially health affecting substances brought or allowed to be brought into the Community by any Resident, Occupant, guest, or invitee.

47. PROPOSITION 65 WARNING: The Premises, common areas, and Community may contain chemicals known to the State of California to cause cancer, birth defects, and other reproductive harm. These chemicals may be contained in emissions and fumes from building materials, products and materials used to maintain the property, and emissions, fumes, and smoke from Resident and guest activities, including but not limited to the use of motor vehicles, barbecues, and tobacco products. These chemicals may include, but are not limited to carbon monoxide, formaldehyde, tobacco smoke, unleaded gasoline, soot, tars, and mineral oils.

For more information please contact OEHHA at (916) 445-6900 or visit http://www.oehha.org/prop65/pdf/Prop65tenants.pdf for additional information from the California Environmental Protection Agency's Office of Environmental Health Hazard.

48. LEAD-BASED PAINT WARNING: Housing built before 1978 may contain lead-based paint. Lead from paint chips and dust can pose health hazards if not managed properly. Lead exposure is especially harmful to young children and pregnant women. Lead poisoning in young children may produce permanent neurological damage, including learning disabilities, reduced intelligence quotient, behavioral problems, and impaired memory. Before renting pre-1978 housing, Landlords must disclose the presence of known lead-based paint and/or lead-based paint hazards in the Unit. Residents must also receive a federally approved pamphlet on lead poisoning prevention. By Resident signing this Lease, they acknowledge receipt of Protect Your Family from Lead in Your Home pamphlet.

i. Presence of lead-based paint or lead-based paint hazards: Known lead-based paint and/or lead-based paint hazards are present in the housing.

ii. Landlord has reports or records pertaining to lead-based and/or lead-based paint hazards in the Premises and has made available to Resident all available records and reports upon Resident's request.

49. ASBESTOS DISCLOSURE: Before 1981, asbestos was commonly used in construction. This Community was built before 1981 and asbestos may be present. Asbestos is a chemical known to cause cancer. Asbestos may be present in sprayed on acoustical ceiling material, insulation, fire proofing and floor tiles in the Premises and/or buildings of the Community. Disturbing or damaging certain interior Premises, common areas, and/or Community surfaces may increase the potential exposure to asbestos. Resident may not pierce, damage, disturb, or remove any portions of the Premises, common areas, and/or Community known or suspected to contain asbestos. Resident must notify Landlord immediately in writing if any portion of the Premises, common areas, and/or Community known or suspected to contain asbestos are pierced, damaged, disturbed or removed. Landlord has instituted an operations and maintenance program directed at maintaining the Community in accordance with any applicable federal and state safety requirements regarding asbestos-containing material. This program is designed (among other things) to prevent release of asbestos fibers into the air; minimize disturbance of damage to asbestos-containing materials; monitor the conditions of materials and air in the building; and regulate maintenance, renovation and construction activities. No matter how small the percentage of such material may be, Resident, Occupants, guests, or invitees shall comply with such rules and regulations as Landlord from time to time may prescribe in connection with Landlord's operations and maintenance program, including without limitation to the following:

i. Hazardous Materials: Resident shall not take or allow any action which in any way damages or disturbs all or part of the ceiling, flooring, walls, insulation in the Premises, including but not limited to: Piercing the surface of the ceiling, flooring, walls or insulation by drilling or any other method; hanging plants, mobiles, or other objects from the ceiling; allowing any objects to come into contact with the ceiling; permitting water or any other liquid to come into contact with the ceiling; painting or undertaking any repairs or improvements with respect to the ceiling or floor tiles; or undertaking any activity which results in building vibration which may damage the ceiling.

ii. Resident shall notify Landlord immediately in writing: If there is any damage to or deterioration of the ceiling, flooring, walls or insulation of the Premises, including (without limitation) loose, cracking, hanging, or dislodged material, water leaks, or stains in the ceiling, flooring, walls or insulation.

50. CREDIT REPORTING: Resident is notified that Resident's performance as a tenant of this Community may be reported to credit reporting agencies.

51. SOCIAL MEDIA: Landlord maintains an online presence through its website and social media. This online presence includes, but is not limited to, displaying images from community events organized by Landlord. From time to time Landlord will capture still ("photo") and moving ("video") images at these events. Resident hereby acknowledges that by attending these events Resident accepts and agrees to the potential of being depicted in those images and further agrees to permit Landlord to use Resident's, Occupants', guests' or invitees' likenesses, without compensation, for the limited purpose of Landlord's online presence. Please note that Landlord respects Resident's privacy and at Resident's written request Landlord will remove any image depicting Resident, Occupants, guests or invitees.

F. COMMUNITY CONSIDERATION

52. USE OF PREMISES: Resident agrees to use the Premises solely as a private residence. Storage areas, parking areas, balconies, patios, outdoor areas, and decks shall not be used for occupancy. Resident shall not use the Premises as a business address, nor shall

Resident conduct business activities on the Premises. Conducting business activities includes, without limitation, using the Premises as a mailing address for a business enterprise, having a business telephone line in the Premises, having business clients meet with Resident at the Premises, having business stationery setting forth the address of the Premises as a business address, assembling or manufacturing any product upon the Premises, or otherwise holding out the Premises as the address of any business. Resident may, however, insofar as it is consistent with the restrictions set forth in this section, and with the written consent of Landlord, use a portion of the Premises as a "home office." Nothing set forth herein shall be deemed as disallowing any use of the Premises that cannot be prohibited legally.

53. CONDUCT OF RESIDENT: Resident agrees not to harass, annoy, or endanger any other resident, neighbor, or other person, or create or maintain a nuisance, or disturb the peace or solitude or quiet enjoyment of any other resident, neighbor or other person, or commit waste in or about the Premises. Resident further agrees not to harass, verbally abuse, denigrate or otherwise disrespect Landlord's employees, agents and/or contractors or interfere with the operations of the Community or the work of Landlord's employees or agents. Resident agrees to keep the volume of any activity, radio, stereo, electronic equipment, television or musical instrument at such a level which will not disturb the other residents at any time. Any noise, disturbance, or activity which would, in the sole and absolute discretion of Landlord, be reasonably likely to annoy or disturb other residents is strictly prohibited. 53. Certain acts are considered to be contrary to the safety, well-being, peace, and enjoyment of the other residents of the Community. These include, but are not limited to, the use, possession or sale of illegal drugs or controlled substances and the carrying or exhibiting of firearms in the Community. Such acts are prohibited. The carrying or exhibiting of firearms may be permitted with written consent of Landlord if doing so is required by law or job necessity. Resident shall not deface or damage any part of the Premises or the common areas or the Community or permit the same to be done. Resident shall not keep in the Community any flammable or explosive materials or any substance considered dangerous, hazardous, or toxic under any governmental law or regulation. Resident shall not do or permit anything to be done in the Premises that may be deemed hazardous or which will cause a cancellation of or an increase in the premiums for any insurance for the Community. Resident is responsible for the conduct of Occupants, guests, and invitees, including without limitation any minors, while they are in the Premises and in the Community. A Resident conducting any of the activities set forth in this section, or who allows Occupants, guests, or invitees to conduct any of said activities shall be deemed in violation of this Agreement, and said activity shall be grounds for termination of this Agreement. This provision constitutes written notice to cease any breach of this section, including, without limitation, committing or permitting to exist a nuisance in the Premises, building, or Community.

54. PARKING: Resident, Occupants, guests, and invitees shall follow the Parking Rules and Regulations, as the same may be amended from time to time. Landlord shall not be liable for any damage or loss to motor vehicles, the contents of motor vehicles, or personal property of Residents, Occupants, guests, or invitees. Failure to follow the Parking Rules and Regulations and posted signs relating to parking and operation of vehicles will result in the towing of the offending vehicle at the cost of the vehicle owner.

55. OCCUPANTS: Any person staying in the Premises for longer than two weeks or 20 nonconsecutive days out of the year shall be considered to be occupying the Premises. The Premises shall be occupied only by the person(s) indicated in Section 2. No other persons have permission to occupy the Premises unless such permission is in writing and signed by Landlord. Landlord's acceptance of rent from any other individual shall be deemed to be the payment of rent on behalf of the Resident and shall not constitute permission for the person making the payment to occupy the Premises. Should any person not named in Section 2 make any claim of right to possession of the Premises, any such person shall be deemed to be the guest or invitee of the named Resident and their claim to right of possession shall be denied. Any Occupant, named in Section 2, who is not a signatory to this Lease shall be deemed to be an invitee of Resident, who is a signatory to this Lease. Accordingly, if any such Occupant is not named in any unlawful detailer action to regain possession of the Premises, and if any such individual thereafter makes a claim to right of possession of the Premises, that claim shall be denied on the basis that said individual is the invitee of the named Resident and does not have an independent claim to right of possession of the Premises.

56. GUESTS: Any person occupying the Premises shall be considered an unauthorized occupant in violation of this Lease unless that person has completed a rental application, been approved, and been added to the Lease.

57. ASSIGNMENT AND SUBLETTING: Resident shall not assign this Lease nor sublet all or any part of the Premises without Landlord's written consent. Resident shall not sublet all or any part of the Premises on a short-term basis, including without limitation through Air BNB or any other short-term rental program. Permitting any person not named as an Occupant or as a Resident in this Lease to occupy the Premises shall be deemed an improper subletting of the Premises and shall subject the tenancy to termination. This provision constitutes written notice to cease any breach of this section, which breach is incurable pursuant to state law. Any attempted subletting or assignment in violation of this provision shall be void. In the event that no original Resident remains in residency at the Premises, Landlord may reset the rent in accordance with the Civil Code and Rent Stabilization Ordinance.

58. PETS: No pets are permitted in the Premises without the prior written consent of the Landlord through an Animal Addendum to this Lease. Permission to keep a pet may be granted, denied, or revoked in Landlord's sole discretion. Except to the extent written permission has been given, pets may not be brought upon the Premises, whether such pets belong to Resident or to any other person. The presence of any pets for which written permission has not been given and is not currently in force, even if such pets are "just visiting" shall be deemed a material breach of this Lease. This policy does not apply to accommodation or service animals. A disabled individual who requires an animal in order to be able to use and enjoy the Premises or the Community should contact Landlord before bringing the animal onto the Premises and request an accommodation to this Lease provision. All accommodation requests will be processed in accordance with applicable laws. Resident is responsible for reimbursing Landlord for the costs of repairing damage to the Premises, common areas, or Community caused by animal(s) under the control of or visiting Resident. Resident must promptly notify Landlord of any damage caused by animals.

59. CLOTHESLINES/DRYING RACKS: If the Premises has a private patio, deck, or balcony, which is enclosed by a fence, railing, or other structure, Resident is permitted to hang clothing, blankets or other laundry on the patio, deck, or balcony subject to the following rules and conditions:

- **i.** No more than two drying lines/racks may be in use at any one time.
- **ii.** Items may not be left on the drying lines/racks for more than 24 hours (i.e., all items must be removed within 24 hours of being put out on the drying lines/racks).
- **iii.** Drying lines/racks must be free standing.
- **iv.** No drying lines or racks may be attached or affixed in any manner to any portion of the building, fence, railing, wall, building support structure, or light fixtures.
- **v.** Drying lines/racks cannot be higher than the patio, balcony, or deck fence or railing.
- **vi.** Drying lines/racks cannot be clearly visible from the sidewalk or street.

vii. Drying lines/racks cannot block entrance to or egress from the Premises, create a health or safety hazard or interfere with walkways or utility service equipment.
viii. Drying lines/racks cannot interfere with the maintenance of the Community.
ix. Clothes may not be draped over fence or balcony railings, or hung from any building fixtures.

If the private patio or balcony is not enclosed by a fence, railing, or other structure, Resident is not permitted to hang clothing, blankets, or any other laundry on the patio, deck, or balcony.

G. UTILITIES AND HOT WATER

60. UTILITIES: Utility services shall be provided directly from the utility provider or, at the sole discretion of Landlord, on a sub-metering, square footage, or other allocation basis. Landlord reserves the right to modify the method by which the utilities are furnished to the Premises or billed to Resident during the term of this Lease and may modify billing Resident for utilities previously included in the rent by giving Resident a 30 day written notice.

The following terms shall apply:
i. Resident agrees to pay all charges for utilities for the Premises for the term of the Lease. Charges may be assessed by the utility provider or Landlord or Landlord's designated Billing Party in the case of utilities billed to Resident by Landlord in connection with Resident's use of utilities.
ii. Resident shall not use any utility in a wasteful, unreasonable, or hazardous manner and agrees to comply with all utility conservation efforts implemented by Landlord.
iii. Landlord is not liable for claims arising from utility service outages, interruptions, or fluctuations in utilities provided to the Premises not reasonably within Landlord's control.
iv. For any utility which Resident is responsible for paying directly to the utility provider, Resident must contact the utility company prior to move-in to have the services placed in Resident's name no later than ten (10) business day following move-in. Resident shall continue to contract with the utility provider throughout the term for continuous utility service. Resident's failure to make necessary arrangements for Resident's utility service may result in an interruption of services and Resident's failure to transfer utility services to Resident's name or failure to have continuous utility service may be, at Landlord's discretion, considered a material breach of this Lease and will permit Landlord to terminate the Lease. If Resident fails to pay any utility charges that are to be paid by Resident, Landlord may, at its option, pay such charges to retain continuing utilities service. If Landlord does so, any such charges may be billed to Resident by Landlord and said billing shall become due and payable, in full, as additional rent together with the regular monthly rent payment on the first day of the month next following the date of such billing. Resident will also be subject to an additional charge of **$50.00** for each billing cycle during which Resident has failed to become the customer of record with the utility provider(s).
v. Resident shall not use any utilities in the common areas for their own personal use without written consent of the Landlord.
vi. Resident agrees not to disturb, tamper, adjust, or disconnect any utility service, sub-metering device or system.

61. HOT WATER: The following will apply.
i. The water temperature in the Premises is set at 120 degrees Fahrenheit or below. When the water temperature is 120 degrees Fahrenheit, or below, bacteria may enter the water heater or associated plumbing and accumulate. If Resident desires the thermostat to remain at 120 degrees Fahrenheit, or below, Resident assumes any and all risks associated with any bacterial growth in the water heater or associated plumbing.
ii. Resident should be aware that some units may be equipped with an HVAC heating system which operates on hot water. To achieve full heating potential, it may be necessary to increase the temperature of the water heater during the colder months of the year. Resident should also be aware that some units operate on centralized hot water systems which service multiple units and as such individual adjustments in temperatures will not be possible.
iii. If Resident desires the water temperature in the Premises to be higher than 120 degrees Fahrenheit and the Premises has an individual hot water heater, Resident will request, in writing, the temperature of the hot water heater to be adjusted by Landlord, and Resident shall specify the desired temperature at which Landlord is requested to set the thermostat.
iv. Resident understands that if the temperature is set above 120 degrees Fahrenheit, that the water released from the taps in the Premises may scald or burn anyone using water, and potentially cause severe injury.
v. Resident may not tamper with, or adjust the water temperature thermostat in the Premises in any way without written authorization from Landlord.
vi. Resident agrees to indemnify and hold Landlord harmless in any action involving any injury related to the temperature of the water, the water system or the associated plumbing in the Premises.

H. ADDITIONAL TERMS

62. REQUESTS FOR ACCOMMODATIONS OR MODIFICATIONS: A disabled person shall be provided reasonable accommodations or reasonable modifications to the extent necessary to provide the disabled person with an opportunity to use and occupy the Premises in a manner equal to that of a non-disabled person. If Resident believes Resident, Occupant, or a member of Resident's household requires an accommodation or modification as a result of a disability, Resident should contact Landlord to begin the interactive process.

63. MILITARY: Military personnel on active duty may terminate this lease under Federal law if:
i. Resident becomes a member of the Armed Forces of the United States after Resident enters into the Lease; or
ii. Resident is or becomes a member of the Armed Forces of the United States and receives:
a. Orders for a permanent change of station; or
b. Orders to deploy for a period of at least 90 days.

Landlord fully supports its residents who are active-duty or reserve military personnel. Resident must give Landlord written notice of termination. For rentals when rent is paid monthly, the termination becomes effective 30 days after the first date on which the next rent payment is due after the termination notice is delivered and no further rent will be owed following the expiration of the notice period (or the actual move-out date, if later). Resident must furnish the Landlord with proof to establish that Resident qualifies for this limited exception. Proof may consist of any official military orders, or any notification, certification, or verification from the service member's commanding officer, with respect to the service member's current or future military duty status. Military permission for base housing does not constitute a permanent change-of-station order.

64. OFFICE OF FOREIGN ASSETS CONTROL: Resident represents and warrants that Resident and each person or entity owning an interest in Resident is

i. Not currently identified on the Specially Designated Nationals and Blocked Persons List maintained by the Office of Foreign Assets Control, Department of the Treasury ("OFAC") and/or on any other similar list maintained by OFAC pursuant to any authorizing statute, executive order or regulation (collectively, the "List").

ii. Not a person or entity with whom a citizen of the United States is prohibited to engage in transactions by any trade embargo, economic sanction, or other prohibition of United States law, regulation, or Executive Order of the President of the United States.

iii. None of the funds or other assets of Resident constitute property of, or are beneficially owned, directly or indirectly, by any Embargoed Person (as hereinafter defined).

iv. No Embargoed Person has any interest of any nature whatsoever in Resident (whether directly or indirectly).

v. None of the funds of Resident have been derived from any unlawful activity with the result that the investment in Resident is prohibited by law or that the Lease is in violation of law.

vi. Resident has implemented procedures, and will consistently apply those procedures, to ensure the foregoing representations and warranties remain true and correct at all times. The term "Embargoed Person" means any person, entity or government subject to trade restrictions under U.S. law, including but not limited to, the International Emergency Economic Powers Act, 50 U.S.C. § 1701 et seq., The Trading with the Enemy Act, 50 U.S.C. App. 1 at seq., and any Executive Orders or regulations promulgated there under with the result that the investment in Resident is prohibited by law or Resident is in violation of law.

Resident covenants and agree(s):

i. To comply with all requirements of law relating to money laundering, anti-terrorism, trade embargo and economic sanctions, now or hereafter in effect.

ii. To immediately notify Landlord in writing if any of the representations, warranties or covenants set forth in this section or the preceding section are no longer true or have been breached or if Landlord has a reasonable basis to believe that they may no longer be true or have been breached.

iii. Not to use funds from any "Prohibited Person" (as such term is defined in the September 24, 2001, Executive Order Blocking Property and Prohibiting Transactions with Persons Who Commit, Threaten to Commit, or Support Terrorism) to make any payment due to Landlord.

iv. At the request of Landlord, Resident may be asked to provide such information to determine Resident's compliance with the terms hereof.

v. Resident hereby acknowledges and agrees that Resident's inclusion on the List at any time during the lease term shall be a material default of the Lease. Notwithstanding anything herein to the contrary, Resident shall not permit the Premises or any portion thereof to be used or occupied by any person or entity on the List or by any Embargoed Person (on a permanent, temporary or transient basis), and any such use or occupancy of the Premises by any such person or entity shall be a material default of the Lease.

65. NON-DISCRIMINATION: There shall be no discrimination against or segregation of, any persons on account of race, color, national origin, ancestry, creed, religion, gender, gender identity, gender expression, sexual orientation, genetic information, marital status, familial status, age, source of income, handicap, disability, citizenship status, immigration status, primary language spoken or any other protected classification under state or federal law, in the sale, lease, sublease, transfer, use, occupancy, tenure or enjoyment of the Premises, nor shall the Landlord or any person claiming under or through Landlord, establish or permit any such practice or practices of discrimination or segregation with reference to the selection, location, number, use or occupancy of tenants, lessees, or vendees of the Premises.

66. TIME IS OF THE ESSENCE: Time is of the essence with respect to the provisions of this Lease. This provision shall be interpreted in its strictest sense irrespective of the relative hardship to the Parties.

67. SUCCESSORS: If the property is sold or the ownership interest otherwise transferred, the successor in interest of Landlord shall be deemed the assignee of all rights arising under this Lease, and shall be entitled to enforce the provisions of this Lease against Resident. Nothing in this provision shall be construed as conflicting or superseding the foregoing subordination or as requiring a continuation of the tenancy in the event of a foreclosure or other involuntary transfer of ownership.

68. SUBORDINATION: This Lease shall, without further act on the part of Resident, be subject and subordinate to the lien of any mortgage and/or any deed of trust or other encumbrance which may now exist, upon, or which may hereafter be placed by Landlord upon, the leased Premises or property including the Premises.

69. ATTORNMENT: Resident hereby agrees that Resident will recognize as its Landlord under this Lease and shall attorn to any person succeeding to the interest of Landlord in respect of the land and the buildings on or in which the Premises is contained upon any foreclosure of any mortgage upon such land or buildings or upon the execution of any deed in lieu of such foreclosure in respect of such mortgage. If requested, Resident shall execute and deliver an instrument or instruments confirming its attornment as provided for herein; provided, however, that no such mortgagee or successor-in-interest shall be bound by any payment of rent for more than one 1 month in advance, or any amendment or modification of this Lease made without the express written consent of such mortgagee.

70. ESTOPPEL CERTIFICATE: Resident agrees that within five (5) days of Landlord's request, Resident must execute and deliver to Landlord a written statement certifying that this Lease is unmodified and in full force and effect (or if modified, describing the modification). Any prospective or actual property purchaser may rely upon Resident's written statement. Should Resident fail to deliver a statement within the specified time, it will be conclusively presumed that the Lease is unmodified and in full force and effect, except as otherwise indicated, and there are no uncured defaults in Landlord's performance, and any other details specified by Landlord originally requested of Resident.

71. CONTENTS OF THIS LEASE: The failure of Landlord to insist upon strict performance of any of the covenants and agreements of this Lease or any addenda thereto, or to exercise any rights arising under this Lease, shall not be construed to be a waiver of Landlord's right to subsequently enforce any such provision or to insist upon any such right. The fact that Landlord may have accepted late payment(s) on one or more occasions shall not be deemed a waiver of Landlord's right to insist upon timely payment or rent or to exercise any remedy available for late payment of rent. Acceptance of rent following a breach of this Agreement shall not be deemed to constitute a waiver of such breach. No custom or practice which may develop between the Parties in the course of the tenancy shall be construed to waive the right of Landlord to enforce any provision of this Lease.

72. SEVERABILITY AND PROVISIONS REQUIRED BY LAW: If a provision or section of this Lease is legally invalid, or declared by a court to be unenforceable, such provision or section will be deemed deleted and the rest of this Lease will remain in effect. To the extent any provision of this Lease is in direct conflict with any provisions of applicable law, such provision is hereby deleted. Any provision specifically required by applicable law which is not included in this Lease is hereby inserted as an additional provision of this Lease, but only to the extent required by applicable law and then only so long as the provision of the applicable law is not repealed or held invalid by a court of competent jurisdiction.

73. ENTIRE AGREEMENT: This Lease, including all addenda executed by both Parties, sets forth the entire agreement among the Parties with respect to the matters set forth in it. It shall not be altered nor modified unless such alteration or modification is in writing and signed by all signatories to this Lease. No verbal agreements or representations have been made or relied upon by either party or any agent or employee of either party, and neither party nor any agent or employee of either party is entitled to alter any provisions of this Lease by any verbal representations or agreements to be made subsequent to the execution of this Lease. The foregoing notwithstanding, if Resident holds over after the expiration of the Lease term on a month-to-month basis, Landlord may change any provision of this Lease without the consent of Resident in the manner prescribed by California Civil Code Section 827.

74. SECTION HEADINGS: The section headings are inserted only for convenience and are not intended to define or limit the scope or intent of any clause.

75. NOTICES:

i. Any notice that Landlord gives to Resident shall be deemed properly served (whether or not actually received by Resident) if served in the manner prescribed in Code of Civil Procedure Section 1162. Except as prohibited by law, if Landlord fails to serve the notice in accordance with the provisions of Code of Civil Procedure Section 1162, but Resident actually receives the notice, the actual receipt shall be deemed to cure any defects in the manner of service and the notice shall be deemed properly and personally served. Service upon any Resident of the Premises shall be deemed valid service upon all Residents - it is not necessary to serve each Resident individually unless otherwise required by law.

ii. Any notice that Resident gives to Landlord shall be given to the business manager, assistant business manager, or sales associates, who are authorized to manage the Premises, at the management office(s) located at 5 Newell Court or at 2041 Euclid Ave., East Palo Alto, CA 94303 during normal business hours. The telephone number is **(650) 566-2000**. On non-holidays, the business hours, which remain subject to change, are: **Mon and Wed, 9AM - 6PM, Tues 10AM - 6PM, Thurs and Fri 9AM - 7PM, Sat and Sun 10AM - 5PM**.

iii. The persons designated above are the persons authorized by the owner to act for an on behalf of the owner for the purpose of service of process and for the purpose of receiving and giving receipts for all notices and demands.

76. JOINT AND SEVERAL LIABILITY AND AUTHORITY: In the event of more than one Resident, each Resident is jointly and severally liable for each provision of this Lease and service of any notice or demand upon one shall constitute notice to each other Resident. All persons signing this Lease as Resident shall remain jointly and severally liable for all obligations arising under it, whether or not they remain in actual possession of the Premises. The giving by any individual Resident of a notice of termination of tenancy shall not terminate the Lease as to that Resident unless all Residents vacate the Premises by the agreed date. Landlord may, however, treat any such notice as a notice binding against all Residents of the Premises, and may institute unlawful detainer proceedings against all Residents if they do not restore possession of the Premises to Landlord on or before the end of the notice period. Conversely, Landlord may, at its sole option, if one or more Resident gives notice, but all Residents do not return possession of the Premises to Landlord within the notice period, continue the tenancy in effect and, if Landlord does so, all Residents, including the Resident giving notice, shall remain fully liable for all obligations arising hereunder whether or not they remain in occupancy of the Premises.

77. ELECTRONIC SIGNATURES: The Parties agree that they may enter into this Lease by electronic means, although traditional hard copies with wet signatures may be used instead at the option of Landlord. Resident agrees and acknowledges that if Resident is entering into this Lease with Landlord by electronic means, doing so is not conditioned on Resident's agreement to conduct the leasing transaction electronically.

78. ATTACHMENTS/ADDENDA: Resident(s) acknowledges receipt of a copy of the attachments/addenda listed in this section, which are incorporated into and made part of this Lease. Resident(s) agrees to abide by said attachments/addenda in all respects. Any failure to comply with any of the attachments shall be deemed a breach of this Lease. If there is a conflict between these policies and the Lease, the Lease shall govern.

1	Acknowledgement RE Use of Medical Marijuana
2	Addendum Re Use of Medical Marijuana
3	Because We Care
4	Community Policies
5	Flood Zone Disclosure
6	Information About Bed Bugs and Pest Control Policies
7	Mold/Mildew Addendum
8	Move-In/Move-Out Inspection Form
9	Notice of Ordinance at Commencement of Tenancy
10	Parking Rules and Regulations
11	Pet Addendum
12	Proposition 65 Addendum - CA
13	RLI - Assurant Cover360
14	Resident Security Notice and Acknowledgment
15	Utilities Waiver
16	Security Deposit Agreement

SIGNATURES:

The undersigned expressly understands that after the initial term, the tenancy may automatically continue from month to month.

5/28/2024
03:31 PM PDT

Juana Serrate Navas *(Resident)* *Date*

5/28/2024
11:47 PM PDT

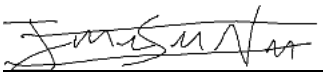
Hilario Arias Rivas *(Resident)* *Date*

Signed by Aura Andrade
Mon Jun 3 2024 10:48:09 AM PDT
Key: 0CB7821E; IP Address: 173.13.163.254

(Owner/Agent) *Date*

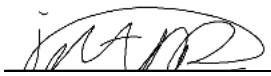
ACKNOWLEDGEMENT RE USE OF MEDICAL MARIJUANA

Resident acknowledges receipt and understanding of the attached policies concerning use of Medical Marijuana. If applicable, Resident agrees to complete the Addendum for any Resident, Occupant, invitee, or guest who requires a Medical Marijuana Accommodation. If the accommodation is not applicable, Resident is not required to complete the Addendum and it will remain solely as an informative section of the lease, not an Acknowledgment of any sort.



5/28/2024
03:52 PM PDT

Juana Serrate Navas *(Resident)* *Date*



5/28/2024
11:47 PM PDT

Hilario Arias Rivas *(Resident)* *Date*

Signed by Aura Andrade
Mon Jun 3 2024 10:48:14 AM PDT
Key: 0CB7821E; IP Address: 173.13.163.254

(Owner/Agent) *Date*

ADDENDUM RE USE OF MEDICAL MARIJUANA

This document is an addendum to the Lease Agreement dated **June 1, 2024** between **Juana Serrate Navas and Hilario Arias Rivas** and **Woodland Park** for the Unit # **15** located at **301 E okeefe St East Palo alto, CA 94303**.

I have read the following and agree to adhere to the below rules and regulations for Medical Marijuana use at the Community:

1. I have a physical or mental impairment that limits one (or more) major life activity. As a result of my disability, I require the use of Medical Marijuana. A copy of the Medical Marijuana Card is attached and incorporated by reference into this Addendum. I agree to notify Landlord if the Medical Marijuana Card is revoked or expires and understand that this Agreement terminates immediately upon revocation or expiration of the Medical Marijuana Card.
2. The Office of Environmental Health Hazard Assessment and the California Environmental Protection Agency list marijuana smoke as a carcinogen. In 2009, the Carcinogen Identification Committee determined that marijuana smoke was shown to cause cancer, and was added to the Proposition 65 list, pursuant to Title 27, California Code of Regulations, section 25305(a)(1) (formerly Title 22, California Code of Regulations, section 12305(a)(1)).
3. I UNDERSTAND THAT ANY SECONDHAND MARIJUANA SMOKE THAT DRIFTS INTO THE WINDOWS OF OTHER UNITS, THROUGH THE VENTS, UNDER ANOTHER RESIDENT'S DOOR, ONTO A BALCONY, OR IN A COMMON AREA (INCLUDING FITNESS CENTER AND POOL/SPA) IS PROHIBITED. I AGREE TO CONFINE THE SMOKE TO MY PREMISES AND AGREE THAT ANY SMOKE THAT AFFECTS A NEIGHBORING RESIDENT WILL BE DEEMED A NUISANCE. I UNDERSTAND THAT I WILL BE REQUIRED TO TAKE THE MEDICATION IN AN ALTERNATE MEANS AND/OR SMOKE IN AN ALTERNATE LOCATION IF THE SMOKE DISTURBS ANY NEIGHBORING RESIDENT.
4. I understand that there are reasonable alternate means to take the medication, including (among others) edibles, tinctures, beverages, cannabis oils, and pills. Landlord understands that each individual's medical situation is different and will address the specific situation and alternate means to take the medication with advice from the prescribing physician.
5. The distribution and/or sale of marijuana or any other narcotic or illegal substance is a violation of the Lease and basis for termination of tenancy.
6. Resident is prohibited from making any unauthorized modifications to the Premises, including indoor irrigation systems or any other alteration that may increase the moisture and/or humidity levels or risk of fire in the Premises, building or Community.
7. This Addendum may be modified for any reason at any time without Resident's approval in accordance with State and Federal law.
8. Except as expressly modified hereunder, the remaining terms and conditions of the Lease as previously amended shall remain in full force and effect.
9. Resident hereby acknowledges that this addendum is incorporated into the Lease.
10. The Parties hereto represent and acknowledge that in executing this Agreement they do not rely upon and have not relied upon any representation made by the other party with regard to the subject matter of this Addendum, or its effects, other than those representations specifically set forth herein. No supplement, modification, or amendment of this Addendum shall be binding unless executed in writing by both Parties.

This Addendum may be executed in counterparts and facsimile copies of same shall be admissible for all purposes and shall be deemed an original.

	5/28/2024 03:53 PM PDT		5/28/2024 11:48 PM PDT
Juana Serrate Navas *(Resident)*	*Date*	Hilario Arias Rivas *(Resident)*	*Date*

Signed by Aura Andrade
Mon Jun 3 2024 10:48:18 AM PDT
Key: 0CB7821E; IP Address: 173.13.163.254

(Owner/Agent) *Date*

BECAUSE WE CARE

At **Woodland Park**, we care about our residents' safety. We would like you to be aware of some important guidelines for your safety and protecting your personal property. Keep in mind that security is provided by local law enforcement agencies, much as it is for the other communities in the surrounding area. You should always proceed as if safety systems do not exist. The best safety measures you can take are the ones you can perform yourself as a matter of common sense. We have worked with local law enforcement agencies to develop a list of their recommendations for prudent practices regarding your personal safety. We provide this list as a convenience to you, without making any representation or warranty, and subject to the Lessee Security Notice & Acknowledgement:

PERSONAL SAFETY/INSIDE YOUR HOME

1. Lock your doors and windows, even when you're home.

2. If you have a deadbolt or night latch, use them even when you're home.

3. Never answer your door unless you know who is on the other side by looking through a peephole or window. If you don't know the person, talk to them without opening the door, and don't open the door unless you're satisfied with their identity.

4. If you are worried because you have lost a key, ask the management to rekey the locks. You have the right to do so, provided that you pay the cost of rekeying in advance.

5. Keep the telephone numbers for the police and emergency medical services handy.

6. Check your smoke detector periodically to ensure it is working.

7. Report to the management (in writing, dated and signed) any malfunction of safety devices outside your home such as broken gatelocks, burned-out stairwell and parking lot lights, etc.

8. Close your curtains or blinds at night.

9. Let friends know when you're going to be gone for an extended period of time. Ask your neighbors to keep an eye on your home, because the management cannot assume that responsibility.

10. Mark or engrave valuable personal possessions for identification.

11. Be careful to whom you lend or give your keys.

12. When lighting candles, always use holders that are sturdy to avoid tipping and keep candles 12" away from flammable objects such as curtains or pillows. Never leave a candle unattended. Extinguish them prior to sleeping or leaving your home.

13. Do not leave cooking items unattended. If a grease fire should break out, place a metal lid over the flames. Do not use glass since the heat from the fire could cause the glass to break. Smother the fire with a liberal amount of baking soda if it is relatively small and contained. Do NOT attempt to extinguish a grease fire with water; this will only cause the burning oil to splash and spread the flames.

PERSONAL SAFETY/OUTSIDE YOUR HOME

1. Lock your doors while you're gone. That means dead bolts too!

2. Leave a radio playing very softly when you're not at home.

3. Close and lock your windows when you're gone. Don't forget the sliding glass doors. Purchase a lamp timer at the hardware store, and set the time when you're not home in the evening or when you're on vacation.

4. Try not to walk outside alone at night.

5. Don't hide your front door key under the doormat. It's usually the first place a burglar will look.

6. If you have an entry code, don't give your code to guests or strangers.

7. Arrange for your newspaper delivery to be stopped when you're on vacation.

PERSONAL SAFETY/USING YOUR CAR

1. Lock your car doors when you're driving. Lock the doors and roll up the windows when you leave the car parked.

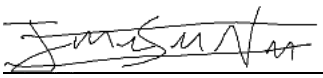
2. Don't leave visible items in the car, such as purses, briefcases, packages, money, etc.

3. Don't leave your keys in the car.

4. No matter where you are, always carry your key ring in your hand when you walk to the car. Don't ever stand by the car fumbling for keys.

5. Look in the back seat before you get in the car.

6. Don't stop alone at night at an automatic teller or gas station.



5/28/2024
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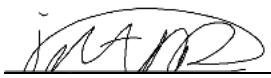
Juana Serrate Navas *(Resident)* *Date*



5/28/2024
11:50 PM PDT

Hilario Arias Rivas *(Resident)* *Date*

Signed by Aura Andrade
Mon Jun 3 2024 10:48:21 AM PDT
Key: 0CB7821E; IP Address: 173.13.163.254

(Owner/Agent) *Date*

COMMUNITY POLICIES

This document is an addendum to the California Lease Agreement ("Lease") dated **June 1, 2024** between **Juana Serrate Navas and Hilario Arias Rivas** ("Resident") and **Woodland Park** ("Landlord") for the **Unit #15** ("Premises") located at **301 E okeefe St, East Palo alto, CA 94303**.

In order to maintain and promote the Community, Landlord has established the following policies for the comfort and convenience of all residents. These Community Policies may be modified by written notice to residents.

1. **Service Requests:** All requests for service should be made in writing, delivered personally, sent via electronic mail, or submitted to the online resident portal. In an emergency, call 911 directly for help. Notify the Landlord immediately after.

2. **Laundry Facilities:** Laundry facilities are for the exclusive use by Resident and Occupants during the hours posted. Items should not be left unattended in the laundry area. Landlord is not responsible for loss or damage to personal items and clothing. To ensure the washers and dryers are working when needed, please follow the posted operating instructions carefully and treat the machines with care. If any of the laundry machines are not working properly, please notify Landlord immediately, so service can be arranged. A few additional tips:
   - **i.** Do not put plastic items in the dryer.
   - **ii.** Always clean the lint screen prior to use.
   - **iii.** Never operate the dryer without a lint screen,
   - **iv.** Refrain from overloading the washing machine or dryer. Do not use laundry facilities to wash or dry bulky items such as comforters.
   - **v.** We recommend leaving washer door open after cycle for better ventilation.
   - **vi.** Always clean the lint screen prior to using the dryer and never operate it without a lint filter.
   - **vii.** Never dry items that have come into contact with flammable substances like cooking oil, gasoline, paint thinner, or alcohol.

3. **Appliances:** The following policies must be followed with regard to appliances.
   - **i.** Appliances shall not be removed from the Premises, common areas, or Community.
   - **ii.** The disposal should only be used for the purpose for which it was designed. The following items should not be put in the disposal: metal, string, grease, coffee grounds, nut shells, fruit pits, corn on the cob, and potato peel.
   - **iii.** The bathroom fixtures should only be used for the purpose for which they were designed. The following items should not be disposed of in the toilets: diapers, paper towels, sanitary napkins, tampons, food, baby wipes and rags. Resident shall be held responsible for any repairs or damage resulting from the disposal of such items in the toilet. If Resident puts any other foreign objects in bathroom or plumbing fixtures, Resident shall reimburse Landlord for any repairs or damage caused by the same.
   - **iv.** Dishwashers should not be overloaded and only detergents made for automatic dishwashers should be used. We recommend using a rinse agent to improve drying and reduce spots and build up in dishwasher.
   - **v.** To keep the oven clean, use mild detergents following each use and do not use hard abrasives on chrome or glass parts of the oven.
   - **vi.** On the stove, never place foil under the burner pans.

4. **Interior Alterations:** Resident must obtain the prior written approval of Landlord before making any interior alteration. Any expenses incurred to restore the Premises will be at Resident's expense. Resident may not use nails when hanging pictures, mirrors, or other wall hangings. Please use adhesive hangers.

5. **Window Coverings and Signs:** Resident shall not use blankets, sheets, foil or non-standard window coverings in place of draperies or blinds. Except as permitted by law, Residents shall not place objects on window or window sill which are visible from the outside.

6. **Community Equipment and Facilities:** Recreational facilities may include business centers, fitness rooms, swimming pools and community rooms. Residents, Occupants, guests and invitees shall abide by all rules and regulations for the use of the recreational facilities. Resident, Occupants, guests and invitees will avoid conduct that Landlord deems inappropriate or disruptive. Any person in violation of these rules will be asked to vacate the area immediately. Failure to adhere strictly to the posted rules and regulations is acknowledged as grounds for suspension of privileges or termination of the tenancy in accordance with law. Landlord may change the rules and regulations at Landlord's discretion. Exercise care when enjoying the recreation facilities/equipment. Landlord is not responsible for physical injuries that result from the use of the recreational facilities/equipment. Any damages to any of the recreational facilities/equipment caused by Resident, Occupants, guests or invitees will result in Resident being responsible for the cost of repairing the damages. Take caution to lock/close common area doors and gates. No pets are allowed in any of the recreational facilities.

7. **Communities with Pools:** Resident is required to limit guests to no more than two at a time and accompany them to the pool. Visitors not accompanied by Resident will be asked to leave. Glass containers are not allowed in the pool area. Please help keep the pool area clean. Proper pool attire, such as bathing suits and swim trunks, is required. Children who are not toilet trained must wear a swim diaper. Cut-off jeans, T-shirts and non-swim diapers are not allowed. Additional pool policies and hours are posted by the pool. For safety reasons, do not swim alone.

8. **Patios and Balconies:** Resident shall comply with the following rules:
   - **i.** Patios and balconies are to be kept neat and orderly at all times.
   - **ii.** The installation of sunshades, blinds or hanging fabrics is not allowed.
   - **iii.** The construction of walls, ceilings, or other permanent attachments to the patio or balcony is not permitted.
   - **iv.** Patios and balconies may not be used as bedrooms.
   - **v.** No storage of any personal property or trash containers is allowed.
   - **vi.** All plants must be free-standing and have saucers underneath them. Hanging plants are not permitted.
   - **vii.** No motorcycles are allowed to be kept on any patios or balconies at any time.
   - **viii.** Unapproved bike hooks are not permitted and will be removed.
   - **ix.** Only furniture designed for outdoor use is permitted.

9. **Trash Removal:** Containers are located at various places throughout the Community. Residents shall secure trash and place it in a designated container. Residents shall not place trash on the ground if dumpster is full and should proceed to the next closest container to dispose of the trash. Resident shall not place large articles, such as furniture, for trash removal and Resident shall make alternate arrangements with a private disposal service to pick up such item at Resident's expense. Recyclable materials shall be separated from trash and disposed of in the recycling receptacles. Boxes should be recycled and broken down before disposal. Resident shall not dispose of hazardous materials in any container or other location at the Community. Resident shall only dispose of refuse in compliance with applicable laws. Resident may be charged a fee for not following these guidelines. Do not store trash on porches, balconies or in the hallways unless it is an approved container provided by the Landlord and is served regularly by the Landlord or a third party vendor.

10. **Recycling:** Resident agrees to comply with all present and future Community policies, laws, orders and regulations of all state, federal, municipal and local governments regarding the collection, sorting, separation, and recycling of waste products, garbage, refuse and trash.

11. **Barbeques:** The use or storage of any charcoal burner, liquid petroleum, gas fueled or any other open flame cooking devices are prohibited in the Premises, including on any patio or balcony.

12. **Loitering:** No unnecessary loitering in laundry facilities, recreation areas, leasing office, amenity areas, parking areas, or other common areas.

13. **Recreational Equipment:** Skateboards, motorcycles, bicycles and similar vehicles may not be stored in entry ways or under stairs without prior written permission from Landlord. Skateboards, roller-blades or other similar recreational equipment usage in Premises and in common areas is prohibited.

14. **Posting Flyers:** Resident is not authorized to distribute advertising, information or any other type of flyer, door-to-door, on cars, anywhere else in the building or throughout the Community, except as authorized by law. Landlord may designate a place for such items to be displayed and remove items that are not in keeping with the nature of the Community, as determined by Landlord.

15. **Garage and Storage:** Parking areas may only be used to park the Resident's registered, operational personal vehicle(s) in accordance with the Lease and Parking Rules and Regulations. Resident shall not use any parking area as storage for equipment, personal items, containers, vehicle parts or inoperable vehicles. In addition, Resident will not under any circumstances use any parking area or storage space to store flammable or toxic chemicals and/or waste. The parking area and storage space may not be used for occupancy. If Resident violates these requirements Resident agrees to immediately reimburse the Landlord for any costs associated with the removal of the unauthorized materials and immediately vacate the parking area or storage. Resident further agrees to be liable for any and all damage caused by Resident's carelessness or negligent driving, which may result in the destruction of the storage space and/or parking area or to any other vehicle near garage or storage space. The Landlord shall not be liable for any loss, theft, damages and or destruction of any personal property contained in any parking area or storage space. Nor shall the Landlord be held liable for or held responsible for any injury to any Resident, Occupant, guest or invitee resulting from the use of any parking area and/or storage space.

16. **Solicitors and Salespeople:** Solicitors are not allowed in the Community, except as authorized by law. Residents shall report all solicitors or salespeople to the Landlord immediately.

17. **Car Wash and Repair:** Vehicle repairs, including oil changes, and washing of vehicles are prohibited in the common areas and Community unless there is a designated area provided by Landlord.

18. **Moving of Furniture:** Landlord may designate the time and method for moving items to and from the Premises such as any furniture, merchandise, goods, freight or other such items. Residents may not move furniture to and from the Premises through the lobby, patio doors, or through the use of elevators (if available) without Landlord's permission. If elevators are installed at the Community, Landlord does not guaranty that the elevators will be available for use by Resident nor shall Landlord be liable for any loss resulting from the unavailability of elevator service.

19. **Notification of Changes:** Resident shall notify Landlord immediately in writing with any change to Resident's employer, employer telephone number, alternate phone numbers, emergency contact and other pertinent information.

Resident and Landlord represent that they have read this Addendum, understand the terms and conditions contained herein, and agree to the terms and conditions contained herein.

5/28/2024
03:54 PM PDT

Juana Serrate Navas *(Resident)* *Date*

5/28/2024
11:51 PM PDT

Hilario Arias Rivas *(Resident)* *Date*

Signed by Aura Andrade
Mon Jun 3 2024 10:48:24 AM PDT
Key: 0CB7821E; IP Address: 173.13.163.254

(Owner/Agent) *Date*

FLOOD AREA DISCLOSURE

(1) SPECIAL FLOOD HAZARD AREA OR AREA OF POTENTIAL FLOODING. If the address of the Premises is listed below, the owner has knowledge that this property is located in a special flood hazard area or area of potential flooding:

640 Circle Drive	1916/1918 Capital Ave	1807 Woodland Ave
1609 Woodland Ave	1949 Cooley Ave	1851 Woodland Ave
1908 Cooley Ave	1941 Cooley Ave	1859 Woodland Ave
1909/1911 Cooley Ave	1934 Capital Ave	1787 Woodland Ave
1703/1707 Woodland Ave	1957 Cooley Ave	1821 Clarke Ave
652/654 Scofield Ave	685 Scofield Ave	1785 Woodland Ave
1643 Woodland Ave	1820 Clarke Ave	1805 Clarke Ave
1901 Cooley Ave	1839 Woodland Ave	1827 Clarke Ave
1908 Capital Ave	1835/1837 Woodland Ave	1914 Cooley Ave
1902 Capital Ave	1823/1825 Woodland Ave	1826 Clarke Ave
1920 Capital Ave		

If the address of the Premises is not listed above, the owner has no knowledge that this property is located in a special flood hazard area or area of potential flooding.

(2) INFORMATION ABOUT HAZARDS. Resident can obtain information about hazards, including flood hazards that may affect the property from the internet website for the California Office of Emergency Services ("OES"). OES maintains a website called "My Hazards" that is available online at: http://myhazards.caloes.ca.gov.

(3) INSURANCE. Owner's insurance does not cover the loss of Resident's personal possessions or any relocation expenses. It is recommended that the Resident consider purchasing renter's insurance and flood insurance to insure Resident's possessions from loss due to fire, flood, or other risk of loss and to maintain such insurance throughout the term of the tenancy.

(4) ADEQUACY OF INFORMATION. Owner is not required to provide additional information concerning the flood hazards to the property. The information provided here is deemed adequate to inform the Resident pursuant to California Government Code section 8589.45.

By signing below, Resident acknowledges that Resident has received and reviewed this Flood Area Disclosure.

5/28/2024 03:55 PM PDT

Juana Serrate Navas *(Resident)* *Date*

5/28/2024 11:52 PM PDT

Hilario Arias Rivas *(Resident)* *Date*

Signed by Aura Andrade
Mon Jun 3 2024 10:48:29 AM PDT
Key: 0CB7821E; IP Address: 173.13.163.254

(Owner/Agent) *Date*

INFORMATION ABOUT BEDBUGS AND PEST CONTROL POLICIES

This document is an addendum to the Lease Agreement dated **June 1, 2024** between **Juana Serrate Navas and Hilario Arias Rivas** and **Woodland Park** for the Unit **#15** located at **301 E okeefe St, East Palo alto, CA 94303**.

1. In recent times, bed bugs have become a re-emerging problem nationwide. One reason for these increasing problems is that it is easy for persons to spread the problem unknowingly. Bed bugs readily hide in small crevices and are notorious hitch-hikers. Bed bugs are often transferred by purchasing used furniture and through travel in luggage and in hotel beds and linens.

2. Landlord provides the following information about bedbugs pursuant to California Civil Code Section 1954.603:

a) Bed Bug Appearance: Bed bugs have six legs. Adult bed bugs have flat bodies about 1/4 of an inch in length. Their color can vary from red and brown to copper colored. Young bed bugs are very small. Their bodies are about 1/16 of an inch in length. They have almost no color. When a bed bug feeds, its body swells, may lengthen, and becomes bright red, sometimes making it appear to be a different insect. Bed bugs do not fly. They can either crawl or be carried from place to place on objects, people, or animals. Bed bugs can be hard to find and identify because they are tiny and try to stay hidden.

b) Life Cycle and Reproduction: An average bed bug lives for about 10 months. Female bed bugs lay one to five eggs per day. Bed bugs grow to full adulthood in about 21 days.

c) Bed bugs can survive for months without feeding.

d) Bed bug Bites: Because bed bugs usually feed at night, most people are bitten in their sleep and do not realize they were bitten. A person's reaction to insect bites is an immune response and so varies from person to person. Sometimes the red welts caused by the bites will not be noticed until many days after a person was bitten, if at all.

e) Common signs and symptoms of a possible bed bug infestation:

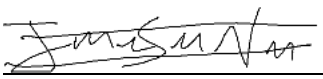
- Small red to reddish brown fecal spots on mattresses, box springs, bed frames, mattresses, linens, upholstery, or walls.
- Molted bed bug skins, white, sticky eggs, or empty eggshells.
- Very heavily infested areas may have a characteristically sweet odor.
- Red, itchy bite marks, especially on the legs, arms, and other body parts exposed while sleeping. However, some people do not show bed bug lesions on their bodies even though bed bugs may have fed on them.

f) For more information, see the Internet Web sites of the United States Environmental Protection Agency and the National Pest Management Association.

3. The best strategy for effective pest control is prevention. The following are recommended steps in the prevention of infestations by insects and vermin, including bed bugs: (1) Clean Premises regularly, including vacuuming mattresses; (2) Clean up clutter to help reduce the number of places insects like bed bugs can hide; (3) Carefully and thoroughly inspect used furniture or clothes you acquire and bring into the Premises; Ask the person from whom you acquire the items if the items were checked and treated for bed bugs; (4) Do not bring discarded furniture, mattresses or clothing into the Premises; and (5) When traveling or staying in hotels, avoid places which do not appear to be cleaned regularly.

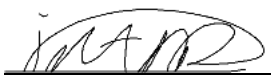
4. If the Premises or neighboring Premises are infested with vermin or insects, including bed bugs, Landlord may hire a pest control professional to develop a treatment plan and apply pesticides. The Premises must be properly prepared for any treatment and Resident must cooperate with the implementation of the treatment plan.

Resident and Landlord represent that they have read this Addendum, understands the terms and conditions contained herein, and agree to the terms and conditions contained herein.



5/28/2024
03:55 PM PDT

Juana Serrate Navas *(Resident)* *Date*



5/28/2024
11:52 PM PDT

Hilario Arias Rivas *(Resident)* *Date*

Signed by Aura Andrade
Mon Jun 3 2024 10:48:33 AM PDT
Key: 0CB7821E; IP Address: 173.13.163.254

(Owner/Agent) *Date*

MOLD/MILDEW ADDENDUM

This document is an addendum to the Lease Agreement dated **June 1, 2024** between **Juana Serrate Navas and Hilario Arias Rivas** and **Woodland Park** for the Unit #**15** located at **301 E okeefe St, East Palo alto, CA 94303**.

Resident acknowledges that it is necessary for Resident to provide appropriate climate control, keep the Unit clean, and take other measures to retard and prevent mold and mildew from accumulating in the Unit. Resident agrees to clean and dust the Unit on a regular basis and to remove visible moisture accumulation on windows, walls, and other surfaces as soon as reasonably possible. Resident agrees not to block or cover any of the heating, ventilation or air conditioning ducts in the Unit. Resident also agrees to immediately report to Landlord: (i) any evidence of a water leak or excessive moisture in the Unit, as well as in any storage room, garage or other common area; (ii) any evidence of mold- or mildew-like growth that cannon be removed by simply applying a common household cleaner and wiping the area; (iii) any failure or malfunction in the heating, ventilation or air conditioning system in the Unit; and (iv) any inoperable doors or windows. Resident further agrees that Resident shall be responsible for damage to the Unit and Resident's property as well as personal injury to Resident, other occupants or Resident's guests, resulting from Resident's failure to comply with the terms of this Addendum.

A default under the terms of this Addendum shall be deemed a material default under the terms of the Lease, and Landlord shall be entitled to exercise all rights and remedies at law or in equity. Except as specifically stated herein, all other terms and conditions of the Lease shall remain unchanged. In the event of any conflict between the terms of this Addendum and the terms of the Lease, the terms of this Addendum shall control. Any term that is capitalized but not defined in this Addendum that capitalized and defined in the Lease shall have the same meaning for purposes of this Addendum as it has for purposes of the Lease.

Resident(s) acknowledges to have read this Addendum and understands the terms and conditions contained herein.

	5/28/2024 03:55 PM PDT		5/28/2024 11:52 PM PDT
Juana Serrate Navas *(Resident)*	*Date*	Hilario Arias Rivas *(Resident)*	*Date*

Signed by Aura Andrade
Mon Jun 3 2024 10:48:37 AM PDT
Key: 0CB7821E; IP Address: 173.13.163.254

(Owner/Agent) *Date*

City of East Palo Alto
Office of the City Manager
Rent Stabilization Program
2415 University Avenue, 2nd Floor
East Palo Alto, CA 94303
Tel: 650-853-3114 / Fax: 650-853-3115
rentprogram@cityofepa.org

NOTICE OF ORDINANCE AT COMMENCEMENT OF TENANCY

Section 6 of the East Palo Alto Rent Stabilization and Just Cause of Eviction Ordinance of 2010 requires landlords provide residential tenants with a written notice of this Ordinance at the commencement of any tenancy.

RENTS AND RENT INCREASES

How Much Can Rents be Increased Each Year:

The Rent Stabilization Board determines the percentage increase each year, the Annual General Adjustment ("AGA"), that landlords can raise rents for tenants in regulated rental units. **The percentage of rent increase allowed**, including for all fees for regulated housing services, **for the 2022-2023 program year is 4.2%.**

Landlords, who are in compliance with the Ordinance, may increase rents between July 1 and June 30 of each program year by the amount of the AGA after giving a proper 30-day notice to a tenant. A landlord is eligible to increase rents using AGAs only if the landlord:

1. Registers all units in the same property with the Rent Stabilization Program;
2. Substantially complies with the Rent Stabilization Ordinance and/or orders or regulations issued under the Ordinance, including not charging more than the maximum allowed rent; and
3. Ensures the rental unit complies with the implied warranty of habitability; and completes all repairs ordered by the City.

Fees paid to a landlord for regulated housing services such as parking or utilities are generally part of the rent. An increase in fees for housing services, or charges for additional services that were not included in a tenant's initial rental agreement, are generally considered rent increases and must conform to the requirements for raising rents.

Accumulating AGAs for Future Rent Increases:

Landlords may raise rents by a lesser amount than allowed by the AGA or choose not to raise rents in any given year, and in that event, they may apply the AGA for future use to raise a tenant's rent. Rent increases may not exceed **10%** in any 12-month period.

Certificate of Maximum Allowable Rent ("MAR"):

Certificates are issued upon Initial Registration of a rental unit, upon occupancy by a new tenant, and upon individual request. They are not issued every year. Based on information submitted by landlords, the Rent Stabilization Administrator calculates the Maximum Allowable Rent in the Certificates issued for rental units that have been properly registered with the City. A tenant cannot be charged rent, including any fees for regulated housing services, that exceeds the MAR for the timeframe specified in the Certificate issued for their unit.

RIGHT TO PETITION FOR VIOLATIONS OF ORDINANCE

A tenant can file petition A, B and/or C when their landlord violates the requirements of the City's Rent Stabilization Ordinance. A tenant may file a petition seeking a rent reduction or a rebate for rent already paid for the following reasons:

File Petition A for a Rent Reduction and Rebate for Maximum Allowable Rent Violations: This petition may be filed when rent is being charged over the Maximum Allowable Rent for a regulated rental unit. A tenant can also file Petition A if their landlord failed to properly register the unit.

File Petition B for Rent Reduction and Rebate for Housing Service Reductions, including Maintenance and Breach of Implied Warranty of Habitability: This petition may be filed when the tenant experiences habitability and/or maintenance problems, and/or reductions in services that have not been corrected in a reasonable time.

File Petition C for Approval to Withhold Rent for Landlord's Failure to Register a Unit with the Rent Stabilization Program: Tenants may contact the Rent Program to find out if their rental unit is properly registered and for more

information about this provision in the Ordinance.

PROTECTIONS AGAINST EVICTONS WITHOUT CAUSE

Evictions are only permitted for the specific reasons cited in the Ordinance. Evictions not meeting these requirements can be contested in any action to recover possession of a rental unit in court.

Landlords must specify at least one of the permitted grounds for eviction listed in the Ordinance in a written notice of termination of tenancy. Permitted grounds for eviction include failing to pay rent, violating the lease, or engaging in disorderly or destructive conduct, among other reasons.

The landlord must file with the Rent Board a copy of any termination of tenancy and unlawful detainer action within five calendar days after the tenant has been served with such a notice.

TENANT PROTECTION ORDINANCE (Codified in Section 14.02 of the Municipal Code):
In May 2014, the City Council adopted the Tenant Protection Ordinance ("TPO") to further protect tenants. The TPO requires landlords to provide tenants a tenant rights information sheet, to give keys to every adult occupant in the rental unit, and to replace locks before a new tenancy begins. The TPO prohibits landlords from discriminating against families with children or based on the student or non-student status of housing applicants and tenants. It also prohibits landlords from harassing or taking retaliatory action against tenants. The TPO confirms tenants' rights to organize and to distribute literature related to tenancy issues. The TPO also provides for relocation assistance when units are to be demolished or removed or tenants have to temporarily relocate due to necessary repairs.

FOR MORE INFORMATION ABOUT THE ORDINANCE

Contact the Rent Stabilization Program at (650) 853-3114 or rentprogram@cityofepa.org; or the City's website at: www.cityofepa.org/rentprogram. You may also visit us at 2415 University Avenue, 2nd floor between 8:00 a.m. – 5:00 p.m.

For legal advice or representation, you may contact Legal Aid Society of San Mateo County for an appointment at (650) 517-8911; or Community Legal Services in East Palo Alto at (650) 326-6440; or go to 1861 Bay Road, East Palo Alto.

I received a copy of this notice on **May 28, 2024**.

	5/28/2024 03:56 PM PDT		5/28/2024 11:54 PM PDT
Juana Serrate Navas *(Resident)*	*Date*	Hilario Arias Rivas *(Resident)*	*Date*

PARKING RULES AND REGULATIONS

1. Each resident may only use the assigned parking space associated with that resident's lease and parking permit. Any vehicle parked in a parking space other than the assigned space is subject to immediate tow at the owner's expense. If you are not sure which space is yours, please ask the Management Office.

2. Every vehicle, including motorcycles, parked in an assigned **Woodland Park** parking space must have a visible, valid **Woodland Park** parking permit.

3. The **Woodland Park** Management Office at **5 Newell Court, East Palo Alto, CA 94303** issues parking permits. Generally, one parking permit will be issued for each assigned parking space. The make, model, color, and license plate number for each vehicle must be provided to obtain a parking permit.

4. The parking permit, including the permit identification number, must be fully visible at all times that the vehicle is parked at **Woodland Park**. Be sure not to cover the permit identification number.

5. If a resident's vehicle information changes or there are any other changes affecting the parking permit, the Management Office will reissue the parking permit. Upon reissue, the original parking permit will no longer be valid. All updated information must be provided to the Management Office.

6. If a parking permit must be reissued due to loss or theft, the resident will be charged a replacement fee for reissuance of the permit. Upon reissue, the original parking permit will no longer be valid. If the original parking permit is found in any vehicle parked at **Woodland Park**, that vehicle will be subject to immediate tow at the owner's expense. Reproduction or alteration of a parking permit is a direct violation of the Parking Rules. Any vehicle parked at **Woodland Park** with a reproduced or altered parking permit will be subject to immediate tow at the owner's expense.

7. No vehicle may be parked at any time in a fire lane, red zone, or any other area marked "NO PARKING." No vehicle may be parked so as to block any other parking space, sidewalk, driveway, or garage entrance. Any vehicle parked in violation of these rules is subject to immediate tow at the owner's expense.

8. Certain parking spaces are marked as guest and visitor parking spaces. Vehicles cannot be parked in guest and visitor spaces for more than 72 hours, unless the Management Office has provided prior written approval. An unapproved vehicle parked in a guest or visitor space for more than 72 hours is subject to immediate tow at the owner's expense. It is the resident's responsibility to advise guests and visitors of the Parking Rules.

9. Residents and their guests and visitors may park their vehicles in the parking spaces marked "**Woodland Park** Management Office" outside of Management Office hours; however, these vehicles must be moved during Management Office hours (signs are posted with the times). Any vehicle parked in the Management Office parking spaces during office hours are subject to immediate tow at the owner's expense.

10. Motorcycles must be parked in parking spaces. Motorcycles must affix the parking permit so that it is visible on the front area of the vehicle. Motorcycles may not be stored in units, on walkways, in courtyards, or on balconies. All parking rules and regulations apply to motorcycles.

11. All vehicles parked at **Woodland Park** must be in good operating condition and currently registered and licensed. Vehicles leaking any fluids will be subject to clean up fees. Any vehicle that is lacking any part or equipment necessary to operate safely, including without limitation, an engine, transmission, wheels, tires, doors, or windshield is subject to tow at the owner's expense. Management will attempt to provide 72 hours of notice before towing any such vehicle. Vehicle repair and maintenance in parking spaces and driveways is strictly prohibited.

12. Storage of personal property is not allowed in parking spaces. Management reserves the right to remove personal property left in parking spaces with no prior warning. Parking spaces and adjacent areas are to be neat and clean at all times.

13. Vehicles are not to be covered. Management will remove and discard covers.

14. Management is not responsible for theft or damage to any vehicle or personal property in the parking areas.

15. Boats, large trucks, RV's or trailers are not to be parked in the parking areas.

16. Bicycles must be parked in designated bicycle racks or inside a Resident's unit. Bicycles may not be stored or parked in common walkways or by the resident's front door.

Please remember to always lock your vehicle and never leave valuables in your car. Management is not responsible for loss or damage. Park at your own risk.

IF YOUR VEHICLE IS TOWED...

You have rights if your vehicle gets towed. Please consult the **California** Vehicle Code to fully understand your rights, as this is only an overview and the law may change at any time.

Generally, prior to paying any towing and storage-related fees, you have the right to:

- Receive an itemized invoice of actual charges.
- Receive your personal property, at no charge, during normal business hours.
- Retrieve your vehicle during the first 72 hours of storage and not pay a lien fee.
- Request a copy of the Towing Fees and Access Notice.
- Pay by cash or valid bank credit card
- Inspect your vehicle or have your insurance carrier inspect your vehicle at the storage facility, at no charge, during normal business hours.

You generally have the right to have the vehicle released to you upon (1) payment of all towing and storage-related fees, (2) presentation of a valid photo identification, (3) presentation of reliable documentation showing that you are the owner of the vehicle or that the owner has authorized you to take possession of the vehicle, and (4), if applicable, presentation of any required police or law enforcement release documents.

If you do not pay the towing and storage-related fees or you abandon your vehicle at the towing company, the towing company may sell your vehicle and any money received will be applied to towing and storage-related fees that have accumulated against your vehicle. You are still responsible for paying the towing company any outstanding balance due on any of these fees once the sale is complete.

If your vehicle was damaged during storage or towing, the owner of the vehicle may recover for any damage to the vehicle resulting from any intentional or negligent act of a person causing the removal of, or removing, the vehicle.

If the towing company violates the law, you may be able to bring a lawsuit in court, generally in small claims court. The towing company may be civilly liable for damages up to two times the amount charged, not to exceed $500, and possibly more for certain violations.

5/28/2024 03:56 PM PDT		5/28/2024 11:54 PM PDT	
Juana Serrate Navas *(Resident)*	*Date*	Hilario Arias Rivas *(Resident)*	*Date*

PET ADDENDUM

This document is an addendum to the California Lease Agreement ("Lease") dated **June 1, 2024** between **Juana Serrate Navas and Hilario Arias Rivas** ("Resident") and **Woodland Park** ("Landlord") for the **Unit # 15** ("Premises") located at **301 E okeefe St, East Palo alto, CA 94303**.

Pets, including unauthorized or visiting pets, are not permitted on the Premises without prior written consent from Landlord. This addendum constitutes written consent for the pet(s) described below in the "Pet Description."

Pet Description

Resident and Landlord agree as follows:

1. Resident agrees to pay **$0.00** per month per pet in Pet Rent per month on or before the first of each month with Monthly Rent. Pet Rent is additional "rent" for all purposes.

2. If a pet is added during the lease term, Resident agrees to pay **$50.00** in Pet Rent per pet per month and will be required to pay an additional deposit of **$500.00**.

3. The additional deposit shall be subject to full inspection of the Premises upon Resident's move out and shall be considered an additional deposit pursuant to the Lease terms.

4. Resident shall be liable for all damages to Premises, common areas, or Community and all expenses caused by or in connection with pet, including without limitation the presence of fleas.

5. Pet will not be permitted outside the Premises unless restrained by a leash. Resident must control pet activity while in the Premises.

6. Pets may not be left or tied on balconies, porches, or patios and these areas must be kept clean and free of pet waste.

7. Resident is responsible for immediate and proper cleaning up and disposal of pet waste. Please note that landscape pesticides and chemicals are used on the grounds of the Community and therefore special care should be taken when walking pets.

8. If pet is a cat, an appropriate litter box shall be maintained and a scratching post should be provided. Resident must place soiled cat litter in a securely tied trash bag for disposal.

9. If Resident does not clean up after pet, Resident will be fined **$50.00** per occurrence.

10. Pets shall not weigh over **50 Pounds** full grown.

11. The number of pets per unit is limited to **2**.

12. Resident shall not permit and represents that pet will not cause any damage, discomfort, annoyance, nuisance or in any way inconvenience, or cause complaints from, any other resident.

13. All pets must have all current, required vaccinations. Upon request from Landlord, Resident must provide proof of vaccinations to Landlord.

14. It is strongly recommended that all pets have an identification tag showing current address and telephone number on their collar. Dogs are required to have a current license and an identification tag at all times.

15. Resident agrees to comply with all applicable ordinances, regulations and laws governing pets.

16. In addition, Resident shall comply with the following policies:

- **i.** Except as further restricted by law, the following types of pets are permissible: cats, dogs, hamsters, guinea pigs, rabbits, birds, fish, non-poisonous or non-venomous amphibians, and non-poisonous or non-venomous reptiles. Permitted birds must be kept caged and permitted fish, amphibians, and reptiles must remain in in a tank/aquarium at all times.
- **ii.** All pets must be spayed/neutered.
- **iii.** Resident shall prevent any fleas or other infestation of the Premises, building and Community.
- **iv.** Birds shall not be let out of cages.
- **v.** Resident must obtain prior written consent from Landlord to have fish tanks over **30 gallons**. Fish tanks must be placed in a safe area inside of the Premises.
- **vi.** Dangerous, illegal, exotic or poisonous animals (as determined solely by Landlord) are not permitted on the Premises.
- **vii.** Residents are not allowed to keep endangered species.
- **viii.** Feral animals cannot be fed or kept on the Premises, common areas, or Community.
- **ix.** Resident shall not allow any pet in the Community that has exhibited any sign of aggressive behavior or aggressive tendencies towards any person.

x. Resident shall not allow any pet in the Community that is a Restricted Breed. Restricted Breeds are Alaskan Malamute, Boxer, Chow Chow, Dalmatian, Doberman Pinscher, German Shepperd, Belgian Malinois, Husky breeds, Pit-Bull breeds, Staffordshire Terrier, Presa Canario, Rottweiler and wolf hybrids..

17. This addendum shall terminate without affecting the Lease or Resident's responsibilities under the Lease and Resident shall remove the pet immediately if any of the following occurs:

i. Payment of Pet Rent is delinquent.

ii. The pet displays aggressive behavior.

iii. Landlord perceives the pet to be dangerous or disruptive to premises, common areas, or Community, other residents, guest or employees.

iv. Resident fails to provide proof of current, required vaccinations upon request from Landlord.

v. Upon thirty (30) days' notice by either party to the other of intent to terminate this Addendum.

18. Companion and/or Service Animal: Landlord will review any request for accommodation to the pet policies, including the need for a companion or service animal. Additional information may be requested while engaging in the interactive process to determine the need for the accommodation. If a companion or service animal is required, the Resident will be provided a Companion Animal and/or Service Animal Addendum & Agreement detailing the terms and conditions.

19. Resident agrees to hold harmless and indemnify Landlord from all liability pertaining to pets on the property and Resident shall hold Landlord harmless and indemnify Landlord for any and all damages or costs in connection with pet.

Resident and Landlord represent that they have read this Addendum, understand the terms and conditions contained herein, and agree to the terms and conditions contained herein.

	5/28/2024 03:56 PM PDT		**5/28/2024 11:54 PM PDT**
Juana Serrate Navas *(Resident)*	*Date*	Hilario Arias Rivas *(Resident)*	*Date*

Signed by Aura Andrade
Mon Jun 3 2024 10:48:43 AM PDT
Key: 0CB7821E; IP Address: 173.13.163.254

(Owner/Agent) *Date*

PROPOSITION 65 ADDENDUM

This document is an addendum to the Lease Agreement dated **June 1, 2024** between **Juana Serrate Navas and Hilario Arias Rivas** and **Woodland Park** for the **Unit # 15** located at **301 E okeefe St, East Palo alto, CA 94303**.

⚠ WARNING:

Building materials such as insulation, pressed wood materials, finishes, or adhesives on the Residential Community can expose you to chemicals including **formaldehyde** which is/are known to the State of California to cause cancer.

Exhaust fumes on roadways and in parking areas on the Residential Community can expose you to chemicals including **carbon-monoxide** which is/are known to the State of California to cause birth defects or other reproductive harm.

Cigarettes, cigars, pipes, cigarillos, hand-rolled cigarettes (such as bidis) and clove cigarettes (kreteks) produce tobacco smoke, which even when experienced second hand on the Residential Community can expose you to chemicals including **acetaldehyde, acrylamide, arsenic, benzene, and carbon monoxide** which is/are known to the State of California to cause cancer and **acetaldehyde, acrylamide, arsenic, benzene, and carbon monoxide** which is/are known to the State of California to cause birth defects or other reproductive harm.

Swimming Pool(s), spa, water features on the Residential Community can expose you to chemicals including **chloroform which can be formed when the disinfectant chlorine in the pool, spa, fountain reacts with organic compounds that may be in the water such as dirt, sweat, skin cells, etc. and** which is/are known to the State of California to cause cancer and birth defects or other reproductive harm.

Talk to your landlord or the building owner about how and when you could be exposed to these chemicals in your building. For additional information go to www.P65Warnings.ca.gov/apartments.

Resident(s) acknowledges to have read this Addendum and understands the terms and conditions contained herein.

	5/28/2024 03:57 PM PDT		5/28/2024 11:55 PM PDT
Juana Serrate Navas *(Resident)*	*Date*	Hilario Arias Rivas *(Resident)*	*Date*

Signed by Aura Andrade
Mon Jun 3 2024 10:48:53 AM PDT
Key: 0CB7821E; IP Address: 173.13.163.254

(Owner/Agent) *Date*

LEASE ADDENDUM
PERSONAL LIABILITY INSURANCE REQUIRED

1. **Addendum.** This is an addendum to the Lease for Apt. No. **15** at **301 E okeefe St, East Palo alto, CA 94303**

   The effective date of this Addendum is **May 28, 2024**.

2. **Insurance Acknowledgment.** You acknowledge that we do not maintain insurance to protect you against personal injury, loss or damage to your personal property or to cover your own liability for injury, loss or damage you (or your occupants or guests) may cause others. You also acknowledge that you may be responsible to others (including us) for the full cost of any injury, loss or damage caused by your negligent actions or the negligent actions of your occupants or guests, including but not limited to damage caused by fire, smoke, explosion or water damage liability.

3. **Required Renters Insurance Policy.** You are required to purchase and maintain a renter's personal liability insurance policy which provides limits of liability to third parties in an amount not less than **$100,000.00** per occurrence through an insurance company or insurance agent authorized to issue insurance in this state. Proof of coverage must be submitted for all leaseholders. Such insurance policies are often referred to as "renter's insurance policies or "liability-only insurance policies." Most renter's insurance policies contain personal liability coverage and also personal property coverage for your own property. You are only required to have personal liability insurance, however we highly recommend that you obtain coverage for your personal property too. Personal property coverage protects your property in the event of theft, fire or weather-related loss to your property. The required personal liability insurance policy must cover all residents in your unit. The policy must identify Insurance Tracking, **1050 Crown Pointe Parkway, Suite 600, Atlanta, GA 30388** as a "Party of Interest" or "Interested Party" where the "Party of Interest" or "Interested Party" must be notified within ten (10) days after your insurance company or agent renews, cancels or non-renews your policy. When insurance providers are paperless and only submit communications electronically, they are required to submit policy documents to **woodlandparkca@greystar.com**. Failure to include Insurance Tracking as the "Party or Interest" or "Interested Party" with the above-listed address and/or **woodlandparkca@greystar.com** will constitute a breach of this Lease.

4. **Insurance Election.** If you choose not to purchase insurance through the carrier of your choice or are unable to secure satisfactory personal liability insurance coverage, you have the option to obtain insurance coverage under an insurance program issued by an insurance carrier we have partnered with. As a resident of this property, you automatically qualify for this coverage with our preferred insurance provider with no underwriting or lengthy application. Participation in this program allows you to conveniently pay the insurance charges with your monthly rent. Following your execution of this Lease, you will be sent a link via email or text message to an online insurance portal where you must either enroll in the insurance program offered by our preferred insurance provider or upload proof of insurance if you already have insurance or if you decide to purchase the insurance through a carrier or agency other than our preferred insurance provider.

   If you choose to participate in this preferred insurance provider's program, you agree that you will be charged **$14.50** monthly with your rent to cover the costs of securing personal liability coverage in an amount of **$100,000.00** and personal property coverage in an amount of **$5,000.00**. The insurance company will issue a certificate of insurance to you that will describe the limits, conditions and terms of the coverage provided. A description of the insurance coverage and the insurance carrier are available by visiting the online insurance portal. If you have questions regarding the insurance program, including other available options, please call **(833) 227-2209**.

   If you decide not to enroll in the preferred insurance provider's program described above, you will be required to upload proof of insurance coverage via the link you receive by email from **woodlandparkca@greystar.com** to meet the Lease's insurance requirement. If you do not have access to upload your proof of insurance, you must contact the leasing office and the on-site staff may be able to provide you with an alternative method (e.g. business center computer, iPad, etc.).

5. **Freedom of Choice.** At all times, you are able to purchase insurance through the carrier or agency of your choice and are not required to purchase insurance through a particular carrier or agency, including the preferred provider. However, the insurance you purchase must meet the Lease's minimum requirements at all times. By signing this Addendum you consent to the sharing of information with our preferred insurance provider, which includes, but is not limited to, your name, address, lease status/expiration, current renter's insurance policy information, email address and telephone number(s).

6. **Subrogation Allowed.** You acknowledge that subrogation is allowed by all parties and that this Addendum supersedes any language to the contrary in the Lease. Accordingly, our commercial insurance carrier may make a claim against you for losses it pays as a result of your negligence, and your insurance carrier may make a claim against us for losses it pays as a result of our negligence. We retain the right to hold you responsible for any loss in excess of your insurance coverage.

7. **Your Insurance Coverage.** By signing this Addendum, you acknowledge that you have purchased (or agree to purchase) the insurance described above or you have agreed to participate in the insurance program. If you purchase insurance through a carrier or agency other than the preferred insurance provider, you must provide proof of insurance via the online insurance portal prior to taking possession of the apartment. You further acknowledge that you will keep your insurance

policy in-force for the entire term of the Lease. If any material terms of your insurance policy change, you agree to promptly provide proof of the modified policy terms to **woodlandparkca@greystar.com**.

8. **Default.** Unless otherwise prohibited by law, and subject to any right to cure a default under the Lease, any default under the terms of this Addendum shall be deemed a material default of the Lease, and we are entitled to exercise all rights and remedies under the law. If you fail to obtain and maintain personal liability insurance as required by this Addendum, you will be in violation of your Lease. In such event, we may send a written notice to you demanding that you cure the violation by purchasing the required insurance and providing evidence of coverage to us. If you fail to supply evidence of such insurance to us on or before the specified date set forth in your notice, we reserve the right to obtain personal liability insurance coverage on your behalf, and to charge you monthly for the amount of the insurance charges (**$14.50**). This is an insurance program provided to us by an insurance company we have partnered with and provides **$100,000.00** in personal liability insurance to you but **does not include any personal property coverage to protect your property from any loss or damage, including but not limited to from theft, fire or weather**. You may cancel your participation in this insurance program at any time if you purchase your own personal liability insurance policy or renter's insurance policy and provide proof of coverage to **woodlandparkca@greystar.com**. Upon your enrollment in the insurance program set forth in this paragraph, the insurance company will deliver you an insurance certificate evidencing and describing the coverage.

9. **Miscellaneous.**

   a. Except as specifically stated in this Addendum, all other terms and conditions of the Lease shall remain unchanged.

   b. The insurance required by the Lease Contract is not required by any law. Your obligation to provide insurance stems solely from the Lease Contract.

   c. In the event of any conflict between the terms of this Addendum and the terms of the Lease, the terms of this Addendum shall control.

   d. The insurance required by the Lease is not an attempt to limit our liability for our own negligence or your liability for your own negligence.

   e. **Arthur J Gallagher & Co.**, a licensed insurance agency and affiliate of property manager, may receive compensation on policies issued by the preferred insurance provider for administrative, brokerage or marketing support. Owner may be receiving compensation or other payments from **Arthur J Gallagher & Co.** or one of its affiliates where permitted by law.

   f. The insurance required by the Lease is not in lieu of, or in any way a component of, any security deposit required by the Lease.

   g. **You understand that the personal liability insurance coverage set forth in paragraph 8 may cost more than similar insurance you can purchase on your own and will only cover you for your own liability for injury, loss or damage caused by you (or, in some cases, your occupants or guests) to others and DOES NOT INCLUDE COVERAGE FOR PERSONAL INJURY OR LOSS OR DAMAGE TO YOU OR YOUR PERSONAL PROPERTY. THE PERSONAL LIABILITY INSURANCE DESCRIBED IN PARAGRAPH 8 IS LIMITED IN SCOPE AND MAY NOT FULLY PROTECT YOUR INTERESTS.**

   h. You agree that you have not received any oral representations from Owner or any representative of Owner which are inconsistent with or not contained in the Lease Contract, the addenda attached to the Lease Contract, or in the Rules and Regulations. If you have received any such oral representations, you agree that you did not rely on them to decide to enter in the Lease Contract or this Addendum.

   i. You must refer to the actual insurance policy or certificate for a complete description of the coverage, as this Addendum only provides a general summary. If you have an annual renter's insurance policy and decide to switch to the insurance program offered by our preferred insurance provider, please compare the terms of coverage between the two policies, as not all policies are the same and coverage may differ.

   j. By signing this Addendum, you consent to receive communications from the insurance company via email, text, or other electronic means with respect to insurance related matters.

By signing below, you acknowledge and agree to be bound to the terms of this Addendum.

	5/28/2024 03:57 PM PDT		5/28/2024 11:55 PM PDT
Juana Serrate Navas *(Resident)*	*Date*	Hilario Arias Rivas *(Resident)*	*Date*

Signed by Aura Andrade
Mon Jun 3 2024 10:48:58 AM PDT
Key: 0CB7821E; IP Address: 173.13.163.254

(Owner/Agent) *Date*

RESIDENT SECURITY
NOTICE & ACKNOWLEDGMENT

NOTICE TO RESIDENT: Landlord does not promise, warrant, or guarantee the safety or security of the Resident, Occupants, or their personal property against the criminal actions of other residents or third parties. Each Resident has the responsibility to protect himself or herself and to maintain appropriate insurance to protect his or her belongings.

It is a fact that no security system, courtesy patrol or electronic security device can guarantee protection against crime. Even elaborate security systems are subject to mechanical malfunction, tampering, human error or personnel absenteeism, and can be defeated or avoided by clever criminals. Therefore, Lessees should always proceed on the assumption that no security systems exist. The best safety measures are those precautions that can be performed as a matter of common sense and habit.

If security systems, security devices, or walk-through/drive-through services are employed at this community, no representation is being made that they will be effective to prevent injury, theft or vandalism. Such personnel, if provided, cannot physically be every place at every moment. Usually, such personnel are unarmed independent contractors and have no greater authority under the law to restrain or arrest criminals than the ordinary citizen. Therefore, Landlord does not warrant that any security systems, security devices, or services employed at this community will discourage or prevent breaches of security, intrusions, thefts, or incidents of violent crime. Further, Landlord reserves the right to reduce, modify or eliminate any security system, security devices or services (other than those statutorily required) at any time; and Resident agrees that such action shall not be a breach of any obligation or warranty on the part of Landlord.

Resident agrees to promptly notify Landlord in writing of any problem, defect, malfunction or failure of door locks, window latches, controlled access gates, intrusion alarms, and any other security-related device. If Resident's home is equipped with an intrusion alarm, Resident agrees to be responsible for all fines, penalties and other charges resulting from or attributable to the alarm, including false alarm charges.

ACKNOWLEDGMENT BY RESIDENT: I have read, understood and agree with the above notice. I have received no representation or warranties, either express or implied, as to any security or any security system on the property. Landlord has not in any way stated or implied to me that security of person or property was provided, promised, or guaranteed or that the Community was or will be free from crime. I further acknowledge that Landlord is not obligated under any circumstances to respond to any signal from an intrusion alarm system. The responsibility for protecting me, my property, and my family, guests and invitees from acts of crime is the sole responsibility of myself and law enforcement agencies.

I agree to release and hold harmless Landlord from claims arising out of criminal acts of other residents and third parties. I agree that Landlord shall not be liable to me based upon any claim that security was not provided, subject to Landlord's compliance with state statutes regarding door locks and window latches. Resident acknowledges that the foregoing shall also be binding upon Resident's heirs, successors, and assigns.

Representatives of Landlord have no authority to make changes or modifications in the terms of this document, except when in writing and signed.

5/28/2024 03:57 PM PDT

Juana Serrate Navas *(Resident)* *Date*

5/28/2024 11:55 PM PDT

Hilario Arias Rivas *(Resident)* *Date*

Signed by Aura Andrade
Mon Jun 3 2024 10:49:12 AM PDT
Key: 0CB7821E; IP Address: 173.13.163.254

(Owner/Agent) *Date*

UTILITIES WAIVER

This document is an addendum to the California Lease Agreement dated **May 28, 2024** between **Juana Serrate Navas and Hilario Arias Rivas** and **Woodland Park** for the Unit #**15** located at **301 E okeefe St, East Palo alto, CA 94303**.

In order to allow my community to track our whole building utility data, which will be used to determine what upgrades can be done to reduce utility expenses in each unit, I hereby grant authority for **Woodland Park Property Owner, LLC doing business as Woodland Park Communities**, the owner of **Woodland Park** to obtain the usage and utility detail for my utility accounts during my tenancy at this location for the sole purpose of benchmarking through the Energy Star® Portfolio Manager system. In order to do this, I agree to grant my Landlord the right to sign my account up to electronically receive utility data, where necessary, and to receive my account details as necessary to accomplish such benchmarking. Where available, such details will be collected in aggregate so that no unit information is available, and no unit information will be distributed except as required by law, nor used for any **marketing** purposes.

Therefore, I hereby authorize any utility provider serving my Premises, located at **301 E okeefe St #15, East Palo alto, CA 94303** to provide such utility details and history about the accounts tied to my Premises upon request through the term of this Lease, and including up to the 24 months prior to the signing of this agreement.

I understand that by signing below I am waiving my right to privacy, both actual and perceived, under Federal, State and Local statutes regarding the release of my utility data and agree to hold all parties involved harmless from any potential right to privacy violations.

Resident(s) acknowledges to have read this Addendum and understands the terms and conditions contained herein.

	5/28/2024 03:58 PM PDT		5/28/2024 11:55 PM PDT
Juana Serrate Navas *(Resident)*	*Date*	Hilario Arias Rivas *(Resident)*	*Date*

Signed by Aura Andrade
Mon Jun 3 2024 10:49:19 AM PDT
Key: 0CB7821E; IP Address: 173.13.163.254

(Owner/Agent) *Date*

SECURITY DEPOSIT AGREEMENT

This Agreement is made this day, **June 1, 2024**, by and between **Woodland Park** (hereinafter referred to as "Lessor"), Lessor of the apartment complex in which the "Premises", as hereinafter defined, are located, acting pursuant to express written authority given by the owner of such apartment complex, and **Juana Serrate Navas and Hilario Arias Rivas** (hereinafter referred to as "Lessee"), in connection with the Apartment Lease Agreement (the "Lease") between Lessor and Lessee for: **Woodland Park** (the "Premises").

1. **Security Deposit.** Lessor hereby acknowledges receipt from Lessee of the sum of: **$2,600.00** (Security Deposit) which represents the security deposit payment under the Lease, which shall hereinafter be defined as "Security Deposit". Lessor will hold the Security Deposit for the faithful performance by Lessee of his/her obligations under the Lease, including payment of rent, and cleaning and repair of the Premises after its surrender.

2. **Refund of Security Deposit.** Lessor shall deduct from the Security Deposit all monies expended as a result of any breach of the lease or this agreement, including but not limited to the following:
   - **A.** Vacate completely the entire Premises by Lessee on or before the date specified in the required written **30 day** move-out notice.
   - **B.** Expiration of the term of the Lease, or termination or cancellation of the Lease in accordance with the express provisions thereof.
   - **C.** Payment by Lessee of all rental required under the Lease, up to and including the date of expiration or termination of the term of the Lease, or the full move-out notice period, whichever is longer.
   - **D.** The Premises, including all kitchen appliances (refrigerator, oven, range, dishwasher, and microwave) and including all baths, closets, storage areas, patios/balconies, etc. have been thoroughly cleaned, so as to be in the same condition as they were in on the commencement date of the term of Lease, normal wear and tear excepted.
   - **E.** No defects or damage to the Premises, whether caused by Lessee, pets, or otherwise, unless shown on a written list of damages and defects signed by Lessee at the commencement of the Lease term.
   - **F.** Observance and performance by Lessee of all of the other covenants and obligations to be kept or performed by Lessee under the Lease up to and including the date of expiration or termination of the Lease term.
   - **G.** Observation and performance by Lessee of all rules and regulations to be kept and performed by Lessee under the Lease, including, without limitation, those rules and regulations pertaining to pets.
   - **H. LESSEE has given LESSOR thirty days written notice prior to the date of expiration or termination of the term of the Lease.**
   - **I.** Lessee has provided Lessor with a written copy of the forwarding address of Lessee.

3. **Deductions.** Within twenty-one (21) days after Lessee has vacated the Premises, Lessor shall furnish Lessee with an itemized written statement of the basis for, and the amount of, any security received and the disposition of such security to Lessee.

4. **Move-Out Procedures.** When Lessee moves out of the Premises, an inspection of the condition of same shall be made after all of the personal effects of Lessee have been removed. Lessee should accompany Lessor during said inspection to help resolve any problems that may arise. Failure of Lessee to do so shall constitute a concurrence by Lessee in Lessor's assessment of charges for damages or cleaning. After inspection by Lessor, appropriate charges will be assessed by Lessor for any missing items; damages or repairs to the Premises, or its contents (normal wear and tear excepted) with the exception of those items listed on the Move-In/Move-Out Inspection Report attached to this agreement; insufficient light bulbs; scratches, burns, or holes in the walls, doors, floors, draperies, carpets and/or furniture; and for cleaning the Premises (including all kitchen appliances). Lessee shall be charged for each unreturned key (mail-box key and garage remote), and charged for replacing locks if all door keys to the Premises are not returned to Lessor.

5/28/2024 03:58 PM PDT

Juana Serrate Navas *(Resident)* *Date*

5/28/2024 11:57 PM PDT

Hilario Arias Rivas *(Resident)* *Date*

Signed by Aura Andrade
Mon Jun 3 2024 10:49:23 AM PDT
Key: 0CB7821E; IP Address: 173.13.163.254

(Owner/Agent) *Date*

R037

MOVE-IN/MOVE-OUT INSPECTION FORM

Resident Name(s)	Move-In Inspection Date	Move-In Inspection By	Move-In Date
Juana Serrate Navas and Hilario Arias Rivas			June 1, 2024
Address	**Move-Out Inspection Date**	**Move-Out Inspection By**	**Move-Out Date**
301 E okeefe St #15, East Palo alto, CA 94303			

The condition of this Unit is clean, free of any visible pest, undamaged, in good working order and adequate for customary use unless otherwise noted hereon. Use condition codes and comments to describe exceptions and mark NA for items not applicable.

CONDITION CODES: • **EXC** - Excellent • **FR** - Fair • **PR** - Poor • **NCL** - Needs cleaning • **REP** - Replace • **PE** - Pest • **NR** - Needs repair • **PT** - Needs painting • **SCR** - Scratched • **CLN** - Clean • **NEW** - New

	MOVE-IN INSPECTION		PRE MOVE-OUT INSPECTION		MOVEOUT INSPECTION	
KITCHEN	CODE	COMMENT	CODE	COMMENT	CODE	COMMENT
Walls/Ceiling						
Floor						
Hood/Filter/Vent						
Counter Top						
Sink/Disposal						
Cabinets/Drawers						
Shelves						
Windows/Screens						
Window Treatment						
Light Fixtures						
Refrigerator						
Dishwasher						
Stove/Oven						
Microwave						
Other:						
DINING ROOM	CODE	COMMENT	CODE	COMMENT	CODE	COMMENT
Walls/Ceiling						
Floor						
Window Treatment						
Closet/Doors						
Window/Screen						
Fixtures/Fan						
Other						
LIVING ROOM	CODE	COMMENT	CODE	COMMENT	CODE	COMMENT
Walls/Ceiling						
Floor						
Window Treatment						
Closet/Doors						
Window/Screen						
Fixtures/Fan						
Fireplace						
Other						
BATHROOM (ONE)	CODE	COMMENT	CODE	COMMENT	CODE	COMMENT
Walls/Ceiling						
Floor						
Cabinets/Drawers						
Door						
Mirror						
Tub/Shower						
Sink/Faucet						
Countertop						
Toilet						
Towel Rack						
Fixtures/Exhaust Fan						
Other						
BATHROOM (TWO)	CODE	COMMENT	CODE	COMMENT	CODE	COMMENT
Walls/Ceiling						
Floor						
Cabinets/Drawers						
Door						
Mirror						
Tub/Shower						
Sink/Faucet						
Countertop						
Toilet						
Towel Rack						
Fixtures/Exhaust Fan						
Other						

R038

BEDROOM (ONE)	CODE	COMMENT	CODE	COMMENT	CODE	COMMENT
Walls/Ceiling						
Floor						
Closet/Doors						
Windows/Screen						
Window Treatment						
Fixtures/Fan						
Other						
BEDROOM (TWO)	CODE	COMMENT	CODE	COMMENT	CODE	COMMENT
Walls/Ceiling						
Floor						
Closet/Doors						
Windows/Screen						
Window Treatment						
Fixtures/Fan						
Other						
BEDROOM (THREE)	CODE	COMMENT	CODE	COMMENT	CODE	COMMENT
Walls/Ceiling						
Floor						
Closet/Doors						
Windows/Screen						
Window Treatment						
Fixtures/Fan						
Other						
ADDITIONAL ROOM	CODE	COMMENT	CODE	COMMENT	CODE	COMMENT
Walls/Ceiling						
Floor						
Closet/Doors						
Window/Screen						
Window Treatment						
Fixtures/Fan						
Other						
ENTRY/PATIO/ BALCONY	CODE	COMMENT	CODE	COMMENT	CODE	COMMENT
Walls/Ceiling						
Doors						
Window/Screen						
Window Treatment						
Fixtures/Fan						
Other						
GARAGE/CARPORT	CODE	COMMENT	CODE	COMMENT	CODE	COMMENT
Remote/Opener						
Other						
MECHANICAL	CODE	COMMENT	CODE	COMMENT	CODE	COMMENT
Air Conditioner						
Smoke Detector						
Locks						
Other						

R039

ACCESS DEVICES	Move In Count	Move Out Count
Door		
Common Area		
Mailbox		
Fob		
Amenity		
Other		

Any security deposit shall be held by the Landlord for Resident who is party to the Lease. The claim of a Resident to the security deposit shall be prior to the claim of any creditor for the Landlord. **(Civil Code Section 1950.5(d)).**

From the time of the Pre Move-Out Inspection until the termination of the tenancy, the Resident may remedy the deficiencies identified in a manner consistent with the rights and obligations of the Parties under the Lease, in order to avoid deductions from the security deposit.

The law allows the Landlord to use the security deposit for legal deductions itemized in this statement that are not corrected by the Resident prior to the termination of tenancy or that were not identified during the time of the Pre Move-Out Inspection and for damages to the Premises/Community. A final itemized statement will be provided to Resident.

Move-In Inspection:

(Resident) *Date*

(Resident) *Date*

(Agent for Owner) *Date*

Pre Move-Out Inspection:

(Resident) *Date*

(Resident) *Date*

(Agent for Owner) *Date*

Move-Out Inspection

(Resident) *Date*

(Resident) *Date*

(Agent for Owner) *Date*

Exhibit B

Resident Ledger



Date: 02/12/2025

Code	t2980545	**Property**	cawoopa2	**Lease From**	06/01/2024
Name	Juana Serrate Navas	**Unit**	218-15	**Lease To**	05/31/2025
Address	301 East O'Keefe Street	**Status**	Current	**Move In**	06/01/2024
	#15	**Rent**	2600.00	**Move Out**	
City	East Palo Alto, CA 94303	**Phone (H)**		**Phone (W)**	(650) 501-1538

Date	Chg Code	Post Month	Description	Charge	Payment	Balance	Chg/Rec
05/14/2024	appfee	05/2024	Application Fee(2 Occupants)	70.00		70.00	151832186
05/20/2024	secdep	05/2024	Holding fee	300.00		370.00	151918027
06/01/2024	secdep	06/2024	Security Deposit	2,300.00		2,670.00	153859449
06/01/2024	rent	06/2024	Rent for 30 days	2,600.00		5,270.00	153859450
06/01/2024	rentins	06/2024	Renter's Insurance for 30 days	14.50		5,284.50	153859451
06/01/2024	waterrb	06/2024	Water Rebill for 30 days	30.00		5,314.50	153859452
06/01/2024	sewerrb	06/2024	Sewer Rebill for 30 days	45.00		5,359.50	153859453
06/01/2024	trashrb	06/2024	Trash Rebill for 30 days	35.00		5,394.50	153859454
06/10/2024		06/2024	chk# 40195748568578 :CHECKscan Payment		370.00	5,024.50	37871149
06/10/2024		06/2024	chk# 0903231827 :CHECKscan Payment		5,024.50	0.00	37871150
07/01/2024	rent	07/2024	Base Rent (07/2024)	2,600.00		2,600.00	155526645
07/01/2024	rentins	07/2024	Renter's Insurance (07/2024)	14.50		2,614.50	155526646
07/01/2024	waterrb	07/2024	Water Rebill (07/2024)	30.00		2,644.50	155526647
07/01/2024	sewerrb	07/2024	Sewer Rebill (07/2024)	45.00		2,689.50	155526648
07/01/2024	trashrb	07/2024	Trash Rebill (07/2024)	35.00		2,724.50	155526649
07/09/2024		07/2024	chk# 2089 8011290564 :CHECKscan Payment		724.00	2,000.50	38444904
07/09/2024		07/2024	chk# 2089 8011290563 :CHECKscan Payment		1,000.00	1,000.50	38444905
07/09/2024		07/2024	chk# 2089 8011290562 :CHECKscan Payment		1,000.00	0.50	38444907
08/01/2024	electrb	08/2024	Electric Rebill - 06/01/24-06/05/24	4.90		5.40	156927762
08/01/2024	gasrb	08/2024	Gas Rebill - 06/01/24-06/05/24	2.64		8.04	156927765
08/01/2024	utilreim	08/2024	Utility Reimbursement Other - 06/01/24-06/05/24	50.00		58.04	156927767
08/01/2024	sewerrb	08/2024	Sewer Rebill (08/2024)	45.00		103.04	157811824
08/01/2024	trashrb	08/2024	Trash Rebill (08/2024)	35.00		138.04	157811825
08/01/2024	rent	08/2024	Base Rent (08/2024)	2,600.00		2,738.04	157812985
08/01/2024	rentins	08/2024	Renter's Insurance (08/2024)	14.50		2,752.54	157812986
08/01/2024	waterrb	08/2024	Water Rebill (08/2024)	30.00		2,782.54	157812987
08/06/2024		08/2024	chk# 2089 :CHECKscan Payment		1,000.00	1,782.54	39025985
08/06/2024		08/2024	chk# 2089 :CHECKscan Payment		58.04	1,724.50	39025986
08/06/2024		08/2024	chk# 2089 :CHECKscan Payment		725.00	999.50	39025987
08/06/2024		08/2024	chk# 2089 :CHECKscan Payment		1,000.00	(0.50)	39025988
09/01/2024	rent	09/2024	Base Rent (09/2024)	2,600.00		2,599.50	160181758
09/01/2024	rentins	09/2024	Renter's Insurance (09/2024)	14.50		2,614.00	160181759
09/01/2024	waterrb	09/2024	Water Rebill (09/2024)	30.00		2,644.00	160181760
09/01/2024	sewerrb	09/2024	Sewer Rebill (09/2024)	45.00		2,689.00	160181761
09/01/2024	trashrb	09/2024	Trash Rebill (09/2024)	35.00		2,724.00	160181762
09/04/2024		09/2024	chk# 2089 8011692132 :CHECKscan Payment		1,000.00	1,724.00	39596766
09/04/2024		09/2024	chk# 2089 8011692131 :CHECKscan Payment		1,000.00	724.00	39596767
09/04/2024		09/2024	chk# 2089 8011692133 :CHECKscan Payment		724.50	(0.50)	39596768
10/01/2024	rent	10/2024	Base Rent (10/2024)	2,600.00		2,599.50	162531379
10/01/2024	rentins	10/2024	Renter's Insurance (10/2024)	14.50		2,614.00	162531380
10/01/2024	waterrb	10/2024	Water Rebill (10/2024)	30.00		2,644.00	162531381
10/01/2024	sewerrb	10/2024	Sewer Rebill (10/2024)	45.00		2,689.00	162531382
10/01/2024	trashrb	10/2024	Trash Rebill (10/2024)	35.00		2,724.00	162531383
10/08/2024		10/2024	chk# 2089 8011691086 :CHECKscan Payment		1,000.00	1,724.00	40285283

10/08/2024		10/2024	chk# 2089 8011691087 :CHECKscan Payment		724.50	999.50	40285284
10/08/2024		10/2024	chk# 2089 8011691085 :CHECKscan Payment		1,000.00	(0.50)	40285285
11/01/2024	rent	11/2024	Base Rent (11/2024)	2,600.00		2,599.50	164895323
11/01/2024	rentins	11/2024	Renter's Insurance (11/2024)	14.50		2,614.00	164895324
11/01/2024	waterrb	11/2024	Water Rebill (11/2024)	30.00		2,644.00	164895325
11/01/2024	sewerrb	11/2024	Sewer Rebill (11/2024)	45.00		2,689.00	164895326
11/01/2024	trashrb	11/2024	Trash Rebill (11/2024)	35.00		2,724.00	164895327
11/06/2024		11/2024	chk# 2089 8011932230 :CHECKscan Payment		1,000.00	1,724.00	40867275
11/06/2024		11/2024	chk# 2089 8011932232 :CHECKscan Payment		724.50	999.50	40867276
11/06/2024		11/2024	chk# 2089 8011932231 :CHECKscan Payment		1,000.00	(0.50)	40867277
12/01/2024	rent	12/2024	Base Rent (12/2024)	2,600.00		2,599.50	167251417
12/01/2024	rentins	12/2024	Renter's Insurance (12/2024)	14.50		2,614.00	167251418
12/01/2024	waterrb	12/2024	Water Rebill (12/2024)	30.00		2,644.00	167251419
12/01/2024	sewerrb	12/2024	Sewer Rebill (12/2024)	45.00		2,689.00	167251420
12/01/2024	trashrb	12/2024	Trash Rebill (12/2024)	35.00		2,724.00	167251421
12/05/2024		12/2024	chk# 2089 8011933713 :CHECKscan Payment		724.50	1,999.50	41411852
12/05/2024		12/2024	chk# 2089 8011933711 :CHECKscan Payment		1,000.00	999.50	41411853
12/05/2024		12/2024	chk# 2089 8011933712 :CHECKscan Payment		1,000.00	(0.50)	41411854
01/01/2025	rent	01/2025	Base Rent (01/2025)	2,600.00		2,599.50	169966704
01/01/2025	waterrb	01/2025	Water Rebill (01/2025)	30.00		2,629.50	169966705
01/01/2025	rentins	01/2025	Renter's Insurance (01/2025)	14.50		2,644.00	169966715
01/01/2025	sewerrb	01/2025	Sewer Rebill (01/2025)	45.00		2,689.00	169966725
01/01/2025	trashrb	01/2025	Trash Rebill (01/2025)	35.00		2,724.00	169966726
01/06/2025		01/2025	chk# 2089 8011933925 :CHECKscan Payment		1,000.00	1,724.00	41988711
01/06/2025		01/2025	chk# 2089 8011933926 :CHECKscan Payment		724.50	999.50	41988712
01/06/2025		01/2025	chk# 2089 8011933924 :CHECKscan Payment		1,000.00	(0.50)	41988713
02/01/2025	rent	02/2025	Base Rent (02/2025)	2,600.00		2,599.50	171967674
02/01/2025	rentins	02/2025	Renter's Insurance (02/2025)	14.50		2,614.00	171967675
02/01/2025	waterrb	02/2025	Water Rebill (02/2025)	30.00		2,644.00	171967676
02/01/2025	sewerrb	02/2025	Sewer Rebill (02/2025)	45.00		2,689.00	171967677
02/01/2025	trashrb	02/2025	Trash Rebill (02/2025)	35.00		2,724.00	171967678
02/06/2025		02/2025	chk# 40195617518921 :CHECKscan Payment		1,000.00	1,724.00	42607946
02/06/2025		02/2025	chk# 40195617518912 :CHECKscan Payment		1,000.00	724.00	42607947
02/06/2025		02/2025	chk# 40195617518930 :CHECKscan Payment		724.50	(0.50)	42607948

Exhibit C

[Not Applicable]

Exhibit D

Work Order Cost Analysis Details

Property : Woodland Park (cawoopa2)

Unit : 218-15

WO#	Property	Unit	Priority	Status	Category	Brief Desc.	Call Date	Scheduled Date	Completed Date	Amount
8693469	cawoopa2	218-15	Emergency	Work Completed	Electrical Repair	EMERG-NO POWER	08/22/2024		08/23/2024	0
8769426	cawoopa2	218-15		Work Completed	Cabinets and Drawers	Serv- kitchen cabinets	09/09/2024	09/10/2024	10/07/2024	0
8769430	cawoopa2	218-15		Work Completed	Cabinets and Drawers	Serv- bathroom cabinets	09/09/2024	09/10/2024	10/07/2024	0
8769435	cawoopa2	218-15		Work Completed	Cabinets and Drawers	Serv- hinges	09/09/2024	09/10/2024	10/07/2024	0
8769438	cawoopa2	218-15		Work Completed	Plumbing	Serv- bathroom clogged	09/09/2024	09/10/2024	09/25/2024	0
8769458	cawoopa2	218-15		Work Completed	Plumbing	Serv- tub	09/09/2024	09/10/2024	09/25/2024	0
8769469	cawoopa2	218-15		Work Completed	Window and Blinds	Serv- window inspection	09/09/2024	09/10/2024	09/25/2024	0
8769480	cawoopa2	218-15		Work Completed	Community Amenities	Serv- elevator	09/09/2024		09/30/2024	0
8769496	cawoopa2	218-15		Work Completed	Community Amenities	Serv- tras bin and benches	09/09/2024		09/18/2024	0
8769498	cawoopa2	218-15		Work Completed	Flooring	Serv- bathroom floor	09/09/2024	09/10/2024	10/18/2024	0
8769501	cawoopa2	218-15		Work Completed	Flooring	Serv- kitchen floor	09/09/2024	09/10/2024	10/18/2024	0
8769504	cawoopa2	218-15		Work Completed	Appliance Repair	Serv- fridge has plastic	09/09/2024	09/10/2024	09/25/2024	0
8769512	cawoopa2	218-15		Work Completed	Flooring	Serv- carpet inspection	09/09/2024	09/10/2024	09/30/2024	0
8769559	cawoopa2	218-15		Work Completed	Plumbing	SERV- tub	09/09/2024	09/10/2024	09/25/2024	0
8769565	cawoopa2	218-15		Work Completed	Plumbing	Serv- black water	09/09/2024	09/10/2024	09/25/2024	0
8769569	cawoopa2	218-15		Work Completed	Plumbing	Serv- sink	09/09/2024	09/10/2024	09/25/2024	0
8871738	cawoopa2	218-15	Emergency	Work Completed	Appliance Repair	CALL BEFORE 862-306-6126	10/03/2024	10/04/2024	10/07/2024	0
Total: 17										**0**

Work Order Cost Analysis Details

Property : Woodland Park (cawoopa2)

Unit : 218-15

WO#	Property	Unit	Priority	Status	Category	Brief Desc.	Call Date	Scheduled Date	Completed Date	Amount
8769411	cawoopa2	218-15		Work Completed	Painting	Serv-ceiling by the entrance	09/09/2024	09/10/2024	10/28/2024	0
8769416	cawoopa2	218-15		Work Completed	Painting	Serv- ceiling in bedroom	09/09/2024	09/10/2024	10/28/2024	0
8769421	cawoopa2	218-15		Work Completed	Painting	Serv- living room ceiling	09/09/2024	09/10/2024	10/28/2024	0
8769426	cawoopa2	218-15		Work Completed	Cabinets and Drawers	Serv- kitchen cabinets	09/09/2024	09/10/2024	10/07/2024	0
8769430	cawoopa2	218-15		Work Completed	Cabinets and Drawers	Serv- bathroom cabinets	09/09/2024	09/10/2024	10/07/2024	0
8769435	cawoopa2	218-15		Work Completed	Cabinets and Drawers	Serv- hinges	09/09/2024	09/10/2024	10/07/2024	0
8769438	cawoopa2	218-15		Work Completed	Plumbing	Serv- bathroom clogged	09/09/2024	09/10/2024	09/25/2024	0
8769458	cawoopa2	218-15		Work Completed	Plumbing	Serv- tub	09/09/2024	09/10/2024	09/25/2024	0
8769469	cawoopa2	218-15		Work Completed	Window and Blinds	Serv- window inspection	09/09/2024	09/10/2024	09/25/2024	0
8769475	cawoopa2	218-15		Work Completed	Flooring	Serv-baseboard	09/09/2024	09/10/2024	10/28/2024	0
8769480	cawoopa2	218-15		Work Completed	Community Amenities	Serv- elevator	09/09/2024		09/30/2024	0
8769492	cawoopa2	218-15		Work Completed	Community Amenities	Serv- hallways	09/09/2024		12/16/2024	0
8769496	cawoopa2	218-15		Work Completed	Community Amenities	Serv- tras bin and benches	09/09/2024		09/18/2024	0
8769498	cawoopa2	218-15		Work Completed	Flooring	Serv- bathroom floor	09/09/2024	09/10/2024	10/18/2024	0
8769501	cawoopa2	218-15		Work Completed	Flooring	Serv- kitchen floor	09/09/2024	09/10/2024	10/18/2024	0
8769504	cawoopa2	218-15		Work Completed	Appliance Repair	Serv- fridge has plastic	09/09/2024	09/10/2024	09/25/2024	0
8769512	cawoopa2	218-15		Work Completed	Flooring	Serv- carpet inspection	09/09/2024	09/10/2024	09/30/2024	0
8769559	cawoopa2	218-15		Work Completed	Plumbing	SERV- tub	09/09/2024	09/10/2024	09/25/2024	0
8769565	cawoopa2	218-15		Work Completed	Plumbing	Serv- black water	09/09/2024	09/10/2024	09/25/2024	0
8769569	cawoopa2	218-15		Work Completed	Plumbing	Serv- sink	09/09/2024	09/10/2024	09/25/2024	0
8871738	cawoopa2	218-15	Emergency	Work Completed	Appliance Repair	CALL BEFORE 862-306-6126	10/03/2024	10/04/2024	10/07/2024	0
8974892	cawoopa2	218-15		Work Completed	Cabinets and Drawers	Cabinets hinges rusty, not working	10/30/2024		11/04/2024	0
8974896	cawoopa2	218-15		Work Completed	Vinyl Repair	Kitchen floor cracked	10/30/2024		11/04/2024	0
8974899	cawoopa2	218-15		Work Completed	Appliance Repair	Fridge plastic is falling off	10/30/2024		11/20/2024	0
8974902	cawoopa2	218-15		Work Completed	Cabinets and Drawers	Bathroom Cabinet hinges rusty	10/30/2024		11/04/2024	0
8974905	cawoopa2	218-15		Work Completed	Plumbing	Toilet always clogged	10/30/2024		11/04/2024	0
8974914	cawoopa2	218-15		Work Completed	Plumbing	Hole in tub is rusty	10/30/2024		11/04/2024	0
8974917	cawoopa2	218-15		Work Completed	Vinyl Repair	Bathroom floor is sinking	10/30/2024		11/04/2024	0
8974922	cawoopa2	218-15		Work Completed	Plumbing	Tub gets clogged	10/30/2024		11/04/2024	0
8974926	cawoopa2	218-15		Work Completed	Painting	Bedroom ceiling is falling	10/30/2024		11/04/2024	0
8974930	cawoopa2	218-15		Work Completed	Painting	Living Room ceiling is damaged	10/30/2024		11/04/2024	0
8974935	cawoopa2	218-15		Work Completed	Painting	Entry Ceiling is falling	10/30/2024		11/04/2024	0

Work Order Cost Analysis Details

Property : Woodland Park (cawoopa2)

Unit : 218-15

WO#	Property	Unit	Priority	Status	Category	Brief Desc.	Call Date	Scheduled Date	Completed Date	Amount
8974938	cawoopa2	218-15		Work Completed	Window and Blinds	Windows in apartment discolored	10/30/2024		11/20/2024	0
8974944	cawoopa2	218-15		Work Completed	Building Interior	Baseboards damaged	10/30/2024		11/04/2024	0
8974949	cawoopa2	218-15		Work Completed	Painting	Sink is in poor condition tub	10/30/2024		11/04/2024	0
9367585	cawoopa2	218-15		Work Completed	Appliance Repair	Serv- fridge cabinet	02/04/2025	02/04/2025	02/05/2025	0
Total: 36										**0**

Exhibit E

Woodland Park
5 Newell Ct
East Palo Alto,CA 94303
Office (650) 566-2000x

Work Order No. 7892169
Date Call: 2/13/2024 10:07:00 AM

Status Work Completed

Date Completed: 2/5/2024 10:08:00 AM
Brief Desc: treatment

Job Site: cawoopa2/218-15
301 East O'Keefe Street
#15
East Palo Alto,CA 94303

Caller Name:

Caller Phone:

Ok to enter? YES
Category: Pest Control

Problem Description: treat

Parts & Labor

Quantity/ Hours	Item Type/ Employee Name	Description	Unit Price	Total

Total

Authorized by: _____
Signed by _____
Dated _____
Invoice No. _____

Technician Notes: 2/5 BANNER no activity heavy spray treatment

Woodland Park
5 Newell Ct
East Palo Alto,CA 94303
Office (650) 566-2000x

Work Order No. 8693469
Date Call: 8/22/2024 5:26:00 PM

Status Work Completed

Date Completed: 8/23/2024 11:32:34 AM
Brief Desc: EMERG-NO POWER

Job Site: cawoopa2/218-15
301 East O'Keefe Street
#15
East Palo Alto,CA 94303

Caller Name: Juana Serrate Navas
Caller Phone:
Occupant: Serrate Navas (t2980545)
Home (650) 501-1538x
Mobile (862) 306-6126x

Priority: Emergency
Ok to enter? YES
Category: Electrical Repair
SubCategory: Breaker

Problem Description: PTE

NO POWER IN THE UNIT

8623066126

OG

Parts & Labor

Quantity/ Hours	Item Type/ Employee Name	Description	Unit Price	Total
0.0000	Gutierrez		0.00	0.00
			Total	0.00

Authorized by: _____
Signed by _____
Dated _____
Invoice No. _____

Technician Notes: restored power and repaired stove.

Woodland Park
5 Newell Ct
East Palo Alto,CA 94303
Office (650) 566-2000x

Work Order No. 8769411
Date Call: 9/9/2024 4:06:00 PM
Date Scheduled: 9/10/2024 9:05:00 AM

Status Scheduled

Brief Desc: Serv-ceiling by the entrance

Job Site: cawoopa2/218-15
301 East O'Keefe Street
#15
East Palo Alto,CA 94303

Caller Name: Juana Serrate Navas
Caller Phone:
Occupant: Serrate Navas (t2980545)
Home (650) 501-1538x
Mobile (862) 306-6126x

Ok to enter? NO
Category: Painting

Technician Notes
Time: _____ **Date:** _____
Material: _____

Problem Description: NO PTE

ceiling by the entrance is falling

(650) 501-1538

OG

Parts & Labor

Quantity/ Hours	Item Type/ Employee Name	Description	Unit Price	Total
0.0000	Bedolla		0.00	0.00
			Total	0.00

Authorized by: _____
Signed by _____
Dated _____
Invoice No. _____

Technician Notes: have gotten in contact with resident to get pte .
they have agreed to let us work/inspect the unit on Wednesday 25 preferably in the morning per resident.

Woodland Park
5 Newell Ct
East Palo Alto,CA 94303
Office (650) 566-2000x

Work Order No. 8769416
Date Call: 9/9/2024 4:07:00 PM

Date Scheduled: 9/10/2024 9:09:00 AM

Status Scheduled

Brief Desc: Serv- ceiling in bedroom

Job Site: cawoopa2/218-15
301 East O'Keefe Street
#15
East Palo Alto,CA 94303

Caller Name: Juana Serrate Navas

Caller Phone:
Occupant: Serrate Navas (t2980545)
Home (650) 501-1538x

Mobile (862) 306-6126x

Ok to enter? NO
Category: Painting

Technician Notes
Time: _____ **Date:** _____
Material: _____

Problem Description: NO PTE

ceiling in bedroom is falling

(650) 501-1538

OG

Parts & Labor

Quantity/ Hours	Item Type/ Employee Name	Description	Unit Price	Total
0.0000	Bedolla		0.00	0.00
			Total	0.00

Authorized by: _____
Signed by _____
Dated _____
Invoice No. _____

Technician Notes: have gotten in contact with resident to get pte .
they have agreed to let us work/inspect the unit on Wednesday 25 preferably in the morning per resident.

Woodland Park
5 Newell Ct
East Palo Alto,CA 94303
Office (650) 566-2000x

Work Order No. 8769421
Date Call: 9/9/2024 4:08:00 PM
Date Scheduled: 9/10/2024 9:11:00 AM

Status Scheduled

Brief Desc: Serv- living room ceiling

Job Site: cawoopa2/218-15
301 East O'Keefe Street
#15
East Palo Alto,CA 94303

Caller Name: Juana Serrate Navas
Caller Phone:
Occupant: Serrate Navas (t2980545)
Home (650) 501-1538x
Mobile (862) 306-6126x

Ok to enter? NO
Category: Painting

Technician Notes
Time: _____ **Date:** _____
Material: _____

Problem Description: NO PTE

living room ceiling is damaged

(650) 501-1538

OG

Parts & Labor

Quantity/ Hours	Item Type/ Employee Name	Description	Unit Price	Total
0.0000	Bedolla		0.00	0.00
			Total	0.00

Authorized by: _____
Signed by _____
Dated _____
Invoice No. _____

Technician Notes: have gotten in contact with resident to get pte .
they have agreed to let us work/inspect the unit on Wednesday 25 preferably in the morning per resident.

Woodland Park
5 Newell Ct
East Palo Alto,CA 94303
Office (650) 566-2000x

Work Order No. 8769426
Date Call: 9/9/2024 4:09:00 PM

Date Scheduled: 9/10/2024 9:12:00 AM

Status Work Completed

Date Completed: 10/7/2024 4:35:17 PM
Brief Desc: Serv- kitchen cabinets

Job Site: cawoopa2/218-15
301 East O'Keefe Street
#15
East Palo Alto,CA 94303

Caller Name: Juana Serrate Navas

Caller Phone:
Occupant: Serrate Navas (t2980545)
Home (650) 501-1538x

Mobile (862) 306-6126x

Ok to enter? NO
Category: Cabinets and Drawers

Problem Description: NO PTE

kitchen cabinets ate in bad condition

(650) 501-1538

OG

Parts & Labor

Quantity/ Hours	Item Type/ Employee Name	Description	Unit Price	Total
0.0000	Macias Vasquez		0.00	0.00
			Total	0.00

Authorized by: _____
Signed by _____
Dated _____
Invoice No. _____

Technician Notes: have gotten in contact with resident to get pte .
they have agreed to let us work/inspect the unit on Wednesday 25 preferably in the morning per resident.

Cabinets are in good condition resident moved in 3 months ago and cabinets open and close correctly.

Woodland Park
5 Newell Ct
East Palo Alto,CA 94303
Office (650) 566-2000x

Work Order No. 8769430
Date Call: 9/9/2024 4:10:00 PM

Date Scheduled: 9/10/2024 9:13:00 AM

Status Work Completed

Date Completed: 10/7/2024 4:36:03 PM
Brief Desc: Serv- bathroom cabinets

Job Site: cawoopa2/218-15
301 East O'Keefe Street
#15
East Palo Alto,CA 94303

Caller Name: Juana Serrate Navas

Caller Phone:
Occupant: Serrate Navas (t2980545)
Home (650) 501-1538x

Mobile (862) 306-6126x

Ok to enter? NO
Category: Cabinets and Drawers

Problem Description: NO PTE

bathroom cabinets are in bad condition the doors dont fully close and wood is rotten

(650) 501-1538

OG

Parts & Labor

Quantity/ Hours	Item Type/ Employee Name	Description	Unit Price	Total
0.0000	Bedolla		0.00	0.00
			Total	0.00

Authorized by: _____
Signed by _____
Dated _____
Invoice No. _____

Technician Notes: cabinets are in good condition, resident moved in 2-3 months ago and all drawers and doors operate correctly.

Woodland Park
5 Newell Ct
East Palo Alto,CA 94303
Office (650) 566-2000x

Work Order No. 8769435
Date Call: 9/9/2024 4:10:00 PM

Date Scheduled: 9/10/2024 9:13:00 AM

Status Work Completed

Date Completed: 10/7/2024 4:36:58 PM
Brief Desc: Serv- hinges

Job Site: cawoopa2/218-15
301 East O'Keefe Street
#15
East Palo Alto,CA 94303

Caller Name: Juana Serrate Navas

Caller Phone:
Occupant: Serrate Navas (t2980545)
Home (650) 501-1538x

Mobile (862) 306-6126x

Ok to enter? NO
Category: Cabinets and Drawers

Problem Description: NO PTE

kitchen cabinet hinges are all rusty

(650) 501-1538

OG

Parts & Labor

Quantity/ Hours	Item Type/ Employee Name	Description	Unit Price	Total
0.0000	Bedolla		0.00	0.00
			Total	0.00

Authorized by: _____
Signed by _____
Dated _____
Invoice No. _____

Technician Notes: have gotten in contact with resident to get pte .
they have agreed to let us work/inspect the unit on Wednesday 25 preferably in the morning per resident.

Cabinet hinges are working fine and do not have any rust. resident just moved in .

Woodland Park
5 Newell Ct
East Palo Alto,CA 94303
Office (650) 566-2000x

Work Order No. 8769438
Date Call: 9/9/2024 4:11:00 PM
Date Scheduled: 9/10/2024 9:14:00 AM
Date Completed: 9/25/2024 11:01:00 AM
Brief Desc: Serv- bathroom clogged

Job Site: cawoopa2/218-15
301 East O'Keefe Street
#15
East Palo Alto,CA 94303

Status Work Completed

Caller Name: Juana Serrate Navas
Caller Phone:
Occupant: Serrate Navas (t2980545)
Home (650) 501-1538x
Mobile (862) 306-6126x

Ok to enter? YES
Category: Plumbing

Problem Description: NO PTE

bathroom is always getting clogged

(650) 501-1538

OG

Parts & Labor

Quantity/ Hours	Item Type/ Employee Name	Description	Unit Price	Total
0.0000	Lopez	Lopez	0.00	0.00
			Total	0.00

Authorized by: _____
Signed by _____
Dated _____
Invoice No. _____

Technician Notes: have gotten in contact with resident to get pte .
they have agreed to let us work/inspect the unit on Wednesday 25 preferably in the morning per resident.

[juan.lopez2@greystar.com 9/25/24, 11:01 AM]
I unclogged the toilet with an auger

Woodland Park
5 Newell Ct
East Palo Alto,CA 94303
Office (650) 566-2000x

Work Order No. 8769458
Date Call: 9/9/2024 4:14:00 PM

Date Scheduled: 9/10/2024 9:15:00 AM

Status Work Completed

Date Completed: 9/25/2024 10:58:00 AM
Brief Desc: Serv- tub

Job Site: cawoopa2/218-15
301 East O'Keefe Street
#15
East Palo Alto,CA 94303

Caller Name: Juana Serrate Navas

Caller Phone:
Occupant: Serrate Navas (t2980545)
Home (650) 501-1538x

Mobile (862) 306-6126x

Ok to enter? NO
Category: Plumbing

Problem Description: NO PTE

the hole in the tub is rusty

(650) 501-1538

OG

Parts & Labor

Quantity/ Hours	Item Type/ Employee Name	Description	Unit Price	Total
0.0000	Lopez	Lopez	0.00	0.00
			Total	0.00

Authorized by: _____
Signed by _____
Dated _____
Invoice No. _____

Technician Notes: have gotten in contact with resident to get pte .
they have agreed to let us work/inspect the unit on Wednesday 25 preferably in the morning per resident.

[juan.lopez2@greystar.com 9/25/24, 10:58 AM]
I put a Steiner on the tub drain

Woodland Park
5 Newell Ct
East Palo Alto,CA 94303
Office (650) 566-2000x

Work Order No. 8769469
Date Call: 9/9/2024 4:15:00 PM
Date Scheduled: 9/10/2024 9:17:00 AM
Date Completed: 9/25/2024 10:58:00 AM
Brief Desc: Serv- window inspection

Job Site: cawoopa2/218-15
301 East O'Keefe Street
#15
East Palo Alto,CA 94303

Status Work Completed

Caller Name: Juana Serrate Navas
Caller Phone:
Occupant: Serrate Navas (t2980545)
Home (650) 501-1538x
Mobile (862) 306-6126x

Ok to enter? NO
Category: Window and Blinds

Problem Description: NO PTE

all unit windows have discoloration and are very old

(650) 501-1538

OG

Parts & Labor

Quantity/ Hours	Item Type/ Employee Name	Description	Unit Price	Total
0.0000	Lopez	Lopez	0.00	0.00
			Total	0.00

Authorized by: _____
Signed by _____
Dated _____
Invoice No. _____

Technician Notes: have gotten in contact with resident to get pte .
they have agreed to let us work/inspect the unit on Wednesday 25 preferably in the morning per resident.

[juan.lopez2@greystar.com 9/25/24, 10:58 AM]
I cleaned the windows and explained to the recident that those mark are stain in the window

Woodland Park
5 Newell Ct
East Palo Alto,CA 94303
Office (650) 566-2000x

Work Order No. 8769475
Date Call: 9/9/2024 4:17:00 PM
Date Scheduled: 9/10/2024 9:18:00 AM

Status Scheduled

Brief Desc: Serv-baseboard

Job Site: cawoopa2/218-15
301 East O'Keefe Street
#15
East Palo Alto,CA 94303

Caller Name: Juana Serrate Navas
Caller Phone:
Occupant: Serrate Navas (t2980545)
Home (650) 501-1538x
Mobile (862) 306-6126x

Ok to enter? NO
Category: Flooring

Technician Notes
Time: _____ **Date:** _____
Material: _____

Problem Description: NO PTE

baseboard in kitchen living room and bathroom is damaged

(650) 501-1538

OG

Parts & Labor

Quantity/ Hours	Item Type/ Employee Name	Description	Unit Price	Total
0.0000	Bedolla		0.00	0.00
			Total	0.00

Authorized by: _____
Signed by _____
Dated _____
Invoice No. _____

Technician Notes: have gotten in contact with resident to get pte .
they have agreed to let us work/inspect the unit on Wednesday 25 preferably in the morning per resident.

Woodland Park
5 Newell Ct
East Palo Alto,CA 94303
Office (650) 566-2000x

Work Order No. 8769480
Date Call: 9/9/2024 4:17:00 PM

Status Work Completed

Date Completed: 9/30/2024 9:33:02 AM
Brief Desc: Serv- elevator

Job Site: cawoopa2/218-15
301 East O'Keefe Street
#15
East Palo Alto,CA 94303

Caller Name: Juana Serrate Navas

Caller Phone:
Occupant: Serrate Navas (t2980545)
Home (650) 501-1538x

Mobile (862) 306-6126x

Ok to enter? YES
Category: Community Amenities

SubCategory: Elevators

Problem Description: resident is requesting for the elevator to be repaired they state the elevator is in bad condition and rusty and doesnt work at times they had gotten stuck one day and lost the day of work and are requesting 280 dollars for that missed day

(650) 501-1538

OG

Parts & Labor

Quantity/ Hours	Item Type/ Employee Name	Description	Unit Price	Total

Total

Authorized by: _____
Signed by _____
Dated _____
Invoice No. _____

Technician Notes: elevator is working properly. advised resident to contact emergency on call or 911 when they area stuck.

Woodland Park
5 Newell Ct
East Palo Alto,CA 94303
Office (650) 566-2000x

Work Order No. 8769492
Date Call: 9/9/2024 4:20:00 PM

Status Call

Brief Desc: Serv- hallways

Job Site: cawoopa2/218-15
301 East O'Keefe Street
#15
East Palo Alto,CA 94303

Caller Name: Juana Serrate Navas
Caller Phone:
Occupant: Serrate Navas (t2980545)
Home (650) 501-1538x
Mobile (862) 306-6126x

Ok to enter? YES
Category: Community Amenities
SubCategory: Hallways

Technician Notes
Time: _____ **Date:** _____
Material: _____

Problem Description: resident is reporting that hallways are in really bad and dangerous conditions 2 other neighbors have already fallen

(650) 501-1538

OG

Parts & Labor

Quantity/ Hours	Item Type/ Employee Name	Description	Unit Price	Total

Total

Authorized by: _____
Signed by _____
Dated _____
Invoice No. _____

Woodland Park
5 Newell Ct
East Palo Alto,CA 94303
Office (650) 566-2000x

Work Order No. 8769496
Date Call: 9/9/2024 4:21:00 PM

Status Work Completed

Date Completed: 9/18/2024 4:56:52 PM
Brief Desc: Serv- tras bin and benches

Job Site: cawoopa2/218-15
301 East O'Keefe Street
#15
East Palo Alto,CA 94303

Caller Name: Juana Serrate Navas
Caller Phone:
Occupant: Serrate Navas (t2980545)
Home (650) 501-1538x
Mobile (862) 306-6126x

Ok to enter? YES
Category: Community Amenities
SubCategory: Common Areas

Problem Description: resident is requesting that we add trash bins and new benches in common area

(650) 501-1538

OG

Parts & Labor

Quantity/ Hours	Item Type/ Employee Name	Description	Unit Price	Total

Total

Authorized by: _____
Signed by _____
Dated _____
Invoice No. _____

Technician Notes: Installed new trash bin on 301 okeefe common area.

Woodland Park
5 Newell Ct
East Palo Alto,CA 94303
Office (650) 566-2000x

Work Order No. 8769498
Date Call: 9/9/2024 4:22:00 PM

Date Scheduled: 9/10/2024 9:20:00 AM

Status Work Completed

Date Completed: 10/18/2024 3:45:22 PM
Brief Desc: Serv- bathroom floor

Job Site: cawoopa2/218-15
301 East O'Keefe Street
#15
East Palo Alto,CA 94303

Caller Name: Juana Serrate Navas

Caller Phone:
Occupant: Serrate Navas (t2980545)
Home (650) 501-1538x

Mobile (862) 306-6126x

Ok to enter? NO
Category: Flooring

Problem Description: NO PTE

bathroom floor is sinking in

(650) 501-1538

OG

Parts & Labor

Quantity/ Hours	Item Type/ Employee Name	Description	Unit Price	Total
0.0000	Blanco		0.00	0.00
			Total	0.00

Authorized by: _____
Signed by _____
Dated _____
Invoice No. _____

Technician Notes: have gotten in contact with resident to get pte .
they have agreed to let us work/inspect the unit on Wednesday 25 preferably in the morning per resident.
REPAIRED VINYL, RESIDENT TORE IN ON MOVE IN DAY WHEN THEY MOVED THEIR FURNITURE. MOVE IS WAS 4-5 MONTHS AGO.

Woodland Park
5 Newell Ct
East Palo Alto,CA 94303
Office (650) 566-2000x

Work Order No. 8769501
Date Call: 9/9/2024 4:22:00 PM

Date Scheduled: 9/10/2024 9:21:00 AM

Status Work Completed

Date Completed: 10/18/2024 3:45:50 PM
Brief Desc: Serv- kitchen floor

Job Site: cawoopa2/218-15
301 East O'Keefe Street
#15
East Palo Alto,CA 94303

Caller Name: Juana Serrate Navas

Caller Phone:
Occupant: Serrate Navas (t2980545)
Home (650) 501-1538x

Mobile (862) 306-6126x

Ok to enter? NO
Category: Flooring

Problem Description: NO PTE

kitchen floor is broken/ torn

(650) 501-1538

OG

Parts & Labor

Quantity/ Hours	Item Type/ Employee Name	Description	Unit Price	Total
0.0000	Blanco		0.00	0.00
			Total	0.00

Authorized by: _____
Signed by _____
Dated _____
Invoice No. _____

Technician Notes: have gotten in contact with resident to get pte .
they have agreed to let us work/inspect the unit on Wednesday 25 preferably in the morning per resident.

REPAIRED VINYL, RESIDENT TORE IN ON MOVE IN DAY WHEN THEY MOVED THEIR FURNITURE. MOVE IS WAS 4-5 MONTHS AGO.

Woodland Park
5 Newell Ct
East Palo Alto,CA 94303
Office (650) 566-2000x

Work Order No. 8769504
Date Call: 9/9/2024 4:23:00 PM
Date Scheduled: 9/10/2024 9:22:00 AM
Date Completed: 9/25/2024 11:00:00 AM
Brief Desc: Serv- fridge has plastic

Job Site: cawoopa2/218-15
301 East O'Keefe Street
#15
East Palo Alto,CA 94303

Status Work Completed

Caller Name: Juana Serrate Navas
Caller Phone:
Occupant: Serrate Navas (t2980545)
Home (650) 501-1538x
Mobile (862) 306-6126x

Ok to enter? NO
Category: Appliance Repair
SubCategory: Refrigerator

Problem Description: NO PTE

fridge has a plastic that is falling apart

(650) 501-1538

OG

Parts & Labor

Quantity/ Hours	Item Type/ Employee Name	Description	Unit Price	Total
0.0000	Lopez	Lopez	0.00	0.00
			Total	0.00

Authorized by: _____
Signed by _____
Dated _____
Invoice No. _____

Technician Notes: have gotten in contact with resident to get pte .
they have agreed to let us work/inspect the unit on Wednesday 25 preferably in the morning per resident.

[juan.lopez2@greystar.com 9/25/24, 11:00 AM
I replaced fridge gasket

Woodland Park
5 Newell Ct
East Palo Alto,CA 94303
Office (650) 566-2000x

Work Order No. 8769512
Date Call: 9/9/2024 4:24:00 PM

Date Scheduled: 9/10/2024 9:23:00 AM

Status Work Completed

Date Completed: 9/30/2024 9:31:34 AM
Brief Desc: Serv- carpet inspection

Job Site: cawoopa2/218-15
301 East O'Keefe Street
#15
East Palo Alto,CA 94303

Caller Name: Juana Serrate Navas

Caller Phone:
Occupant: Serrate Navas (t2980545)
Home (650) 501-1538x

Mobile (862) 306-6126x

Ok to enter? NO
Category: Flooring

Problem Description: NO PTE

resident is requesting a carpet inspection they would like it removed and replaced for flooring since they are all allergic to carpet

(650) 501-1538

OG

Parts & Labor

Quantity/ Hours	Item Type/ Employee Name	Description	Unit Price	Total
0.0000	Bedolla		0.00	0.00
			Total	0.00

Authorized by: _____
Signed by _____
Dated _____
Invoice No. _____

Technician Notes: have gotten in contact with resident to get pte .
they have agreed to let us work/inspect the unit on Wednesday 25 preferably in the morning per resident..

Resident just move in and carpet is in good condition and new.

Woodland Park
5 Newell Ct
East Palo Alto,CA 94303
Office (650) 566-2000x

Work Order No. 8769559
Date Call: 9/9/2024 4:30:00 PM

Date Scheduled: 9/10/2024 9:24:00 AM

Status Work Completed

Date Completed: 9/25/2024 10:57:00 AM
Brief Desc: SERV- tub

Job Site: cawoopa2/218-15
301 East O'Keefe Street
#15
East Palo Alto,CA 94303

Caller Name: Juana Serrate Navas

Caller Phone:
Occupant: Serrate Navas (t2980545)
Home (650) 501-1538x

Mobile (862) 306-6126x

Ok to enter? NO
Category: Plumbing

Problem Description: NO PTE

la tina se tapa

(650) 501-1538

OG

Parts & Labor

Quantity/ Hours	Item Type/ Employee Name	Description	Unit Price	Total
0.0000	Lopez	Lopez	0.00	0.00
			Total	0.00

Authorized by: _____
Signed by _____
Dated _____
Invoice No. _____

Technician Notes: have gotten in contact with resident to get pte .
they have agreed to let us work/inspect the unit on Wednesday 25 preferably in the morning per resident.

[juan.lopez2@greystar.com 9/25/24, 10:57 AM]
Unclogged tub

Woodland Park
5 Newell Ct
East Palo Alto,CA 94303
Office (650) 566-2000x

Work Order No. 8769565
Date Call: 9/9/2024 4:32:00 PM
Date Scheduled: 9/10/2024 9:30:00 AM
Date Completed: 9/25/2024 11:00:00 AM
Brief Desc: Serv- black water

Job Site: cawoopa2/218-15
301 East O'Keefe Street
#15
East Palo Alto,CA 94303

Status Work Completed

Caller Name: Juana Serrate Navas
Caller Phone:
Occupant: Serrate Navas (t2980545)
Home (650) 501-1538x
Mobile (862) 306-6126x

Ok to enter? NO
Category: Plumbing

Problem Description: NO PTE

alot of times the water comes out black

(650) 501-1538

OG

Parts & Labor

Quantity/ Hours	Item Type/ Employee Name	Description	Unit Price	Total
0.0000	Lopez	Lopez	0.00	0.00
			Total	0.00

Authorized by: _____
Signed by _____
Dated _____
Invoice No. _____

Technician Notes: have gotten in contact with resident to get pte .
they have agreed to let us work/inspect the unit on Wednesday 25 preferably in the morning per resident.

[juan.lopez2@greystar.com 9/25/24, 11:00 AM]
I explained to the recident that sometimes when they close the water to the building and turn it back on the dirt on the pipes gets push on to the faucets

Woodland Park
5 Newell Ct
East Palo Alto,CA 94303
Office (650) 566-2000x

Work Order No. 8769569
Date Call: 9/9/2024 4:33:00 PM
Date Scheduled: 9/10/2024 9:31:00 AM
Date Completed: 9/25/2024 10:59:00 AM
Brief Desc: Serv- sink

Status Work Completed

Job Site: cawoopa2/218-15
301 East O'Keefe Street
#15
East Palo Alto,CA 94303

Caller Name: Juana Serrate Navas
Caller Phone:
Occupant: Serrate Navas (t2980545)
Home (650) 501-1538x
Mobile (862) 306-6126x

Ok to enter? NO
Category: Plumbing
SubCategory: Kitchen Sink

Problem Description: NO PTE

kitchen sink discoloration

(650) 501-1538

OG

Parts & Labor

Quantity/ Hours	Item Type/ Employee Name	Description	Unit Price	Total
0.0000	Lopez	Lopez	0.00	0.00
			Total	0.00

Authorized by: _____
Signed by _____
Dated _____
Invoice No. _____

Technician Notes: have gotten in contact with resident to get pte .
they have agreed to let us work/inspect the unit on Wednesday 25 preferably in the morning per resident.

[juan.lopez2@greystar.com 9/25/24, 10:59 AM]
I cleaned around the kitchen sink

Woodland Park
5 Newell Ct
East Palo Alto,CA 94303
Office (650) 566-2000x

Work Order No. 8871738
Date Call: 10/3/2024 4:37:00 PM

Date Scheduled: 10/4/2024 9:57:00 AM

Status Work Completed

Date Completed: 10/7/2024 5:10:41 PM
Brief Desc: CALL BEFORE 862-306-6126

Job Site: cawoopa2/218-15
301 East O'Keefe Street
#15
East Palo Alto,CA 94303

Caller Name:

Caller Phone: (862) 306-6126x
Occupant: Serrate Navas (t2980545)
Home (650) 501-1538x

Priority: Emergency
Ok to enter? NO
Category: Appliance Repair

Mobile (862) 306-6126x

SubCategory: Refrigerator

Problem Description: 862-306-6126
resident requesting the fridge gasket, tech did not bring back

Parts & Labor

Quantity/ Hours	Item Type/ Employee Name	Description	Unit Price	Total

Total

Authorized by: _____
Signed by _____
Dated _____
Invoice No. _____

Technician Notes: gasket on fridge is new. it is working fine.

Woodland Park
5 Newell Ct
East Palo Alto,CA 94303
Office (650) 566-2000x

Work Order No. 8769411
Date Call: 9/9/2024 4:06:00 PM

Date Scheduled: 9/10/2024 9:05:00 AM

Status Work Completed

Date Completed: 10/28/2024 9:59:43 AM
Brief Desc: Serv-ceiling by the entrance

Job Site: cawoopa2/218-15
301 East O'Keefe Street
#15
East Palo Alto,CA 94303

Caller Name: Juana Serrate Navas

Caller Phone:
Occupant: Serrate Navas (t2980545)
Home (650) 501-1538x

Mobile (862) 306-6126x

Ok to enter? NO
Category: Painting

Problem Description: NO PTE

ceiling by the entrance is falling

(650) 501-1538

OG

Parts & Labor

Quantity/ Hours	Item Type/ Employee Name	Description	Unit Price	Total
0.0000	Bedolla		0.00	0.00
			Total	0.00

Authorized by: _____
Signed by _____
Dated _____
Invoice No. _____

Technician Notes: have gotten in contact with resident to get pte .
they have agreed to let us work/inspect the unit on Wednesday 25 preferably in the morning per resident.
have gotten in contact with resident stats she's only available on Sundays and we can go anytime 10/18.

Ceiling has no damage anywhere all ceiling is in tact. Resident move in about 6-7 months ago

Woodland Park
5 Newell Ct
East Palo Alto,CA 94303
Office (650) 566-2000x

Work Order No. 8769416
Date Call: 9/9/2024 4:07:00 PM

Date Scheduled: 9/10/2024 9:09:00 AM

Status Work Completed

Date Completed: 10/28/2024 10:02:38 AM
Brief Desc: Serv- ceiling in bedroom

Job Site: cawoopa2/218-15
301 East O'Keefe Street
#15
East Palo Alto,CA 94303

Caller Name: Juana Serrate Navas

Caller Phone:
Occupant: Serrate Navas (t2980545)
Home (650) 501-1538x

Mobile (862) 306-6126x

Ok to enter? NO
Category: Painting

Problem Description: NO PTE

ceiling in bedroom is falling

(650) 501-1538

OG

Parts & Labor

Quantity/ Hours	Item Type/ Employee Name	Description	Unit Price	Total
0.0000	Bedolla		0.00	0.00
			Total	0.00

Authorized by: _____
Signed by _____
Dated _____
Invoice No. _____

Technician Notes: have gotten in contact with resident to get pte .
they have agreed to let us work/inspect the unit on Wednesday 25 preferably in the morning per resident.

Bedroom ceiling is in tact no issues at all. resident move in 6-7 months ago.

Woodland Park
5 Newell Ct
East Palo Alto,CA 94303
Office (650) 566-2000x

Work Order No. 8769421
Date Call: 9/9/2024 4:08:00 PM
Date Scheduled: 9/10/2024 9:11:00 AM

Status Work Completed

Date Completed: 10/28/2024 10:05:55 AM
Brief Desc: Serv- living room ceiling

Job Site: cawoopa2/218-15
301 East O'Keefe Street
#15
East Palo Alto,CA 94303

Caller Name: Juana Serrate Navas

Caller Phone:
Occupant: Serrate Navas (t2980545)
Home (650) 501-1538x
Mobile (862) 306-6126x

Ok to enter? NO
Category: Painting

Problem Description: NO PTE

living room ceiling is damaged

(650) 501-1538

OG

Parts & Labor

Quantity/ Hours	Item Type/ Employee Name	Description	Unit Price	Total
0.0000	Bedolla		0.00	0.00
			Total	0.00

Authorized by: _____
Signed by _____
Dated _____
Invoice No. _____

Technician Notes: have gotten in contact with resident to get pte .
they have agreed to let us work/inspect the unit on Wednesday 25 preferably in the morning per resident.

Bedroom/livingroom ceiling is in tact no issues at all. resident move in 6-7 months ago.

Woodland Park
5 Newell Ct
East Palo Alto,CA 94303
Office (650) 566-2000x

Work Order No. 8769426
Date Call: 9/9/2024 4:09:00 PM

Date Scheduled: 9/10/2024 9:12:00 AM

Status Work Completed

Date Completed: 10/7/2024 4:35:17 PM
Brief Desc: Serv- kitchen cabinets

Job Site: cawoopa2/218-15
301 East O'Keefe Street
#15
East Palo Alto,CA 94303

Caller Name: Juana Serrate Navas

Caller Phone:
Occupant: Serrate Navas (t2980545)
Home (650) 501-1538x

Mobile (862) 306-6126x

Ok to enter? NO
Category: Cabinets and Drawers

Problem Description: NO PTE

kitchen cabinets ate in bad condition

(650) 501-1538

OG

Parts & Labor

Quantity/ Hours	Item Type/ Employee Name	Description	Unit Price	Total
0.0000	Macias Vasquez		0.00	0.00
			Total	0.00

Authorized by: _____
Signed by _____
Dated _____
Invoice No. _____

Technician Notes: have gotten in contact with resident to get pte .
they have agreed to let us work/inspect the unit on Wednesday 25 preferably in the morning per resident.

Cabinets are in good condition resident moved in 3 months ago and cabinets open and close correctly.

Woodland Park
5 Newell Ct
East Palo Alto,CA 94303
Office (650) 566-2000x

Work Order No. 8769430
Date Call: 9/9/2024 4:10:00 PM

Date Scheduled: 9/10/2024 9:13:00 AM

Status Work Completed

Date Completed: 10/7/2024 4:36:03 PM
Brief Desc: Serv- bathroom cabinets

Job Site: cawoopa2/218-15
301 East O'Keefe Street
#15
East Palo Alto,CA 94303

Caller Name: Juana Serrate Navas

Caller Phone:
Occupant: Serrate Navas (t2980545)
Home (650) 501-1538x

Mobile (862) 306-6126x

Ok to enter? NO
Category: Cabinets and Drawers

Problem Description: NO PTE

bathroom cabinets are in bad condition the doors dont fully close and wood is rotten

(650) 501-1538

OG

Parts & Labor

Quantity/ Hours	Item Type/ Employee Name	Description	Unit Price	Total
0.0000	Bedolla		0.00	0.00
			Total	0.00

Authorized by: _____
Signed by _____
Dated _____
Invoice No. _____

Technician Notes: cabinets are in good condition, resident moved in 2-3 months ago and all drawers and doors operate correctly.

Woodland Park
5 Newell Ct
East Palo Alto,CA 94303
Office (650) 566-2000x

Work Order No. 8769435
Date Call: 9/9/2024 4:10:00 PM

Date Scheduled: 9/10/2024 9:13:00 AM

Status Work Completed

Date Completed: 10/7/2024 4:36:58 PM
Brief Desc: Serv- hinges

Job Site: cawoopa2/218-15
301 East O'Keefe Street
#15
East Palo Alto,CA 94303

Caller Name: Juana Serrate Navas

Caller Phone:
Occupant: Serrate Navas (t2980545)
Home (650) 501-1538x

Mobile (862) 306-6126x

Ok to enter? NO
Category: Cabinets and Drawers

Problem Description: NO PTE

kitchen cabinet hinges are all rusty

(650) 501-1538

OG

Parts & Labor

Quantity/ Hours	Item Type/ Employee Name	Description	Unit Price	Total
0.0000	Bedolla		0.00	0.00
			Total	0.00

Authorized by: _____
Signed by _____
Dated _____
Invoice No. _____

Technician Notes: have gotten in contact with resident to get pte .
they have agreed to let us work/inspect the unit on Wednesday 25 preferably in the morning per resident.

Cabinet hinges are working fine and do not have any rust. resident just moved in .

Woodland Park
5 Newell Ct
East Palo Alto,CA 94303
Office (650) 566-2000x

Work Order No. 8769438
Date Call: 9/9/2024 4:11:00 PM
Date Scheduled: 9/10/2024 9:14:00 AM
Date Completed: 9/25/2024 11:01:00 AM
Brief Desc: Serv- bathroom clogged

Job Site: cawoopa2/218-15
301 East O'Keefe Street
#15
East Palo Alto,CA 94303

Status Work Completed

Caller Name: Juana Serrate Navas
Caller Phone:
Occupant: Serrate Navas (t2980545)
Home (650) 501-1538x
Mobile (862) 306-6126x

Ok to enter? YES
Category: Plumbing

Problem Description: NO PTE

bathroom is always getting clogged

(650) 501-1538

OG

Parts & Labor

Quantity/ Hours	Item Type/ Employee Name	Description	Unit Price	Total
0.0000	Lopez	Lopez	0.00	0.00
			Total	0.00

Authorized by: _____
Signed by _____
Dated _____
Invoice No. _____

Technician Notes: have gotten in contact with resident to get pte .
they have agreed to let us work/inspect the unit on Wednesday 25 preferably in the morning per resident.

[juan.lopez2@greystar.com 9/25/24, 11:01 AM]
I unclogged the toilet with an auger

Woodland Park
5 Newell Ct
East Palo Alto,CA 94303
Office (650) 566-2000x

Work Order No. 8769458
Date Call: 9/9/2024 4:14:00 PM

Date Scheduled: 9/10/2024 9:15:00 AM

Status Work Completed

Date Completed: 9/25/2024 10:58:00 AM
Brief Desc: Serv- tub

Job Site: cawoopa2/218-15
301 East O'Keefe Street
#15
East Palo Alto,CA 94303

Caller Name: Juana Serrate Navas

Caller Phone:
Occupant: Serrate Navas (t2980545)
Home (650) 501-1538x

Mobile (862) 306-6126x

Ok to enter? NO
Category: Plumbing

Problem Description: NO PTE

the hole in the tub is rusty

(650) 501-1538

OG

Parts & Labor

Quantity/ Hours	Item Type/ Employee Name	Description	Unit Price	Total
0.0000	Lopez	Lopez	0.00	0.00
			Total	0.00

Authorized by: _____
Signed by _____
Dated _____
Invoice No. _____

Technician Notes: have gotten in contact with resident to get pte .
they have agreed to let us work/inspect the unit on Wednesday 25 preferably in the morning per resident.

[juan.lopez2@greystar.com 9/25/24, 10:58 AM]
I put a Steiner on the tub drain

Woodland Park
5 Newell Ct
East Palo Alto,CA 94303
Office (650) 566-2000x

Work Order No. 8769469
Date Call: 9/9/2024 4:15:00 PM
Date Scheduled: 9/10/2024 9:17:00 AM

Status Work Completed

Date Completed: 9/25/2024 10:58:00 AM
Brief Desc: Serv- window inspection

Job Site: cawoopa2/218-15
301 East O'Keefe Street
#15
East Palo Alto,CA 94303

Caller Name: Juana Serrate Navas
Caller Phone:
Occupant: Serrate Navas (t2980545)
Home (650) 501-1538x
Mobile (862) 306-6126x

Ok to enter? NO
Category: Window and Blinds

Problem Description: NO PTE

all unit windows have discoloration and are very old

(650) 501-1538

OG

Parts & Labor

Quantity/ Hours	Item Type/ Employee Name	Description	Unit Price	Total
0.0000	Lopez	Lopez	0.00	0.00
			Total	0.00

Authorized by: _____
Signed by _____
Dated _____
Invoice No. _____

Technician Notes: have gotten in contact with resident to get pte .
they have agreed to let us work/inspect the unit on Wednesday 25 preferably in the morning per resident.

[juan.lopez2@greystar.com 9/25/24, 10:58 AM]
I cleaned the windows and explained to the recident that those mark are stain in the window

Woodland Park
5 Newell Ct
East Palo Alto,CA 94303
Office (650) 566-2000x

Work Order No. 8769475
Date Call: 9/9/2024 4:17:00 PM

Date Scheduled: 9/10/2024 9:18:00 AM

Status Work Completed

Date Completed: 10/28/2024 10:11:09 AM
Brief Desc: Serv-baseboard

Job Site: cawoopa2/218-15
301 East O'Keefe Street
#15
East Palo Alto,CA 94303

Caller Name: Juana Serrate Navas

Caller Phone:
Occupant: Serrate Navas (t2980545)
Home (650) 501-1538x

Mobile (862) 306-6126x

Ok to enter? NO
Category: Flooring

Problem Description: NO PTE

baseboard in kitchen living room and bathroom is damaged

(650) 501-1538

OG

Parts & Labor

Quantity/ Hours	Item Type/ Employee Name	Description	Unit Price	Total
0.0000	Bedolla		0.00	0.00
			Total	0.00

Authorized by: _____
Signed by _____
Dated _____
Invoice No. _____

Technician Notes: have gotten in contact with resident to get pte .
they have agreed to let us work/inspect the unit on Wednesday 25 preferably in the morning per resident.

Baseboard and cover base is in good condition, resident moved in 6-7 months ago and it just needs cleaning

Woodland Park
5 Newell Ct
East Palo Alto,CA 94303
Office (650) 566-2000x

Work Order No. 8769480
Date Call: 9/9/2024 4:17:00 PM

Status Work Completed

Date Completed: 9/30/2024 9:33:02 AM
Brief Desc: Serv- elevator

Job Site: cawoopa2/218-15
301 East O'Keefe Street
#15
East Palo Alto,CA 94303

Caller Name: Juana Serrate Navas

Caller Phone:
Occupant: Serrate Navas (t2980545)
Home (650) 501-1538x

Mobile (862) 306-6126x

Ok to enter? YES
Category: Community Amenities

SubCategory: Elevators

Problem Description: resident is requesting for the elevator to be repaired they state the elevator is in bad condition and rusty and doesnt work at times they had gotten stuck one day and lost the day of work and are requesting 280 dollars for that missed day

(650) 501-1538

OG

Parts & Labor

Quantity/ Hours	Item Type/ Employee Name	Description	Unit Price	Total

Total

Authorized by: _____
Signed by _____
Dated _____
Invoice No. _____

Technician Notes: elevator is working properly. advised resident to contact emergency on call or 911 when they area stuck.

Woodland Park
5 Newell Ct
East Palo Alto,CA 94303
Office (650) 566-2000x

Work Order No. 8769492
Date Call: 9/9/2024 4:20:00 PM

Status Work Completed

Date Completed: 12/16/2024 12:56:51 PM
Brief Desc: Serv- hallways

Job Site: cawoopa2/218-15
301 East O'Keefe Street
#15
East Palo Alto,CA 94303

Caller Name: Juana Serrate Navas

Caller Phone:
Occupant: Serrate Navas (t2980545)
Home (650) 501-1538x

Mobile (862) 306-6126x

Ok to enter? YES
Category: Community Amenities
SubCategory: Hallways

Problem Description: resident is reporting that hallways are in really bad and dangerous conditions 2 other neighbors have already fallen

(650) 501-1538

OG

Parts & Labor

Quantity/ Hours	Item Type/ Employee Name	Description	Unit Price	Total

Total

Authorized by: _____
Signed by _____
Dated _____
Invoice No. _____

Technician Notes: 9/11/2024 ALL AREAS WERE REPAIRED ON 2ND AND 3RD FLOOR LANDING. Also water proof that was lifting was repaired on 3rd floor.

Woodland Park
5 Newell Ct
East Palo Alto,CA 94303
Office (650) 566-2000x

Work Order No. 8769496
Date Call: 9/9/2024 4:21:00 PM

Status Work Completed

Date Completed: 9/18/2024 4:56:52 PM
Brief Desc: Serv- tras bin and benches

Job Site: cawoopa2/218-15
301 East O'Keefe Street
#15
East Palo Alto,CA 94303

Caller Name: Juana Serrate Navas
Caller Phone:
Occupant: Serrate Navas (t2980545)
Home (650) 501-1538x
Mobile (862) 306-6126x

Ok to enter? YES
Category: Community Amenities
SubCategory: Common Areas

Problem Description: resident is requesting that we add trash bins and new benches in common area

(650) 501-1538

OG

Parts & Labor

Quantity/ Hours	Item Type/ Employee Name	Description	Unit Price	Total

Total

Authorized by: _____
Signed by _____
Dated _____
Invoice No. _____

Technician Notes: Installed new trash bin on 301 okeefe common area.

Woodland Park
5 Newell Ct
East Palo Alto,CA 94303
Office (650) 566-2000x

Work Order No. 8769498
Date Call: 9/9/2024 4:22:00 PM

Date Scheduled: 9/10/2024 9:20:00 AM

Status Work Completed

Date Completed: 10/18/2024 3:45:22 PM
Brief Desc: Serv- bathroom floor

Job Site: cawoopa2/218-15
301 East O'Keefe Street
#15
East Palo Alto,CA 94303

Caller Name: Juana Serrate Navas

Caller Phone:
Occupant: Serrate Navas (t2980545)
Home (650) 501-1538x

Mobile (862) 306-6126x

Ok to enter? NO
Category: Flooring

Problem Description: NO PTE

bathroom floor is sinking in

(650) 501-1538

OG

Parts & Labor

Quantity/ Hours	Item Type/ Employee Name	Description	Unit Price	Total
0.0000	Blanco		0.00	0.00
			Total	0.00

Authorized by: _____
Signed by _____
Dated _____
Invoice No. _____

Technician Notes: have gotten in contact with resident to get pte .
they have agreed to let us work/inspect the unit on Wednesday 25 preferably in the morning per resident.
REPAIRED VINYL, RESIDENT TORE IN ON MOVE IN DAY WHEN THEY MOVED THEIR FURNITURE. MOVE IS WAS 4-5 MONTHS AGO.

Woodland Park
5 Newell Ct
East Palo Alto,CA 94303
Office (650) 566-2000x

Work Order No. 8769501
Date Call: 9/9/2024 4:22:00 PM

Date Scheduled: 9/10/2024 9:21:00 AM

Status Work Completed

Date Completed: 10/18/2024 3:45:50 PM
Brief Desc: Serv- kitchen floor

Job Site: cawoopa2/218-15
301 East O'Keefe Street
#15
East Palo Alto,CA 94303

Caller Name: Juana Serrate Navas

Caller Phone:
Occupant: Serrate Navas (t2980545)
Home (650) 501-1538x

Mobile (862) 306-6126x

Ok to enter? NO
Category: Flooring

Problem Description: NO PTE

kitchen floor is broken/ torn

(650) 501-1538

OG

Parts & Labor

Quantity/ Hours	Item Type/ Employee Name	Description	Unit Price	Total
0.0000	Blanco		0.00	0.00
			Total	0.00

Authorized by: _____
Signed by _____
Dated _____
Invoice No. _____

Technician Notes: have gotten in contact with resident to get pte .
they have agreed to let us work/inspect the unit on Wednesday 25 preferably in the morning per resident.

REPAIRED VINYL, RESIDENT TORE IN ON MOVE IN DAY WHEN THEY MOVED THEIR FURNITURE. MOVE IS WAS 4-5 MONTHS AGO.

Woodland Park
5 Newell Ct
East Palo Alto,CA 94303
Office (650) 566-2000x

Work Order No. 8769504
Date Call: 9/9/2024 4:23:00 PM
Date Scheduled: 9/10/2024 9:22:00 AM
Date Completed: 9/25/2024 11:00:00 AM
Brief Desc: Serv- fridge has plastic

Job Site: cawoopa2/218-15
301 East O'Keefe Street
#15
East Palo Alto,CA 94303

Status Work Completed

Caller Name: Juana Serrate Navas
Caller Phone:
Occupant: Serrate Navas (t2980545)
Home (650) 501-1538x
Mobile (862) 306-6126x

Ok to enter? NO
Category: Appliance Repair
SubCategory: Refrigerator

Problem Description: NO PTE

fridge has a plastic that is falling apart

(650) 501-1538

OG

Parts & Labor

Quantity/ Hours	Item Type/ Employee Name	Description	Unit Price	Total
0.0000	Lopez	Lopez	0.00	0.00
			Total	0.00

Authorized by: _____
Signed by _____
Dated _____
Invoice No. _____

Technician Notes: have gotten in contact with resident to get pte .
they have agreed to let us work/inspect the unit on Wednesday 25 preferably in the morning per resident.

[juan.lopez2@greystar.com 9/25/24, 11:00 AM
I replaced fridge gasket

Woodland Park
5 Newell Ct
East Palo Alto,CA 94303
Office (650) 566-2000x

Work Order No. 8769512
Date Call: 9/9/2024 4:24:00 PM

Date Scheduled: 9/10/2024 9:23:00 AM

Status Work Completed

Date Completed: 9/30/2024 9:31:34 AM
Brief Desc: Serv- carpet inspection

Job Site: cawoopa2/218-15
301 East O'Keefe Street
#15
East Palo Alto,CA 94303

Caller Name: Juana Serrate Navas

Caller Phone:
Occupant: Serrate Navas (t2980545)
Home (650) 501-1538x

Mobile (862) 306-6126x

Ok to enter? NO
Category: Flooring

Problem Description: NO PTE

resident is requesting a carpet inspection they would like it removed and replaced for flooring since they are all allergic to carpet

(650) 501-1538

OG

Parts & Labor

Quantity/ Hours	Item Type/ Employee Name	Description	Unit Price	Total
0.0000	Bedolla		0.00	0.00
			Total	0.00

Authorized by: _____
Signed by _____
Dated _____
Invoice No. _____

Technician Notes: have gotten in contact with resident to get pte .
they have agreed to let us work/inspect the unit on Wednesday 25 preferably in the morning per resident..

Resident just move in and carpet is in good condition and new.

Woodland Park
5 Newell Ct
East Palo Alto,CA 94303
Office (650) 566-2000x

Work Order No. 8769559
Date Call: 9/9/2024 4:30:00 PM

Date Scheduled: 9/10/2024 9:24:00 AM

Status Work Completed

Date Completed: 9/25/2024 10:57:00 AM
Brief Desc: SERV- tub

Job Site: cawoopa2/218-15
301 East O'Keefe Street
#15
East Palo Alto,CA 94303

Caller Name: Juana Serrate Navas

Caller Phone:
Occupant: Serrate Navas (t2980545)
Home (650) 501-1538x

Mobile (862) 306-6126x

Ok to enter? NO
Category: Plumbing

Problem Description: NO PTE

la tina se tapa

(650) 501-1538

OG

Parts & Labor

Quantity/ Hours	Item Type/ Employee Name	Description	Unit Price	Total
0.0000	Lopez	Lopez	0.00	0.00
			Total	0.00

Authorized by: _____
Signed by _____
Dated _____
Invoice No. _____

Technician Notes: have gotten in contact with resident to get pte .
they have agreed to let us work/inspect the unit on Wednesday 25 preferably in the morning per resident.

[juan.lopez2@greystar.com 9/25/24, 10:57 AM]
Unclogged tub

Woodland Park
5 Newell Ct
East Palo Alto,CA 94303
Office (650) 566-2000x

Work Order No. 8769565
Date Call: 9/9/2024 4:32:00 PM
Date Scheduled: 9/10/2024 9:30:00 AM

Status Work Completed

Date Completed: 9/25/2024 11:00:00 AM
Brief Desc: Serv- black water

Job Site: cawoopa2/218-15
301 East O'Keefe Street
#15
East Palo Alto,CA 94303

Caller Name: Juana Serrate Navas
Caller Phone:
Occupant: Serrate Navas (t2980545)
Home (650) 501-1538x
Mobile (862) 306-6126x

Ok to enter? NO
Category: Plumbing

Problem Description: NO PTE

alot of times the water comes out black

(650) 501-1538

OG

Parts & Labor

Quantity/ Hours	Item Type/ Employee Name	Description	Unit Price	Total
0.0000	Lopez	Lopez	0.00	0.00
			Total	0.00

Authorized by: _____
Signed by _____
Dated _____
Invoice No. _____

Technician Notes: have gotten in contact with resident to get pte .
they have agreed to let us work/inspect the unit on Wednesday 25 preferably in the morning per resident.

[juan.lopez2@greystar.com 9/25/24, 11:00 AM]
I explained to the recident that sometimes when they close the water to the building and turn it back on the dirt on the pipes gets push on to the faucets

Woodland Park
5 Newell Ct
East Palo Alto,CA 94303
Office (650) 566-2000x

Work Order No. 8769569
Date Call: 9/9/2024 4:33:00 PM
Date Scheduled: 9/10/2024 9:31:00 AM

Status Work Completed

Date Completed: 9/25/2024 10:59:00 AM
Brief Desc: Serv- sink

Job Site: cawoopa2/218-15
301 East O'Keefe Street
#15
East Palo Alto,CA 94303

Caller Name: Juana Serrate Navas
Caller Phone:
Occupant: Serrate Navas (t2980545)
Home (650) 501-1538x
Mobile (862) 306-6126x

Ok to enter? NO
Category: Plumbing
SubCategory: Kitchen Sink

Problem Description: NO PTE

kitchen sink discoloration

(650) 501-1538

OG

Parts & Labor

Quantity/ Hours	Item Type/ Employee Name	Description	Unit Price	Total
0.0000	Lopez	Lopez	0.00	0.00
			Total	0.00

Authorized by: _____
Signed by _____
Dated _____
Invoice No. _____

Technician Notes: have gotten in contact with resident to get pte .
they have agreed to let us work/inspect the unit on Wednesday 25 preferably in the morning per resident.

[juan.lopez2@greystar.com 9/25/24, 10:59 AM]
I cleaned around the kitchen sink

Woodland Park
5 Newell Ct
East Palo Alto,CA 94303
Office (650) 566-2000x

Work Order No. 8871738
Date Call: 10/3/2024 4:37:00 PM

Date Scheduled: 10/4/2024 9:57:00 AM

Status Work Completed

Date Completed: 10/7/2024 5:10:41 PM
Brief Desc: CALL BEFORE 862-306-6126

Job Site: cawoopa2/218-15
301 East O'Keefe Street
#15
East Palo Alto,CA 94303

Caller Name:

Caller Phone: (862) 306-6126x
Occupant: Serrate Navas (t2980545)
Home (650) 501-1538x

Priority: Emergency
Ok to enter? NO
Category: Appliance Repair

Mobile (862) 306-6126x

SubCategory: Refrigerator

Problem Description: 862-306-6126
resident requesting the fridge gasket, tech did not bring back

Parts & Labor

Quantity/ Hours	Item Type/ Employee Name	Description	Unit Price	Total

Total

Authorized by: _____
Signed by _____
Dated _____
Invoice No. _____

Technician Notes: gasket on fridge is new. it is working fine.

Woodland Park
5 Newell Ct
East Palo Alto,CA 94303
Office (650) 566-2000x

Work Order No. 8974892
Date Call: 10/30/2024 9:56:00 AM

Status Work Completed

Date Completed: 11/4/2024 10:06:27 AM
Brief Desc: Cabinets hinges rusty, not working

Job Site: cawoopa2/218-15
301 East O'Keefe Street
#15
East Palo Alto,CA 94303

Caller Name: Juana Serrate Navas
Caller Phone:
Occupant: Serrate Navas (t2980545)
Home (650) 501-1538x

Mobile (862) 306-6126x

Ok to enter? NO
Category: Cabinets and Drawers

Problem Description: PTE - NO, CALL FIRST

Parts & Labor

Quantity/ Hours	Item Type/ Employee Name	Description	Unit Price	Total
0.2500	Bedolla		0.00	0.00
			Total	0.00

Authorized by: _____
Signed by _____
Dated _____
Invoice No. _____

Technician Notes: 10/31/2024 Cabinets area working fine with no issues, drawers and door open and close correctly. Resident move in 5 months ago.

Woodland Park
5 Newell Ct
East Palo Alto,CA 94303
Office (650) 566-2000x

Work Order No. 8974896
Date Call: 10/30/2024 9:57:00 AM

Status Work Completed

Date Completed: 11/4/2024 10:07:38 AM
Brief Desc: Kitchen floor cracked

Job Site: cawoopa2/218-15
301 East O'Keefe Street
#15
East Palo Alto,CA 94303

Caller Name: Juana Serrate Navas

Caller Phone:
Occupant: Serrate Navas (t2980545)
Home (650) 501-1538x

Mobile (862) 306-6126x

Ok to enter? NO
Category: Vinyl Repair

Problem Description: PTE - NO, CALL FIRST

Parts & Labor

Quantity/ Hours	Item Type/ Employee Name	Description	Unit Price	Total
0.5000	Bedolla		0.00	0.00
			Total	0.00

Authorized by: _____
Signed by _____
Dated _____
Invoice No. _____

Technician Notes: 10/31/2024 No issues with flooring or carpet its brand-new resident moved in 5 months ago.

Woodland Park
5 Newell Ct
East Palo Alto,CA 94303
Office (650) 566-2000x

Work Order No. 8974899
Date Call: 10/30/2024 9:58:00 AM

Status Work Completed

Date Completed: 11/20/2024 9:57:04 AM
Brief Desc: Fridge plastic is falling off

Job Site: cawoopa2/218-15
301 East O'Keefe Street
#15
East Palo Alto,CA 94303

Caller Name: Juana Serrate Navas
Caller Phone:
Occupant: Serrate Navas (t2980545)
Home (650) 501-1538x
Mobile (862) 306-6126x

Ok to enter? NO
Category: Appliance Repair
SubCategory: Refrigerator

Problem Description: PTE - NO, CALL FIRST

Parts & Labor

Quantity/ Hours	Item Type/ Employee Name	Description	Unit Price	Total

Total

Authorized by: _____
Signed by _____
Dated _____
Invoice No. _____

Technician Notes: 10/31/2024 Refrigerator plastic was put back in place. Advised resident to keep gasket area clean so it doesn't come off.

Woodland Park
5 Newell Ct
East Palo Alto,CA 94303
Office (650) 566-2000x

Work Order No. 8974902
Date Call: 10/30/2024 9:58:00 AM

Status Work Completed

Date Completed: 11/4/2024 10:09:41 AM
Brief Desc: Bathroom Cabinet hinges rusty

Job Site: cawoopa2/218-15
301 East O'Keefe Street
#15
East Palo Alto,CA 94303

Caller Name: Juana Serrate Navas
Caller Phone:
Occupant: Serrate Navas (t2980545)
Home (650) 501-1538x
Mobile (862) 306-6126x

Ok to enter? NO
Category: Cabinets and Drawers
SubCategory: Primary Bathroom

Problem Description: PTE - NO, CALL FIRST

Parts & Labor

Quantity/ Hours	Item Type/ Employee Name	Description	Unit Price	Total
0.2500	Bedolla		0.00	0.00
			Total	0.00

Authorized by: _____
Signed by _____
Dated _____
Invoice No. _____

Technician Notes: 10/31/2024 10/31/2024 Cabinets area working fine with no issues, drawers and door open and close correctly. Resident move in 5 months ago.

Woodland Park
5 Newell Ct
East Palo Alto,CA 94303
Office (650) 566-2000x

Work Order No. 8974905
Date Call: 10/30/2024 9:59:00 AM

Status Work Completed

Date Completed: 11/4/2024 10:08:46 AM
Brief Desc: Toilet always clogged

Job Site: cawoopa2/218-15
301 East O'Keefe Street
#15
East Palo Alto,CA 94303

Caller Name: Juana Serrate Navas
Caller Phone:
Occupant: Serrate Navas (t2980545)
Home (650) 501-1538x
Mobile (862) 306-6126x

Ok to enter? NO
Category: Plumbing
SubCategory: Main Bathroom Toilet

Problem Description: PTE - NO, CALL FIRST

Parts & Labor

Quantity/ Hours	Item Type/ Employee Name	Description	Unit Price	Total
0.2500	Bedolla		0.00	0.00
			Total	0.00

Authorized by: _____
Signed by _____
Dated _____
Invoice No. _____

Technician Notes: 10/31/2024 Toilet unclogged lots of bathroom whips and towels being flushed.

Woodland Park
5 Newell Ct
East Palo Alto,CA 94303
Office (650) 566-2000x

Work Order No. 8974914
Date Call: 10/30/2024 10:00:00 AM

Status Work Completed

Date Completed: 11/4/2024 10:58:11 AM
Brief Desc: Hole in tub is rusty

Job Site: cawoopa2/218-15
301 East O'Keefe Street
#15
East Palo Alto,CA 94303

Caller Name: Juana Serrate Navas
Caller Phone:
Occupant: Serrate Navas (t2980545)
Home (650) 501-1538x
Mobile (862) 306-6126x

Ok to enter? NO
Category: Plumbing
SubCategory: Main Bathroom Tub/Shower

Problem Description: PTE - NO, CALL FIRST

Parts & Labor

Quantity/ Hours	Item Type/ Employee Name	Description	Unit Price	Total
0.2500	Bedolla		0.00	0.00
			Total	0.00

Authorized by: _____
Signed by _____
Dated _____
Invoice No. _____

Technician Notes: 10/31/2024 Inspected tub didn't see any rust or hole in bath tub. Tenant needs to clean tub and walls

Woodland Park
5 Newell Ct
East Palo Alto,CA 94303
Office (650) 566-2000x

Work Order No. 8974917
Date Call: 10/30/2024 10:01:00 AM

Status Work Completed

Date Completed: 11/4/2024 10:59:42 AM
Brief Desc: Bathroom floor is sinking

Job Site: cawoopa2/218-15
301 East O'Keefe Street
#15
East Palo Alto,CA 94303

Caller Name: Juana Serrate Navas

Caller Phone:
Occupant: Serrate Navas (t2980545)
Home (650) 501-1538x

Mobile (862) 306-6126x

Ok to enter? NO
Category: Vinyl Repair

Problem Description: PTE - NO, CALL FIRST

Parts & Labor

Quantity/ Hours	Item Type/ Employee Name	Description	Unit Price	Total
0.2500	Bedolla		0.00	0.00
			Total	0.00

Authorized by: _____
Signed by _____
Dated _____
Invoice No. _____

Technician Notes: 10/31/2024 Bathroom floor is fine no issues everything is level and no sinking found. Stepped all over the floor and its in good condition solid and steady.

Woodland Park
5 Newell Ct
East Palo Alto,CA 94303
Office (650) 566-2000x

Work Order No. 8974922
Date Call: 10/30/2024 10:02:00 AM

Status Work Completed

Date Completed: 11/4/2024 10:56:57 AM
Brief Desc: Tub gets clogged

Job Site: cawoopa2/218-15
301 East O'Keefe Street
#15
East Palo Alto,CA 94303

Caller Name: Juana Serrate Navas
Caller Phone:
Occupant: Serrate Navas (t2980545)
Home (650) 501-1538x
Mobile (862) 306-6126x

Ok to enter? NO
Category: Plumbing
SubCategory: Main Bathroom Tub/Shower

Problem Description: PTE - NO, CALL FIRST

Parts & Labor

Quantity/ Hours	Item Type/ Employee Name	Description	Unit Price	Total
0.5000	Bedolla		0.00	0.00
			Total	0.00

Authorized by: _____
Signed by _____
Dated _____
Invoice No. _____

Technician Notes: 10/31/2024 Toilet unclogged lots of bathroom whips and towels being flushed.

Woodland Park
5 Newell Ct
East Palo Alto,CA 94303
Office (650) 566-2000x

Work Order No. 8974926
Date Call: 10/30/2024 10:02:00 AM

Status Work Completed

Date Completed: 11/4/2024 11:03:29 AM
Brief Desc: Bedroom ceiling is falling

Job Site: cawoopa2/218-15
301 East O'Keefe Street
#15
East Palo Alto,CA 94303

Caller Name: Juana Serrate Navas

Caller Phone:
Occupant: Serrate Navas (t2980545)
Home (650) 501-1538x

Mobile (862) 306-6126x

Ok to enter? NO
Category: Painting

Problem Description: PTE - NO, CALL FIRST

Parts & Labor

Quantity/ Hours	Item Type/ Employee Name	Description	Unit Price	Total
0.5000	Bedolla		0.00	0.00
			Total	0.00

Authorized by: _____
Signed by _____
Dated _____
Invoice No. _____

Technician Notes: 10/31/2024 Inspected entire unit ceiling and there is no damage or signs of ceiling falling at all.

Woodland Park
5 Newell Ct
East Palo Alto,CA 94303
Office (650) 566-2000x

Work Order No. 8974930
Date Call: 10/30/2024 10:03:00 AM

Status Work Completed

Date Completed: 11/4/2024 11:05:00 AM
Brief Desc: Living Room ceiling is damaged

Job Site: cawoopa2/218-15
301 East O'Keefe Street
#15
East Palo Alto,CA 94303

Caller Name: Juana Serrate Navas

Caller Phone:
Occupant: Serrate Navas (t2980545)
Home (650) 501-1538x

Mobile (862) 306-6126x

Ok to enter? NO
Category: Painting

Problem Description: PTE - NO, CALL FIRST

Parts & Labor

Quantity/ Hours	Item Type/ Employee Name	Description	Unit Price	Total
0.2500	Bedolla		0.00	0.00
			Total	0.00

Authorized by: _____
Signed by _____
Dated _____
Invoice No. _____

Technician Notes: 10/31/2024 Inspected entire unit ceiling and there is no damage or signs of ceiling falling at all.

Woodland Park
5 Newell Ct
East Palo Alto,CA 94303
Office (650) 566-2000x

Work Order No. 8974935
Date Call: 10/30/2024 10:03:00 AM

Status Work Completed

Date Completed: 11/4/2024 11:10:06 AM
Brief Desc: Entry Ceiling is falling

Job Site: cawoopa2/218-15
301 East O'Keefe Street
#15
East Palo Alto,CA 94303

Caller Name: Juana Serrate Navas

Caller Phone:
Occupant: Serrate Navas (t2980545)
Home (650) 501-1538x

Mobile (862) 306-6126x

Ok to enter? NO
Category: Painting

Problem Description: PTE - NO, CALL FIRST

Parts & Labor

Quantity/ Hours	Item Type/ Employee Name	Description	Unit Price	Total
0.0000	Bedolla		0.00	0.00
			Total	0.00

Authorized by: _____
Signed by _____
Dated _____
Invoice No. _____

Technician Notes: 10/31/2024 Inspected entire unit ceiling and there is no damage or signs of ceiling falling at all.

Woodland Park
5 Newell Ct
East Palo Alto,CA 94303
Office (650) 566-2000x

Work Order No. 8974938
Date Call: 10/30/2024 10:04:00 AM

Status Work Completed

Date Completed: 11/20/2024 9:58:07 AM
Brief Desc: Windows in apartment discolored

Job Site: cawoopa2/218-15
301 East O'Keefe Street
#15
East Palo Alto,CA 94303

Caller Name: Juana Serrate Navas

Caller Phone:
Occupant: Serrate Navas (t2980545)
Home (650) 501-1538x

Mobile (862) 306-6126x

Ok to enter? NO
Category: Window and Blinds

Problem Description: PTE - NO, CALL FIRST

Parts & Labor

Quantity/ Hours	Item Type/ Employee Name	Description	Unit Price	Total
0.2500	Bedolla		0.00	0.00
			Total	0.00

Authorized by: _____
Signed by _____
Dated _____
Invoice No. _____

Technician Notes: 10/31/2024 Inspected all window and they open and close fine. Resident said they have no issues but want new windows.

Woodland Park
5 Newell Ct
East Palo Alto,CA 94303
Office (650) 566-2000x

Work Order No. 8974944
Date Call: 10/30/2024 10:04:00 AM

Status Work Completed

Date Completed: 11/4/2024 11:13:26 AM
Brief Desc: Baseboards damaged

Job Site: cawoopa2/218-15
301 East O'Keefe Street
#15
East Palo Alto,CA 94303

Caller Name: Juana Serrate Navas

Caller Phone:
Occupant: Serrate Navas (t2980545)
Home (650) 501-1538x

Mobile (862) 306-6126x

Ok to enter? NO
Category: Building Interior

Problem Description: PTE - NO, CALL FIRST -- Baseboards damaged throughout apartment

Parts & Labor

Quantity/ Hours	Item Type/ Employee Name	Description	Unit Price	Total
0.5000	Bedolla		0.00	0.00
			Total	0.00

Authorized by: _____
Signed by _____
Dated _____
Invoice No. _____

Technician Notes: 10/31/2024 Inspected baseboard throughout unit and theirs no issue, baseboard was replaced and painted prior to move in, resident moved in back in June.

Woodland Park
5 Newell Ct
East Palo Alto,CA 94303
Office (650) 566-2000x

Work Order No. 8974949
Date Call: 10/30/2024 10:05:00 AM

Status Work Completed

Date Completed: 11/4/2024 11:15:38 AM
Brief Desc: Sink is in poor condition tub

Job Site: cawoopa2/218-15
301 East O'Keefe Street
#15
East Palo Alto,CA 94303

Caller Name: Juana Serrate Navas

Caller Phone:
Occupant: Serrate Navas (t2980545)
Home (650) 501-1538x

Mobile (862) 306-6126x

Ok to enter? NO
Category: Painting

Problem Description: PTE - NO, CALL FIRST -- not specified where

Parts & Labor

Quantity/ Hours	Item Type/ Employee Name	Description	Unit Price	Total
0.2500	Bedolla		0.00	0.00
			Total	0.00

Authorized by: _____
Signed by _____
Dated _____
Invoice No. _____

Technician Notes: 10/31/2024 Tub is draining fine no issues, advised resident to call office if it gets clogged for now is draining properly.

Woodland Park
5 Newell Ct
East Palo Alto,CA 94303
Office (650) 566-2000x

Work Order No. 9367585
Date Call: 2/4/2025 4:42:00 PM
Date Scheduled: 2/4/2025 4:59:00 PM

Status Work Completed

Date Completed: 2/5/2025 5:44:10 PM
Brief Desc: Serv- fridge cabinet

Job Site: cawoopa2/218-15
301 East O'Keefe Street
#15
East Palo Alto,CA 94303

Caller Name: Juana Serrate Navas
Caller Phone:
Occupant: Serrate Navas (t2980545)
Home (650) 501-1538x
Mobile (862) 306-6126x

Ok to enter? YES
Category: Appliance Repair
SubCategory: Refrigerator

Problem Description: PTE call before thursdays are better

fridge cabinet was taken by tech and never brought back

8623066126

OF

Parts & Labor

Quantity/ Hours	Item Type/ Employee Name	Description	Unit Price	Total

Total

Authorized by: _____
Signed by _____
Dated _____
Invoice No. _____

Technician Notes: replaced fridge cabinet.

Exhibit F

Woodland Park Witness List

Stacie Roebuck, Regional Manager
Aura Andrade, General Manager
Enrique Bedolla, Maintenance Manager

Juana Serrate v. Woodland Park Communities
Case No 20240030

Respondent's Exhibit List

Exhibit #	Title	Page #
G	Ledger through May 2, 2025	R111
H	Ledger May 1, 2025 through July 15, 2025	R114

Exhibit G

Resident Ledger

GREYSTAR®

Date: 07/28/2025

Code	t2980545	**Property**	cawoopa2	**Lease From**	06/01/2024
Name	Juana Serrate Navas	**Unit**	218-15	**Lease To**	05/31/2025
Address	301 East O'Keefe Street	**Status**	Past	**Move In**	06/01/2024
	#15	**Rent**	2600.00	**Move Out**	04/21/2025
City	East Palo Alto, CA 94303	**Phone (H)**		**Phone (W)**	(650) 501-1538

Date	Chg Code	Post Month	Description	Charge	Payment	Balance	Chg/Rec
05/14/2024	appfee	05/2024	Application Fee(2 Occupants)	70.00		70.00	151832186
05/20/2024	secdep	05/2024	Holding fee	300.00		370.00	151918027
06/01/2024	secdep	06/2024	Security Deposit	2,300.00		2,670.00	153859449
06/01/2024	rent	06/2024	Rent for 30 days	2,600.00		5,270.00	153859450
06/01/2024	rentins	06/2024	Renter's Insurance for 30 days	14.50		5,284.50	153859451
06/01/2024	waterrb	06/2024	Water Rebill for 30 days	30.00		5,314.50	153859452
06/01/2024	sewerrb	06/2024	Sewer Rebill for 30 days	45.00		5,359.50	153859453
06/01/2024	trashrb	06/2024	Trash Rebill for 30 days	35.00		5,394.50	153859454
06/10/2024		06/2024	chk# 40195748568578 :CHECKscan Payment		370.00	5,024.50	37871149
06/10/2024		06/2024	chk# 0903231827 :CHECKscan Payment		5,024.50	0.00	37871150
07/01/2024	rent	07/2024	Base Rent (07/2024)	2,600.00		2,600.00	155526645
07/01/2024	rentins	07/2024	Renter's Insurance (07/2024)	14.50		2,614.50	155526646
07/01/2024	waterrb	07/2024	Water Rebill (07/2024)	30.00		2,644.50	155526647
07/01/2024	sewerrb	07/2024	Sewer Rebill (07/2024)	45.00		2,689.50	155526648
07/01/2024	trashrb	07/2024	Trash Rebill (07/2024)	35.00		2,724.50	155526649
07/09/2024		07/2024	chk# 2089 8011290564 :CHECKscan Payment		724.00	2,000.50	38444904
07/09/2024		07/2024	chk# 2089 8011290563 :CHECKscan Payment		1,000.00	1,000.50	38444905
07/09/2024		07/2024	chk# 2089 8011290562 :CHECKscan Payment		1,000.00	0.50	38444907
08/01/2024	electrb	08/2024	Electric Rebill - 06/01/24-06/05/24	4.90		5.40	156927762
08/01/2024	gasrb	08/2024	Gas Rebill - 06/01/24-06/05/24	2.64		8.04	156927765
08/01/2024	utilreim	08/2024	Utility Reimbursement Other - 06/01/24-06/05/24	50.00		58.04	156927767
08/01/2024	sewerrb	08/2024	Sewer Rebill (08/2024)	45.00		103.04	157811824
08/01/2024	trashrb	08/2024	Trash Rebill (08/2024)	35.00		138.04	157811825
08/01/2024	rent	08/2024	Base Rent (08/2024)	2,600.00		2,738.04	157812985
08/01/2024	rentins	08/2024	Renter's Insurance (08/2024)	14.50		2,752.54	157812986
08/01/2024	waterrb	08/2024	Water Rebill (08/2024)	30.00		2,782.54	157812987
08/06/2024		08/2024	chk# 2089 :CHECKscan Payment		1,000.00	1,782.54	39025985
08/06/2024		08/2024	chk# 2089 :CHECKscan Payment		58.04	1,724.50	39025986
08/06/2024		08/2024	chk# 2089 :CHECKscan Payment		725.00	999.50	39025987
08/06/2024		08/2024	chk# 2089 :CHECKscan Payment		1,000.00	(0.50)	39025988
09/01/2024	rent	09/2024	Base Rent (09/2024)	2,600.00		2,599.50	160181758
09/01/2024	rentins	09/2024	Renter's Insurance (09/2024)	14.50		2,614.00	160181759
09/01/2024	waterrb	09/2024	Water Rebill (09/2024)	30.00		2,644.00	160181760
09/01/2024	sewerrb	09/2024	Sewer Rebill (09/2024)	45.00		2,689.00	160181761
09/01/2024	trashrb	09/2024	Trash Rebill (09/2024)	35.00		2,724.00	160181762
09/04/2024		09/2024	chk# 2089 8011692132 :CHECKscan Payment		1,000.00	1,724.00	39596766
09/04/2024		09/2024	chk# 2089 8011692131 :CHECKscan Payment		1,000.00	724.00	39596767
09/04/2024		09/2024	chk# 2089 8011692133 :CHECKscan Payment		724.50	(0.50)	39596768
10/01/2024	rent	10/2024	Base Rent (10/2024)	2,600.00		2,599.50	162531379
10/01/2024	rentins	10/2024	Renter's Insurance (10/2024)	14.50		2,614.00	162531380
10/01/2024	waterrb	10/2024	Water Rebill (10/2024)	30.00		2,644.00	162531381
10/01/2024	sewerrb	10/2024	Sewer Rebill (10/2024)	45.00		2,689.00	162531382
10/01/2024	trashrb	10/2024	Trash Rebill (10/2024)	35.00		2,724.00	162531383
10/08/2024		10/2024	chk# 2089 8011691086 :CHECKscan Payment		1,000.00	1,724.00	40285283

10/08/2024		10/2024	chk# 2089 8011691087 :CHECKscan Payment		724.50	999.50	40285284
10/08/2024		10/2024	chk# 2089 8011691085 :CHECKscan Payment		1,000.00	(0.50)	40285285
11/01/2024	rent	11/2024	Base Rent (11/2024)	2,600.00		2,599.50	164895323
11/01/2024	rentins	11/2024	Renter's Insurance (11/2024)	14.50		2,614.00	164895324
11/01/2024	waterrb	11/2024	Water Rebill (11/2024)	30.00		2,644.00	164895325
11/01/2024	sewerrb	11/2024	Sewer Rebill (11/2024)	45.00		2,689.00	164895326
11/01/2024	trashrb	11/2024	Trash Rebill (11/2024)	35.00		2,724.00	164895327
11/06/2024		11/2024	chk# 2089 8011932230 :CHECKscan Payment		1,000.00	1,724.00	40867275
11/06/2024		11/2024	chk# 2089 8011932232 :CHECKscan Payment		724.50	999.50	40867276
11/06/2024		11/2024	chk# 2089 8011932231 :CHECKscan Payment		1,000.00	(0.50)	40867277
12/01/2024	rent	12/2024	Base Rent (12/2024)	2,600.00		2,599.50	167251417
12/01/2024	rentins	12/2024	Renter's Insurance (12/2024)	14.50		2,614.00	167251418
12/01/2024	waterrb	12/2024	Water Rebill (12/2024)	30.00		2,644.00	167251419
12/01/2024	sewerrb	12/2024	Sewer Rebill (12/2024)	45.00		2,689.00	167251420
12/01/2024	trashrb	12/2024	Trash Rebill (12/2024)	35.00		2,724.00	167251421
12/05/2024		12/2024	chk# 2089 8011933713 :CHECKscan Payment		724.50	1,999.50	41411852
12/05/2024		12/2024	chk# 2089 8011933711 :CHECKscan Payment		1,000.00	999.50	41411853
12/05/2024		12/2024	chk# 2089 8011933712 :CHECKscan Payment		1,000.00	(0.50)	41411854
01/01/2025	rent	01/2025	Base Rent (01/2025)	2,600.00		2,599.50	169966704
01/01/2025	waterrb	01/2025	Water Rebill (01/2025)	30.00		2,629.50	169966705
01/01/2025	rentins	01/2025	Renter's Insurance (01/2025)	14.50		2,644.00	169966715
01/01/2025	sewerrb	01/2025	Sewer Rebill (01/2025)	45.00		2,689.00	169966725
01/01/2025	trashrb	01/2025	Trash Rebill (01/2025)	35.00		2,724.00	169966726
01/06/2025		01/2025	chk# 2089 8011933925 :CHECKscan Payment		1,000.00	1,724.00	41988711
01/06/2025		01/2025	chk# 2089 8011933926 :CHECKscan Payment		724.50	999.50	41988712
01/06/2025		01/2025	chk# 2089 8011933924 :CHECKscan Payment		1,000.00	(0.50)	41988713
02/01/2025	rent	02/2025	Base Rent (02/2025)	2,600.00		2,599.50	171967674
02/01/2025	rentins	02/2025	Renter's Insurance (02/2025)	14.50		2,614.00	171967675
02/01/2025	waterrb	02/2025	Water Rebill (02/2025)	30.00		2,644.00	171967676
02/01/2025	sewerrb	02/2025	Sewer Rebill (02/2025)	45.00		2,689.00	171967677
02/01/2025	trashrb	02/2025	Trash Rebill (02/2025)	35.00		2,724.00	171967678
02/06/2025		02/2025	chk# 40195617518921 :CHECKscan Payment		1,000.00	1,724.00	42607946
02/06/2025		02/2025	chk# 40195617518912 :CHECKscan Payment		1,000.00	724.00	42607947
02/06/2025		02/2025	chk# 40195617518930 :CHECKscan Payment		724.50	(0.50)	42607948
03/01/2025	rent	03/2025	Base Rent (03/2025)	2,600.00		2,599.50	174398435
03/01/2025	rentins	03/2025	Renter's Insurance (03/2025)	14.50		2,614.00	174398436
03/01/2025	waterrb	03/2025	Water Rebill (03/2025)	30.00		2,644.00	174398437
03/01/2025	sewerrb	03/2025	Sewer Rebill (03/2025)	45.00		2,689.00	174398438
03/01/2025	trashrb	03/2025	Trash Rebill (03/2025)	35.00		2,724.00	174398439
03/04/2025		03/2025	chk# 2089 8012462727 :CHECKscan Payment		724.50	1,999.50	43176030
03/04/2025		03/2025	chk# 2089 8012462726 :CHECKscan Payment		1,000.00	999.50	43176031
03/04/2025		03/2025	chk# 2089 8012462725 :CHECKscan Payment		1,000.00	(0.50)	43176032
04/01/2025	rent	04/2025	Base Rent (04/2025)	2,600.00		2,599.50	176909858
04/01/2025	rentins	04/2025	Renter's Insurance (04/2025)	14.50		2,614.00	176909859
04/01/2025	waterrb	04/2025	Water Rebill (04/2025)	30.00		2,644.00	176909860
04/01/2025	sewerrb	04/2025	Sewer Rebill (04/2025)	45.00		2,689.00	176909861
04/01/2025	trashrb	04/2025	Trash Rebill (04/2025)	35.00		2,724.00	176909862
04/02/2025		04/2025	chk# 2089 8012905286 :CHECKscan Payment		1,000.00	1,724.00	43805357
04/02/2025		04/2025	chk# 2089 8012905287 :CHECKscan Payment		1,000.00	724.00	43805358
04/02/2025		04/2025	chk# 2089 8012905288 :CHECKscan Payment		724.50	(0.50)	43805359
05/05/2025	secdep	05/2025	:Security Deposits credit	(2,600.00)		(2,600.50)	180246876
05/05/2025	rent	05/2025	Base Rent (04/2025) Credit 9 days	(780.00)		(3,380.50)	180246877
05/05/2025	rentins	05/2025	Renter's Insurance (04/2025) Credit 9 days	(4.35)		(3,384.85)	180246878
05/05/2025	waterrb	05/2025	Water Rebill (04/2025) Credit 9 days	(9.00)		(3,393.85)	180246879
05/05/2025	trashrb	05/2025	Trash Rebill (04/2025) Credit 9 days	(10.50)		(3,404.35)	180246880
05/05/2025	sewerrb	05/2025	Sewer Rebill (04/2025) Credit 9 days	(13.50)		(3,417.85)	180246881
05/05/2025	depref	05/2025	Amount to be refunded	3,417.85		0.00	180246882
05/05/2025	adminfee	05/2025	Sale Unit Deposit Hold	3,417.85		3,417.85	180246908
05/05/2025	depref	05/2025	Adjustment to amount to be refunded	(3,417.85)		0.00	180246909

Exhibit H

Resident Ledger

INCOME PROPERTY SPECIALISTS

Date: 07/17/2025

Code	t0014232	**Property**	301okeef	**Lease From**	06/01/2024
Name	Juana Serrate Navas	**Unit**	15	**Lease To**	05/31/2025
Address	301 E Okeefe St 15	**Status**	Current	**Move In**	06/01/2024
		Rent	2600.00	**Move Out**	
City	East Palo Alto, CA 94303	**Phone (H)**	(862) 306-6126	**Phone (W)**	

Date	Chg Code	Description	Charge	Payment	Balance	Chg/Rec
06/01/2024	deposit	:Posted by QuickTrans (deposit)	2,600.00		2,600.00	1122347
06/01/2024		chk# :QuickTrans :Posted by QuickTrans		2,600.00	0.00	667211
04/30/2025		chk# Paid to previous mgmt Payment		0.50	(0.50)	670005
05/01/2025	rent	Rent (05/2025)	2,600.00		2,599.50	1124298
05/01/2025	ubtrash	Trash (05/2025)	35.00		2,634.50	1124299
05/01/2025	ubwater	Water (05/2025)	30.00		2,664.50	1124300
05/01/2025	ubww	Waste water (or Sewer) (05/2025)	45.00		2,709.50	1124301
05/05/2025		chk# 2089 8012904340 :CHECKscan Payment		1,000.00	1,709.50	670920
05/05/2025		chk# 2089 8012904342 :CHECKscan Payment		724.50	985.00	670921
05/05/2025		chk# 2089 8012904341 :CHECKscan Payment		1,000.00	(15.00)	670922
06/01/2025	rent	Rent (06/2025)	2,600.00		2,585.00	1133082
06/01/2025	ubtrash	Trash (06/2025)	35.00		2,620.00	1133083
06/01/2025	ubwater	Water (06/2025)	30.00		2,650.00	1133084
06/01/2025	ubww	Waste water (or Sewer) (06/2025)	45.00		2,695.00	1133085
06/04/2025		chk# 2089 8013769078 :CHECKscan Payment		1,000.00	1,695.00	675772
06/04/2025		chk# 2089 8013769077 :CHECKscan Payment		1,000.00	695.00	675773
06/04/2025		chk# 2089 8013769079 :CHECKscan Payment		724.50	(29.50)	675774
07/01/2025	rent	Rent (07/2025)	2,600.00		2,570.50	1143560
07/01/2025	ubtrash	Trash (07/2025)	35.00		2,605.50	1143561
07/01/2025	ubwater	Water (07/2025)	30.00		2,635.50	1143562
07/01/2025	ubww	Waste water (or Sewer) (07/2025)	45.00		2,680.50	1143563
07/03/2025		chk# 2089 8013770610 :CHECKscan Payment		1,000.00	1,680.50	679722
07/03/2025		chk# 2089 8013770612 :CHECKscan Payment		724.50	956.00	679723
07/03/2025		chk# 2089 8013770611 :CHECKscan Payment		1,000.00	(44.00)	679724

Nubia Alvarado v. Woodland Park Communities
Case No 20240022

Respondent's Exhibit List

Exhibit #	Title	Page #
A	Lease Agreement	R001
B	Current Ledger	R020
C	Historic Ledger (covering February 2016-July 2021, if applicable)	R023
D	Work Order Overview Report	R032
E	Work Orders	R035
F	Woodland Park Witness List	R068

Exhibit A

Newlands Enterprises, LLC
P.O. Box 5222
Belmont, CA 94002
650-369-6309

RENTAL AGREEMENT

SECTION HEADINGS: The section headings are inserted only for convenience and are not intended to define or limit the scope or intent of any clause. X n a

1. This Rental Agreement (hereinafter "Agreement" or "Lease") is entered into this 1 **day of** March, **2** 015, **between** Nilda Alvarado, **as an authorized agent for Newlands Enterprises, LLC, the owner of the Premises, (hereinafter "Landlord") and the following individuals, jointly and severally:** Emily Dimitri Angel Pasto **(hereinafter collectively "Resident(s)"). Together Resident(s) and Landlord are referred to herein as the "Parties").** X n a

2. Leased Premises: Landlord rents to Resident(s) the premises located at: 301, East Okeefe EAST PALO ALTO **Apartment #** 16, San Mateo **County, California,** 94063. (hereinafter "Premises") which is located within the Apartment Community, commonly known as Kayu Apartments (hereinafter the "Apartment Community" or "Property") **for use as a residence and for no other purpose.**
X n a

3. Term: a. Original Term. This Agreement shall be **month to month**, terminable by either party on thirty (30) days written notice pursuant to California Civil Code Section 1946. The term shall commence on: March 01, 2015 (hereinafter "Commencement Date").
b. Delay of Possession. Resident(s) understands that for reasons beyond the control of Landlord, Landlord may not be able to provide occupancy to Resident(s) on the Commencement Date if, for example, a former tenant of the Premises who has given notice to leave cancels the notice or fails to leave by the scheduled date. If, for any reason, Landlord is unable to provide occupancy to Resident(s) by the scheduled Commencement Date, Resident(s)'s only remedy in this event shall be limited to termination of this Agreement and Resident(s) shall be entitled to a prompt refund of any monies paid. **Landlord shall have no liability to Resident(s) if there is a delay of possession other than to refund any monies paid.**
X na

4. RENT: a. Resident(s) shall pay to Landlord, as rent for the Premises, the sum of $ 1,800.00 each month **in the form of Money Order or Cashier's Check. (Personal or Business checks are NOT an acceptable form of payment).** X n a
b. The name, telephone number, and address of the person or entity to which rent payments shall be made is: **Newlands Enterprises, LLC. (916) 368-7001. 10515 Mills Tower Dr. #17 Rancho Cordova, CA 95670.**
X n a
c. Said sum shall be paid in full, in advance, on or before the first day of each month in the form of Cashier's check or money order except as otherwise provided in this Lease or if Landlord agrees, in

writing, in advance, to waive this requirement. If Landlord serves Resident(s) with a three-day notice to pay rent or surrender possession, **which Landlord may do on any date after the first day of the month,** any payment tendered following service of said notice must be in the form of a cashier's check or money order. If any check given by a Resident(s) is, for any reason whatsoever, returned unpid by the bank upon which it is drawn, all subsequent payments for the rest of the Resident(s)'s occupancy of the Premises (including payment necessary to replace the dishonord check and any fees) must be in the form of cashier's check or money order unless Landlord agrees, in writing, in advance, to waive this requirement.. X na

d. It is the Resident(s)'s responsibility to be certain that each payment is actually received by Landlord on or before its due date. X na

The usual days and hours when rent payments may be made personally are Monday through Friday, 9am to 5pm. X na

5. LATE CHARGE AND NSF CHARGE: Landlord and Resident(s) agree that when Resident(s) fails to pay rent on time, or when Resident(s) pays rent by a check which is subsequently dishonored by the bank, landlord incurs fees due to the cost of the actual late payment or the actual fee of the dishonored check, these certain costs include but are not limited to additional bookkeeping and administrative charges, bank charges. Lost opportunity cost of late payment, etx. After making a reasonable endeavor to estimate accurately the approximate costs associated with these breaches, which the Parties agree are difficult or impossible to ascertain, the Parties agree that, any time the rent for any given month is paid after the fifth (5th) day of such month, Resident(s) will in that month pay to the Landlord, as an additional rent due with the late payment, a late charge in the sum of **$100.00** and further agree that, in the event of a dishonored check, resident(s) will pay to Landlord, as additional rend due with the payment required to replace the dishonored check, an NSF fee in the sum of **$25.00.** The Parties agree that the payment of these sums does not sonstitute a license to pay rent late nor does it constitute a license to pay by dishonored check, at any time during the Term of this Agreement. ***Rent remains due on the first (1st) day of the month and there is no grace period for the payment of rent.*** X na

A three day notice to pay rent or quit may be served at any time after the first day of the month iffespective of the existence of the late charges as set forth in this paragraph. If such notice is served after the fifth (5th) day of the month it may include the late charge and/of NSF charge, if applicable, with charges, as set forth above, payable as additional rent in that month. X na

6. RENTAL PRO-RATION: Resident(s) shall pay to the Landlord, before taking occupancy of the Premises, one full month's rent in addition to a security deposit (discussed in Paragraph 7 below). If Resident(s) takes occupancy of the Premises on a day other than the first day of the month, Resident(s) shall also pay the sum of $_____before taking occupancy of the Premises, as and for the pro-rated amount of rent to cover the period through the final day of the second calendar month of occupancy. Commencing with the following month a full month's rent shall be due each month on or before the first day of the month as stated above. In the event of a conflict between the amount set forth in this paragraph and the amount which an arithmetic computation would yield based upon the rental rate set forth above divided by thirty, with the result multiplied by the number of days in the pro-ration period, the amount determined by said arithmetic computation shall govern (*I.e, if the amount set forth in this paragraph is computed incorrectly, any such arithmetic error shall not be binding-the amount owing shall be the amount resulting from a correct arithmetic computation of the pro-ration).* X na

In all instances where a pro-rated amount of rent is computed during this tenancy, a thirty day month shall be assumed irrespective of the actual number of days in the month for which the pro-ration is computed.

X na

7. SECURITY DEPOSIT: **a.** Resident(s0 shall pay to Landlord, as security, the sum of $ 1000, in the form of money order or cashier's check, which sum shall not exceed the maximum permitted by California Civil Code Section 1950.5. And any other applicable statutes. Landlord shall not be obligated to pay Resident(s) interest in conneciton with such security deposit, unless specifically required by applicable

law. Resident(s) agrees there will be a move-in inspection and a move-out inspection in order to complete a checklist. Any damages to the property shall be deducted from the Resident(s) Security deposit and if damages exceed the amount of Security Deposit, balance is payable to Landlord, and due before move-out of Resident(s). Any balance unpaid after move-out may result in legal actions, at option of Landlord. Any cleaning costs, key replacement, and any other costs legally allowable under the terms of this Agreement shall be deducted frim the Resident(s)'s security deposit. Resident(s) agrees to a quarterly survey of the property. Resident(s) agrees and understands that carpets will be professionally cleaned upon move-out and deducted from the Security Deposit (Landlord will schedule the carpet cleaning with a company of the Landlord's choice). A written accounting of said charges shall be presented to Resident(s) within twenty-one (21) business days of move-out. **Resident(s) agrees that the Security Deposit will not be applied as payment of the last month's rent.** X n a

b. it is understood that the security deposit is applicable to all Residents jointly, and Landlord does not account for it until the passing of the permissible statutory period after all Residents vacate the Premises. It shall be the responsibility of all Residents to work out between themselves the manner of dividing said security deposit. If Landlord chooses to make the refund to any one of the Residents individually (which need not be done until the statutory time has elapsed, after all Residents have vacated the Premises), in legal contemplation the payment shall be deemed to have been made to all Residents and Landlord shall have no liability to any one or grounp of Residents for failure of any Resident to divide such refund equitably. X n a

c. If the Security Deposit is later increased by agreement of the Parties for any reason (such as installation of satellite dishe, a waterbed or relating to a pet), the additional Security Deposit will be disbursed by Landlord in accordance with this paragraph at the end of the statutory period following the end of Resident(s)'s tenancy. Removal of the pet, satellite dish or waterbed or whatever caused the increase in the deposit, will not be grounds for early disbursement of the security deposit. X n a

8. MOVE-IN PAYMENT: Resident(s) shall pay to Landlord $ 1,800— at the time of move-in. This amount is composed of the following sums: $ 1,800 — as the first month's rent. $ 1000 as the Security Deposit, $ N/A as the Pet Deposit (with written permission from Landlord), and $ 1,800— as the advance payment of rent for the period 3-1 through 3-31. Landlord may, at Landlord's option, require that this entire sum be paid in the form of cashier's check or money order. If Landlord accepts a personal or other non-certified check and the check is, for any reason whatsoever, returned unpaid by the bank upon which it is drawn, the entire amount shall immediately become due and payable and shall be considered rent so that Landlord may sere a three day notice to pay rent or quit for the entire amound, and if Resident(s) does not comply with said notice, Landlord may utilize unlawful detainer procedures to evict Resident(s) from the Premises. X n a

9. UTILITIES AND PLUMBING: Unless a separate utility addendum is executed between the Parties modifying this paragraph, **payment of all utilities charges shall be the responsibility of Resident(s)** with the exception of Water, Sewer, Trash, PG&E, Landscape, Pool Services, which shall be the financial responsibility of the Landlord, Resident(s) shall not make excessive or unreasonable use of such utilities, Landlord may bill Resident(s) for such excessive or unreasonable use and said biling shall become due and payable, in full, as additional rent together with the regular monthly rental payemt on the first day of the month next following the date of such billing. In the event os a dispute as to any such charges, Resident(s) shall pay the disupted amount as required, but may file a Small Claims Court action for a refund, and if such Court determines that the amound charged by Landlord is excessive, Landlord shall promptly refund any such overcharge. For any utility which Resident(s) is responsible for paying directly to the utility provider, Resident(s) must contact the utility company prior to move in to hae the services placed in Resident(s)'s name no later thatn three(3) business days following move-in. Resident9s) shall have utilities connected at all times during tenancy. **SMUD is to be in resident(s) name no later than (date)** 3/3/2015

X n a

Disconnection of utilities due to non-payment is a material violation of this Agreement and subject

to termination of tenancy. X na

If Resident(s) fails to pay any utility charges thast are to be paid by Resident(s), Landlord may, at its option, pay such charges to retain continuing utilities service. If Landlord does so, any such charges may be billed to Resident9s) by Landlord and said billing shall become due and payable, in full, as additional rent together with the regular monthly reantal payment on the first day of the month next following the date of such billing.

X na

Resident(s shall not use any utilities in the common areas of the Property for their own personal use with out prior written consent of the Landlord. X na

Any and all plumbing and/or sewage problems, caused by Resident9s) (including minors), and/or Resident(s) guests or invitees, is the sole financial responsibility of Resident(s) X na

Misuese of plumbing and/or sewage includes, but not limited to, diapers, diaper wipes, feminine hygiene products, hair and hair products, paper towels, toys, silverware, glass, food, cooking and/or machine grease, etc... X na

10. RECYCLING AND DISPOSAL OF RUBBISH: Landlord shall arrange for recycling services consistent with applicable law. Resident(s) agrees to cooperate in all recycling efforts and comply with applicable laws and Rules regarding recycling. **Not recycling is to be stored in the Premises or balcony/patio of Premises.**

X na

Resident(s) shall deposit all garbage and wasted in a clean and sanitary manner inot the proper recepttacles and shall cooperate in keeping the gargage area neat and clean. Resident(s) shall be responsible for disposing of items of such size and nature as are not normally acceptable by the garbage hauler, at Resident(s)'s expense. X na

No trash is to be stored in the Premises or on balcony/patio of the Premises. X na

11. OCCUPANCY: The Premises shall be occupied only by the following persons:

Name_____Date of Birth_____ Name_____Date of Birth_____

Name_____Date of Birth_____ Name_____Date of Birth_____

Name_____Date of Birth_____ Name_____Date of Birth_____

No other persons have permission to occupy the Premises unless such permission is obtained in writing, in advance, and signed by Landlord or its authorized agent. Resident(s) shall not allow any other individual to reside in or on Premises, or allow any other individual to utilize the mailing address for said unit. X na

Landlord's acceptance of rent from any other individual shall be deemed to be the payment of rent on behalf of the Resident(s) named above and shall not constitute permission for the person making the payment to occupy the Premises. Should any person not named above make any claim to right of possession of the Premises, any such person shall be deemed to be the guest or invitee of the named Resident(s) and their claim to the right of possession shall be denied. Any person named above in this Paragraph who is not also named above as a Resident and/or who is not a signatory to this Lease shall be deemed to be invitees of the named Resident(s), who are signatories to this Lease. Accordingly, if any such individual is not named in any unlawful detainer action to regain possession of the Premises, and if any such individual thereafter makes a claim to right of possession of the Premises, that claim shall be denied on the basis that said individual is the invitee of the named Resident(s) and does not have an independent claim to right of Possession of the Premises. **Resident(s) understand that in no event shall more than two (2) persons per bedroom plus one additional person occupy the premises.**

X na

If the household composition changes such that the number of occupants exceeds this occupancy standard, Resident(s) agrees that such over-utilization shall be grounds for Landlord to terminate this Agreement,

solely at Landlords option. X n a

12. ASSIGNMENT AND SUBLETTING: Unless prohibited by local regulations, Resident(s) shall not assign this Lease nor sublet any part of the Premises. **Permitting any person not named as an occupant or as an Resident in this Lease as listed above to occupy the Premises shall be deemed an improper subletting of the Premises and will constitute a material breach of the Lease and shall subject the tenancy to termination of tenancy with a three-day notice to quit.** Any attempted subletting or assignment is in violation of this provision and shall be void and shall be grounds for Landlord to terminate this Agreement, solely at Landlord's option. X n a

13. ACCESS TO PREMISES: The Parties agree that upon advance reasonable written notice to Resident(s), unless otherwise agreed to by Resident(s), Landlord shall have the right to enter the Premises during normal business hours for the purpose of: (a) making desired, necessary or agreed repairs, decorations alterations, improvement, or renovations to the Premises, to an adjacent unit or for the benefit of the building in which the Premises is located; (b) supplying necessary or agreed services; (c.) showing the unit to prospective or actual purchasers, mortgagees, tenant, workmen, or contractors; or (d) for any other purposes permitted by California Civil Code Section 1954 (and any other applicable statutes or amendments which might be enacted subsequent to the execution of this Lease). The Parties hereby agree that twenty-four (24) hours' notice is presumed reasonable, although the Parties acknowledge that a shorter time period my also be reasonable under some circumstances. In the case of an emergency, or Resident(s)'s abandonment or surrender of the Premises, Landlord or its agent may enter the Premises at any time with out first securing Resident(s)'s prior permission. **Resident(s) agrees to permit Landlord access to the Premises in accordance with this paragraph. Resident(s) also agrees that if Resident(s0 denies Landlord access to the Premises when Landlord is in compliance with statutory requirements and entitled to access, any such denial of access shall be deemed a material and incurable breach of this Lease and shall entitle Landlord to serve Resident(s) with a three-day notice to quit.** X n a

14. RESIDENTIAL USE OF PREMISES: Resident(s) agrees that the Premises is rented for RESIDENTIAL USE ONLY and for no other purpose. Resident(s) shall not use the Premises as a business address, nor shall Resident(s) conduct business activities on the Premises. Conducting business activities includes, with out limitation, using the Premises as a mailing address for a business enterprise, having a business telephone line in the Premises, having business clients meet with Resident(s) at the Premises, having business stationery setting forth the address of the Premises, or otherwise holding out the Premises as the address of any business. Resident(s) may, however, insofar as it is consistent with the restrictions set for the in this section, and with written consent of Landlord, use a portion of the Premises as a "home office." Nothing set for the herein shall be deemed as disallowing any use of the Premises that cannot be prohibited legally. X n a

15. COMPLIANCE WITH APPLICABLE LAWS: Resident(s) agrees not to permit the Premises to be used for any purpose which violates local, state or federal law, or engage in any illegal acts upon the Premises or upon the grounds of the Apartment Community. Resident(s) further agrees to reimburse and indemnify Landlord for all fines or other penalties incurred by Landlord as a result of Resident(s)'s violation of any statute, ordinance, regulation or other governmental restriction.
X n a .
To the extent any lease provision is require by statute or local ordinance, but not set forth herein or in addendum to this Lease, it is hereby inserted as an additional provision of this Lease, but only to the extend specifically required by applicable law interpreted as narrowly as possible and then only so long as the provision of the applicable law is not repealed or held invalid by a court of competent jurisdiction.
X n a

Resident(s) is responsible for any fines, legal fees incurred by Landlord, or other costs occasioned by violations of the Law by Resident(s) (including minors), or Resident(s)'s guests or invitees in the Premises or on the Property of the Apartment Community while Resident(s) is in possession. If any such fines or costs are levied against Landlord, Resident(s) agrees to pay such fines or costs attributed to Resident(s)'s tenancy or conduct of Resident(s) (including minors), Resident(s)'s guests, invitees or others at the Premises upon receipt of an invoice from the Landlord. The obligation to pay fines and costs assessed against Landlord may be in addition to any fines or costs assessed directly against Resident(s). X n a

16. COMPLIANCE WITH RULES: Resident(s) acknowledges receipt of a copy of the Apartment Community Rules ("Rules"), which Rules are incorporated into and made a part of this Lease. **Resident(s) agrees to abide by said Rules in all respects.** X n a
Any Rules may be changed on Thirty (30) days' notice and Resident(s) agrees to abide by any such changes. **Failure to comply with the Rules shall be deemed a material violation of this Agreement and subject to termination of tenancy with a three-day notice to quit.** X n a

17. CONDUCT OF RESIDENT:

a. Resident(s) agrees not to harass, annoy, or endanger any other Resident, neighbor or other person or create or maintain a nuisance, or disturb the peace or solitude or quiet enjoyment of any other Resident, neighbor or other person, or commit waste in our about the Premises. X n a

b. Resident(s) further agrees not to harass, verbally abuse, denigrate or otherwise disrespect the Landlord's employees, agents and/or contractors or interfere with the operations of the Property or the work of the Landlord's employees or agents. X n a

c. Certain acts are considered to be contrary to the safety, well-being, peace, and enjoyment of the other Residents of the Property. These include, but are not limited to, the use, possession, manufacturing, or sale of illegal drugs or controlled substances (as defined in Section 1025 of the Controlled Substance Act (21 U.S.C. 802)).Resident(s) and members of the Resident(s)'s household **will not permit the dwelling unit to be used for, or to facilitate, criminal activity, including drug-related criminal activity, regardless of whether the individual engaging in such activity is a member of the household or guest.** Resident(s), any member of the Resident(s)'s household, or guest, invitee or other person under the Resident(s)'s control shall not engage in acts of violence or threats of violence, including but not limited to the unlawful discharge of firearms on or near the property/premises. The carrying or exhibiting of firearms may be permitted with written consent of Landlord if doing so is required by law or job necessity.
X n a

d. Resident(s) additionally agrees not to deface or damage any part of the Premises or the Apartment Community or permit the same to be done or keep any flammable or explosive materials or any substance considered dangerous, hazardous, or toxic under any governmental law or regulation in the Premises.
X n a

e. Resident(s) also agrees not to do or permit anything to be done in the Premises that may be deemed hazardous or which will cause a cancellation of or an increase in the premiums for any insurance for the Owner or Apartment Community. X n a

f. Resident(s) is responsible for the conduct of his/her/their guest or invitees while they are on the Property as well as all household members (including minors). A Resident(s) conducting any of the activities set forth hereinabove, or who allows his/her/their guests, invitees or household members (including minors) to conduct any of said activities shall be deemed in violation of this Agreement, and said activity shall be grounds for termination of this Agreement with a three-day notice to quit.
X n a

18. SMOKING

a. Resident(s) must comply with all applicable laws and Rules regarding smoking on the Premises. Landlord may change its Rules regarding smoking at any time by providing Resident(s) with thirty (30) days'

written notice. At the inception of this Agreement: **Smoking is permitted in any area where smoking is not prohibited by applicable law.** X n a

b. Landlord is not required to advise Resident(s) of any changes in the law with respect to smoking on the Property. Resident(s) is responsible for complying with all laws relating to smoking and thirty days' notice is not required if a policy change is implemented to comply with a new statute, regulation or ordinance.. The Parties agree to execute any addendum relating to smoking which may be required by law after the execution of this Agreement. X n a

c. Although smoking may be prohibited at various locations at the Apartment Community, Landlord does not provide or guarantee a smoke-free environment and nothing in this paragraph or any smoking addendum, if any, shall be deemed a guarantee of any kind that Resident(s) will not be exposed to smoke while on the Property and Landlord expressly denies any such assertion. X n a

d. To the extent smoking is allowed anywhere in the Apartment Community, Resident(s) who smoke, or allow smoking by their invitees or guests, must ensure the smoke does not disturb the quite enjoyment of other residents. Secondhand smoke may seep and drift through open doors, windows, and ventilation ducts which may constitute a disturbance to those residents who do not smoke, particularly those with health and allergy-related sensitivities. Pursuant to other provisions of this Agreement, Resident(s) is responsible for the conduct of guests and invitees while they are on the Property. Violation of this provision may result in the immediate termination of this Agreement as provided in this Lease and by law.

X n a

e. Resident(s) agrees to dispose of all cigarette butts in appropriate receptacles. Cigarette butts are not to be flushed down toilets, put down drains, or left on the grounds of the Apartment Community.

X n a

f. Resident(s), guests and invitees agrees to **NOT** smoke in bed. X n a

19. MILITARY TRANSFER If Resident(s) is or becomes a member of the Armed Forces on extended active duty, a member of the State National Guard serving on full-time duty, or a civil service technician with a National Guard unit, and received change-of-duty orders to depart from the local area for longer than ninety (90) days, or is relieved from such duty, Resident(s) may terminate this Lease by giving thirty (30) days prior written notice to Landlord, provided Resident(s) is not otherwise in default. As a condition to such termination, Resident(s) will furnish Landlord with a certified copy of the official orders which warrant termination of this Lease. Military orders authorizing base housing in the local area in which the Premises is located do not constitute change-of-duty under this paragraph. X n a

20. LIQUID-FILLED FURNITURE AND AQUARIUMS: Waterbeds and other liquid-filled furniture are allowed only under the regulations of California Civil Code Section 1940.5, which requires proper insurance coverage for waterbeds. A certificate of insurance evidencing waterbed coverage must be provided to Landlord prior to Resident(s) bringing any liquid-filled furniture into the Premises. Resident(s) must provide Landlord with at least twenty-four (24) hours' written notice prior to the installation, removal or movement of any liquid-filled furniture and Landlord has the right to be present at the time of such installation, removal or movement. Installation, movement and removal must be done in accordance with standards set by the manufacturer, retailer, or state law, whichever provides the highest degree of safety. No aquariums over 5 gallons are permitted with out prior written consent of Landlord. If Resident(s) installs any liquid filled furniture, the Security Deposit shall be increased by **$300.00**, which in no event shall be more than one-half of one month's rent. X n a

21. CONDITION OF PREMISES-ALTERATIONS: Resident(s) has inspected the Premises and acknowledges that the Premises is in good and habitable order and repair at the time Resident(s) is given occupancy. X n a

Resident(s) agrees not to make any alterations or improvement to the Premises without the prior written consent of the Landlord. All additions, fixtures and improvements shall be Landlord's property and shall

remain upon the Premises after the termination of the Lease unless Landlord, as a condition of allowing Resident(s) to make such alteration, requires that the Premises be restored to the condition existing prior to such alteration or addition. Resident(s) agrees not to install additional or different locks or gates on any doors or windows of the Premises without written permission of Landlord. If landlord approves Resident(s)'s request to install such locks, Resident(s) agrees to provide Landlord with a key for each lock.
X na

22. DUTY TO CLEAN AND VENTILATE: Resident(s) hereby acknowledges that mold and mildew can grow in the Premises if the Premises is not properly maintained and ventilated. Resident(s) acknowledges that it is important the Resident(s) regularly allow air to circulate in the Premises. Resident(s) agrees to regularly allow air to circulate in the Premises by using bathroom fan(s), using ceiling fans where available, and regularly opening the windows and/or sliding doors where available. Since it is common for mold and mildew to grow if even a small amount of moisture builds up, Resident(s) also agrees to clean all toilets, sinks, countertops, showers, bathtubs, and tile or linoleum floors with house hold cleaner on at least a bi-weekly basis. Resident(s) further agrees to notify Landlord immediately whenever Resident(s) learns of any condition which could lead to a build up of moisture in Resident(s)'s apartment, including, but not limited to plumbing leaks, broken window or door seals, accumulation of rainwater, or other moisture around windows or doors, broken water lines or sprinklers, inoperable fans, doors or windows and/or any failure or malfunction in the heating, ventilation, or air-conditioning system in the Premises. Resident(s) agrees to keep the unit free of dirt and debris that can harbor mold or mildew. Resident(s) agrees to notify Landlord, in writing, of overflows from bathroom, kitchen, or unit laundry facilities, especially in cases where the overflow may have permeated walls or cabinets. Resident(s) agrees to allow the Landlord to enter the unit to inspect and make necessary repairs. Resident(s) agrees to use bathroom fans while showering or bathing and to report to the Landlord, in writing, any non-working fan. Resident(s) agrees to use all reasonable care to close all windows and other openings in the Premises to prevent outdoor water from penetrating into the interior unit. Resident agrees to clean and dry any moisture on windows, window sills, walls, floors, countertops, and other surfaces including personal property, as soon as reasonably possible. (Note: Mold and mildew can grow on damp surfaces with in 24 to 48 hours). **Resident(s) agrees to indemnify and hold harmless the Landlord/Owner/Agent from any actions, claims, losses, damages, and expenses, including but not limited to, attorneys' fees that the Landlord/Owner/Agent may sustain or incur as a result of the negligence of the Resident(s) or any guest or other person living in, occupying, or using the Premise.** If Resident(s) notices mold, mildew or other organic growth in the Premises, Resident(s) agrees to notify Landlord, in writing, immediately. **Any failure to comply with the requirements of this paragraph shall be deemed a material breach of this Lease. In addition, Resident(s) shall be liable to Landlord for any damage resulting from Resident(s)'s failure to comply with the requirements of this paragraph.** X na

23. PACKAGE RELEASE: Resident(s) gives Landlord and its agents permission to sign for and accept any parcels or letters that may be sent to Resident(s), whether anticipated or unanticipated, through UPS, Federal Express, Airborne, USPS, hand deliveries, or the like. Landlord does not accept any responsibility or liability for any lost, damaged, or unordered deliveries and Resident(s) agrees to hold Landlord and Landlord's agents harmless from any loss or damage to any of Resident(s) packages. **Nothing in this paragraph, however, obligates Landlord to accept any packages on behalf of Resident(s) and Landlord may choose not to do so.** X na

24. PARKING: The Apartment Community off street parking is for Resident parking only. Parking permits are required on all vehicles parked on property. Parking permits are available in the Apartment Community Office. X na
Guests and invitees are to be instructed to park on the street. X na
Remote Gate controls are needed to enter and exit the main parking lot. Remote Controls are available in the Babu's Villa Apartments office for a deposit of $25.00. X na

Landlord shall not be liable for any damage or loss to motor vehicles of, or the contents of motor vehicles of, Resident(s) and/or Resident(s)'s guests or invitees. X na
Failure of Resident(s) or Resident(s)'s guests or invitees to follow Rules and/or posted signs relating to parking and operation of vehicles will result in the towing of the offending vehicle at the cost of the vehicle owner(s). X na
In the event a vehicle is towed, all fees, not limited to towing, storage, citations, and the like, are the responsibility of the vehicle owner(s). Landlord shall not be liable for any fees related to towing of vehicle(s). X na
Number of parking spaces assigned to Resident(s)'s unit_____. Only one vehicle may be parked in each parking space. X na
Only currently registered vehicles may be parked on the property.
X na
Any vehicle that lacks an engine, transmission, wheels, tires, doors, or any other major part or equipment necessary to operate safely on the highways, is subject to tow under California Vehicle Code 22658. Vehicles parked in violation of local laws/ordinance are subject to tow at owner's expense. X na

25. PESTS AND PEST CONTROL:

a. California law requires that an Owner/Agent/Landlord of a residential dwelling unit provide each new Resident(s) a copy of the notice provided by a registered pest control company if a contract for periodic pest control service has been executed. Pursuant to applicable law, concurrently with signing this lease, you are being provided with a copy of the legally required notice provided by the registered pest control company.
X na
b. Resident(s) and Landlord both have inspected the Premises prior to leasing and acknowledge there is not visible evidence of the presence or infestation of insects or vermin including bedbugs in the Premises. Resident(s) agrees to inspect all personal belongings for signs of bedbugs and other insects or vermin prior to bringing personal belongings into the apartment and further agree not to bring into the Premises any belongings which Resident(s) suspects may be infested with bedbugs, insects or other vermin.
X na
c. Resident(s) agrees to maintain the Premises in a manner that prevents the occurrence of an infestation of insects and vermin, including bedbugs, and comply with Rules and other policies relating to the prevention of infestations. Resident(s) further agrees to report any signs of bedbugs, ants, fleas, roaches or other insects or vermin immediately to Landlord. X na
d. If Resident(s) allows individuals or items carrying bedbugs, fleas, roaches, or other insects or vermin into the Premises, **or has an infestation that cannot be traced to another source, such infestation will be deemed damage to the Premises and Resident(s) will be responsible for all costs of treatment to the Premises, their personal belongings and surrounding units as necessary to eradicate the infestation.** The choice of treatment shall be at the discretion of Landlord in consultation with Landlord's pest control vendor. X na
e. It is our goal to maintain the highest quality living environment for out Resident(s). the Landlord has inspected the unit prior to lease and knows of NO bedbug infestation. Resident(s) have an important role in preventing and controlling bed bugs. While the presence of bed bugs is not always related to personal cleanliness or housekeeping, good housekeeping will help control the problem by identifying bed bugs, minimizing an infestation, and limiting its spread. It is important to underscore that travelers are mainly responsible for the transfer of bed bugs. X na
Resident(s) represent(s) that all furnishings and other personal property that will be moved into the unit free of bedbugs. X na
f. Resident(s) agrees to cooperate with all pest control efforts at and within the Premises and the Property. Resident(s) shall follow **all** instructions from Landlord and/or Landlord's pest Control Company with respect to treatment and eradication whether infestation is in the Resident(s)'s unit, another unit or elsewhere on the Property. **Resident(s) agrees that any non cooperation with all instructions from Landlord and/or Landlord's pest control company will result in a $25.00 service call fee, Resident(s) agree to pay said**

fee with the following month's rent. X n a

26. EMINENT DOMAIN OR CONDEMNATION: Should the land whereon the building containing the Premises is situated, or any part thereof, or any portion of the Apartment Community, be condemned or taken for public use, then, in that event, upon the taking of same for such public use, this Lease, at the option of the Landlord, shall be deemed null and void, and the term shall cease and come to an end, notwithstanding anything to the contrary herein, and without apportionment of the award. **Resident(s) shall not be entitled to receive any sum, or portion thereof, constituting any award arising out of any such eminent domain or condemnation.** X n a

27. SIGNIFICANT DAMAGE TO OR DESTRUCTION OF PREMISES:

a. If the Premises or Property are damaged by fire, flood or other casualty, necessitating repairs that require Resident(s) to vacate the Premises for any length of time, in the sole and absolute discretion of Landlord, Landlord shall have the option **either** (1) to repair the damage or otherwise restore the Premises, with this Agreement continuing in full force and effect, **or** (2) give notice to Resident(s), at any time after such damage occurs or repairs become necessary, terminating this Agreement as of a date to be specified in such notice. **Landlord shall not be required to repair any damage by fire or other cause or to make any repairs of any property installed in the Premises by Resident(s).** X n a

b. If Landlord elects to terminate, this Agreement shall expire and all interest of the Resident(s) (including minors) in the Premises shall terminate and Landlord shall have no obligation to pay lodging, hotel, motel costs or other expenses to Resident(s) (including minors), guests or invitees, after the termination date. If Landlord elects to repair the damage and/or make the significant repairs and continue this Agreement in full force and effect, the "Duty to Cooperate" and "Significant Repairs" provisions of the Agreement shall apply. X n a

28. SIGNIFICANT REPAIRS:

a. If the Premises requires significant renovations, improvements, or repairs (such as, by way of example only and not by way of any limitation, tenting for termites, treating for pests or other vermin, replacing plumbing or electrical wiring, repairing fire damage, etc.) which require Resident(s) to vacate the Premises for any length of time, Resident(s) must vacate the Premises as needed and otherwise cooperate with Landlord in its efforts to perform the work. To the extent possible, landlord shall give Resident(s) at least twenty-four (24) hours written notice of the need to vacate the Premises, which notice shall include Landlord's best estimation of the length of time landlord anticipates Resident(s) will need to be absent from the Premises. X n a

b. Resident(s) agrees to vacate the Premises for the time necessary for the work to be completed and, if Resident(s) needs to be absent from the Premises for more than eight (8) hours in any twenty-four hour period, relocate to alternative housing of the Landlord's choosing. Landlord shall be responsible to pay for the alternative housing; however, Resident(s) will remain responsible for all rent while Landlord is paying for alternative accommodations. If Resident(s) elects to relocate temporarily to lodging other than designated by Landlord, then Landlord shall have not obligation to pay the cost of such housing, which shall be at the Resident(s)'s sole cost and expense; although Resident(s) shall have no obligation to pay rent during the time the Premises is not available to Resident(s) during the repairs if Landlord is not paying for the alternative lodging, except as provided below. X n a

c. If the work or repairs are required because of the conduct of Resident(s) or the conduct of Resident(s)'s household (including minors), invitees or guests (such as misuse of plumbing, causing a fire, etc.), then Landlord shall be relieved of its obligation to pay for alternative accommodations set forth above and Resident(s) shall remain responsible for both rent and the cost of alternative lodging during the time when Resident(s) (including minors), guests and/or invitees must vacate the Premises for any work to be completed.

X n a

29. DUTY TO COOPERATE: Failure to vacate the Premises or otherwise cooperate with Landlord's efforts to conduct repairs, renovations, extermination, or other improvements at the Property is a material and incurable breach of this Lease and grounds for termination of this Agreement with service of three-day notice to quit.

X n a

30. SAFETY CONCERNS:

a. Landlord makes no representations or guarantees to Resident(s) (including minors), Resident(s)'s guests or invitees concerning the security of the Premises or the Apartment Community. Landlord is under no obligation to Resident(s) (including minors), Resident(s)'s guests or invitees to provide any security measure or take any action not required by statute. The presence of courtesy patrols, patrol cars, access gates, surveillance cameras or other deterrents do not guarantee that crime can or will be prevented. All such systems are subject to personnel absenteeism, human error, mechanical malfunctions and tampering. **Resident(s) is responsible for planning and taking action with respect to the safety of Resident(s) (including minors) Resident(s)'s guests and invitees and their property** as if such systems and deterrents did not exist. X n a

b. Landlord may install surveillance cameras in some of the common areas of the Property. These cameras may or may not be monitored and the footage may or may not be recorded by these cameras and the footage may or may not be kept by Landlord for any length of time. Landlord may remove such cameras, or install additional cameras, at any time without notice to Resident(s).

X n a

c. Landlord has not obligation to obtain criminal background checks on any Resident(s) and bears no responsibility or liability related to the criminal background or actions (whether past, present or future) of any person, even if Landlord has actually run a criminal background check on applicants. Resident(s) shall not rely on the fact that Landlord may have run a criminal background check on Resident(s) or any other applicant when deciding whether to enter into this Agreement. Background checks are limited to the information actually reviewed and are not a guarantee that a person with a criminal background does not reside at the Apartment Community or that someone living on the Property will not commit a crime in the future. Landlord ahs not made and does not make any representations as to the background of any existing or future Resident and Landlord is under no obligation to run background checks on any existing Resident or future applicant. X n a

d. Resident(s) agrees to report immediately all suspected or actual criminal activity to the appropriate local law enforcement agencies and, after doing so, to Landlord, and shall provide Landlord with such law enforcement agency's incident report number upon request. If Resident(s) receives a copy of any law enforcement agency's incident report for an incident that occurred on the Property and said incident impacted the Premises, the Property or other residents at the Property, Resident(s) shall provide a copy of said incident report to landlord upon request. X n a

31. MEGAN'S LAW DATABASE:

a. NOTICE: Pursuant to Section 290.46 of the Penal Code, information about specified registered sex offenders is made available to the public via an internet web site maintained by the Department of Justice at www.meganslaw.ca.gov. Depending on an offender's criminal history, this information will include either the address at which the offender resides or the community of residence and ZIP Code in which he or she resides. X n a

b. Since the information is equally available to Resident(s) and Landlord, and Landlord cannot discriminate against registered sex offenders pursuant to Penal Code Section 290.46 *et seq.*, Landlord has not made an inquiry of any applicant or resident as to whether he or she is a registered sex offender. Resident(s) are advised to make whatever reasonable and lawful actions Resident(s) believes necessary to protect household members or guests against any potential harm. This includes talking to any children or individuals with diminished capacity about how to deal with strangers and similar topics. **Resident(s) is advised that Landlord may not notify Resident(s) if Landlord learns or is advised that a registered**

sex offender is living in the Apartment Community. The existence of registered sex offenders in the Apartment Community is not grounds for terminating this Agreement. X na

32. LIABILITY: Landlord shall not be liable to Resident(s) (including minors) or any guests or invitees of Resident(s) for any damage or losses to person or property arising from any cause including, but not limited to, theft burglary, assault, vandalism, fire, flood water leaks, rain, hail, ice, snow, smoke, lightning, wind, explosion, interruption of utilities, earthquake, or any other condition over which the Landlord has no control. X na

33. RENTER'S INSURANCE: Landlord does not provide insurance for Resident(s)'s personal property or automobile. Renter's insurance is designed to provide Resident(s) with reimbursement for loss, damage or destruction of their property, as well as coverage for additional living expenses incurred if the Premises, for example, become uninhabitable as a result of a fire. Such insurance can also protect Resident(s) from any liability claims resulting from their own personal activities. For example, if Resident(s)'s negligence causes a fire, Resident(s) may be held responsible for the damage of the property of others, including Landlord's property. X na
Resident(s) is REQUIRED to obtain renter's insurance in an amount sufficient to cover all personal possessions of Resident(s) together with reasonable level of liability coverage of the actions of Resident(s), house hold members (including minors) or Resident(s)'s guest(s) or invitee(s). Resident(s) shall provide proof of insurance to Landlord at commencement of this Lease Agreement. X na

34. INDEMNITY/HOLD HARMLESS: Resident(s) agrees to indemnify and hold harmless, the Landlord, their officers, directors, employees and agents from and against any and all claims, liabilities, damages, cause of action, losses, costs and expenses or liability of any nature, including death or injury to any person, property damage or any other loss caused by or arising out of Resident(s) (including minors), Resident(s)'s guest(s), invitee(s)or subtenant(s)' negligent acts, errors, or omissions, or willful misconduct, or conduct for which applicable law may impose strict liability on Landlord in the performance of or failure to perform its obligations under this Lease Agreement. X na

35. PETS: NO dogs, cats, animal, fowl, fish, reptile, and/or pets of any kind are permitted on the premises, for any amount of time, without the prior written consent of the Landlord. In the event that written consent is given by Landlord, an additional deposit of $400.00 will be collected.
X na
Any such consent may be revoked at any time, with our without cause, by giving thirty (30) days' written notice. X na
In the event of default by Resident of any terms in this paragraph, Resident agrees, within three days after receiving written notice of default from Landlord, to cure the default or vacate the Premises. X na
Except to the extent written permission is given; **pets may NOT be brought upon the Premises, whether such pets belong to Resident(s) or to another person. The presence of any pets as to which written permission has not been given and is not currently in force, even if such pets are "just visiting," shall be deemed a material and incurable breach of this Lease and shall be cause for the service of a three-day notice terminating the tenancy.**
X na
This policy does not apply to accommodation or service animals. A disabled individual who requires an animal in order to be able to use and enjoy the Premises or the Property should contact Landlord, before bringing the animal onto the Premises and request accommodation to this lease provision. All accommodation requests will be processed in accordance with applicable laws. X na

Regarding Pet(s), IN THE EVENT OF WRITTEN CONSENT FROM LANDLORD: Resident(s) agrees to comply with all applicable ordinances, regulations and laws governing pets.
X na

Resident(s) agrees to provide proof of vaccinations, license and registration for the City of Rancho Cordova and County of Sacramento no later than 5 business days from the commencement of this Lease. X na

Resident(s) agrees that Pet will not be permitted outside Resident(s)'s unit unless restrained by a leash. X na

Resident(s) agrees that Use of grounds or premises for sanitary purposes is prohibited. Any "mess" created by Pet shall immediately be cleaned up by Resident(s). Resident must provide and maintain an appropriate litter box, if applicable. X na

Resident(s) agrees that Pet MUST be neutered. X na

Resident(s) agrees that Pet shall not be fed directly on the carpeting or wood flooring in the unit.
X na

Resident(s) shall prevent fleas, ticks, or other infestation of the rental unit or other property of Landlord, and may be held liable for costs associated with any necessary remediation.
X na

Resident(s) agrees that Resident(s) shall not permit, and represents that Pet will not cause any damage, discomfort, annoyance, nuisance or in any way inconvenience, or cause complaints, from any other Resident(s), guest, or public. X na

Resident(s) shall be liable to Landlord for all damages or expenses incurred by or in connection with Pet, and shall hold Landlord/Owner/Agent harmless and indemnify Landlord/Owner/Agent for any and all damages or costs in connection with Pet(s) owned or brought to Premises/Property by Resident(s), guest(s) and/or invitee(s). X na

Resident(s) also agrees to carry insurance deemed appropriate by Landlord to cover possible liability and damages that may be caused by such Pet(s). X na

36. SMOKE DETECTOR AND CARBON-MONOXIDE DEVICES: Resident(s) acknowledges that the Premises is equipped with operable smoke detector(s) at the time Resident(s) took possession of the Premises. Resident(s) acknowledges the smoke detection device(s) was/were tested and its operation explained by Landlord in the presence of Resident at time of initial occupancy and the detector(s) was/were operating properly at the time. X na

Resident(s) agrees to perform the manufacturer's recommended test at least once a week to determine if the smoke detector(s) are operating properly. X na

Resident(s) agrees to not interfere with the presence or operability of such smoke detectors and to report immediately to Landlord, in writing, any defects in the condition of any smoke detectors. X na

In accordance with California law, Resident(s) shall allow Landlord access to the Premises for that purpose.
X

Resident(s) understand that the smoke detector is battery operated. X na

Resident(s) further agrees that, if the smoke detector(s) is battery operated, pursuant to California Civil Code Section 1942.1, as part of the consideration of the rental, Resident(s) assumes responsibility to:
(a) Ensure the battery is in operating condition at all times. X na

and (b) replace the battery as needed. X

Under no circumstances shall Resident(s) remove the battery of a smoke detector without immediately replacing the battery with a new one.
X na

If a carbon-monoxide device has been installed within the Premises, Resident(s) acknowledges that the carbon-monoxide device was operable at the time Resident(s) took possession of the Premises.
X na

Resident(s) is responsible for notifying Landlord if Resident(s) becomes aware of an inoperable or deficient carbon-monoxide device within the Premises. Landlord shall correct any reported deficiencies or

inoperability in the carbon-monoxide device. Resident(s) agrees to not interfere with the presence or operability of any carbon-monoxide device. X na
Resident(s) further agrees that if the carbon-monoxide device(s) is battery operated, pursuant to California Civil Code Section 1942.1, as part of the consideration of the rental, **Resident(s) assumes responsibility to: (a) ensure the battery is in operating condition at all times;** X na **and (b) replace the battery as needed.** X na
Under no circumstances shall Resident(s) remove the battery of a carbon-monoxide device without immediately replacing the battery with a new one.
X na

37. SATELLITE DISHES: Resident(s) agrees to NOT install any satellite dishes on the Property or in the Premises or on the balcony/patio.
X na

38. POLITICAL SIGNS: Resident(s) agrees to NOT post any political signs.
X na

39. PROPOSITION 65 WARNING: The Premises as well as the common areas in and around the Apartment Community contain at lease one chemical(s) known to the State of California to cause cancer or reproductive toxicity and for which warnings are now required. These chemicals include, but are not limited to: tobacco, smoke, lead and lead components, asbestos, carbon monoxide, and gasoline components. More information on specified exposures is available at www.prop65apt.org. California Health & Safety Code Section 25249. X na

40. ASBESTOS DISCLOSURE, OPERATION AND MAINTENANCE PROGRAM:
Applicable only if checked here [X] *(must be checked if building is constructed prior to 1981 or if Landlord knows or believed there is asbestos on the Premises.)*
a. Asbestos is a mineral on the list of chemicals known to the State of California to cause cancer. Asbestos is present in the strayed-on acoustic ceiling material (which has a "cottage cheese" appearance) in the Premises and in hallways and other areas in the building in which the Premises is located. Asbestos may also be present in other materials in the Premises and the building, including the insulation fireproofing and floor tiles.
b. Landlord has instituted operations and a maintenance program directed at maintaining the Premises in accordance with any applicable federal and state safety requirements regarding asbestos-containing material. This program is designed (among other things) to prevent release of asbestos fibers into the air; minimized disturbance or damage to asbestos-containing material; monitor the conditions of materials and air in the building; and regulate maintenance, renovation and construction activities. Now matter how small the percentage of such material may be, Resident(s) (including minors) and Resident(s) invitees shall comply with such rules and regulations as Landlord from time to time may prescribe in connection with Landlord's operations and maintenance program including, without limitation the following:

i. Hazardous materials: Resident(s) shall not take or allow any action which in any way damages or disturbs all or part of the ceiling or floor tiles in the Premises, including, but not limited to: piercing the surface of the ceiling or floor tiles by drilling or any other method; hanging plants, mobiles or other objects from the ceiling; allowing any objects to come into contact with the ceiling; permitting water or other liquid to come into contact with the ceiling; painting or undertaking any repairs or improvements with respect to the ceiling;

ii. Resident(s) shall notify Landlord immediately in writing (a) if there is any damage or deterioration of the ceiling or floor tiles in the Premises, including without limitation, loose, cracking, hanging or dislodged material, water leaks, or stains in the ceiling or floor tiles; or (b) upon the occurrence of any of the activities described in the preceding paragraph.

mubiamarisolalvaradosanchez
(Signature of Resident) (Signature of Resident)

41. LEAD-BASED PAINT DISCLOSURE AND WARNING:

Applicable only if checked here [X] *(must be checked if building is constructed prior to 1978 or if Landlord knows or believes there to be lead-based paint on the Premises.)*

a. Lead Warning Statement. Housing built before 1978 may contain lead-based paint. Lead from paint chips and dust can pose health hazards if not managed properly. Lead exposure is especially harmful to young children and pregnant women. Before renting pre-1978 housing, Landlords must disclose the presence of known lead-based paint and/or lead based poisoning prevention.

b. Landlord's Disclosure *(check appropriate box or boxes).*

[X] **Landlord has no knowledge of lead-based paint and/or lead-based paint hazards in the Premises.**

[X] **Landlord has no reports or records pertaining to lead-based and/or lead-based paint hazards in the Premises.**

[ ] Landlord knows that lead-based paint and/or lead-based paint hazards are present in the Premises (explain)._____

[ ] Landlord has reports or records pertaining to lead-based and/or lead-based paint hazards in the Premises and has provided Resident(s) with all available records and reports or made such records and reports available to Resident(s)'s upon Resident(s)'s request. *(List documents)*_____

c. Resident(s)'s Acknowledgment *(check all that apply)*

[ ] Copies of all information listed above, if any, have been made available to Resident(s) upon request.

[ ] Resident(s) have received copies of all information listed above, if any.

[X] Resident(s) have received the pamphlet *Protect Your Family from Lead in Your Home.*

_____

nubia marisol alvarado sanches

(Signature of Resident) *(Signature of Resident)*

42. MISSTATEMENTS ON APPLICATION: Resident(s) has completed an application in connection with securing this Lease. Landlord has relied upon the statements set forth in said application in deciding to rent the Premises to Resident(s). **It is agreed that, if Landlord subsequently discovers any misstatements of fact in the Resident(s)'s application, any such misstatements shall be deemed a material and incurable breach of this Lease and shall entitle Landlord to serve Resident(s) with a three-day notice terminating tenancy.**

X na

43. EVENTS OF DEFAULT: Resident(s) shall be guilty of material breach of this Agreement, and subject to termination of tenancy with a three-day notice to quit,

if Resident(s): (a) fails to pay any rent or other sums payable under this Lease on the date it becomes due; X na **(b)** defaults in performance of or breach of any other provision, term, covenant or condition of this Lease; X na **(c)** vacates or abandons the Premises before expiration of the full term o this Lease, or any extension of the term; X na **(d)** sublets or attempts to sublet this Lease; **(e)** permit's the leasehold interest of Resident to be levied upon or attached by process of law; or X na **(f)** makes an assignment for the benefit of creditors. X na

44. WAIVER: Landlord's failure on any occasion to require strict compliance with any provision of this Lease or to exercise any right arising under this Lease shall not be deemed a waiver of Landlord's right subsequently to enforce any such provision or to insist upon any such right. X n a
The fact that Landlord may have accepted late payment(s) on one or more occasions shall not be deemed a waiver of Landlord's right to insist upon timely payment of rent or to exercise any remedy available for late payment of rent. X n a
Acceptance of rent following a breach of this Agreement shall not be deemed to constitute a waiver of such breach. No custom or practice which may develop between the Parties in the course of the tenancy shall be construed to waive the right of Landlord to enforce any provision of this Lease. X n a

45. TIME IS OF THE ESSENCE: Time is of the essence with respect to the provisions of this Lease. This provision shall be interpreted in its strictest sense irrespective of the relative hardship to the Parties.
X n a

46. DISCLOSURE REGARDING OWNER/MANAGEMENT: Pursuant to Civil Code Section 1962(a) (1), the current on-site manager (_____) is authorized to manage the Premises. The telephone number and street address at which personal service may be affected on this person(s) is.
Off-Site Manager(s): **Kamilia (Emily) Dimitri, Angel Rosales, John Halwani 650-369-6309. 3250 Middlefield Road, Menlo Park, CA 94025.** X n a

47. NOTICES: Any notice that Landlord gives to Resident(s) shall be deemed **properly** served (whether or not actually received by Resident(s)) if served in the manner prescribed in Code of Civil Procedure Section 1162. Except as prohibited by law, if Landlord fails to serve the notice in accordance with the provisions of Code of Civil Procedure Section 1162, but **Resident(s) actually receives the notice, the actual receipt shall be deemed to cure any defects in the manner of service and the notice shall be deemed properly and personally served.** Service upon any of the residents of the Premises shall be deemed valid service upon all Residents-it is not necessary to serve each Resident individually unless otherwise required by law.
X n a

48. ATTORNEY'S FEES: In the event of any litigation relating to this Agreement or the rights or liabilities of any party arising under this Agreement, **the prevailing party of such litigation shall be entitled to its costs, including reasonable attorney's fees, incurred in such litigation, not to exceed a maximum total of $2,000.00 fees and costs.** If any such litigation is dismissed prior to trial, the parties agree that there shall be no prevailing party for purposes of an award of attorney's fees and/or costs. **An unlawful detainer action shall be considered an action relating to this Lease and thus subject to this provision.** X n a

49. ARBITRATION: Should Landlord or resident(s) wish to commence an action for damages under the Agreement, it shall be required to adjudicate the dispute through binding arbitration under the rules of the American Arbitration Association or under such rules to which the parties may agree. This Section shall not apply to actions maintained for a breach of contract or covenant where the remedy is rescission and/or restitution of possession or any termination. X n a
50. JOINT AND SEVERAL LIABILITY AND AUTHORITY: All persons signing this Agreement as Resident(s) shall remain jointly and severally liable for all obligations arising under it, whether or not they remain in actual possession of the Premises. X n a
The giving by any individual Resident of a notice of termination of tenancy shall not terminate the Lease as to that Resident unless all Residents vacate the Premises by the agreed date. Landlord may, however, treat any such notice as a notice binding against all Residents of the Premises, and my

institute unlawful detainer proceedings against all Residents if they do not restore possession of the Premises to Landlord on or before the end of the notice period. Conversely, Landlord may, at its sole option, if one or more Resident gives notice, but all Residents do not return possession of the Premises to Landlord within the notice period, continue the tenancy in effect and, if Landlord does so, all Residents, including the Resident giving notice, shall remain fully liable for all obligations arising hereunder whether or not they remain in occupancy of the Premises. X n a

51. ENTIRE AGREEMENT: This Agreement, including all addenda executed by both Parties, sets forth the entire agreement among the Parties with respect to the matters set forth in it. It shall not be altered nor modified unless such alteration or modification is in writing and signed by all signatories to this Lease. No verbal agreements or representations have been made or relied upon by either party or any agent or employee of either party, and neither party nor any agent or employee of either party is entitled to alter any provisions of this Lease by any verbal representations or agreement to be made subsequent to the execution of this Lease. The foregoing notwithstanding, if Resident(s) hold over the expiration of the Lease term on a month-to-month holdover basis, Landlord may change any provision of this Lease without the consent of Resident(s) in the manner prescribed by California Civil Code Section 827. X n a

52. SEVERABILITY AND PROVISIONS REQUIRED BY LAW: If a provision or paragraph of this Lease is legally invalid, or declared by a court to be unenforceable, such provision or paragraph will be deemed deleted and the rest of this Lease will remain in effect. To the extent any provision of this Agreement is in direct conflict with any provisions of applicable law, such provision is hereby deleted. Any provision specifically required by applicable law which is not included in this Lease is hereby inserted as an additional provision of applicable law and then only so long as the provision of the applicable law is not repealed or held invalid by a court of competent jurisdiction. X n a

53. SUBORDINATION: This Lease and all rights of Resident(s) arising under it are expressly agreed to be subject and subordinate in all respects to the lien of any present or future mortgages which are or may be placed upon the Property and to all other rights acquired by the holder of any such mortgage(s). As used in this paragraph, the term "mortgage" shall include deeds of trust or any similar security interest.
X n a

54. SUCCESSORS IN INTEREST: If the Property is sold or the ownership interest otherwise transferred, the successor in interest of Landlord shall be deemed the assignee of all rights arising under this Lease, and shall be entitled to enforce the provisions of this Lease against Resident(s). **Nothing in this provision shall be construed as conflicting or superseding the foregoing subordination or as requiring a continuation of the tenancy in the event of a foreclosure or other involuntary transfer of ownership.**
X n a

55. CREDIT REPORTING: Resident(s) is notified that Resident(s)'s performance as a tenant of this property may be reported to credit reporting agencies. X n a

56. ATTACHMENTS/ADDENDA: Resident(s) acknowledges receipt of a copy of the attachments/addenda listed in this section, which are incorporated into and made part of this Lease. **Resident(s) agrees to abide by all said attachments/addenda in all respects. Any failure to comply with any of the attachments shall be deemed a breach of this Lease.**

a) Community Rules **b) Pool Rules**
c) Bedbug Addendum **d) Asbestos Addendum**

e) **Move In/Out Inspection** **f) Pest Control**
g) _____ h) _____
I) _____ j) _____
X_____

57. NON-DISCRIMINATION: There shall be no discrimination against or segregation of, any persons on account of race, color, national origin, ancestry, creed, religion, gender, gender identity, gender expression, sexual orientation, genetic information, marital status, familial status, age, source of income, handicap, disability or any other protected classification under state or federal law, in the sale, lease, sublease, transfer, use, occupancy, tenure or enjoyment of the Premises, nor shall the Landlord or any person claiming under or through Landlord, establish or permit any such practice or practices of discrimination or segregation with reference to the selection, location, number, use or occupancy of tenant, lessees, or vendees of the Premises. X na a

58. REQUESTS FOR ACCOMMODATIONS OR MODIFICATIONS: A disabled person, for all purposes under this Lease, shall be provided reasonable accommodations or reasonable modifications to the extent necessary to provide the disabled person with an opportunity to use and occupy the Premises in a manner equal to that of a non-disabled person. **If Resident(s) believes Resident(s) or a member of Resident(s)'s household requires an accommodation or modification as a result of a disability, Resident(s) should contact Landlord to begin the interactive process.** X na

59. SIGNATORIES: The individuals signing below as "Resident," whether or not in actual possession of the Premises, are jointly and severally responsible for all obligations arising under this Lease. This Lease shall not be considered to be in full force and effect until signed by Landlord or Landlord's authorized agent. Landlord may, with out liability, refuse to enter into this Lease and may refuse to allow Resident(s) to occupy the Premises at any time prior to Landlord signing this Lease. Resident(s) shall be fully liable for all obligations arising under this Lease and Landlord may enforce the provisions of this Lease as against Resident(s) if, for any reason or by any means, Resident(s) obtains access to the premises before such time as the Lease has been signed by Landlord or Landlord's authorized agent.

nubia marisol alvarado sanchez _____
(Resident) (Date) (Resident)
(Date)

_____
_____
(Resident) (Date) (Resident)
(Date)

_____
_____
(Resident) (Date) (Resident)
(Date)

Angel Prado 3/01/2015
(Landlord/Agent) (Date)

Exhibit B

Resident Ledger

GREYSTAR®

Date: 02/12/2025

Code	t2841188	**Property**	cawoopa2	**Lease From**	03/01/2015
Name	Nuvia Alvarado	**Unit**	218-16	**Lease To**	03/31/2015
Address	301 East O'Keefe Street	**Status**	Current	**Move In**	03/01/2015
	#16	**Rent**	2127.09	**Move Out**	
City	East Palo Alto, CA 94303	**Phone (H)**		**Phone (W)**	

Date	Chg Code	Post Month	Description	Charge	Payment	Balance	Chg/Rec
07/21/2023	secdep	07/2023	:Posted by QuickTrans (secdep)	1,000.00		1,000.00	132770146
07/21/2023		07/2023	chk# :QuickTrans :Posted by QuickTrans		1,000.00	0.00	32404257
07/21/2023		07/2023	chk# Conv_PPD		11.40	(11.40)	32406720
08/01/2023	rent	08/2023	Base Rent (08/2023)	1,922.54		1,911.14	134134721
08/01/2023		08/2023	chk# 1090 96982720 :CHECKscan Payment		1,000.00	911.14	32576227
08/01/2023		08/2023	chk# 1090 96982710 :CHECKscan Payment		1,000.00	(88.86)	32576228
08/01/2023		08/2023	chk# 90 :CHECKscan Payment		114.79	(203.65)	32576232
09/01/2023	rent	09/2023	Base Rent (09/2023)	1,922.54		1,718.89	135914976
09/05/2023		09/2023	chk# 90 :CHECKscan Payment		1,000.00	718.89	33183990
09/05/2023		09/2023	chk# 90 :CHECKscan Payment		922.54	(203.65)	33183991
10/01/2023	rent	10/2023	Base Rent (10/2023)	2,087.42		1,883.77	137345845
10/05/2023		10/2023	chk# 90 :CHECKscan Payment		87.42	1,796.35	33710918
10/05/2023		10/2023	chk# 90 :CHECKscan Payment		1,000.00	796.35	33710919
10/05/2023		10/2023	chk# 90 :CHECKscan Payment		1,000.00	(203.65)	33710920
11/01/2023	rent	11/2023	Base Rent (11/2023)	2,087.42		1,883.77	139642880
11/07/2023		11/2023	chk# 109096990981 :CHECKscan Payment		1,000.00	883.77	34220135
11/07/2023		11/2023	chk# 1090 96990970 :CHECKscan Payment		1,000.00	(116.23)	34220136
11/07/2023		11/2023	chk# 1090 96990992 :CHECKscan Payment		87.42	(203.65)	34220137
12/01/2023	rent	12/2023	Base Rent (12/2023)	2,087.42		1,883.77	141470710
12/03/2023		12/2023	chk# 1090 96993160 :CHECKscan Payment		1,000.00	883.77	34611472
12/03/2023		12/2023	chk# 109096993170 :CHECKscan Payment		1,000.00	(116.23)	34611473
12/03/2023		12/2023	chk# 1090 96993181 :CHECKscan Payment		87.42	(203.65)	34611474
01/01/2024	rent	01/2024	Base Rent (01/2024)	2,087.42		1,883.77	143425231
01/03/2024		01/2024	chk# 90 :CHECKscan Payment		87.42	1,796.35	35081411
01/03/2024		01/2024	chk# 109096995095 :CHECKscan Payment		1,000.00	796.35	35081412
01/03/2024		01/2024	chk# 90 :CHECKscan Payment		1,000.00	(203.65)	35081413
02/01/2024	rent	02/2024	Base Rent (02/2024)	2,087.42		1,883.77	145341265
02/01/2024		02/2024	chk# 90 :CHECKscan Payment		1,000.00	883.77	35487187
02/01/2024		02/2024	chk# 90 :CHECKscan Payment		1,000.00	(116.23)	35487190
02/01/2024		02/2024	chk# 109096998186 :CHECKscan Payment		87.42	(203.65)	35487191
03/01/2024	rent	03/2024	Base Rent (03/2024)	2,087.42		1,883.77	147260631
03/04/2024		03/2024	chk# 1090 03101185 :CHECKscan Payment		87.42	1,796.35	36145771
03/04/2024		03/2024	chk# 1090 03101163 :CHECKscan Payment		1,000.00	796.35	36145772
03/04/2024		03/2024	chk# 1090 03101174 :CHECKscan Payment		1,000.00	(203.65)	36145773
04/01/2024	rent	04/2024	Base Rent (04/2024)	2,087.42		1,883.77	149216140
04/02/2024		04/2024	chk# 1091 94450717 :CHECKscan Payment		87.42	1,796.35	36598077
04/02/2024		04/2024	chk# 1091 94450706 :CHECKscan Payment		1,000.00	796.35	36598079
04/02/2024		04/2024	chk# 1091 94450695 :CHECKscan Payment		1,000.00	(203.65)	36598080
05/01/2024	rent	05/2024	Base Rent (05/2024)	2,087.42		1,883.77	151092576
05/01/2024		05/2024	chk# 1091 94453137 :CHECKscan Payment		1,000.00	883.77	37088507
05/01/2024		05/2024	chk# 1091 94453126 :CHECKscan Payment		1,000.00	(116.23)	37088508
05/01/2024		05/2024	chk# 1091 94453148 :CHECKscan Payment		87.42	(203.65)	37088509
06/01/2024	rent	06/2024	Base Rent (06/2024)	2,087.42		1,883.77	153246093
06/02/2024		06/2024	chk# 1091 94455623 :CHECKscan Payment		1,000.00	883.77	37710377

06/02/2024		06/2024	chk# 1091 94455612 :CHECKscan Payment		1,000.00	(116.23)	37710378
06/02/2024		06/2024	chk# 1091 94455634 :CHECKscan Payment		87.42	(203.65)	37710379
07/01/2024	rent	07/2024	Base Rent (07/2024)	2,087.42		1,883.77	155505685
07/02/2024		07/2024	chk# 90 :CHECKscan Payment		1,000.00	883.77	38302488
07/02/2024		07/2024	chk# 90 :CHECKscan Payment		87.42	796.35	38302490
07/02/2024		07/2024	chk# 90 :CHECKscan Payment		1,000.00	(203.65)	38302492
08/01/2024	rent	08/2024	Base Rent (08/2024)	2,087.42		1,883.77	157842945
08/01/2024		08/2024	chk# 90 :CHECKscan Payment		1,000.00	883.77	38870210
08/01/2024		08/2024	chk# 90 :CHECKscan Payment		87.42	796.35	38870212
08/01/2024		08/2024	chk# 109194460716 :CHECKscan Payment		1,000.00	(203.65)	38870214
09/01/2024	rent	09/2024	Base Rent (09/2024)	2,087.42		1,883.77	160220321
09/01/2024		09/2024	chk# 1091 94463004 :CHECKscan Payment		87.42	1,796.35	39466149
09/01/2024		09/2024	chk# 1091 94462993 :CHECKscan Payment		1,000.00	796.35	39466150
09/01/2024		09/2024	chk# 1091 94462982 :CHECKscan Payment		1,000.00	(203.65)	39466151
10/01/2024	rent	10/2024	Base Rent (10/2024)	2,127.09		1,923.44	162420343
10/01/2024		10/2024	chk# 1091 94465798 :CHECKscan Payment		127.09	1,796.35	40077676
10/01/2024		10/2024	chk# 1091 94465776 :CHECKscan Payment		1,000.00	796.35	40077677
10/01/2024		10/2024	chk# 1091 94465787 :CHECKscan Payment		1,000.00	(203.65)	40077678
11/01/2024	rent	11/2024	Base Rent (11/2024)	2,127.09		1,923.44	164891600
11/05/2024		11/2024	chk# 109194468670 :CHECKscan Payment		1,000.00	923.44	40839429
11/05/2024		11/2024	chk# 1091 94468669 :CHECKscan Payment		1,000.00	(76.56)	40839430
11/05/2024		11/2024	chk# 1091 94468680 :CHECKscan Payment		127.09	(203.65)	40839431
12/01/2024	rent	12/2024	Base Rent (12/2024)	2,127.09		1,923.44	167231350
12/01/2024		12/2024	chk# 1092 86653960 :CHECKscan Payment		1,000.00	923.44	41220541
12/01/2024		12/2024	chk# 1092 86653971 :CHECKscan Payment		127.09	796.35	41220543
12/01/2024		12/2024	chk# 1092 86653950 :CHECKscan Payment		1,000.00	(203.65)	41220544
12/30/2024		01/2025	chk# 1092 86656523 :CHECKscan Payment		1,000.00	(1,203.65)	41635596
12/30/2024		01/2025	chk# 1092 86656545 :CHECKscan Payment		127.09	(1,330.74)	41635597
12/30/2024		01/2025	chk# 1092 86656534 :CHECKscan Payment		1,000.00	(2,330.74)	41635598
01/01/2025	rent	01/2025	Base Rent (01/2025)	2,127.09		(203.65)	170140773
02/01/2025	rent	02/2025	Base Rent (02/2025)	2,127.09		1,923.44	171956194
02/02/2025		02/2025	chk# 1092 86659317 :CHECKscan Payment		127.09	1,796.35	42480107
02/02/2025		02/2025	chk# 1092 86659306 :CHECKscan Payment		1,000.00	796.35	42480108
02/02/2025		02/2025	chk# 1092 86659295 :CHECKscan Payment		1,000.00	(203.65)	42480109

Exhibit C

R024

Resident Ledger

Nuvia Alvarado

301 East O'Keefe Street
16
Palo Alto, CA, 94303

Date:	8/19/2021
Resident Code:	t2814097
Property:	018230
Unit:	218-16
Status:	Current
Rent:	$1,922.54
Deposit:	$1,000.00
Move In Date:	03/01/15
Move Out Date:	
Due Day:	1
Tel Num(Office)	
Tel Num(Home)	

Date	Post Mo	Description	Charges	Payments	Balance
		Balance Forward			**0.00**
01/01/18	5/2018	Chk# 7311		1,800.00	(1,800.00)
01/01/18	5/2018	Leased Rent (01/2018)	1,800.00		0.00
02/01/18	5/2018	Leased Rent (02/2018)	1,848.60		1,848.60
02/02/18	5/2018	Chk# 107857272127		1,000.00	848.60
02/02/18	5/2018	Chk# 107857272138		848.60	0.00
02/14/18	12/2017	:QuickTrans - :Posted by QuickTrans		1,000.00	(1,000.00)
02/14/18	12/2017	:Posted by QuickTrans (secdepre)	1,000.00		0.00
03/01/18	3/2018	Leased Rent (03/2018)	1,848.60		1,848.60
03/05/18	3/2018	Late fees, 5% of $1848.60	92.43		1,941.03
03/05/18	7/2018	resident paid on time	(92.43)		1,848.60
03/27/18	4/2018	Chk# 107857248972 - Manually posted MO 107857248972, rec. 3/3/2018		1,000.00	848.60
03/27/18	4/2018	Chk# 107857248983 - Manually posted MO 107857248983, rec. 3/3/2018		860.60	(12.00)
04/01/18	4/2018	Leased Rent (04/2018)	1,848.60		1,836.60
04/05/18	4/2018	Late fees, 5% of $1848.60	92.43		1,929.03
04/05/18	7/2018	resident paid on time	(92.43)		1,836.60
05/01/18	5/2018	Leased Rent (05/2018)	1,848.60		3,685.20
05/04/18	5/2018	R1080094680364		1,000.00	2,685.20
05/04/18	5/2018	R108094680375		848.60	1,836.60
05/05/18	5/2018	Late fees, 5% of $1848.60	92.43		1,929.03
05/05/18	7/2018	resident paid on time	(92.43)		1,836.60
05/09/18	5/2018	R107857212507		1,000.00	836.60
05/09/18	5/2018	R107857212518		848.60	(12.00)
05/22/18	5/2018	Security deposits received	1,000.00		988.00
05/22/18	5/2018	Reversal for incorrect charge	(1,000.00)		(12.00)
06/01/18	6/2018	Leased Rent (06/2018)	1,848.60		1,836.60
06/04/18	6/2018	R108094649718		1,000.00	836.60
06/04/18	6/2018	R10809649729		848.60	(12.00)
07/01/18	7/2018	Leased Rent (07/2018)	1,848.60		1,836.60
07/05/18	7/2018	R108094676118		1,000.00	836.60
07/05/18	7/2018	R108094676129		848.60	(12.00)
07/05/18	7/2018	Late fees, 5% of $1848.60	92.43		80.43
08/01/18	8/2018	Leased Rent (08/2018)	1,848.60		1,929.03

R025

Resident Ledger

Nuvia Alvarado

301 East O'Keefe Street
16
Palo Alto, CA, 94303

Date:	8/19/2021
Resident Code:	t2814097
Property:	018230
Unit:	218-16
Status:	Current
Rent:	$1,922.54
Deposit:	$1,000.00
Move In Date:	03/01/15
Move Out Date:	
Due Day:	1
Tel Num(Office)	
Tel Num(Home)	

Date	Post Mo	Description	Charges	Payments	Balance
08/03/18	8/2018	R101717926321		1,000.00	929.03
08/03/18	8/2018	R101717926332		848.60	80.43
08/05/18	8/2018	Late fees, 5% of $1848.60	92.43		172.86
09/01/18	9/2018	Leased Rent (09/2018)	1,848.60		2,021.46
09/05/18	9/2018	Late fees, 5% of $1848.60	92.43		2,113.89
09/11/18	9/2018	Chk# 108094650631		1,000.00	1,113.89
09/11/18	9/2018	Chk# 108094650642		848.60	265.29
09/12/18	9/2018	resident made payment on time	(277.29)		(12.00)
10/01/18	10/2018	Leased Rent (10/2018)	1,848.60		1,836.60
10/05/18	10/2018	Late fees, 5% of $1848.60	92.43		1,929.03
10/09/18	10/2018	Chk# 10809470320		1,000.00	929.03
10/09/18	10/2018	Chk# 10809470321		848.60	80.43
11/01/18	11/2018	Leased Rent (11/2018)	1,848.60		1,929.03
11/02/18	11/2018	Chk# 10809465735		1,000.00	929.03
11/02/18	11/2018	Chk# 10809465736		848.60	80.43
11/05/18	11/2018	Late fees, 5% of $1848.60	92.43		172.86
11/12/18	11/2018	resident paid on time 10/2018 and 11/2018	(184.86)		(12.00)
12/01/18	12/2018	Leased Rent (12/2018)	1,848.60		1,836.60
12/03/18	12/2018	Chk# 108094668759		1,000.00	836.60
12/03/18	12/2018	Chk# 108094668760		848.60	(12.00)
12/05/18	12/2018	Late fees, 5% of $1848.60	92.43		80.43
01/01/19	1/2019	Leased Rent (01/2019)	1,848.60		1,929.03
01/03/19	1/2019	Chk# 10811049919		1,000.00	929.03
01/03/19	1/2019	Chk# 10811049920		848.60	80.43
01/03/19	1/2019	resident paid on time 12/2018	(92.43)		(12.00)
01/05/19	1/2019	Late fees, 5% of $1848.60	92.43		80.43
01/10/19	1/2019	resident paid on time 01/2019	(92.43)		(12.00)
02/01/19	2/2019	Chk# 10811053004		1,000.00	(1,012.00)
02/01/19	2/2019	Chk# 10811053005		848.60	(1,860.60)
02/01/19	2/2019	Leased Rent (02/2019)	1,848.60		(12.00)
02/05/19	2/2019	Late fees, 5% of $1848.60	92.43		80.43
02/07/19	2/2019	paid on time 2/2019	(92.43)		(12.00)
03/01/19	3/2019	1081 10505130		1,000.00	(1,012.00)
03/01/19	3/2019	1081 10505140		848.60	(1,860.60)

R026

Resident Ledger

Nuvia Alvarado

301 East O'Keefe Street
16
Palo Alto, CA, 94303

Date:	8/19/2021
Resident Code:	t2814097
Property:	018230
Unit:	218-16
Status:	Current
Rent:	$1,922.54
Deposit:	$1,000.00
Move In Date:	03/01/15
Move Out Date:	
Due Day:	1
Tel Num(Office)	
Tel Num(Home)	

Date	Post Mo	Description	Charges	Payments	Balance
03/01/19	3/2019	Leased Rent (03/2019)	1,848.60		(12.00)
04/01/19	4/2019	1084 79081007		1,000.00	(1,012.00)
04/01/19	4/2019	1084 79081018		848.60	(1,860.60)
04/01/19	4/2019	Leased Rent (04/2019)	1,848.60		(12.00)
05/01/19	5/2019	Leased Rent (05/2019)	1,848.60		1,836.60
05/03/19	5/2019	1084 79093756		1,000.00	836.60
05/03/19	5/2019	1084 79093767		848.60	(12.00)
06/01/19	6/2019	Leased Rent (06/2019)	1,848.60		1,836.60
06/03/19	6/2019	1084 79069468		1,000.00	836.60
06/03/19	6/2019	1084 79069479		848.60	(12.00)
07/01/19	7/2019	Leased Rent (07/2019)	1,848.60		1,836.60
07/08/19	7/2019	Chk# 108489628368		1,000.00	836.60
07/08/19	7/2019	Chk# 108489628379		848.60	(12.00)
08/01/19	8/2019	Leased Rent (08/2019)	1,848.60		1,836.60
08/05/19	8/2019	Chk# 108489619766		1,000.00	836.60
08/05/19	8/2019	Chk# 108489619777		848.60	(12.00)
09/01/19	9/2019	Leased Rent (09/2019)	1,848.60		1,836.60
09/04/19	9/2019	Chk# 10848963519		1,000.00	836.60
09/04/19	9/2019	Chk# 10848963520		848.60	(12.00)
10/01/19	10/2019	Leased Rent (10/2019)	1,848.60		1,836.60
10/03/19	10/2019	Chk# 10848964596		1,000.00	836.60
10/03/19	10/2019	Chk# 10848964597		848.60	(12.00)
11/01/19	11/2019	Leased Rent (11/2019)	1,848.60		1,836.60
11/04/19	11/2019	1084 89649246 - :CHECKscan Payment		1,000.00	836.60
11/04/19	11/2019	1084 89649257 - :CHECKscan Payment		848.60	(12.00)
12/01/19	12/2019	Leased Rent (12/2019)	1,848.60		1,836.60
12/04/19	12/2019	1085 84654750 - :CHECKscan Payment		1,000.00	836.60
12/04/19	12/2019	1085 84654761 - :CHECKscan Payment		848.60	(12.00)
01/01/20	1/2020	Leased Rent (01/2020)	1,848.60		1,836.60
01/03/20	1/2020	1085 84635643 - :CHECKscan Payment		1,000.00	836.60
01/03/20	1/2020	1085 84635654 - :CHECKscan Payment		848.60	(12.00)
02/01/20	2/2020	Leased Rent (02/2020)	1,848.60		1,836.60
02/03/20	2/2020	1085 84664859 - :CHECKscan Payment		1,000.00	836.60
02/03/20	2/2020	1085 84664860 - :CHECKscan Payment		848.60	(12.00)

R027

Resident Ledger

Nuvia Alvarado

301 East O'Keefe Street
16
Palo Alto, CA, 94303

Date:	8/19/2021
Resident Code:	t2814097
Property:	018230
Unit:	218-16
Status:	Current
Rent:	$1,922.54
Deposit:	$1,000.00
Move In Date:	03/01/15
Move Out Date:	
Due Day:	1
Tel Num(Office)	
Tel Num(Home)	

Date	Post Mo	Description	Charges	Payments	Balance
03/01/20	3/2020	Leased Rent (03/2020)	1,848.60		1,836.60
03/02/20	3/2020	1086 86095936 - :CHECKscan Payment		1,000.00	836.60
03/02/20	3/2020	1086 86095947 - Reapplied Receipt		848.60	(12.00)
04/01/20	4/2020	Leased Rent (04/2020)	1,848.60		1,836.60
04/02/20	4/2020	Chk# 008417 - :CHECKscan Payment - Legal Aid Rental Assistance		1,848.00	(11.40)
05/01/20	5/2020	Leased Rent (05/2020)	1,848.60		1,837.20
05/04/20	5/2020	1085 84646951 - :CHECKscan Payment		1,000.00	837.20
05/04/20	5/2020	1085 84646962 - :CHECKscan Payment		848.60	(11.40)
06/01/20	6/2020	Leased Rent (06/2020)	1,848.60		1,837.20
06/03/20	6/2020	1086 86120521 - :CHECKscan Payment		1,000.00	837.20
06/03/20	6/2020	1086 86120532 - :CHECKscan Payment		848.60	(11.40)
07/01/20	7/2020	Leased Rent (07/2020)	1,848.60		1,837.20
07/06/20	7/2020	1086 86107057 - :CHECKscan Payment		1,000.00	837.20
07/06/20	7/2020	1086 86107068 - :CHECKscan Payment		848.60	(11.40)
08/01/20	8/2020	Leased Rent (08/2020)	1,848.60		1,837.20
08/04/20	8/2020	1086 86093021 - :CHECKscan Payment		1,000.00	837.20
08/04/20	8/2020	1086 86093032 - :CHECKscan Payment		848.60	(11.40)
09/01/20	9/2020	Leased Rent (09/2020)	1,848.60		1,837.20
09/08/20	9/2020	Chk# 108403763336 - :CHECKscan Payment		1,000.00	837.20
09/08/20	9/2020	1084 03763347 - :CHECKscan Payment		848.60	(11.40)
10/01/20	10/2020	Leased Rent (10/2020)	1,848.60		1,837.20
10/06/20	10/2020	Chk# 108403791958 - :CHECKscan Payment		1,000.00	837.20
10/06/20	10/2020	1084 03791969 - :CHECKscan Payment		848.60	(11.40)
11/01/20	11/2020	Leased Rent (11/2020)	1,848.60		1,837.20
11/04/20	11/2020	Chk# 108403770013 - :CHECKscan Payment		1,000.00	837.20
11/04/20	11/2020	Chk# 108403770024 - :CHECKscan Payment		848.60	(11.40)
12/01/20	12/2020	Leased Rent (12/2020)	1,848.60		1,837.20
12/03/20	12/2020	1084 03784490 - :CHECKscan Payment		1,000.00	837.20
12/03/20	12/2020	Chk# 108403784500 - :CHECKscan Payment		848.60	(11.40)
01/01/21	1/2021	Leased Rent (01/2021)	1,848.60		1,837.20
01/05/21	1/2021	Chk# 108403777669 - :CHECKscan Payment		1,000.00	837.20
01/05/21	1/2021	Chk# 108403777670 - :CHECKscan Payment		848.60	(11.40)
02/01/21	2/2021	Leased Rent (02/2021)	1,848.60		1,837.20
02/04/21	2/2021	1088 84383344 - :CHECKscan Payment		1,000.00	837.20

R028

Resident Ledger

Nuvia Alvarado

301 East O'Keefe Street
16
Palo Alto, CA, 94303

Date:	8/19/2021
Resident Code:	t2814097
Property:	018230
Unit:	218-16
Status:	Current
Rent:	$1,922.54
Deposit:	$1,000.00
Move In Date:	03/01/15
Move Out Date:	
Due Day:	1
Tel Num(Office)	
Tel Num(Home)	

Date	Post Mo	Description	Charges	Payments	Balance
02/04/21	2/2021	1088 84383355 - :CHECKscan Payment		848.60	(11.40)
03/01/21	3/2021	Leased Rent (03/2021)	1,848.60		1,837.20
03/04/21	3/2021	1088 84392672 - :CHECKscan Payment		1,000.00	837.20
03/04/21	3/2021	1088 84392683 - :CHECKscan Payment		848.60	(11.40)
04/01/21	4/2021	Leased Rent (04/2021)	1,848.60		1,837.20
04/05/21	4/2021	Chk# 108403798316 - :CHECKscan Payment		1,000.00	837.20
04/05/21	4/2021	1084 03798327 - :CHECKscan Payment		848.60	(11.40)
05/01/21	5/2021	Leased Rent (05/2021)	1,848.60		1,837.20
05/03/21	5/2021	1088 84404585 - :CHECKscan Payment		1,000.00	837.20
05/03/21	5/2021	1088 84404596 - :CHECKscan Payment		848.60	(11.40)
06/01/21	6/2021	Leased Rent (06/2021)	1,848.60		1,837.20
06/04/21	6/2021	1088 84397182 - :CHECKscan Payment		1,000.00	837.20
06/04/21	6/2021	1088 84397193 - :CHECKscan Payment		848.60	(11.40)
07/01/21	7/2021	Leased Rent (07/2021)	1,922.54		1,911.14
07/07/21	7/2021	1088 84403738 - :CHECKscan Payment		1,000.00	911.14
07/07/21	7/2021	1088 84403749 - :CHECKscan Payment		922.54	(11.40)

Current	30 Days	60 Days	Over 90	Current Owed
0.00	**0.00**	**0.00**	**-11.40**	**-11.40**

Resident Ledger

R029

Nuvia Alvarado
301 East O'Keefe Street
16
Palo Alto, CA, 94303

Date:	09/29/2023
Resident Code:	t2439159
Property:	ca301eas
Unit:	218-16
Status:	Current
Rent:	$1,922.54
Deposit:	
Move In Date:	03/01/2015
Move Out Date:	
Due Day:	1
Tel Num(Home):	
Tel Num(Office):	

Date	Description	Charges	Payments	Balance
07/01/21	Balance Forward			0.00
07/07/21	1088 84403749 - :CHECKscan Payment		11.40	(11.40)
08/01/21	Base Rent (08/2021)	1,922.54		1,911.14
08/03/21	1088 84422977 - :CHECKscan Payment		922.54	988.60
08/03/21	1088 84422966 - :CHECKscan Payment		1,000.00	(11.40)
09/01/21	Base Rent (09/2021)	1,922.54		1,911.14
09/03/21	1088 84415200 - :CHECKscan Payment		922.54	988.60
09/03/21	1088 84415190 - :CHECKscan Payment		1,000.00	(11.40)
10/01/21	Base Rent (10/2021)	1,922.54		1,911.14
10/06/21	1088 06420393 - :CHECKscan Payment		922.54	988.60
10/06/21	1088 06420382 - :CHECKscan Payment		1,000.00	(11.40)
11/01/21	Base Rent (11/2021)	1,922.54		1,911.14
11/03/21	1088 06384874 - :CHECKscan Payment		922.54	988.60
11/03/21	1088 06384863 - :CHECKscan Payment		1,000.00	(11.40)
12/01/21	Base Rent (12/2021)	1,922.54		1,911.14
12/03/21	1088 06391958 - :CHECKscan Payment		1,000.00	911.14
12/03/21	1088 06391969 - :CHECKscan Payment		922.54	(11.40)
12/31/21	1088 06396963 - :CHECKscan Payment		1,000.00	(1,011.40)
12/31/21	1088 06396974 - :CHECKscan Payment		922.54	(1,933.94)
01/01/22	Base Rent (01/2022)	1,922.54		(11.40)
02/01/22	1088 06410537 - :CHECKscan Payment		922.54	(933.94)
02/01/22	1088 06410526 - :CHECKscan Payment		1,000.00	(1,933.94)
02/01/22	Base Rent (02/2022)	1,922.54		(11.40)

03/01/22	R030	Base Rent (03/2022)	1,922.54		1,911.14
03/03/22		Chk# 90 - :CHECKscan Payment		1,000.00	911.14
03/03/22		Chk# 90 - :CHECKscan Payment		922.54	(11.40)
04/01/22		1088 06408502 - :CHECKscan Payment		922.54	(933.94)
04/01/22		1088 06408491 - :CHECKscan Payment		1,000.00	(1,933.94)
04/01/22		Base Rent (04/2022)	1,922.54		(11.40)
05/01/22		Base Rent (05/2022)	1,922.54		1,911.14
05/05/22		1086 90579503 - :CHECKscan Payment		1,000.00	911.14
05/05/22		1086 90579514 - :CHECKscan Payment		922.54	(11.40)
06/01/22		Chk# 90 - :CHECKscan Payment		922.54	(933.94)
06/01/22		Chk# 90 - :CHECKscan Payment		1,000.00	(1,933.94)
06/01/22		Base Rent (06/2022)	1,922.54		(11.40)
07/01/22		Base Rent (07/2022)	1,922.54		1,911.14
07/06/22		1090 03113868 - :CHECKscan Payment		1,000.00	911.14
07/06/22		1090 03113879 - :CHECKscan Payment		922.54	(11.40)
08/01/22		Base Rent (08/2022)	1,922.54		1,911.14
08/03/22		Chk# 1090 - :CHECKscan Payment		1,000.00	911.14
08/03/22		Chk# 1090 - :CHECKscan Payment		922.54	(11.40)
09/01/22		Chk# 1090 - :CHECKscan Payment		1,000.00	(1,011.40)
09/01/22		Chk# 1090 - :CHECKscan Payment		922.54	(1,933.94)
09/01/22		Base Rent (09/2022)	1,922.54		(11.40)
10/01/22		Base Rent (10/2022)	1,922.54		1,911.14
10/02/22		1090 03107818 - :CHECKscan Payment		922.54	988.60
10/02/22		1090 03107807 - :CHECKscan Payment		1,000.00	(11.40)
11/01/22		Base Rent (11/2022)	1,922.54		1,911.14
11/02/22		Chk# 1043 - :CHECKscan Payment		1,000.00	911.14
11/02/22		Chk# 1043 - :CHECKscan Payment		922.54	(11.40)
12/01/22		Base Rent (12/2022)	1,922.54		1,911.14
12/05/22		Chk# 1043 - :CHECKscan Payment		922.54	988.60
12/05/22		Chk# 1043 - :CHECKscan Payment		1,000.00	(11.40)
01/01/23		Base Rent (01/2023)	1,922.54		1,911.14
01/02/23		Chk# 1043 - :CHECKscan Payment		1,000.00	911.14
01/02/23		Chk# 1043 - :CHECKscan Payment		922.54	(11.40)
02/01/23		Base Rent (02/2023)	1,922.54		1,911.14
02/02/23		Chk# 1043 - :CHECKscan Payment		1,000.00	911.14
02/02/23		Chk# 1043 - :CHECKscan Payment		922.54	(11.40)
03/01/23		Base Rent (03/2023)	1,922.54		1,911.14
03/03/23		1043 61915614 - :CHECKscan Payment		1,000.00	911.14

03/03/23	R031	1043 61915625 - :CHECKscan Payment			922.54	(11.40)
04/01/23		1043 61918530 - :CHECKscan Payment			1,000.00	(1,011.40)
04/01/23		1043 61918540 - :CHECKscan Payment			922.54	(1,933.94)
04/01/23		Base Rent (04/2023)		1,922.54		(11.40)
05/01/23		Base Rent (05/2023)		1,922.54		1,911.14
05/04/23		1043 61921378 - :CHECKscan Payment			1,000.00	911.14
05/04/23		1043 61921389 - :CHECKscan Payment			922.54	(11.40)
06/01/23		Base Rent (06/2023)		1,922.54		1,911.14
06/06/23		Chk# 1043 - :CHECKscan Payment			922.54	988.60
06/06/23		Chk# 1043 - :CHECKscan Payment			1,000.00	(11.40)
07/01/23		Base Rent (07/2023)		1,922.54		1,911.14
07/03/23		Chk# 1090 - :CHECKscan Payment			1,000.00	911.14
07/03/23		Chk# 1090 - :CHECKscan Payment			922.54	(11.40)

0-30 Days	31-60 Days	61-90 Days	Over 90 Days	Current Owed
0.00	**0.00**	**0.00**	**-11.40**	**-11.40**

Exhibit D

Work Order Cost Analysis Details

Property : Woodland Park (cawoopa2)

Unit : 218-16

WO#	Property	Unit	Priority	Status	Category	Brief Desc.	Call Date	Scheduled Date	Completed Date	Amount
8157307	cawoopa2	218-16	Emergency	Work Completed	Appliance Repair	GS Standard Appliance Repair	05/01/2024	05/01/2024	05/03/2024	0
8157335	cawoopa2	218-16	High	Work Completed	Flooring	Repair Floor	05/01/2024	05/01/2024	05/03/2024	0
8570094	cawoopa2	218-16	High	Work Completed	Flooring	service-the floor is damage	07/26/2024	07/26/2024	07/31/2024	0
8570110	cawoopa2	218-16	High	Work Completed	Appliance Repair	service-the door is damage	07/26/2024	07/26/2024	08/09/2024	0
8570133	cawoopa2	218-16	High	Work Completed	Appliance Repair	service-the stovew burners	07/26/2024	07/26/2024	07/31/2024	0
8654141	cawoopa2	218-16		Work Completed	Appliance Repair	Serv- stove damaged	08/14/2024	08/14/2024	08/20/2024	0
8654168	cawoopa2	218-16		Work Completed	Cabinets and Drawers	Serv- kitchen cabinets	08/14/2024	08/14/2024	09/10/2024	0
8654174	cawoopa2	218-16		Work Completed	Cabinets and Drawers	Serv- bathroom cabinets	08/14/2024	08/14/2024	08/19/2024	0
8654180	cawoopa2	218-16		Work Completed	Painting	serv- bathroom mirror	08/14/2024	08/14/2024	08/20/2024	0
8654182	cawoopa2	218-16		Work Completed	Lighting	Serv- bathroom light	08/14/2024	08/14/2024	08/20/2024	0
8654189	cawoopa2	218-16		Work Completed	Appliance Repair	Serv- range hood	08/14/2024	08/14/2024	08/20/2024	0
8654204	cawoopa2	218-16	High	Work Completed	Painting	PTE 650-716-8376	08/14/2024	08/14/2024	09/10/2024	0
8654216	cawoopa2	218-16		Work Completed	Window Replace / Repair	Serv- all unit windows	08/14/2024	08/14/2024	08/19/2024	0
8654225	cawoopa2	218-16		Work Completed	Window Replace / Repair	Serv- window blinds	08/14/2024	08/14/2024	08/20/2024	0
8654229	cawoopa2	218-16		Work Completed	HVAC Repair	Serv- kitchen fan	08/14/2024	08/14/2024	08/20/2024	0
8654246	cawoopa2	218-16		Work Completed	Community Amenities	Ground-parking leak	08/14/2024		08/28/2024	0
8789408	cawoopa2	218-16	Emergency	Work Completed	Building Interior	Repair Needed	09/14/2024	09/14/2024	09/27/2024	0
8830605	cawoopa2	218-16		Work Completed	Pest Control	INSPECTION	09/24/2024		09/30/2024	0
8855085	cawoopa2	218-16	High	Work Completed	Appliance Repair	PTE 650-716-8376	09/30/2024	09/30/2024	10/02/2024	0
8859696	cawoopa2	218-16	Emergency	Work Completed	Plumbing	GS Standard Plumbing	10/01/2024	10/01/2024	10/04/2024	0
Total: 20										**0**

Work Order Cost Analysis Details

Property : Woodland Park (cawoopa2)

Unit : 218-16

WO#	Property	Unit	Priority	Status	Category	Brief Desc.	Call Date	Scheduled Date	Completed Date	Amount
8789408	cawoopa2	218-16	Emergency	Work Completed	Building Interior	Repair Needed	09/14/2024	09/14/2024	09/27/2024	0
8830605	cawoopa2	218-16		Work Completed	Pest Control	INSPECTION	09/24/2024		09/30/2024	0
8855085	cawoopa2	218-16	High	Work Completed	Appliance Repair	PTE 650-716-8376	09/30/2024	09/30/2024	10/02/2024	0
8859696	cawoopa2	218-16	Emergency	Work Completed	Plumbing	GS Standard Plumbing	10/01/2024	10/01/2024	10/04/2024	0
8973365	cawoopa2	218-16		Work Completed		Kitchen	10/29/2024		11/26/2024	0
8973368	cawoopa2	218-16		Work Completed		Bathroom	10/29/2024		11/26/2024	0
8973371	cawoopa2	218-16		Work Completed		Bedroom	10/29/2024		11/26/2024	0
8973373	cawoopa2	218-16		Work Completed		Living room	10/29/2024		12/16/2024	0
8973381	cawoopa2	218-16		Work Completed		Windows	10/29/2024		11/26/2024	0
8973386	cawoopa2	218-16		Work Completed		Blinds	10/29/2024		11/26/2024	0
8984608	cawoopa2	218-16	High	Work Completed	HVAC Repair	GS Standard HVAC	11/01/2024	11/01/2024	11/04/2024	0
9320598	cawoopa2	218-16	Emergency	Work Completed	Plumbing	GS Standard Plumbing	01/24/2025	01/24/2025	01/25/2025	0
Total: 12										**0**

Exhibit E

Woodland Park
5 Newell Ct
East Palo Alto,CA 94303
Office (650) 566-2000x

Work Order No. 8157307
Date Call: 5/1/2024 10:04:00 AM

Date Scheduled: 5/1/2024 1:35:00 PM

Status Work Completed

Date Completed: 5/3/2024 8:35:32 AM
Brief Desc: GS Standard Appliance Repair

Job Site: cawoopa2/218-16
301 East O'Keefe Street
#16
East Palo Alto,CA 94303

Caller Name: Nuvia Alvarado

Caller Phone: (650) 716-8376x
Occupant: Alvarado (t2841188)

Priority: Emergency
Ok to enter? YES
Category: Appliance Repair

Mobile (650) 716-8376x

SubCategory: Stove

Problem Description: PTE
(650) 716-8376
Nuvia Alvarado
Inspect the stove, he reports that only two burners work and he is requesting a change, he says that they never leave it working
LR

Parts & Labor

Quantity/ Hours	Item Type/ Employee Name	Description	Unit Price	Total

Total

Authorized by: _____
Signed by _____
Dated _____
Invoice No. _____

Technician Notes: replaced receptacles drip pans and burners.

Woodland Park
5 Newell Ct
East Palo Alto,CA 94303
Office (650) 566-2000x

Work Order No. 8157335
Date Call: 5/1/2024 10:08:00 AM

Date Scheduled: 5/1/2024 1:37:00 PM

Status Work Completed

Date Completed: 5/3/2024 8:45:06 AM
Brief Desc: Repair Floor

Job Site: cawoopa2/218-16
301 East O'Keefe Street
#16
East Palo Alto,CA 94303

Caller Name: Nuvia Alvarado

Caller Phone: (650) 716-8376x
Occupant: Alvarado (t2841188)

Priority: High
Ok to enter? YES
Category: Flooring

Mobile (650) 716-8376x

Problem Description:
PTE
(650) 716-8376
Nuvia Alvarado
Inspect the floor, report that it is loose and that it generates a lot of noise when walking.
LR

Parts & Labor

Quantity/ Hours	Item Type/ Employee Name	Description	Unit Price	Total

Total

Authorized by: _____
Signed by _____
Dated _____
Invoice No. _____

Technician Notes: floor needs repair.

Woodland Park
5 Newell Ct
East Palo Alto,CA 94303
Office (650) 566-2000x

Work Order No. 8570094
Date Call: 7/26/2024 10:30:00 AM

Date Scheduled: 7/26/2024 3:40:00 PM

Status Work Completed

Date Completed: 7/31/2024 5:56:44 PM
Brief Desc: service-the floor is damage

Job Site: cawoopa2/218-16
301 East O'Keefe Street
#16
East Palo Alto,CA 94303

Caller Name: Nuvia Alvarado

Caller Phone:
Occupant: Alvarado (t2841188)

Priority: High
Ok to enter? YES
Category: Flooring

Mobile (650) 716-8376x

Problem Description: PTE
(650) 716-8376
Nuvia Alvarado
the floor in the apartment is madage, the living room floor is damage

LR

Parts & Labor

Quantity/ Hours	Item Type/ Employee Name	Description	Unit Price	Total

Total

Authorized by: _____
Signed by _____
Dated _____
Invoice No. _____

Technician Notes: tenant doesn't want anything done because she doesn't have anywhere to move her things

Woodland Park
5 Newell Ct
East Palo Alto,CA 94303
Office (650) 566-2000x

Work Order No. 8570110
Date Call: 7/26/2024 10:33:00 AM

Date Scheduled: 7/26/2024 3:41:00 PM

Status Work Completed

Date Completed: 8/9/2024 4:00:22 PM
Brief Desc: service-the door is damage

Job Site: cawoopa2/218-16
301 East O'Keefe Street
#16
East Palo Alto,CA 94303

Caller Name: Nuvia Alvarado

Caller Phone:
Occupant: Alvarado (t2841188)

Priority: High
Ok to enter? YES
Category: Appliance Repair

Mobile (650) 716-8376x

Problem Description: PTE
(650) 716-8376
the door is damage needs to be inspect and repair
DD

Parts & Labor

Quantity/ Hours	Item Type/ Employee Name	Description	Unit Price	Total

Total

Authorized by: _____
Signed by _____
Dated _____
Invoice No. _____

Technician Notes: replaced bathroom door

Woodland Park
5 Newell Ct
East Palo Alto,CA 94303
Office (650) 566-2000x

Work Order No. 8570133
Date Call: 7/26/2024 10:36:00 AM

Date Scheduled: 7/26/2024 3:42:00 PM

Status Work Completed

Date Completed: 7/31/2024 6:02:00 PM
Brief Desc: service-the stovew burners

Job Site: cawoopa2/218-16
301 East O'Keefe Street
#16
East Palo Alto,CA 94303

Caller Name: Nuvia Alvarado

Caller Phone:
Occupant: Alvarado (t2841188)

Priority: High
Ok to enter? YES
Category: Appliance Repair

Mobile (650) 716-8376x

SubCategory: Stove

Problem Description: PTE
(650) 716-8376
The resident said the 2 large burners get too hot she can't use them.
DD

Parts & Labor

Quantity/ Hours	Item Type/ Employee Name	Description	Unit Price	Total

Total

Authorized by: _____
Signed by _____
Dated _____
Invoice No. _____

Technician Notes: changed 2 switch controls for stove
changed 2 knob switches
changed 4 plates and 2 receptors

Woodland Park
5 Newell Ct
East Palo Alto,CA 94303
Office (650) 566-2000x

Work Order No. 8654141
Date Call: 8/14/2024 10:14:00 AM
Date Scheduled: 8/14/2024 10:39:00 AM
Date Completed: 8/20/2024 9:39:16 AM
Brief Desc: Serv- stove damaged

Job Site: cawoopa2/218-16
301 East O'Keefe Street
#16
East Palo Alto,CA 94303

Status Work Completed

Caller Name: Nuvia Alvarado
Caller Phone:
Occupant: Alvarado (t2841188)
Mobile (650) 716-8376x

Ok to enter? NO
Category: Appliance Repair
SubCategory: Stove

Problem Description: NO PTE

per email stove doesnt work turns off and is damaged

(650) 716-8376

OG

Parts & Labor

Quantity/ Hours	Item Type/ Employee Name	Description	Unit Price	Total

Total

Authorized by: _____
Signed by _____
Dated _____
Invoice No. _____

Technician Notes: replaced burners and drip pans, also receptacles.

Woodland Park
5 Newell Ct
East Palo Alto,CA 94303
Office (650) 566-2000x

Work Order No. 8654168
Date Call: 8/14/2024 10:16:00 AM
Date Scheduled: 8/14/2024 10:41:00 AM

Status Work Completed

Date Completed: 9/10/2024 10:17:43 AM
Brief Desc: Serv- kitchen cabinets

Job Site: cawoopa2/218-16
301 East O'Keefe Street
#16
East Palo Alto,CA 94303

Caller Name: Nuvia Alvarado
Caller Phone:
Occupant: Alvarado (t2841188)

Mobile (650) 716-8376x

Ok to enter? NO
Category: Cabinets and Drawers
SubCategory: Kitchen

Problem Description: NO PTE

kitchen cabinets are damaged and rotten

(650) 716-8376

OG

Parts & Labor

Quantity/ Hours	Item Type/ Employee Name	Description	Unit Price	Total
0.0000	Ponce		0.00	0.00
			Total	0.00

Authorized by: _____
Signed by _____
Dated _____
Invoice No. _____

Technician Notes: 9/9/2024-9/10/2024
Atherton refurbished kitchen cabinets, replaced hinges, guides, handles, damaged wood and painted kitchen cabinet.s

Woodland Park
5 Newell Ct
East Palo Alto,CA 94303
Office (650) 566-2000x

Work Order No. 8654174
Date Call: 8/14/2024 10:19:00 AM
Date Scheduled: 8/14/2024 10:42:00 AM
Date Completed: 8/19/2024 9:15:38 AM
Brief Desc: Serv- bathroom cabinets

Job Site: cawoopa2/218-16
301 East O'Keefe Street
#16
East Palo Alto,CA 94303

Status Work Completed

Caller Name: Nuvia Alvarado
Caller Phone:
Occupant: Alvarado (t2841188)
Mobile (650) 716-8376x

Ok to enter? NO
Category: Cabinets and Drawers
SubCategory: Primary Bathroom

Problem Description: NO PTE

per email bathroom cabinets are damaged and rotten falling apart

(650) 716-8376
OG

Parts & Labor

Quantity/ Hours	Item Type/ Employee Name	Description	Unit Price	Total

Total

Authorized by: _____
Signed by _____
Dated _____
Invoice No. _____

Technician Notes: replaced medicne cabinet.

completed by pedro H.

Woodland Park
5 Newell Ct
East Palo Alto,CA 94303
Office (650) 566-2000x

Work Order No. 8654180
Date Call: 8/14/2024 10:20:00 AM

Date Scheduled: 8/14/2024 10:43:00 AM

Status Work Completed

Date Completed: 8/20/2024 9:40:01 AM
Brief Desc: serv- bathroom mirror

Job Site: cawoopa2/218-16
301 East O'Keefe Street
#16
East Palo Alto,CA 94303

Caller Name: Nuvia Alvarado

Caller Phone:
Occupant: Alvarado (t2841188)

Mobile (650) 716-8376x

Ok to enter? NO
Category: Painting

Problem Description: NO PTE

bathroom mirror is in a bad state

(650) 716-8376

OG

Parts & Labor

Quantity/ Hours	Item Type/ Employee Name	Description	Unit Price	Total

Total

Authorized by: _____
Signed by _____
Dated _____
Invoice No. _____

Technician Notes: replaced medicine cabinet

Woodland Park
5 Newell Ct
East Palo Alto,CA 94303
Office (650) 566-2000x

Work Order No. 8654182
Date Call: 8/14/2024 10:21:00 AM
Date Scheduled: 8/14/2024 10:44:00 AM
Date Completed: 8/20/2024 9:40:48 AM
Brief Desc: Serv- bathroom light
Job Site: cawoopa2/218-16
301 East O'Keefe Street
#16
East Palo Alto,CA 94303

Status Work Completed

Caller Name: Nuvia Alvarado
Caller Phone:
Occupant: Alvarado (t2841188)
Mobile (650) 716-8376x

Ok to enter? NO
Category: Lighting
SubCategory: Replace Bulb

Problem Description: NO PTE

bathroom lights are in bad condidtion per residents email

(650) 716-8376

OG

Parts & Labor

Quantity/ Hours	Item Type/ Employee Name	Description	Unit Price	Total

Total

Authorized by: _____
Signed by _____
Dated _____
Invoice No. _____

Technician Notes: replaced bathroom light in kitchen and bathroom.

Woodland Park
5 Newell Ct
East Palo Alto,CA 94303
Office (650) 566-2000x

Work Order No. 8654189
Date Call: 8/14/2024 10:21:00 AM
Date Scheduled: 8/14/2024 10:44:00 AM
Date Completed: 8/20/2024 9:41:27 AM
Brief Desc: Serv- range hood
Job Site: cawoopa2/218-16
301 East O'Keefe Street
#16
East Palo Alto,CA 94303

Status Work Completed

Caller Name: Nuvia Alvarado
Caller Phone:
Occupant: Alvarado (t2841188)
Mobile (650) 716-8376x

Ok to enter? NO
Category: Appliance Repair
SubCategory: Stove

Problem Description: NO PTE

range hood doesnt work and its to old and damaged

(650) 716-8376

OG

Parts & Labor

Quantity/ Hours	Item Type/ Employee Name	Description	Unit Price	Total

Total

Authorized by: _____
Signed by _____
Dated _____
Invoice No. _____

Technician Notes: replaced kitchen range hood.

Woodland Park
5 Newell Ct
East Palo Alto,CA 94303
Office (650) 566-2000x

Work Order No. 8654204
Date Call: 8/14/2024 10:23:00 AM
Date Scheduled: 8/14/2024 10:45:00 AM

Status Work Completed

Date Completed: 9/10/2024 10:15:00 AM
Brief Desc: PTE 650-716-8376

Job Site: cawoopa2/218-16
301 East O'Keefe Street
#16
East Palo Alto,CA 94303

Caller Name: Nuvia Alvarado
Caller Phone:
Occupant: Alvarado (t2841188)

Priority: High
Ok to enter? YES
Category: Painting

Mobile (650) 716-8376x

Problem Description: PTE 650-716-8376
ceiling in hallway is falling plesae inspect
(650) 716-8376

OG

Parts & Labor

Quantity/ Hours	Item Type/ Employee Name	Description	Unit Price	Total
0.0000	Ponce		0.00	0.00
			Total	0.00

Authorized by: _____
Signed by _____
Dated _____
Invoice No. _____

Technician Notes: Resident is in office, requesting for the hole in the hallway to be patched & the light to be placed in its corresponding spot.

9/6/2024--Belfor removed damaged drywall peeling.

9/9/2024--Atherton repaired drywall and painted.

Woodland Park
5 Newell Ct
East Palo Alto,CA 94303
Office (650) 566-2000x

Work Order No. 8654216
Date Call: 8/14/2024 10:24:00 AM
Date Scheduled: 8/14/2024 10:46:00 AM
Date Completed: 8/19/2024 9:13:30 AM
Brief Desc: Serv- all unit windows

Job Site: cawoopa2/218-16
301 East O'Keefe Street
#16
East Palo Alto,CA 94303

Status Work Completed

Caller Name: Nuvia Alvarado
Caller Phone:
Occupant: Alvarado (t2841188)
Mobile (650) 716-8376x

Ok to enter? NO
Category: Window Replace / Repair

Problem Description: NO PTE

all unit windows are in bad condition and wont close

(650) 716-8376

OG

Parts & Labor

Quantity/ Hours	Item Type/ Employee Name	Description	Unit Price	Total

Total

Authorized by: _____
Signed by _____
Dated _____
Invoice No. _____

Technician Notes: resident has many items around the window, its hard to see if they can be opened or closed but i checked them and the Window are working properly. Replaced blinds slats and repaired rods.

Woodland Park
5 Newell Ct
East Palo Alto,CA 94303
Office (650) 566-2000x

Work Order No. 8654225
Date Call: 8/14/2024 10:25:00 AM
Date Scheduled: 8/14/2024 10:47:00 AM
Date Completed: 8/20/2024 9:42:17 AM
Brief Desc: Serv- window blinds
Job Site: cawoopa2/218-16
301 East O'Keefe Street
#16
East Palo Alto,CA 94303

Status Work Completed

Caller Name: Nuvia Alvarado
Caller Phone:
Occupant: Alvarado (t2841188)
Mobile (650) 716-8376x

Ok to enter? NO
Category: Window Replace / Repair

Problem Description: NO PTE

all windows blinds need to be replaced

(650) 716-8376

OG

Parts & Labor

Quantity/ Hours	Item Type/ Employee Name	Description	Unit Price	Total

Total

Authorized by: _____
Signed by _____
Dated _____
Invoice No. _____

Technician Notes: replaced blinds in kitchen and livingroom

Woodland Park
5 Newell Ct
East Palo Alto,CA 94303
Office (650) 566-2000x

Work Order No. 8654229
Date Call: 8/14/2024 10:26:00 AM
Date Scheduled: 8/14/2024 10:47:00 AM
Date Completed: 8/20/2024 9:44:00 AM
Brief Desc: Serv- kitchen fan

Job Site: cawoopa2/218-16
301 East O'Keefe Street
#16
East Palo Alto,CA 94303

Status Work Completed

Caller Name: Nuvia Alvarado
Caller Phone:
Occupant: Alvarado (t2841188)
Mobile (650) 716-8376x

Ok to enter? NO
Category: HVAC Repair

Problem Description: NO PTE

kitchen fan is old and looks like its about to fall

(650) 716-8376

OG

Parts & Labor

Quantity/ Hours	Item Type/ Employee Name	Description	Unit Price	Total
0.0000	Ponce		0.00	0.00
			Total	0.00

Authorized by: _____
Signed by _____
Dated _____
Invoice No. _____

Technician Notes: replaced range hood

Woodland Park
5 Newell Ct
East Palo Alto,CA 94303
Office (650) 566-2000x

Work Order No. 8654246
Date Call: 8/14/2024 10:27:00 AM

Status Work Completed

Date Completed: 8/28/2024 12:08:21 PM
Brief Desc: Ground- parking leak

Job Site: cawoopa2/218-16
301 East O'Keefe Street
#16
East Palo Alto,CA 94303

Caller Name: Nuvia Alvarado
Caller Phone:
Occupant: Alvarado (t2841188)

Mobile (650) 716-8376x

Ok to enter? YES
Category: Community Amenities
SubCategory: Grounds (General)

Problem Description: there is a leak in the parking which resident reports that is damaging their car.

(650) 716-8376

OG

Parts & Labor

Quantity/ Hours	Item Type/ Employee Name	Description	Unit Price	Total

Total

Authorized by: _____
Signed by _____
Dated _____
Invoice No. _____

Technician Notes: resident states theirs no water leaking, she said she has a stain on her car from along time ago.

Woodland Park
5 Newell Ct
East Palo Alto,CA 94303
Office (650) 566-2000x

Work Order No. 8789408
Date Call: 9/14/2024 10:19:00 AM
Date Scheduled: 9/14/2024 10:23:00 AM

Status Work Completed

Date Completed: 9/27/2024 2:57:39 PM
Brief Desc: Repair Needed

Job Site: cawoopa2/218-16
301 East O'Keefe Street
#16
East Palo Alto,CA 94303

Caller Name: Nuvia Alvarado
Caller Phone:
Occupant: Alvarado (t2841188)

Priority: Emergency
Ok to enter? YES
Category: Building Interior

Mobile (650) 716-8376x

Problem Description: General inspection of the unit is required
Resident states that the cabinets have been painted and are releasing dust,
The stove has not been set up correctly and is still not working
Requests inspection of the windows
and inspection of the ceiling fan

Parts & Labor

Quantity/ Hours	Item Type/ Employee Name	Description	Unit Price	Total

Total

Authorized by: _____
Signed by _____
Dated _____
Invoice No. _____

Technician Notes: outlet has been replaced and so has the stove

Woodland Park
5 Newell Ct
East Palo Alto,CA 94303
Office (650) 566-2000x

Work Order No. 8830605
Date Call: 9/24/2024 10:44:00 AM

Status Work Completed

Date Completed: 9/30/2024 10:47:00 AM
Brief Desc: INSPECTION

Job Site: cawoopa2/218-16
301 East O'Keefe Street
#16
East Palo Alto,CA 94303

Caller Name: Nuvia Alvarado

Caller Phone:
Occupant: Alvarado (t2841188)

Mobile (650) 716-8376x

Ok to enter? YES
Category: Pest Control

Problem Description: roaches

Parts & Labor

Quantity/ Hours	Item Type/ Employee Name	Description	Unit Price	Total

Total

Authorized by: _____
Signed by _____
Dated _____
Invoice No. _____

Technician Notes: 9/30 BANNER no activity seen present none reported placed monitors recommend no action

Woodland Park
5 Newell Ct
East Palo Alto,CA 94303
Office (650) 566-2000x

Work Order No. 8855085
Date Call: 9/30/2024 12:22:00 PM

Date Scheduled: 9/30/2024 2:20:00 PM

Status Work Completed

Date Completed: 10/2/2024 8:38:57 AM
Brief Desc: PTE 650-716-8376

Job Site: cawoopa2/218-16
301 East O'Keefe Street
#16
East Palo Alto,CA 94303

Caller Name:

Caller Phone: (650) 716-8376x
Occupant: Alvarado (t2841188)

Priority: High
Ok to enter? YES
Category: Appliance Repair

Mobile (650) 716-8376x

SubCategory: Stove

Access Notes: she is waiting for the tech

Problem Description: PTE 650-716-8376
resident reporting that the new stove shuts off after they place the pots/pans on it & will not turn on

Parts & Labor

Quantity/ Hours	Item Type/ Employee Name	Description	Unit Price	Total

Total

Authorized by: _____
Signed by _____
Dated _____
Invoice No. _____

Technician Notes: replaced 4 burners.

Woodland Park
5 Newell Ct
East Palo Alto,CA 94303
Office (650) 566-2000x

Work Order No. 8859696
Date Call: 10/1/2024 11:20:00 AM

Date Scheduled: 10/1/2024 11:38:00 AM

Status Work Completed

Date Completed: 10/4/2024 8:55:41 AM
Brief Desc: GS Standard Plumbing

Job Site: cawoopa2/218-16
301 East O'Keefe Street
#16
East Palo Alto,CA 94303

Caller Name: Nuvia Alvarado

Caller Phone: (650) 716-8376x
Occupant: Alvarado (t2841188)

Priority: Emergency
Ok to enter? YES
Category: Plumbing

Mobile (650) 716-8376x

SubCategory: Toilet

Problem Description: PTE
The toilet tank chain broke
Immediate repair required
LR

Parts & Labor

Quantity/ Hours	Item Type/ Employee Name	Description	Unit Price	Total
0.0000	Bedolla		0.00	0.00
			Total	0.00

Authorized by: _____
Signed by _____
Dated _____
Invoice No. _____

Technician Notes: replaced lever and replace flapper

Woodland Park
5 Newell Ct
East Palo Alto,CA 94303
Office (650) 566-2000x

Work Order No. 8789408
Date Call: 9/14/2024 10:19:00 AM

Date Scheduled: 9/14/2024 10:23:00 AM

Status Work Completed

Date Completed: 9/27/2024 2:57:39 PM
Brief Desc: Repair Needed

Job Site: cawoopa2/218-16
301 East O'Keefe Street
#16
East Palo Alto,CA 94303

Caller Name: Nuvia Alvarado

Caller Phone:
Occupant: Alvarado (t2841188)

Priority: Emergency
Ok to enter? YES
Category: Building Interior

Mobile (650) 716-8376x

Problem Description: General inspection of the unit is required
Resident states that the cabinets have been painted and are releasing dust,
The stove has not been set up correctly and is still not working
Requests inspection of the windows
and inspection of the ceiling fan

Parts & Labor

Quantity/ Hours	Item Type/ Employee Name	Description	Unit Price	Total

Total

Authorized by: _____
Signed by _____
Dated _____
Invoice No. _____

Technician Notes: outlet has been replaced and so has the stove

Woodland Park
5 Newell Ct
East Palo Alto,CA 94303
Office (650) 566-2000x

Work Order No. 8830605
Date Call: 9/24/2024 10:44:00 AM

Status Work Completed

Date Completed: 9/30/2024 10:47:00 AM
Brief Desc: INSPECTION

Job Site: cawoopa2/218-16
301 East O'Keefe Street
#16
East Palo Alto,CA 94303

Caller Name: Nuvia Alvarado

Caller Phone:
Occupant: Alvarado (t2841188)

Mobile (650) 716-8376x

Ok to enter? YES
Category: Pest Control

Problem Description: roaches

Parts & Labor

Quantity/ Hours	Item Type/ Employee Name	Description	Unit Price	Total

Total

Authorized by: _____
Signed by _____
Dated _____
Invoice No. _____

Technician Notes: 9/30 BANNER no activity seen present none reported placed monitors recommend no action

Woodland Park
5 Newell Ct
East Palo Alto,CA 94303
Office (650) 566-2000x

Work Order No. 8855085
Date Call: 9/30/2024 12:22:00 PM

Date Scheduled: 9/30/2024 2:20:00 PM

Status Work Completed

Date Completed: 10/2/2024 8:38:57 AM
Brief Desc: PTE 650-716-8376

Job Site: cawoopa2/218-16
301 East O'Keefe Street
#16
East Palo Alto,CA 94303

Caller Name:

Caller Phone: (650) 716-8376x
Occupant: Alvarado (t2841188)

Priority: High
Ok to enter? YES
Category: Appliance Repair

Mobile (650) 716-8376x

SubCategory: Stove

Access Notes: she is waiting for the tech

Problem Description: PTE 650-716-8376
resident reporting that the new stove shuts off after they place the pots/pans on it & will not turn on

Parts & Labor

Quantity/ Hours	Item Type/ Employee Name	Description	Unit Price	Total

Total

Authorized by: _____
Signed by _____
Dated _____
Invoice No. _____

Technician Notes: replaced 4 burners.

Woodland Park
5 Newell Ct
East Palo Alto,CA 94303
Office (650) 566-2000x

Work Order No. 8859696
Date Call: 10/1/2024 11:20:00 AM
Date Scheduled: 10/1/2024 11:38:00 AM

Status Work Completed

Date Completed: 10/4/2024 8:55:41 AM
Brief Desc: GS Standard Plumbing

Job Site: cawoopa2/218-16
301 East O'Keefe Street
#16
East Palo Alto,CA 94303

Caller Name: Nuvia Alvarado
Caller Phone: (650) 716-8376x
Occupant: Alvarado (t2841188)

Priority: Emergency
Ok to enter? YES
Category: Plumbing
Mobile (650) 716-8376x
SubCategory: Toilet

Problem Description: PTE
The toilet tank chain broke
Immediate repair required
LR

Parts & Labor

Quantity/ Hours	Item Type/ Employee Name	Description	Unit Price	Total
0.0000	Bedolla		0.00	0.00
			Total	0.00

Authorized by: _____
Signed by _____
Dated _____
Invoice No. _____

Technician Notes: replaced lever and replace flapper

Woodland Park
5 Newell Ct
East Palo Alto,CA 94303
Office (650) 566-2000x

Work Order No. 8973365
Date Call: 10/29/2024 9:06:00 PM

Status Work Completed

Date Completed: 11/26/2024 5:07:50 PM
Brief Desc: Kitchen

Job Site: cawoopa2/218-16
301 East O'Keefe Street
#16
East Palo Alto,CA 94303

Caller Name: Nuvia Alvarado

Caller Phone: (650) 716-8376x
Occupant: Alvarado (t2841188)

Mobile (650) 716-8376x

Ok to enter? NO

Access Notes: Call Firts (650) 716-8376

Problem Description: Stove does not work turns off, Cabinets are very damaged, hood does not work old and damaged, kitchen fan moves and may fall

Parts & Labor

Quantity/ Hours	Item Type/ Employee Name	Description	Unit Price	Total
1.0000	Bedolla		0.00	0.00
			Total	0.00

Authorized by: _____
Signed by _____
Dated _____
Invoice No. _____

Technician Notes: 10/31/2024 Stove is working fine, all 4 burners turn on and heat up. Oven is working fine, resident advised she doesn't use it.

Woodland Park
5 Newell Ct
East Palo Alto,CA 94303
Office (650) 566-2000x

Work Order No. 8973368
Date Call: 10/29/2024 9:07:00 PM

Status Work Completed

Date Completed: 11/26/2024 5:05:51 PM
Brief Desc: Bathroom

Job Site: cawoopa2/218-16
301 East O'Keefe Street
#16
East Palo Alto,CA 94303

Caller Name: Nuvia Alvarado

Caller Phone: (650) 716-8376x
Occupant: Alvarado (t2841188)

Mobile (650) 716-8376x

Ok to enter? NO

Access Notes: Call Firts (650) 716-8376

Problem Description: Cabinets are damaged, mirror in bad condition light in bad condition

Parts & Labor

Quantity/ Hours	Item Type/ Employee Name	Description	Unit Price	Total
1.0000	Bedolla		0.00	0.00
1.0000	Bedolla		0.00	0.00
			Total	0.00

Authorized by: _____
Signed by _____
Dated _____
Invoice No. _____

Technician Notes: 10/31/2024 Minor in unit, Resident advised her mom was out of state to come back later. 11/26/2024 Bathroom mirror was replaced back in September, resident confirmed work was completed.

Woodland Park
5 Newell Ct
East Palo Alto,CA 94303
Office (650) 566-2000x

Work Order No. 8973371
Date Call: 10/29/2024 9:08:00 PM

Status Work Completed

Date Completed: 11/26/2024 5:02:21 PM
Brief Desc: Bedroom

Job Site: cawoopa2/218-16
301 East O'Keefe Street
#16
East Palo Alto,CA 94303

Caller Name: Nuvia Alvarado

Caller Phone: (650) 716-8376x
Occupant: Alvarado (t2841188)

Mobile (650) 716-8376x

Ok to enter? NO

Access Notes: Call Firts (650) 716-8376

Problem Description: Door does not work

Parts & Labor

Quantity/ Hours	Item Type/ Employee Name	Description	Unit Price	Total
1.0000	Bedolla		0.00	0.00
1.0000	Bedolla		0.00	0.00
			Total	0.00

Authorized by: _____
Signed by _____
Dated _____
Invoice No. _____

Technician Notes: 10/31/2024 Minor in unit, Resident advised her mom was out of state to come back later. Door is opening and closing just fine. Resident advised it was repaired back in September.

Woodland Park
5 Newell Ct
East Palo Alto,CA 94303
Office (650) 566-2000x

Work Order No. 8973373
Date Call: 10/29/2024 9:09:00 PM

Status Work Completed

Date Completed: 12/16/2024 1:05:08 PM
Brief Desc: Living room

Job Site: cawoopa2/218-16
301 East O'Keefe Street
#16
East Palo Alto,CA 94303

Caller Name: Nuvia Alvarado

Caller Phone: (650) 716-8376x
Occupant: Alvarado (t2841188)

Mobile (650) 716-8376x

Ok to enter? NO

Access Notes: CAll Firts (650) 716-8376

Problem Description: Sliding door does not close property

Parts & Labor

Quantity/ Hours	Item Type/ Employee Name	Description	Unit Price	Total
0.0000	Blanco		0.00	0.00
			Total	0.00

Authorized by: _____
Signed by _____
Dated _____
Invoice No. _____

Technician Notes: adjusted wheels and frame. work completed by Eddie.

Woodland Park
5 Newell Ct
East Palo Alto,CA 94303
Office (650) 566-2000x

Work Order No. 8973381
Date Call: 10/29/2024 9:11:00 PM

Status Work Completed

Date Completed: 11/26/2024 5:00:15 PM
Brief Desc: Windows

Job Site: cawoopa2/218-16
301 East O'Keefe Street
#16
East Palo Alto,CA 94303

Caller Name: Nuvia Alvarado

Caller Phone: (650) 716-8376x
Occupant: Alvarado (t2841188)

Mobile (650) 716-8376x

Ok to enter? NO

Access Notes: Call Firts (650) 716-8376

Problem Description: Windows are in bad condition they do not close property

Parts & Labor

Quantity/ Hours	Item Type/ Employee Name	Description	Unit Price	Total
1.0000	Bedolla		0.00	0.00
1.0000	Bedolla		0.00	0.00
			Total	0.00

Authorized by: _____
Signed by _____
Dated _____
Invoice No. _____

Technician Notes: 10/31/2024 Minor in unit, Resident advised her mom was out of state to come back later. 11/26/2024 Windows are working fine, they open and close correctly.

Woodland Park
5 Newell Ct
East Palo Alto,CA 94303
Office (650) 566-2000x

Work Order No. 8973386
Date Call: 10/29/2024 9:12:00 PM

Status Work Completed

Date Completed: 11/26/2024 4:58:02 PM
Brief Desc: Blinds

Job Site: cawoopa2/218-16
301 East O'Keefe Street
#16
East Palo Alto,CA 94303

Caller Name: Nuvia Alvarado

Caller Phone: (650) 716-8376x
Occupant: Alvarado (t2841188)

Mobile (650) 716-8376x

Ok to enter? NO

Access Notes: Call Firts (650) 716-8376

Problem Description: Blinds needs to be replaced

Parts & Labor

Quantity/ Hours	Item Type/ Employee Name	Description	Unit Price	Total
1.0000	Bedolla		0.00	0.00
1.0000	Bedolla		0.00	0.00
			Total	0.00

Authorized by: _____
Signed by _____
Dated _____
Invoice No. _____

Technician Notes: 10/31/2024 Minor in unit, Resident advised her mom was out of state to come back later.11/26/2024 Inspected all blinds and everything is working fine, work was repaired back in September.

Woodland Park
5 Newell Ct
East Palo Alto,CA 94303
Office (650) 566-2000x

Work Order No. 8984608
Date Call: 11/1/2024 1:46:00 PM

Date Scheduled: 11/1/2024 2:15:00 PM

Status Work Completed

Date Completed: 11/4/2024 2:28:33 PM
Brief Desc: GS Standard HVAC

Job Site: cawoopa2/218-16
301 East O'Keefe Street
#16
East Palo Alto,CA 94303

Caller Name:

Caller Phone: (650) 716-8376x
Occupant: Alvarado (t2841188)

Priority: High
Ok to enter? NO
Category: HVAC Repair

Mobile (650) 716-8376x

SubCategory: Heater

Access Notes: Call Firts (650) 716-8376

Problem Description: Inspect heater (broken)

Parts & Labor

Quantity/ Hours	Item Type/ Employee Name	Description	Unit Price	Total

Total

Authorized by: _____
Signed by _____
Dated _____
Invoice No. _____

Technician Notes: Gas is turned off, advised resident to contact PG&E gas is off at meter.

Woodland Park
5 Newell Ct
East Palo Alto,CA 94303
Office (650) 566-2000x

Work Order No. 9320598
Date Call: 1/24/2025 2:49:00 PM
Date Scheduled: 1/24/2025 3:33:36 PM

Status Work Completed

Date Completed: 1/25/2025 10:51:00 AM
Brief Desc: GS Standard Plumbing

Job Site: cawoopa2/218-16
301 East O'Keefe Street
#16
East Palo Alto,CA 94303

Caller Name: Nuvia Alvarado
Caller Phone:
Occupant: Alvarado (t2841188)

Priority: Emergency
Ok to enter? YES
Category: Plumbing
Mobile (650) 716-8376x
SubCategory: Bath Faucet

Problem Description: PTE
The bath faucet is leak

Parts & Labor

Quantity/ Hours	Item Type/ Employee Name	Description	Unit Price	Total
0.0000	Gutierrez	Gutierrez	0.00	0.00
			Total	0.00

Authorized by: _____
Signed by _____
Dated _____
Invoice No. _____

Technician Notes: Sele canbio la balbula al fose del baño

Exhibit F

Woodland Park Witness List

Stacie Roebuck, Regional Manager
Aura Andrade, General Manager
Enrique Bedolla, Maintenance Manager

Nubia Alvarado v. Woodland Park Communities
Case No 20240022

Respondent's Exhibit List

Exhibit #	Title	Page #
G	Ledger through May 2, 2025	R069
H	Ledger May 1, 2025 through July 15, 2025	R072

Exhibit G

Resident Ledger

GREYSTAR®

Date: 07/28/2025

Code	t2841188	**Property**	cawoopa2	**Lease From**	03/01/2015
Name	Nuvia Alvarado	**Unit**	218-16	**Lease To**	03/31/2015
Address	301 East O'Keefe Street	**Status**	Past	**Move In**	03/01/2015
	#16	**Rent**	2127.09	**Move Out**	04/21/2025
City	East Palo Alto, CA 94303	**Phone (H)**		**Phone (W)**	

Date	Chg Code	Post Month	Description	Charge	Payment	Balance	Chg/Rec
07/21/2023	secdep	07/2023	:Posted by QuickTrans (secdep)	1,000.00		1,000.00	132770146
07/21/2023		07/2023	chk# :QuickTrans :Posted by QuickTrans		1,000.00	0.00	32404257
07/21/2023		07/2023	chk# Conv_PPD		11.40	(11.40)	32406720
08/01/2023	rent	08/2023	Base Rent (08/2023)	1,922.54		1,911.14	134134721
08/01/2023		08/2023	chk# 1090 96982720 :CHECKscan Payment		1,000.00	911.14	32576227
08/01/2023		08/2023	chk# 1090 96982710 :CHECKscan Payment		1,000.00	(88.86)	32576228
08/01/2023		08/2023	chk# 90 :CHECKscan Payment		114.79	(203.65)	32576232
09/01/2023	rent	09/2023	Base Rent (09/2023)	1,922.54		1,718.89	135914976
09/05/2023		09/2023	chk# 90 :CHECKscan Payment		1,000.00	718.89	33183990
09/05/2023		09/2023	chk# 90 :CHECKscan Payment		922.54	(203.65)	33183991
10/01/2023	rent	10/2023	Base Rent (10/2023)	2,087.42		1,883.77	137345845
10/05/2023		10/2023	chk# 90 :CHECKscan Payment		87.42	1,796.35	33710918
10/05/2023		10/2023	chk# 90 :CHECKscan Payment		1,000.00	796.35	33710919
10/05/2023		10/2023	chk# 90 :CHECKscan Payment		1,000.00	(203.65)	33710920
11/01/2023	rent	11/2023	Base Rent (11/2023)	2,087.42		1,883.77	139642880
11/07/2023		11/2023	chk# 109096990981 :CHECKscan Payment		1,000.00	883.77	34220135
11/07/2023		11/2023	chk# 1090 96990970 :CHECKscan Payment		1,000.00	(116.23)	34220136
11/07/2023		11/2023	chk# 1090 96990992 :CHECKscan Payment		87.42	(203.65)	34220137
12/01/2023	rent	12/2023	Base Rent (12/2023)	2,087.42		1,883.77	141470710
12/03/2023		12/2023	chk# 1090 96993160 :CHECKscan Payment		1,000.00	883.77	34611472
12/03/2023		12/2023	chk# 109096993170 :CHECKscan Payment		1,000.00	(116.23)	34611473
12/03/2023		12/2023	chk# 1090 96993181 :CHECKscan Payment		87.42	(203.65)	34611474
01/01/2024	rent	01/2024	Base Rent (01/2024)	2,087.42		1,883.77	143425231
01/03/2024		01/2024	chk# 90 :CHECKscan Payment		87.42	1,796.35	35081411
01/03/2024		01/2024	chk# 109096995095 :CHECKscan Payment		1,000.00	796.35	35081412
01/03/2024		01/2024	chk# 90 :CHECKscan Payment		1,000.00	(203.65)	35081413
02/01/2024	rent	02/2024	Base Rent (02/2024)	2,087.42		1,883.77	145341265
02/01/2024		02/2024	chk# 90 :CHECKscan Payment		1,000.00	883.77	35487187
02/01/2024		02/2024	chk# 90 :CHECKscan Payment		1,000.00	(116.23)	35487190
02/01/2024		02/2024	chk# 109096998186 :CHECKscan Payment		87.42	(203.65)	35487191
03/01/2024	rent	03/2024	Base Rent (03/2024)	2,087.42		1,883.77	147260631
03/04/2024		03/2024	chk# 1090 03101185 :CHECKscan Payment		87.42	1,796.35	36145771
03/04/2024		03/2024	chk# 1090 03101163 :CHECKscan Payment		1,000.00	796.35	36145772
03/04/2024		03/2024	chk# 1090 03101174 :CHECKscan Payment		1,000.00	(203.65)	36145773
04/01/2024	rent	04/2024	Base Rent (04/2024)	2,087.42		1,883.77	149216140
04/02/2024		04/2024	chk# 1091 94450717 :CHECKscan Payment		87.42	1,796.35	36598077
04/02/2024		04/2024	chk# 1091 94450706 :CHECKscan Payment		1,000.00	796.35	36598079
04/02/2024		04/2024	chk# 1091 94450695 :CHECKscan Payment		1,000.00	(203.65)	36598080
05/01/2024	rent	05/2024	Base Rent (05/2024)	2,087.42		1,883.77	151092576
05/01/2024		05/2024	chk# 1091 94453137 :CHECKscan Payment		1,000.00	883.77	37088507
05/01/2024		05/2024	chk# 1091 94453126 :CHECKscan Payment		1,000.00	(116.23)	37088508
05/01/2024		05/2024	chk# 1091 94453148 :CHECKscan Payment		87.42	(203.65)	37088509
06/01/2024	rent	06/2024	Base Rent (06/2024)	2,087.42		1,883.77	153246093
06/02/2024		06/2024	chk# 1091 94455623 :CHECKscan Payment		1,000.00	883.77	37710377

06/02/2024		06/2024	chk# 1091 94455612 :CHECKscan Payment		1,000.00	(116.23)	37710378
06/02/2024		06/2024	chk# 1091 94455634 :CHECKscan Payment		87.42	(203.65)	37710379
07/01/2024	rent	07/2024	Base Rent (07/2024)	2,087.42		1,883.77	155505685
07/02/2024		07/2024	chk# 90 :CHECKscan Payment		1,000.00	883.77	38302488
07/02/2024		07/2024	chk# 90 :CHECKscan Payment		87.42	796.35	38302490
07/02/2024		07/2024	chk# 90 :CHECKscan Payment		1,000.00	(203.65)	38302492
08/01/2024	rent	08/2024	Base Rent (08/2024)	2,087.42		1,883.77	157842945
08/01/2024		08/2024	chk# 90 :CHECKscan Payment		1,000.00	883.77	38870210
08/01/2024		08/2024	chk# 90 :CHECKscan Payment		87.42	796.35	38870212
08/01/2024		08/2024	chk# 109194460716 :CHECKscan Payment		1,000.00	(203.65)	38870214
09/01/2024	rent	09/2024	Base Rent (09/2024)	2,087.42		1,883.77	160220321
09/01/2024		09/2024	chk# 1091 94463004 :CHECKscan Payment		87.42	1,796.35	39466149
09/01/2024		09/2024	chk# 1091 94462993 :CHECKscan Payment		1,000.00	796.35	39466150
09/01/2024		09/2024	chk# 1091 94462982 :CHECKscan Payment		1,000.00	(203.65)	39466151
10/01/2024	rent	10/2024	Base Rent (10/2024)	2,127.09		1,923.44	162420343
10/01/2024		10/2024	chk# 1091 94465798 :CHECKscan Payment		127.09	1,796.35	40077676
10/01/2024		10/2024	chk# 1091 94465776 :CHECKscan Payment		1,000.00	796.35	40077677
10/01/2024		10/2024	chk# 1091 94465787 :CHECKscan Payment		1,000.00	(203.65)	40077678
11/01/2024	rent	11/2024	Base Rent (11/2024)	2,127.09		1,923.44	164891600
11/05/2024		11/2024	chk# 109194468670 :CHECKscan Payment		1,000.00	923.44	40839429
11/05/2024		11/2024	chk# 1091 94468669 :CHECKscan Payment		1,000.00	(76.56)	40839430
11/05/2024		11/2024	chk# 1091 94468680 :CHECKscan Payment		127.09	(203.65)	40839431
12/01/2024	rent	12/2024	Base Rent (12/2024)	2,127.09		1,923.44	167231350
12/01/2024		12/2024	chk# 1092 86653960 :CHECKscan Payment		1,000.00	923.44	41220541
12/01/2024		12/2024	chk# 1092 86653971 :CHECKscan Payment		127.09	796.35	41220543
12/01/2024		12/2024	chk# 1092 86653950 :CHECKscan Payment		1,000.00	(203.65)	41220544
12/30/2024		01/2025	chk# 1092 86656523 :CHECKscan Payment		1,000.00	(1,203.65)	41635596
12/30/2024		01/2025	chk# 1092 86656545 :CHECKscan Payment		127.09	(1,330.74)	41635597
12/30/2024		01/2025	chk# 1092 86656534 :CHECKscan Payment		1,000.00	(2,330.74)	41635598
01/01/2025	rent	01/2025	Base Rent (01/2025)	2,127.09		(203.65)	170140773
02/01/2025	rent	02/2025	Base Rent (02/2025)	2,127.09		1,923.44	171956194
02/02/2025		02/2025	chk# 1092 86659317 :CHECKscan Payment		127.09	1,796.35	42480107
02/02/2025		02/2025	chk# 1092 86659306 :CHECKscan Payment		1,000.00	796.35	42480108
02/02/2025		02/2025	chk# 1092 86659295 :CHECKscan Payment		1,000.00	(203.65)	42480109
03/01/2025	rent	03/2025	Base Rent (03/2025)	2,127.09		1,923.44	174399276
03/02/2025		03/2025	chk# 90 :CHECKscan Payment		127.09	1,796.35	43083774
03/02/2025		03/2025	chk# 90 :CHECKscan Payment		1,000.00	796.35	43083775
03/02/2025		03/2025	chk# 90 :CHECKscan Payment		1,000.00	(203.65)	43083776
04/01/2025	rent	04/2025	Base Rent (04/2025)	2,127.09		1,923.44	176934032
04/01/2025		04/2025	chk# 1092 :CHECKscan Payment		1,000.00	923.44	43688547
04/01/2025		04/2025	chk# 1092 :CHECKscan Payment		1,000.00	(76.56)	43688548
04/01/2025		04/2025	chk# 1092 :CHECKscan Payment		127.09	(203.65)	43688549
05/06/2025	secdep	05/2025	:Security Deposits credit	(1,000.00)		(1,203.65)	180267134
05/06/2025	rent	05/2025	Base Rent (04/2025) Credit 9 days	(638.13)		(1,841.78)	180267135
05/06/2025	depref	05/2025	Amount to be refunded	1,841.78		0.00	180267136
05/06/2025	adminfee	05/2025	Sale Unit Deposit Hold	1,841.78		1,841.78	180267200
05/06/2025	depref	05/2025	Adjustment to amount to be refunded	(1,841.78)		0.00	180267201

Exhibit H

Resident Ledger

INCOME PROPERTY SPECIALISTS

Date: 07/17/2025

Code	t0014233	**Property**	301okeef	**Lease From**	03/01/2015
Name	Nuvia Alvarado	**Unit**	16	**Lease To**	03/30/2015
Address	301 E Okeefe St 16	**Status**	Current	**Move In**	03/01/2015
		Rent	2127.09	**Move Out**	
City	East Palo Alto, CA 94303	**Phone (H)**		**Phone (W)**	

Date	Chg Code	Description	Charge	Payment	Balance	Chg/Rec
03/01/2015	deposit	:Posted by QuickTrans (deposit)	1,000.00		1,000.00	1122348
03/01/2015		chk# :QuickTrans :Posted by QuickTrans		1,000.00	0.00	667212
04/30/2025		chk# Paid to previous mgmt Payment		203.65	(203.65)	670006
05/01/2025	rent	Rent (05/2025)	2,127.09		1,923.44	1124302
05/01/2025		chk# 1092 86646854 :CHECKscan Payment		127.09	1,796.35	669162
05/01/2025		chk# 1092 86646832 :CHECKscan Payment		1,000.00	796.35	669163
05/01/2025		chk# 1092 86646843 :CHECKscan Payment		1,000.00	(203.65)	669164
06/01/2025	rent	Rent (06/2025)	2,127.09		1,923.44	1133086
06/01/2025		chk# 1092 17740764 :CHECKscan Payment		1,000.00	923.44	674404
06/01/2025		chk# 1092 17740775 :CHECKscan Payment		1,000.00	(76.56)	674405
06/01/2025		chk# 1092 17740786 :CHECKscan Payment		127.09	(203.65)	674409
07/01/2025	rent	Rent (07/2025)	2,127.09		1,923.44	1143564
07/01/2025		chk# 1092 17743107 :CHECKscan Payment		1,000.00	923.44	678275
07/01/2025		chk# 1092 17743096 :CHECKscan Payment		1,000.00	(76.56)	678276
07/01/2025		chk# 1092 17743118 :CHECKscan Payment		127.09	(203.65)	678277

Isela Garcia v. Woodland Park Communities
Case No 20240032

Respondent's Exhibit List

Exhibit #	Title	Page #
A	Lease Agreement	R001
B	Current Ledger	R041
C	Historic Ledger (covering February 2016-July 2021, if applicable)	R046
D	Work Order Overview Report	R048
E	Work Orders	R051
F	Woodland Park Witness List	R079

Exhibit A

CALIFORNIA LEASE AGREEMENT

1.

LANDLORD NAME:	**Woodland Park Property Owner, LLC**
LANDLORD'S AGENT:	**Alliance Residential LLC**
LANDLORD ADDRESS:	**301 East O'Keefe Street, East Palo Alto, CA 94303**
PHONE/E-MAIL:	**(650) 566-2000 / woodlandpark@allresco.com**

2.

RESIDENT NAME:	**Isela Garcia Demora and Noe M. Torres**
OTHER OCCUPANTS:	
RESIDENT ADDRESS:	**301 E okeefe St, East Palo alto, CA 94303**
	UNIT: **#20** PARKING SPACE: **#20** MAILBOX: **#20**

3.

LEASE TERM:	**1 year and 24 days**	❑ Lease Renewal:
	START DATE: February 5, 2022	**END DATE: February 28, 2023**
	MOVE-IN DATE: February 5, 2022	

4.

MONTHLY CHARGES	
Base Rent	$2,100.00
Trash	$25.00
Water	$15.00
Sewer	$30.00
Renter's Insurance	$12.22
TOTAL	**$2,182.22**

5.

DEPOSITS	
Deposit	$600.00
TOTAL	**$600.00**

6.

KEYS:	❑ APARTMENT	**2**	❑ MAIL	**1**
	❑ REMOTE	**0**	❑ POOL	**0**
	❑ GARAGE	**0**	❑ STORAGE	**0**
	❑ CARD	**0**	❑ COMMON AREA	**0**

This Lease is entered into on the date signed, by and between the above-named parties (collectively, "Parties"). The party executing this Lease as the Landlord's Agent is acting as the managing agent for the owner of **301 East O'Keefe Street** (the "Community"). Each person living in the Premises that is 18 years of age or older must sign the Lease as a resident. Each Resident states that they are of legal age to enter into a binding Lease for lodging. All others living in the Premises must be designated as Occupants. Each person signing the Lease is jointly and severally liable for all the various resident obligations under the Lease. Every individual resident, including all co-residents, is responsible for the entire rental amount and other obligations, even if, as roommates, individual residents have made arrangements among themselves to allocate the rent or other payments or obligations.

Landlord hereby leases and Resident hereby hires and takes the Premises for the term specified and subject to all of the terms and provisions set forth herein.

A. TERM OF LEASE

7. **INITIAL TERM:** The initial term of this Lease shall commence on the Start Date and end on the End Date as outlined in Section 3 and shall **automatically continue as a tenancy from month-to-month upon expiration of the initial term.**

8. **LEASE EXPIRATION:** Either party may terminate this Lease on the End Date or after the initial term by giving the other party at least **thirty (30) days'** written notice of its intention to terminate the tenancy, subject to California Civil Code sections 1946, et seq. In the absence of written notice of termination, or a new lease, after the expiration of the initial term, the tenancy shall become month-to-month subject to a rental increase and applicable fees as allowed under local and state law. Resident agrees to pay all rent up to and including the end of any **thirty (30) day** (or, as applicable, sixty (60) day) notice period (which may not occur before the end of the initial Lease term) or until the Premises are re-occupied, whichever occurs first.

9. **FAILURE TO VACATE AFTER NOTICE:** If Resident gives written notice to vacate the Premises and fails to completely vacate prior to the expiration of the notice, Landlord shall be entitled to commence legal proceedings to recover possession of the Premises and Resident shall be liable, unless otherwise prohibited by law, in addition to all other damages provided for under this Lease, for the daily rent based on a pro-ration of the monthly rent for each day Resident remains in the Premises. In addition, Landlord may collect costs for loss suffered from future resident losses, legal costs, lost rent, and other expenses, and any other amount allowed by law.

10. **OPTION FOR EARLY TERMINATION:** Resident is expected to remain a Resident for the entire initial term. If Resident fails to do so, Resident will be responsible to Landlord for all damages provided by law, including (but not limited to) rent due through the end of the initial term, minus rents paid by a replacement resident (if any). This amount will vary depending upon how long it takes Landlord to find a replacement resident which typically cannot be determined in advance of move-out.

To avoid this uncertainty, Resident may choose to exercise an Early Termination Option. Resident understands and acknowledges that Landlord is not legally obligated to allow early termination of the Lease unless provided for pursuant to law. To exercise this option, Resident must deliver to Landlord:

i. A written notice stating that Resident has elected to exercise the Early Termination Option;
ii. An early termination option payment of **$3,150.00**;
iii. An executed agreement for repayment of concessions received prior to the early termination (if applicable, see Concession Addendum); and
iv. Payment of rent and other amounts due through the new End Date.

When Landlord has (1) received the written notice and the Early Termination Option payment and (2) signed the notice, the End Date will be amended. The new End Date will be the date specified in the notice which must be at least **thirty** days after the written election and

payment are given to Landlord. Exercise of the Early Termination Option will affect only Resident's rent obligations after the new End Date. Resident must comply with all other Lease obligations.

The notice will not move the End Date forward if:

i. Resident is in default under the Lease at the time that Resident gives notice of Resident's exercise of the option;

ii. Resident provides the notice unaccompanied by the Early Termination Option payment; or

iii. Resident does not properly exercise the Early Termination Option by following the procedures specified above, but vacates the Premises before the End Date specified in the Lease.

11. EARLY TERMINATION: In the event Resident vacates the Premises before the End Date, and fails to exercise the Early Termination Option as specified above. Resident shall be liable for all rent owed for the remainder of the initial term minus amounts paid by a replacement resident (if any), plus any other amounts as specified by law.

12. DELAY OF POSSESSION: If the Landlord, for any reason, cannot deliver the possession of the Premises to Resident at the Move-In Date, this Lease shall not be void or voidable, nor shall Landlord be liable to Resident for any loss or damages resulting therefrom; but in that event there shall be a per diem deduction of rent covering the period between the Move-In Date and the time when Landlord can deliver possession.

13. FAILURE TO MAKE PAYMENTS PRIOR TO COMMENCEMENT: If Resident fails to make any payment due prior to the Start Date of Lease shown in Section 3, Landlord has no duty to provide possession of the Premises, and Landlord may apply any and all previously made payments to amounts due to Landlord.

B. PAYMENTS, DEPOSITS, AND FEES

14. MONTHLY RENT PAYMENT: The total rent is set forth in Section 4.

i. All rent payments are due in advance on or before the 1st day of each month. It is Resident's responsibility to be certain that each payment is actually received by Landlord on or before its due date. Use of a rental payment drop box is for Resident's convenience - the risk of receipt of funds by Landlord when such box is used is Resident's risk, and not Landlord's risk. If any rent payment is made late, it will be subject to all applicable charges and may be rejected by Landlord.

ii. Initial payment due for move in must be made in the form of a cashier's check. Except as otherwise provided, all subsequent rent payments shall be made by **check, or certified cashiers check only, and NO CASH, MONEY ORDERS, or POST DATED CHECKS will be accepted for rental payments**. No cash or post-dated checks will be accepted.

iii. Payments must be made payable to **301 East O'Keefe Street** and may be personally delivered to the Business Manager, Assistant Business Manager or Sales Associate at 5 Newell Court or at 2041 Euclid Ave., East Palo Alto, CA 94303. On non-holidays, the business hours, which remain subject to change, when rent payments may be made personally are: **Mon and Wed, 9AM - 6PM, Tues 10AM - 6PM, Thurs and Fri 9AM - 7PM, Sat and Sun 10AM - 7PM**.

iv. Unless Resident notifies Landlord otherwise by written notation on the rent payment, Landlord shall apply all of the payments made in the order of priority Landlord determines. Landlord reserves the right at any time to change payment procedures and policies.

v. If Resident makes any payment by check, it may be converted into an electronic funds transfer ("EFT"). This means Landlord will copy the check and use the account information on it to electronically debit Resident's account for the amount of the check. The debit from Resident's account will usually occur within 24 hours, and may occur as early as the same day as Landlord receives payment. The debit will be shown on Resident's regular account statement. Resident will not receive the original check back. Landlord will destroy the original check, but will keep a copy of it to the extent required by applicable laws. If the EFT cannot be processed for technical reasons, Resident authorizes Landlord to process the copy in place of the original check. If the EFT cannot be completed because of insufficient funds, Landlord may require payment in certified funds as required below.

vi. If the Start Date occurs on other than the first day of a calendar month or the End Date occurs on other than the last day of a calendar month, then the rent for that month shall be prorated on a daily basis.

15. LATE CHARGE AND NSF CHARGE: Landlord and Resident agree that when Resident fails to pay rent on time, or when Resident pays rent by a check which payment is subsequently dishonored by the bank, the actual cost to Landlord is difficult or impossible to ascertain, but the Parties agree that Landlord does, in the event of late payment or in the event of a dishonored check, incur certain costs, including without limitation, communication with Resident, additional bookkeeping and administrative charges, bank charges, and lost opportunity costs of the late payment. After making a reasonable endeavor to estimate accurately the approximate costs associated with such a breach, which the Parties agree is difficult or impossible to ascertain, the Parties agree that, any time the rent for any given month is paid after the **4th** day of such month, Resident will in that month pay to Landlord, as additional rent due with the late payment, a late charge in the sum of **105.00** and further agree that, in the event of a dishonored check, Resident will pay to Landlord, as additional rent due with the payment required to replace the dishonored check, an NSF fee in the sum of **$25.00**. The Parties agree that the payment of these sums does not constitute a license to pay rent late nor does it constitute a license to pay by dishonored check. Rent remains due on the first day of the month and there is no grace period for the payment of rent. A three-day notice to pay rent or quit may be served at any time after the first day of the month irrespective of the existence of the late charges as set forth in this section. If such notice is served after the **4th** day of the month, it may include the late charge and NSF charge, if applicable, which charges, as set forth above, are payable as additional rent. Furthermore, if Resident does not pay by the end of the **4th** day of the month, Resident may only pay by cashier's check or electronic payment (if offered). Landlord will not accept a personal check after the **4th** day of the month, or in response to a notice to pay rent or quit, or a notice to perform covenant or quit requiring payment. Landlord may terminate this Lease for failure to pay late charges and may terminate this Lease for non-payment of rent. If Resident gives Landlord two payments that are returned for nonpayment during the term of this Lease, then the future rent shall be payable by cashier's check for the remainder of the term.

16. SECURITY DEPOSITS:

i. Resident shall pay to Landlord, as security, the amount set forth in Section 5, which sum shall not exceed the maximum permitted by California Civil Code Section 1950.5. This sum shall be applied and accounted for in accordance with the provisions of California Civil Code Section 1950.5 and any other applicable statutes. Landlord shall not be obligated to pay Resident interest in connection with such security deposit, unless specifically required by applicable law.

ii. It is understood that the security deposit is applicable to all Residents jointly, and Landlord does not account for it until the passing of the permissible statutory period after all Residents have vacated the Premises. Any refund due may be made payable jointly to all Residents and it shall be the responsibility of all Residents to work out between themselves the manner of dividing said security deposit. If Landlord chooses to make the refund to any one of the Residents individually, in legal contemplation the payment shall be deemed to have been made to all Residents and Landlord shall have no liability to any one or group of Residents for failure of any Resident to divide such refund equitably.

iii. If the security deposit is later increased by agreement of the Parties for any reason (such as the installation of a waterbed or relating to a pet), the additional security deposit will be disbursed by Landlord in accordance with this section at the end of the statutory period following the end of Resident's tenancy. Removal of the waterbed or pet, or whatever caused the increase in the deposit, will not be grounds for early disbursement of the security deposit.

C. RESIDENT DEFAULT

17. DEFAULT BY RESIDENT: Resident shall be guilty of material breach of this Lease if Resident: (a) fails to pay any rent or other sums payable under this Lease on the date it becomes due; (b) defaults in the performance of or breach of any other provision, term, covenant or condition of this Lease; (c) vacates or abandons the Premises before expiration of the full term of this Lease, or any extension of the term; (d) permits the leasehold interest of Resident to be levied upon or attached by process of law; or (e) makes an assignment for the benefit of creditors.

18. REMEDIES: Upon the occurrence of any default by Resident, Landlord may exercise any right or remedy which Landlord may have at law or in equity, each and all of which are cumulative and nonexclusive. This may include giving Resident notice to correct or cure such default, taking action to recover possession of the Premises via the eviction process or otherwise, and/or terminating the Lease, all in accordance with applicable law. Additionally, Landlord shall be entitled to recover from Resident all damages incurred by Landlord by reason of Resident's default. Without limitation on the foregoing, upon the occurrence of any event of default by Resident, Landlord shall have the option to pursue any one or more of the following remedies, each and all of which shall be cumulative and nonexclusive:

i. Terminate this Lease and Resident's right to possession of the Premises and recover from Resident all damages allowed at law or in equity, including those allowed under Civil Code Section 1951.2 including:
- **a.** The worth at the time of award of the unpaid rent which had been earned at time of termination;
- **b.** The worth at the time of award of the amount by which the unpaid rent which would have been earned after termination until the time of award exceeds the amount of such rental loss that the Resident proves could have been reasonably avoided;
- **c.** Subject to subsection (iii), the worth at the time of award of the amount by which the unpaid rent for the balance of the term after the time of award exceeds the amount of such rental loss that the Resident proves could be reasonably avoided; and
- **d.** Any other amount necessary to compensate the Landlord for all the detriment proximately caused by the Resident's failure to perform Resident's obligations under the Lease or which in the ordinary course of things would be likely to result therefrom.

ii. The "worth at the time of award" of the amounts referred to in paragraphs (a) and (b) of subsection (i) is computed by allowing interest at **10% per year**, but no greater than the maximum interest rate permitted by law. The worth at the time of award of the amount referred to in paragraph (c) of subsection (i) is computed by discounting such amount at the discount rate of the Federal Reserve Bank of San Francisco at the time of award plus 1 percent.

iii. Landlord may recover damages that include the worth at the time of award of the amount by which the unpaid rent of the balance of the term after the time of award, exceeds the amount of rental loss for the same period Resident proves could be reasonably avoided.

iv. Efforts by the Landlord to mitigate the damages caused by the Resident's breach of the Lease do not waive the Landlord's rights to recover damages under this section.

v. Nothing in this section affects the right of the Landlord under a Lease to indemnification for liability arising prior to the termination of the Lease for personal injuries or property damage where the Lease provides for such indemnification.

vi. Landlord has the remedy described in California Civil Code Section 1951.4 (Landlord may continue Lease in effect after Resident's breach and abandonment and recover rent as it becomes due, if Resident has the right to sublet or assign, subject only to reasonable limitations). Accordingly, if Landlord does not elect to terminate this Lease on account of any default by Resident, Landlord may, from time to time, without terminating this Lease, enforce all of its rights and remedies under this Lease, including the right to recover all rent as it becomes due.

19. DAMAGE BY RESIDENT: If any damage or destruction to the Premises, building, or Community is caused by Resident, Occupants, guests or invitees, such damage shall be considered a breach of Lease. Resident further agrees to pay rent for the period the Premises is damaged whether or not habitable, if such damage is caused by Resident, Occupants, guests or invitees. Any such damage or destruction of the Premises caused by Resident, Occupants, guests or invitees constitutes grounds for termination of the Lease; additionally such actions will not create any right of rent reduction. Resident shall pay for any expenses, including the costs of repairing such damage or destruction.

20. RESIDENT INFORMATION: If Resident has supplied information to Landlord by means of a rental application or similar instrument, Landlord has relied upon the statements set forth in said application or instrument in deciding to rent the Premises to Resident. Resident covenants that all such information is accurate and was given voluntarily and knowingly by Resident. It is agreed that, if Landlord subsequently discovers any misstatements of fact in the application or instrument, any such misstatements shall be deemed a material breach of this Lease. In the event that Resident submits information to verify Resident's income, Resident hereby certifies the accuracy of such information and further agrees that accurate information regarding family income, family composition and any other related eligibility requirements shall be deemed substantial and material obligations of Resident's tenancy; that Resident will comply with all requests for information with respect thereto from Landlord or any mortgagee; that Resident's failure to provide accurate information shall be a default by Resident, which shall entitle Landlord to pursue all rights and remedies set forth in the **"DEFAULT BY RESIDENT"** section or otherwise permitted by law, and that Resident's failure to furnish accurate and current information could subject Resident to civil liability.

21. COMPLIANCE WITH APPLICABLE LAWS: Resident agrees not to engage in or permit unlawful activities in the Premises, in the common areas or on the grounds of the Community or permit the Premises or Community to be used for any purpose which violates local, state or federal law. Resident, Occupants, guests or invitees and any other person under Resident's control shall not engage in or facilitate criminal activity, including drug-related criminal activity, on or near the Premises. "Drug-related criminal activity" means illegal manufacture, sale, distribution, use or possession with intent to manufacture, sell, distribute, or use a controlled substance (as defined in Section 102 of the Controlled Substances Act (21 U.S.C. 802)). Resident, Occupants, guests or invitees or other person under Resident's control shall not engage in any act of violence or threats of violence, including, but not limited to, the unlawful discharge of firearms, on or near the Premises. Resident agrees to reimburse and indemnify Landlord for all fines or other penalties incurred by Landlord as a result of Resident's violation of any statute, ordinance, regulation or other governmental restriction. This provision constitutes written notice to cease any breach of this section, including, without limitation, being so disorderly as to destroy the peace, quiet, comfort, or safety of the Landlord or other tenants of the building or Community or, where the Premises are a single family dwelling, the peace, quiet, comfort or safety of the owner or residents of an adjacent property. Such disorderly conduct includes violations of state and federal criminal law that destroy the peace, quiet, comfort, or safety of the landlord or other tenants of the building or Community containing the rental unit, or, where the Premises are a single family dwelling, the peace, quiet, comfort or safety of the owner or residents of an adjacent property.

22. **COMPLIANCE WITH POLICIES:** If indicated on the last page of this Lease with respect to Attachments/Addenda, Resident acknowledges receipt of a copy of the Community Policies, which Community Policies are incorporated into and made a part of this Lease, Resident agrees to abide by said Community Policies in all respects. Any Community Policies may be changed with thirty days' notice and Resident agrees to abide by any such changes. Failure to comply with the Community Policies shall be deemed a breach of this Lease.

D. PREMISES:

23. **CONDITION OF PREMISES:** Resident has inspected the Premises and acknowledges that the Premises are in good and habitable order and repair with all appliances and equipment in good working order at the time Resident is given occupancy. Resident also agrees that Landlord has made no promise to decorate, alter, repair or improve the Premises, except as listed on the Move In/Move Out Inspection Form.

24. **RESTRICTIONS ON ALTERATIONS:** Without the prior written consent of Landlord, Resident agrees not to make any alterations or improvements to the Premises, including, without limitation (i) changing or removing any part of the appliances, fixtures, or equipment; (ii) painting, installing wallpaper, or adhering contact paper; (iii) installing appliances including washing machines, dishwashers, dryers, fans, heaters, or air conditioners; or (iv) adding window coverings, foil draperies, or non-standard window coverings. In no event can any personal property, alterations, or improvements block entrance to or egress from the Premises, create a health or safety hazard or interfere with walkways or utility service equipment. All additions, fixtures and improvements shall be Landlord's property and shall remain upon the Premises after the termination of the Lease unless Landlord, as a condition to allowing Resident to make such alteration, requires that the Premises be restored to the condition existing prior to such alteration or addition.

25. **MAINTENANCE:** Resident is responsible to notify Landlord in writing, delivered personally or submitted online (except in the event of an emergency, in which case by telephone), if maintenance issues arise in or around the Premises. Maintenance requests will be handled after office hours only in an emergency. The on-duty maintenance associate will determine the appropriate course of action. Resident shall replace light bulbs and replace broken, damaged, or missing articles that Landlord has furnished.
    To maintain the Premises, Resident agrees to:
    - **i.** Keep the Premises clean.
    - **ii.** Use all appliances, fixtures, and equipment in a safe manner and only for the purposes for which they are intended.
    - **iii.** Refrain from destroying, defacing, damaging or removing any part of the Premises, common areas, Community or grounds.
    - **iv.** Refrain from making any repairs without Landlord's prior written consent.
    - **v.** Maintain a minimum of 50 degrees inside the Premises at all times to prevent water lines from freezing during winter months.
    - **vi.** Dispose of all garbage, waste and recyclable materials in designated containers and/or designated areas and in accordance with applicable law and Landlord's instructions. Large items may not be disposed of in garbage containers or common areas.
    - **vii.** Keep all ingress and egress routes clear and unobstructed and at all times.
    - **viii.** Practice safe use of electrical cords, outlets, and appliances.

26. **DUTY TO CLEAN AND VENTILATE:** Resident hereby acknowledges that mold and mildew can grow in the Premises if the Premises are not properly ventilated and maintained. Resident acknowledges that it is important that Resident regularly allow air to circulate in the Premises. Resident agrees to regularly allow air to circulate in the Premises by using bathroom fan(s), using ceiling fans, where available, and regularly opening the windows and/or sliding doors where available. Since it is common for mold and mildew to grow even if a small amount of moisture builds up, Resident agrees to regularly wipe down areas where moisture sometimes accumulates and clean all toilets, sinks, countertops, bathroom walls, windows, windowsills, patio doors, showers, bathtubs and tile or linoleum floors with a household cleaner on at least a bi-weekly basis. Resident further agrees to notify Landlord immediately whenever Resident learns of any condition which could lead to a build-up of moisture in the Premises, including, but not limited to plumbing leaks, broken window or door seals, accumulation of rainwater or other moisture around windows or doors, broken water lines or sprinklers, inoperable fans, doors, or windows, and any failure or malfunction in the heating, ventilation, or air-conditioning system, if any, in the Premises, storage room, garage, or common area. If Resident notices mold, mildew, or other organic growth in the Premises, Resident agrees to notify Landlord, in writing, immediately. Resident agrees to take the following steps to prevent the growth of mildew, mold, and organic growth in the Premises:
    - **i.** In damp or rainy weather, keep windows and doors closed.
    - **ii.** If possible, maintain a temperature of between 50° and 80° Fahrenheit within the Premises at all times.
    - **iii.** Use the pre-installed bathroom fan or alternative ventilation when bathing or showering and allow the fan to run until all excess moisture has vented from the bathroom.
    - **iv.** Use the exhaust fan in the kitchen when cooking or while the dishwasher is running. Allow the fan to run until all excess moisture has vented from the kitchen.
    - **v.** Use care when watering houseplants. If spills occur, dry up excess water immediately.
    - **vi.** When washing clothes in warm or hot water, watch to make sure condensation does not build up within the washer and dryer closet. If condensation does accumulate, dry with a fan or towel.
    - **vii.** Thoroughly dry any spills on carpeting.
    - **viii.** Do not allow damp or moist stacks of clothes or other cloth materials to lie in piles for an extended period of time.
    - **ix.** Do not overfill closets or storage areas to allow for proper ventilation.
    - **x.** Do not overfill the Premises or block with personal property ventilation from fans, windows, or doors.
    - **xi.** Vacuum and dust the Premises on a regular basis to remove household dirt and debris that contribute to mold growth.

    Any failure to comply with the requirements of this section shall be deemed a material breach of this Lease. In addition, Resident shall be liable to Landlord for any damage resulting from Resident's failure to comply with the requirements of this section.

27. **PESTS AND PEST CONTROL:**
    - **i.** The Premises and/or the common areas may be covered by a contract for periodic pest control by a registered structural pest control company. If so, pursuant to applicable law, concurrently with signing this Lease, Resident is being provided with a copy of the legally required notice provided by the registered pest control company under Business and Professions Code §8538 and California Civil Code §1940.8. Resident accepts all risks and hazards associated with chemicals used on the Premises that are stated in the notice attached to this Lease.
    - **ii.** Resident and Landlord have inspected the Premises prior to leasing and acknowledge there is no visible evidence of the presence or infestation of insects or vermin, including bedbugs, in the Premises. Resident agrees to inspect all personal belongings for signs of bedbugs or other insects or vermin prior to bringing personal belongings into the apartment and further agrees not to bring into

the Premises any belongings which Resident suspects may be infested with bedbugs, insects, or other vermin.

iii. Resident agrees to maintain the Premises in a manner that prevents the occurrence of an infestation of insects and vermin, including bedbugs, and comply with policies relating to the prevention of infestations. Resident further agrees to report any signs of bedbugs, ants, fleas, roaches, or other insects or vermin immediately to Landlord.

iv. If Resident allows individuals or items carrying bedbugs, fleas, roaches, or other insects or vermin into the Premises, or has an infestation that cannot be traced to another source, such infestation will be deemed damage to the Premises and Resident will be responsible for all costs of treatment to the Premises, Resident's personal belongings, and neighboring units as necessary to eradicate the infestation. Resident will also be responsible for any damages caused to the Premises or to any of Resident's personal property, including without limitation furniture, clothing, and personal belongings, caused by pests or the treatment of pests. The choice of treatment shall be at the discretion of Landlord in consultation with Landlord's pest control vendor, if any.

v. Resident agrees to cooperate with all pest control efforts at and within the Premises and the Community. Resident shall follow all instructions from Landlord and/or Landlord's pest control vendor, if any, with respect to treatment and eradication of pests, whether infestation is within the Premises, a neighboring unit, or elsewhere in the Community. The Premises must be properly prepared for any treatment. Resident acknowledges that preparations for treatments can be time consuming and difficult. Resident nonetheless agrees to fully prepare the Premises in a timely manner at its own cost and expense for the treatment and eradication of pests until the pest infestation is fully abated. Resident further agrees to coordinate the cleaning and/or disposal of Resident's personal property with the treatment being performed, so as to protect against a re-infestation of any pests. Resident agrees to follow the recommended readiness procedures, including allowing full access for treatment(s). Resident agrees that the choice of pest control vendors, if any, and the implementation of a treatment plan, including the application of pesticides, is exclusively that of Landlord. Resident agrees not to treat the Premises, building, or Community with pesticides without the written authorization of Landlord.

vi. Resident is required to report, in writing, any suspected infestations to Landlord immediately after discovery. Resident shall report any signs of any infestations, including, but not limited to any household member experiencing any bites, seeing any insects or vermin within the Premises, or seeing any feces or other detritus relating to insects.

vii. Resident represents to Landlord that Resident is not aware that bed bugs were present in Resident's last residence and that if bed bugs were present in any of their furniture, clothing, or other personal property, the bed bugs have been eradicated. Resident agrees that this representation to Landlord is a material inducement to Landlord leasing the Premises to Resident.

28. KEYS, LOCKS, AND ACCESS DEVICES:

i. Keys and Locks: Resident agrees not to change or add any locks or gates on any doors or windows to the Premises without prior written consent of Landlord. If Landlord, in its sole discretion, approves a request to install locks, Resident agrees to immediately provide Landlord with a key for each lock. On or before the end of the term, Resident agrees to return all keys to the Premises to Landlord. Landlord may charge Resident **$5.00** for each key that is lost or not returned.

ii. Access: Resident agrees to promptly notify Landlord in writing of any problem, defect, malfunction or failure of door locks, window latches, controlled access gates, intrusion alarms, and any other security device. Resident agrees to be responsible for all fines, penalties and other charges resulting from or attributable to the alarm, including false alarm charges. It is understood that Landlord is not responsible for providing access to the Premises after office hours. Resident is responsible for contacting a locksmith, at Resident's expense, to gain access to the Premises in the event of lockout. If Resident has called a locksmith, Landlord must be notified and then change locks at Resident's expense.

iii. Access Devices: If Resident has received gate cards, fitness, restroom and/or entry gate keys as indicated in Section 6 of this Lease, Resident understands that if any of these items are lost or not returned upon move out, that the following fees will apply:
Gate Access Device **$0.00** Key Fob **$0.00** Entry Gate Key **$50.00**

29. LOCATION: Upon reasonable notice, Landlord shall have the right to transfer Resident to another unit that is comparable to the Premises, upon which transfer the other unit shall automatically become the Premises under this Lease, which shall remain in full force and effect. Resident acknowledges and agrees that such comparable unit shall be deemed to provide the same housing services as the original Premises and that such transfer is not an eviction.

30. CONDITION UPON TERMINATION: Upon termination of the Lease, or the termination of Resident's right to occupy the Premises, Resident shall deliver all keys, access cards, and remotes to Landlord and move out of the Premises, leaving them in substantially the same clean, undamaged, and ready-to-rent condition as existed on the Start Date, less ordinary wear and tear. If the Premises are not returned in such condition, Landlord may charge Resident for the costs to repair any damage and to put the Premises back in the condition they were in upon the Start Date, less ordinary wear and tear. Resident is responsible for replacement of any damaged or missing items and for payment of all costs to clean or repair any portion of the Premises, carpeting, flooring, wall coverings, paint, counters, trim, window treatment, doors, windows, or appliances which are damaged, dirty, or unsanitary. Cleaning and repair of any damage due to smoking of any kind is not considered ordinary wear and tear. Resident is responsible for removing all trash and other items of personal property from the Premises. Failure to do so will constitute a condition that exceeds ordinary wear and tear. Resident will not be considered as having moved out, vacated and surrendered possession of the Premises until Resident has removed all personal belongings from the Premises and returned all keys, access cards and remotes. If Resident moves out and fails to return all keys, access cards and remotes, Resident agrees that the move-out date shall be determined by Landlord in Landlord's reasonable judgment and that Resident will be charged for any missing keys, access cards and remotes. If Resident leaves personal property in the Premises after move-out or if Resident places personal property in areas of the Community not designated for Resident's exclusive use, Landlord can determine that such property has been abandoned and can take steps to remove or dispose of the property consistent with applicable laws.

31. ENTRY: Landlord has the right to enter the Premises as allowed by law, including, without limitation, in case of emergency, to make desired, necessary or agreed repairs, decorations, alterations, renovations, or improvements, to supply necessary or agreed services, to test smoke detectors, to exhibit the dwelling unit to prospective or actual purchasers, mortgagees, tenants, workmen or contractors, or for any other purposes permitted by California Civil Code section 1954 (and any other applicable statutes or amendments which might be enacted subsequent to the execution of this Lease). Landlord also has the right to enter the Premises in order to make an inspection pursuant to subdivision (f) of Civil Code section 1950.5 when Resident has abandoned or surrendered the Premises and pursuant to court order. Resident agrees that if Resident denies Landlord access to the Premises when Landlord is in compliance with statutory requirements and entitled to access, any such denial of access shall be deemed a material breach of this Lease. The Parties agree that 24 hours' notice is presumed reasonable, although the Parties acknowledge that a shorter time period may also be reasonable under some circumstances. Landlord will serve Resident with written notice before entry unless:

i. Entry is due to an emergency, surrender or abandonment of the Premises, or

ii. Resident and Landlord agree orally to an entry to make agreed repairs or supply agreed services at an approximate day and time within one week of the oral agreement, or

iii. Resident is present and consents to entry at the time of entry, or

iv. To exhibit the Premises to prospective or actual purchasers of the property, provided that Landlord has notified Resident in writing within 120 days of the oral notice that the property is for sale and that Resident may be contacted to allow for an inspection.

32. SMOKE DETECTORS: The Premises have been equipped with smoke detectors. The smoke detectors have been tested prior to Resident's move in to ensure they are operational. Resident agrees not to interfere with the presence or operability of any smoke detector and to report immediately to Landlord, in writing, any defects in the condition of any smoke detectors. Resident agrees that if a smoke detector is battery operated, pursuant to California Civil Code Section 1942.1, as part of the consideration of the rental, Resident assumes responsibility to: (a) ensure the battery is in operating condition at all times; and (b) replace the battery as needed. Under no circumstances shall Resident remove the battery of a smoke detector without immediately replacing the battery with a new one.

33. CARBON-MONOXIDE DEVICES: If a carbon-monoxide device has been installed within the Premises, Resident acknowledges that the carbon-monoxide device was operable at the time Resident took possession of the Premises. Resident is responsible for notifying Landlord if Resident becomes aware of an inoperable or deficient carbon-monoxide device within the Premises. Landlord shall correct any reported deficiencies or inoperabilities in the carbon-monoxide device. Resident further agrees that, if the carbon-monoxide device is battery operated, pursuant to California Civil Code Section 1942.1, as part of the consideration of the rental, Resident assumes responsibility to: (a) ensure the battery is in operating condition at all times; and (b) replace the battery as needed. Under no circumstances shall Resident remove the battery of a carbon-monoxide device without immediately replacing the battery with a new one.

34. SATELLITE DISHES: If satellite dishes are allowed in the Community they must be one meter or less in size and may not be affixed to the patio or balcony of the Premises. Resident is specifically prohibited from making physical modifications to the Premises and is prohibited from installing said satellite dish in the common areas of the Community, including, but not limited to, outside walls, roofs, window sills, common balconies or stairways. Resident will be responsible for damages caused by the satellite dish, including the cost of removal if in any violation of any satellite guidelines. Resident shall install, use, maintain and remove a satellite dish in a manner which is consistent with industry standards and shall be liable for any damage or injury sustained as a result of the negligent installation, maintenance, use or removal of said satellite dish. Allowable locations may not provide an optimal signal or any signal at all.

35. WATERBEDS AND AQUARIUMS: Waterbeds and water tanks holding 30 or more gallons may only be installed in the Premises with prior written consent from Landlord. Prior to installation, a valid waterbed insurance policy or certificate of insurance for property damage must be obtained. The policy shall be issued by a company licensed to do business in California and possessing a Best's Insurance Report rating of "B" or higher. The insurance policy shall be maintained in full force and effect until the waterbed/water tank is permanently removed from the Premises. The policy shall be written for no less than **one hundred thousand dollars ($100,000.00)** of coverage. The policy shall cover, up to the limits of the policy, replacement value of all property damage, including loss of use, incurred by the Landlord or other residents caused by or arising out of the ownership, maintenance, use, or removal of the waterbed/water tank, except for any damage caused intentionally or at the direction of the insured, or for any damage caused by or resulting from fire. Landlord may require Resident to produce evidence of insurance at any time. The insurance carrier shall give Landlord notice of cancellation or non renewal 10 days prior to this action. The waterbed/tank shall conform to the pounds-per-square foot weight limitation and placement as dictated by the floor load capacity of the Premises. The weight shall be distributed on a pedestal or frame which is equivalent to the dimensions of the mattress itself. Resident shall install, maintain and remove the waterbed/tank, including, but not limited to, the mattress and frame, according to standard methods of installation, maintenance, and removal as prescribed by the manufacturer, retailer, or state law, whichever provides the higher degree of safety. Resident shall notify Landlord in writing of the intent to install, remove, or move the waterbed/tank. The notice shall be delivered at least 24 hours prior to the installation, removal, or movement. The Landlord has the right to be present at the time of installation, removal, or movement. If the waterbed/water tank is installed or moved by any person other than Resident, Resident shall deliver to Landlord a written installation receipt stating the installer's name, address, and business affiliation.

E. LIMITATION ON LIABILITY:

36. LIABILITY: Landlord shall not be liable to Resident, Occupants, or to any guests or invitees of Resident for any damage or losses to person or property arising from any cause including, but not limited to, theft, burglary, assault, vandalism, fire, flood, water leaks, rain, hail, ice, snow, smoke, lightning, wind, explosion, interruption of utilities, earthquake, or any other condition over which the Landlord has no control. To the extent allowed by law, Resident agrees to assume all risk of harm, and waive all claims against Landlord, resulting from use of common area amenities. To the extent allowed by law, use of the common area amenities is at the sole risk of Resident, Occupants, guests or invitees.

37. INDEMNITY/HOLD HARMLESS: Resident and Occupants agree to indemnify and hold Landlord harmless, from any claims arising out of any death or injury to any person, or any damage to property, if such injury or damage is caused directly or indirectly by the act, omission, negligence, or fault of Resident, Occupants, or Resident's guests or invitee(s).

38. HOUSING SERVICES: The furnishing by Landlord to Resident of any storage space, use of laundry, electronic access controls and gates, or any other common area facilities outside the Premises shall be deemed to be furnished gratuitously and Landlord makes no representations or guarantees as to the availability, adequacy, or fitness of such space, service, or facilities. Resident acknowledges that Landlord will not provide lifeguard service at swimming facilities, if any, and Resident agrees to take adequate and reasonable care in use of all recreational facilities to ensure the safety of Resident, Occupants, guests or invitees. All guests and invitees must be accompanied by a Resident or Occupant to use recreational facilities and amenities. Resident, Occupants, guests, and invitees shall comply with all signs posted by Landlord in and around the common areas and Community. Landlord may ban any Resident, Occupant, guest or invitee from using any amenity at the Community if such persons fail to abide by posted signs or rules relating to those areas and Resident shall not be entitled to any rent reduction or offset if the loss of amenity privileges is the result of the conduct of Resident, Occupants, guests or invitees. Landlord makes no representations, warranties or guarantees express or implied, regarding the presence or quality of reception of electronic communication or information retrieving devices within the Premises or Community.

39. EMINENT DOMAIN OR CONDEMNATION: Should the land wheron the building containing the Premises is situated, or any part thereof, or any portion of the Community, be condemned or taken for public use, then, in that event, upon the taking of the same for such public use, this Lease, at the option of Landlord, shall be deemed null and void, and the term shall cease and come to an end, notwithstanding anything to the contrary herein, and without apportionment of the award. Resident shall not be entitled to receive any sum, or portion thereof, constituting any award arising out of any such eminent domain or condemnation.

40. SIGNIFICANT DAMAGE TO OR DESTRUCTION OF PREMISES:

i. If the Premises or property are damaged by fire, flood or other casualty, necessitating repairs that require Resident to vacate the Premises for any length of time, in the sole and absolute discretion of Landlord, Landlord shall have the option either (1) to repair the damage or otherwise restore the Premises, with this Agreement continuing in full force and effect, or (2) give notice to Resident,

at any time after such damage occurs or repairs become necessary, terminating this Agreement as of a date to be specified in such notice. Landlord shall not be required to repair any damage by fire or other cause or to make any repairs of any property installed in the Premises by Resident.

ii. If Landlord elects to terminate, this Lease shall expire and all interest of the Resident in the Premises shall terminate and Landlord shall have no obligation to pay lodging costs or other expenses to Resident after the termination date. If Landlord elects to repair the damage and/or make the significant repairs and continue this Lease in full force and effect, the "Duty to Cooperate" and "Significant Repairs" sections, below, shall apply.

41. SIGNIFICANT REPAIRS:

i. If the Premises require significant renovations, improvements or repairs (such as, by way of example only and not by way of any limitation, tenting for termites, treating for pests or other vermin, replacing plumbing or electrical wiring, repairing fire damage, etc.) which require Resident to vacate the Premises for any length of time, Resident must vacate the Premises as needed and otherwise cooperate with Landlord in its efforts to perform the work. To the extent possible, Landlord shall give Resident at least ten days written notice of the need to vacate the Premises, which notice shall include Landlord's best estimation of the length of time Landlord anticipates Resident will need to be absent from the Premises.

ii. Resident agrees to vacate the Premises for the time necessary for the work to be completed and, if Resident needs to be absent from the Premises for more than 8 hours in any 24 hour period, relocate to alternative housing of the Landlord's choosing. Landlord shall be responsible to pay for the alternative housing; however, Resident will remain responsible for all rent while Landlord is paying for alternative accommodations. If Resident elects to relocate temporarily to lodging other than that designated by Landlord, then Landlord shall have no obligation to pay the cost of such housing, which shall be at Resident's sole cost and expense; although Resident shall have no obligation to pay rent during the time the Premises are not available to Resident during the repairs if Landlord is not paying for the alternative lodging, except as provided below. Resident shall return to the Premises once Landlord advises Resident that the work has been completed. Landlord shall have no obligation to pay for alternative housing or waive rent after Landlord has advised Resident that Resident may return to the Premises.

iii. If the work or repairs are required because of the conduct of Resident or the conduct of Occupants, invitees or guests (such as misuse of plumbing, causing a fire, etc.), then Landlord shall be relieved of its obligation to pay for alternative accommodations set forth above and Resident shall remain responsible for both rent and the cost of alternative lodging during the time when Resident must vacate the Premises for any work to be completed.

42. DUTY TO COOPERATE: Failure to vacate the Premises or otherwise cooperate with Landlord's efforts to conduct repairs, renovations or other improvements in the Community is a material breach of this Lease and grounds for termination of this Agreement.

43. SAFETY CONCERNS:

i. Landlord makes no representations or guarantees to Resident concerning the security of the Premises or the Community. Landlord is under no obligation to Resident to provide any security measure or take any action not required by statute. The presence of courtesy patrols, patrol cars, access gates, surveillance cameras or other deterrents do not guarantee that crime can or will be prevented. Landlord reserves the right to reduce, modify or eliminate any such measures (other than those statutorily required) at any time; and Resident agrees that such action shall not be a breach of any obligation or warranty on the part of Landlord. All such measures are subject to personnel absenteeism, human error, mechanical malfunctions and tampering. Resident is responsible for planning and taking action with respect to the safety of Resident and personal property as if such systems and deterrents did not exist.

ii. Landlord may install surveillance cameras in some common areas. These cameras may or may not be monitored and the footage recorded by these cameras may or may not be kept by Landlord for any length of time. Landlord may remove such cameras, or install additional cameras, at any time without notice to Resident. Footage from any cameras belongs to Landlord and shall not be released to any resident although such footage may be released to law enforcement personnel, insurance adjusters or others with legitimate business needs for such footage in the sole discretion of Landlord and without the consent of any individuals recorded by such footage.

iii. Landlord has no obligation to obtain criminal background checks on any residents and bears no responsibility or liability related to the criminal background or actions (whether past, present or future) of any person, even if Landlord has actually run a criminal background check on applicants. Resident agrees to hold Landlord harmless from claims arising out of criminal acts of other residents or third parties. Resident shall not rely on the fact that Landlord may have run a criminal background check on residents or any other applicant when deciding whether to enter into this Lease. Background checks are limited to the information actually reviewed and are not a guarantee that a person with a criminal background does not reside at the Community or that someone living in the Community will not commit a crime in the future. Landlord has not made and does not make any representations as to the background of any existing or future resident and Landlord is under no obligation to run background checks on any existing resident or future applicant.

iv. Resident agrees to report immediately all suspected or actual criminal activity to the appropriate local law enforcement agencies and, after doing so, to Landlord, and shall provide Landlord with such law enforcement agency's incident report number upon request. If Resident receives a copy of any law enforcement agency's incident report for an incident that occurred on the property and said incident impacted the Premises, the Community or other residents in the Community, Resident shall provide a copy of said incident report to Landlord upon request.

44. INSURANCE: Landlord does not maintain insurance to cover (a) Resident's personal injury, (b) loss or damage to Resident's personal property, or (c) Resident's liability for injury, loss or damage caused to others by Resident (or Occupants or guests). Resident is not a co-insured, a beneficiary, or an implied beneficiary under any insurance policy maintained by Landlord. Unless prior to the Start Date, Resident provides Landlord with written proof of a policy of liability insurance issued by an authorized insurance company that provides Resident with a minimum policy coverage amount of $100,000 per occurrence and names Landlord as an Interested Party, Resident hereby elects for Landlord to enroll Resident in a service program administered by Landlord and backed by a liability coverage program administered by an insurance company selected by Landlord. Resident agrees to reimburse Landlord for the actual cost of such program. The premium payment made by Landlord on Resident's behalf will be considered rent. Landlord reserves the right to hold Resident liable for any loss in excess of the insurance proceeds paid by the insurer. If Resident maintains its own liability insurance, Resident shall provide proof of such insurance to Landlord upon Landlord's request. Resident's failure to provide such proof within three days of a request therefor shall constitute an election by Resident for Landlord to enroll Resident in the service program specified above, at the then-current actual cost of the service program.

45. MEGAN'S LAW: Pursuant to Section 290.46 of the Penal Code, information about specified registered sex offenders is made available to the public via internet web site maintained by the Department of Justice at www.meganslaw.ca.gov. Depending on an

offender's criminal history, this information will include either the address at which the offender resides or the community of residence and the zip code in which the offender resides. Since the information is equally available to residents and Landlord, and Landlord cannot discriminate against registered sex offenders pursuant to Penal Code Section 290.46 et seq., Landlord has not made any inquiry of any applicant or resident as to whether he or she is a registered sex offender. Resident is advised to take whatever reasonable and lawful actions Resident believes necessary to protect household members or guests against any potential harm. This includes talking to any children or individuals with a diminished capacity about how to deal with strangers and similar topics. Resident is advised that Landlord may not notify Resident if Landlord learns or is advised that a registered sex offender is living in the Community.

46. ENVIRONMENTAL INDEMNIFICATION: To the extent allowed by law, Resident expressly assumes and accepts any and all risks involved or related to the presence in the Premises, common areas, and Community of any and all health affecting substances, and any power lines in the vicinity of the Premises. Resident waives all claims and causes of action of any kind or nature, at law or in equity, including, but not limited to, claims or causes of action arising by statute, ordinance, rule, regulation or similar provision, against Landlord and Landlord's agents, principals, employees, legal representatives, affiliates, assignees, successors in title, partners, shareholders, officers, directors, parents, members and managers (herein collectively called the "Landlord Affiliates") with respect to any health hazard occurring in connection with the presence in the Premises, common areas, or Community of materials containing potentially health affecting substances, and claims arising out of or based upon any potentially health affecting substances brought, or allowed to be brought, into the Premises, common areas, or Community by any Resident, Occupant, guest, or invitee. Resident agrees to defend, indemnify and hold harmless the Landlord Affiliates against and from any and all actions, causes of action, claims, demands, liabilities, losses, damages and expenses of whatsoever kind, including, but not limited to, attorneys' fees at both the trial and appellate levels, that any or all of the Landlord Affiliates may at any time sustain or incur by reason of any and all claims asserted against them arising out of potentially health affecting substances brought or allowed to be brought into the Community by any Resident, Occupant, guest, or invitee.

47. PROPOSITION 65 WARNING: The Premises, common areas, and Community may contain chemicals known to the State of California to cause cancer, birth defects, and other reproductive harm. These chemicals may be contained in emissions and fumes from building materials, products and materials used to maintain the property, and emissions, fumes, and smoke from Resident and guest activities, including but not limited to the use of motor vehicles, barbecues, and tobacco products. These chemicals may include, but are not limited to carbon monoxide, formaldehyde, tobacco smoke, unleaded gasoline, soot, tars, and mineral oils.

For more information please contact OEHHA at (916) 445-6900 or visit http://www.oehha.org/prop65/pdf/Prop65tenants.pdf for additional information from the California Environmental Protection Agency's Office of Environmental Health Hazard.

48. LEAD-BASED PAINT WARNING: Housing built before 1978 may contain lead-based paint. Lead from paint chips and dust can pose health hazards if not managed properly. Lead exposure is especially harmful to young children and pregnant women. Lead poisoning in young children may produce permanent neurological damage, including learning disabilities, reduced intelligence quotient, behavioral problems, and impaired memory. Before renting pre-1978 housing, Landlords must disclose the presence of known lead-based paint and/or lead-based paint hazards in the Unit. Residents must also receive a federally approved pamphlet on lead poisoning prevention. By Resident signing this Lease, they acknowledge receipt of Protect Your Family from Lead in Your Home pamphlet.

- **i.** Presence of lead-based paint or lead-based paint hazards: Known lead-based paint and/or lead-based paint hazards are present in the housing.
- **ii.** Landlord has reports or records pertaining to lead-based and/or lead-based paint hazards in the Premises and has made available to Resident all available records and reports upon Resident's request.

49. ASBESTOS DISCLOSURE: Before 1981, asbestos was commonly used in construction. This Community was built before 1981 and asbestos may be present. Asbestos is a chemical known to cause cancer. Asbestos may be present in sprayed on acoustical ceiling material, insulation, fire proofing and floor tiles in the Premises and/or buildings of the Community. Disturbing or damaging certain interior Premises, common areas, and/or Community surfaces may increase the potential exposure to asbestos. Resident may not pierce, damage, disturb, or remove any portions of the Premises, common areas, and/or Community known or suspected to contain asbestos. Resident must notify Landlord immediately in writing if any portion of the Premises, common areas, and/or Community known or suspected to contain asbestos are pierced, damaged, disturbed or removed. Landlord has instituted an operations and maintenance program directed at maintaining the Community in accordance with any applicable federal and state safety requirements regarding asbestos-containing material. This program is designed (among other things) to prevent release of asbestos fibers into the air; minimize disturbance of damage to asbestos-containing materials; monitor the conditions of materials and air in the building; and regulate maintenance, renovation and construction activities. No matter how small the percentage of such material may be, Resident, Occupants, guests, or invitees shall comply with such rules and regulations as Landlord from time to time may prescribe in connection with Landlord's operations and maintenance program, including without limitation to the following:

- **i.** Hazardous Materials: Resident shall not take or allow any action which in any way damages or disturbs all or part of the ceiling, flooring, walls, insulation in the Premises, including but not limited to: Piercing the surface of the ceiling, flooring, walls or insulation by drilling or any other method; hanging plants, mobiles, or other objects from the ceiling; allowing any objects to come into contact with the ceiling; permitting water or any other liquid to come into contact with the ceiling; painting or undertaking any repairs or improvements with respect to the ceiling or floor tiles; or undertaking any activity which results in building vibration which may damage the ceiling.
- **ii.** Resident shall notify Landlord immediately in writing: If there is any damage to or deterioration of the ceiling, flooring, walls or insulation of the Premises, including (without limitation) loose, cracking, hanging, or dislodged material, water leaks, or stains in the ceiling, flooring, walls or insulation.

50. CREDIT REPORTING: Resident is notified that Resident's performance as a tenant of this Community may be reported to credit reporting agencies.

51. SOCIAL MEDIA: Landlord maintains an online presence through its website and social media. This online presence includes, but is not limited to, displaying images from community events organized by Landlord. From time to time Landlord will capture still ("photo") and moving ("video") images at these events. Resident hereby acknowledges that by attending these events Resident accepts and agrees to the potential of being depicted in those images and further agrees to permit Landlord to use Resident's, Occupants', guests' or invitees' likenesses, without compensation, for the limited purpose of Landlord's online presence. Please note that Landlord respects Resident's privacy and at Resident's written request Landlord will remove any image depicting Resident, Occupants, guests or invitees.

F. COMMUNITY CONSIDERATION

52. USE OF PREMISES: Resident agrees to use the Premises solely as a private residence. Storage areas, parking areas, balconies, patios, outdoor areas, and decks shall not be used for occupancy. Resident shall not use the Premises as a business address, nor shall

Resident conduct business activities on the Premises. Conducting business activities includes, without limitation, using the Premises as a mailing address for a business enterprise, having a business telephone line in the Premises, having business clients meet with Resident at the Premises, having business stationery setting forth the address of the Premises as a business address, assembling or manufacturing any product upon the Premises, or otherwise holding out the Premises as the address of any business. Resident may, however, insofar as it is consistent with the restrictions set forth in this section, and with the written consent of Landlord, use a portion of the Premises as a "home office." Nothing set forth herein shall be deemed as disallowing any use of the Premises that cannot be prohibited legally.

53. CONDUCT OF RESIDENT: Resident agrees not to harass, annoy, or endanger any other resident, neighbor, or other person, or create or maintain a nuisance, or disturb the peace or solitude or quiet enjoyment of any other resident, neighbor or other person, or commit waste in or about the Premises. Resident further agrees not to harass, verbally abuse, denigrate or otherwise disrespect Landlord's employees, agents and/or contractors or interfere with the operations of the Community or the work of Landlord's employees or agents. Resident agrees to keep the volume of any activity, radio, stereo, electronic equipment, television or musical instrument at such a level which will not disturb the other residents at any time. Any noise, disturbance, or activity which would, in the sole and absolute discretion of Landlord, be reasonably likely to annoy or disturb other residents is strictly prohibited. 53. Certain acts are considered to be contrary to the safety, well-being, peace, and enjoyment of the other residents of the Community. These include, but are not limited to, the use, possession or sale of illegal drugs or controlled substances and the carrying or exhibiting of firearms in the Community. Such acts are prohibited. The carrying or exhibiting of firearms may be permitted with written consent of Landlord if doing so is required by law or job necessity. Resident shall not deface or damage any part of the Premises or the common areas or the Community or permit the same to be done. Resident shall not keep in the Community any flammable or explosive materials or any substance considered dangerous, hazardous, or toxic under any governmental law or regulation. Resident shall not do or permit anything to be done in the Premises that may be deemed hazardous or which will cause a cancellation of or an increase in the premiums for any insurance for the Community. Resident is responsible for the conduct of Occupants, guests, and invitees, including without limitation any minors, while they are in the Premises and in the Community. A Resident conducting any of the activities set forth in this section, or who allows Occupants, guests, or invitees to conduct any of said activities shall be deemed in violation of this Agreement, and said activity shall be grounds for termination of this Agreement. This provision constitutes written notice to cease any breach of this section, including, without limitation, committing or permitting to exist a nuisance in the Premises, building, or Community.

54. PARKING: Resident, Occupants, guests, and invitees shall follow the Parking Rules and Regulations, as the same may be amended from time to time. Landlord shall not be liable for any damage or loss to motor vehicles, the contents of motor vehicles, or personal property of Residents, Occupants, guests, or invitees. Failure to follow the Parking Rules and Regulations and posted signs relating to parking and operation of vehicles will result in the towing of the offending vehicle at the cost of the vehicle owner.

55. OCCUPANTS: Any person staying in the Premises for longer than two weeks or 20 nonconsecutive days out of the year shall be considered to be occupying the Premises. The Premises shall be occupied only by the person(s) indicated in Section 2. No other persons have permission to occupy the Premises unless such permission is in writing and signed by Landlord. Landlord's acceptance of rent from any other individual shall be deemed to be the payment of rent on behalf of the Resident and shall not constitute permission for the person making the payment to occupy the Premises. Should any person not named in Section 2 make any claim of right to possession of the Premises, any such person shall be deemed to be the guest or invitee of the named Resident and their claim to right of possession shall be denied. Any Occupant, named in Section 2, who is not a signatory to this Lease shall be deemed to be an invitee of Resident, who is a signatory to this Lease. Accordingly, if any such Occupant is not named in any unlawful detailer action to regain possession of the Premises, and if any such individual thereafter makes a claim to right of possession of the Premises, that claim shall be denied on the basis that said individual is the invitee of the named Resident and does not have an independent claim to right of possession of the Premises.

56. GUESTS: Any person occupying the Premises shall be considered an unauthorized occupant in violation of this Lease unless that person has completed a rental application, been approved, and been added to the Lease.

57. ASSIGNMENT AND SUBLETTING: Resident shall not assign this Lease nor sublet all or any part of the Premises without Landlord's written consent. Resident shall not sublet all or any part of the Premises on a short-term basis, including without limitation through Air BNB or any other short-term rental program. Permitting any person not named as an Occupant or as a Resident in this Lease to occupy the Premises shall be deemed an improper subletting of the Premises and shall subject the tenancy to termination. This provision constitutes written notice to cease any breach of this section, which breach is incurable pursuant to state law. Any attempted subletting or assignment in violation of this provision shall be void. In the event that no original Resident remains in residency at the Premises, Landlord may reset the rent in accordance with the Civil Code and Rent Stabilization Ordinance.

58. PETS: No pets are permitted in the Premises without the prior written consent of the Landlord through an Animal Addendum to this Lease. Permission to keep a pet may be granted, denied, or revoked in Landlord's sole discretion. Except to the extent written permission has been given, pets may not be brought upon the Premises, whether such pets belong to Resident or to any other person. The presence of any pets for which written permission has not been given and is not currently in force, even if such pets are "just visiting" shall be deemed a material breach of this Lease. This policy does not apply to accommodation or service animals. A disabled individual who requires an animal in order to be able to use and enjoy the Premises or the Community should contact Landlord before bringing the animal onto the Premises and request an accommodation to this Lease provision. All accommodation requests will be processed in accordance with applicable laws. Resident is responsible for reimbursing Landlord for the costs of repairing damage to the Premises, common areas, or Community caused by animal(s) under the control of or visiting Resident. Resident must promptly notify Landlord of any damage caused by animals.

59. CLOTHESLINES/DRYING RACKS: If the Premises has a private patio, deck, or balcony, which is enclosed by a fence, railing, or other structure, Resident is permitted to hang clothing, blankets or other laundry on the patio, deck, or balcony subject to the following rules and conditions:

- **i.** No more than two drying lines/racks may be in use at any one time.
- **ii.** Items may not be left on the drying lines/racks for more than 24 hours (i.e., all items must be removed within 24 hours of being put out on the drying lines/racks).
- **iii.** Drying lines/racks must be free standing.
- **iv.** No drying lines or racks may be attached or affixed in any manner to any portion of the building, fence, railing, wall, building support structure, or light fixtures.
- **v.** Drying lines/racks cannot be higher than the patio, balcony, or deck fence or railing.
- **vi.** Drying lines/racks cannot be clearly visible from the sidewalk or street.

vii. Drying lines/racks cannot block entrance to or egress from the Premises, create a health or safety hazard or interfere with walkways or utility service equipment.
viii. Drying lines/racks cannot interfere with the maintenance of the Community.
ix. Clothes may not be draped over fence or balcony railings, or hung from any building fixtures.

If the private patio or balcony is not enclosed by a fence, railing, or other structure, Resident is not permitted to hang clothing, blankets, or any other laundry on the patio, deck, or balcony.

G. UTILITIES AND HOT WATER

60. UTILITIES: Utility services shall be provided directly from the utility provider or, at the sole discretion of Landlord, on a sub-metering, square footage, or other allocation basis. Landlord reserves the right to modify the method by which the utilities are furnished to the Premises or billed to Resident during the term of this Lease and may modify billing Resident for utilities previously included in the rent by giving Resident a 30 day written notice.

The following terms shall apply:
i. Resident agrees to pay all charges for utilities for the Premises for the term of the Lease. Charges may be assessed by the utility provider or Landlord or Landlord's designated Billing Party in the case of utilities billed to Resident by Landlord in connection with Resident's use of utilities.
ii. Resident shall not use any utility in a wasteful, unreasonable, or hazardous manner and agrees to comply with all utility conservation efforts implemented by Landlord.
iii. Landlord is not liable for claims arising from utility service outages, interruptions, or fluctuations in utilities provided to the Premises not reasonably within Landlord's control.
iv. For any utility which Resident is responsible for paying directly to the utility provider, Resident must contact the utility company prior to move-in to have the services placed in Resident's name no later than ten (10) business day following move-in. Resident shall continue to contract with the utility provider throughout the term for continuous utility service. Resident's failure to make necessary arrangements for Resident's utility service may result in an interruption of services and Resident's failure to transfer utility services to Resident's name or failure to have continuous utility service may be, at Landlord's discretion, considered a material breach of this Lease and will permit Landlord to terminate the Lease. If Resident fails to pay any utility charges that are to be paid by Resident, Landlord may, at its option, pay such charges to retain continuing utilities service. If Landlord does so, any such charges may be billed to Resident by Landlord and said billing shall become due and payable, in full, as additional rent together with the regular monthly rent payment on the first day of the month next following the date of such billing. Resident will also be subject to an additional charge of **$50.00** for each billing cycle during which Resident has failed to become the customer of record with the utility provider(s).
v. Resident shall not use any utilities in the common areas for their own personal use without written consent of the Landlord.
vi. Resident agrees not to disturb, tamper, adjust, or disconnect any utility service, sub-metering device or system.

61. HOT WATER: The following will apply.
i. The water temperature in the Premises is set at 120 degrees Fahrenheit or below. When the water temperature is 120 degrees Fahrenheit, or below, bacteria may enter the water heater or associated plumbing and accumulate. If Resident desires the thermostat to remain at 120 degrees Fahrenheit, or below, Resident assumes any and all risks associated with any bacterial growth in the water heater or associated plumbing.
ii. Resident should be aware that some units may be equipped with an HVAC heating system which operates on hot water. To achieve full heating potential, it may be necessary to increase the temperature of the water heater during the colder months of the year. Resident should also be aware that some units operate on centralized hot water systems which service multiple units and as such individual adjustments in temperatures will not be possible.
iii. If Resident desires the water temperature in the Premises to be higher than 120 degrees Fahrenheit and the Premises has an individual hot water heater, Resident will request, in writing, the temperature of the hot water heater to be adjusted by Landlord, and Resident shall specify the desired temperature at which Landlord is requested to set the thermostat.
iv. Resident understands that if the temperature is set above 120 degrees Fahrenheit, that the water released from the taps in the Premises may scald or burn anyone using water, and potentially cause severe injury.
v. Resident may not tamper with, or adjust the water temperature thermostat in the Premises in any way without written authorization from Landlord.
vi. Resident agrees to indemnify and hold Landlord harmless in any action involving any injury related to the temperature of the water, the water system or the associated plumbing in the Premises.

H. ADDITIONAL TERMS

62. REQUESTS FOR ACCOMMODATIONS OR MODIFICATIONS: A disabled person shall be provided reasonable accommodations or reasonable modifications to the extent necessary to provide the disabled person with an opportunity to use and occupy the Premises in a manner equal to that of a non-disabled person. If Resident believes Resident, Occupant, or a member of Resident's household requires an accommodation or modification as a result of a disability, Resident should contact Landlord to begin the interactive process.

63. MILITARY: Military personnel on active duty may terminate this lease under Federal law if:
i. Resident becomes a member of the Armed Forces of the United States after Resident enters into the Lease; or
ii. Resident is or becomes a member of the Armed Forces of the United States and receives:
a. Orders for a permanent change of station; or
b. Orders to deploy for a period of at least 90 days.

Landlord fully supports its residents who are active-duty or reserve military personnel. Resident must give Landlord written notice of termination. For rentals when rent is paid monthly, the termination becomes effective 30 days after the first date on which the next rent payment is due after the termination notice is delivered and no further rent will be owed following the expiration of the notice period (or the actual move-out date, if later). Resident must furnish the Landlord with proof to establish that Resident qualifies for this limited exception. Proof may consist of any official military orders, or any notification, certification, or verification from the service member's commanding officer, with respect to the service member's current or future military duty status. Military permission for base housing does not constitute a permanent change-of-station order.

64. OFFICE OF FOREIGN ASSETS CONTROL: Resident represents and warrants that Resident and each person or entity owning an interest in Resident is

i. Not currently identified on the Specially Designated Nationals and Blocked Persons List maintained by the Office of Foreign Assets Control, Department of the Treasury ("OFAC") and/or on any other similar list maintained by OFAC pursuant to any authorizing statute, executive order or regulation (collectively, the "List").

ii. Not a person or entity with whom a citizen of the United States is prohibited to engage in transactions by any trade embargo, economic sanction, or other prohibition of United States law, regulation, or Executive Order of the President of the United States.

iii. None of the funds or other assets of Resident constitute property of, or are beneficially owned, directly or indirectly, by any Embargoed Person (as hereinafter defined).

iv. No Embargoed Person has any interest of any nature whatsoever in Resident (whether directly or indirectly).

v. None of the funds of Resident have been derived from any unlawful activity with the result that the investment in Resident is prohibited by law or that the Lease is in violation of law.

vi. Resident has implemented procedures, and will consistently apply those procedures, to ensure the foregoing representations and warranties remain true and correct at all times. The term "Embargoed Person" means any person, entity or government subject to trade restrictions under U.S. law, including but not limited to, the International Emergency Economic Powers Act, 50 U.S.C. § 1701 et seq., The Trading with the Enemy Act, 50 U.S.C. App. 1 at seq., and any Executive Orders or regulations promulgated there under with the result that the investment in Resident is prohibited by law or Resident is in violation of law.

Resident covenants and agree(s):

i. To comply with all requirements of law relating to money laundering, anti-terrorism, trade embargo and economic sanctions, now or hereafter in effect.

ii. To immediately notify Landlord in writing if any of the representations, warranties or covenants set forth in this section or the preceding section are no longer true or have been breached or if Landlord has a reasonable basis to believe that they may no longer be true or have been breached.

iii. Not to use funds from any "Prohibited Person" (as such term is defined in the September 24, 2001, Executive Order Blocking Property and Prohibiting Transactions with Persons Who Commit, Threaten to Commit, or Support Terrorism) to make any payment due to Landlord.

iv. At the request of Landlord, Resident may be asked to provide such information to determine Resident's compliance with the terms hereof.

v. Resident hereby acknowledges and agrees that Resident's inclusion on the List at any time during the lease term shall be a material default of the Lease. Notwithstanding anything herein to the contrary, Resident shall not permit the Premises or any portion thereof to be used or occupied by any person or entity on the List or by any Embargoed Person (on a permanent, temporary or transient basis), and any such use or occupancy of the Premises by any such person or entity shall be a material default of the Lease.

65. NON-DISCRIMINATION: There shall be no discrimination against or segregation of, any persons on account of race, color, national origin, ancestry, creed, religion, gender, gender identity, gender expression, sexual orientation, genetic information, marital status, familial status, age, source of income, handicap, disability, citizenship status, immigration status, primary language spoken or any other protected classification under state or federal law, in the sale, lease, sublease, transfer, use, occupancy, tenure or enjoyment of the Premises, nor shall the Landlord or any person claiming under or through Landlord, establish or permit any such practice or practices of discrimination or segregation with reference to the selection, location, number, use or occupancy of tenants, lessees, or vendees of the Premises.

66. TIME IS OF THE ESSENCE: Time is of the essence with respect to the provisions of this Lease. This provision shall be interpreted in its strictest sense irrespective of the relative hardship to the Parties.

67. SUCCESSORS: If the property is sold or the ownership interest otherwise transferred, the successor in interest of Landlord shall be deemed the assignee of all rights arising under this Lease, and shall be entitled to enforce the provisions of this Lease against Resident. Nothing in this provision shall be construed as conflicting or superseding the foregoing subordination or as requiring a continuation of the tenancy in the event of a foreclosure or other involuntary transfer of ownership.

68. SUBORDINATION: This Lease shall, without further act on the part of Resident, be subject and subordinate to the lien of any mortgage and/or any deed of trust or other encumbrance which may now exist, upon, or which may hereafter be placed by Landlord upon, the leased Premises or property including the Premises.

69. ATTORNMENT: Resident hereby agrees that Resident will recognize as its Landlord under this Lease and shall attorn to any person succeeding to the interest of Landlord in respect of the land and the buildings on or in which the Premises is contained upon any foreclosure of any mortgage upon such land or buildings or upon the execution of any deed in lieu of such foreclosure in respect of such mortgage. If requested, Resident shall execute and deliver an instrument or instruments confirming its attornment as provided for herein; provided, however, that no such mortgagee or successor-in-interest shall be bound by any payment of rent for more than one 1 month in advance, or any amendment or modification of this Lease made without the express written consent of such mortgagee.

70. ESTOPPEL CERTIFICATE: Resident agrees that within five (5) days of Landlord's request, Resident must execute and deliver to Landlord a written statement certifying that this Lease is unmodified and in full force and effect (or if modified, describing the modification). Any prospective or actual property purchaser may rely upon Resident's written statement. Should Resident fail to deliver a statement within the specified time, it will be conclusively presumed that the Lease is unmodified and in full force and effect, except as otherwise indicated, and there are no uncured defaults in Landlord's performance, and any other details specified by Landlord originally requested of Resident.

71. CONTENTS OF THIS LEASE: The failure of Landlord to insist upon strict performance of any of the covenants and agreements of this Lease or any addenda thereto, or to exercise any rights arising under this Lease, shall not be construed to be a waiver of Landlord's right to subsequently enforce any such provision or to insist upon any such right. The fact that Landlord may have accepted late payment(s) on one or more occasions shall not be deemed a waiver of Landlord's right to insist upon timely payment or rent or to exercise any remedy available for late payment of rent. Acceptance of rent following a breach of this Agreement shall not be deemed to constitute a waiver of such breach. No custom or practice which may develop between the Parties in the course of the tenancy shall be construed to waive the right of Landlord to enforce any provision of this Lease.

72. SEVERABILITY AND PROVISIONS REQUIRED BY LAW: If a provision or section of this Lease is legally invalid, or declared by a court to be unenforceable, such provision or section will be deemed deleted and the rest of this Lease will remain in effect. To the extent any provision of this Lease is in direct conflict with any provisions of applicable law, such provision is hereby deleted. Any provision specifically required by applicable law which is not included in this Lease is hereby inserted as an additional provision of this Lease, but only to the extent required by applicable law and then only so long as the provision of the applicable law is not repealed or held invalid by a court of competent jurisdiction.

73. ENTIRE AGREEMENT: This Lease, including all addenda executed by both Parties, sets forth the entire agreement among the Parties with respect to the matters set forth in it. It shall not be altered nor modified unless such alteration or modification is in writing and signed by all signatories to this Lease. No verbal agreements or representations have been made or relied upon by either party or any agent or employee of either party, and neither party nor any agent or employee of either party is entitled to alter any provisions of this Lease by any verbal representations or agreements to be made subsequent to the execution of this Lease. The foregoing notwithstanding, if Resident holds over after the expiration of the Lease term on a month-to-month basis, Landlord may change any provision of this Lease without the consent of Resident in the manner prescribed by California Civil Code Section 827.

74. SECTION HEADINGS: The section headings are inserted only for convenience and are not intended to define or limit the scope or intent of any clause.

75. NOTICES:

i. Any notice that Landlord gives to Resident shall be deemed properly served (whether or not actually received by Resident) if served in the manner prescribed in Code of Civil Procedure Section 1162. Except as prohibited by law, if Landlord fails to serve the notice in accordance with the provisions of Code of Civil Procedure Section 1162, but Resident actually receives the notice, the actual receipt shall be deemed to cure any defects in the manner of service and the notice shall be deemed properly and personally served. Service upon any Resident of the Premises shall be deemed valid service upon all Residents - it is not necessary to serve each Resident individually unless otherwise required by law.

ii. Any notice that Resident gives to Landlord shall be given to the business manager, assistant business manager, or sales associates, who are authorized to manage the Premises, at the management office(s) located at 5 Newell Court or at 2041 Euclid Ave., East Palo Alto, CA 94303 during normal business hours. The telephone number is **(650) 566-2000**. On non-holidays, the business hours, which remain subject to change, are: **Mon and Wed, 9AM - 6PM, Tues 10AM - 6PM, Thurs and Fri 9AM - 7PM, Sat and Sun 10AM - 7PM**.

iii. The persons designated above are the persons authorized by the owner to act for an on behalf of the owner for the purpose of service of process and for the purpose of receiving and giving receipts for all notices and demands.

76. JOINT AND SEVERAL LIABILITY AND AUTHORITY: In the event of more than one Resident, each Resident is jointly and severally liable for each provision of this Lease and service of any notice or demand upon one shall constitute notice to each other Resident. All persons signing this Lease as Resident shall remain jointly and severally liable for all obligations arising under it, whether or not they remain in actual possession of the Premises. The giving by any individual Resident of a notice of termination of tenancy shall not terminate the Lease as to that Resident unless all Residents vacate the Premises by the agreed date. Landlord may, however, treat any such notice as a notice binding against all Residents of the Premises, and may institute unlawful detainer proceedings against all Residents if they do not restore possession of the Premises to Landlord on or before the end of the notice period. Conversely, Landlord may, at its sole option, if one or more Resident gives notice, but all Residents do not return possession of the Premises to Landlord within the notice period, continue the tenancy in effect and, if Landlord does so, all Residents, including the Resident giving notice, shall remain fully liable for all obligations arising hereunder whether or not they remain in occupancy of the Premises.

77. ELECTRONIC SIGNATURES: The Parties agree that they may enter into this Lease by electronic means, although traditional hard copies with wet signatures may be used instead at the option of Landlord. Resident agrees and acknowledges that if Resident is entering into this Lease with Landlord by electronic means, doing so is not conditioned on Resident's agreement to conduct the leasing transaction electronically.

78. ATTACHMENTS/ADDENDA: Resident(s) acknowledges receipt of a copy of the attachments/addenda listed in this section, which are incorporated into and made part of this Lease. Resident(s) agrees to abide by said attachments/addenda in all respects. Any failure to comply with any of the attachments shall be deemed a breach of this Lease. If there is a conflict between these policies and the Lease, the Lease shall govern.

1	Acknowledgement RE Use of Medical Marijuana
2	Addendum Re Use of Medical Marijuana
3	Because We Care
4	Community Policies
5	Flood Zone Disclosure
6	Information About Bed Bugs and Pest Control Policies
7	Lease Addendum 4
8	Mold/Mildew Addendum
9	Move-In/Move-Out Inspection Form
10	Notice of Ordinance at Commencement of Tenancy
11	Parking Rules and Regulations
12	Personal Liability Insurance
13	Proposition 65 Addendum - CA
14	Resident Communication Log
15	Resident Security Notice and Acknowledgment
16	Utilities Waiver
17	Security Deposit Agreement

SIGNATURES:

The undersigned expressly understands that after the initial term, the tenancy may automatically continue from month to month.

Signed by Isela Garcia Demora
Tue Feb 1 2022 03:03:46 PM PST
Key: A1FEDFFE; IP Address: 173.8.185.182

Isela Garcia Demora *(Resident)* *Date*

Signed by Noe M. Torres
Tue Feb 1 2022 03:03:46 PM PST
Key: A46E1506; IP Address: 173.8.185.182

Noe M. Torres *(Resident)* *Date*

Signed by Aura Andrade
Wed Feb 2 2022 02:36:50 PM PST
Key: DDFF56A6; IP Address: 173.8.185.182

(Owner/Agent) *Date*

ACKNOWLEDGEMENT RE USE OF MEDICAL MARIJUANA

Resident acknowledges receipt and understanding of the attached policies concerning use of Medical Marijuana. If applicable, Resident agrees to complete the Addendum for any Resident, Occupant, invitee, or guest who requires a Medical Marijuana Accommodation. If the accommodation is not applicable, Resident is not required to complete the Addendum and it will remain solely as an informative section of the lease, not an Acknowledgment of any sort.

Signed by Isela Garcia Demora
Tue Feb 1 2022 03:03:53 PM PST
Key: A1FEDFFE; IP Address: 173.8.185.182

Isela Garcia Demora *(Resident)* *Date*

Signed by Noe M. Torres
Tue Feb 1 2022 03:03:54 PM PST
Key: A46E1506; IP Address: 173.8.185.182

Noe M. Torres *(Resident)* *Date*

Signed by Aura Andrade
Wed Feb 2 2022 02:36:53 PM PST
Key: DDFF56A6; IP Address: 173.8.185.182

(Owner/Agent) *Date*

ADDENDUM RE USE OF MEDICAL MARIJUANA

This document is an addendum to the Lease Agreement dated **February 5, 2022** between **Isela Garcia Demora and Noe M. Torres** and **301 East O'Keefe Street** for the Unit # **20** located at **301 E okeefe St East Palo alto, CA 94303**.

I have read the following and agree to adhere to the below rules and regulations for Medical Marijuana use at the Community:

1. I have a physical or mental impairment that limits one (or more) major life activity. As a result of my disability, I require the use of Medical Marijuana. A copy of the Medical Marijuana Card is attached and incorporated by reference into this Addendum. I agree to notify Landlord if the Medical Marijuana Card is revoked or expires and understand that this Agreement terminates immediately upon revocation or expiration of the Medical Marijuana Card.
2. The Office of Environmental Health Hazard Assessment and the California Environmental Protection Agency list marijuana smoke as a carcinogen. In 2009, the Carcinogen Identification Committee determined that marijuana smoke was shown to cause cancer, and was added to the Proposition 65 list, pursuant to Title 27, California Code of Regulations, section 25305(a)(1) (formerly Title 22, California Code of Regulations, section 12305(a)(1)).
3. I UNDERSTAND THAT ANY SECONDHAND MARIJUANA SMOKE THAT DRIFTS INTO THE WINDOWS OF OTHER UNITS, THROUGH THE VENTS, UNDER ANOTHER RESIDENT'S DOOR, ONTO A BALCONY, OR IN A COMMON AREA (INCLUDING FITNESS CENTER AND POOL/SPA) IS PROHIBITED. I AGREE TO CONFINE THE SMOKE TO MY PREMISES AND AGREE THAT ANY SMOKE THAT AFFECTS A NEIGHBORING RESIDENT WILL BE DEEMED A NUISANCE. I UNDERSTAND THAT I WILL BE REQUIRED TO TAKE THE MEDICATION IN AN ALTERNATE MEANS AND/OR SMOKE IN AN ALTERNATE LOCATION IF THE SMOKE DISTURBS ANY NEIGHBORING RESIDENT.
4. I understand that there are reasonable alternate means to take the medication, including (among others) edibles, tinctures, beverages, cannabis oils, and pills. Landlord understands that each individual's medical situation is different and will address the specific situation and alternate means to take the medication with advice from the prescribing physician.
5. The distribution and/or sale of marijuana or any other narcotic or illegal substance is a violation of the Lease and basis for termination of tenancy.
6. Resident is prohibited from making any unauthorized modifications to the Premises, including indoor irrigation systems or any other alteration that may increase the moisture and/or humidity levels or risk of fire in the Premises, building or Community.
7. This Addendum may be modified for any reason at any time without Resident's approval in accordance with State and Federal law.
8. Except as expressly modified hereunder, the remaining terms and conditions of the Lease as previously amended shall remain in full force and effect.
9. Resident hereby acknowledges that this addendum is incorporated into the Lease.
10. The Parties hereto represent and acknowledge that in executing this Agreement they do not rely upon and have not relied upon any representation made by the other party with regard to the subject matter of this Addendum, or its effects, other than those representations specifically set forth herein. No supplement, modification, or amendment of this Addendum shall be binding unless executed in writing by both Parties.

This Addendum may be executed in counterparts and facsimile copies of same shall be admissible for all purposes and shall be deemed an original.

Signed by Isela Garcia Demora
Tue Feb 1 2022 03:04:03 PM PST
Key: A1FEDFFE; IP Address: 173.8.185.182

Isela Garcia Demora *(Resident)* *Date*

Signed by Noe M. Torres
Tue Feb 1 2022 03:04:04 PM PST
Key: A46E1506; IP Address: 173.8.185.182

Noe M. Torres *(Resident)* *Date*

Signed by Aura Andrade
Wed Feb 2 2022 02:36:58 PM PST
Key: DDFF56A6; IP Address: 173.8.185.182

(Owner/Agent) *Date*

BECAUSE WE CARE

At **301 East O'Keefe Street**, we care about our residents' safety. We would like you to be aware of some important guidelines for your safety and protecting your personal property. Keep in mind that security is provided by local law enforcement agencies, much as it is for the other communities in the surrounding area. You should always proceed as if safety systems do not exist. The best safety measures you can take are the ones you can perform yourself as a matter of common sense. We have worked with local law enforcement agencies to develop a list of their recommendations for prudent practices regarding your personal safety. We provide this list as a convenience to you, without making any representation or warranty, and subject to the Lessee Security Notice & Acknowledgement:

PERSONAL SAFETY/INSIDE YOUR HOME

1. Lock your doors and windows, even when you're home.
2. If you have a deadbolt or night latch, use them even when you're home.
3. Never answer your door unless you know who is on the other side by looking through a peephole or window. If you don't know the person, talk to them without opening the door, and don't open the door unless you're satisfied with their identity.
4. If you are worried because you have lost a key, ask the management to rekey the locks. You have the right to do so, provided that you pay the cost of rekeying in advance.
5. Keep the telephone numbers for the police and emergency medical services handy.
6. Check your smoke detector periodically to ensure it is working.
7. Report to the management (in writing, dated and signed) any malfunction of safety devices outside your home such as broken gatelocks, burned-out stairwell and parking lot lights, etc.
8. Close your curtains or blinds at night.
9. Let friends know when you're going to be gone for an extended period of time. Ask your neighbors to keep an eye on your home, because the management cannot assume that responsibility.
10. Mark or engrave valuable personal possessions for identification.
11. Be careful to whom you lend or give your keys.
12. When lighting candles, always use holders that are sturdy to avoid tipping and keep candles 12" away from flammable objects such as curtains or pillows. Never leave a candle unattended. Extinguish them prior to sleeping or leaving your home.
13. Do not leave cooking items unattended. If a grease fire should break out, place a metal lid over the flames. Do not use glass since the heat from the fire could cause the glass to break. Smother the fire with a liberal amount of baking soda if it is relatively small and contained. Do NOT attempt to extinguish a grease fire with water; this will only cause the burning oil to splash and spread the flames.

PERSONAL SAFETY/OUTSIDE YOUR HOME

1. Lock your doors while you're gone. That means dead bolts too!
2. Leave a radio playing very softly when you're not at home.
3. Close and lock your windows when you're gone. Don't forget the sliding glass doors. Purchase a lamp timer at the hardware store, and set the time when you're not home in the evening or when you're on vacation.
4. Try not to walk outside alone at night.
5. Don't hide your front door key under the doormat. It's usually the first place a burglar will look.
6. If you have an entry code, don't give your code to guests or strangers.
7. Arrange for your newspaper delivery to be stopped when you're on vacation.

PERSONAL SAFETY/USING YOUR CAR

1. Lock your car doors when you're driving. Lock the doors and roll up the windows when you leave the car parked.
2. Don't leave visible items in the car, such as purses, briefcases, packages, money, etc.
3. Don't leave your keys in the car.
4. No matter where you are, always carry your key ring in your hand when you walk to the car. Don't ever stand by the car fumbling for keys.

5. Look in the back seat before you get in the car.

6. Don't stop alone at night at an automatic teller or gas station.

Signed by Isela Garcia Demora
Tue Feb 1 2022 03:04:33 PM PST
Key: A1FEDFFE; IP Address: 173.8.185.182

Isela Garcia Demora *(Resident)* *Date*

Signed by Noe M. Torres
Tue Feb 1 2022 03:04:35 PM PST
Key: A46E1506; IP Address: 173.8.185.182

Noe M. Torres *(Resident)* *Date*

Signed by Aura Andrade
Wed Feb 2 2022 02:37:01 PM PST
Key: DDFF56A6; IP Address: 173.8.185.182

(Owner/Agent) *Date*

COMMUNITY POLICIES

This document is an addendum to the California Lease Agreement ("Lease") dated **February 5, 2022** between **Isela Garcia Demora and Noe M. Torres** ("Resident") and **301 East O'Keefe Street** ("Landlord") for the **Unit #20** ("Premises") located at **301 E okeefe St, East Palo alto, CA 94303**.

In order to maintain and promote the Community, Landlord has established the following policies for the comfort and convenience of all residents. These Community Policies may be modified by written notice to residents.

1. **Service Requests:** All requests for service should be made in writing, delivered personally, sent via electronic mail, or submitted to the online resident portal. In an emergency, call 911 directly for help. Notify the Landlord immediately after.

2. **Laundry Facilities:** Laundry facilities are for the exclusive use by Resident and Occupants during the hours posted. Items should not be left unattended in the laundry area. Landlord is not responsible for loss or damage to personal items and clothing. To ensure the washers and dryers are working when needed, please follow the posted operating instructions carefully and treat the machines with care. If any of the laundry machines are not working properly, please notify Landlord immediately, so service can be arranged. A few additional tips:
   - **i.** Do not put plastic items in the dryer.
   - **ii.** Always clean the lint screen prior to use.
   - **iii.** Never operate the dryer without a lint screen,
   - **iv.** Refrain from overloading the washing machine or dryer. Do not use laundry facilities to wash or dry bulky items such as comforters.
   - **v.** We recommend leaving washer door open after cycle for better ventilation.
   - **vi.** Always clean the lint screen prior to using the dryer and never operate it without a lint filter.
   - **vii.** Never dry items that have come into contact with flammable substances like cooking oil, gasoline, paint thinner, or alcohol.

3. **Appliances:** The following policies must be followed with regard to appliances.
   - **i.** Appliances shall not be removed from the Premises, common areas, or Community.
   - **ii.** The disposal should only be used for the purpose for which it was designed. The following items should not be put in the disposal: metal, string, grease, coffee grounds, nut shells, fruit pits, corn on the cob, and potato peel.
   - **iii.** The bathroom fixtures should only be used for the purpose for which they were designed. The following items should not be disposed of in the toilets: diapers, paper towels, sanitary napkins, tampons, food, baby wipes and rags. Resident shall be held responsible for any repairs or damage resulting from the disposal of such items in the toilet. If Resident puts any other foreign objects in bathroom or plumbing fixtures, Resident shall reimburse Landlord for any repairs or damage caused by the same.
   - **iv.** Dishwashers should not be overloaded and only detergents made for automatic dishwashers should be used. We recommend using a rinse agent to improve drying and reduce spots and build up in dishwasher.
   - **v.** To keep the oven clean, use mild detergents following each use and do not use hard abrasives on chrome or glass parts of the oven.
   - **vi.** On the stove, never place foil under the burner pans.

4. **Interior Alterations:** Resident must obtain the prior written approval of Landlord before making any interior alteration. Any expenses incurred to restore the Premises will be at Resident's expense. Resident may not use nails when hanging pictures, mirrors, or other wall hangings. Please use adhesive hangers.

5. **Window Coverings and Signs:** Resident shall not use blankets, sheets, foil or non-standard window coverings in place of draperies or blinds. Except as permitted by law, Residents shall not place objects on window or window sill which are visible from the outside.

6. **Community Equipment and Facilities:** Recreational facilities may include business centers, fitness rooms, swimming pools and community rooms. Residents, Occupants, guests and invitees shall abide by all rules and regulations for the use of the recreational facilities. Resident, Occupants, guests and invitees will avoid conduct that Landlord deems inappropriate or disruptive. Any person in violation of these rules will be asked to vacate the area immediately. Failure to adhere strictly to the posted rules and regulations is acknowledged as grounds for suspension of privileges or termination of the tenancy in accordance with law. Landlord may change the rules and regulations at Landlord's discretion. Exercise care when enjoying the recreation facilities/equipment. Landlord is not responsible for physical injuries that result from the use of the recreational facilities/equipment. Any damages to any of the recreational facilities/equipment caused by Resident, Occupants, guests or invitees will result in Resident being responsible for the cost of repairing the damages. Take caution to lock/close common area doors and gates. No pets are allowed in any of the recreational facilities.

7. **Communities with Pools:** Resident is required to limit guests to no more than two at a time and accompany them to the pool. Visitors not accompanied by Resident will be asked to leave. Glass containers are not allowed in the pool area. Please help keep the pool area clean. Proper pool attire, such as bathing suits and swim trunks, is required. Children who are not toilet trained must wear a swim diaper. Cut-off jeans, T-shirts and non-swim diapers are not allowed. Additional pool policies and hours are posted by the pool. For safety reasons, do not swim alone.

8. **Patios and Balconies:** Resident shall comply with the following rules:
   - **i.** Patios and balconies are to be kept neat and orderly at all times.
   - **ii.** The installation of sunshades, blinds or hanging fabrics is not allowed.
   - **iii.** The construction of walls, ceilings, or other permanent attachments to the patio or balcony is not permitted.
   - **iv.** Patios and balconies may not be used as bedrooms.
   - **v.** No storage of any personal property or trash containers is allowed.
   - **vi.** All plants must be free-standing and have saucers underneath them. Hanging plants are not permitted.
   - **vii.** No motorcycles are allowed to be kept on any patios or balconies at any time.
   - **viii.** Unapproved bike hooks are not permitted and will be removed.
   - **ix.** Only furniture designed for outdoor use is permitted.

9. **Trash Removal:** Containers are located at various places throughout the Community. Residents shall secure trash and place it in a designated container. Residents shall not place trash on the ground if dumpster is full and should proceed to the next closest container to dispose of the trash. Resident shall not place large articles, such as furniture, for trash removal and Resident shall make alternate arrangements with a private disposal service to pick up such item at Resident's expense. Recyclable materials shall be separated from trash and disposed of in the recycling receptacles. Boxes should be recycled and broken down before disposal. Resident shall not dispose of hazardous materials in any container or other location at the Community. Resident shall only dispose of refuse in compliance with applicable laws. Resident may be charged a fee for not following these guidelines. Do not store trash on porches, balconies or in the hallways unless it is an approved container provided by the Landlord and is served regularly by the Landlord or a third party vendor.

10. **Recycling:** Resident agrees to comply with all present and future Community policies, laws, orders and regulations of all state, federal, municipal and local governments regarding the collection, sorting, separation, and recycling of waste products, garbage, refuse and trash.

11. **Barbeques:** The use or storage of any charcoal burner, liquid petroleum, gas fueled or any other open flame cooking devices are prohibited in the Premises, including on any patio or balcony.

12. **Loitering:** No unnecessary loitering in laundry facilities, recreation areas, leasing office, amenity areas, parking areas, or other common areas.

13. **Recreational Equipment:** Skateboards, motorcycles, bicycles and similar vehicles may not be stored in entry ways or under stairs without prior written permission from Landlord. Skateboards, roller-blades or other similar recreational equipment usage in Premises and in common areas is prohibited.

14. **Posting Flyers:** Resident is not authorized to distribute advertising, information or any other type of flyer, door-to-door, on cars, anywhere else in the building or throughout the Community, except as authorized by law. Landlord may designate a place for such items to be displayed and remove items that are not in keeping with the nature of the Community, as determined by Landlord.

15. **Garage and Storage:** Parking areas may only be used to park the Resident's registered, operational personal vehicle(s) in accordance with the Lease and Parking Rules and Regulations. Resident shall not use any parking area as storage for equipment, personal items, containers, vehicle parts or inoperable vehicles. In addition, Resident will not under any circumstances use any parking area or storage space to store flammable or toxic chemicals and/or waste. The parking area and storage space may not be used for occupancy. If Resident violates these requirements Resident agrees to immediately reimburse the Landlord for any costs associated with the removal of the unauthorized materials and immediately vacate the parking area or storage. Resident further agrees to be liable for any and all damage caused by Resident's carelessness or negligent driving, which may result in the destruction of the storage space and/or parking area or to any other vehicle near garage or storage space. The Landlord shall not be liable for any loss, theft, damages and or destruction of any personal property contained in any parking area or storage space. Nor shall the Landlord be held liable for or held responsible for any injury to any Resident, Occupant, guest or invitee resulting from the use of any parking area and/or storage space.

16. **Solicitors and Salespeople:** Solicitors are not allowed in the Community, except as authorized by law. Residents shall report all solicitors or salespeople to the Landlord immediately.

17. **Car Wash and Repair:** Vehicle repairs, including oil changes, and washing of vehicles are prohibited in the common areas and Community unless there is a designated area provided by Landlord.

18. **Moving of Furniture:** Landlord may designate the time and method for moving items to and from the Premises such as any furniture, merchandise, goods, freight or other such items. Residents may not move furniture to and from the Premises through the lobby, patio doors, or through the use of elevators (if available) without Landlord's permission. If elevators are installed at the Community, Landlord does not guaranty that the elevators will be available for use by Resident nor shall Landlord be liable for any loss resulting from the unavailability of elevator service.

19. **Notification of Changes:** Resident shall notify Landlord immediately in writing with any change to Resident's employer, employer telephone number, alternate phone numbers, emergency contact and other pertinent information.

Resident and Landlord represent that they have read this Addendum, understand the terms and conditions contained herein, and agree to the terms and conditions contained herein.

Signed by Isela Garcia Demora
Tue Feb 1 2022 03:05:03 PM PST
Key: A1FEDFFE; IP Address: 173.8.185.182

Isela Garcia Demora *(Resident)* *Date*

Signed by Noe M. Torres
Tue Feb 1 2022 03:05:04 PM PST
Key: A46E1506; IP Address: 173.8.185.182

Noe M. Torres *(Resident)* *Date*

Signed by Aura Andrade
Wed Feb 2 2022 02:37:03 PM PST
Key: DDFF56A6; IP Address: 173.8.185.182

(Owner/Agent) *Date*

FLOOD AREA DISCLOSURE

(1) SPECIAL FLOOD HAZARD AREA OR AREA OF POTENTIAL FLOODING. If the address of the Premises is listed below, the owner has knowledge that this property is located in a special flood hazard area or area of potential flooding:

640 Circle Drive
1609 Woodland Ave
1908 Cooley Ave
1909/1911 Cooley Ave
1703/1707 Woodland Ave
652/654 Scofield Ave
1643 Woodland Ave
1901 Cooley Ave
1908 Capital Ave
1902 Capital Ave
1920 Capital Ave
1916/1918 Capital Ave
1949 Cooley Ave
1941 Cooley Ave
1934 Capital Ave
1957 Cooley Ave
685 Scofield Ave
1820 Clarke Ave
1839 Woodland Ave
1835/1837 Woodland Ave
1823/1825 Woodland Ave
1807 Woodland Ave
1851 Woodland Ave
1859 Woodland Ave
1787 Woodland Ave
1821 Clarke Ave
1785 Woodland Ave
1805 Clarke Ave
1827 Clarke Ave
1914 Cooley Ave
1826 Clarke Ave

If the address of the Premises is not listed above, the owner has no knowledge that this property is located in a special flood hazard area or area of potential flooding.

(2) INFORMATION ABOUT HAZARDS. Resident can obtain information about hazards, including flood hazards that may affect the property from the internet website for the California Office of Emergency Services ("OES"). OES maintains a website called "My Hazards" that is available online at: http://myhazards.caloes.ca.gov.

(3) INSURANCE. Owner's insurance does not cover the loss of Resident's personal possessions or any relocation expenses. It is recommended that the Resident consider purchasing renter's insurance and flood insurance to insure Resident's possessions from loss due to fire, flood, or other risk of loss and to maintain such insurance throughout the term of the tenancy.

(4) ADEQUACY OF INFORMATION. Owner is not required to provide additional information concerning the flood hazards to the property. The information provided here is deemed adequate to inform the Resident pursuant to California Government Code section 8589.45.

By signing below, Resident acknowledges that Resident has received and reviewed this Flood Area Disclosure.

Signed by Isela Garcia Demora
Tue Feb 1 2022 03:05:14 PM PST
Key: A1FEDFFE; IP Address: 173.8.185.182

Isela Garcia Demora *(Resident)* *Date*

Signed by Noe M. Torres
Tue Feb 1 2022 03:05:14 PM PST
Key: A46E1506; IP Address: 173.8.185.182

Noe M. Torres *(Resident)* *Date*

Signed by Aura Andrade
Wed Feb 2 2022 02:37:07 PM PST
Key: DDFF56A6; IP Address: 173.8.185.182

(Owner/Agent) *Date*

INFORMATION ABOUT BEDBUGS AND PEST CONTROL POLICIES

This document is an addendum to the Lease Agreement dated **February 5, 2022** between **Isela Garcia Demora and Noe M. Torres** and **301 East O'Keefe Street** for the Unit **#20** located at **301 E okeefe St, East Palo alto, CA 94303**.

1. In recent times, bed bugs have become a re-emerging problem nationwide. One reason for these increasing problems is that it is easy for persons to spread the problem unknowingly. Bed bugs readily hide in small crevices and are notorious hitch-hikers. Bed bugs are often transferred by purchasing used furniture and through travel in luggage and in hotel beds and linens.

2. Landlord provides the following information about bedbugs pursuant to California Civil Code Section 1954.603:

a) Bed Bug Appearance: Bed bugs have six legs. Adult bed bugs have flat bodies about 1/4 of an inch in length. Their color can vary from red and brown to copper colored. Young bed bugs are very small. Their bodies are about 1/16 of an inch in length. They have almost no color. When a bed bug feeds, its body swells, may lengthen, and becomes bright red, sometimes making it appear to be a different insect. Bed bugs do not fly. They can either crawl or be carried from place to place on objects, people, or animals. Bed bugs can be hard to find and identify because they are tiny and try to stay hidden.

b) Life Cycle and Reproduction: An average bed bug lives for about 10 months. Female bed bugs lay one to five eggs per day. Bed bugs grow to full adulthood in about 21 days.

c) Bed bugs can survive for months without feeding.

d) Bed bug Bites: Because bed bugs usually feed at night, most people are bitten in their sleep and do not realize they were bitten. A person's reaction to insect bites is an immune response and so varies from person to person. Sometimes the red welts caused by the bites will not be noticed until many days after a person was bitten, if at all.

e) Common signs and symptoms of a possible bed bug infestation:

- Small red to reddish brown fecal spots on mattresses, box springs, bed frames, mattresses, linens, upholstery, or walls.
- Molted bed bug skins, white, sticky eggs, or empty eggshells.
- Very heavily infested areas may have a characteristically sweet odor.
- Red, itchy bite marks, especially on the legs, arms, and other body parts exposed while sleeping. However, some people do not show bed bug lesions on their bodies even though bed bugs may have fed on them.

f) For more information, see the Internet Web sites of the United States Environmental Protection Agency and the National Pest Management Association.

3. The best strategy for effective pest control is prevention. The following are recommended steps in the prevention of infestations by insects and vermin, including bed bugs: (1) Clean Premises regularly, including vacuuming mattresses; (2) Clean up clutter to help reduce the number of places insects like bed bugs can hide; (3) Carefully and thoroughly inspect used furniture or clothes you acquire and bring into the Premises; Ask the person from whom you acquire the items if the items were checked and treated for bed bugs; (4) Do not bring discarded furniture, mattresses or clothing into the Premises; and (5) When traveling or staying in hotels, avoid places which do not appear to be cleaned regularly.

4. If the Premises or neighboring Premises are infested with vermin or insects, including bed bugs, Landlord may hire a pest control professional to develop a treatment plan and apply pesticides. The Premises must be properly prepared for any treatment and Resident must cooperate with the implementation of the treatment plan.

Resident and Landlord represent that they have read this Addendum, understands the terms and conditions contained herein, and agree to the terms and conditions contained herein.

Signed by Isela Garcia Demora
Tue Feb 1 2022 03:05:22 PM PST
Key: A1FEDFFE; IP Address: 173.8.185.182

Isela Garcia Demora *(Resident)* *Date*

Signed by Noe M. Torres
Tue Feb 1 2022 03:05:23 PM PST
Key: A46E1506; IP Address: 173.8.185.182

Noe M. Torres *(Resident)* *Date*

Signed by Aura Andrade
Wed Feb 2 2022 02:37:10 PM PST
Key: DDFF56A6; IP Address: 173.8.185.182

(Owner/Agent) *Date*

Lease Addendum

Personal Liability Insurance Required

This document is an Addendum and is part of the Rental/Lease Agreement, dated **February 5, 2022** between **301 East O'Keefe Street** (Owner/Agent) and **Isela Garcia Demora and Noe M. Torres**, (Resident) for unit # **301-20** located at **301 E okeefe St, East Palo alto, CA 94303**.

In this document, the terms "you" and "your" refer to all residents signing below; the terms "we," "us," and "our" refer to the owner or owner's representative named in the Lease Contract (not to the Community Manager or anyone else).

1. **Insurance Acknowledgement.** You acknowledge that we do not maintain insurance to protect you against personal injury, loss or damage to your personal property or to cover your own liability for injury, loss or damage you (or your occupants or guests) may cause others. You also acknowledge that you may be responsible to others (including us) for the full cost of any injury, loss or damage caused by your negligent actions or the negligent actions of your occupants or guests, including but not limited to damage caused by fire or smoke.

2. **Required Renters Insurance Policy.** You are required to purchase and maintain a renter's personal liability insurance policy which provides limits of liability to third parties in an amount not less than **$100,000** per occurrence through an insurance company or insurance agent authorized to issue insurance in this state. Such insurance policies are often referred to as "renter's insurance policies or "liability-only insurance policies." Most renter's insurance policies contain personal liability coverage and also personal property coverage for your own property. You are only required to have personal liability insurance; however, we highly recommend that you obtain coverage for your personal property too. Personal property coverage protects your property in the event of theft, fire or weather-related loss to your property. The required personal liability insurance policy must cover all residents in your unit. The policy must identify Insurance Tracking, **P.O. Box 979142, Miami, FL 33197-9142** as a "Party of Interest" or "Interested Party" where the "Party of Interest" or "Interested Party" must be notified within ten (10) days after your insurance company or agent renews, cancels or non-renews your policy. Failure to include Insurance Tracking as the "Party or Interest" or "Interested Party" with the above-listed address will constitute a breach of this Lease.

3. **Insurance Election.** If you choose not to purchase insurance through the carrier of your choice or are unable to secure satisfactory personal liability insurance coverage, you have the option to obtain insurance coverage under an insurance program issued by an insurance carrier we have partnered with. As a resident of this property, you automatically qualify for this coverage with our preferred provider with no underwriting or lengthy application. Participation in this program allows you to conveniently pay the insurance charges with your monthly rent. Following your execution of this Lease, you will be sent a link via email or text message to an online insurance portal where you must either enroll in the insurance program offered by our preferred provider or upload proof of insurance if you already have insurance or if you decide to purchase the insurance through a carrier or agency other than our preferred provider. If you choose to participate in this preferred provider's program, you agree that you will be charged **$14.50** monthly with your rent to cover the costs of securing personal liability coverage in an amount of **$100,000** and personal property coverage in an amount of **$10,000.** The insurance company will issue a certificate of insurance to you that will describe the limits, conditions and terms of the coverage provided. A description of the insurance coverage and the insurance carrier are available by visiting the online insurance portal. If you have questions regarding the insurance program, please call **(866) 786-1721.**

4. **Freedom of Choice.** At all times, you are able to purchase insurance through the carrier or agency of your choice and are not required to purchase insurance through a particular carrier or agency, including the preferred provider. However, the insurance you purchase must meet the Lease's minimum requirements at all times.

5. **Subrogation Allowed.** You acknowledge that subrogation is allowed by all parties and that this Addendum supersedes any language to the contrary in the Lease. Accordingly, our commercial insurance carrier may make a claim against you for losses it pays as a result of your negligence, and your insurance carrier may make a claim against us for losses it pays as a result of our negligence. We retain the right to hold you responsible for any loss in excess of your insurance coverage.

6. **Your Insurance Coverage.** By signing this Addendum, you acknowledge that you have purchased (or agree to purchase) the insurance described above or you have agreed to participate in the insurance program. If you purchase insurance through a carrier or agency other than the preferred provider, you must provide proof of insurance via the online insurance portal prior to taking possession of the apartment. You further acknowledge that you will keep your insurance policy in-force for the entire term of the Lease. If any material terms of your insurance policy change, you agree to promptly provide proof of the modified policy terms to the on-site staff.

7. **Default.** . Unless otherwise prohibited by law, and subject to any right to cure a default under the Lease, any default under the terms of this Addendum shall be deemed a material default of the Lease, and we are entitled to exercise all rights and remedies under the law. If you fail to obtain and maintain personal liability insurance as required by this Addendum, you will be in violation of your Lease. In such event, we may send a written notice to you demanding that you cure the violation

by purchasing the required insurance and providing evidence of coverage to us. If you fail to supply evidence of such insurance to us on or before the specified date set forth in your notice, we reserve the right to obtain personal liability insurance coverage on your behalf, and to charge you monthly for the amount of the insurance charges **$10.75.** This is an insurance program provided to us by an insurance company we have partnered with and provides **$100,000** in personal liability insurance to you but **does not include any personal property coverage to protect your property from any loss or damage, including but not limited to from theft, fire or weather.** You may cancel your participation in this insurance program at any time if you purchase your own personal liability insurance policy or renter's insurance policy and provide proof of coverage to our on-site staff. Upon your enrollment in the insurance program set forth in this section, the insurance company will deliver you an insurance certificate evidencing and describing the coverage.

8. Miscellaneous. .

a. Except as specifically stated in this Addendum, all other terms and conditions of the Lease shall remain unchanged.

b. The insurance required by the Lease Contract is not required by any law. Your obligation to provide insurance stems solely from the Lease Contract.

c. In the event of any conflict between the terms of this Addendum and the terms of the Lease, the terms of this Addendum shall control.

d. The insurance required by the Lease is not an attempt to limit our liability for our own negligence or your liability for your own negligence.

e. CAS Insurance Agency, LLC, a Greystar affiliate and a licensed insurance agency, may receive compensation on policies issued by the preferred insurance provider for administrative, brokerage or marketing support. Owner may be receiving compensation or other payments from CAS Insurance Agency, LLC or one of its affiliates where permitted by law.

f. The insurance required by the Lease is not in lieu of, or in any way a component of, any security deposit required by the Lease.

g. **You understand that the personal liability insurance coverage set forth in section 8 may cost more than similar insurance you can purchase on your own and will only cover you for your own liability for injury, loss or damage caused by you (or, in some cases, your occupants or guests) to others and DOES NOT INCLUDE COVERAGE FOR PERSONAL INJURY OR LOSS OR DAMAGE TO YOU OR YOUR PERSONAL PROPERTY. THE PERSONAL LIABILITY INSURANCE DESCRIBED IN SECTION 8 IS LIMITED IN SCOPE AND MAY NOT FULLY PROTECT YOUR INTERESTS.**

h. You agree that you have not received any oral representations from Owner or any representative of Owner which are inconsistent with or not contained in the Lease Contract, the addenda attached to the Lease Contract, or in the Rules and Regulations. If you have received any such oral representations, you agree that you did not rely on them to decide to enter in the Lease Contract or this Addendum.

i. You must refer to the actual insurance policy or certificate for a complete description of the coverage, as this Addendum only provides a general summary. If you have an annual renter's insurance policy and decide to switch to the insurance program offered by our preferred provider, please compare the terms of coverage between the two policies, as not all policies are the same and coverage may differ.

All Lease terms not in conflict with this Lease Addendum shall remain in full force and effect, and if conflict should arise concerning the terms of this Lease Addendum and the Lease, then the terms of this Lease Addendum shall control. Resident(s) acknowledges to have read this Addendum and understands the terms and conditions contained herein.

Signed by Isela Garcia Demora
Tue Feb 1 2022 03:05:36 PM PST
Key: A1FEDFFE; IP Address: 173.8.185.182

Isela Garcia Demora *(Resident)* *Date*

Signed by Noe M. Torres
Tue Feb 1 2022 03:05:37 PM PST
Key: A46E1506; IP Address: 173.8.185.182

Noe M. Torres *(Resident)* *Date*

Signed by Aura Andrade
Wed Feb 2 2022 02:37:14 PM PST
Key: DDFF56A6; IP Address: 173.8.185.182

(Owner/Agent) *Date*

MOLD/MILDEW ADDENDUM

This document is an addendum to the Lease Agreement dated **February 5, 2022** between **Isela Garcia Demora and Noe M. Torres** and **301 East O'Keefe Street** for the Unit #**20** located at **301 E okeefe St, East Palo alto, CA 94303**.

Resident acknowledges that it is necessary for Resident to provide appropriate climate control, keep the Unit clean, and take other measures to retard and prevent mold and mildew from accumulating in the Unit. Resident agrees to clean and dust the Unit on a regular basis and to remove visible moisture accumulation on windows, walls, and other surfaces as soon as reasonably possible. Resident agrees not to block or cover any of the heating, ventilation or air conditioning ducts in the Unit. Resident also agrees to immediately report to Landlord: (i) any evidence of a water leak or excessive moisture in the Unit, as well as in any storage room, garage or other common area; (ii) any evidence of mold- or mildew-like growth that cannon be removed by simply applying a common household cleaner and wiping the area; (iii) any failure or malfunction in the heating, ventilation or air conditioning system in the Unit; and (iv) any inoperable doors or windows. Resident further agrees that Resident shall be responsible for damage to the Unit and Resident's property as well as personal injury to Resident, other occupants or Resident's guests, resulting from Resident's failure to comply with the terms of this Addendum.

A default under the terms of this Addendum shall be deemed a material default under the terms of the Lease, and Landlord shall be entitled to exercise all rights and remedies at law or in equity. Except as specifically stated herein, all other terms and conditions of the Lease shall remain unchanged. In the event of any conflict between the terms of this Addendum and the terms of the Lease, the terms of this Addendum shall control. Any term that is capitalized but not defined in this Addendum that capitalized and defined in the Lease shall have the same meaning for purposes of this Addendum as it has for purposes of the Lease.

Resident(s) acknowledges to have read this Addendum and understands the terms and conditions contained herein.

Signed by Isela Garcia Demora
Tue Feb 1 2022 03:05:46 PM PST
Key: A1FEDFFE; IP Address: 173.8.185.182

Isela Garcia Demora *(Resident)* *Date*

Signed by Noe M. Torres
Tue Feb 1 2022 03:05:47 PM PST
Key: A46E1506; IP Address: 173.8.185.182

Noe M. Torres *(Resident)* *Date*

Signed by Aura Andrade
Wed Feb 2 2022 02:37:18 PM PST
Key: DDFF56A6; IP Address: 173.8.185.182

(Owner/Agent) *Date*

City of East Palo Alto
Office of the City Manager
Rent Stabilization Program
2415 University Avenue, 2nd Floor
East Palo Alto, CA 94303
Tel: 650-853-3114 / Fax: 650-853-3115
rentprogram@cityofepa.org

NOTICE OF ORDINANCE AT COMMENCEMENT OF TENANCY

Section 6 of the East Palo Alto Rent Stabilization and Just Cause of Eviction Ordinance of 2010 requires landlords provide residential tenants with a written notice of this Ordinance at the commencement of any tenancy.

RENTS AND RENT INCREASES

How Much Can Rents be Increased Each Year:

The Rent Stabilization Board determines the percentage increase each year, the Annual General Adjustment ("AGA"), that landlords can raise rents for tenants in regulated rental units. **The percentage of rent increase allowed**, including for all fees for regulated housing services, **for the 2018-2019 program year is 2.9%.**

Landlords, who are in compliance with the Ordinance, may increase rents between July 1 and June 30 of each program year by the amount of the AGA after giving a proper 30-day notice to a tenant. A landlord is eligible to increase rents using AGAs only if the landlord:

1. Registers all units in the same property with the Rent Stabilization Program;
2. Substantially complies with the Rent Stabilization Ordinance and/or orders or regulations issued under the Ordinance, including not charging more than the maximum allowed rent; and
3. Ensures the rental unit complies with the implied warranty of habitability; and completes all repairs ordered by the City.

Fees paid to a landlord for regulated housing services such as parking or utilities are generally part of the rent. An increase in fees for housing services, or charges for additional services that were not included in a tenant's initial rental agreement, are generally considered rent increases and must conform to the requirements for raising rents.

Accumulating AGAs for Future Rent Increases:

Landlords may raise rents by a lesser amount than allowed by the AGA or choose not to raise rents in any given year, and in that event, they may apply the AGA for future use to raise a tenant's rent. Rent increases may not exceed **10%** in any 12-month period.

Certificate of Maximum Allowable Rent ("MAR"):

Certificates are issued upon Initial Registration of a rental unit, upon occupancy by a new tenant, and upon individual request. They are not issued every year. Based on information submitted by landlords, the Rent Stabilization Administrator calculates the Maximum Allowable Rent in the Certificates issued for rental units that have been properly registered with the City. A tenant cannot be charged rent, including any fees for regulated housing services, that exceeds the MAR for the timeframe specified in the Certificate issued for their unit.

RIGHT TO PETITION FOR VIOLATIONS OF ORDINANCE

A tenant can file petition A, B and/or C when their landlord violates the requirements of the City's Rent Stabilization Ordinance. A tenant may file a petition seeking a rent reduction or a rebate for rent already paid for the following reasons:

File Petition A for a Rent Reduction and Rebate for Maximum Allowable Rent Violations: This petition may be filed when rent is being charged over the Maximum Allowable Rent for a regulated rental unit. A tenant can also file Petition A if their landlord failed to properly register the unit.

File Petition B for Rent Reduction and Rebate for Housing Service Reductions, including Maintenance and Breach of Implied Warranty of Habitability: This petition may be filed when the tenant experiences habitability and/or maintenance problems, and/or reductions in services that have not been corrected in a reasonable time.

File Petition C for Approval to Withhold Rent for Landlord's Failure to Register a Unit with the Rent Stabilization Program: Tenants may contact the Rent Program to find out if their rental unit is properly registered and for more

information about this provision in the Ordinance.

PROTECTIONS AGAINST EVICTONS WITHOUT CAUSE

Evictions are only permitted for the specific reasons cited in the Ordinance. Evictions not meeting these requirements can be contested in any action to recover possession of a rental unit in court.

Landlords must specify at least one of the permitted grounds for eviction listed in the Ordinance in a written notice of termination of tenancy. Permitted grounds for eviction include failing to pay rent, violating the lease, or engaging in disorderly or destructive conduct, among other reasons.

The landlord must file with the Rent Board a copy of any termination of tenancy and unlawful detainer action within five calendar days after the tenant has been served with such a notice.

TENANT PROTECTION ORDINANCE (Codified in Section 14.02 of the Municipal Code):
In May 2014, the City Council adopted the Tenant Protection Ordinance ("TPO") to further protect tenants. The TPO requires landlords to provide tenants a tenant rights information sheet, to give keys to every adult occupant in the rental unit, and to replace locks before a new tenancy begins. The TPO prohibits landlords from discriminating against families with children or based on the student or non-student status of housing applicants and tenants. It also prohibits landlords from harassing or taking retaliatory action against tenants. The TPO confirms tenants' rights to organize and to distribute literature related to tenancy issues. The TPO also provides for relocation assistance when units are to be demolished or removed or tenants have to temporarily relocate due to necessary repairs.

FOR MORE INFORMATION ABOUT THE ORDINANCE

Contact the Rent Stabilization Program at (650) 853-3114 or rentprogram@cityofepa.org; or the City's website at: www.cityofepa.org/rentprogram. You may also visit us at 2415 University Avenue, 2nd floor between 8:00 a.m. – 5:00 p.m.

For legal advice or representation, you may contact Legal Aid Society of San Mateo County for an appointment at (650) 517-8911; or Community Legal Services in East Palo Alto at (650) 326-6440; or go to 1861 Bay Road, East Palo Alto.

I received a copy of this notice on **February 1, 2022**.

Signed by Isela Garcia Demora
Tue Feb 1 2022 03:06:34 PM PST
Key: A1FEDFFE; IP Address: 173.8.185.182

Isela Garcia Demora *(Resident)* *Date*

Signed by Noe M. Torres
Tue Feb 1 2022 03:06:35 PM PST
Key: A46E1506; IP Address: 173.8.185.182

Noe M. Torres *(Resident)* *Date*

PARKING RULES AND REGULATIONS

1. Each resident may only use the assigned parking space associated with that resident's lease and parking permit. Any vehicle parked in a parking space other than the assigned space is subject to immediate tow at the owner's expense. If you are not sure which space is yours, please ask the Management Office.

2. Every vehicle, including motorcycles, parked in an assigned **301 East O'Keefe Street** parking space must have a visible, valid **301 East O'Keefe Street** parking permit.

3. The **301 East O'Keefe Street** Management Office at **301 East O'Keefe Street, East Palo Alto, CA 94303** issues parking permits. Generally, one parking permit will be issued for each assigned parking space. The make, model, color, and license plate number for each vehicle must be provided to obtain a parking permit.

4. The parking permit, including the permit identification number, must be fully visible at all times that the vehicle is parked at **301 East O'Keefe Street**. Be sure not to cover the permit identification number.

5. If a resident's vehicle information changes or there are any other changes affecting the parking permit, the Management Office will reissue the parking permit. Upon reissue, the original parking permit will no longer be valid. All updated information must be provided to the Management Office.

6. If a parking permit must be reissued due to loss or theft, the resident will be charged a replacement fee for reissuance of the permit. Upon reissue, the original parking permit will no longer be valid. If the original parking permit is found in any vehicle parked at **301 East O'Keefe Street**, that vehicle will be subject to immediate tow at the owner's expense. Reproduction or alteration of a parking permit is a direct violation of the Parking Rules. Any vehicle parked at **301 East O'Keefe Street** with a reproduced or altered parking permit will be subject to immediate tow at the owner's expense.

7. No vehicle may be parked at any time in a fire lane, red zone, or any other area marked "NO PARKING." No vehicle may be parked so as to block any other parking space, sidewalk, driveway, or garage entrance. Any vehicle parked in violation of these rules is subject to immediate tow at the owner's expense.

8. Certain parking spaces are marked as guest and visitor parking spaces. Vehicles cannot be parked in guest and visitor spaces for more than 72 hours, unless the Management Office has provided prior written approval. An unapproved vehicle parked in a guest or visitor space for more than 72 hours is subject to immediate tow at the owner's expense. It is the resident's responsibility to advise guests and visitors of the Parking Rules.

9. Residents and their guests and visitors may park their vehicles in the parking spaces marked "**301 East O'Keefe Street** Management Office" outside of Management Office hours; however, these vehicles must be moved during Management Office hours (signs are posted with the times). Any vehicle parked in the Management Office parking spaces during office hours are subject to immediate tow at the owner's expense.

10. Motorcycles must be parked in parking spaces. Motorcycles must affix the parking permit so that it is visible on the front area of the vehicle. Motorcycles may not be stored in units, on walkways, in courtyards, or on balconies. All parking rules and regulations apply to motorcycles.

11. All vehicles parked at **301 East O'Keefe Street** must be in good operating condition and currently registered and licensed. Vehicles leaking any fluids will be subject to clean up fees. Any vehicle that is lacking any part or equipment necessary to operate safely, including without limitation, an engine, transmission, wheels, tires, doors, or windshield is subject to tow at the owner's expense. Management will attempt to provide 72 hours of notice before towing any such vehicle. Vehicle repair and maintenance in parking spaces and driveways is strictly prohibited.

12. Storage of personal property is not allowed in parking spaces. Management reserves the right to remove personal property left in parking spaces with no prior warning. Parking spaces and adjacent areas are to be neat and clean at all times.

13. Vehicles are not to be covered. Management will remove and discard covers.

14. Management is not responsible for theft or damage to any vehicle or personal property in the parking areas.

15. Boats, large trucks, RV's or trailers are not to be parked in the parking areas.

16. Bicycles must be parked in designated bicycle racks or inside a Resident's unit. Bicycles may not be stored or parked in common walkways or by the resident's front door.

Please remember to always lock your vehicle and never leave valuables in your car. Management is not responsible for loss or damage. Park at your own risk.

IF YOUR VEHICLE IS TOWED...

You have rights if your vehicle gets towed. Please consult the **California** Vehicle Code to fully understand your rights, as this is only an overview and the law may change at any time.

Generally, prior to paying any towing and storage-related fees, you have the right to:

- Receive an itemized invoice of actual charges.
- Receive your personal property, at no charge, during normal business hours.
- Retrieve your vehicle during the first 72 hours of storage and not pay a lien fee.
- Request a copy of the Towing Fees and Access Notice.
- Pay by cash or valid bank credit card
- Inspect your vehicle or have your insurance carrier inspect your vehicle at the storage facility, at no charge, during normal business hours.

You generally have the right to have the vehicle released to you upon (1) payment of all towing and storage-related fees, (2) presentation of a valid photo identification, (3) presentation of reliable documentation showing that you are the owner of the vehicle or that the owner has authorized you to take possession of the vehicle, and (4), if applicable, presentation of any required police or law enforcement release documents.

If you do not pay the towing and storage-related fees or you abandon your vehicle at the towing company, the towing company may sell your vehicle and any money received will be applied to towing and storage-related fees that have accumulated against your vehicle. You are still responsible for paying the towing company any outstanding balance due on any of these fees once the sale is complete.

If your vehicle was damaged during storage or towing, the owner of the vehicle may recover for any damage to the vehicle resulting from any intentional or negligent act of a person causing the removal of, or removing, the vehicle.

If the towing company violates the law, you may be able to bring a lawsuit in court, generally in small claims court. The towing company may be civilly liable for damages up to two times the amount charged, not to exceed $500, and possibly more for certain violations.

Signed by Isela Garcia Demora
Tue Feb 1 2022 03:06:49 PM PST
Key: A1FEDFFE; IP Address: 173.8.185.182

Isela Garcia Demora *(Resident)* *Date*

Signed by Noe M. Torres
Tue Feb 1 2022 03:06:49 PM PST
Key: A46E1506; IP Address: 173.8.185.182

Noe M. Torres *(Resident)* *Date*

LEASE ADDENDUM
PERSONAL LIABILITY INSURANCE REQUIRED

1. **Addendum.** This is an addendum to the Lease for Apt. No. **20** at **301 okeefe., East Palo alto, CA 94303**

   The effective date of this Addendum is **February 1, 2022**.

2. **Insurance Acknowledgment.** You acknowledge that we do not maintain insurance to protect you against personal injury, loss or damage to your personal property or to cover your own liability for injury, loss or damage you (or your occupants or guests) may cause others. You also acknowledge that you may be responsible to others (including us) for the full cost of any injury, loss or damage caused by your negligent actions or the negligent actions of your occupants or guests, including but not limited to damage caused by fire or smoke.

3. **Required Renters Insurance Policy.** You are required to purchase and maintain a renter's personal liability insurance policy which provides limits of liability to third parties in an amount not less than **$100,000.00** per occurrence through an insurance company or insurance agent authorized to issue insurance in this state. Such insurance policies are often referred to as "renter's insurance policies or "liability-only insurance policies." Most renter's insurance policies contain personal liability coverage and also personal property coverage for your own property. You are only required to have personal liability insurance, however we highly recommend that you obtain coverage for your personal property too. Personal property coverage protects your property in the event of theft, fire or weather-related loss to your property. The required personal liability insurance policy must cover all residents in your unit. The policy must identify **Insurance Tracking**, **P.O. Box 979142 Miami, FL 33197-9142** as a "Party of Interest" or "Interested Party" where the "Party of Interest" or "Interested Party" must be notified within ten (10) days after your insurance company or agent renews, cancels or non-renews your policy. Failure to include Insurance Tracking as the "Party or Interest" or "Interested Party" with the above-listed address will constitute a breach of this Lease.

4. **Insurance Election.** If you choose not to purchase insurance through the carrier of your choice or are unable to secure satisfactory personal liability insurance coverage, you have the option to obtain insurance coverage under an insurance program issued by an insurance carrier we have partnered with. As a resident of this property, you automatically qualify for this coverage with our preferred provider with no underwriting or lengthy application. Participation in this program allows you to conveniently pay the insurance charges with your monthly rent. Following your execution of this Lease, you will be sent a link via email or text message to an online insurance portal where you must either enroll in the insurance program offered by our preferred provider or upload proof of insurance if you already have insurance or if you decide to purchase the insurance through a carrier or agency other than our preferred provider. If you choose to participate in this preferred provider's program, you agree that you will be charged **$0.00** monthly with your rent to cover the costs of securing personal liability coverage in an amount of **$100,000.00** and personal property coverage in an amount of **$10,000.00**. The insurance company will issue a certificate of insurance to you that will describe the limits, conditions and terms of the coverage provided. A description of the insurance coverage and the insurance carrier are available by visiting the online insurance portal. If you have questions regarding the insurance program, please call (866) 786-1721.

   If you decide not to enroll in the preferred provider's program described above, you will be required to upload proof of insurance coverage to the online portal to meet the Lease's insurance requirement. If you do not have access to the online insurance portal, you must contact the leasing office and the on-site staff may be able to provide you with an alternative access to the portal (e.g. business center computer, iPad, etc.).

5. **Freedom of Choice.** At all times, you are able to purchase insurance through the carrier or agency of your choice and are not required to purchase insurance through a particular carrier or agency, including the preferred provider. However, the insurance you purchase must meet the Lease's minimum requirements at all times.

6. **Subrogation Allowed.** You acknowledge that subrogation is allowed by all parties and that this Addendum supersedes any language to the contrary in the Lease. Accordingly, our commercial insurance carrier may make a claim against you for losses it pays as a result of your negligence, and your insurance carrier may make a claim against us for losses it pays as a result of our negligence. We retain the right to hold you responsible for any loss in excess of your insurance coverage.

7. **Your Insurance Coverage.** By signing this Addendum, you acknowledge that you have purchased (or agree to purchase) the insurance described above or you have agreed to participate in the insurance program. If you purchase insurance through a carrier or agency other than the preferred provider, you must provide proof of insurance via the online insurance portal prior to taking possession of the apartment. You further acknowledge that you will keep your insurance policy in-force for the entire term of the Lease. If any material terms of your insurance policy change, you agree to promptly provide proof of the modified policy terms to the on-site staff.

8. **Default.** Unless otherwise prohibited by law, and subject to any right to cure a default under the Lease, any default under the terms of this Addendum shall be deemed a material default of the Lease, and we are entitled to exercise all rights and remedies under the law. If you fail to obtain and maintain personal liability insurance as required by this

Addendum, you will be in violation of your Lease. In such event, we may send a written notice to you demanding that you cure the violation by purchasing the required insurance and providing evidence of coverage to us. If you fail to supply evidence of such insurance to us on or before the specified date set forth in your notice, we reserve the right to obtain personal liability insurance coverage on your behalf, and to charge you monthly for the amount of the insurance charges **$0.00**. This is an insurance program provided to us by an insurance company we have partnered with and provides **$100,000.00** in personal liability insurance to you but **does not include any personal property coverage to protect your property from any loss or damage, including but not limited to from theft, fire or weather.** You may cancel your participation in this insurance program at any time if you purchase your own personal liability insurance policy or renter's insurance policy and provide proof of coverage to our on-site staff. Upon your enrollment in the insurance program set forth in this section, the insurance company will deliver you an insurance certificate evidencing and describing the coverage.

9. Miscellaneous.

a. Except as specifically stated in this Addendum, all other terms and conditions of the Lease shall remain unchanged.

b. The insurance required by the Lease Contract is not required by any law. Your obligation to provide insurance stems solely from the Lease Contract.

c. In the event of any conflict between the terms of this Addendum and the terms of the Lease, the terms of this Addendum shall control.

d. The insurance required by the Lease is not an attempt to limit our liability for our own negligence or your liability for your own negligence.

e. **CAS Insurance Agency, LLC**, a Greystar affiliate and a licensed insurance agency, may receive compensation on policies issued by the preferred insurance provider for administrative, brokerage or marketing support. Owner may be receiving compensation or other payments from **CAS Insurance Agency, LLC** or one of its affiliates where permitted by law.

f. The insurance required by the Lease is not in lieu of, or in any way a component of, any security deposit required by the Lease.

g. **You understand that the personal liability insurance coverage set forth in section 8 may cost more than similar insurance you can purchase on your own and will only cover you for your own liability for injury, loss or damage caused by you (or, in some cases, your occupants or guests) to others and DOES NOT INCLUDE COVERAGE FOR PERSONAL INJURY OR LOSS OR DAMAGE TO YOU OR YOUR PERSONAL PROPERTY. THE PERSONAL LIABILITY INSURANCE DESCRIBED IN SECTION 8 IS LIMITED IN SCOPE AND MAY NOT FULLY PROTECT YOUR INTERESTS.**

h. You agree that you have not received any oral representations from Owner or any representative of Owner which are inconsistent with or not contained in the Lease Contract, the addenda attached to the Lease Contract, or in the Rules and Regulations. If you have received any such oral representations, you agree that you did not rely on them to decide to enter in the Lease Contract or this Addendum.

i. You must refer to the actual insurance policy or certificate for a complete description of the coverage, as thls Addendum only provides a general summary. If you have an annual renter's insurance policy and decide to switch to the insurance program offered by our preferred provider, please compare the terms of coverage between the two policies, as not all policies are the same and coverage may differ.

By signing below, you acknowledge and agree to be bound to the terms of this Addendum.

Signed by Isela Garcia Demora
Tue Feb 1 2022 03:07:03 PM PST
Key: A1FEDFFE; IP Address: 173.8.185.182

Isela Garcia Demora *(Resident)* *Date*

Signed by Noe M. Torres
Tue Feb 1 2022 03:07:03 PM PST
Key: A46E1506; IP Address: 173.8.185.182

Noe M. Torres *(Resident)* *Date*

Signed by Aura Andrade
Wed Feb 2 2022 02:37:22 PM PST
Key: DDFF56A6; IP Address: 173.8.185.182

(Owner/Agent) *Date*

PROPOSITION 65 ADDENDUM

This document is an addendum to the Lease Agreement dated **February 5, 2022** between **Isela Garcia Demora and Noe M. Torres** and **301 East O'Keefe Street** for the **Unit # 20** located at **301 E okeefe St, East Palo alto, CA 94303**.

⚠ WARNING:

Building materials such as insulation, pressed wood materials, finishes, or adhesives on the Residential Community can expose you to chemicals including **formaldehyde** which is/are known to the State of California to cause cancer.

Exhaust fumes on roadways and in parking areas on the Residential Community can expose you to chemicals including **carbon-monoxide** which is/are known to the State of California to cause birth defects or other reproductive harm.

Cigarettes, cigars, pipes, cigarillos, hand-rolled cigarettes (such as bidis) and clove cigarettes (kreteks) produce tobacco smoke, which even when experienced second hand on the Residential Community can expose you to chemicals including **acetaldehyde, acrylamide, arsenic, benzene, and carbon monoxide** which is/are known to the State of California to cause cancer and **acetaldehyde, acrylamide, arsenic, benzene, and carbon monoxide** which is/are known to the State of California to cause birth defects or other reproductive harm.

Swimming Pool(s), spa, water features on the Residential Community can expose you to chemicals including **chloroform which can be formed when the disinfectant chlorine in the pool, spa, fountain reacts with organic compounds that may be in the water such as dirt, sweat, skin cells, etc. and** which is/are known to the State of California to cause cancer and birth defects or other reproductive harm.

Talk to your landlord or the building owner about how and when you could be exposed to these chemicals in your building. For additional information go to www.P65Warnings.ca.gov/apartments.

Resident(s) acknowledges to have read this Addendum and understands the terms and conditions contained herein.

Signed by Isela Garcia Demora
Tue Feb 1 2022 03:07:17 PM PST
Key: A1FEDFFE; IP Address: 173.8.185.182

Isela Garcia Demora *(Resident)* *Date*

Signed by Noe M. Torres
Tue Feb 1 2022 03:07:19 PM PST
Key: A46E1506; IP Address: 173.8.185.182

Noe M. Torres *(Resident)* *Date*

Signed by Aura Andrade
Wed Feb 2 2022 02:37:27 PM PST
Key: DDFF56A6; IP Address: 173.8.185.182

(Owner/Agent) *Date*

RESIDENT SECURITY
NOTICE & ACKNOWLEDGMENT

NOTICE TO RESIDENT: Landlord does not promise, warrant, or guarantee the safety or security of the Resident, Occupants, or their personal property against the criminal actions of other residents or third parties. Each Resident has the responsibility to protect himself or herself and to maintain appropriate insurance to protect his or her belongings.

It is a fact that no security system, courtesy patrol or electronic security device can guarantee protection against crime. Even elaborate security systems are subject to mechanical malfunction, tampering, human error or personnel absenteeism, and can be defeated or avoided by clever criminals. Therefore, Lessees should always proceed on the assumption that no security systems exist. The best safety measures are those precautions that can be performed as a matter of common sense and habit.

If security systems, security devices, or walk-through/drive-through services are employed at this community, no representation is being made that they will be effective to prevent injury, theft or vandalism. Such personnel, if provided, cannot physically be every place at every moment. Usually, such personnel are unarmed independent contractors and have no greater authority under the law to restrain or arrest criminals than the ordinary citizen. Therefore, Landlord does not warrant that any security systems, security devices, or services employed at this community will discourage or prevent breaches of security, intrusions, thefts, or incidents of violent crime. Further, Landlord reserves the right to reduce, modify or eliminate any security system, security devices or services (other than those statutorily required) at any time; and Resident agrees that such action shall not be a breach of any obligation or warranty on the part of Landlord.

Resident agrees to promptly notify Landlord in writing of any problem, defect, malfunction or failure of door locks, window latches, controlled access gates, intrusion alarms, and any other security-related device. If Resident's home is equipped with an intrusion alarm, Resident agrees to be responsible for all fines, penalties and other charges resulting from or attributable to the alarm, including false alarm charges.

ACKNOWLEDGMENT BY RESIDENT: I have read, understood and agree with the above notice. I have received no representation or warranties, either express or implied, as to any security or any security system on the property. Landlord has not in any way stated or implied to me that security of person or property was provided, promised, or guaranteed or that the Community was or will be free from crime. I further acknowledge that Landlord is not obligated under any circumstances to respond to any signal from an intrusion alarm system. The responsibility for protecting me, my property, and my family, guests and invitees from acts of crime is the sole responsibility of myself and law enforcement agencies.

I agree to release and hold harmless Landlord from claims arising out of criminal acts of other residents and third parties. I agree that Landlord shall not be liable to me based upon any claim that security was not provided, subject to Landlord's compliance with state statutes regarding door locks and window latches. Resident acknowledges that the foregoing shall also be binding upon Resident's heirs, successors, and assigns.

Representatives of Landlord have no authority to make changes or modifications in the terms of this document, except when in writing and signed.

Signed by Isela Garcia Demora
Tue Feb 1 2022 03:07:30 PM PST
Key: A1FEDFFE; IP Address: 173.8.185.182

Isela Garcia Demora *(Resident)* *Date*

Signed by Noe M. Torres
Tue Feb 1 2022 03:07:31 PM PST
Key: A46E1506; IP Address: 173.8.185.182

Noe M. Torres *(Resident)* *Date*

Signed by Aura Andrade
Wed Feb 2 2022 02:37:30 PM PST
Key: DDFF56A6; IP Address: 173.8.185.182

(Owner/Agent) *Date*

UTILITIES WAIVER

This document is an addendum to the California Lease Agreement dated **February 1, 2022** between **Isela Garcia Demora and Noe M. Torres** and **301 East O'Keefe Street** for the Unit #**20** located at **301 E okeefe St, East Palo alto, CA 94303**.

In order to allow my community to track our whole building utility data, which will be used to determine what upgrades can be done to reduce utility expenses in each unit, I hereby grant authority for **Woodland Park Property Owner, LLC**, the owner of **301 East O'Keefe Street** to obtain the usage and utility detail for my utility accounts during my tenancy at this location for the sole purpose of benchmarking through the Energy Star® Portfolio Manager system. In order to do this, I agree to grant my Landlord the right to sign my account up to electronically receive utility data, where necessary, and to receive my account details as necessary to accomplish such benchmarking. Where available, such details will be collected in aggregate so that no unit information is available, and no unit information will be distributed except as required by law, nor used for any **marketing** purposes.

Therefore, I hereby authorize any utility provider serving my Premises, located at **301 E okeefe St #20, East Palo alto, CA 94303** to provide such utility details and history about the accounts tied to my Premises upon request through the term of this Lease, and including up to the 24 months prior to the signing of this agreement.

I understand that by signing below I am waiving my right to privacy, both actual and perceived, under Federal, State and Local statutes regarding the release of my utility data and agree to hold all parties involved harmless from any potential right to privacy violations.

Resident(s) acknowledges to have read this Addendum and understands the terms and conditions contained herein.

Signed by Isela Garcia Demora
Tue Feb 1 2022 03:07:42 PM PST
Key: A1FEDFFE; IP Address: 173.8.185.182

Isela Garcia Demora *(Resident)* *Date*

Signed by Noe M. Torres
Tue Feb 1 2022 03:07:43 PM PST
Key: A46E1506; IP Address: 173.8.185.182

Noe M. Torres *(Resident)* *Date*

Signed by Aura Andrade
Wed Feb 2 2022 02:37:33 PM PST
Key: DDFF56A6; IP Address: 173.8.185.182

(Owner/Agent) *Date*

SECURITY DEPOSIT AGREEMENT

This Agreement is made this day, **February 5, 2022**, by and between **301 East O'Keefe Street** (hereinafter referred to as "Lessor"), Lessor of the apartment complex in which the "Premises", as hereinafter defined, are located, acting pursuant to express written authority given by the owner of such apartment complex, and **Isela Garcia Demora and Noe M. Torres** (hereinafter referred to as "Lessee"), in connection with the Apartment Lease Agreement (the "Lease") between Lessor and Lessee for: **301 East O'Keefe Street** (the "Premises").

1. **Security Deposit.** Lessor hereby acknowledges receipt from Lessee of the sum of: **$600.00** (Security Deposit) which represents the security deposit payment under the Lease, which shall hereinafter be defined as "Security Deposit". Lessor will hold the Security Deposit for the faithful performance by Lessee of his/her obligations under the Lease, including payment of rent, and cleaning and repair of the Premises after its surrender.

2. **Refund of Security Deposit.** Lessor shall deduct from the Security Deposit all monies expended as a result of any breach of the lease or this agreement, including but not limited to the following:
   - **A.** Vacate completely the entire Premises by Lessee on or before the date specified in the required written **60 day** move-out notice.
   - **B.** Expiration of the term of the Lease, or termination or cancellation of the Lease in accordance with the express provisions thereof.
   - **C.** Payment by Lessee of all rental required under the Lease, up to and including the date of expiration or termination of the term of the Lease, or the full move-out notice period, whichever is longer.
   - **D.** The Premises, including all kitchen appliances (refrigerator, oven, range, dishwasher, and microwave) and including all baths, closets, storage areas, patios/balconies, etc. have been thoroughly cleaned, so as to be in the same condition as they were in on the commencement date of the term of Lease, normal wear and tear excepted.
   - **E.** No defects or damage to the Premises, whether caused by Lessee, pets, or otherwise, unless shown on a written list of damages and defects signed by Lessee at the commencement of the Lease term.
   - **F.** Observance and performance by Lessee of all of the other covenants and obligations to be kept or performed by Lessee under the Lease up to and including the date of expiration or termination of the Lease term.
   - **G.** Observation and performance by Lessee of all rules and regulations to be kept and performed by Lessee under the Lease, including, without limitation, those rules and regulations pertaining to pets.
   - **H. LESSEE has given LESSOR sixty days written notice prior to the date of expiration or termination of the term of the Lease.**
   - **I.** Lessee has provided Lessor with a written copy of the forwarding address of Lessee.

3. **Deductions.** Within twenty-one (21) days after Lessee has vacated the Premises, Lessor shall furnish Lessee with an itemized written statement of the basis for, and the amount of, any security received and the disposition of such security to Lessee.

4. **Move-Out Procedures.** When Lessee moves out of the Premises, an inspection of the condition of same shall be made after all of the personal effects of Lessee have been removed. Lessee should accompany Lessor during said inspection to help resolve any problems that may arise. Failure of Lessee to do so shall constitute a concurrence by Lessee in Lessor's assessment of charges for damages or cleaning. After inspection by Lessor, appropriate charges will be assessed by Lessor for any missing items; damages or repairs to the Premises, or its contents (normal wear and tear excepted) with the exception of those items listed on the Move-In/Move-Out Inspection Report attached to this agreement; insufficient light bulbs; scratches, burns, or holes in the walls, doors, floors, draperies, carpets and/or furniture; and for cleaning the Premises (including all kitchen appliances). Lessee shall be charged for each unreturned key (mail-box key and garage remote), and charged for replacing locks if all door keys to the Premises are not returned to Lessor.

Signed by Isela Garcia Demora
Tue Feb 1 2022 03:07:55 PM PST
Key: A1FEDFFE; IP Address: 173.8.185.182

Isela Garcia Demora *(Resident)* *Date*

Signed by Noe M. Torres
Tue Feb 1 2022 03:07:56 PM PST
Key: A46E1506; IP Address: 173.8.185.182

Noe M. Torres *(Resident)* *Date*

Signed by Aura Andrade
Wed Feb 2 2022 02:37:36 PM PST
Key: DDFF56A6; IP Address: 173.8.185.182

(Owner/Agent) *Date*

R037

MOVE-IN/MOVE-OUT INSPECTION FORM

Resident Name(s)	Move-In Inspection Date	Move-In Inspection By	Move-In Date
Isela Garcia Demora and Noe M. Torres			February 5, 2022
Address	**Move-Out Inspection Date**	**Move-Out Inspection By**	**Move-Out Date**
301 E okeefe St #20, East Palo alto, CA 94303			

The condition of this Unit is clean, free of any visible pest, undamaged, in good working order and adequate for customary use unless otherwise noted hereon. Use condition codes and comments to describe exceptions and mark NA for items not applicable.

CONDITION CODES: • **EXC** - Excellent • **FR** - Fair • **PR** - Poor • **NCL** - Needs cleaning • **REP** - Replace • **PE** - Pest • **NR** - Needs repair • **PT** - Needs painting • **SCR** - Scratched • **CLN** - Clean • **NEW** - New

	MOVE-IN INSPECTION		PRE MOVE-OUT INSPECTION		MOVEOUT INSPECTION	
KITCHEN	CODE	COMMENT	CODE	COMMENT	CODE	COMMENT
Walls/Ceiling						
Floor						
Hood/Filter/Vent						
Counter Top						
Sink/Disposal						
Cabinets/Drawers						
Shelves						
Windows/Screens						
Window Treatment						
Light Fixtures						
Refrigerator						
Dishwasher						
Stove/Oven						
Microwave						
Other:						
DINING ROOM	CODE	COMMENT	CODE	COMMENT	CODE	COMMENT
Walls/Ceiling						
Floor						
Window Treatment						
Closet/Doors						
Window/Screen						
Fixtures/Fan						
Other						
LIVING ROOM	CODE	COMMENT	CODE	COMMENT	CODE	COMMENT
Walls/Ceiling						
Floor						
Window Treatment						
Closet/Doors						
Window/Screen						
Fixtures/Fan						
Fireplace						
Other						
BATHROOM (ONE)	CODE	COMMENT	CODE	COMMENT	CODE	COMMENT
Walls/Ceiling						
Floor						
Cabinets/Drawers						
Door						
Mirror						
Tub/Shower						
Sink/Faucet						
Countertop						
Toilet						
Towel Rack						
Fixtures/Exhaust Fan						
Other						
BATHROOM (TWO)	CODE	COMMENT	CODE	COMMENT	CODE	COMMENT
Walls/Ceiling						
Floor						
Cabinets/Drawers						
Door						
Mirror						
Tub/Shower						
Sink/Faucet						
Countertop						
Toilet						
Towel Rack						
Fixtures/Exhaust Fan						
Other						

R038

BEDROOM (ONE)	CODE	COMMENT	CODE	COMMENT	CODE	COMMENT
Walls/Ceiling						
Floor						
Closet/Doors						
Windows/Screen						
Window Treatment						
Fixtures/Fan						
Other						
BEDROOM (TWO)	CODE	COMMENT	CODE	COMMENT	CODE	COMMENT
Walls/Ceiling						
Floor						
Closet/Doors						
Windows/Screen						
Window Treatment						
Fixtures/Fan						
Other						
BEDROOM (THREE)	CODE	COMMENT	CODE	COMMENT	CODE	COMMENT
Walls/Ceiling						
Floor						
Closet/Doors						
Windows/Screen						
Window Treatment						
Fixtures/Fan						
Other						
ADDITIONAL ROOM	CODE	COMMENT	CODE	COMMENT	CODE	COMMENT
Walls/Ceiling						
Floor						
Closet/Doors						
Window/Screen						
Window Treatment						
Fixtures/Fan						
Other						
ENTRY/PATIO/ BALCONY	CODE	COMMENT	CODE	COMMENT	CODE	COMMENT
Walls/Ceiling						
Doors						
Window/Screen						
Window Treatment						
Fixtures/Fan						
Other						
GARAGE/CARPORT	CODE	COMMENT	CODE	COMMENT	CODE	COMMENT
Remote/Opener						
Other						
MECHANICAL	CODE	COMMENT	CODE	COMMENT	CODE	COMMENT
Air Conditioner						
Smoke Detector						
Locks						
Other						

ACCESS DEVICES	Move In Count	Move Out Count
Door		
Common Area		
Mailbox		
Fob		
Amenity		
Other		

Any security deposit shall be held by the Landlord for Resident who is party to the Lease. The claim of a Resident to the security deposit shall be prior to the claim of any creditor for the Landlord. **(Civil Code Section 1950.5(d)).**

From the time of the Pre Move-Out Inspection until the termination of the tenancy, the Resident may remedy the deficiencies identified in a manner consistent with the rights and obligations of the Parties under the Lease, in order to avoid deductions from the security deposit.

The law allows the Landlord to use the security deposit for legal deductions itemized in this statement that are not corrected by the Resident prior to the termination of tenancy or that were not identified during the time of the Pre Move-Out Inspection and for damages to the Premises/Community. A final itemized statement will be provided to Resident.

Move-In Inspection:

_____
(Resident) *Date*

_____
(Resident) *Date*

_____
(Agent for Owner) *Date*

Pre Move-Out Inspection:

_____
(Resident) *Date*

_____
(Resident) *Date*

_____
(Agent for Owner) *Date*

Move-Out Inspection

_____
(Resident) *Date*

_____
(Resident) *Date*

_____
(Agent for Owner) *Date*

R040

RESIDENT COMMUNICATION LOG

DATE:	APARTMENT #:	COMMUNITY:	ASSOCIATE'S NAME:
	20	301 East O'Keefe Street	

RESIDENT'S NAME:	CONTACT NUMBER:	ALTERNATE NUMBER:	RESIDENT'S EMAIL:
Isela Garcia Demora			iselayumal37@gmail.com
RESIDENT'S NAME:	**CONTACT NUMBER:**	**ALTERNATE NUMBER:**	**RESIDENT'S EMAIL:**
Noe M. Torres			none@none.com

A new Resident Conversation Log is to be completed with each new conversation. File completed log in the Resident's file.

Exhibit B

Resident Ledger

GREYSTAR®

Date: 02/12/2025

Code	t2441303	**Property**	cawoopa2	**Lease From**	02/05/2022
Name	Isela Garcia Demora	**Unit**	218-20	**Lease To**	02/04/2023
Address	301 East Okeefe	**Status**	Current	**Move In**	02/05/2022
	20	**Rent**	2332.17	**Move Out**	
City	East Palo Alto 94303	**Phone (H)**		**Phone (W)**	

Date	Chg Code	Post Month	Description	Charge	Payment	Balance	Chg/Rec
02/05/2022	secdep	02/2022	Security Deposit	600.00		600.00	103244912
02/05/2022	rent	02/2022	Rent for 24 days	1,800.00		2,400.00	103244913
02/05/2022	sewerrb	02/2022	Sewer Charge for 24 days	25.71		2,425.71	103244914
02/05/2022	trashrb	02/2022	Trash Charge for 24 days	21.43		2,447.14	103244915
02/05/2022	waterrb	02/2022	Water Charge for 24 days	12.86		2,460.00	103244916
02/05/2022	rentins	02/2022	Renters Insurance for 24 days	10.47		2,470.47	103244917
02/08/2022		02/2022	chk# 1089 41268612 Reapplied Receipt		1,000.00	1,470.47	24432407
02/08/2022		02/2022	chk# 1089 41268634 Reapplied Receipt		170.47	1,300.00	24432409
02/09/2022		02/2022	chk# 1089 41268623 Reapplied Receipt		1,000.00	300.00	24432413
02/14/2022		02/2022	chk# 2089 8004999820 :CHECKscan Payment		550.00	(250.00)	24413709
03/01/2022	rentins	03/2022	Renter's Insurance (03/2022)	12.22		(237.78)	104644273
03/01/2022	rent	03/2022	Base Rent (03/2022)	2,100.00		1,862.22	104644274
03/01/2022	trashrb	03/2022	Trash Rebill (03/2022)	25.00		1,887.22	104644275
03/01/2022	waterrb	03/2022	Water Rebill (03/2022)	15.00		1,902.22	104644276
03/01/2022	sewerrb	03/2022	Sewer Rebill (03/2022)	30.00		1,932.22	104644277
03/03/2022		03/2022	chk# 2723 :CHECKscan Payment		2,182.22	(250.00)	24705488
04/01/2022	trashrb	04/2022	Trash Rebill (04/2022)	25.00		(225.00)	106288810
04/01/2022	rent	04/2022	Base Rent (04/2022)	2,100.00		1,875.00	106288811
04/01/2022	sewerrb	04/2022	Sewer Rebill (04/2022)	30.00		1,905.00	106288812
04/01/2022	rentins	04/2022	Renter's Insurance (04/2022)	12.22		1,917.22	106288813
04/01/2022	waterrb	04/2022	Water Rebill (04/2022)	15.00		1,932.22	106288814
04/06/2022		04/2022	chk# 2831 :CHECKscan Payment		2,182.22	(250.00)	25180472
05/01/2022	rentins	05/2022	Renter's Insurance (05/2022)	12.22		(237.78)	107958567
05/01/2022	rent	05/2022	Base Rent (05/2022)	2,100.00		1,862.22	107958568
05/01/2022	trashrb	05/2022	Trash Rebill (05/2022)	25.00		1,887.22	107958569
05/01/2022	sewerrb	05/2022	Sewer Rebill (05/2022)	30.00		1,917.22	107958570
05/01/2022	waterrb	05/2022	Water Rebill (05/2022)	15.00		1,932.22	107958571
05/06/2022		05/2022	chk# 2851 :CHECKscan Payment		2,182.22	(250.00)	25617753
06/01/2022	rentins	06/2022	Renter's Insurance (06/2022)	12.22		(237.78)	109510061
06/01/2022	waterrb	06/2022	Water Rebill (06/2022)	15.00		(222.78)	109510062
06/01/2022	rent	06/2022	Base Rent (06/2022)	2,100.00		1,877.22	109510063
06/01/2022	trashrb	06/2022	Trash Rebill (06/2022)	25.00		1,902.22	109510064
06/01/2022	sewerrb	06/2022	Sewer Rebill (06/2022)	30.00		1,932.22	109510065
06/08/2022		06/2022	chk# 2867 :CHECKscan Payment		2,182.22	(250.00)	26080211
07/01/2022	trashrb	07/2022	Trash Rebill (07/2022)	25.00		(225.00)	111247547
07/01/2022	rentins	07/2022	Renter's Insurance (07/2022)	12.22		(212.78)	111247548
07/01/2022	rent	07/2022	Base Rent (07/2022)	2,100.00		1,887.22	111247549
07/01/2022	waterrb	07/2022	Water Rebill (07/2022)	15.00		1,902.22	111247550
07/01/2022	sewerrb	07/2022	Sewer Rebill (07/2022)	30.00		1,932.22	111247551
07/06/2022		07/2022	chk# 2873 :CHECKscan Payment		2,182.22	(250.00)	26507603
08/01/2022	rent	08/2022	Base Rent (08/2022)	2,100.00		1,850.00	112904999
08/01/2022	waterrb	08/2022	Water Rebill (08/2022)	15.00		1,865.00	112905000
08/01/2022	rentins	08/2022	Renter's Insurance (08/2022)	12.22		1,877.22	112905001
08/01/2022	sewerrb	08/2022	Sewer Rebill (08/2022)	30.00		1,907.22	112905002

08/01/2022	trashrb	08/2022	Trash Rebill (08/2022)	25.00		1,932.22	112905003
08/05/2022		08/2022	chk# 2809 :CHECKscan Payment		2,182.22	(250.00)	26973151
09/01/2022	rentins	09/2022	Renter's Insurance (09/2022)	12.22		(237.78)	114572711
09/01/2022	sewerrb	09/2022	Sewer Rebill (09/2022)	30.00		(207.78)	114572712
09/01/2022	rent	09/2022	Base Rent (09/2022)	2,100.00		1,892.22	114572713
09/01/2022	waterrb	09/2022	Water Rebill (09/2022)	15.00		1,907.22	114572714
09/01/2022	trashrb	09/2022	Trash Rebill (09/2022)	25.00		1,932.22	114572715
09/06/2022		09/2022	chk# 2821 :CHECKscan Payment		2,182.22	(250.00)	27441236
10/01/2022	sewerrb	10/2022	Sewer Rebill (10/2022)	30.00		(220.00)	116296162
10/01/2022	trashrb	10/2022	Trash Rebill (10/2022)	25.00		(195.00)	116296163
10/01/2022	rent	10/2022	Base Rent (10/2022)	2,100.00		1,905.00	116296164
10/01/2022	rentins	10/2022	Renter's Insurance (10/2022)	12.22		1,917.22	116296165
10/01/2022	waterrb	10/2022	Water Rebill (10/2022)	15.00		1,932.22	116296166
10/05/2022		10/2022	chk# 2836 :CHECKscan Payment		2,182.22	(250.00)	27927104
11/01/2022	sewerrb	11/2022	Sewer Rebill (11/2022)	30.00		(220.00)	118029891
11/01/2022	trashrb	11/2022	Trash Rebill (11/2022)	25.00		(195.00)	118029892
11/01/2022	rentins	11/2022	Renter's Insurance (11/2022)	12.22		(182.78)	118029893
11/01/2022	waterrb	11/2022	Water Rebill (11/2022)	15.00		(167.78)	118029894
11/01/2022	rent	11/2022	Base Rent (11/2022)	2,100.00		1,932.22	118029895
11/09/2022		11/2022	chk# 2781 :CHECKscan Payment		2,182.22	(250.00)	28440864
12/01/2022	waterrb	12/2022	Water Rebill (12/2022)	15.00		(235.00)	119326628
12/01/2022	rentins	12/2022	Renter's Insurance (12/2022)	12.22		(222.78)	119326629
12/01/2022	rent	12/2022	Base Rent (12/2022)	2,100.00		1,877.22	119326630
12/01/2022	trashrb	12/2022	Trash Rebill (12/2022)	25.00		1,902.22	119326631
12/01/2022	sewerrb	12/2022	Sewer Rebill (12/2022)	30.00		1,932.22	119326632
12/06/2022		12/2022	chk# 2782 :CHECKscan Payment		2,182.22	(250.00)	28861325
01/01/2023	rent	01/2023	Base Rent (01/2023)	2,100.00		1,850.00	121528156
01/01/2023	waterrb	01/2023	Water Rebill (01/2023)	15.00		1,865.00	121528157
01/01/2023	sewerrb	01/2023	Sewer Rebill (01/2023)	30.00		1,895.00	121528727
01/01/2023	trashrb	01/2023	Trash Rebill (01/2023)	25.00		1,920.00	121528728
01/01/2023	rentins	01/2023	Renter's Insurance (01/2023)	12.22		1,932.22	121533351
01/09/2023		01/2023	chk# 2788 :CHECKscan Payment		2,182.22	(250.00)	29427256
02/01/2023	trashrb	02/2023	Trash Rebill (02/2023)	25.00		(225.00)	123396649
02/01/2023	rentins	02/2023	Renter's Insurance (02/2023)	12.22		(212.78)	123396650
02/01/2023	sewerrb	02/2023	Sewer Rebill (02/2023)	30.00		(182.78)	123396651
02/01/2023	waterrb	02/2023	Water Rebill (02/2023)	15.00		(167.78)	123396652
02/01/2023	rent	02/2023	Base Rent (02/2023)	2,100.00		1,932.22	123396653
02/01/2023		02/2023	chk# 2801 :CHECKscan Payment		2,182.22	(250.00)	29750469
03/01/2023	rentins	03/2023	Renter's Insurance (03/2023)	12.22		(237.78)	125176474
03/01/2023	rent	03/2023	Base Rent (03/2023)	2,100.00		1,862.22	125176475
03/01/2023	waterrb	03/2023	Water Rebill (03/2023)	15.00		1,877.22	125176476
03/01/2023	sewerrb	03/2023	Sewer Rebill (03/2023)	30.00		1,907.22	125176477
03/01/2023	trashrb	03/2023	Trash Rebill (03/2023)	25.00		1,932.22	125176478
03/06/2023		03/2023	chk# 2811 :CHECKscan Payment		2,182.22	(250.00)	30357625
04/01/2023	rent	04/2023	Base Rent (04/2023)	2,100.00		1,850.00	126966198
04/01/2023	rentins	04/2023	Renter's Insurance (04/2023)	12.22		1,862.22	126966199
04/01/2023	waterrb	04/2023	Water Rebill (04/2023)	15.00		1,877.22	126966200
04/01/2023	trashrb	04/2023	Trash Rebill (04/2023)	25.00		1,902.22	126966201
04/01/2023	sewerrb	04/2023	Sewer Rebill (04/2023)	30.00		1,932.22	126966202
04/06/2023		04/2023	chk# 4496 :CHECKscan Payment		2,182.22	(250.00)	30851454
05/01/2023	rentins	05/2023	Renter's Insurance (05/2023)	12.22		(237.78)	128820415
05/01/2023	trashrb	05/2023	Trash Rebill (05/2023)	25.00		(212.78)	128820416
05/01/2023	sewerrb	05/2023	Sewer Rebill (05/2023)	30.00		(182.78)	128820417
05/01/2023	rent	05/2023	Base Rent (05/2023)	2,100.00		1,917.22	128820418
05/01/2023	waterrb	05/2023	Water Rebill (05/2023)	15.00		1,932.22	128820419
05/06/2023		05/2023	chk# 0167 :CHECKscan Payment		2,182.22	(250.00)	31304534
06/01/2023	rent	06/2023	Base Rent (06/2023)	2,100.00		1,850.00	130333569
06/01/2023	trashrb	06/2023	Trash Rebill (06/2023)	25.00		1,875.00	130333570
06/01/2023	sewerrb	06/2023	Sewer Rebill (06/2023)	30.00		1,905.00	130333571
06/01/2023	rentins	06/2023	Renter's Insurance (06/2023)	12.22		1,917.22	130333572
06/01/2023	waterrb	06/2023	Water Rebill (06/2023)	15.00		1,932.22	130333573
06/06/2023		06/2023	chk# 0186 :CHECKscan Payment		2,182.22	(250.00)	31757088

07/01/2023	rentins	07/2023	Renter's Insurance (07/2023)	12.22		(237.78)	132140104
07/01/2023	trashrb	07/2023	Trash Rebill (07/2023)	25.00		(212.78)	132140105
07/01/2023	sewerrb	07/2023	Sewer Rebill (07/2023)	30.00		(182.78)	132140106
07/01/2023	rent	07/2023	Base Rent (07/2023)	2,100.00		1,917.22	132140107
07/01/2023	waterrb	07/2023	Water Rebill (07/2023)	15.00		1,932.22	132140108
07/07/2023		07/2023	chk# 0105 :CHECKscan Payment		2,182.22	(250.00)	32244423
08/01/2023	waterrb	08/2023	Water Rebill (08/2023)	15.00		(235.00)	133846401
08/01/2023	rent	08/2023	Base Rent (08/2023)	2,100.00		1,865.00	133846402
08/01/2023	rentins	08/2023	Renter's Insurance (08/2023)	12.22		1,877.22	133846403
08/01/2023	sewerrb	08/2023	Sewer Rebill (08/2023)	30.00		1,907.22	133846404
08/01/2023	trashrb	08/2023	Trash Rebill (08/2023)	25.00		1,932.22	133846405
08/06/2023		08/2023	chk# 0125 :CHECKscan Payment		2,182.22	(250.00)	32714215
09/01/2023	rent	09/2023	Base Rent (09/2023)	2,100.00		1,850.00	135683030
09/01/2023	trashrb	09/2023	Trash Rebill (09/2023)	25.00		1,875.00	135683031
09/01/2023	waterrb	09/2023	Water Rebill (09/2023)	15.00		1,890.00	135683032
09/01/2023	rentins	09/2023	Renter's Insurance (09/2023)	12.22		1,902.22	135683033
09/01/2023	sewerrb	09/2023	Sewer Rebill (09/2023)	30.00		1,932.22	135683034
09/06/2023		09/2023	chk# 0140 :CHECKscan Payment		2,182.22	(250.00)	33207088
10/01/2023	rent	10/2023	Base Rent (10/2023)	2,287.16		2,037.16	137325233
10/01/2023	rentins	10/2023	Renter's Insurance (10/2023)	12.22		2,049.38	137325234
10/01/2023	waterrb	10/2023	Water Rebill (10/2023)	15.00		2,064.38	137325235
10/01/2023	trashrb	10/2023	Trash Rebill (10/2023)	25.00		2,089.38	137325236
10/01/2023	sewerrb	10/2023	Sewer Rebill (10/2023)	30.00		2,119.38	137325237
10/07/2023		10/2023	chk# 0253 :CHECKscan Payment		2,369.38	(250.00)	33733846
11/01/2023	rentins	11/2023	Renter's Insurance (11/2023)	12.22		(237.78)	139383442
11/01/2023	rent	11/2023	Base Rent (11/2023)	2,287.16		2,049.38	139383443
11/01/2023	waterrb	11/2023	Water Rebill (11/2023)	15.00		2,064.38	139383444
11/01/2023	trashrb	11/2023	Trash Rebill (11/2023)	25.00		2,089.38	139383445
11/01/2023	sewerrb	11/2023	Sewer Rebill (11/2023)	30.00		2,119.38	139383446
11/08/2023		11/2023	chk# 0211 :CHECKscan Payment		2,369.38	(250.00)	34238412
12/01/2023	rent	12/2023	Base Rent (12/2023)	2,287.16		2,037.16	141234096
12/01/2023	waterrb	12/2023	Water Rebill (12/2023)	15.00		2,052.16	141234097
12/01/2023	sewerrb	12/2023	Sewer Rebill (12/2023)	30.00		2,082.16	141234098
12/01/2023	rentins	12/2023	Renter's Insurance (12/2023)	12.22		2,094.38	141234099
12/01/2023	trashrb	12/2023	Trash Rebill (12/2023)	25.00		2,119.38	141234100
12/05/2023		12/2023	chk# 0216 :CHECKscan Payment		2,369.38	(250.00)	34663284
01/01/2024	rent	01/2024	Base Rent (01/2024)	2,287.16		2,037.16	143000675
01/01/2024	sewerrb	01/2024	Sewer Rebill (01/2024)	30.00		2,067.16	143000676
01/01/2024	trashrb	01/2024	Trash Rebill (01/2024)	25.00		2,092.16	143000677
01/01/2024	rentins	01/2024	Renter's Insurance (01/2024)	12.22		2,104.38	143000678
01/01/2024	waterrb	01/2024	Water Rebill (01/2024)	15.00		2,119.38	143001811
01/08/2024		01/2024	chk# 0259 :CHECKscan Payment		2,369.38	(250.00)	35171661
02/01/2024	waterrb	02/2024	Water Rebill (02/2024)	15.00		(235.00)	144992779
02/01/2024	trashrb	02/2024	Trash Rebill (02/2024)	25.00		(210.00)	144992780
02/01/2024	rentins	02/2024	Renter's Insurance (02/2024)	12.22		(197.78)	144992781
02/01/2024	rent	02/2024	Base Rent (02/2024)	2,287.16		2,089.38	144992782
02/01/2024	sewerrb	02/2024	Sewer Rebill (02/2024)	30.00		2,119.38	144992783
02/06/2024		02/2024	chk# 0261 :CHECKscan Payment		2,369.38	(250.00)	35669631
03/01/2024	sewerrb	03/2024	Sewer Rebill (03/2024)	30.00		(220.00)	146991344
03/01/2024	rent	03/2024	Base Rent (03/2024)	2,287.16		2,067.16	146991345
03/01/2024	rentins	03/2024	Renter's Insurance (03/2024)	12.22		2,079.38	146991346
03/01/2024	waterrb	03/2024	Water Rebill (03/2024)	15.00		2,094.38	146991347
03/01/2024	trashrb	03/2024	Trash Rebill (03/2024)	25.00		2,119.38	146991348
03/07/2024		03/2024	chk# 0234 :CHECKscan Payment		2,369.38	(250.00)	36211267
04/01/2024	rentins	04/2024	Renter's Insurance (04/2024)	12.22		(237.78)	148994999
04/01/2024	waterrb	04/2024	Water Rebill (04/2024)	15.00		(222.78)	148995000
04/01/2024	sewerrb	04/2024	Sewer Rebill (04/2024)	30.00		(192.78)	148995001
04/01/2024	trashrb	04/2024	Trash Rebill (04/2024)	25.00		(167.78)	148995002
04/01/2024	rent	04/2024	Base Rent (04/2024)	2,287.16		2,119.38	148995003
04/08/2024		04/2024	chk# 0239 :CHECKscan Payment		2,369.38	(250.00)	36741386
05/01/2024	sewerrb	05/2024	Sewer Rebill (05/2024)	30.00		(220.00)	151300889
05/01/2024	trashrb	05/2024	Trash Rebill (05/2024)	25.00		(195.00)	151300890

05/01/2024	waterrb	05/2024	Water Rebill (05/2024)	15.00		(180.00)	151300891
05/01/2024	rentins	05/2024	Renter's Insurance (05/2024)	12.22		(167.78)	151300892
05/01/2024	rent	05/2024	Base Rent (05/2024)	2,287.16		2,119.38	151301931
05/07/2024		05/2024	chk# 0242 :CHECKscan Payment		2,369.38	(250.00)	37277842
06/01/2024	sewerrb	06/2024	Sewer Rebill (06/2024)	30.00		(220.00)	153461238
06/01/2024	trashrb	06/2024	Trash Rebill (06/2024)	25.00		(195.00)	153461239
06/01/2024	waterrb	06/2024	Water Rebill (06/2024)	15.00		(180.00)	153461240
06/01/2024	rentins	06/2024	Renter's Insurance (06/2024)	12.22		(167.78)	153461241
06/01/2024	rent	06/2024	Base Rent (06/2024)	2,287.16		2,119.38	153472750
06/05/2024		06/2024	chk# 0244 :CHECKscan Payment		2,369.38	(250.00)	37813140
07/01/2024	rent	07/2024	Base Rent (07/2024)	2,287.16		2,037.16	155745204
07/01/2024	sewerrb	07/2024	Sewer Rebill (07/2024)	30.00		2,067.16	155745713
07/01/2024	trashrb	07/2024	Trash Rebill (07/2024)	25.00		2,092.16	155745714
07/01/2024	waterrb	07/2024	Water Rebill (07/2024)	15.00		2,107.16	155745715
07/01/2024	rentins	07/2024	Renter's Insurance (07/2024)	12.22		2,119.38	155745716
07/07/2024		07/2024	chk# 0250 :CHECKscan Payment		2,369.38	(250.00)	38422907
08/01/2024	sewerrb	08/2024	Sewer Rebill (08/2024)	30.00		(220.00)	158029076
08/01/2024	trashrb	08/2024	Trash Rebill (08/2024)	25.00		(195.00)	158029077
08/01/2024	waterrb	08/2024	Water Rebill (08/2024)	15.00		(180.00)	158029078
08/01/2024	rentins	08/2024	Renter's Insurance (08/2024)	12.22		(167.78)	158029079
08/01/2024	rent	08/2024	Base Rent (08/2024)	2,287.16		2,119.38	158029693
08/05/2024		08/2024	chk# 6594 :CHECKscan Payment		2,369.38	(250.00)	39008312
09/01/2024	sewerrb	09/2024	Sewer Rebill (09/2024)	30.00		(220.00)	160425255
09/01/2024	trashrb	09/2024	Trash Rebill (09/2024)	25.00		(195.00)	160425256
09/01/2024	waterrb	09/2024	Water Rebill (09/2024)	15.00		(180.00)	160425533
09/01/2024	rentins	09/2024	Renter's Insurance (09/2024)	12.22		(167.78)	160425534
09/01/2024	rent	09/2024	Base Rent (09/2024)	2,287.16		2,119.38	160434211
09/05/2024		09/2024	chk# 0342 :CHECKscan Payment		2,369.38	(250.00)	39637564
10/01/2024	rent	10/2024	Base Rent (10/2024)	2,332.17		2,082.17	162388800
10/01/2024	rentins	10/2024	Renter's Insurance (10/2024)	12.22		2,094.39	162388801
10/01/2024	waterrb	10/2024	Water Rebill (10/2024)	15.00		2,109.39	162388802
10/01/2024	trashrb	10/2024	Trash Rebill (10/2024)	25.00		2,134.39	162388803
10/01/2024	sewerrb	10/2024	Sewer Rebill (10/2024)	30.00		2,164.39	162388804
10/07/2024		10/2024	chk# 0344 :CHECKscan Payment		2,414.39	(250.00)	40265304
11/01/2024	rent	11/2024	Base Rent (11/2024)	2,332.17		2,082.17	165155273
11/01/2024	sewerrb	11/2024	Sewer Rebill (11/2024)	30.00		2,112.17	165162747
11/01/2024	trashrb	11/2024	Trash Rebill (11/2024)	25.00		2,137.17	165162748
11/01/2024	waterrb	11/2024	Water Rebill (11/2024)	15.00		2,152.17	165162749
11/01/2024	rentins	11/2024	Renter's Insurance (11/2024)	12.22		2,164.39	165162750
11/07/2024		11/2024	chk# 0345 :CHECKscan Payment		2,414.39	(250.00)	40879669
12/01/2024	sewerrb	12/2024	Sewer Rebill (12/2024)	30.00		(220.00)	167505551
12/01/2024	trashrb	12/2024	Trash Rebill (12/2024)	25.00		(195.00)	167505552
12/01/2024	waterrb	12/2024	Water Rebill (12/2024)	15.00		(180.00)	167505553
12/01/2024	rentins	12/2024	Renter's Insurance (12/2024)	12.22		(167.78)	167505554
12/01/2024	rent	12/2024	Base Rent (12/2024)	2,332.17		2,164.39	167522187
12/08/2024		12/2024	chk# 0348 :CHECKscan Payment		2,414.39	(250.00)	41453172
01/01/2025	rent	01/2025	Base Rent (01/2025)	2,332.17		2,082.17	169519626
01/01/2025	rentins	01/2025	Renter's Insurance (01/2025)	12.22		2,094.39	169519627
01/01/2025	sewerrb	01/2025	Sewer Rebill (01/2025)	30.00		2,124.39	169519628
01/01/2025	trashrb	01/2025	Trash Rebill (01/2025)	25.00		2,149.39	169519629
01/01/2025	waterrb	01/2025	Water Rebill (01/2025)	15.00		2,164.39	169519630
01/05/2025		01/2025	chk# 0355 :CHECKscan Payment		2,414.39	(250.00)	41972735
02/01/2025	rent	02/2025	Base Rent (02/2025)	2,332.17		2,082.17	172224191
02/01/2025	sewerrb	02/2025	Sewer Rebill (02/2025)	30.00		2,112.17	172224638
02/01/2025	trashrb	02/2025	Trash Rebill (02/2025)	25.00		2,137.17	172224639
02/01/2025	waterrb	02/2025	Water Rebill (02/2025)	15.00		2,152.17	172224640
02/01/2025	rentins	02/2025	Renter's Insurance (02/2025)	12.22		2,164.39	172224641
02/04/2025		02/2025	chk# 0313 :CHECKscan Payment		2,414.39	(250.00)	42562722

Exhibit C

[Not Applicable]

Exhibit D

Work Order Cost Analysis Details

Property : Woodland Park (cawoopa2)

Unit : 218-20

WO#	Property	Unit	Priority	Status	Category	Brief Desc.	Call Date	Scheduled Date	Completed Date	Amount
5793203	cawoopa2	218-20	High	Work Completed		Window Screens	04/22/2022	04/25/2022	05/04/2022	0
5819208	cawoopa2	218-20		Work Completed	Lighting	SERVICE-Kitchen Light	05/02/2022	05/02/2022	05/03/2022	0
5978577	cawoopa2	218-20	Emergency	Work Completed	Lighting	SERVICE-Lighting	06/08/2022	06/08/2022	06/15/2022	0
6262129	cawoopa2	218-20	Emergency	Work Completed	Plumbing	EMERG - Kitchen Sink LEAK	08/25/2022	08/25/2022	08/26/2022	0
6292829	cawoopa2	218-20	Emergency	Work Completed	Building Interior	Sliding Balcony Door	09/04/2022	09/06/2022	09/22/2022	0
6292830	cawoopa2	218-20		Work Completed		Bedroom Window Screen	09/04/2022	09/06/2022	10/17/2022	0
6329042	cawoopa2	218-20	Medium	Work Completed	Plumbing	SERVICE-Clogged tub	09/15/2022	09/15/2022	09/16/2022	0
6394297	cawoopa2	218-20	Emergency	Work Completed	Locks / Keys	EMERGENCY-FRONT DOOR GETS STUCK	10/06/2022	10/10/2022	10/11/2022	0
6871380	cawoopa2	218-20	Emergency	Work Completed	Plumbing	emergenci-the kitchen sink is clogg	03/17/2023	03/17/2023	03/17/2023	0
7246317	cawoopa2	218-20	Emergency	Work Completed	Plumbing	clogged	07/23/2023	07/23/2023	07/23/2023	0
7246326	cawoopa2	218-20	Routine	Work Completed	Pest Control	roaches in the unit	07/23/2023		08/14/2023	0
7414709	cawoopa2	218-20		Work Completed	Pest Control	RCO	09/10/2023		08/24/2023	0
7415071	cawoopa2	218-20		Work Completed	Pest Control	RCO	09/10/2023		09/10/2023	0
7431513	cawoopa2	218-20		Work Completed	Pest Control	RCO	09/14/2023		09/14/2023	0
7504263	cawoopa2	218-20	Emergency	Work Completed	Lighting	remplace the kitchen light bulb	10/07/2023	10/09/2023	10/12/2023	0
7512650	cawoopa2	218-20		Work Completed	Pest Control	RCO	10/10/2023		10/05/2023	0
7736288	cawoopa2	218-20	Emergency	Work Completed	Appliance Repair	Refrigerator	12/25/2023	12/26/2023	12/27/2023	0
7884561	cawoopa2	218-20	Emergency	Work Completed	Unit Turn	GS Standard Plumbing	02/10/2024	02/12/2024	02/13/2024	0
7977799	cawoopa2	218-20		Work Completed	Appliance Repair	Serv- burners	03/11/2024	03/12/2024	03/12/2024	0
7977803	cawoopa2	218-20		Work Completed	Lighting	Service-bedroom switch	03/11/2024	03/12/2024	03/12/2024	0
7977807	cawoopa2	218-20		Work Completed	Window Repair	Service- sliding door blinds	03/11/2024	03/12/2024	03/12/2024	0
7977809	cawoopa2	218-20		Work Completed	Window Repair	Serv- bedroom blinds	03/11/2024	03/12/2024	03/12/2024	0
8397905	cawoopa2	218-20	Emergency	Work Completed	Plumbing	No hot water	06/18/2024	06/19/2024	06/20/2024	0
Total: 23										**0**

Work Order Cost Analysis Details

Property : Woodland Park (cawoopa2)

Unit : 218-20

WO#	Property	Unit	Priority	Status	Category	Brief Desc.	Call Date	Scheduled Date	Completed Date	Amount
8973417	cawoopa2	218-20		Work Completed		Kitchen	10/29/2024		11/26/2024	0
8973418	cawoopa2	218-20		Work Completed		Living room	10/29/2024		11/26/2024	0
8973422	cawoopa2	218-20		Work Completed		Carpet	10/29/2024		11/26/2024	0
9185020	cawoopa2	218-20	Low	Work Completed	Cabinets and Drawers	closet door	12/23/2024	12/23/2024	12/24/2024	0
Total: 4										**0**

Exhibit E

Woodland Park
5 Newell Ct
East Palo Alto,CA 94303
Office (650) 566-2000x

Work Order No. 5793203
Date Call: 4/22/2022 10:56:00 AM

Date Scheduled: 4/25/2022 8:37:00 AM

Status Work Completed

Date Completed: 5/4/2022 12:31:00 PM
Brief Desc: Window Screens

Job Site: cawoopa2/218-20
301 East Okeefe
20
East Palo Alto,94303

Caller Name: Isela Garcia Demora

Caller Phone:
Occupant: Garcia Demora (t2441303)

Priority: High
Ok to enter? NO

Mobile (650) 309-8611x

Problem Description: PTE
** Window Screens
Needed for the Kitchen Window (above sink), Living room window, and bedroom window.
EA

Parts & Labor

Quantity/ Hours	Item Type/ Employee Name	Description	Unit Price	Total
0.0833	Blanco	Blanco	0.00	0.00
			Total	0.00

Authorized by: _____
Signed by _____
Dated _____
Invoice No. _____

Technician Notes: window screen were installed . resident claims when he moved in never had them. he just want to prepare for the summer

Woodland Park
5 Newell Ct
East Palo Alto,CA 94303
Office (650) 566-2000x

Work Order No. 5819208
Date Call: 5/2/2022 9:57:00 AM

Date Scheduled: 5/2/2022 10:36:00 AM

Status Work Completed

Date Completed: 5/3/2022 1:18:00 PM
Brief Desc: SERVICE- Kitchen Light

Job Site: cawoopa2/218-20
301 East Okeefe
20
East Palo Alto,94303

Caller Name: Isela Garcia Demora

Caller Phone:
Occupant: Garcia Demora (t2441303)

Mobile (650) 309-8611x

Ok to enter? YES
Category: Lighting

SubCategory: Replace Bulb

Problem Description: PTE- light bulb in kitchen needs to be replaced.

-LP

Parts & Labor

Quantity/ Hours	Item Type/ Employee Name	Description	Unit Price	Total
0.9333	Blanco	Blanco	0.00	0.00
			Total	0.00

Authorized by: _____
Signed by _____
Dated _____
Invoice No. _____

Technician Notes: lightbulbs were replaced

Woodland Park
5 Newell Ct
East Palo Alto,CA 94303
Office (650) 566-2000x

Work Order No. 5978577
Date Call: 6/8/2022 4:29:00 PM
Date Scheduled: 6/8/2022 4:56:00 PM

Status Work Completed

Date Completed: 6/15/2022 11:17:00 AM
Brief Desc: SERVICE- Lighting

Job Site: cawoopa2/218-20
301 East Okeefe
20
East Palo Alto,94303

Caller Name: Isela Garcia Demora
Caller Phone:
Occupant: Garcia Demora (t2441303)

Priority: Emergency
Ok to enter? NO
Category: Lighting

Mobile (650) 309-8611x

Problem Description: 3rd floor lights keep going on and off.-CR

Parts & Labor

Quantity/ Hours	Item Type/ Employee Name	Description	Unit Price	Total
0.0000	Lopez	Lopez	0.00	0.00
			Total	0.00

Authorized by: _____
Signed by _____
Dated _____
Invoice No. _____

Technician Notes: checked the lights on the third floor and cleaned the sensors on the light fixtures

Woodland Park
5 Newell Ct
East Palo Alto,CA 94303
Office (650) 566-2000x

Work Order No. 6262129
Date Call: 8/25/2022 1:02:00 PM
Date Scheduled: 8/25/2022 2:11:03 PM

Status Work Completed

Date Completed: 8/26/2022 9:38:00 AM
Brief Desc: EMERG - Kitchen Sink LEAK

Job Site: cawoopa2/218-20
301 East Okeefe
20
East Palo Alto,94303

Caller Name: Isela Garcia Demora
Caller Phone: (650) 309-8611x
Occupant: Garcia Demora (t2441303)

Priority: Emergency
Ok to enter? NO
Category: Plumbing
Mobile (650) 309-8611x
SubCategory: Kitchen Sink

Access Notes:
NO PTE - Call Isela
Isela - (650) 309-8611

Residents In unit :
9am - 2pm - Mon-Fri
All Day - Saturday

Problem Description:
NO PTE - Call Isela
Isela - (650) 309-8611

Residents In unit :
9am - 2pm - Mon-Fri
All Day - Saturday

Kitchen sink is leaking at the bottoim of the sink - the pipe under the sink is leaking

Inspect
JL

Parts & Labor

Quantity/ Hours	Item Type/ Employee Name	Description	Unit Price	Total
0.0000	Lopez	Lopez	0.00	0.00
			Total	0.00

Authorized by: _____
Signed by _____
Dated _____
Invoice No. _____

Technician Notes: resident stated that she never called for a leack she dint call at all .

Woodland Park
5 Newell Ct
East Palo Alto,CA 94303
Office (650) 566-2000x

Work Order No. 6292829
Date Call: 9/4/2022 11:28:00 AM
Date Scheduled: 9/6/2022 9:54:00 AM

Status Work Completed

Date Completed: 9/22/2022 9:24:11 AM
Brief Desc: Sliding Balcony Door

Job Site: cawoopa2/218-20
301 East Okeefe
20
East Palo Alto,94303

Caller Name: Isela Garcia Demora
Caller Phone:
Occupant: Garcia Demora (t2441303)

Priority: Emergency
Ok to enter? YES
Category: Building Interior
Mobile (650) 309-8611x
SubCategory: Sliding Door

Problem Description: PTE
The balcony door does not open. seems to be stuck
EAC

Parts & Labor

Quantity/ Hours	Item Type/ Employee Name	Description	Unit Price	Total
49.2500	Torres		0.00	0.00
			Total	0.00

Authorized by: _____
Signed by _____
Dated _____
Invoice No. _____

Technician Notes: the rollers from the patio door was adjusted along with the entry lock adjustment.
window screen from the window was replaced. also 2 screen were replaced from the living room.

Woodland Park
5 Newell Ct
East Palo Alto,CA 94303
Office (650) 566-2000x

Work Order No. 6292830
Date Call: 9/4/2022 11:29:00 AM
Date Scheduled: 9/6/2022 9:55:11 AM
Date Completed: 10/17/2022 10:16:00 AM
Brief Desc: Bedroom Window Screen
Job Site: cawoopa2/218-20
301 East Okeefe
20
East Palo Alto,94303

Status Work Completed

Caller Name: Isela Garcia Demora
Caller Phone:
Occupant: Garcia Demora (t2441303)
Mobile (650) 309-8611x

Ok to enter? YES

Problem Description: PTE
The bedroom window screen is missing.
EAC+

Parts & Labor

Quantity/ Hours	Item Type/ Employee Name	Description	Unit Price	Total
0.0000	Torres	Torres	0.00	0.00
			Total	0.00

Authorized by: _____
Signed by _____
Dated _____
Invoice No. _____

Technician Notes: [eduardo.torres@greystar.com 10/17/22 10:16 AM]
the resident said last month I replaced the screen on the bedroom window take photo.

Woodland Park
5 Newell Ct
East Palo Alto,CA 94303
Office (650) 566-2000x

Work Order No. 6329042
Date Call: 9/15/2022 11:35:00 AM
Date Scheduled: 9/15/2022 11:39:21 AM

Status Work Completed

Date Completed: 9/16/2022 12:48:00 PM
Brief Desc: SERVICE-Clogged tub

Job Site: cawoopa2/218-20
301 East Okeefe
20
East Palo Alto,94303

Caller Name: Isela Garcia Demora
Caller Phone:
Occupant: Garcia Demora (t2441303)

Priority: Medium
Ok to enter? YES
Category: Plumbing
Mobile (650) 309-8611x
SubCategory: Tub

Access Notes: PTE

Problem Description: PTE

TUB SEEMS TO BE CLOGGED DUE TO IT HAVING SLOW DRAINING. PLEASE INSPECT

OG

Parts & Labor

Quantity/ Hours	Item Type/ Employee Name	Description	Unit Price	Total
0.0000	Torres	Torres	0.00	0.00
			Total	0.00

Authorized by: _____
Signed by _____
Dated _____
Invoice No. _____

Technician Notes: [eduardo.torres@greystar.com 9/16/22 12:48 PM]
unclogged bathroom tub clean the work area take photo.

Woodland Park
5 Newell Ct
East Palo Alto,CA 94303
Office (650) 566-2000x

Work Order No. 6394297
Date Call: 10/6/2022 3:06:00 PM
Date Scheduled: 10/10/2022 8:20:42 AM
Date Completed: 10/11/2022 12:55:00 PM
Brief Desc: EMERGENCY- FRONT DOOR GETS STUCK

Status Work Completed

Job Site: cawoopa2/218-20
301 East Okeefe
20
East Palo Alto,94303

Caller Name: Isela Garcia Demora
Caller Phone:
Occupant: Garcia Demora (t2441303)

Priority: Emergency
Ok to enter? YES
Category: Locks / Keys
Mobile (650) 309-8611x
SubCategory: Front Door Key

Access Notes: PTE

Problem Description: PTE

Front door knob gets stuck and does not open with key

JL

Parts & Labor

Quantity/ Hours	Item Type/ Employee Name	Description	Unit Price	Total
0.0000	Torres	Torres	0.00	0.00
			Total	0.00

Authorized by: _____
Signed by _____
Dated _____
Invoice No. _____

Technician Notes: [eduardo.torres@greystar.com 10/11/22 12:55 PM]
entry door replace the lock, because the old is broken, take photo.

Woodland Park
5 Newell Ct
East Palo Alto,CA 94303
Office (650) 566-2000x

Work Order No. 6871380
Date Call: 3/17/2023 10:39:00 AM
Date Scheduled: 3/17/2023 11:36:11 AM

Status Work Completed

Date Completed: 3/17/2023 3:31:00 PM
Brief Desc: emergenci-the kitchen sink is clogg

Job Site: cawoopa2/218-20
301 East Okeefe
20
East Palo Alto,94303

Caller Name: Isela Garcia Demora
Caller Phone:
Occupant: Garcia Demora (t2441303)

Priority: Emergency
Ok to enter? YES
Category: Plumbing
Mobile (650) 309-8611x
SubCategory: Bath Sink

Problem Description:
PTE
Noe Mora
(650)9950717
the bathroom sink is clogged needs to be unclogged this is a emergency.
DD

Parts & Labor

Quantity/ Hours	Item Type/ Employee Name	Description	Unit Price	Total
0.0167	Blanco	Blanco	0.00	0.00
			Total	0.00

Authorized by: _____
Signed by _____
Dated _____
Invoice No. _____

Technician Notes: [edgardo.blanco@greystar.com 3/17/23 3:31 PM]
bathroom sink was unclogged

Woodland Park
5 Newell Ct
East Palo Alto,CA 94303
Office (650) 566-2000x

Work Order No. 7246317
Date Call: 7/23/2023 11:16:00 AM
Date Scheduled: 7/23/2023 2:45:00 PM
Date Completed: 7/23/2023 2:56:00 PM
Brief Desc: clogged

Status Work Completed

Job Site: cawoopa2/218-20
301 East Okeefe
20
East Palo Alto,94303

Caller Name: Isela Garcia Demora
Caller Phone:
Occupant: Garcia Demora (t2441303)

Priority: Emergency
Ok to enter? YES
Category: Plumbing
Mobile (650) 309-8611x
SubCategory: Tub

Problem Description: PTE
the tub shower is clogged please inspect.
Isela Garcia
(650) 309-8611
AR

Parts & Labor

Quantity/ Hours	Item Type/ Employee Name	Description	Unit Price	Total
0.0000	Torres	Torres	0.00	0.00
			Total	0.00

Authorized by: _____
Signed by _____
Dated _____
Invoice No. _____

Technician Notes: Unclogged bathroom tub and clean the word area

Woodland Park
5 Newell Ct
East Palo Alto,CA 94303
Office (650) 566-2000x

Work Order No. 7246326
Date Call: 7/23/2023 11:20:00 AM

Status Work Completed

Date Completed: 8/14/2023 11:05:00 AM
Brief Desc: roaches in the unit

Job Site: cawoopa2/218-20
301 East Okeefe
20
East Palo Alto,94303

Caller Name: Isela Garcia Demora
Caller Phone:
Occupant: Garcia Demora (t2441303)

Priority: Routine
Ok to enter? NO
Category: Pest Control
Mobile (650) 309-8611x

Access Notes: tenant states that shes came in 2 weeks ago to put in th erequest for pest control & they said theyd be thre on two different occasions but never showed up , tenant is mad that they havent gone out to inspect. 650-309-8611

Problem Description: The resident reported roaches in her unit please inspect
AR

Parts & Labor

Quantity/ Hours	Item Type/ Employee Name	Description	Unit Price	Total

Total

Authorized by: _____
Signed by _____
Dated _____
Invoice No. _____

Technician Notes: 8/14 BANNER medium activity placed monitors baited

Woodland Park
5 Newell Ct
East Palo Alto,CA 94303
Office (650) 566-2000x

Work Order No. 7414709
Date Call: 9/10/2023 10:19:00 AM

Status Work Completed

Date Completed: 8/24/2023 10:20:00 AM
Brief Desc: RCO

Job Site: cawoopa2/218-20
301 East Okeefe
20
East Palo Alto,94303

Caller Name: Isela Garcia Demora

Caller Phone:
Occupant: Garcia Demora (t2441303)

Mobile (650) 309-8611x

Ok to enter? NO
Category: Pest Control

Parts & Labor

Quantity/ Hours	Item Type/ Employee Name	Description	Unit Price	Total

Total

Authorized by: _____
Signed by _____
Dated _____
Invoice No. _____

Technician Notes: 8/24 BANNER high activity well prep an treated an monitored clean unit

Woodland Park
5 Newell Ct
East Palo Alto,CA 94303
Office (650) 566-2000x

Work Order No. 7415071
Date Call: 9/10/2023 12:26:00 PM

Status Work Completed

Date Completed: 9/10/2023 12:27:00 PM
Brief Desc: RCO

Job Site: cawoopa2/218-20
301 East Okeefe
20
East Palo Alto,94303

Caller Name: Isela Garcia Demora
Caller Phone:
Occupant: Garcia Demora (t2441303)

Mobile (650) 309-8611x

Ok to enter? NO
Category: Pest Control

Parts & Labor

Quantity/ Hours	Item Type/ Employee Name	Description	Unit Price	Total

Total

Authorized by: _____
Signed by _____
Dated _____
Invoice No. _____

Technician Notes: 9/07 banner low to no activity very clean tenant is activily cleaning

Woodland Park
5 Newell Ct
East Palo Alto,CA 94303
Office (650) 566-2000x

Work Order No. 7431513
Date Call: 9/14/2023 5:02:00 PM

Status Work Completed

Date Completed: 9/14/2023 5:02:00 PM
Brief Desc: RCO

Job Site: cawoopa2/218-20
301 East Okeefe
20
East Palo Alto,94303

Caller Name: Isela Garcia Demora

Caller Phone:
Occupant: Garcia Demora (t2441303)

Mobile (650) 309-8611x

Ok to enter? NO
Category: Pest Control

Parts & Labor

Quantity/ Hours	Item Type/ Employee Name	Description	Unit Price	Total

Total

Authorized by: _____
Signed by _____
Dated _____
Invoice No. _____

Technician Notes: 9/14 BANNER low to no activity very low activity huge difference in population since 1st treatment great job in cleaning

Woodland Park
5 Newell Ct
East Palo Alto,CA 94303
Office (650) 566-2000x

Work Order No. 7504263
Date Call: 10/7/2023 1:26:00 PM
Date Scheduled: 10/9/2023 10:19:47 AM

Status Work Completed

Date Completed: 10/12/2023 3:09:00 PM
Brief Desc: remplace the kitchen light bulb

Job Site: cawoopa2/218-20
301 East Okeefe
20
East Palo Alto,94303

Caller Name: Isela Garcia Demora
Caller Phone:
Occupant: Garcia Demora (t2441303)

Priority: Emergency
Ok to enter? YES
Category: Lighting
Mobile (650) 309-8611x
SubCategory: Replace Bulb

Problem Description: Resident is requesting ETA I verified with resdient they have light in dinning room and stove top they are only missing the kitchen light

PTE

(650)3098611

the resident reported the kitchen light does not work need to be inspect and repair.

DD

Parts & Labor

Quantity/ Hours	Item Type/ Employee Name	Description	Unit Price	Total
0.0000	Fernando	Fernando	0.00	0.00
			Total	0.00

Authorized by: _____
Signed by _____
Dated _____
Invoice No. _____

Technician Notes: Reppaced kitchen light fixtures

Woodland Park
5 Newell Ct
East Palo Alto,CA 94303
Office (650) 566-2000x

Work Order No. 7512650
Date Call: 10/10/2023 11:39:00 AM

Status Work Completed

Date Completed: 10/5/2023 11:39:00 AM
Brief Desc: RCO

Job Site: cawoopa2/218-20
301 East Okeefe
20
East Palo Alto,94303

Caller Name: Isela Garcia Demora
Caller Phone:
Occupant: Garcia Demora (t2441303)

Mobile (650) 309-8611x

Ok to enter? NO
Category: Pest Control

Parts & Labor

Quantity/ Hours	Item Type/ Employee Name	Description	Unit Price	Total

Total

Authorized by: _____
Signed by _____
Dated _____
Invoice No. _____

Technician Notes: 10/05 BANNER medium actiivty treated unit

Woodland Park
5 Newell Ct
East Palo Alto,CA 94303
Office (650) 566-2000x

Work Order No. 7736288
Date Call: 12/25/2023 9:36:00 AM
Date Scheduled: 12/26/2023 8:18:34 AM
Date Completed: 12/27/2023 9:58:00 AM
Brief Desc: Refrigerator

Status Work Completed

Job Site: cawoopa2/218-20
301 East Okeefe
20
East Palo Alto,94303

Caller Name: Isela Garcia Demora
Caller Phone: (650) 309-8611x
Occupant: Garcia Demora (t2441303)

Priority: Emergency
Ok to enter? YES
Category: Appliance Repair
Mobile (650) 309-8611x
SubCategory: Refrigerator

Access Notes: PTE: yes POC: will be home Pets: no Alarms:no

Problem Description: Reports that the refrigerator is not working, no sounds and not cooling at all. The freezer is working OK. APacheco/RCC

Parts & Labor

Quantity/ Hours	Item Type/ Employee Name	Description	Unit Price	Total
0.0000	Gutierrez	Gutierrez	0.00	0.00
0.0000	Gutierrez	Gutierrez	0.00	0.00
			Total	0.00

Authorized by: _____
Signed by _____
Dated _____
Invoice No. _____

Technician Notes: Se descongeló el refre

Woodland Park
5 Newell Ct
East Palo Alto,CA 94303
Office (650) 566-2000x

Work Order No. 7884561
Date Call: 2/10/2024 11:53:00 AM

Date Scheduled: 2/12/2024 8:28:00 AM

Status Work Completed

Date Completed: 2/13/2024 9:37:22 AM
Brief Desc: GS Standard Plumbing

Job Site: cawoopa2/218-20
301 East Okeefe
20
East Palo Alto,94303

Caller Name: Isela Garcia

Caller Phone: (650) 309-8611x
Occupant: Garcia Demora (t2441303)

Priority: Emergency
Ok to enter? YES
Category: Unit Turn

Mobile (650) 309-8611x

SubCategory: Plumbing

Problem Description:
PTE
(650) 309-8611
Isela Garcia
The bath sink is clogged
LR

Parts & Labor

Quantity/ Hours	Item Type/ Employee Name	Description	Unit Price	Total
0.0000	Hernandez		0.00	0.00
			Total	0.00

Authorized by: _____
Signed by _____
Dated _____
Invoice No. _____

Technician Notes: unclogged sink

Woodland Park
5 Newell Ct
East Palo Alto,CA 94303
Office (650) 566-2000x

Work Order No. 7977799
Date Call: 3/11/2024 5:17:00 PM

Date Scheduled: 3/12/2024 8:24:00 AM

Status Work Completed

Date Completed: 3/12/2024 5:39:16 PM
Brief Desc: Serv- burners

Job Site: cawoopa2/218-20
301 East Okeefe
20
East Palo Alto,94303

Caller Name: Isela Garcia Demora

Caller Phone:
Occupant: Garcia Demora (t2441303)

Mobile (650) 309-8611x

Ok to enter? YES
Category: Appliance Repair

SubCategory: Stove

Problem Description: PTE

burners are not working

650 546 9931

OG

Parts & Labor

Quantity/ Hours	Item Type/ Employee Name	Description	Unit Price	Total
0.0000	Hernandez		0.00	0.00
			Total	0.00

Authorized by: _____
Signed by _____
Dated _____
Invoice No. _____

Technician Notes: REPLACED 4 DRIP PANS

Woodland Park
5 Newell Ct
East Palo Alto,CA 94303
Office (650) 566-2000x

Work Order No. 7977803
Date Call: 3/11/2024 5:18:00 PM
Date Scheduled: 3/12/2024 8:25:00 AM
Date Completed: 3/12/2024 5:39:52 PM
Brief Desc: Service- bedroom switch

Status Work Completed

Job Site: cawoopa2/218-20
301 East Okeefe
20
East Palo Alto,94303

Caller Name: Isela Garcia Demora
Caller Phone:
Occupant: Garcia Demora (t2441303)
Mobile (650) 309-8611x

Ok to enter? YES
Category: Lighting
SubCategory: Replace Bulb

Problem Description: PTE

bedroom switch doesnt turn on light

650 546 9931

OG

Parts & Labor

Quantity/ Hours	Item Type/ Employee Name	Description	Unit Price	Total
0.0000	Hernandez		0.00	0.00
			Total	0.00

Authorized by: _____
Signed by _____
Dated _____
Invoice No. _____

Technician Notes: REPLACED SWITCH

Woodland Park
5 Newell Ct
East Palo Alto,CA 94303
Office (650) 566-2000x

Work Order No. 7977807
Date Call: 3/11/2024 5:18:00 PM
Date Scheduled: 3/12/2024 8:26:00 AM
Date Completed: 3/12/2024 5:40:26 PM
Brief Desc: Service- sliding door blinds
Job Site: cawoopa2/218-20
301 East Okeefe
20
East Palo Alto,94303

Status Work Completed

Caller Name: Isela Garcia Demora
Caller Phone:
Occupant: Garcia Demora (t2441303)
Mobile (650) 309-8611x

Ok to enter? YES
Category: Window Repair
SubCategory: Blinds

Problem Description: PTE

3 blinds of the sliding door fell off

650 546 9931

OG

Parts & Labor

Quantity/ Hours	Item Type/ Employee Name	Description	Unit Price	Total
0.0000	Hernandez		0.00	0.00
			Total	0.00

Authorized by: _____
Signed by _____
Dated _____
Invoice No. _____

Technician Notes: REPLACED BLINDS SLATS

Woodland Park
5 Newell Ct
East Palo Alto,CA 94303
Office (650) 566-2000x

Work Order No. 7977809
Date Call: 3/11/2024 5:19:00 PM
Date Scheduled: 3/12/2024 8:27:00 AM
Date Completed: 3/12/2024 5:41:18 PM
Brief Desc: Serv- bedroom blinds

Job Site: cawoopa2/218-20
301 East Okeefe
20
East Palo Alto,94303

Status Work Completed

Caller Name: Isela Garcia Demora
Caller Phone:
Occupant: Garcia Demora (t2441303)
Mobile (650) 309-8611x

Ok to enter? YES
Category: Window Repair
SubCategory: Blinds

Problem Description: PTE

bedroom blinds fell off

650 546 9931
OG

Parts & Labor

Quantity/ Hours	Item Type/ Employee Name	Description	Unit Price	Total
0.0000	Hernandez		0.00	0.00
			Total	0.00

Authorized by: _____
Signed by _____
Dated _____
Invoice No. _____

Technician Notes: BLINDS IN BEDROOM

Woodland Park
5 Newell Ct
East Palo Alto,CA 94303
Office (650) 566-2000x

Work Order No. 8397905
Date Call: 6/18/2024 7:39:00 PM

Date Scheduled: 6/19/2024 9:11:00 AM

Status Work Completed

Date Completed: 6/20/2024 7:41:47 PM
Brief Desc: No hot water

Job Site: cawoopa2/218-20
301 East Okeefe
20
East Palo Alto,94303

Caller Name: Isela Garcia Demora
Caller Phone: (650) 309-8611x
Occupant: Garcia Demora (t2441303)

Priority: Emergency
Ok to enter? YES
Category: Plumbing
ASSIGNED TO: Pedro

Mobile (650) 309-8611x
SubCategory: Water Heater

Access Notes: PTE yes, PETS no, ALARMS no

Problem Description: The resident informed they still have no hot water. Requested assistance ASAP. IAraujo/RCC

Parts & Labor

Quantity/ Hours	Item Type/ Employee Name	Description	Unit Price	Total

Total

Authorized by: _____
Signed by _____
Dated _____
Invoice No. _____

Technician Notes: turn water heater on

Woodland Park
5 Newell Ct
East Palo Alto,CA 94303
Office (650) 566-2000x

Work Order No. 8973417
Date Call: 10/29/2024 9:23:00 PM

Status Work Completed

Date Completed: 11/26/2024 5:14:36 PM
Brief Desc: Kitchen

Job Site: cawoopa2/218-20
301 East Okeefe
20
East Palo Alto,94303

Caller Name: Isela Garcia Demora

Caller Phone:
Occupant: Garcia Demora (t2441303)

Mobile (650) 309-8611x

Ok to enter? NO

Problem Description: Exhaust fan the bell does not work, Rusty,

Parts & Labor

Quantity/ Hours	Item Type/ Employee Name	Description	Unit Price	Total
0.2500	Bedolla		0.00	0.00
			Total	0.00

Authorized by: _____
Signed by _____
Dated _____
Invoice No. _____

Technician Notes: 10/31/2024 Inspected range hood, replaced range hood filter.

Woodland Park
5 Newell Ct
East Palo Alto,CA 94303
Office (650) 566-2000x

Work Order No. 8973418
Date Call: 10/29/2024 9:24:00 PM

Status Work Completed

Date Completed: 11/26/2024 5:15:53 PM
Brief Desc: Living room

Job Site: cawoopa2/218-20
301 East Okeefe
20
East Palo Alto,94303

Caller Name: Isela Garcia Demora

Caller Phone:
Occupant: Garcia Demora (t2441303)

Mobile (650) 309-8611x

Ok to enter? NO

Problem Description: Balcony door does not work/ Slide

Parts & Labor

Quantity/ Hours	Item Type/ Employee Name	Description	Unit Price	Total
151.5000	Bedolla		0.00	0.00
			Total	0.00

Authorized by: _____
Signed by _____
Dated _____
Invoice No. _____

Technician Notes: 10/31/2024 Balcony door wheel to be ordered and installed upon arrival. 11/06/2024 repaired balcony door wheels and repaired lock

Woodland Park
5 Newell Ct
East Palo Alto,CA 94303
Office (650) 566-2000x

Work Order No. 8973422
Date Call: 10/29/2024 9:25:00 PM

Status Work Completed

Date Completed: 11/26/2024 5:18:43 PM
Brief Desc: Carpet

Job Site: cawoopa2/218-20
301 East Okeefe
20
East Palo Alto,94303

Caller Name: Isela Garcia Demora
Caller Phone:
Occupant: Garcia Demora (t2441303)

Mobile (650) 309-8611x

Ok to enter? NO

Problem Description: Carpet is damaged has spikes

Parts & Labor

Quantity/ Hours	Item Type/ Employee Name	Description	Unit Price	Total
0.2500	Bedolla		0.00	0.00
			Total	0.00

Authorized by: _____
Signed by _____
Dated _____
Invoice No. _____

Technician Notes: 10/31/2024 Carpet has no spikes, carpet is in good condition. Advised resident due to her being on the third floor we cannot install floor throughout unit. Carpet is in good condition and does not need replacing at this time.

Woodland Park
5 Newell Ct
East Palo Alto,CA 94303
Office (650) 566-2000x

Work Order No. 9185020
Date Call: 12/23/2024 1:01:00 PM

Date Scheduled: 12/23/2024 3:21:00 PM

Status Work Completed

Date Completed: 12/24/2024 11:43:38 AM
Brief Desc: closet door

Job Site: cawoopa2/218-20
301 East Okeefe
20
East Palo Alto,94303

Caller Name: Isela Garcia Demora
Caller Phone: (650) 309-8611x
Occupant: Garcia Demora (t2441303)

Priority: Low
Ok to enter? YES
Category: Cabinets and Drawers
Mobile (650) 309-8611x
SubCategory: Kitchen

Access Notes: PTE: YES, PETS: NO, Alarm: No

Problem Description: The closet doors are off track and can't be closed.
JBolivar/RCC

Parts & Labor

Quantity/ Hours	Item Type/ Employee Name	Description	Unit Price	Total

Total

Authorized by: _____
Signed by _____
Dated _____
Invoice No. _____

Technician Notes: Repaired closet doors, closet has a lot of close which prevent doors from operating like they should.

Exhibit F

Woodland Park Witness List

Stacie Roebuck, Regional Manager
Aura Andrade, General Manager
Enrique Bedolla, Maintenance Manager

Isela Garcia v. Woodland Park Communities
Case No 20240032

Respondent's Exhibit List

Exhibit #	Title	Page #
G	Ledger through May 2, 2025	R080
H	Ledger May 1, 2025 through July 15, 2025	R086

Exhibit G

Resident Ledger

GREYSTAR®

Date: 07/28/2025

Code	t2441303	**Property**	cawoopa2	**Lease From**	02/05/2022
Name	Isela Garcia Demora	**Unit**	218-20	**Lease To**	02/04/2023
Address	301 East Okeefe	**Status**	Past	**Move In**	02/05/2022
	20	**Rent**	2332.17	**Move Out**	04/21/2025
City	East Palo Alto 94303	**Phone (H)**		**Phone (W)**	

Date	Chg Code	Post Month	Description	Charge	Payment	Balance	Chg/Rec
02/05/2022	secdep	02/2022	Security Deposit	600.00		600.00	103244912
02/05/2022	rent	02/2022	Rent for 24 days	1,800.00		2,400.00	103244913
02/05/2022	sewerrb	02/2022	Sewer Charge for 24 days	25.71		2,425.71	103244914
02/05/2022	trashrb	02/2022	Trash Charge for 24 days	21.43		2,447.14	103244915
02/05/2022	waterrb	02/2022	Water Charge for 24 days	12.86		2,460.00	103244916
02/05/2022	rentins	02/2022	Renters Insurance for 24 days	10.47		2,470.47	103244917
02/08/2022		02/2022	chk# 1089 41268612 Reapplied Receipt		1,000.00	1,470.47	24432407
02/08/2022		02/2022	chk# 1089 41268634 Reapplied Receipt		170.47	1,300.00	24432409
02/09/2022		02/2022	chk# 1089 41268623 Reapplied Receipt		1,000.00	300.00	24432413
02/14/2022		02/2022	chk# 2089 8004999820 :CHECKscan Payment		550.00	(250.00)	24413709
03/01/2022	rentins	03/2022	Renter's Insurance (03/2022)	12.22		(237.78)	104644273
03/01/2022	rent	03/2022	Base Rent (03/2022)	2,100.00		1,862.22	104644274
03/01/2022	trashrb	03/2022	Trash Rebill (03/2022)	25.00		1,887.22	104644275
03/01/2022	waterrb	03/2022	Water Rebill (03/2022)	15.00		1,902.22	104644276
03/01/2022	sewerrb	03/2022	Sewer Rebill (03/2022)	30.00		1,932.22	104644277
03/03/2022		03/2022	chk# 2723 :CHECKscan Payment		2,182.22	(250.00)	24705488
04/01/2022	trashrb	04/2022	Trash Rebill (04/2022)	25.00		(225.00)	106288810
04/01/2022	rent	04/2022	Base Rent (04/2022)	2,100.00		1,875.00	106288811
04/01/2022	sewerrb	04/2022	Sewer Rebill (04/2022)	30.00		1,905.00	106288812
04/01/2022	rentins	04/2022	Renter's Insurance (04/2022)	12.22		1,917.22	106288813
04/01/2022	waterrb	04/2022	Water Rebill (04/2022)	15.00		1,932.22	106288814
04/06/2022		04/2022	chk# 2831 :CHECKscan Payment		2,182.22	(250.00)	25180472
05/01/2022	rentins	05/2022	Renter's Insurance (05/2022)	12.22		(237.78)	107958567
05/01/2022	rent	05/2022	Base Rent (05/2022)	2,100.00		1,862.22	107958568
05/01/2022	trashrb	05/2022	Trash Rebill (05/2022)	25.00		1,887.22	107958569
05/01/2022	sewerrb	05/2022	Sewer Rebill (05/2022)	30.00		1,917.22	107958570
05/01/2022	waterrb	05/2022	Water Rebill (05/2022)	15.00		1,932.22	107958571
05/06/2022		05/2022	chk# 2851 :CHECKscan Payment		2,182.22	(250.00)	25617753
06/01/2022	rentins	06/2022	Renter's Insurance (06/2022)	12.22		(237.78)	109510061
06/01/2022	waterrb	06/2022	Water Rebill (06/2022)	15.00		(222.78)	109510062
06/01/2022	rent	06/2022	Base Rent (06/2022)	2,100.00		1,877.22	109510063
06/01/2022	trashrb	06/2022	Trash Rebill (06/2022)	25.00		1,902.22	109510064
06/01/2022	sewerrb	06/2022	Sewer Rebill (06/2022)	30.00		1,932.22	109510065
06/08/2022		06/2022	chk# 2867 :CHECKscan Payment		2,182.22	(250.00)	26080211
07/01/2022	trashrb	07/2022	Trash Rebill (07/2022)	25.00		(225.00)	111247547
07/01/2022	rentins	07/2022	Renter's Insurance (07/2022)	12.22		(212.78)	111247548
07/01/2022	rent	07/2022	Base Rent (07/2022)	2,100.00		1,887.22	111247549
07/01/2022	waterrb	07/2022	Water Rebill (07/2022)	15.00		1,902.22	111247550
07/01/2022	sewerrb	07/2022	Sewer Rebill (07/2022)	30.00		1,932.22	111247551
07/06/2022		07/2022	chk# 2873 :CHECKscan Payment		2,182.22	(250.00)	26507603
08/01/2022	rent	08/2022	Base Rent (08/2022)	2,100.00		1,850.00	112904999
08/01/2022	waterrb	08/2022	Water Rebill (08/2022)	15.00		1,865.00	112905000
08/01/2022	rentins	08/2022	Renter's Insurance (08/2022)	12.22		1,877.22	112905001
08/01/2022	sewerrb	08/2022	Sewer Rebill (08/2022)	30.00		1,907.22	112905002

08/01/2022	trashrb	08/2022	Trash Rebill (08/2022)	25.00		1,932.22	112905003
08/05/2022		08/2022	chk# 2809 :CHECKscan Payment		2,182.22	(250.00)	26973151
09/01/2022	rentins	09/2022	Renter's Insurance (09/2022)	12.22		(237.78)	114572711
09/01/2022	sewerrb	09/2022	Sewer Rebill (09/2022)	30.00		(207.78)	114572712
09/01/2022	rent	09/2022	Base Rent (09/2022)	2,100.00		1,892.22	114572713
09/01/2022	waterrb	09/2022	Water Rebill (09/2022)	15.00		1,907.22	114572714
09/01/2022	trashrb	09/2022	Trash Rebill (09/2022)	25.00		1,932.22	114572715
09/06/2022		09/2022	chk# 2821 :CHECKscan Payment		2,182.22	(250.00)	27441236
10/01/2022	sewerrb	10/2022	Sewer Rebill (10/2022)	30.00		(220.00)	116296162
10/01/2022	trashrb	10/2022	Trash Rebill (10/2022)	25.00		(195.00)	116296163
10/01/2022	rent	10/2022	Base Rent (10/2022)	2,100.00		1,905.00	116296164
10/01/2022	rentins	10/2022	Renter's Insurance (10/2022)	12.22		1,917.22	116296165
10/01/2022	waterrb	10/2022	Water Rebill (10/2022)	15.00		1,932.22	116296166
10/05/2022		10/2022	chk# 2836 :CHECKscan Payment		2,182.22	(250.00)	27927104
11/01/2022	sewerrb	11/2022	Sewer Rebill (11/2022)	30.00		(220.00)	118029891
11/01/2022	trashrb	11/2022	Trash Rebill (11/2022)	25.00		(195.00)	118029892
11/01/2022	rentins	11/2022	Renter's Insurance (11/2022)	12.22		(182.78)	118029893
11/01/2022	waterrb	11/2022	Water Rebill (11/2022)	15.00		(167.78)	118029894
11/01/2022	rent	11/2022	Base Rent (11/2022)	2,100.00		1,932.22	118029895
11/09/2022		11/2022	chk# 2781 :CHECKscan Payment		2,182.22	(250.00)	28440864
12/01/2022	waterrb	12/2022	Water Rebill (12/2022)	15.00		(235.00)	119326628
12/01/2022	rentins	12/2022	Renter's Insurance (12/2022)	12.22		(222.78)	119326629
12/01/2022	rent	12/2022	Base Rent (12/2022)	2,100.00		1,877.22	119326630
12/01/2022	trashrb	12/2022	Trash Rebill (12/2022)	25.00		1,902.22	119326631
12/01/2022	sewerrb	12/2022	Sewer Rebill (12/2022)	30.00		1,932.22	119326632
12/06/2022		12/2022	chk# 2782 :CHECKscan Payment		2,182.22	(250.00)	28861325
01/01/2023	rent	01/2023	Base Rent (01/2023)	2,100.00		1,850.00	121528156
01/01/2023	waterrb	01/2023	Water Rebill (01/2023)	15.00		1,865.00	121528157
01/01/2023	sewerrb	01/2023	Sewer Rebill (01/2023)	30.00		1,895.00	121528727
01/01/2023	trashrb	01/2023	Trash Rebill (01/2023)	25.00		1,920.00	121528728
01/01/2023	rentins	01/2023	Renter's Insurance (01/2023)	12.22		1,932.22	121533351
01/09/2023		01/2023	chk# 2788 :CHECKscan Payment		2,182.22	(250.00)	29427256
02/01/2023	trashrb	02/2023	Trash Rebill (02/2023)	25.00		(225.00)	123396649
02/01/2023	rentins	02/2023	Renter's Insurance (02/2023)	12.22		(212.78)	123396650
02/01/2023	sewerrb	02/2023	Sewer Rebill (02/2023)	30.00		(182.78)	123396651
02/01/2023	waterrb	02/2023	Water Rebill (02/2023)	15.00		(167.78)	123396652
02/01/2023	rent	02/2023	Base Rent (02/2023)	2,100.00		1,932.22	123396653
02/01/2023		02/2023	chk# 2801 :CHECKscan Payment		2,182.22	(250.00)	29750469
03/01/2023	rentins	03/2023	Renter's Insurance (03/2023)	12.22		(237.78)	125176474
03/01/2023	rent	03/2023	Base Rent (03/2023)	2,100.00		1,862.22	125176475
03/01/2023	waterrb	03/2023	Water Rebill (03/2023)	15.00		1,877.22	125176476
03/01/2023	sewerrb	03/2023	Sewer Rebill (03/2023)	30.00		1,907.22	125176477
03/01/2023	trashrb	03/2023	Trash Rebill (03/2023)	25.00		1,932.22	125176478
03/06/2023		03/2023	chk# 2811 :CHECKscan Payment		2,182.22	(250.00)	30357625
04/01/2023	rent	04/2023	Base Rent (04/2023)	2,100.00		1,850.00	126966198
04/01/2023	rentins	04/2023	Renter's Insurance (04/2023)	12.22		1,862.22	126966199
04/01/2023	waterrb	04/2023	Water Rebill (04/2023)	15.00		1,877.22	126966200
04/01/2023	trashrb	04/2023	Trash Rebill (04/2023)	25.00		1,902.22	126966201
04/01/2023	sewerrb	04/2023	Sewer Rebill (04/2023)	30.00		1,932.22	126966202
04/06/2023		04/2023	chk# 4496 :CHECKscan Payment		2,182.22	(250.00)	30851454
05/01/2023	rentins	05/2023	Renter's Insurance (05/2023)	12.22		(237.78)	128820415
05/01/2023	trashrb	05/2023	Trash Rebill (05/2023)	25.00		(212.78)	128820416
05/01/2023	sewerrb	05/2023	Sewer Rebill (05/2023)	30.00		(182.78)	128820417
05/01/2023	rent	05/2023	Base Rent (05/2023)	2,100.00		1,917.22	128820418
05/01/2023	waterrb	05/2023	Water Rebill (05/2023)	15.00		1,932.22	128820419
05/06/2023		05/2023	chk# 0167 :CHECKscan Payment		2,182.22	(250.00)	31304534
06/01/2023	rent	06/2023	Base Rent (06/2023)	2,100.00		1,850.00	130333569
06/01/2023	trashrb	06/2023	Trash Rebill (06/2023)	25.00		1,875.00	130333570
06/01/2023	sewerrb	06/2023	Sewer Rebill (06/2023)	30.00		1,905.00	130333571
06/01/2023	rentins	06/2023	Renter's Insurance (06/2023)	12.22		1,917.22	130333572
06/01/2023	waterrb	06/2023	Water Rebill (06/2023)	15.00		1,932.22	130333573
06/06/2023		06/2023	chk# 0186 :CHECKscan Payment		2,182.22	(250.00)	31757088

07/01/2023	rentins	07/2023	Renter's Insurance (07/2023)	12.22		(237.78)	132140104
07/01/2023	trashrb	07/2023	Trash Rebill (07/2023)	25.00		(212.78)	132140105
07/01/2023	sewerrb	07/2023	Sewer Rebill (07/2023)	30.00		(182.78)	132140106
07/01/2023	rent	07/2023	Base Rent (07/2023)	2,100.00		1,917.22	132140107
07/01/2023	waterrb	07/2023	Water Rebill (07/2023)	15.00		1,932.22	132140108
07/07/2023		07/2023	chk# 0105 :CHECKscan Payment		2,182.22	(250.00)	32244423
08/01/2023	waterrb	08/2023	Water Rebill (08/2023)	15.00		(235.00)	133846401
08/01/2023	rent	08/2023	Base Rent (08/2023)	2,100.00		1,865.00	133846402
08/01/2023	rentins	08/2023	Renter's Insurance (08/2023)	12.22		1,877.22	133846403
08/01/2023	sewerrb	08/2023	Sewer Rebill (08/2023)	30.00		1,907.22	133846404
08/01/2023	trashrb	08/2023	Trash Rebill (08/2023)	25.00		1,932.22	133846405
08/06/2023		08/2023	chk# 0125 :CHECKscan Payment		2,182.22	(250.00)	32714215
09/01/2023	rent	09/2023	Base Rent (09/2023)	2,100.00		1,850.00	135683030
09/01/2023	trashrb	09/2023	Trash Rebill (09/2023)	25.00		1,875.00	135683031
09/01/2023	waterrb	09/2023	Water Rebill (09/2023)	15.00		1,890.00	135683032
09/01/2023	rentins	09/2023	Renter's Insurance (09/2023)	12.22		1,902.22	135683033
09/01/2023	sewerrb	09/2023	Sewer Rebill (09/2023)	30.00		1,932.22	135683034
09/06/2023		09/2023	chk# 0140 :CHECKscan Payment		2,182.22	(250.00)	33207088
10/01/2023	rent	10/2023	Base Rent (10/2023)	2,287.16		2,037.16	137325233
10/01/2023	rentins	10/2023	Renter's Insurance (10/2023)	12.22		2,049.38	137325234
10/01/2023	waterrb	10/2023	Water Rebill (10/2023)	15.00		2,064.38	137325235
10/01/2023	trashrb	10/2023	Trash Rebill (10/2023)	25.00		2,089.38	137325236
10/01/2023	sewerrb	10/2023	Sewer Rebill (10/2023)	30.00		2,119.38	137325237
10/07/2023		10/2023	chk# 0253 :CHECKscan Payment		2,369.38	(250.00)	33733846
11/01/2023	rentins	11/2023	Renter's Insurance (11/2023)	12.22		(237.78)	139383442
11/01/2023	rent	11/2023	Base Rent (11/2023)	2,287.16		2,049.38	139383443
11/01/2023	waterrb	11/2023	Water Rebill (11/2023)	15.00		2,064.38	139383444
11/01/2023	trashrb	11/2023	Trash Rebill (11/2023)	25.00		2,089.38	139383445
11/01/2023	sewerrb	11/2023	Sewer Rebill (11/2023)	30.00		2,119.38	139383446
11/08/2023		11/2023	chk# 0211 :CHECKscan Payment		2,369.38	(250.00)	34238412
12/01/2023	rent	12/2023	Base Rent (12/2023)	2,287.16		2,037.16	141234096
12/01/2023	waterrb	12/2023	Water Rebill (12/2023)	15.00		2,052.16	141234097
12/01/2023	sewerrb	12/2023	Sewer Rebill (12/2023)	30.00		2,082.16	141234098
12/01/2023	rentins	12/2023	Renter's Insurance (12/2023)	12.22		2,094.38	141234099
12/01/2023	trashrb	12/2023	Trash Rebill (12/2023)	25.00		2,119.38	141234100
12/05/2023		12/2023	chk# 0216 :CHECKscan Payment		2,369.38	(250.00)	34663284
01/01/2024	rent	01/2024	Base Rent (01/2024)	2,287.16		2,037.16	143000675
01/01/2024	sewerrb	01/2024	Sewer Rebill (01/2024)	30.00		2,067.16	143000676
01/01/2024	trashrb	01/2024	Trash Rebill (01/2024)	25.00		2,092.16	143000677
01/01/2024	rentins	01/2024	Renter's Insurance (01/2024)	12.22		2,104.38	143000678
01/01/2024	waterrb	01/2024	Water Rebill (01/2024)	15.00		2,119.38	143001811
01/08/2024		01/2024	chk# 0259 :CHECKscan Payment		2,369.38	(250.00)	35171661
02/01/2024	waterrb	02/2024	Water Rebill (02/2024)	15.00		(235.00)	144992779
02/01/2024	trashrb	02/2024	Trash Rebill (02/2024)	25.00		(210.00)	144992780
02/01/2024	rentins	02/2024	Renter's Insurance (02/2024)	12.22		(197.78)	144992781
02/01/2024	rent	02/2024	Base Rent (02/2024)	2,287.16		2,089.38	144992782
02/01/2024	sewerrb	02/2024	Sewer Rebill (02/2024)	30.00		2,119.38	144992783
02/06/2024		02/2024	chk# 0261 :CHECKscan Payment		2,369.38	(250.00)	35669631
03/01/2024	sewerrb	03/2024	Sewer Rebill (03/2024)	30.00		(220.00)	146991344
03/01/2024	rent	03/2024	Base Rent (03/2024)	2,287.16		2,067.16	146991345
03/01/2024	rentins	03/2024	Renter's Insurance (03/2024)	12.22		2,079.38	146991346
03/01/2024	waterrb	03/2024	Water Rebill (03/2024)	15.00		2,094.38	146991347
03/01/2024	trashrb	03/2024	Trash Rebill (03/2024)	25.00		2,119.38	146991348
03/07/2024		03/2024	chk# 0234 :CHECKscan Payment		2,369.38	(250.00)	36211267
04/01/2024	rentins	04/2024	Renter's Insurance (04/2024)	12.22		(237.78)	148994999
04/01/2024	waterrb	04/2024	Water Rebill (04/2024)	15.00		(222.78)	148995000
04/01/2024	sewerrb	04/2024	Sewer Rebill (04/2024)	30.00		(192.78)	148995001
04/01/2024	trashrb	04/2024	Trash Rebill (04/2024)	25.00		(167.78)	148995002
04/01/2024	rent	04/2024	Base Rent (04/2024)	2,287.16		2,119.38	148995003
04/08/2024		04/2024	chk# 0239 :CHECKscan Payment		2,369.38	(250.00)	36741386
05/01/2024	sewerrb	05/2024	Sewer Rebill (05/2024)	30.00		(220.00)	151300889
05/01/2024	trashrb	05/2024	Trash Rebill (05/2024)	25.00		(195.00)	151300890

05/01/2024	waterrb	05/2024	Water Rebill (05/2024)	15.00		(180.00)	151300891
05/01/2024	rentins	05/2024	Renter's Insurance (05/2024)	12.22		(167.78)	151300892
05/01/2024	rent	05/2024	Base Rent (05/2024)	2,287.16		2,119.38	151301931
05/07/2024		05/2024	chk# 0242 :CHECKscan Payment		2,369.38	(250.00)	37277842
06/01/2024	sewerrb	06/2024	Sewer Rebill (06/2024)	30.00		(220.00)	153461238
06/01/2024	trashrb	06/2024	Trash Rebill (06/2024)	25.00		(195.00)	153461239
06/01/2024	waterrb	06/2024	Water Rebill (06/2024)	15.00		(180.00)	153461240
06/01/2024	rentins	06/2024	Renter's Insurance (06/2024)	12.22		(167.78)	153461241
06/01/2024	rent	06/2024	Base Rent (06/2024)	2,287.16		2,119.38	153472750
06/05/2024		06/2024	chk# 0244 :CHECKscan Payment		2,369.38	(250.00)	37813140
07/01/2024	rent	07/2024	Base Rent (07/2024)	2,287.16		2,037.16	155745204
07/01/2024	sewerrb	07/2024	Sewer Rebill (07/2024)	30.00		2,067.16	155745713
07/01/2024	trashrb	07/2024	Trash Rebill (07/2024)	25.00		2,092.16	155745714
07/01/2024	waterrb	07/2024	Water Rebill (07/2024)	15.00		2,107.16	155745715
07/01/2024	rentins	07/2024	Renter's Insurance (07/2024)	12.22		2,119.38	155745716
07/07/2024		07/2024	chk# 0250 :CHECKscan Payment		2,369.38	(250.00)	38422907
08/01/2024	sewerrb	08/2024	Sewer Rebill (08/2024)	30.00		(220.00)	158029076
08/01/2024	trashrb	08/2024	Trash Rebill (08/2024)	25.00		(195.00)	158029077
08/01/2024	waterrb	08/2024	Water Rebill (08/2024)	15.00		(180.00)	158029078
08/01/2024	rentins	08/2024	Renter's Insurance (08/2024)	12.22		(167.78)	158029079
08/01/2024	rent	08/2024	Base Rent (08/2024)	2,287.16		2,119.38	158029693
08/05/2024		08/2024	chk# 6594 :CHECKscan Payment		2,369.38	(250.00)	39008312
09/01/2024	sewerrb	09/2024	Sewer Rebill (09/2024)	30.00		(220.00)	160425255
09/01/2024	trashrb	09/2024	Trash Rebill (09/2024)	25.00		(195.00)	160425256
09/01/2024	waterrb	09/2024	Water Rebill (09/2024)	15.00		(180.00)	160425533
09/01/2024	rentins	09/2024	Renter's Insurance (09/2024)	12.22		(167.78)	160425534
09/01/2024	rent	09/2024	Base Rent (09/2024)	2,287.16		2,119.38	160434211
09/05/2024		09/2024	chk# 0342 :CHECKscan Payment		2,369.38	(250.00)	39637564
10/01/2024	rent	10/2024	Base Rent (10/2024)	2,332.17		2,082.17	162388800
10/01/2024	rentins	10/2024	Renter's Insurance (10/2024)	12.22		2,094.39	162388801
10/01/2024	waterrb	10/2024	Water Rebill (10/2024)	15.00		2,109.39	162388802
10/01/2024	trashrb	10/2024	Trash Rebill (10/2024)	25.00		2,134.39	162388803
10/01/2024	sewerrb	10/2024	Sewer Rebill (10/2024)	30.00		2,164.39	162388804
10/07/2024		10/2024	chk# 0344 :CHECKscan Payment		2,414.39	(250.00)	40265304
11/01/2024	rent	11/2024	Base Rent (11/2024)	2,332.17		2,082.17	165155273
11/01/2024	sewerrb	11/2024	Sewer Rebill (11/2024)	30.00		2,112.17	165162747
11/01/2024	trashrb	11/2024	Trash Rebill (11/2024)	25.00		2,137.17	165162748
11/01/2024	waterrb	11/2024	Water Rebill (11/2024)	15.00		2,152.17	165162749
11/01/2024	rentins	11/2024	Renter's Insurance (11/2024)	12.22		2,164.39	165162750
11/07/2024		11/2024	chk# 0345 :CHECKscan Payment		2,414.39	(250.00)	40879669
12/01/2024	sewerrb	12/2024	Sewer Rebill (12/2024)	30.00		(220.00)	167505551
12/01/2024	trashrb	12/2024	Trash Rebill (12/2024)	25.00		(195.00)	167505552
12/01/2024	waterrb	12/2024	Water Rebill (12/2024)	15.00		(180.00)	167505553
12/01/2024	rentins	12/2024	Renter's Insurance (12/2024)	12.22		(167.78)	167505554
12/01/2024	rent	12/2024	Base Rent (12/2024)	2,332.17		2,164.39	167522187
12/08/2024		12/2024	chk# 0348 :CHECKscan Payment		2,414.39	(250.00)	41453172
01/01/2025	rent	01/2025	Base Rent (01/2025)	2,332.17		2,082.17	169519626
01/01/2025	rentins	01/2025	Renter's Insurance (01/2025)	12.22		2,094.39	169519627
01/01/2025	sewerrb	01/2025	Sewer Rebill (01/2025)	30.00		2,124.39	169519628
01/01/2025	trashrb	01/2025	Trash Rebill (01/2025)	25.00		2,149.39	169519629
01/01/2025	waterrb	01/2025	Water Rebill (01/2025)	15.00		2,164.39	169519630
01/05/2025		01/2025	chk# 0355 :CHECKscan Payment		2,414.39	(250.00)	41972735
02/01/2025	rent	02/2025	Base Rent (02/2025)	2,332.17		2,082.17	172224191
02/01/2025	sewerrb	02/2025	Sewer Rebill (02/2025)	30.00		2,112.17	172224638
02/01/2025	trashrb	02/2025	Trash Rebill (02/2025)	25.00		2,137.17	172224639
02/01/2025	waterrb	02/2025	Water Rebill (02/2025)	15.00		2,152.17	172224640
02/01/2025	rentins	02/2025	Renter's Insurance (02/2025)	12.22		2,164.39	172224641
02/04/2025		02/2025	chk# 0313 :CHECKscan Payment		2,414.39	(250.00)	42562722
03/01/2025	rent	03/2025	Base Rent (03/2025)	2,332.17		2,082.17	174631603
03/01/2025	sewerrb	03/2025	Sewer Rebill (03/2025)	30.00		2,112.17	174658316
03/01/2025	trashrb	03/2025	Trash Rebill (03/2025)	25.00		2,137.17	174658317
03/01/2025	waterrb	03/2025	Water Rebill (03/2025)	15.00		2,152.17	174658318

03/01/2025	rentins	03/2025	Renter's Insurance (03/2025)	12.22		2,164.39	174658319
03/05/2025		03/2025	chk# 0357 :CHECKscan Payment NSFed by ctrl# 43258748 Automatic NSF 7WL8YLYRLJ3, Return Code: A Uncollected NSF		2,414.39	(250.00)	43196795
03/09/2025		03/2025	chk# 1092 92670861 :CHECKscan Payment		1,000.00	(1,250.00)	43253863
03/09/2025		03/2025	chk# 1092 92670872 :CHECKscan Payment		1,000.00	(2,250.00)	43253864
03/09/2025		03/2025	chk# 1092 92670883 :CHECKscan Payment		414.39	(2,664.39)	43253865
03/10/2025	nsffee	03/2025	Returned check charge	25.00		(2,639.39)	175215690
03/10/2025		03/2025	chk# 0357 NSF receipt Ctrl# 43196795 Automatic NSF 7WL8YLYRLJ3, Return Code: A Uncollected NSF		(2,414.39)	(225.00)	43258748
03/11/2025	latefee	03/2025	Late Fees	35.00		(190.00)	175241900
04/01/2025	rent	04/2025	Base Rent (04/2025)	2,332.17		2,142.17	177178601
04/01/2025	sewerrb	04/2025	Sewer Rebill (04/2025)	30.00		2,172.17	177197959
04/01/2025	trashrb	04/2025	Trash Rebill (04/2025)	25.00		2,197.17	177197960
04/01/2025	waterrb	04/2025	Water Rebill (04/2025)	15.00		2,212.17	177197961
04/01/2025	rentins	04/2025	Renter's Insurance (04/2025)	12.22		2,224.39	177197962
04/06/2025		04/2025	chk# 0315 :CHECKscan Payment		2,414.39	(190.00)	43916333
05/05/2025	secdep	05/2025	:Security Deposits credit	(600.00)		(790.00)	180247120
05/05/2025	rent	05/2025	Base Rent (04/2025) Credit 9 days	(699.65)		(1,489.65)	180247121
05/05/2025	rentins	05/2025	Renter's Insurance (04/2025) Credit 9 days	(3.67)		(1,493.32)	180247122
05/05/2025	waterrb	05/2025	Water Rebill (04/2025) Credit 9 days	(4.50)		(1,497.82)	180247123
05/05/2025	trashrb	05/2025	Trash Rebill (04/2025) Credit 9 days	(7.50)		(1,505.32)	180247124
05/05/2025	sewerrb	05/2025	Sewer Rebill (04/2025) Credit 9 days	(9.00)		(1,514.32)	180247125
05/05/2025	depref	05/2025	Amount to be refunded	1,514.32		0.00	180247126
05/05/2025	adminfee	05/2025	Sale Unit Deposit Hold	1,514.32		1,514.32	180247129
05/05/2025	depref	05/2025	Adjustment to amount to be refunded	(1,514.32)		0.00	180247130

Exhibit H

Resident Ledger

INCOME PROPERTY SPECIALISTS

Date: 07/17/2025

Code	t0014238	**Property**	301okeef	**Lease From**	02/05/2022
Name	Isela Garcia Demora	**Unit**	20	**Lease To**	02/28/2023
Address	301 E Okeefe St 20	**Status**	Current	**Move In**	02/05/2022
		Rent	2332.17	**Move Out**	
City	East Palo Alto, CA 94303	**Phone (H)**		**Phone (W)**	

Date	Chg Code	Description	Charge	Payment	Balance	Chg/Rec
02/05/2022	deposit	:Posted by QuickTrans (deposit)	600.00		600.00	1122352
02/05/2022		chk# :QuickTrans :Posted by QuickTrans		600.00	0.00	667216
04/30/2025		chk# Paid to previous mgmt Payment		190.00	(190.00)	670010
05/01/2025	rent	Rent (05/2025)	2,414.39		2,224.39	1124312
05/01/2025	ubtrash	Trash (05/2025)	25.00		2,249.39	1124313
05/01/2025	ubwater	Water (05/2025)	15.00		2,264.39	1124314
05/01/2025	ubww	Waste water (or Sewer) (05/2025)	30.00		2,294.39	1124315
05/01/2025	rent	Rent Adjustment (05/2025)	(82.22)		2,212.17	1130484
05/01/2025		chk# 0319 :CHECKscan Payment		2,414.39	(202.22)	670938
06/01/2025	rent	Rent (06/2025)	2,332.17		2,129.95	1133096
06/01/2025	ubtrash	Trash (06/2025)	25.00		2,154.95	1133097
06/01/2025	ubwater	Water (06/2025)	15.00		2,169.95	1133098
06/01/2025	ubww	Waste water (or Sewer) (06/2025)	30.00		2,199.95	1133099
06/02/2025		chk# 0365 :CHECKscan Payment		2,414.39	(214.44)	675663
07/01/2025	rent	Rent (07/2025)	2,332.17		2,117.73	1143574
07/01/2025	ubtrash	Trash (07/2025)	25.00		2,142.73	1143575
07/01/2025	ubwater	Water (07/2025)	15.00		2,157.73	1143576
07/01/2025	ubww	Waste water (or Sewer) (07/2025)	30.00		2,187.73	1143577
07/02/2025		chk# 0324 :CHECKscan Payment		2,414.39	(226.66)	680743
07/06/2025	late	Late Fee (07/2025) :Reversed by Charge Ctrl# 1148498	105.00		(121.66)	1146709
07/06/2025	late	:Reverse Charge Ctrl#1146709	(105.00)		(226.66)	1148498

Francisco Menera v. Woodland Park Communities
Case No 20240035

Respondent's Exhibit List

Exhibit #	Title	Page #
A	Lease Agreement	R001
B	Current Ledger	R031
C	Historic Ledger (covering February 2016-July 2021, if applicable)	R034
D	Work Order Overview Report	R046
E	Work Orders	R049
F	Woodland Park Witness List	R075

Exhibit A

R002

CALIFORNIA LEASE AGREEMENT

1.

LANDLORD NAME:	Woodland Park Property Owner, LLC, doing business as Woodland Park Communities
LANDLORD'S AGENT:	Alliance Residential, LLC, doing business as Woodland Park Apartments
LANDLORD ADDRESS:	45 Newell Road, East Palo Alto, CA 94303
PHONE/E-MAIL:	(650) 566-2000 / woodlandpark@allresco.com

2.

RESIDENT NAME(S):	Juan Rodirguez AND Raquel Rodriguez (individually and collectively, "Resident")
OTHER OCCUPANT(S):	
RESIDENT ADDRESS:	301 East O'Keefe Street, East Palo Alto, CA 94303
	UNIT: # 21 (the "Premises") PARKING SPACE: #

3.

INITIAL TERM:	Month-to-Month	Lease Renewal:
	START DATE: May 4, 2014	END DATE:
	MOVE-IN DATE: May 4, 2014	

4.

MONTHLY CHARGES	
Base Rent	$1,866.74
Renters Insurance	$12.00
Parking	$$0.00
Trash	$$0.00
Water	$$0.00
Gas	$$0.00
Sewer	$$0.00
Electricity	$$0.00
TOTAL RENT	$1,878.74

5.

DEPOSITS	
Security Deposit	$800.00
TOTAL	$800.00

6.

KEYS:				
	❑ UNIT	2	❑ MAIL	1
	❑ REMOTE	0	❑ POOL	0
	❑ GARAGE	0	❑ STORAGE	0
	❑ CARD	2	❑ COMMON AREA	0

This Lease is entered into on the date signed, by and between the above-named parties (collectively, "Parties"). The party executing this Lease as the Landlord's Agent is acting as the managing agent for the owner of Woodland Park (the "Community"). Each person living in the Premises that is 18 years of age or older must sign the Lease as a resident. Each Resident states that they are of legal age to enter into a binding Lease for lodging. All others living in the Premises must be designated as Occupants. Each person signing the Lease is jointly and severally liable for all the various resident obligations under the Lease. Every individual resident, including all co-residents, is responsible for the entire rental amount and other obligations, even if, as roommates, individual residents have made arrangements among themselves to allocate the rent or other payments or obligations.

Landlord hereby leases and Resident hereby hires and takes the Premises for the term specified and subject to all of the terms and provisions set forth herein.

A. TERM OF LEASE

7. **INITIAL TERM:** The initial term of this Lease shall commence on the Start Date and end on the End Date as outlined in Section 3 and shall **automatically continue as a tenancy from month-to-month upon expiration of the initial term.**

8. **LEASE EXPIRATION:** Either party may terminate this Lease on the End Date or after the initial term by giving the other party at least **thirty (30) days'** written notice of its intention to terminate the tenancy, subject to California Civil Code sections 1946, et seq. In the absence of written notice of termination, or a new lease, after the expiration of the initial term, the tenancy shall become month-to-month subject to a rental increase and applicable fees as allowed under local and state law. Resident agrees to pay all rent up to and including the end of any **thirty (30) day** (or, as applicable, sixty (60) day) notice period (which may not occur before the end of the initial Lease term) or until the Premises are re-occupied, whichever occurs first.

9. **FAILURE TO VACATE AFTER NOTICE:** If Resident gives written notice to vacate the Premises and fails to completely vacate prior to the expiration of the notice, Landlord shall be entitled to commence legal proceedings to recover possession of the Premises and Resident shall be liable, unless otherwise prohibited by law, in addition to all other damages provided for under this Lease, for the daily rent based on a pro-ration of the monthly rent for each day Resident remains in the Premises. In addition, Landlord may collect costs for loss suffered from future resident losses, legal costs, lost rent, and other expenses, and any other amount allowed by law.

10. **OPTION FOR EARLY TERMINATION:** Resident is expected to remain a Resident for the entire initial term. If Resident fails to do so, Resident will be responsible to Landlord for all damages provided by law, including (but not limited to) rent due through the end of the initial term, minus rents paid by a replacement resident (if any). This amount will vary depending upon how long it takes Landlord to find a replacement resident which typically cannot be determined in advance of move-out.

To avoid this uncertainty, Resident may choose to exercise an Early Termination Option. Resident understands and acknowledges that Landlord is not legally obligated to allow early termination of the Lease unless provided for pursuant to law. To exercise this option, Resident must deliver to Landlord:

i. A written notice stating that Resident has elected to exercise the Early Termination Option;
ii. An early termination option payment of **$3,000.00**;
iii. An executed agreement for repayment of concessions received prior to the early termination (if applicable, see Concession Addendum); and
iv. Payment of rent and other amounts due through the new End Date.

Wher[illegible]andlord has (1) received the [illegible]en notice and the Early Termination Option payme[illegible]nd (2) signed the notice, the End Date will be amended. The new End Date will be the date specified in the notice which must be at least **thirty** days after the written election and payment are given to Landlord. Exercise of the Early Termination Option will affect only Resident's rent obligations after the new End Date. Resident must comply with all other Lease obligations.

The notice will not move the End Date forward if:

i. Resident is in default under the Lease at the time that Resident gives notice of Resident's exercise of the option;
ii. Resident provides the notice unaccompanied by the Early Termination Option payment; or
iii. Resident does not properly exercise the Early Termination Option by following the procedures specified above, but vacates the Premises before the End Date specified in the Lease.

11. **EARLY TERMINATION:** In the event Resident vacates the Premises before the End Date, and fails to exercise the Early Termination Option as specified above. Resident shall be liable for all rent owed for the remainder of the initial term minus amounts paid by a replacement resident (if any), plus any other amounts as specified by law.

12. **DELAY OF POSSESSION:** If the Landlord, for any reason, cannot deliver the possession of the Premises to Resident at the Move-In Date, this Lease shall not be void or voidable, nor shall Landlord be liable to Resident for any loss or damages resulting therefrom; but in that event there shall be a per diem deduction of rent covering the period between the Move-In Date and the time when Landlord can deliver possession.

13. **FAILURE TO MAKE PAYMENTS PRIOR TO COMMENCEMENT:** If Resident fails to make any payment due prior to the Start Date of Lease shown in Section 3, Landlord has no duty to provide possession of the Premises, and Landlord may apply any and all previously made payments to amounts due to Landlord.

B. PAYMENTS, DEPOSITS, AND FEES

14. **MONTHLY RENT PAYMENT:** The total rent is set forth in Section 4.
    i. All rent payments are due in advance on or before the 1st day of each month. It is Resident's responsibility to be certain that each payment is actually received by Landlord on or before its due date. Use of a rental payment drop box is for Resident's convenience – the risk of receipt of funds by Landlord when such box is used is Resident's risk, and not Landlord's risk. If any rent payment is made late, it will be subject to all applicable charges and may be rejected by Landlord.
    ii. Initial payment due for move in must be made in the form of a cashier's check. Except as otherwise provided, all subsequent rent payments shall be made by check, cashier's check, money order, or through the online payment portal. No cash or post-dated checks will be accepted.
    iii. Payments must be made payable to **Woodland Park** and may be personally delivered to the Business Manager, Assistant Business Manager or Sales Associate at 5 Newell Court or at 2041 Euclid Ave., East Palo Alto, CA 94303. On non-holidays, the business hours, which remain subject to change, when rent payments may be made personally are: Monday and Wednesday, 9am to 6pm, Tuesday 10am to 6pm, Thursday and Friday 9am to 7 pm, Saturday and Sunday 10am to 7pm.
    iv. Unless Resident notifies Landlord otherwise by written notation on the rent payment, Landlord shall apply all of the payments made in the order of priority Landlord determines. Landlord reserves the right at any time to change payment procedures and policies.
    v. If Resident makes any payment by check, it may be converted into an electronic funds transfer ("EFT"). This means Landlord will copy the check and use the account information on it to electronically debit Resident's account for the amount of the check. The debit from Resident's account will usually occur within 24 hours, and may occur as early as the same day as Landlord receives payment. The debit will be shown on Resident's regular account statement. Resident will not receive the original check back. Landlord will destroy the original check, but will keep a copy of it to the extent required by applicable laws. If the EFT cannot be processed for technical reasons, Resident authorizes Landlord to process the copy in place of the original check. If the EFT cannot be completed because of insufficient funds, Landlord may require payment in certified funds as required below.
    vi. If the Start Date occurs on other than the first day of a calendar month or the End Date occurs on other than the last day of a calendar month, then the rent for that month shall be prorated on a daily basis.

15. **LATE CHARGE AND NSF CHARGE:** Landlord and Resident agree that when Resident fails to pay rent on time, or when Resident pays rent by a check which payment is subsequently dishonored by the bank, the actual cost to Landlord is difficult or impossible to ascertain, but the Parties agree that Landlord does, in the event of late payment or in the event of a dishonored check, incur certain costs, including without limitation, communication with Resident, additional bookkeeping and administrative charges, bank charges, and lost opportunity costs of the late payment. After making a reasonable endeavor to estimate accurately the approximate costs associated with such a breach, which the Parties agree is difficult or impossible to ascertain, the Parties agree that, any time the rent for any given month is paid after the **4th** day of such month, Resident will in that month pay to Landlord, as additional rent due with the late payment, a late charge in the sum of **$35.00** and further agree that, in the event of a dishonored check, Resident will pay to Landlord, as additional rent due with the payment required to replace the dishonored check, an NSF fee in the sum of **$25.00**. The Parties agree that the payment of these sums does not constitute a license to pay rent late nor does it constitute a license to pay by dishonored check. Rent remains due on the first day of the month and there is no grace period for the payment of rent. A three-day notice to pay rent or quit may be served at any time after the first day of the month irrespective of the existence of the late charges as set forth in this section. If such notice is served after the **4th** day of the month, it may include the late charge and NSF charge, if applicable, which charges, as set forth above, are payable as additional rent. Furthermore, if Resident does not pay by the end of the **4th** day of the month, Resident may only pay by cashier's check or electronic payment (if offered). Landlord will not accept a personal check after the **4th** day of the month, or in response to a notice to pay rent or quit, or a notice to perform covenant or quit requiring payment. Landlord may terminate this Lease for failure to pay late charges and may terminate this Lease for non-payment of rent. If Resident gives Landlord two payments that are returned for nonpayment during the term of this Lease, then the future rent shall be payable by cashier's check for the remainder of the term.

16. **SECURITY DEPOSIT:**
    i. Resident shall pay to Landlord, as security, the amount set forth in Section 5, which sum shall not exceed the maximum permitted by California Civil Code Section 1950.5. This sum shall be applied and accounted for in accordance with the provisions of California Civil Code Section 1950.5 and any other applicable statutes. Landlord shall not be obligated to pay Resident interest in connection with such security deposit, unless specifically required by applicable law.
    ii. It is understood that the security deposit is applicable to all Residents jointly, and Landlord does not account for it until the passing of the permissible statutory period after all Residents have vacated the Premises. Any refund due may be made payable jointly to all Residents and it shall be the responsibility of all Residents to work out between themselves the manner of dividing said security deposit. If Landlord chooses to make the refund to any one of the Residents individually, in legal contemplation the payment shall be deemed to have been made to all Residents and Landlord shall have no liability to any one or group of Residents for failure of any Resident to divide such refund equitably.
    iii. If the security deposit is later increased by agreement of the Parties for any reason (such as the installation of a waterbed or relating to a pet), the additional security deposit will be disbursed by Landlord in accordance with this section at the end of the statutory period following the end of Resident's tenancy. Removal of the waterbed or pet, or whatever caused the increase in the deposit, will not be grounds for early

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C. RESIDENT DEFAULT

17. **DEFAULT BY RESIDENT:** Resident shall be guilty of material breach of this Lease if Resident: (a) fails to pay any rent or other sums payable under this Lease on the date it becomes due; (b) defaults in the performance of or breach of any other provision, term, covenant or condition of this Lease; (c) vacates or abandons the Premises before expiration of the full term of this Lease, or any extension of the term; (d) permits the leasehold interest of Resident to be levied upon or attached by process of law; or (e) makes an assignment for the benefit of creditors.

18. **REMEDIES:** Upon the occurrence of any default by Resident, Landlord may exercise any right or remedy which Landlord may have at law or in equity, each and all of which are cumulative and nonexclusive. This may include giving Resident notice to correct or cure such default, taking action to recover possession of the Premises via the eviction process or otherwise, and/or terminating the Lease, all in accordance with applicable law. Additionally, Landlord shall be entitled to recover from Resident all damages incurred by Landlord by reason of Resident's default. Without limitation on the foregoing, upon the occurrence of any event of default by Resident, Landlord shall have the option to pursue any one or more of the following remedies, each and all of which shall be cumulative and nonexclusive:
    i. Terminate this Lease and Resident's right to possession of the Premises and recover from Resident all damages allowed at law or in equity, including those allowed under Civil Code Section 1951.2 including:
        a. The worth at the time of award of the unpaid rent which had been earned at time of termination;
        b. The worth at the time of award of the amount by which the unpaid rent which would have been earned after termination until the time of award exceeds the amount of such rental loss that the Resident proves could have been reasonably avoided;
        c. Subject to subsection (iii), the worth at the time of award of the amount by which the unpaid rent for the balance of the term after the time of award exceeds the amount of such rental loss that the Resident proves could be reasonably avoided; and
        d. Any other amount necessary to compensate the Landlord for all the detriment proximately caused by the Resident's failure to perform Resident's obligations under the Lease or which in the ordinary course of things would be likely to result therefrom.
    ii. The "worth at the time of award" of the amounts referred to in paragraphs (a) and (b) of subsection (i) is computed by allowing interest at **10% per year**, but no greater than the maximum interest rate permitted by law. The worth at the time of award of the amount referred to in paragraph c of subsection (i) is computed by discounting such amount at the discount rate of the Federal Reserve Bank of San Francisco at the time of award plus 1 percent.
    iii. Landlord may recover damages that include the worth at the time of award of the amount by which the unpaid rent of the balance of the term after the time of award, exceeds the amount of rental loss for the same period Resident proves could be reasonably avoided.
    iv. Efforts by the Landlord to mitigate the damages caused by the Resident's breach of the Lease do not waive the Landlord's rights to recover damages under this section.
    v. Nothing in this section affects the right of the Landlord under a Lease to indemnification for liability arising prior to the termination of the Lease for personal injuries or property damage where the Lease provides for such indemnification.
    vi. Landlord has the remedy described in California Civil Code Section 1951.4 (Landlord may continue Lease in effect after Resident's breach and abandonment and recover rent as it becomes due, if Resident has the right to sublet or assign, subject only to reasonable limitations). Accordingly, if Landlord does not elect to terminate this Lease on account of any default by Resident, Landlord may, from time to time, without terminating this Lease, enforce all of its rights and remedies under this Lease, including the right to recover all rent as it becomes due.

19. **DAMAGE BY RESIDENT:** If any damage or destruction to the Premises, building, or Community is caused by Resident, Occupants, guests or invitees, such damage shall be considered a breach of Lease. Resident further agrees to pay rent for the period the Premises is damaged whether or not habitable, if such damage is caused by Resident, Occupants, guests or invitees. Any such damage or destruction of the Premises caused by Resident, Occupants, guests or invitees constitutes grounds for termination of the Lease; additionally, such actions will not create any right of rent reduction. Resident shall pay for any expenses, including the costs of repairing such damage or destruction.

20. **RESIDENT INFORMATION:** If Resident has supplied information to Landlord by means of a rental application or similar instrument, Landlord has relied upon the statements set forth in said application or instrument in deciding to rent the Premises to Resident. Resident covenants that all such information is accurate and was given voluntarily and knowingly by Resident. It is agreed that, if Landlord subsequently discovers any misstatements of fact in the application or instrument, any such misstatements shall be deemed a material breach of this Lease. In the event that Resident submits information to verify Resident's income, Resident hereby certifies the accuracy of such information and further agrees that accurate information regarding family income, family composition and any other related eligibility requirements shall be deemed substantial and material obligations of Resident's tenancy; that Resident will comply with all requests for information with respect thereto from Landlord or any mortgagee; that Resident's failure to provide accurate information shall be a default by Resident, which shall entitle Landlord to pursue all rights and remedies set forth in the **"DEFAULT BY RESIDENT"** section or otherwise permitted by law, and that Resident's failure to furnish accurate and current information could subject Resident to civil liability.

21. **COMPLIANCE WITH APPLICABLE LAWS:** Resident agrees not to engage in or permit unlawful activities in the Premises, in the common areas or on the grounds of the Community or permit the Premises or Community to be used for any purpose which violates local, state or federal law. Resident, Occupants, guests or invitees and any other person under Resident's control shall not engage in or facilitate in criminal activity, including drug-related criminal activity, on or near the Premises. "Drug-related criminal activity" means illegal manufacture, sale, distribution, use or possession with intent to manufacture, sell, distribute, or use a controlled substance (as defined in Section 102 of the Controlled Substances Act (21 U.S.C. 802)). Resident, Occupants, guests or invitees or other person under Resident's control shall not engage in any act of violence or threats of violence, including, but not limited to, the unlawful discharge of firearms, on or near the Premises. Resident agrees to reimburse and indemnify Landlord for all fines or other penalties incurred by Landlord as a result of Resident's violation of any statute, ordinance, regulation or other governmental restriction. This provision constitutes written notice to cease any breach of this section, including, without limitation, being so disorderly as to destroy the peace, quiet, comfort, or safety of the Landlord or other tenants of the building or Community or, where the Premises are a single-family dwelling, the peace, quiet, comfort or safety of the owner or residents of an adjacent property. Such disorderly conduct includes violations of state and federal criminal law that destroy the peace, quiet, comfort, or safety of the landlord or other tenants of the building or Community containing the rental unit, or, where the Premises are a single-family dwelling, the peace, quiet, comfort or safety of the owner or residents of an adjacent property.

22. **COMPLIANCE WITH POLICIES:** If indicated on the last page of this Lease with respect to Attachments/Addenda, Resident acknowledges receipt of a copy of the Community Policies, which Community Policies are incorporated into and made a part of this Lease, Resident agrees to abide by said Community Policies in all respects. Any Community Policies may be changed with thirty days' notice and Resident agrees to abide by any such changes. Failure to comply with the Community Policies shall be deemed a breach of this Lease.

D. PREMISES:

23. **CONDITION OF PREMISES:** Resident has inspected the Premises and acknowledges that the Premises are in good and habitable order and repair with all appliances and equipment in good working order at the time Resident is given occupancy. Resident also agrees that Landlord has made no promise to decorate, alter, repair or improve the Premises, except as listed on the Move In/Move Out Inspection Form.

24. **RESTRICTIONS ON ALTERATIONS:** Without the prior written consent of Landlord, Resident agrees not to make any alterations or improvements to the Premises, including, without limitation (i) changing or removing any part of the appliances, fixtures, or equipment; (ii) painting, installing wallpaper, or adhering contact paper; (iii) installing appliances including washing machines, dishwashers, dryers, fans, heaters, or air conditioners; or (iv) adding window coverings, foil draperies, or non-standard window coverings. In no event can any personal property, alterations, or improvements block entrance to or egress from the Premises, create a health or safety hazard or interfere with walkways or utility service equipment. All additions, fixtures and improvements shall be Landlord's property and shall remain upon the Premises after the termination of the Lease unless Landlord, as a condition to allowing Resident to make such alteration, requires that the Premises be restored to the condition existing prior to such alteration or addition.

25. **MAINTENANCE:** Resident is responsible to notify Landlord in writing, delivered personally or submitted online (except in the event of an emergency, in which case by telephone), if maintenance issues arise in or around the Premises. Maintenance requests will be handled after office hours only in an emergency. The on-duty maintenance associate will determine the appropriate course of action. Resident shall replace light bulbs and replace broken, damaged, or missing articles that Landlord has furnished.
    To maintain the Premises, Resident agrees to:
    i. Keep the Premises clean.
    ii. Use all appliances, fixtures, and equipment in a safe manner and only for the purposes for which they are intended.
    iii. Refrain from destroying, defacing, damaging or removing any part of the Premises, common areas, Community or grounds.
    iv. Refrain from making any repairs without Landlord's prior written consent.
    v. Maintain a minimum of 50 degrees inside the Premises at all times to prevent water lines from freezing during winter months.
    vi. Dispose of all garbage, waste and recyclable materials in designated containers and/or designated areas and in accordance with applicable law and Landlord's instructions. Large items may not be disposed of in garbage containers or common areas.
    vii. Keep all ingress and egress routes clear and unobstructed and at all times.
    viii. Practice safe use of electrical cords, outlets, and appliances.

26. **DUTY TO CLEAN AND VENTILATE:** Resident hereby acknowledges that mold and mildew can grow in the Premises if the Premises are not properly ventilated and maintained. Resident acknowledges that it is important that Resident regularly allow air to circulate in the Premises. Resident agrees to regularly allow air to circulate in the Premises by using bathroom fan(s), using ceiling fans, where available, and regularly opening the windows and/or sliding doors where available. Since it is common for mold and mildew to grow even if a small amount of moisture builds up, Resident agrees to regularly wipe down areas where moisture sometimes accumulates and clean all toilets, sinks, countertops, bathroom walls, windows, windowsills, patio doors, showers, bathtubs and tile or linoleum floors with a household cleaner on at least a bi-weekly basis. Resident further agrees to notify Landlord immediately whenever Resident learns of any condition which could lead to a build-up of moisture in the Premises, including, but not limited to plumbing leaks, broken window or door seals, accumulation of rainwater or other moisture around windows or doors, broken water lines or sprinklers, inoperable fans, doors, or windows, and any failure or malfunction in the heating, ventilation, or air-conditioning system, if any, in the Premises, storage room, garage, or common area. If Resident notices mold, mildew, or other organic growth in the Premises, Resident agrees to notify Landlord, in writing, immediately. Resident agrees to take the following steps to prevent the growth of mildew, mold, and organic growth in the Premises:
    i. In damp or rainy weather, keep windows and doors closed.
    ii. If possible, maintain a temperature of between 50° and 80° Fahrenheit within the Premises at all times.
    iii. Use the pre-installed bathroom fan or alternative ventilation when bathing or showering and allow the fan to run until all excess moisture has vented from the bathroom.
    iv. Use the exhaust fan in the kitchen when cooking or while the dishwasher is running. Allow the fan to run until all excess moisture has vented from the kitchen.
    v. Use care when watering houseplants. If spills occur, dry up excess water immediately.
    vi. When washing clothes in warm or hot water, watch to make sure condensation does not build up within the washer and dryer closet. If condensation does accumulate, dry with a fan or towel.
    vii. Thoroughly dry any spills on carpeting.
    viii. Do not allow damp or moist stacks of clothes or other cloth materials to lie in piles for an extended period of time.
    ix. Do not overfill closets or storage areas to allow for proper ventilation.
    x. Do not overfill the Premises or block with personal property ventilation from fans, windows, or doors.
    xi. Vacuum and dust the Premises on a regular basis to remove household dirt and debris that contribute to mold growth.
    Any failure to comply with the requirements of this section shall be deemed a material breach of this Lease. In addition, Resident shall be liable to Landlord for any damage resulting from Resident's failure to comply with the requirements of this section.

27. **PESTS AND PEST CONTROL:**
    i. The Premises and/or the common areas may be covered by a contract for periodic pest control by a registered structural pest control company. If so, pursuant to applicable law, concurrently with signing this Lease, Resident is being provided with a copy of the legally required notice provided by the registered pest control company under Business and Professions Code §8538 and California Civil Code §1940.8. Resident accepts all risks and hazards associated with chemicals used on the Premises that are stated in the notice attached to this Lease.
    ii. Resident and Landlord have inspected the Premises prior to leasing and acknowledge there is no visible evidence of the presence or infestation of insects or vermin, including bedbugs, in the Premises. Resident agrees to inspect all personal belongings for signs of bedbugs or other insects or vermin prior to bringing personal belongings into the apartment and further agrees not to bring into the Premises any belongings which Resident suspects may be infested with bedbugs, insects, or other vermin.
    iii. Resident agrees to maintain the Premises in a manner that prevents the occurrence of an infestation of insects and vermin, including bedbugs, and comply with policies relating to the prevention of infestations. Resident further agrees to report any signs of bedbugs, ants, fleas, roaches, or other insects or vermin immediately to Landlord.
    iv. If Resident allows individuals or items carrying bedbugs, fleas, roaches, or other insects or vermin into the Premises, or has an infestation that cannot be traced to another source, such infestation will be deemed damage to the Premises and Resident will be responsible for all costs of treatment to the Premises, Resident's personal belongings, and neighboring units as necessary to eradicate the infestation. Resident will also be responsible for any damages caused to the Premises or to any of Resident's personal property, including without limitation furniture, clothing, and personal belongings, caused by pests or the treatment of pests. The choice of treatment shall be at the discretion of Landlord in consultation with Landlord's pest control vendor, if any.
    v. Resident agrees to cooperate with all pest control efforts at and within the Premises and the Community. Resident shall follow all

RO06structions from Landlord and/c ndlord's pest control vendor, if any, with respect to t. nent and eradication of pests, whether infestation is within the Premises, a neighboring unit, or elsewhere in the Community. The Premises must be properly prepared for any treatment. Resident acknowledges that preparations for treatments can be time consuming and difficult. Resident nonetheless agrees to fully prepare the Premises in a timely manner at its own cost and expense for the treatment and eradication of pests until the pest infestation is fully abated. Resident further agrees to coordinate the cleaning and/or disposal of Resident's personal property with the treatment being performed, so as to protect against a re-infestation of any pests. Resident agrees to follow the recommended readiness procedures, including allowing full access for treatment(s). Resident agrees that the choice of pest control vendors, if any, and the implementation of a treatment plan, including the application of pesticides, is exclusively that of Landlord. Resident agrees not to treat the Premises, building, or Community with pesticides without the written authorization of Landlord.

vi. Resident is required to report, in writing, any suspected infestations to Landlord immediately after discovery. Resident shall report any signs of any infestations, including, but not limited to any household member experiencing any bites, seeing any insects or vermin within the Premises, or seeing any feces or other detritus relating to insects.

vii. Resident represents to Landlord that Resident is not aware that bed bugs were present in Resident's last residence and that if bed bugs were present in any of their furniture, clothing, or other personal property, the bed bugs have been eradicated. Resident agrees that this representation to Landlord is a material inducement to Landlord leasing the Premises to Resident.

28. **KEYS, LOCKS, AND ACCESS DEVICES:**

i. **Keys and Locks:** Resident agrees not to change or add any locks or gates on any doors or windows to the Premises without prior written consent of Landlord. If Landlord, in its sole discretion, approves a request to install locks, Resident agrees to immediately provide Landlord with a key for each lock. On or before the end of the term, Resident agrees to return all keys to the Premises to Landlord. Landlord may charge Resident **$5.00** for each key that is lost or not returned.

ii. **Access:** Resident agrees to promptly notify Landlord in writing of any problem, defect, malfunction or failure of door locks, window latches, controlled access gates, intrusion alarms, and any other security device. Resident agrees to be responsible for all fines, penalties and other charges resulting from or attributable to the alarm, including false alarm charges. It is understood that Landlord is not responsible for providing access to the Premises after office hours. Resident is responsible for contacting a locksmith, at Resident's expense, to gain access to the Premises in the event of lockout. If Resident has called a locksmith, Landlord must be notified and then change locks at Resident's expense.

iii. **Access Devices:** If Resident has received gate cards, fitness, restroom and/or entry gate keys as indicated in Section 6 of this Lease, Resident understands that if any of these items are lost or not returned upon move out, that the following fees will apply: Gate Access Device **$0.00** Key Fob **$0.00** Entry Gate Key **$50.00**

29. **LOCATION:** Upon reasonable notice, Landlord shall have the right to transfer Resident to another unit that is comparable to the Premises, upon which transfer the other unit shall automatically become the Premises under this Lease, which shall remain in full force and effect. Resident acknowledges and agrees that such comparable unit shall be deemed to provide the same housing services as the original Premises and that such transfer is not an eviction.

30. **CONDITION UPON TERMINATION.** Upon termination of the Lease, or the termination of Resident's right to occupy the Premises, Resident shall deliver all keys, access cards, and remotes to Landlord and move out of the Premises, leaving them in substantially the same clean, undamaged, and ready-to-rent condition as existed on the Start Date, less ordinary wear and tear. If the Premises are not returned in such condition, Landlord may charge Resident for the costs to repair any damage and to put the Premises back in the condition they were in upon the Start Date, less ordinary wear and tear. Resident is responsible for replacement of any damaged or missing items and for payment of all costs to clean or repair any portion of the Premises, carpeting, flooring, wall coverings, paint, counters, trim, window treatment, doors, windows, or appliances which are damaged, dirty, or unsanitary. Cleaning and repair of any damage due to smoking of any kind is not considered ordinary wear and tear. Resident is responsible for removing all trash and other items of personal property from the Premises. Failure to do so will constitute a condition that exceeds ordinary wear and tear. Resident will not be considered as having moved out, vacated and surrendered possession of the Premises until Resident has removed all personal belongings from the Premises and returned all keys, access cards and remotes. If Resident moves out and fails to return all keys, access cards and remotes, Resident agrees that the move-out date shall be determined by Landlord in Landlord's reasonable judgment and that Resident will be charged for any missing keys, access cards and remotes. If Resident leaves personal property in the Premises after move-out or if Resident places personal property in areas of the Community not designated for Resident's exclusive use, Landlord can determine that such property has been abandoned and can take steps to remove or dispose of the property consistent with applicable laws.

31. **ENTRY:** Landlord has the right to enter the Premises as allowed by law, including, without limitation, in case of emergency, to make desired, necessary or agreed repairs, decorations, alterations, renovations, or improvements, to supply necessary or agreed services, to test smoke detectors, to exhibit the dwelling unit to prospective or actual purchasers, mortgagees, tenants, workmen or contractors, or for any other purposes permitted by California Civil Code section 1954 (and any other applicable statutes or amendments which might be enacted subsequent to the execution of this Lease). Landlord also has the right to enter the Premises in order to make an inspection pursuant to subdivision (f) of Civil Code section 1950.5 when Resident has abandoned or surrendered the Premises and pursuant to court order. Resident agrees that if Resident denies Landlord access to the Premises when Landlord is in compliance with statutory requirements and entitled to access, any such denial of access shall be deemed a material breach of this Lease. The Parties agree that 24 hours' notice is presumed reasonable, although the Parties acknowledge that a shorter time period may also be reasonable under some circumstances. Landlord will serve Resident with written notice before entry unless:

i. Entry is due to an emergency, surrender or abandonment of the Premises, or

ii. Resident and Landlord agree orally to an entry to make agreed repairs or supply agreed services at an approximate day and time within one week of the oral agreement, or

iii. Resident is present and consents to entry at the time of entry, or

iv. To exhibit the Premises to prospective or actual purchasers of the property, provided that Landlord has notified Resident in writing within 120 days of the oral notice that the property is for sale and that Resident may be contacted to allow for an inspection.

32. **SMOKE DETECTORS:** The Premises have been equipped with smoke detectors. The smoke detectors have been tested prior to Resident's move in to ensure they are operational. Resident agrees not to interfere with the presence or operability of any smoke detector and to report immediately to Landlord, in writing, any defects in the condition of any smoke detectors. Resident agrees that if a smoke detector is battery operated, pursuant to California Civil Code Section 1942.1, as part of the consideration of the rental, Resident assumes responsibility to: (a) ensure the battery is in operating condition at all times; and (b) replace the battery as needed. Under no circumstances shall Resident remove the battery of a smoke detector without immediately replacing the battery with a new one.

33. **CARBON-MONOXIDE DEVICES:** If a carbon-monoxide device has been installed within the Premises, Resident acknowledges that the carbon-monoxide device was operable at the time Resident took possession of the Premises. Resident is responsible for notifying Landlord if Resident becomes aware of an inoperable or deficient carbon-monoxide device within the Premises. Landlord shall correct any reported deficiencies or inoperability's in the carbon-monoxide device. Resident further agrees that, if the carbon-monoxide device is battery operated, pursuant to California Civil Code Section 1942.1, as part of the consideration of the rental, Resident assumes responsibility to: (a) ensure the battery is in operating condition at all times; and (b) replace the battery as needed. Under no circumstances shall Resident remove the battery of a carbon-

monitor device without immediately replacing the battery with a new one.

34. **SATELLITE DISHES:** If satellite dishes are allowed in the Community they must be one meter or less in size and may not be affixed to the patio or balcony of the Premises. Resident is specifically prohibited from making physical modifications to the Premises and is prohibited from installing said satellite dish in the common areas of the Community, including, but not limited to, outside walls, roofs, window sills, common balconies or stairways. Resident will be responsible for damages caused by the satellite dish, including the cost of removal if in any violation of any satellite guidelines. Resident shall install, use, maintain and remove a satellite dish in a manner which is consistent with industry standards and shall be liable for any damage or injury sustained as a result of the negligent installation, maintenance, use or removal of said satellite dish. Allowable locations may not provide an optimal signal or any signal at all.

35. **WATERBEDS AND AQUARIUMS:** Waterbeds and water tanks holding 30 or more gallons may only be installed in the Premises with prior written consent from Landlord. Prior to installation, a valid waterbed insurance policy or certificate of insurance for property damage must be obtained. The policy shall be issued by a company licensed to do business in California and possessing a Best's Insurance Report rating of "B" or higher. The insurance policy shall be maintained in full force and effect until the waterbed/water tank is permanently removed from the Premises. The policy shall be written for no less than **one hundred thousand dollars ($100,000.00)** of coverage. The policy shall cover, up to the limits of the policy, replacement value of all property damage, including loss of use, incurred by the Landlord or other residents caused by or arising out of the ownership, maintenance, use, or removal of the waterbed/water tank, except for any damage caused intentionally or at the direction of the insured, or for any damage caused by or resulting from fire. Landlord may require Resident to produce evidence of insurance at any time. The insurance carrier shall give Landlord notice of cancellation or non-renewal 10 days prior to this action. The waterbed/tank shall conform to the pounds-per-square foot weight limitation and placement as dictated by the floor load capacity of the Premises. The weight shall be distributed on a pedestal or frame which is equivalent to the dimensions of the mattress itself. Resident shall install, maintain and remove the waterbed/tank, including, but not limited to, the mattress and frame, according to standard methods of installation, maintenance, and removal as prescribed by the manufacturer, retailer, or state law, whichever provides the higher degree of safety. Resident shall notify Landlord in writing of the intent to install, remove, or move the waterbed/tank. The notice shall be delivered at least 24 hours prior to the installation, removal, or movement. The Landlord has the right to be present at the time of installation, removal, or movement. If the waterbed/water tank is installed or moved by any person other than Resident, Resident shall deliver to Landlord a written installation receipt stating the installer's name, address, and business affiliation.

E. LIMITATION ON LIABILITY:

36. **LIABILITY:** Landlord shall not be liable to Resident, Occupants, or to any guests or invitees of Resident for any damage or losses to person or property arising from any cause including, but not limited to, theft, burglary, assault, vandalism, fire, flood, water leaks, rain, hail, ice, snow, smoke, lightning, wind, explosion, interruption of utilities, earthquake, or any other condition over which the Landlord has no control. To the extent allowed by law, Resident agrees to assume all risk of harm, and waive all claims against Landlord, resulting from use of common area amenities. To the extent allowed by law, use of the common area amenities is at the sole risk of Resident, Occupants, guests or invitees.

37. **INDEMNITY/HOLD HARMLESS:** Resident and Occupants agree to indemnify and hold Landlord harmless, from any claims arising out of any death or injury to any person, or any damage to property, if such injury or damage is caused directly or indirectly by the act, omission, negligence, or fault of Resident, Occupants, or Resident's guests or invitee(s).

38. **HOUSING SERVICES:** The furnishing by Landlord to Resident of any storage space, use of laundry, electronic access controls and gates, or any other common area facilities outside the Premises shall be deemed to be furnished gratuitously and Landlord makes no representations or guarantees as to the availability, adequacy, or fitness of such space, service, or facilities. Resident acknowledges that Landlord will not provide lifeguard service at swimming facilities, if any, and Resident agrees to take adequate and reasonable care in use of all recreational facilities to ensure the safety of Resident, Occupants, guests or invitees. All guests and invitees must be accompanied by a Resident or Occupant to use recreational facilities and amenities. Resident, Occupants, guests, and invitees shall comply with all signs posted by Landlord in and around the common areas and Community. Landlord may ban any Resident, Occupant, guest or invitee from using any amenity at the Community if such persons fail to abide by posted signs or rules relating to those areas and Resident shall not be entitled to any rent reduction or offset if the loss of amenity privileges is the result of the conduct of Resident, Occupants, guests or invitees. Landlord makes no representations, warranties or guarantees express or implied, regarding the presence or quality of reception of electronic communication or information retrieving devices within the Premises or Community.

39. **EMINENT DOMAIN OR CONDEMNATION:** Should the land whereon the building containing the Premises is situated, or any part thereof, or any portion of the Community, be condemned or taken for public use, then, in that event, upon the taking of the same for such public use, this Lease, at the option of Landlord, shall be deemed null and void, and the term shall cease and come to an end, notwithstanding anything to the contrary herein, and without apportionment of the award. Resident shall not be entitled to receive any sum, or portion thereof, constituting any award arising out of any such eminent domain or condemnation.

40. **SIGNIFICANT DAMAGE TO OR DESTRUCTION OF PREMISES:**
    i. If the Premises or property are damaged by fire, flood or other casualty, necessitating repairs that require Resident to vacate the Premises for any length of time, in the sole and absolute discretion of Landlord, Landlord shall have the option either (1) to repair the damage or otherwise restore the Premises, with this Agreement continuing in full force and effect, or (2) give notice to Resident, at any time after such damage occurs or repairs become necessary, terminating this Agreement as of a date to be specified in such notice. Landlord shall not be required to repair any damage by fire or other cause or to make any repairs of any property installed in the Premises by Resident.
    ii. If Landlord elects to terminate, this Lease shall expire and all interest of the Resident in the Premises shall terminate and Landlord shall have no obligation to pay lodging costs or other expenses to Resident after the termination date. If Landlord elects to repair the damage and/or make the significant repairs and continue this Lease in full force and effect, the "Duty to Cooperate" and "Significant Repairs" sections, below, shall apply.

41. **SIGNIFICANT REPAIRS**:
    i. If the Premises require significant renovations, improvements or repairs (such as, by way of example only and not by way of any limitation, tenting for termites, treating for pests or other vermin, replacing plumbing or electrical wiring, repairing fire damage, etc.) which require Resident to vacate the Premises for any length of time, Resident must vacate the Premises as needed and otherwise cooperate with Landlord in its efforts to perform the work. To the extent possible, Landlord shall give Resident at least ten days written notice of the need to vacate the Premises, which notice shall include Landlord's best estimation of the length of time Landlord anticipates Resident will need to be absent from the Premises.
    ii. Resident agrees to vacate the Premises for the time necessary for the work to be completed and, if Resident needs to be absent from the Premises for more than 8 hours in any 24-hour period, relocate to alternative housing of the Landlord's choosing. Landlord shall be responsible to pay for the alternative housing; however, Resident will remain responsible for all rent while Landlord is paying for alternative accommodations. If Resident elects to relocate temporarily to lodging other than that designated by Landlord, then Landlord shall have no obligation to pay the cost of such housing, which shall be at Resident's sole cost and expense; although Resident shall have no obligation to

R0006 rent during the time the Pr es are not available to Resident during the repairs ndlord is not paying for the alternative lodging, except as provided below. Resident shall return to the Premises once Landlord advises Resident that the work has been completed. Landlord shall have no obligation to pay for alternative housing or waive rent after Landlord has advised Resident that Resident may return to the Premises.

iii. If the work or repairs are required because of the conduct of Resident or the conduct of Occupants, invitees or guests (such as misuse of plumbing, causing a fire, etc.), then Landlord shall be relieved of its obligation to pay for alternative accommodations set forth above and Resident shall remain responsible for both rent and the cost of alternative lodging during the time when Resident must vacate the Premises for any work to be completed.

42. **DUTY TO COOPERATE**: Failure to vacate the Premises or otherwise cooperate with Landlord's efforts to conduct repairs, renovations or other improvements in the Community is a material breach of this Lease and grounds for termination of this Agreement.

43. **SAFETY CONCERNS:**

i. Landlord makes no representations or guarantees to Resident concerning the security of the Premises or the Community. Landlord is under no obligation to Resident to provide any security measure or take any action not required by statute. The presence of courtesy patrols, patrol cars, access gates, surveillance cameras or other deterrents do not guarantee that crime can or will be prevented. Landlord reserves the right to reduce, modify or eliminate any such measures (other than those statutorily required) at any time; and Resident agrees that such action shall not be a breach of any obligation or warranty on the part of Landlord. All such measures are subject to personnel absenteeism, human error, mechanical malfunctions and tampering. Resident is responsible for planning and taking action with respect to the safety of Resident and personal property as if such systems and deterrents did not exist.

ii. Landlord may install surveillance cameras in some common areas. These cameras may or may not be monitored and the footage recorded by these cameras may or may not be kept by Landlord for any length of time. Landlord may remove such cameras, or install additional cameras, at any time without notice to Resident. Footage from any cameras belongs to Landlord and shall not be released to any resident although such footage may be released to law enforcement personnel, insurance adjusters or others with legitimate business needs for such footage in the sole discretion of Landlord and without the consent of any individuals recorded by such footage.

iii. Landlord has no obligation to obtain criminal background checks on any residents and bears no responsibility or liability related to the criminal background or actions (whether past, present or future) of any person, even if Landlord has actually run a criminal background check on applicants. Resident agrees to hold Landlord harmless from claims arising out of criminal acts of other residents or third parties. Resident shall not rely on the fact that Landlord may have run a criminal background check on residents or any other applicant when deciding whether to enter into this Lease. Background checks are limited to the information actually reviewed and are not a guarantee that a person with a criminal background does not reside at the Community or that someone living in the Community will not commit a crime in the future. Landlord has not made and does not make any representations as to the background of any existing or future resident and Landlord is under no obligation to run background checks on any existing resident or future applicant.

iv. Resident agrees to report immediately all suspected or actual criminal activity to the appropriate local law enforcement agencies and, after doing so, to Landlord, and shall provide Landlord with such law enforcement agency's incident report number upon request. If Resident receives a copy of any law enforcement agency's incident report for an incident that occurred on the property and said incident impacted the Premises, the Community or other residents in the Community, Resident shall provide a copy of said incident report to Landlord upon request.

44. **INSURANCE:** Landlord does not maintain insurance to cover (a) Resident's personal injury, (b) loss or damage to Resident's personal property, or (c) Resident's liability for injury, loss or damage caused to others by Resident (or Occupants or guests). Resident is not a co-insured, a beneficiary, or an implied beneficiary under any insurance policy maintained by Landlord. Unless prior to the Start Date, Resident provides Landlord with written proof of a policy of liability insurance issued by an authorized insurance company that provides Resident with a minimum policy coverage amount of $100,000 per occurrence and names Landlord as an Interested Party, Resident hereby elects for Landlord to enroll Resident in a service program administered by Landlord and backed by a liability coverage program administered by an insurance company selected by Landlord. Resident agrees to reimburse Landlord for the actual cost of such program. The premium payment made by Landlord on Resident's behalf will be considered rent. Landlord reserves the right to hold Resident liable for any loss in excess of the insurance proceeds paid by the insurer. If Resident maintains its own liability insurance, Resident shall provide proof of such insurance to Landlord upon Landlord's request. Resident's failure to provide such proof within three days of a request therefor shall constitute an election by Resident for Landlord to enroll Resident in the service program specified above, at the then-current actual cost of the service program.

45. **MEGAN'S LAW:** Pursuant to Section 290.46 of the Penal Code, information about specified registered sex offenders is made available to the public via internet web site maintained by the Department of Justice at www.meganslaw.ca.gov. Depending on an offender's criminal history, this information will include either the address at which the offender resides or the community of residence and the zip code in which the offender resides. Since the information is equally available to residents and Landlord, and Landlord cannot discriminate against registered sex offenders pursuant to Penal Code Section 290.46 et seq., Landlord has not made any inquiry of any applicant or resident as to whether he or she is a registered sex offender. Resident is advised to take whatever reasonable and lawful actions Resident believes necessary to protect household members or guests against any potential harm. This includes talking to any children or individuals with a diminished capacity about how to deal with strangers and similar topics. Resident is advised that Landlord may not notify Resident if Landlord learns or is advised that a registered sex offender is living in the Community.

46. **ENVIRONMENTAL INDEMNIFICATION:** To the extent allowed by law, Resident expressly assumes and accepts any and all risks involved or related to the presence in the Premises, common areas, and Community of any and all health affecting substances, and any power lines in the vicinity of the Premises. Resident waives all claims and causes of action of any kind or nature, at law or in equity, including, but not limited to, claims or causes of action arising by statute, ordinance, rule, regulation or similar provision, against Landlord and Landlord's agents, principals, employees, legal representatives, affiliates, assignees, successors in title, partners, shareholders, officers, directors, parents, members and managers (herein collectively called the "Landlord Affiliates") with respect to any health hazard occurring in connection with the presence in the Premises, common areas, or Community of materials containing potentially health affecting substances, and claims arising out of or based upon any potentially health affecting substances brought, or allowed to be brought, into the Premises, common areas, or Community by any Resident, Occupant, guest, or invitee. Resident agrees to defend, indemnify and hold harmless the Landlord Affiliates against and from any and all actions, causes of action, claims, demands, liabilities, losses, damages and expenses of whatsoever kind, including, but not limited to, attorneys' fees at both the trial and appellate levels, that any or all of the Landlord Affiliates may at any time sustain or incur by reason of any and all claims asserted against them arising out of potentially health affecting substances brought or allowed to be brought into the Community by any Resident, Occupant, guest, or invitee.

47. **PROPOSITION 65 WARNING:** The Premises, common areas, and Community may contain chemicals known to the State of California to cause cancer, birth defects, and other reproductive harm. These chemicals may be contained in emissions and fumes from building materials, products and materials used to maintain the property, and emissions, fumes, and smoke from Resident and guest activities, including but not limited to the use of motor vehicles, barbecues, and tobacco products. These chemicals may include, but are not limited to carbon monoxide, formaldehyde, tobacco smoke, unleaded gasoline, soot, tars, and mineral oils.

For more information please contact OEHHA at (916) 445-6900 or visit http://www.oehha.org/prop65/pdf/Prop65tenants.pdf for additional

information from the California Environmental Protection Agency's Office of Environmental Health Hazard.

48. **LEAD-BASED PAINT WARNING:** Housing built before 1978 may contain lead-based paint. Lead from paint chips and dust can pose health hazards if not managed properly. Lead exposure is especially harmful to young children and pregnant women. Lead poisoning in young children may produce permanent neurological damage, including learning disabilities, reduced intelligence quotient, behavioral problems, and impaired memory. Before renting pre-1978 housing, Landlords must disclose the presence of known lead-based paint and/or lead-based paint hazards in the Unit. Residents must also receive a federally approved pamphlet on lead poisoning prevention. By Resident signing this Lease, they acknowledge receipt of Protect Your Family from Lead in Your Home pamphlet.
    i. Presence of lead-based paint or lead-based paint hazards: Known lead-based paint and/or lead-based paint hazards **are present** in the housing.
    ii. Landlord has reports or records pertaining to lead-based and/or lead-based paint hazards in the Premises and has made available to Resident all available records and reports upon Resident's request.

49. **ASBESTOS DISCLOSURE:** Before 1981, asbestos was commonly used in construction. This Community was built before 1981 and asbestos may be present. Asbestos is a chemical known to cause cancer. Asbestos may be present in sprayed-on acoustical ceiling material, insulation, fire proofing and floor tiles in the Premises and/or buildings of the Community. Disturbing or damaging certain interior Premises, common areas, and/or Community surfaces may increase the potential exposure to asbestos. Resident may not pierce, damage, disturb, or remove any portions of the Premises, common areas, and/or Community known or suspected to contain asbestos. Resident must notify Landlord immediately in writing if any portion of the Premises, common areas, and/or Community known or suspected to contain asbestos are pierced, damaged, disturbed or removed. Landlord has instituted an operations and maintenance program directed at maintaining the Community in accordance with any applicable federal and state safety requirements regarding asbestos-containing material. This program is designed (among other things) to prevent release of asbestos fibers into the air; minimize disturbance of damage to asbestos-containing materials; monitor the conditions of materials and air in the building; and regulate maintenance, renovation and construction activities. No matter how small the percentage of such material may be, Resident, Occupants, guests, or invitees shall comply with such rules and regulations as Landlord from time to time may prescribe in connection with Landlord's operations and maintenance program, including without limitation to the following:
    i. Hazardous Materials: Resident shall not take or allow any action which in any way damages or disturbs all or part of the ceiling, flooring, walls, insulation in the Premises, including but not limited to: Piercing the surface of the ceiling, flooring, walls or insulation by drilling or any other method; hanging plants, mobiles, or other objects from the ceiling; allowing any objects to come into contact with the ceiling; permitting water or any other liquid to come into contact with the ceiling; painting or undertaking any repairs or improvements with respect to the ceiling or floor tiles; or undertaking any activity which results in building vibration which may damage the ceiling.
    ii. Resident shall notify Landlord immediately in writing if there is any damage to or deterioration of the ceiling, flooring, walls or insulation of the Premises, including (without limitation) loose, cracking, hanging, or dislodged material, water leaks, or stains in the ceiling, flooring, walls or insulation.

50. **CREDIT REPORTING:** Resident is notified that Resident's performance as a tenant of this Community may be reported to credit reporting agencies.

51. **SOCIAL MEDIA:** Landlord maintains an online presence through its website and social media. This online presence includes, but is not limited to, displaying images from community events organized by Landlord. From time to time Landlord will capture still ("photo") and moving ("video") images at these events. Resident hereby acknowledges that by attending these events Residents accepts and agrees to the potential of being depicted in those images and further agrees to permit Landlord to use Resident's, Occupants', guests' or invitees' likenesses, without compensation, for the limited purpose of Landlord's online presence. Please note that Landlord respects Resident's privacy and at Resident's written request Landlord will remove any image depicting Resident, Occupants, guests or invitees.

F. COMMUNITY CONSIDERATION

52. **USE OF PREMISES:** Resident agrees to use the Premises solely as a private residence. Storage areas, parking areas, balconies, patios, outdoor areas, and decks shall not be used for occupancy. Resident shall not use the Premises as a business address, nor shall Resident conduct business activities on the Premises. Conducting business activities includes, without limitation, using the Premises as a mailing address for a business enterprise, having a business telephone line in the Premises, having business clients meet with Resident at the Premises, having business stationery setting forth the address of the Premises as a business address, assembling or manufacturing any product upon the Premises, or otherwise holding out the Premises as the address of any business. Resident may, however, insofar as it is consistent with the restrictions set forth in this section, and with the written consent of Landlord, use a portion of the Premises as a "home office." Nothing set forth herein shall be deemed as disallowing any use of the Premises that cannot be prohibited legally.

53. **CONDUCT OF RESIDENT:** Resident agrees not to harass, annoy, or endanger any other resident, neighbor, or other person, or create or maintain a nuisance, or disturb the peace or solitude or quiet enjoyment of any other resident, neighbor or other person, or commit waste in or about the Premises. Resident further agrees not to harass, verbally abuse, denigrate or otherwise disrespect Landlord's employees, agents and/or contractors or interfere with the operations of the Community or the work of Landlord's employees or agents. Resident agrees to keep the volume of any activity, radio, stereo, electronic equipment, television or musical instrument at such a level which will not disturb the other residents at any time. Any noise, disturbance, or activity which would, in the sole and absolute discretion of Landlord, be reasonably likely to annoy or disturb other residents is strictly prohibited. Certain acts are considered to be contrary to the safety, well-being, peace, and enjoyment of the other residents of the Community. These include, but are not limited to, the use, possession or sale of illegal drugs or controlled substances and the carrying or exhibiting of firearms in the Community. Such acts are prohibited. The carrying or exhibiting of firearms may be permitted with written consent of Landlord if doing so is required by law or job necessity. Resident shall not deface or damage any part of the Premises or the common areas or the Community or permit the same to be done. Resident shall not keep in the Community any flammable or explosive materials or any substance considered dangerous, hazardous, or toxic under any governmental law or regulation. Resident shall not do or permit anything to be done in the Premises that may be deemed hazardous or which will cause a cancellation of or an increase in the premiums for any insurance for the Community. Resident is responsible for the conduct of Occupants, guests, and invitees, including without limitation any minors, while they are in the Premises and in the Community. A resident conducting any of the activities set forth in this section, or who allows Occupants, guests, or invitees to conduct any of said activities shall be deemed in violation of this Agreement, and said activity shall be grounds for termination of this Agreement. This provision constitutes written notice to cease any breach of this section, including, without limitation, committing or permitting to exist a nuisance in the Premises, building, or Community.

54. **PARKING:** Resident, Occupants, guests, and invitees shall follow the Parking Rules and Regulations, as the same may be amended from time to time. Landlord shall not be liable for any damage or loss to motor vehicles, the contents of motor vehicles, or personal property of Residents, Occupants, guests, or invitees. Failure to follow the Parking Rules and Regulations and posted signs relating to parking and operation of vehicles will result in the towing of the offending vehicle at the cost of the vehicle owner.

55. **OCCUPANTS:** Any person staying in the Premises for longer than two weeks or 20 nonconsecutive days out of the year shall be considered to be occupying the Premises. The Premises shall be occupied only by the person(s) indicated in Section 2. No other persons have permission to occupy the Premises unless such permission is in writing and signed by Landlord. Landlord's acceptance of rent from any other individual shall

be deemed to be the payment of rent on behalf of the Resident and shall not constitute permission for the person making the payment to occupy the Premises. Should any person not named in Section 2 make any claim of right to possession of the Premises, any such person shall be deemed to be the guest or invitee of the named Resident and their claim to right of possession shall be denied. Any Occupant, named in Section 2, who is not a signatory to this Lease shall be deemed to be an invitee of Resident, who is a signatory to this Lease. Accordingly, if any such Occupant is not named in any unlawful detainer action to regain possession of the Premises, and if any such individual thereafter makes a claim to right of possession of the Premises, that claim shall be denied on the basis that said individual is the invitee of the named Resident and does not have an independent claim to right of possession of the Premises.

56. **GUESTS:** Any person occupying the Premises shall be considered an unauthorized occupant in violation of this Lease unless that person has completed a rental application, been approved, and been added to the Lease.

57. **ASSIGNMENT AND SUBLETTING**: Resident shall not assign this Lease nor sublet all or any part of the Premises without Landlord's written consent. Resident shall not sublet all or any part of the Premises on a short-term basis, including without limitation through Air BNB or any other short-term rental program. Permitting any person not named as an Occupant or as a Resident in this Lease to occupy the Premises shall be deemed an improper subletting of the Premises and shall subject the tenancy to termination. This provision constitutes written notice to cease any breach of this section, which breach is incurable pursuant to state law. Any attempted subletting or assignment in violation of this provision shall be void. In the event that no original Resident remains in residency at the Premises, Landlord may reset the rent in accordance with the Civil Code and Rent Stabilization Ordinance.

58. **PETS:** No pets are permitted in the Premises without the prior written consent of the Landlord through an Animal Addendum to this Lease. Permission to keep a pet may be granted, denied, or revoked in Landlord's sole discretion. Except to the extent written permission has been given, pets may not be brought upon the Premises, whether such pets belong to Resident or to any other person. The presence of any pets for which written permission has not been given and is not currently in force, even if such pets are "just visiting" shall be deemed a material breach of this Lease. This policy does not apply to accommodation or service animals. A disabled individual who requires an animal in order to be able to use and enjoy the Premises or the Community should contact Landlord before bringing the animal onto the Premises and request an accommodation to this Lease provision. All accommodation requests will be processed in accordance with applicable laws. Resident is responsible for reimbursing Landlord for the costs of repairing damage to the Premises, common areas, or Community caused by animal(s) under the control of or visiting Resident. Resident must promptly notify Landlord of any damage caused by animals.

59. **CLOTHESLINES/DRYING RACKS**: If the Premises has a private patio, deck, or balcony, which is enclosed by a fence, railing, or other structure, Resident is permitted to hang clothing, blankets or other laundry on the patio, deck, or balcony subject to the following rules and conditions:
   - **i.** No more than two drying lines/racks may be in use at any one time.
   - **ii.** Items may not be left on the drying lines/racks for more than 24 hours (i.e., all items must be removed within 24 hours of being put out on the drying lines/racks).
   - **iii.** Drying lines/racks must be free standing.
   - **iv.** No drying lines or racks may be attached or affixed in any manner to any portion of the building, fence, railing, wall, building support structure, or light fixtures.
   - **v.** Drying lines/racks cannot be higher than the patio, balcony, or deck fence or railing.
   - **vi.** Drying lines/racks cannot be clearly visible from the sidewalk or street.
   - **vii.** Drying lines/racks cannot block entrance to or egress from the Premises, create a health or safety hazard or interfere with walkways or utility service equipment.
   - **viii.** Drying lines/racks cannot interfere with the maintenance of the Community.
   - **ix.** Clothes may not be draped over fence or balcony railings, or hung from any building fixtures.

   If the private patio or balcony is not enclosed by a fence, railing, or other structure, Resident is not permitted to hang clothing, blankets, or any other laundry on the patio, deck, or balcony.

G. UTILITIES AND HOT WATER

60. **UTILITIES:** Utility services shall be provided directly from the utility provider or, at the sole discretion of Landlord, on a sub-metering, square footage, or other allocation basis. Landlord reserves the right to modify the method by which the utilities are furnished to the Premises or billed to Resident during the term of this Lease and may modify billing Resident for utilities previously included in the rent by giving Resident a 30-day written notice. Reference the utility addendum for detailed terms, conditions and methodology.

   The following terms shall apply:
   - **i.** Resident agrees to pay all charges for utilities for the Premises for the term of the Lease including but not limited to those listed in the Utility Billing Addendum. Charges may be assessed by the utility provider or Landlord or Landlord's designated Billing Party in the case of utilities billed to Resident by Landlord in connection with Resident's use of utilities.
   - **ii.** Resident shall not use any utility in a wasteful, unreasonable, or hazardous manner and agrees to comply with all utility conservation efforts implemented by Landlord.
   - **iii.** Landlord is not liable for claims arising from utility service outages, interruptions, or fluctuations in utilities provided to the Premises not reasonably within Landlord's control.
   - **iv.** For any utility which Resident is responsible for paying directly to the utility provider, Resident must contact the utility company prior to move-in to have the services placed in Resident's name no later than ten (10) business day following move-in. Resident shall continue to contract with the utility provider throughout the term for continuous utility service. Resident's failure to make necessary arrangements for Resident's utility service may result in an interruption of services and Resident's failure to transfer utility services to Resident's name or failure to have continuous utility service may be, at Landlord's discretion, considered a material breach of this Lease and will permit Landlord to terminate the Lease. If Resident fails to pay any utility charges that are to be paid by Resident, Landlord may, at its option, pay such charges to retain continuing utilities service. If Landlord does so, any such charges may be billed to Resident by Landlord and said billing shall become due and payable, in full, as additional rent together with the regular monthly rent payment on the first day of the month next following the date of such billing.
   - **v.** Resident shall not use any utilities in the common areas for their own personal use without written consent of the Landlord.
   - **vi.** Resident agrees not to disturb, tamper, adjust, or disconnect any utility service, sub-metering device or system.

61. **HOT WATER:** The following will apply.
   - **i.** The water temperature in the Premises is set at 120 degrees Fahrenheit or below. When the water temperature is 120 degrees Fahrenheit, or below, bacteria may enter the water heater or associated plumbing and accumulate. If Resident desires the thermostat to remain at 120 degrees Fahrenheit, or below, Resident assumes any and all risks associated with any bacterial growth in the water heater or associated plumbing.

ii. Resident should be aware that some units may be equipped with an HVAC heating system which operates on hot water. To achieve full heating potential, it may be necessary to increase the temperature of the water heater during the colder months of the year. Resident should also be aware that some units operate on centralized hot water systems which service multiple units and as such individual adjustments in temperatures will not be possible.

iii. If Resident desires the water temperature in the Premises to be higher than 120 degrees Fahrenheit and the Premises has an individual hot water heater, Resident will request, in writing, the temperature of the hot water heater to be adjusted by Landlord, and Resident shall specify the desired temperature at which Landlord is requested to set the thermostat.

iv. Resident understands that if the temperature is set above 120 degrees Fahrenheit, that the water released from the taps in the Premises may scald or burn anyone using water, and potentially cause severe injury.

v. Resident may not tamper with, or adjust the water temperature thermostat in the Premises in any way without written authorization from Landlord.

vi. Resident agrees to indemnify and hold Landlord harmless in any action involving any injury related to the temperature of the water, the water system or the associated plumbing in the Premises.

H. ADDITIONAL TERMS

62. **REQUESTS FOR ACCOMMODATIONS OR MODIFICATIONS:** A disabled person shall be provided reasonable accommodations or reasonable modifications to the extent necessary to provide the disabled person with an opportunity to use and occupy the Premises in a manner equal to that of a non-disabled person. If Resident believes Resident, Occupant, or a member of Resident's household requires an accommodation or modification as a result of a disability, Resident should contact Landlord to begin the interactive process.

63. **MILITARY:** Military personnel on active duty may terminate this lease under Federal law if:
   i. Resident becomes a member of the Armed Forces of the United States after Resident enters into the Lease; or
   ii. Resident is or becomes a member of the Armed Forces of the United States and receives:
      a. Orders for a permanent change of station; or
      b. Orders to deploy for a period of at least 90 days.

   Landlord fully supports its residents who are active-duty or reserve military personnel. Resident must give Landlord written notice of termination. For rentals when rent is paid monthly, the termination becomes effective 30 days after the first date on which the next rent payment is due after the termination notice is delivered and no further rent will be owed following the expiration of the notice period (or the actual move-out date, if later). Resident must furnish the Landlord with proof to establish that Resident qualifies for this limited exception. Proof may consist of any official military orders, or any notification, certification, or verification from the service member's commanding officer, with respect to the service member's current or future military duty status. Military permission for base housing does not constitute a permanent change-of-station order.

64. **OFFICE OF FOREIGN ASSETS CONTROL:** Resident represents and warrants that Resident and each person or entity owning an interest in Resident is:
   i. Not currently identified on the Specially Designated Nationals and Blocked Persons List maintained by the Office of Foreign Assets Control, Department of the Treasury ("OFAC") and/or on any other similar list maintained by OFAC pursuant to any authorizing statute, executive order or regulation (collectively, the "List").
   ii. Not a person or entity with whom a citizen of the United States is prohibited to engage in transactions by any trade embargo, economic sanction, or other prohibition of United States law, regulation, or Executive Order of the President of the United States.
   iii. None of the funds or other assets of Resident constitute property of, or are beneficially owned, directly or indirectly, by any Embargoed Person (as hereinafter defined).
   iv. No Embargoed Person has any interest of any nature whatsoever in Resident (whether directly or indirectly).
   v. None of the funds of Resident have been derived from any unlawful activity with the result that the investment in Resident is prohibited by law or that the Lease is in violation of law.
   vi. Resident has implemented procedures, and will consistently apply those procedures, to ensure the foregoing representations and warranties remain true and correct at all times. The term "Embargoed Person" means any person, entity or government subject to trade restrictions under U.S. law, including but not limited to, the International Emergency Economic Powers Act, 50 U.S.C. § 1701 et seq., The Trading with the Enemy Act, 50 U.S.C. App. 1 at seq., and any Executive Orders or regulations promulgated there under with the result that the investment in Resident is prohibited by law or Resident is in violation of law.

   Resident covenants and agree(s):
   i. To comply with all requirements of law relating to money laundering, anti-terrorism, trade embargo and economic sanctions, now or hereafter in effect.
   ii. To immediately notify Landlord in writing if any of the representations, warranties or covenants set forth in this section or the preceding section are no longer true or have been breached or if Landlord has a reasonable basis to believe that they may no longer be true or have been breached.
   iii. Not to use funds from any "Prohibited Person" (as such term is defined in the September 24, 2001, Executive Order Blocking Property and Prohibiting Transactions with Persons Who Commit, Threaten to Commit, or Support Terrorism) to make any payment due to Landlord.
   iv. At the request of Landlord, Resident may be asked to provide such information to determine Resident's compliance with the terms hereof.
   v. Resident hereby acknowledges and agrees that Resident's inclusion on the List at any time during the term shall be a material default. Notwithstanding anything herein to the contrary, Resident shall not permit the Premises or any portion thereof to be used or occupied by any person or entity on the List or by any Embargoed Person (on a permanent, temporary or transient basis), and any such use or occupancy of the Premises by any such person or entity shall be a material default.

65. **NON-DISCRIMINATION:** There shall be no discrimination against or segregation of, any persons on account of race, color, national origin, ancestry, creed, religion, gender, gender identity, gender expression, sexual orientation, genetic information, marital status, familial status, age, source of income, handicap, disability, citizenship status, immigration status, primary language spoken or any other protected classification under state or federal law, in the sale, lease, sublease, transfer, use, occupancy, tenure or enjoyment of the Premises, nor shall the Landlord or any person claiming under or through Landlord, establish or permit any such practice or practices of discrimination or segregation with reference to the selection, location, number, use or occupancy of tenants, lessees, or vendees of the Premises.

66. **TIME IS OF THE ESSENCE:** Time is of the essence with respect to the provisions of this Lease. This provision shall be interpreted in its strictest sense irrespective of the relative hardship to the Parties.

67. **SUCCESSORS:** If the property is sold or the ownership interest otherwise transferred, the successor in interest of Landlord shall be deemed the assignee of all rights arising under this Lease, and shall be entitled to enforce the provisions of this Lease against Resident. Nothing in this provision shall be construed as conflicting or superseding the foregoing subordination or as requiring a continuation of the tenancy in the event of a foreclosure or other involuntary transfer of ownership.

68. **SUBORDINATION:** This Lease shal. ıout further act on the part of Resident, be subject a ubordinate to the lien of any mortgage and/or any deed of trust or other encumbrance which may now exist, upon, or which may hereafter be placed by Landlord upon, the leased Premises or property including the Premises.

69. **ATTORNMENT:** Resident hereby agrees that Resident will recognize as its Landlord under this Lease and shall attorn to any person succeeding to the interest of Landlord in respect of the land and the buildings on or in which the Premises is contained upon any foreclosure of any mortgage upon such land or buildings or upon the execution of any deed in lieu of such foreclosure in respect of such mortgage. If requested, Resident shall execute and deliver an instrument or instruments confirming its attornment as provided for herein; provided, however, that no such mortgagee or successor-in-interest shall be bound by any payment of rent for more than one 1 month in advance, or any amendment or modification of this Lease made without the express written consent of such mortgagee.

70. **ESTOPPEL CERTIFICATE:** Resident agrees that within 5 days of Landlord's request, Resident must execute and deliver to Landlord a written statement certifying that this Lease is unmodified and in full force and effect (or if modified, describing the modification). Any prospective or actual property purchaser may rely upon Resident's written statement. Should Resident fail to deliver a statement within the specified time, it will be conclusively presumed that the Lease is unmodified and in full force and effect, except as otherwise indicated, and there are no uncured defaults in Landlord's performance, and any other details specified by Landlord originally requested of Resident.

71. **CONTENTS OF THIS LEASE:** The failure of Landlord to insist upon strict performance of any of the covenants and agreements of this Lease or any addenda thereto, or to exercise any rights arising under this Lease, shall not be construed to be a waiver of Landlord's right to subsequently enforce any such provision or to insist upon any such right. The fact that Landlord may have accepted late payment(s) on one or more occasions shall not be deemed a waiver of Landlord's right to insist upon timely payment or rent or to exercise any remedy available for late payment of rent. Acceptance of rent following a breach of this Agreement shall not be deemed to constitute a waiver of such breach. No custom or practice which may develop between the Parties in the course of the tenancy shall be construed to waive the right of Landlord to enforce any provision of this Lease.

72. **SEVERABILITY AND PROVISIONS REQUIRED BY LAW**: If a provision or section of this Lease is legally invalid, or declared by a court to be unenforceable, such provision or section will be deemed deleted and the rest of this Lease will remain in effect. To the extent any provision of this Lease is in direct conflict with any provisions of applicable law, such provision is hereby deleted. Any provision specifically required by applicable law which is not included in this Lease is hereby inserted as an additional provision of this Lease, but only to the extent required by applicable law and then only so long as the provision of the applicable law is not repealed or held invalid by a court of competent jurisdiction.

73. **ENTIRE AGREEMENT**: This Lease, including all addenda executed by both Parties, sets forth the entire agreement among the Parties with respect to the matters set forth in it. It shall not be altered nor modified unless such alteration or modification is in writing and signed by all signatories to this Lease. No verbal agreements or representations have been made or relied upon by either party or any agent or employee of either party, and neither party nor any agent or employee of either party is entitled to alter any provisions of this Lease by any verbal representations or agreements to be made subsequent to the execution of this Lease. The foregoing notwithstanding, if Resident holds over after the expiration of the Lease term on a month-to-month basis, Landlord may change any provision of this Lease without the consent of Resident in the manner prescribed by California Civil Code Section 827.

74. **SECTION HEADINGS:** The section headings are inserted only for convenience and are not intended to define or limit the scope or intent of any clause.

75. **NOTICES:**
   - i. Any notice that Landlord gives to Resident shall be deemed properly served (whether or not actually received by (Resident) if served in the manner prescribed in Code of Civil Procedure Section 1162. Except as prohibited by law, if Landlord fails to serve the notice in accordance with the provisions of Code of Civil Procedure Section 1162, but Resident actually receives the notice, the actual receipt shall be deemed to cure any defects in the manner of service and the notice shall be deemed properly and personally served. Service upon any Resident of the Premises shall be deemed valid service upon all Residents - it is not necessary to serve each Resident individually unless otherwise required by law.
   - ii. Any notice that Resident gives to Landlord shall be given to the business manager, assistant business manager, or sales associates, who are authorized to manage the Premises, at the management office(s) located at 5 Newell Court or at 2041 Euclid Ave., East Palo Alto, CA 94303 during normal business hours. The telephone number is 650-566-2000. On non-holidays, the business hours, which remain subject to change, are: Monday and Wednesday, 9am to 6pm, Tuesday 10am to 6pm, Thursday and Friday 9am to 7 pm, Saturday and Sunday 10am to 7pm.
   - iii. The persons designated above are the persons authorized by the owner to act for an on behalf of the owner for the purpose of service of process and for the purpose of receiving and giving receipts for all notices and demands.

76. **JOINT AND SEVERAL LIABILITY AND AUTHORITY:** In the event of more than one Resident, each Resident is jointly and severally liable for each provision of this Lease and service of any notice or demand upon one shall constitute notice to each other Resident. All persons signing this Lease as Resident shall remain jointly and severally liable for all obligations arising under it, whether or not they remain in actual possession of the Premises. The giving by any individual Resident of a notice of termination of tenancy shall not terminate the Lease as to that Resident unless all Residents vacate the Premises by the agreed date. Landlord may, however, treat any such notice as a notice binding against all Residents of the Premises, and may institute unlawful detainer proceedings against all Residents if they do not restore possession of the Premises to Landlord on or before the end of the notice period. Conversely, Landlord may, at its sole option, if one or more Resident gives notice, but all Residents do not return possession of the Premises to Landlord within the notice period, continue the tenancy in effect and, if Landlord does so, all Residents, including the Resident giving notice, shall remain fully liable for all obligations arising hereunder whether or not they remain in occupancy of the Premises.

77. **ELECTRONIC SIGNATURES**: The Parties agree that they may enter into this Lease by electronic means, although traditional hard copies with wet signatures may be used instead at the option of Landlord. Resident agrees and acknowledges that if Resident is entering into this Lease with Landlord by electronic means, doing so is not conditioned on Resident's agreement to conduct the leasing transaction electronically.

78. **ATTACHMENTS/ADDENDA:** Resident(s) acknowledges receipt of a copy of the attachments/addenda listed in this section, which are incorporated into and made part of this Lease. Resident(s) agrees to abide by said attachments/addenda in all respects. Any failure to comply with any of the attachments shall be deemed a breach of this Lease. If there is a conflict between these policies and the Lease, the Lease shall govern.

1	Animal Addendum
2	Community Policies
3	Concession Agreement
5	Move-In/Move-Out Inspection Form
6	Notice of Ordinance at Commencement of Tenancy

7 R013	Pest Insect and Bed Bug A ndum
8	Registered Structural Pest Control Company Notice
11	Parking Rules and Regulations
12	Utility Addendum
13	Acknowledgement Regarding Use of Medical Marijuana
14	Addendum Regarding Use of Medical Marijuana
15	Because We Care
16	Resident Security Notice & Acknowledgment
17	Security Deposit Agreement

SIGNATURES:

The undersigned expressly understands that after the initial term, the tenancy may automatically continue from month to month.

J. Francisco Menera 01-27-18
Juan Rodirguez *(Resident)* *Date*

Raquel Rodriguez 01/27/18
Raquel Rodriguez *(Resident)* *Date*

_____
(Resident) *Date*

_____
(Resident) *Date*

WP E July 1/27/18
Woodland Park Apartments *(Landlord)* *Date*

R014

ANIMAL ADDENDUM

This document is an addendum to the California Lease Agreement ("Lease") dated **May 4, 2014** between **Juan Rodirguez Raquel Rodriguez** ("Resident") and **Woodland Park** ("Landlord") for the **Unit # 21** ("Premises") located at **301 East O'Keefe Street, East Palo Alto, CA 94303**.

Animals, including unauthorized or visiting pets, are not permitted on the Premises without prior written consent from Landlord. This addendum constitutes written consent for the animal(s) described below in the "Pet Description."

Pet Description

Resident Landlord agree as follows:

1. Resident agrees to pay **$0.00** per month in Pet Rent per month on or before the first of each month with Monthly Rent. Pet Rent is additional "rent" for all purposes.
2. If a pet is added during the lease term, Resident agrees to pay **$0.00** will be required to pay an additional pet deposit of **$500.00**.
3. The additional deposit shall be subject to full inspection of the Premises upon Resident's move out shall be considered an additional deposit pursuant to the Lease terms.
4. Resident shall be liable for all damages to Premises, common areas, or Community and all expenses caused by or in connection with pet.
5. Pet will not be permitted outside the Premises unless restrained by a leash. Resident must control pet activity while in the Premises.
6. Pets may not be left or tied on balconies, porches, or patios. These areas must be kept clean and free of pet waste.
7. Resident is responsible for immediate and proper cleaning up and disposal of pet waste. Please note that landscape pesticides and chemicals are used on the grounds of the Community and therefore special care should be taken when walking pets.
8. If pet is a cat, an appropriate litter box shall be maintained and a scratching post should be provided. Resident must place soiled cat litter in a securely tied trash bag for disposal.
9. If Resident does not clean up after pet, Resident will be fined **$50.00** per occurrence.
10. Animals shall not weigh over **30 pounds** full grown. Animals under **one (1) year** of age are not permitted.
11. The number of pets per unit is limited to **1**.
12. Resident shall not permit and represents that pet will not cause any damage, discomfort, annoyance, nuisance or in any way inconvenience, or cause complaints from, any other resident.
13. All pets must have all required vaccinations. Resident must provide proof of vaccinations to Landlord.
14. It is strongly recommended that all pets have an identification tag showing current address and telephone number on their collar. Dogs are required to have a current license and an identification tag at all times.
15. Resident agrees to comply with all applicable ordinances, regulations laws governing pets.
16. In addition, Resident shall comply with the following policies:
    - i. Except as further restricted by law, the following types of pets are permissible: cats, dogs, hamsters, guinea pigs, rabbits, birds, fish, non-poisonous or non-venomous amphibians, non-poisonous or non-venomous reptiles. Birds must be kept caged and permitted fish, amphibians, reptiles must remain in in a tank/aquarium at all times.
    - ii. All pets must be spayed/neutered.
    - iii. Resident shall prevent any fleas or other infestation of the Premises, building and Community.
    - iv. Birds shall not be let out of cages.
    - v. Resident must obtain prior written consent from Landlord to have fish tanks over 30 gallons. Fish tanks must be placed in a safe area inside of the Premises.
    - vi. Dangerous, illegal, exotic or poisonous animals (as determined solely by Landlord) are not permitted on the Premises.
    - vii. Residents are not allowed to keep endangered species.
    - viii. Feral animals cannot be fed or kept on the Premises, common areas, or Community.
    - ix. Resident shall not allow any animal in the Community that has exhibited any sign of aggressive behavior or aggressive tendencies towards any person.
    - x. Resident shall not allow any animal in the Community that is a Restricted Breed. Restricted Breeds are Alaskan Malamute, Boxer, Chow Chow, Dalmatian, Doberman Pinscher, German Shepherd, Belgian Malinois, Husky breeds, Pit-Bull breeds, Staffordshire Terrier, Presa Canario, Rottweiler wolf hybrids.
17. Assistive Animals (including companion animals): Landlord will accept and evaluate a request for reasonable accommodation to allow Resident to have an assistive animal. Assistive animals for persons with disabilities are not considered pets and are not subject to the following requirements:
    - i. Spayed/Neutered requirement;
    - ii. Breed restriction;
    - iii. Age restriction;
    - iv. Weight restriction;
    - v. The number of assistive animals per unit shall be evaluated on case by case basis;
    - vi. Monthly pet rent;
    - vii. Pet deposits.
18. A request for a Reasonable Accommodation must be submitted for Landlord's review and Landlord shall not unreasonably withhold its written approval for an assistive animal or animals. Resident hereby agrees to comply with the terms and conditions of this Pet Addendum, except for the exceptions set forth in section 17, for assistive animals.
19. This addendum shall terminate without affecting the Lease or Resident's responsibilities under the Lease and Resident shall remove the pet immediately if any of the following occurs:

i. Payment of Pet Rent is delinq
ii. The pet displays aggressive behavior
iii. Landlord perceives the pet to be dangerous or disruptive to premises, common areas, or Community, other residents, guest or employees.
iv. Upon thirty (30) day notice by either party to the other of intent to terminate this Addendum

20. Resident agrees to hold harmless and indemnify Landlord from all liability pertaining to animals on the property. Resident shall hold Landlord harmless and indemnify Landlord for any and all damages or costs in connection with pet.

Resident Landlord represent that they have read this Addendum, understand the terms conditions contained herein, and agree to the terms conditions contained herein.

J. Francisco Menera. 01-27-18
Juan Rodirguez *(Resident)* *Date*

Raquel Rodriguez 01/27/18
Raquel Rodriguez *(Resident)* *Date*

(Resident) *Date*

(Resident) *Date*

Woodland Park Apartments *(Landlord)* 1/27/18 *Date*

COMMUNITY POLICIES

This document is an addendum to the California Lease Agreement ("Lease") dated **May 4, 2014** by between **Juan Rodirguez Raquel Rodriguez** ("Resident") and **Woodland Park** ("Landlord") for the **Unit # 21** ("Premises") located at **301 East O'Keefe Street, East Palo Alto, CA 94303.**

In order to maintain and promote the Community, Landlord has established the following policies for the comfort and convenience of all residents. These Community Policies may be modified by written notice to residents.

1. **Service Requests:** All requests for service should be made in writing, delivered personally, sent via electronic mail, or submitted to the online resident portal. In an emergency, call 911 directly for help. Notify the Landlord immediately after.

2. **Laundry Facilities:** Laundry facilities are for the exclusive use by Resident and/or Occupants during the hours posted. Items should not be left unattended in the laundry area. Landlord is not responsible for loss or damage to personal items or clothing. To ensure the washers and dryers are working when needed, please follow the posted operating instructions carefully and treat the machines with care. If any of the laundry machines are not working properly, please notify Landlord immediately, so service can be arranged. A few additional tips:
   - i. Do not put plastic items in the dryer.
   - ii. Always clean the lint screen prior to use.
   - iii. Never operate the dryer without a lint screen,
   - iv. Refrain from overloading the washing machine or dryer. Do not use laundry facilities to wash or dry bulky items such as comforters.
   - v. We recommend leaving washer door open after cycle for better ventilation.
   - vi. Always clean the lint screen prior to using the dryer never operate it without a lint filter.
   - vii. Never dry items that have come into contact with flammable substances like cooking oil, gasoline, paint thinner, or alcohol.

3. **Appliances:** The following policies must be followed with regard to appliances.
   - i. Appliances shall not be removed from the Premises, common areas, or Community.
   - ii. The Dispose All should only be used for the purpose for which it was designed. The following items should not be put in the Dispose All: metal, string, grease, coffee grounds, nut shells, fruit pits, corn on the cob, or potato peel.
   - iii. The bathroom fixtures should only be used for the purpose for which they were designed. The following items should not be disposed of in the toilets: diapers, paper towels, sanitary napkins, tampons, food, and baby wipes rags. Resident shall be held responsible for any repairs or damage resulting from the disposal of such items in the toilet. If Resident puts any other foreign objects in bathroom or plumbing fixtures, Resident shall reimburse Landlord for any repairs or damage caused by the same.
   - iv. Dishwashers should not be overloaded and only detergents made for automatic dishwashers should be used. We recommend using a rinse agent to improve drying and reduce spots and build up in dishwasher.
   - v. To keep the oven clean, use mild detergents following each use and do not use hard abrasives on chrome or glass parts of the oven.
   - vi. On the stove, never place foil under the burner pans.

4. **Interior Alterations:** Resident must obtain the prior written approval of Landlord before making any interior alteration. Any expenses incurred to restore the Premises will be at Resident's expense. Resident may not use nails when hanging pictures, mirrors, or other wall hangings. Please use adhesive hangers.

5. **Window Coverings Signs:** Resident shall not use blankets, sheets, foil or non-standard window coverings in place of draperies or blinds. Except as permitted by law, Residents shall not place objects on window or window sill which are visible from the outside.

6. **Community Equipment Facilities:** Recreational facilities may include business centers, fitness rooms, swimming pools, and community rooms. Residents, Occupants, guests and invitees shall abide by all rules and regulations for the use of the recreational facilities. Resident, Occupants, guests and invitees will avoid conduct that Landlord deems inappropriate or disruptive. Any person in violation of these rules will be asked to vacate the area immediately. Failure to adhere strictly to the posted rules and regulations is acknowledged as grounds for suspension of privileges or termination of the tenancy in accordance with law. Landlord may change the rules and regulations at Landlord's discretion. Exercise care when enjoying the recreation facilities/equipment. Landlord is not responsible for physical injuries that result from the use of the recreational facilities/equipment. Any damages to any of the recreational facilities/ equipment caused by Resident, Occupants, guests or invitees will result in Resident being responsible for the cost of repairing the damages. Take caution to lock/close common area doors and gates. No pets are allowed in any of the recreational facilities.

7. **Communities with Pools:** Resident is required to limit guests to no more than two at a time and accompany them to the pool. Visitors not accompanied by Resident will be asked to leave. Glass containers are not allowed in the pool area. Please help keep the pool area clean. Proper pool attire, such as bathing suits or swim trunks, is required. Children who are not toilet trained must wear a swim diaper. Cut-off jeans, T-shirts or non-swim diapers are not allowed. Additional pool policies and hours are posted by the pool. For safety reasons, do not swim alone.

8. **Patios Balconies:** Resident shall comply with the following rules:
   - i. Patios and balconies are to be kept neat and orderly at all times.
   - ii. The installation of sunshades, blinds or hanging fabrics is not allowed.
   - iii. The construction of walls, ceilings, or other permanent attachments to the patio or balcony is not permitted.
   - iv. Patios and balconies may not be used as bedrooms.
   - v. No storage of any personal property or trash containers is allowed.
   - vi. All plants must be free-standing and have saucers underneath them. Hanging plants are not permitted.
   - vii. No motorcycles are allowed to be kept on any patios or balconies at any time.
   - viii. Unapproved bike hooks are not permitted and will be removed.
   - ix. Only furniture designed for outdoor use is permitted.

9. **Trash Removal:** Containers are located at various places throughout the Community. Residents shall secure trash and place it in a designated container. Residents shall not place trash on the ground if dumpster is full and should proceed to the next closest container to dispose of the trash. Resident shall not place large articles, such as furniture, for trash removal and Resident shall make alternate arrangements with a private disposal service to pick up such item at Resident's expense. Recyclable materials shall be separated from trash disposed of in the recycling receptacles. Boxes should be recycled and broken down before disposal. Resident shall not dispose of hazardous materials in any container or other location at the Community. Resident shall only dispose of refuse in compliance with applicable laws. Resident may be charged a fee for not following these guidelines. Do not store trash on porches, balconies or in the hallways unless it is an approved container provided by the Landlord is served regularly by the Landlord or a third-party vendor.

10. **Recycling:** Resident agrees to comply with all present and future Community policies, laws, orders regulations of all state, federal, municipal local governments regarding the collection, sorting, separation, recycling of waste products, garbage, and refuse trash.

11. **Barbeques:** The use or storage of any charcoal burner, liquid petroleum, gas fueled or any other open flame cooking devices are prohibited in

the Premises, including on any patio or balcony.

12. **Loitering:** No unnecessary loitering in laundry facilities, recreation areas, leasing office, amenity areas, parking areas, or other common areas.

13. **Recreational Equipment:** Skateboards, motorcycles, bicycles and similar vehicles may not be stored in entry ways or under stairs without prior written permission from Landlord. Skateboards, roller-blades or other similar recreational equipment usage in Premises and in common areas is prohibited.

14. **Posting Flyers:** Resident is not authorized to distribute advertising, information or any other type of flyer, door-to-door, on cars, anywhere else in the building or throughout the Community, except as authorized by law. Landlord may designate a place for such items to be displayed remove items that are not in keeping with the nature of the Community, as determined by Landlord.

15. **Garage Storage:** Parking areas may only be used to park the Resident's registered, operational personal vehicle(s) in accordance with the Lease and Parking Rules and Regulations. Resident shall not use any parking area as storage for equipment, personal items, containers, vehicle parts or inoperable vehicles. In addition, Resident will not under any circumstances use any parking area or storage space to store flammable or toxic chemicals /or waste. The parking area and storage space may not be used for occupancy. If Resident violates these requirements Resident agrees to immediately reimburse the Landlord for any costs associated with the removal of the unauthorized materials immediately vacate the parking area or storage. Resident further agrees to be liable for any and all damage caused by Resident's carelessness or negligent driving, which may result in the destruction of the storage space and/or parking area or to any other vehicle near garage or storage space. The Landlord shall not be liable for any loss, theft, damages and/or destruction of any personal property contained in any parking area or storage space. Nor shall the Landlord be held liable for or held responsible for any injury to any Resident, Occupant, guest or invitee resulting from the use of any parking area and/or storage space.

16. **Solicitors and Salespeople:** Solicitors are not allowed in the Community, except as authorized by law. Residents shall report all solicitors or salespeople to the Landlord immediately.

17. **Car Wash and Repair:** Vehicle repairs, including oil changes washing of vehicles are prohibited in the common areas and Community unless there is a designated area provided by Landlord.

18. **Moving of Furniture:** Landlord may designate the time and method for moving items to and from the Premises such as any furniture, merchandise, goods, freight or other such items. Residents may not move furniture to and from the Premises through the lobby, patio doors, or through the use of elevators (if available) without Landlord's permission. If elevators are installed at the Community, Landlord does not guaranty that the elevators will be available for use by Resident nor shall Landlord be liable for any loss resulting from the unavailability of elevator service.

19. **Notification of Changes:** Resident shall notify Landlord immediately in writing with any change to Resident's employer, employer telephone number, alternate phone numbers, emergency contact or other pertinent information.

Resident and Landlord represent that they have read this Addendum, understand the terms and conditions contained herein, and agree to the terms conditions contained herein.

J. Francisco Menera 01-27-18

Juan Rodirguez *(Resident)* *Date*

Raquel Rodriguez 01/27/18

Raquel Rodriguez *(Resident)* *Date*

_____

(Resident) *Date*

_____

(Resident) *Date*

1/27/18

Woodland Park Apartments *(Landlord)* *Date*

R018

CONCESSION AGREEMENT

Community	Unit Address
Woodland Park	301 East O'Keefe Street # 21, East Palo Alto, CA 94303
Resident Name(s)	
Juan Rodirguez Raquel Rodriguez	
Lease Term	
May 4, 2014 to	
Rental Amount	
$1,866.74	
Concession	
NONE	
Additional Monthly Rent	
$0.00 per month for **Electricity**. Total amount of additional rent over the lease term is **$0.00**.	

COMMENTS: If Resident fails to maintain his/her/their tenancy for the entire length of the initial term described in Section 3 of the Lease, then Resident shall reimburse **Woodland Park** for the full amount used of the concession outlined above. The concession reimbursement owed to **Woodland Park** is due and payable on the date that the Resident serves upon **Woodland Park** a notice of intent to vacate, or the date upon which the Resident vacates the Premises, whichever occurs earlier, and Resident shall simultaneously pay any other penalties that may be due pursuant to the Lease, and any other outstanding balances on the resident account.

J. Francisco Menera 01-27-18

Juan Rodirguez *(Resident)* *Date*

Raquel Rodriguez 01-27-18

Raquel Rodriguez *(Resident)* *Date*

(Resident) *Date*

(Resident) *Date*

Woodland Park Apartments *(Landlord)* 1/27/18 *Date*

R019

City of East Palo Alto
Office of the City Manager Rent Stabilization Program
2415 University Avenue, 2nd Floor East
Palo Alto, CA 94303
Tel: 650-853-3114 / Fax: 650-853-3115
rentprogram@cityofepa.org

NOTICE OF ORDINANCE AT COMMENCEMENT OF TENANCY

Section 6 of the East Palo Alto Rent Stabilization Just Cause of Eviction Ordinance of 2010 requires Landlords provide residential tenants with a written notice of this Ordinance at the commencement of any tenancy.

RENTS RENT INCREASES

How Much Can Rents be Increased Each Year:

The Rent Stabilization Board determines the percentage increase each year, the Annual General Adjustment ("AGA"), that Landlords can raise rents for tenants in regulated rental units. **The percentage of rent increase allowed**, including for all fees for regulated housing services, **for the 2017-2018 program year is 2.7%.**

Landlords, who are in compliance with the Ordinance, may increase rents between July 1 and June 30 of each program year by the amount of the AGA after giving a proper 30-day notice to a tenant. A landlord is eligible to increase rents using AGAs only if the landlord:

1. Registers all units in the same property with the Rent Stabilization Program;
2. Substantially complies with the Rent Stabilization Ordinance /or orders or regulations issued under the Ordinance, including not charging more than the maximum allowed rent;
3. Ensures the rental unit complies with the implied warranty of habitability; and completes all repairs ordered by the City.

Fees paid to a landlord for regulated housing services such as parking or utilities are generally part of the rent. An increase in fees for housing services, or charges for additional services that were not included in a tenant's initial rental agreement, are generally considered rent increases must conform to the requirements for raising rents.

Accumulating AGAs for Future Rent Increases:

Landlords may raise rents by a lesser amount than allowed by the AGA or choose not to raise rents in any given year, and in that event, they may apply the AGA for future use to raise a tenant's rent. Rent increases may not exceed **10%** in any 12-month period.

Certificate of Maximum Allowable Rent ("MAR"):

Certificates are issued upon Initial Registration of a rental unit, upon occupancy by a new tenant, and upon individual request. They are not issued every year. Based on information submitted by Landlords, the Rent Stabilization Administrator calculates the Maximum Allowable Rent in the Certificates issued for rental units that have been properly registered with the City. A tenant cannot be charged rent, including any fees for regulated housing services, that exceeds the MAR for the timeframe specified in the Certificate issued for their unit.

RIGHT TO PETITION FOR VIOLATIONS OF ORDINANCE

A tenant can file petition A, B /or C when their landlord violates the requirements of the City's Rent Stabilization Ordinance. A tenant may file a petition seeking a rent reduction or a rebate for rent already paid for the following reasons:

File Petition A for a Rent Reduction Rebate for Maximum Allowable Rent Violations: This petition may be filed when rent is being charged over the Maximum Allowable Rent for a regulated rental unit. A tenant can also file Petition A if their landlord failed to properly register the unit.

File Petition B for Rent Reduction Rebate for Housing Service Reductions, including Maintenance Breach of Implied Warranty of Habitability: This petition may be filed when the tenant experiences habitability /or maintenance problems, /or reductions in services that have not been corrected in a reasonable time.

File Petition C for Approval to Withhold Rent for Landlord's Failure to Register a Unit with the Rent Stabilization Program: Tenants may contact the Rent Program to find out if their rental unit is properly registered for more information about this provision in the Ordinance.

PROTECTIONS AGAINST EVICTIO WITHOUT CAUSE

Evictions are only permitted for the specific reasons cited in the Ordinance. Evictions not meeting these requirements can be contested in any action to recover possession of a rental unit in court.

Landlords must specify at least one of the permitted grounds for eviction listed in the Ordinance in a written notice of termination of tenancy. Permitted grounds for eviction include failing to pay rent, violating the lease, or engaging in disorderly or destructive conduct, among other reasons.

The landlord must file with the Rent Board a copy of any termination of tenancy unlawful detainer action within five calendar days after the tenant has been served with such a notice.

TENANT PROTECTION ORDINANCE (Codified in Section 14.02 of the Municipal Code):
In May 2014, the City Council adopted the Tenant Protection Ordinance ("TPO") to further protect tenants. The TPO requires landlords to provide tenants a tenant rights information sheet, to give keys to every adult occupant in the rental unit, and to replace locks before a new tenancy begins. The TPO prohibits landlords from discriminating against families with children or based on the student or non-student status of housing applicants and tenants. It also prohibits landlords from harassing or taking retaliatory action against tenants. The TPO confirms tenants' rights to organize and to distribute literature related to tenancy issues. The TPO also provides for relocation assistance when units are to be demolished or removed or tenants have to temporarily relocate due to necessary repairs.

FOR MORE INFORMATION ABOUT THE ORDINANCE

Contact the Rent Stabilization Program at (650) 853-3114 or rentprogram@cityofepa.org; or the City's website at: www.cityofepa.org/rentprogram. You may also visit us at 2415 University Avenue, 2nd floor between 8:00 a.m. – 5:00 p.m.

For legal advice or representation, you may contact Legal Aid Society of San Mateo County for an appointment at (650) 517-8911; or Community Legal Services in East Palo Alto at (650) 326-20740; or go to 1861 Bay Road, East Palo Alto.

I received a copy of this notice on **May 4, 2014**.

I. Francisco Menera 01-27-18
Juan Rodirguez *(Resident)* *Date*

Raquel Rodriguez 01/27/18
Raquel Rodriguez *(Resident)* *Date*

_____
(Resident) *Date*

_____
(Resident) *Date*

1/22/18
Woodland Park Apartments *(Landlord)* *Date*

Information About Bedbugs Pest Control Policies

This document is an addendum to the Lease Agreement dated **May 4, 2014** by and between **Juan Rodirguez Raquel Rodriguez** and **Woodland Park** for **Unit # 21 located at 301 East O'Keefe Street, East Palo Alto, CA 94303.**

1. In recent times, bed bugs have become a re-emerging problem nationwide. One reason for these increasing problems is that it is easy for persons to spread the problem unknowingly. Bed bugs readily hide in small crevices and are notorious hitch-hikers. Bed bugs are often transferred by purchasing used furniture and through travel in luggage and in hotel beds linens.

2. Landlord provides the following information about bedbugs pursuant to California Civil Code Section 1954.603:

   a) Bed Bug Appearance: Bed bugs have six legs. Adult bed bugs have flat bodies about 1/4 of an inch in length. Their color can vary from red brown to copper colored. Young bed bugs are very small. Their bodies are about 1/16 of an inch in length. They have almost no color. When a bed bug feeds, its body swells, may lengthen, and becomes bright red, sometimes making it appear to be a different insect. Bed bugs do not fly. They can either crawl or be carried from place to place on objects, people, or animals. Bed bugs can be hard to find and identify because they are tiny and try to stay hidden.

   b) Life Cycle and Reproduction: An average bed bug lives for about 10 months. Female bed bugs lay one to five eggs per day. Bed bugs grow to full adulthood in about 21 days.

   c) Bed bugs can survive for months without feeding.

   d) Bed bug Bites: Because bed bugs usually feed at night, most people are bitten in their sleep and do not realize they were bitten. A person's reaction to insect bites is an immune response and so varies from person to person. Sometimes the red welts caused by the bites will not be noticed until many days after a person was bitten, if at all.

   e) Common signs symptoms of a possible bed bug infestation:

      • Small red to reddish brown fecal spots on mattresses, box springs, bed frames, mattresses, linens, upholstery, or walls.

      • Molted bed bug skins, white, sticky eggs, or empty eggshells.

      • Very heavily infested areas may have a characteristically sweet odor.

      • Red, itchy bite marks, especially on the legs, arms, and other body parts exposed while sleeping. However, some people do not show bed bug lesions on their bodies even though bed bugs may have fed on them.

   f) For more information, see the Internet Web sites of the United States Environmental Protection Agency and the National Pest Management Association.

3. The best strategy for effective pest control is prevention. The following are recommended steps in the prevention of infestations by insects vermin, including bed bugs: (1) Clean Premises regularly, including vacuuming mattresses; (2) Clean up clutter to help reduce the number of places insects like bed bugs can hide; (3) Carefully thoroughly inspect used furniture or clothes you acquire bring into the Premises; Ask the person from whom you acquire the items if the items were checked and treated for bed bugs; (4) Do not bring discarded furniture, mattresses or clothing into the Premises; and (5) When traveling or staying in hotels, avoid places which do not appear to be cleaned regularly.

4. If the Premises or neighboring Premises are infested with vermin or insects, including bed bugs, Landlord may hire a pest control professional to develop a treatment plan and apply pesticides. The Premises must be properly prepared for any treatment and Resident must cooperate with the implementation of the treatment plan.

Resident and Landlord represent that they have read this Addendum, understands the terms and conditions contained herein, and agree to the terms conditions contained herein.

J. Francisco Menera 01-27-18
Juan Rodirguez *(Resident)* *Date*

Raquel Rodriguez 01/27/18
Raquel Rodriguez *(Resident)* *Date*

Woodland Park Apartments *(Landlord)* 1/27/18 *Date*

(Resident) *Date*

(Resident) *Date*

UTILITY ADDENDUM 2 (WITH GAS ELECTRIC CHARGES)

UTILITY/ SERVICE	UTILITY'S CUSTOMER OF RECORD	CHARGED TO RESIDENT?	CALCULATION METHOD ("FORMULA") For CHARGES TO RESIDENT	COMMON AREAS
Water	Landlord	Yes		Are not separately metered a deduction of 0% for estimated common area charges is made before calculating Resident's bill
Sewer	Landlord	Yes		Are not separately metered a deduction of 0% for estimated common area charges is made before calculating Resident's bill
Trash	Landlord	Yes		Resident will pay a pro-rata share of the utilities consumed in common areas
Gas	Landlord	Yes		Are not separately metered a deduction of 0% for estimated common area charges is made before calculating Resident's bill
Electricity	Landlord	Yes		Are not separately metered a deduction of 0% for estimated common area charges is made before calculating Resident's bill

This document is an addendum to the California Lease Agreement ("Lease") dated May 4, 2014 between Juan Rodirguez Raquel Rodriguez ("Resident") and Woodland Park ("Landlord") for the Unit # 207 ("Premises") located at 301 East O'Keefe Street #21, East Palo Alto, CA 94303.

1. **Resident Not the Direct Customer of Record.** The following provisions apply to utilities/services which are t h e Resident's responsibility, but of which Landlord is the utility/service customer of record.

   i. Sub-metered Utilities. Billings based on sub-meter readings (if any) will itemize the beginning and ending meter readings, the rate charged to Resident and all categories of information that appear within the utility's standard billing format to the Landlord billing amounts will be determined by multiplying the sub-meter readings for the Resident's Premises by the utility rate that would be charged by the utility for that level of consumption if the Resident was the utility provider's direct customer of record. Residents should be aware that because of volume discounts the rate charged to Landlord may be less than the rate that would be charged to the Resident if the Resident was the utility provider's direct customer of record. If the Premises are sub-metered, Resident agrees to allow Landlord, or a billing service provider designated by Landlord, access to Resident's Premises in order to install, repair, remove read sub-meters.

   i. The sub meters in the Premises are located_____. Landlord's agent will require access to your Premises, upon reasonable advanced notice (at least 24 hours when possible), for the purpose of submeter installation, repair, reading, maintenance, inspections testing.

   ii. RUBS Formula Billing Used. If formula billing is used, the specific formula used is indicated above. Details about formulas are below.
      a. Square footage: For any Square Footage formula, Resident's share is calculated by comparing the approximate square footage of Resident's Premises as compared to the total square footage of all premises on the property.
      b. Occupants: Resident's share using an Occupant formula is calculated by comparing the number of occupants residing in Resident's Premises as compared to all occupants in all premises on the property as of the first day of the month. Resident represents that all occupants that who reside in the Premises are identified in the Lease. Resident agrees to immediately notify Landlord of any change in the number of occupants.
      c. Per Premises: Dividing the bill equally among all premises on the property.
      d. Flat: Standard amount charged each month.

2. **Water, Sewer, Trash, Gas, Electricity.** If either sub-metering or formula methods are used to calculate Resident's share for water, sewer, trash, gas, or electricity, all related charges assessed to Landlord may be used to calculate the amount charged to Resident. These may include (but are not limited to) related charges contained on tax bills, and all charges contained on the local water provider's bills to Landlord. Landlord Resident agree that it is impractical or extremely difficult to determine the exact amount of the utilities consumed by Resident (/or in the common areas), but that the methods used to determine Resident's share described above are reasonably accurate estimates. Trash costs to be charged to Resident may include actual trash invoices, costs on tax bills, Landlord's internal costs related to trash disposal, trash management costs, trash auditing costs, and recycling charges.

3. **Utility Billing Service.** Landlord currently uses the services of Conservice, Resident Services, P.O. Box 4718, Logan, Utah, 84323-4718 ("Utility Billing Company") to bill for utilities. Landlord reserves the right to change utility billing service providers at any time. If Landlord changes the utility billing service during Resident's tenancy, Resident will be given notice by Landlord. The Utility Billing Company is not the utility provider. Resident Questions Concerns Regarding Utility Billings may be addressed to Conservice 1-866-947-7 2079

4. **Utility Billing Statements.** Resident will receive monthly billing statements. All amounts due to are payable to Woodland Park at 5 Newell Court or at 2041 Euclid Ave., East Palo Alto, CA 94303. Failure of the Resident to pay the utility charges by their due date will be considered a material breach of the Lease grounds for termination. All monetary amounts due under this Utility Addendum are deemed additional rent. Utility billings will be prorated as necessary.

5. **Payment from Security Deposit.** Any obligation that remains unpaid, including utility charges that have accrued but have not been invoiced when Landlord reacquires possession of the Premises, may be deducted from the Resident's security deposit. If actual amounts have not been determined before Landlord provides Resident with an accounting of Resident's security deposit, Landlord may estimate the amount based on prior consumption or until actual numbers become available.

6. **Utility Payment.** Resident must make payment in full to Landlord or the Utility Billing Company for the utility charges prior to the due date listed on each bill.

i Landlord Resident agree that the actual cost to Landlord /or Utility Billing Company when Resident fails to pay the utility bill on time is difficult or impossible to ascertain, but the Parties agree that Landlord /or Utility Billing Company does, in the event of a late payment, incur certain costs including, without limitation, additional bookkeeping administrative charges, additional charges from the billing provider, costs in printing mailing late notices, lost opportunity costs of the payment. Accordingly, Landlord and Resident agree that if the payment is received after the enumerated due date then:

a. If the Utility Billing company collects utility payments then Resident shall immediately pay a late payment in the amount of **$35.00**, which is a reasonable estimate of the costs incurred;

b. If Landlord collects utility payments then late fees shall apply as if rent was not paid. Returned checks will be assessed a non-sufficient funds charge applicable charges in accordance to the Lease.

i Resident's billing statement will include a monthly service charge of up to **$0.00**. A new account set up charge of **$0.00** final bill fee of **$0.00** will also be applied to the resident's bill. The service charge represents the reasonable value of services provided by Landlord or the utility billing company to allocate the utility costs to the responsible parties, provides billing to Resident, and process payments. The monthly service charge is subject to change upon **sixty (60) days** written notice of increase. Resident agrees to pay any fees charged by a collection agency to Landlord to collect amounts due from Resident.

7. **No Waiver.** Landlord's waiver of any covenant of this Utility Addendum or the Lease will not constitute a waiver of any other breach. Landlord's acceptance of rent or any other payment with knowledge of Resident's failure to pay utility charges does not waive Landlord's right to enforce any provision of this Utility Addendum or the Lease. No waiver will exist unless made in writing and signed by both Resident and Landlord.

8. **Estimation.** Landlord may estimate Resident's consumption if Resident's sub-meter is broken or does not transmit a meter reading or if Landlord has not received bills from utility providers in time to prepare Resident's invoices.

Resident and Landlord represent that they have read this Addendum, understanding the terms conditions contained herein, and agree to the terms and conditions contained herein.

I. Francisco Menera 01-27-18

Juan Rodirguez *(Resident)* *Date*

Raquel Rodriguez 01/27/18

Raquel Rodriguez *(Resident)* *Date*

Woodland Park Apartments *(Landlord)* 1/27/18 *Date*

(Resident) *Date*

(Resident) *Date*

R024

ACKNOWLEDGEMENT RE USE OF MEDICAL MARIJUANA

Resident acknowledges receipt and understanding of the attached policies concerning use of Medical Marijuana. If applicable, Resident agrees to complete the Addendum for any Resident, Occupant, invitee, or guest who requires a Medical Marijuana Accommodation. If the accommodation is not applicable, Resident is **not** required to complete the Addendum and it will remain solely as an informative section of the lease, not an Acknowledgment of any sort.

J. Francisco Menera 01-27-18
Juan Rodirguez *(Resident)* *Date*

Raquel Rodriguez 01/27/18
Raquel Rodriguez *(Resident)* *Date*

(Resident) *Date*

(Resident) *Date*

Woodland Park Apartments *(Landlord)* 1/27/18 *Date*

R025

ADDENDUM RE USE OF MEDICAL MARIJUANA

This document is an addendum to the Lease Agreement dated **May 4, 2014** between **Juan Rodirguez Raquel Rodriguez** and **Woodland Park** for the **Unit # 21** located at **301 East O'Keefe Street, East Palo Alto, CA 94303**.

I have read the following and agree to adhere to the below rules and regulations for Medical Marijuana use at the Community:

1. I have a physical or mental impairment that limits one (or more) major life activity. As a result of my disability, I require the use of Medical Marijuana. A copy of the Medical Marijuana Card is attached and incorporated by reference into this Addendum. I agree to notify Landlord if the Medical Marijuana Card is revoked or expires and understands that this Agreement terminates immediately upon revocation or expiration of the Medical Marijuana Card.
2. The Office of Environmental Health Hazard Assessment and the California Environmental Protection Agency list marijuana smoke as a carcinogen. In 2009, the Carcinogen Identification Committee determined that marijuana smoke was shown to cause cancer, and was added to the Proposition 65 list, pursuant to Title 27, California Code of Regulations, section 25305(a)(1) (formerly Title 22, California Code of Regulations, section 12305(a)(1)).
3. I UNDERSTAND THAT ANY SECONDHAND MARIJUANA SMOKE THAT DRIFTS INTO THE WINDOWS OF OTHER UNITS, THROUGH THE VENTS, UNDER ANOTHER RESIDENT'S DOOR, ONTO A BALCONY, OR IN A COMMON AREA (INCLUDING FITNESS CENTER POOL/SPA) IS PROHIBITED. I AGREE TO CONFINE THE SMOKE TO MY PREMISES AND AGREE THAT ANY SMOKE THAT AFFECTS A NEIGHBORING RESIDENT WILL BE DEEMED A NUISANCE. I UNDERSTAND THAT I WILL BE REQUIRED TO TAKE THE MEDICATION IN AN ALTERNATE MEANS /OR SMOKE IN AN ALTERNATE LOCATION IF THE SMOKE DISTURBS ANY NEIGHBORING RESIDENT.
4. I understand that there are reasonable alternate means to take the medication, including (among others) edibles, tinctures, beverages, cannabis oils, and pills. Landlord understands that each individual's medical situation is different and will address the specific situation and alternate means to take the medication with advice from the prescribing physician.
5. The distribution /or sale of marijuana or any other narcotic or illegal substance is a violation of the Lease and basis for termination of tenancy.
6. Resident is prohibited from making any unauthorized modifications to the Premises, including indoor irrigation systems or any other alteration that may increase the moisture /or humidity levels or risk of fire in the Premises, building or Community.
7. This Addendum may be modified for any reason at any time without Resident's approval in accordance with State and Federal law.
8. Except as expressly modified hereunder, the remaining terms and conditions of the Lease as previously amended shall remain in full force and effect.
9. Resident hereby acknowledges that this addendum is incorporated into the Lease.
10. The Parties hereto represent and acknowledge that in executing this Agreement they do not rely upon and have not relied upon any representation made by the other party with regard to the subject matter of this Addendum, or its effects, other than those representations specifically set forth herein. No supplement, modification, or amendment of this Addendum shall be binding unless executed in writing by both Parties.

This Addendum may be executed in counterparts facsimile copies of same shall be admissible for all purposes shall be deemed an original.

J. Francisco Menera 01-27-18

Juan Rodirguez *(Resident)* *Date*

Raquel Rodriguez 01/27/18

Raquel Rodriguez *(Resident)* *Date*

Woodland Park Apartments *(Landlord)* *Date*

(Resident) *Date*

(Resident) *Date*

R026

BECAUSE WE CARE

At **Woodland Park**, we care about our residents' safety. We would like you to be aware of some important guidelines for your safety and protecting your personal property. Keep in mind that security is provided by local law enforcement agencies, much as it is for the other communities in the surrounding area. You should always proceed as if safety systems do not exist. The best safety measures you can take are the ones you can perform yourself as a matter of common sense. We have worked with local law enforcement agencies to develop a list of their recommendations for prudent practices regarding your personal safety. We provide this list as a convenience to you, without making any representation or warranty, and subject to the Lessee Security Notice & Acknowledgement:

PERSONAL SAFETY/INSIDE YOUR HOME

1. Lock your doors and windows, even when you're home.
2. If you have a deadbolt or night latch, use them even when you're home.
3. Never answer your door unless you know who is on the other side by looking through a peephole or window. If you don't know the person, talk to them without opening the door, and don't open the door unless you're satisfied with their identity.
4. If you are worried because you have lost a key, ask the management to rekey the locks. You have the right to do so, provided that you pay the cost of rekeying in advance.
5. Keep the telephone numbers for the police, emergency, and medical services handy.
6. Check your smoke detector periodically to ensure it is working.
7. Report to the management (in writing, dated signed) any malfunction of safety devices outside your home such as broken gate locks, burned-out stairwell parking lot lights, etc.
8. Close your curtains or blinds at night.
9. Let friends know when you're going to be gone for an extended period of time. Ask your neighbors to keep an eye on your home, because the management cannot assume that responsibility.
10. Mark or engrave valuable personal possessions for identification.
11. Be careful to whom you lend or give your keys.
12. When lighting candles, always use holders that are sturdy to avoid tipping and keep candles 12" away from flammable objects such as curtains or pillows. Never leave a candle unattended. Extinguish them prior to sleeping or leaving your home.
13. Do not leave cooking items unattended. If a grease fire should break out, place a metal lid over the flames. Do not use glass since the heat from the fire could cause the glass to break. Smother the fire with a liberal amount of baking soda if it is relatively small contained. Do NOT attempt to extinguish a grease fire with water; this will only cause the burning oil to splash and spread the flames.

PERSONAL SAFETY/OUTSIDE YOUR HOME

1. Lock your doors while you're gone. That means dead bolts too!
2. Leave a radio playing very softly when you're not at home.
3. Close and lock your windows when you're gone. Don't forget the sliding glass doors. Purchase a lamp timer at the hardware store, and set the time when you're not home in the evening or when you're on vacation.
4. Try not to walk outside alone at night.
5. Don't hide your front door key under the doormat. It's usually the first place a burglar will look.
6. If you have an entry code, don't give your code to guests or strangers.
7. Arrange for your newspaper delivery to be stopped when you're on vacation.

PERSONAL SAFETY/USING YOUR CAR

1. Lock your car doors when you're driving. Lock the doors and roll up the windows when you leave the car parked.
2. Don't leave visible items in the car, such as purses, briefcases, packages, money, etc.
3. Don't leave your keys in the car.
4. No matter where you are, always carry your key ring in your hand when you walk to the car. Don't ever stand by the car fumbling for keys.
5. Look in the back seat before you get in the car.
6. Don't stop alone at night at an automatic teller or gas station.

J. Francisco Manera 01-27-18
Juan Rodirguez *(Resident)* *Date*

Raquel Rodriguez 01/27/18
Raquel Rodriguez *(Resident)* *Date*

(Resident) *Date*

(Resident) *Date*

1/27/18
Woodland Park Apartments *(Landlord)* *Date*

R027

RESIDENT SECURITY
NOTICE & ACKNOWLEDGMENT

NOTICE TO RESIDENT: Landlord does not promise, warrant, or guarantee the safety or security of the Resident, Occupants, or their personal property against the criminal actions of other residents or third parties. Each Resident has the responsibility to protect himself or herself and to maintain appropriate insurance to protect his or her belongings.

It is a fact that no security system, courtesy patrol or electronic security device can guarantee protection against crime. Even elaborate security systems are subject to mechanical malfunction, tampering, human error or personnel absenteeism, and can be defeated or avoided by clever criminals. Therefore, Lessees should always proceed on the assumption that no security systems exist. The best safety measures are those precautions that can be performed as a matter of common sense and habit.

If security systems, security devices, or walk-through/drive-through services are employed at this community, no representation is being made that they will be effective to prevent injury, theft or vandalism. Such personnel, if provided, cannot physically be every place at every moment. Usually, such personnel are unarmed independent contractors and have no greater authority under the law to restrain or arrest criminals than the ordinary citizen. Therefore, Landlord does not warrant that any security systems, security devices, or services employed at this community will discourage or prevent breaches of security, intrusions, thefts, or incidents of violent crime. Further, Landlord reserves the right to reduce, modify or eliminate any security system, security devices or services (other than those statutorily required) at any time; Resident agrees that such action shall not be a breach of any obligation or warranty on the part of Landlord.

Resident agrees to promptly notify Landlord in writing of any problem, defect, malfunction or failure of door locks, window latches, controlled access gates, intrusion alarms, and any other security-related device. If Resident's home is equipped with an intrusion alarm, Resident agrees to be responsible for all fines, penalties and other charges resulting from or attributable to the alarm, including false alarm charges.

ACKNOWLEDGMENT BY RESIDENT: I have read, understood and agree with the above notice. I have received no representation or warranties, either express or implied, as to any security or any security system on the property. Landlord has not in any way stated or implied to me that security of person or property was provided, promised, or guaranteed or that the Community was or will be free from crime. I further acknowledge that Landlord is not obligated under any circumstances to respond to any signal from an intrusion alarm system. The responsibility for protecting me, my property, and my family, guests invitees from acts of crime is the sole responsibility of myself and law enforcement agencies.

I agree to release and hold harmless Landlord from claims arising out of criminal acts of other residents and third parties. I agree that Landlord shall not be liable to me based upon any claim that security was not provided, subject to Landlord's compliance with state statutes regarding door locks and window latches. Resident acknowledges that the foregoing shall also be binding upon Resident's heirs, successors, and assigns.

Representatives of Landlord have no authority to make changes or modifications in the terms of this document, except when in writing and signed.

J. Francisco Menera 01-27-18
Juan Rodirguez *(Resident)* *Date*

Raquel Rodriguez 01/27/18
Raquel Rodriguez *(Resident)* *Date*

(Resident) *Date*

(Resident) *Date*

Woodland Park Apartments *(Landlord)* 1/22/18 *Date*

R028

SECURITY DEPOSIT AGREEMENT

This Agreement is made this day, **May 4, 2014**, by and between **Woodland Park** (hereinafter referred to as "Landlord"), Landlord of the Community in which the "Premises", as hereinafter defined, are located, acting pursuant to express written authority given by the owner of such apartment complex, **Juan Rodirguez Raquel Rodriguez** (hereinafter referred to as "Resident"), in connection with the California Lease Agreement (the "Lease") between Landlord Resident for: **301 East O'Keefe Street #21, East Palo Alto, Ca 94303** in **Woodland Park** (the "Premises").

1. **Security Deposit.** Landlord hereby acknowledges receipt from Resident of the sum of: **$800.00** (Security Deposit) which represents the security deposit payment under the Lease, which shall hereinafter be defined as "Security Deposit". Landlord will hold the Security Deposit for the faithful performance by Resident of Resident's obligations under the Lease, including payment of rent, and cleaning and repair of the Premises after surrender.

2. **Refund of Security Deposit.** Landlord shall deduct from the Security Deposit all monies expended as a result of any breach of the Lease or this Agreement, including but not limited to the following obligations:
   - A. Resident shall vacate completely the entire Premises on or before the date specified in the required written **30-day** move-out notice, expiration of the term of the Lease, or termination or cancellation of the Lease in accordance with the express provisions thereof.
   - B. Payment by Resident of all rent required under the Lease, up to and including the date of expiration or termination of the term of the Lease, or the full move-out notice period, whichever is longer.
   - C. The Premises, including all kitchen appliances (refrigerator, oven, range, dishwasher, and microwave) including all baths, closets, storage areas, patios/balconies, and all other areas have been thoroughly cleaned, so as to be in the same condition as they were in on the commencement date of the term of Lease, normal wear and tear excepted.
   - D. There are no defects or damage to the Premises, whether caused by Resident, pets, or otherwise, unless shown on a written list of damages and defects signed by Resident at the commencement of the Lease term.
   - E. Resident observes and performs all other covenants and obligations to be kept or performed by Resident under the Lease up to and including the date of expiration or termination of the Lease term.
   - F. Resident observes and follows all rules and regulations including, without limitation, those rules and regulations pertaining to pets.
   - G. **RESIDENT has given LANDLORD thirty (30) days written notice prior to the date of expiration or termination of the term of the Lease.**
   - H. Resident has provided Landlord with a written copy of the forwarding address of Resident.

3. **Deductions.** Within twenty-one (21) days after Resident has vacated the Premises, Landlord shall furnish Resident with an itemized written statement of the basis for, and the amount of, any security received and the disposition of such security to Resident.

4. **Move-Out Procedures.** When Resident moves out of the Premises, an inspection of the condition of same shall be made after all of the personal effects of Resident have been removed. Resident should accompany Landlord during said inspection to help resolve any problems that may arise. Failure of Resident to do so shall constitute a concurrence by Resident in Landlord's assessment of charges for damages or cleaning. After inspection by Landlord, appropriate charges will be assessed by Landlord for any missing items; damages or repairs to the Premises, or its contents (normal wear tear excepted) with the exception of those items listed on the Move-In/Move-Out Inspection Report attached to this Agreement; insufficient light bulbs; scratches, burns, or holes in the walls, doors, floors, draperies, carpets /or furniture; for cleaning the Premises (including all kitchen appliances). Resident shall be charged for each unreturned key (mail-box key garage remote), and charged for replacing locks if all door keys to the Premises are not returned to Landlord.

J. Francisco Menera 01-27-18
Juan Rodirguez *(Resident)* *Date*

Raquel Rodriguez 01/27/18
Raquel Rodriguez *(Resident)* *Date*

(Resident) *Date*

(Resident) *Date*

Woodland Park Apartments *(Landlord)* *Date* 1/27/18

PARKING RULES REGULATIONS

1. Each resident may only use the assigned parking space associated with that resident's lease and parking permit. Any vehicle parked in a parking space other than the assigned space is subject to immediate tow at the owner's expense. If you are not sure which space is yours, please ask the Management Office.
2. Every vehicle, including motorcycles, parked in an assigned **Woodland Park** parking space must have a visible, valid **Woodland Park** parking permit.
3. The **Woodland Park** Management Office at **5 Newell Court, East Palo Alto, CA 94303** issues parking permits. Generally, one parking permit will be issued for each assigned parking space. The make, model, color, and license plate number for each vehicle must be provided to obtain a parking permit.
4. The parking permit, including the permit identification number, must be fully visible at all times that the vehicle is parked at **Woodland Park**. Be sure not to cover the permit identification number.
5. If a resident's vehicle information changes or there are any other changes affecting the parking permit, the Management Office will reissue the parking permit. Upon reissue, the original parking permit will no longer be valid. All updated information must be provided to the Management Office.
6. If a parking permit must be reissued due to loss or theft, the resident will be charged a replacement fee for reissuance of the permit. Upon reissue, the original parking permit will no longer be valid. If the original parking permit is found in any vehicle parked at **Woodland Park**, that vehicle will be subject to immediate tow at the owner's expense. Reproduction or alteration of a parking permit is a direct violation of the Parking Rules. Any vehicle parked at **Woodland Park** with a reproduced or altered parking permit will be subject to immediate tow at the owner's expense.
7. No vehicle may be parked at any time in a fire lane, red zone, or any other area marked "NO PARKING." No vehicle may be parked so as to block any other parking space, sidewalk, driveway, or garage entrance. Any vehicle parked in violation of these rules is subject to immediate tow at the owner's expense.
8. Certain parking spaces are marked as guest or visitor parking spaces. Vehicles cannot be parked in guest or visitor spaces for more than 72 hours, unless the Management Office has provided prior written approval. An unapproved vehicle parked in a guest or visitor space for more than 72 hours is subject to immediate tow at the owner's expense. It is the resident's responsibility to advise guests and visitors of the Parking Rules.
9. Residents and their guests or visitors may park their vehicles in the parking spaces marked "**Woodland Park Management Office**" outside of Management Office hours; however, these vehicles must be moved during Management Office hours (signs are posted with the times). Any vehicle parked in the Management Office parking spaces during office hours are subject to immediate tow at the owner's expense.
10. Motorcycles must be parked in parking spaces. Motorcycles must affix the parking permit so that it is visible on the front area of the vehicle. Motorcycles may not be stored in units, on walkways, in courtyards, or on balconies. All parking rules and regulations apply to motorcycles.
11. All vehicles parked at **Woodland Park** must be in good operating condition and currently registered and licensed. Vehicles leaking any fluids will be subject to clean up fees. Any vehicle that is lacking any part or equipment necessary to operate safely, including without limitation, an engine, transmission, wheels, tires, doors, or windshield is subject to tow at the owner's expense. Management will attempt to provide 72 hours of notice before towing any such vehicle. Vehicle repair and maintenance in parking spaces and/or driveways is strictly prohibited.
12. Storage of personal property is not allowed in parking spaces. Management reserves the right to remove personal property left in parking spaces with no prior warning. Parking spaces and adjacent areas are to be neat and clean at all times.
13. Vehicles are not to be covered. Management will remove and discard covers.
14. Management is not responsible for theft or damage to any vehicle or personal property in the parking areas.
15. Boats, large trucks, RV's or trailers are not to be parked in the parking areas.
16. Bicycles must be parked in designated bicycle racks or inside a Resident's unit. Bicycles may not be stored or parked in common walkways or by the resident's front door.

Please remember to always lock your vehicle and never leave valuables in your car. Management is not responsible for loss or damage. Park at your own risk.

R030

IF YOUR VEHICLE IS TOWED...

You have rights if your vehicle gets towed. Please consult the California Vehicle Code to fully understand your rights, as this is only an overview the law may change at any time.

Generally, prior to paying any towing storage-related fees, you have the right to:

- Receive an itemized invoice of actual charges.
- Receive your personal property, at no charge, during normal business hours.
- Retrieve your vehicle during the first 72 hours of storage and not pay a lien fee.
- Request a copy of the Towing Fees and Access Notice.
- Pay by cash or valid bank credit card
- Inspect your vehicle or have your insurance carrier inspect your vehicle at the storage facility, at no charge, during normal business hours.

You generally have the right to have the vehicle released to you upon (1) payment of all towing and storage-related fees, (2) presentation of a valid photo identification, (3) presentation of reliable documentation showing that you are the owner of the vehicle or that the owner has authorized you to take possession of the vehicle, and (4), if applicable, presentation of any required police or law enforcement release documents.

If you do not pay the towing and/or storage-related fees or you abandon your vehicle at the towing company, the towing company may sell your vehicle and any money received will be applied to towing and storage-related fees that have accumulated against your vehicle. You are still responsible for paying the towing company any outstanding balance due on any of these fees once the sale is complete.

If your vehicle was damaged during storage or towing, the owner of the vehicle may recover for any damage to the vehicle resulting from any intentional or negligent act of a person causing the removal of, or removing, the vehicle.

If the towing company violates the law, you may be able to bring a lawsuit in court, generally in small claims court. The towing company may be civilly liable for damages up to two times the amount charged, not to exceed $500, and possibly more for certain violations.

J. Francisco Menera 01-27-18

Juan Rodirguez *(Resident)* *Date*

Raquel Rodriguez 01/27/18

Raquel Rodriguez *(Resident)* *Date*

1/27/18

Woodland Park Apartments *(Landlord)* *Date*

(Resident) *Date*

(Resident) *Date*

Exhibit B

Resident Ledger

GREYSTAR®

Date: 02/12/2025

Code	t2841192	**Property**	cawoopa2	**Lease From**	09/04/2014
Name	Juan Rodriguez	**Unit**	218-21	**Lease To**	10/04/2014
Address	301 East O'Keefe Street	**Status**	Current	**Move In**	09/04/2014
	#21	**Rent**	2176.11	**Move Out**	
City	East Palo Alto, CA 94303	**Phone (H)**	(650) 771-5881	**Phone (W)**	

Date	Chg Code	Post Month	Description	Charge	Payment	Balance	Chg/Rec
07/21/2023	secdep	07/2023	:Posted by QuickTrans (secdep)	800.00		800.00	132770151
07/21/2023		07/2023	chk# :QuickTrans :Posted by QuickTrans		800.00	0.00	32404262
07/21/2023		07/2023	chk# Conv_PPD		3,045.70	(3,045.70)	32406722
08/01/2023	rent	08/2023	Base Rent (08/2023)	1,941.40		(1,104.30)	134011658
08/30/2023		09/2023	chk# 40195524769673 :CHECKscan Payment - Rent Payment (09/2023)		838.00	(1,942.30)	32924227
09/01/2023	rent	09/2023	Base Rent (09/2023)	1,941.40		(0.90)	135898739
10/01/2023	rent	10/2023	Base Rent (10/2023)	1,941.40		1,940.50	137757134
10/01/2023		10/2023	chk# 2089 :CHECKscan Payment		1,000.00	940.50	33569535
10/01/2023		10/2023	chk# 2089 :CHECKscan Payment		942.00	(1.50)	33569536
10/29/2023		11/2023	chk# 2089 8008396372 :CHECKscan Payment		942.00	(943.50)	33914919
10/29/2023		11/2023	chk# 2089 8008396371 :CHECKscan Payment		1,000.00	(1,943.50)	33914920
11/01/2023	rent	11/2023	Base Rent (11/2023)	1,941.40		(2.10)	139695294
11/30/2023		12/2023	chk# 2089 8008753556 :CHECKscan Payment		1,000.00	(1,002.10)	34403541
11/30/2023		12/2023	chk# 2089 8008753557 :CHECKscan Payment		1,000.00	(2,002.10)	34403542
11/30/2023		12/2023	chk# 2089 8008753558 :CHECKscan Payment		136.00	(2,138.10)	34403543
12/01/2023	rent	12/2023	Base Rent (12/2023)	2,135.54		(2.56)	141050125
01/01/2024	rent	01/2024	Base Rent (01/2024)	2,135.54		2,132.98	143156511
01/03/2024		01/2024	chk# 40195901054813 :CHECKscan Payment		1,000.00	1,132.98	35079121
01/03/2024		01/2024	chk# 2089 8009063782 :CHECKscan Payment		1,000.00	132.98	35079122
01/03/2024		01/2024	chk# 2089 8009063783 :CHECKscan Payment		136.00	(3.02)	35079123
01/29/2024		02/2024	chk# 40196113588517 :CHECKscan Payment		1,000.00	(1,003.02)	35357068
01/29/2024		02/2024	chk# 40196113588508 :CHECKscan Payment		1,000.00	(2,003.02)	35357069
01/29/2024		02/2024	chk# 40196113588526 :CHECKscan Payment		137.00	(2,140.02)	35357070
02/01/2024	rent	02/2024	Base Rent (02/2024)	2,135.54		(4.48)	145244479
02/29/2024		03/2024	chk# 40196113590821 :CHECKscan Payment		137.00	(141.48)	35901727
02/29/2024		03/2024	chk# 40196113590812 :CHECKscan Payment		1,000.00	(1,141.48)	35901728
02/29/2024		03/2024	chk# 40196113590803 :CHECKscan Payment		1,000.00	(2,141.48)	35901729
03/01/2024	rent	03/2024	Base Rent (03/2024)	2,135.54		(5.94)	147173408
04/01/2024	rent	04/2024	Base Rent (04/2024)	2,135.54		2,129.60	149262874
04/01/2024		04/2024	chk# 40196247504071 :CHECKscan Payment		1,000.00	1,129.60	36525896
04/01/2024		04/2024	chk# 40196247504080 :CHECKscan Payment		137.00	992.60	36525897
04/01/2024		04/2024	chk# 2089 8009462021 :CHECKscan Payment		1,000.00	(7.40)	36525898
04/24/2024		05/2024	chk# 40196247507194 :CHECKscan Payment		1,000.00	(1,007.40)	36877208
04/24/2024		05/2024	chk# 40196247507185 :CHECKscan Payment		1,000.00	(2,007.40)	36877209
04/24/2024		05/2024	chk# 40196247507203 :CHECKscan Payment		137.00	(2,144.40)	36877210
05/01/2024	rent	05/2024	Base Rent (05/2024)	2,135.54		(8.86)	151528034
05/26/2024		06/2024	chk# 40196429196512 :CHECKscan Payment		137.00	(145.86)	37449441
05/26/2024		06/2024	chk# 40196429196503 :CHECKscan Payment		1,000.00	(1,145.86)	37449442
05/26/2024		06/2024	chk# 2089 8010570967 :CHECKscan Payment		1,000.00	(2,145.86)	37449443
06/01/2024	rent	06/2024	Base Rent (06/2024)	2,135.54		(10.32)	153740199
06/27/2024		07/2024	chk# 40196429199824 :CHECKscan Payment		1,000.00	(1,010.32)	38039430
06/27/2024		07/2024	chk# 2089 8011289962 :CHECKscan Payment		1,000.00	(2,010.32)	38039431
06/27/2024		07/2024	chk# 2089 8011289963 :CHECKscan Payment		137.00	(2,147.32)	38039432

07/01/2024	rent	07/2024	Base Rent (07/2024)	2,135.54		(11.78)	156042094
07/24/2024		08/2024	chk# 40196599276946 :CHECKscan Payment		137.00	(148.78)	38586203
07/24/2024		08/2024	chk# 40196599276937 :CHECKscan Payment		1,000.00	(1,148.78)	38586204
07/24/2024		08/2024	chk# 2089 8011291042 :CHECKscan Payment		1,000.00	(2,148.78)	38586205
08/01/2024	rent	08/2024	Base Rent (08/2024)	2,135.54		(13.24)	158321757
09/01/2024	rent	09/2024	Base Rent (09/2024)	2,135.54		2,122.30	160717262
09/01/2024		09/2024	chk# 40196718040055 :CHECKscan Payment		1,000.00	1,122.30	39450864
09/01/2024		09/2024	chk# 401967180400 4 :CHECKscan Payment		137.00	985.30	39450866
09/01/2024		09/2024	chk# 40196718040487 :CHECKscan Payment		1,000.00	(14.70)	39450868
09/25/2024		10/2024	chk# 40196718042881 :CHECKscan Payment		137.00	(151.70)	39845955
09/25/2024		10/2024	chk# 40196718042863 :CHECKscan Payment		1,000.00	(1,151.70)	39845957
09/25/2024		10/2024	chk# 40196718042872 :CHECKscan Payment		1,000.00	(2,151.70)	39845958
10/01/2024	rent	10/2024	Base Rent (10/2024)	2,135.54		(16.16)	163064359
10/23/2024		11/2024	chk# 2089 8011931753 :CHECKscan Payment		137.00	(153.16)	40417112
10/23/2024		11/2024	chk# 2089 8011931752 :CHECKscan Payment		1,000.00	(1,153.16)	40417113
10/23/2024		11/2024	chk# 2089 8011931751 :CHECKscan Payment		1,000.00	(2,153.16)	40417114
11/01/2024	rent	11/2024	Base Rent (11/2024)	2,135.54		(17.62)	165494847
12/01/2024	rent	12/2024	Base Rent (12/2024)	2,135.54		2,117.92	167824420
12/02/2024	rent	12/2024	Rental Increase December 2024	40.57		2,158.49	167914828
12/02/2024		12/2024	chk# 2089 8011932807 :CHECKscan Payment		1,000.00	1,158.49	41304631
12/02/2024		12/2024	chk# 2089 8011932808 :CHECKscan Payment		1,000.00	158.49	41304632
12/02/2024		12/2024	chk# 2089 8011932809 :CHECKscan Payment		177.00	(18.51)	41304633
12/30/2024		01/2025	chk# 40195625597150 :CHECKscan Payment		1,000.00	(1,018.51)	41633240
12/30/2024		01/2025	chk# 40195625597168 :CHECKscan Payment		177.00	(1,195.51)	41633241
12/30/2024		01/2025	chk# 40195625597348 :CHECKscan Payment		1,000.00	(2,195.51)	41633242
01/01/2025	rent	01/2025	Base Rent (01/2025)	2,176.11		(19.40)	169796286
01/28/2025		02/2025	chk# 40195625599067 :CHECKscan Payment		177.00	(196.40)	42197398
01/28/2025		02/2025	chk# 40195625599040 :CHECKscan Payment		1,000.00	(1,196.40)	42197399
01/28/2025		02/2025	chk# 40195625599058 :CHECKscan Payment		1,000.00	(2,196.40)	42197400
02/01/2025	rent	02/2025	Base Rent (02/2025)	2,176.11		(20.29)	172526931

Exhibit C

R035

Resident Ledger

YARDI SYSTEMS, INC.

Date: 11/26/2021

Code	t2814103	Property	018230	Lease From	09/04/2014
Name	Juan Rodriguez	Unit	218-21	Lease To	10/04/2014
Address	301 East O'Keefe Street	Status	Current	Move In	09/04/2014
	21	Rent	1941.40	Move Out	
City	Palo Alto, CA 94303	Phone (H)		Phone (W)	

Date	Post	Description	Charge	Payment	Balance	Chg/Rec	GL Acct	Chg Code
01/01/2018	05/2018	Leased Rent (01/2018)	1,827.50		1,827.50	48437038	41000020	rent
01/07/2018	05/2018	chk# 2273/ 2274		1,827.50	0.00	23411956	11000010	
02/01/2018	05/2018	Leased Rent (02/2018)	1,901.74		1,901.74	48437028	41000020	rent
02/08/2018	05/2018	chk# 139 NSFed by ctrl# 23600158 Check was returned		1,901.74	0.00	23404104	11000010	
02/14/2018	12/2017	:Posted by QuickTrans (secdepre)	800.00		800.00	48373024	22000010	secdepre
02/14/2018	12/2017	chk# :QuickTrans :Posted by QuickTrans		800.00	0.00	23394179	11000010	
03/01/2018	03/2018	Leased Rent (03/2018)	1,866.74		1,866.74	46304525	41000020	rent
03/01/2018	07/2018	chk# 31-13377425		902.00	964.74	23886208	11000010	
03/01/2018	07/2018	chk# 31-13377424		1,000.00	(35.26)	23886209	11000010	
03/05/2018	03/2018	Late fees, 5% of $1866.74	93.34		58.08	46658801	42000370	late
03/27/2018	04/2018	chk# 31-13377425 Manually posted MO 31-13377425, rec. 2/22/2018		902.00	(843.92)	22894249	11000010	
03/27/2018	04/2018	chk# 31-13377424 Manually posted MO 31-13377424, rec. 2/22/2018		1,000.00	(1,843.92)	22894255	11000010	
04/01/2018	04/2018	Leased Rent (04/2018)	1,866.74		22.82	47100907	41000020	rent
04/05/2018	04/2018	Late fees, 5% of $1866.74	93.34		116.16	47460819	42000370	late
05/01/2018	05/2018	Leased Rent (05/2018)	1,866.74		1,982.90	47903356	41000020	rent
05/05/2018	05/2018	Late fees, 5% of $1866.74	93.34		2,076.24	48274733	42000370	late
05/09/2018	05/2018	chk# 31-13536441		1,000.00	1,076.24	23351153	11000010	

05/09/2018	05/2018	chk# 31-13536442		902.00	174.24	23351156	11000010	
05/10/2018	05/2018	chk# 31-13606521		902.00	(727.76)	23392667	11000010	
05/10/2018	05/2018	chk# 31-13606520		1,000.00	(1,727.76)	23392672	11000010	
05/22/2018	05/2018	Security deposits received	800.00		(927.76)	48372269	22000010	secdepre
05/22/2018	05/2018	Reversal for incorrect charge	(800.00)		(1,727.76)	48532151	22000010	secdepre
06/01/2018	06/2018	Leased Rent (06/2018)	1,866.74		138.98	48719289	41000020	rent
06/05/2018	06/2018	Late fees, 5% of $1866.74	93.34		232.32	49076919	42000370	late
06/08/2018	06/2018	Returned check charge	25.00		257.32	49097526	42000360	nsf
06/08/2018	06/2018	chk# 139 NSF receipt Ctrl# 23404104		(1,901.74)	2,159.06	23600158	11000010	
06/08/2018	07/2018	chk# 31-13791400		1,000.00	1,159.06	23855459	11000010	
06/08/2018	07/2018	chk# 31-13791401		902.00	257.06	23855477	11000010	
07/01/2018	07/2018	Leased Rent (07/2018)	1,866.74		2,123.80	49551778	41000020	rent
07/05/2018	07/2018	Late fees, 5% of $1866.74	93.34		2,217.14	49919883	42000370	late
08/01/2018	08/2018	Leased Rent (08/2018)	1,866.74		4,083.88	50429916	41000020	rent
08/01/2018	08/2018	chk# 31-13962772		902.00	3,181.88	24148702	11000010	
08/01/2018	08/2018	chk# 31-13962771		1,000.00	2,181.88	24148704	11000010	
08/05/2018	08/2018	Late fees, 5% of $1866.74	93.34		2,275.22	50825995	42000370	late
09/01/2018	09/2018	Leased Rent (09/2018)	1,866.74		4,141.96	51359300	41000020	rent
09/05/2018	09/2018	Late fees, 5% of $1866.74	93.34		4,235.30	51738774	42000370	late
09/11/2018	09/2018	chk# 31-14249739		1,000.00	3,235.30	24474385	11000010	
09/11/2018	09/2018	chk# 31-14249740		902.00	2,333.30	24474389	11000010	
09/21/2018	10/2018	chk# 31-14250075		938.74	1,394.56	24512463	11000010	
09/21/2018	10/2018	chk# 31-14250074		1,000.00	394.56	24512472	11000010	
10/01/2018	10/2018	Leased Rent (10/2018)	1,866.74		2,261.30	52235467	41000020	rent
10/05/2018	10/2018	Late fees, 5% of $1866.74	93.34		2,354.64	52631348	42000370	late
10/24/2018	11/2018	chk# 40178208417285		154.64	2,200.00	24791313	11000010	

10/24/2018	11/2018	chk# 31144187083		1,000.00	1,200.00	24791316	11000010	
10/24/2018	11/2018	chk# 31144187092		920.00	280.00	24791321	11000010	
11/01/2018	11/2018	Leased Rent (11/2018)	1,866.74		2,146.74	53115389	41000020	rent
11/05/2018	11/2018	Late fees, 5% of $1866.74	93.34		2,240.08	53529776	42000370	late
11/11/2018	11/2018	chk# 40178208418833		1,000.00	1,240.08	25019923	11000010	
11/11/2018	11/2018	chk# 40178208418842		914.00	326.08	25019924	11000010	
12/01/2018	12/2018	Leased Rent (12/2018)	1,866.74		2,192.82	54016136	41000020	rent
12/05/2018	12/2018	Late fees, 5% of $1866.74	93.34		2,286.16	54412897	42000370	late
12/17/2018	12/2018	chk# 17-862254080		1,000.00	1,286.16	25303683	11000010	
12/17/2018	12/2018	chk# 17-862254081		914.00	372.16	25303685	11000010	
01/01/2019	01/2019	Leased Rent (01/2019)	1,866.74		2,238.90	54888003	41000020	rent
01/05/2019	01/2019	Late fees, 5% of $1866.74	93.34		2,332.24	55333693	42000370	late
01/08/2019	01/2019	resident paid on time 03/18, 04/18 and 08/18	(280.02)		2,052.22	55359670	42000370	late
01/08/2019	01/2019	late fees for 05/18-07/18, 09/18-12/18 reduced to $35	(408.38)		1,643.84	55359676	42000370	late
01/08/2019	01/2019	chk# 17-887694925		1,000.00	643.84	25544376	11000010	
01/08/2019	01/2019	chk# 17-887694926		914.00	(270.16)	25544380	11000010	
02/01/2019	02/2019	Leased Rent (02/2019)	1,866.74		1,596.58	55820872	41000020	rent
02/05/2019	02/2019	Late fees, 5% of $1866.74	93.34		1,689.92	56275894	42000370	late
02/07/2019	02/2019	reduce late fee 2/2019 to $35	(58.34)		1,631.58	56300703	42000370	late
02/08/2019	02/2019	chk# 40178876951145		1,000.00	631.58	25816370	11000010	
02/08/2019	02/2019	chk# 40178876951154		914.00	(282.42)	25816375	11000010	
03/01/2019	03/2019	Leased Rent (03/2019)	1,866.74		1,584.32	56748867	41000020	rent
03/11/2019	03/2019	Late fees	35.00		1,619.32	57227018	42000370	late
03/12/2019	03/2019	chk# 40178622541395		914.00	705.32	26053918	11000010	
03/12/2019	03/2019	chk# 40178622541386		1,000.00	(294.68)	26053922	11000010	
04/01/2019	04/2019	Leased Rent (04/2019)	1,866.74		1,572.06	57531506	41000020	rent

04/04/2019	04/2019	chk# 40178622541917		1,000.00	572.06	26263881	11000010	
04/09/2019	04/2019	chk# 40178622541926		914.00	(341.94)	26263950	11000010	
05/01/2019	05/2019	Leased Rent (05/2019)	1,866.74		1,524.80	58244615	41000020	rent
05/07/2019	05/2019	chk# 40178622543312		914.00	610.80	26491715	11000010	
05/07/2019	05/2019	chk# 40178622543303		1,000.00	(389.20)	26491717	11000010	
06/01/2019	06/2019	Leased Rent (06/2019)	1,866.74		1,477.54	59189478	41000020	rent
06/10/2019	06/2019	chk# 40179910272870		914.00	563.54	26727752	11000010	
06/10/2019	06/2019	chk# 40179910272861		1,000.00	(436.46)	26727754	11000010	
07/01/2019	07/2019	Leased Rent (07/2019)	1,866.74		1,430.28	60159311	41000020	rent
07/09/2019	07/2019	chk# 17991027438		1,000.00	430.28	26961498	11000010	
07/09/2019	07/2019	chk# 17991027439		914.00	(483.72)	26961499	11000010	
08/01/2019	08/2019	Leased Rent (08/2019)	1,866.74		1,383.02	61150301	41000020	rent
08/09/2019	08/2019	chk# 40176841152234		1,000.00	383.02	27207131	11000010	
08/09/2019	08/2019	chk# 40176841152243		914.00	(530.98)	27207185	11000010	
09/01/2019	09/2019	Leased Rent (09/2019)	1,866.74		1,335.76	62136968	41000020	rent
09/09/2019	09/2019	chk# 17-683945507		914.00	421.76	27442757	11000010	
09/09/2019	09/2019	chk# 17-683945506		1,000.00	(578.24)	27442759	11000010	
10/01/2019	10/2019	Leased Rent (10/2019)	1,866.74		1,288.50	63124309	41000020	rent
10/08/2019	10/2019	chk# 17684115548		914.00	374.50	27684585	11000010	
10/08/2019	10/2019	chk# 17684115547		1,000.00	(625.50)	27684586	11000010	
11/01/2019	11/2019	Leased Rent (11/2019)	1,866.74		1,241.24	64108014	41000020	rent
11/09/2019	11/2019	chk# 40190371657493 :CHECKscan Payment		1,000.00	241.24	27930463	11000010	
11/09/2019	11/2019	chk# 40190371657502 :CHECKscan Payment		914.00	(672.76)	27930464	11000010	
12/01/2019	12/2019	Leased Rent (12/2019)	1,866.74		1,193.98	65123221	41000020	rent

12/06/2019	12/2019	chk# 40190371658978 :CHECKscan Payment		1,000.00	193.98	28165084	11000010	
12/06/2019	12/2019	chk# 40190371658987 :CHECKscan Payment		914.00	(720.02)	28165085	11000010	
01/01/2020	01/2020	Leased Rent (01/2020)	1,866.74		1,146.72	66144481	41000020	rent
01/08/2020	01/2020	chk# 40190613417050 :CHECKscan Payment		1,000.00	146.72	28384640	11000010	
01/08/2020	01/2020	chk# 40190613417068 :CHECKscan Payment		914.00	(767.28)	28384641	11000010	
02/01/2020	02/2020	Leased Rent (02/2020)	1,866.74		1,099.46	67978088	41000020	rent
02/10/2020	02/2020	chk# 40190613419120 :CHECKscan Payment		1,000.00	99.46	28646347	11000010	
02/10/2020	02/2020	chk# 40190613419138 :CHECKscan Payment		914.00	(814.54)	28646348	11000010	
03/01/2020	03/2020	Leased Rent (03/2020)	1,866.74		1,052.20	68215383	41000020	rent
03/09/2020	03/2020	chk# 40190775316817 :CHECKscan Payment		1,000.00	52.20	28876018	11000010	
03/09/2020	03/2020	chk# 40190775316826 :CHECKscan Payment		914.00	(861.80)	28876019	11000010	
04/01/2020	04/2020	Leased Rent (04/2020)	1,866.74		1,004.94	69649519	41000020	rent
04/08/2020	04/2020	chk# 40190775318761 :CHECKscan Payment		1,000.00	4.94	29118806	11000010	
04/08/2020	04/2020	chk# 40190775318770 :CHECKscan Payment		914.00	(909.06)	29118807	11000010	
05/01/2020	05/2020	Leased Rent (05/2020)	1,866.74		957.68	70269538	41000020	rent
05/07/2020	05/2020	chk# 40191036760598 :CHECKscan Payment		1,000.00	(42.32)	29377664	11000010	
05/07/2020	05/2020	chk# 40191036760607 :CHECKscan Payment		914.00	(956.32)	29377668	11000010	
06/01/2020	06/2020	Leased Rent (06/2020)	1,866.74		910.42	71433209	41000020	rent
06/08/2020	06/2020	chk# 40191036762200 :CHECKscan Payment		914.00	(3.58)	29692700	11000010	
06/08/2020	06/2020	chk# 40191036762191 :CHECKscan		1,000.00	(1,003.58)	29692701	11000010	

		Payment						
07/01/2020 R040	07/2020	Leased Rent (07/2020)	1,866.74		863.16	72578638	41000020	rent
07/09/2020	07/2020	chk# 40191036763676 :CHECKscan Payment		914.00	(50.84)	29973441	11000010	
07/09/2020	07/2020	chk# 40191036763667 :CHECKscan Payment		1,000.00	(1,050.84)	29973442	11000010	
08/01/2020	08/2020	Leased Rent (08/2020)	1,866.74		815.90	73754915	41000020	rent
08/07/2020	08/2020	chk# 40191296285165 :CHECKscan Payment		1,000.00	(184.10)	30291609	11000010	
08/07/2020	08/2020	chk# 40191296285174 :CHECKscan Payment		914.00	(1,098.10)	30291617	11000010	
09/01/2020	09/2020	Leased Rent (09/2020)	1,866.74		768.64	74904309	41000020	rent
09/08/2020	09/2020	chk# 40191296286497 :CHECKscan Payment		914.00	(145.36)	30571986	11000010	
09/08/2020	09/2020	chk# 40191296286488 :CHECKscan Payment		1,000.00	(1,145.36)	30571987	11000010	
10/01/2020	10/2020	Leased Rent (10/2020)	1,866.74		721.38	76036453	41000020	rent
10/08/2020	10/2020	chk# 40191807396182 :CHECKscan Payment		914.00	(192.62)	30858477	11000010	
10/08/2020	10/2020	chk# 40191807396173 :CHECKscan Payment		1,000.00	(1,192.62)	30858478	11000010	
11/01/2020	11/2020	Leased Rent (11/2020)	1,866.74		674.12	77184558	41000020	rent
11/11/2020	11/2020	chk# 40191807398063 :CHECKscan Payment		1,000.00	(325.88)	31151213	11000010	
11/11/2020	11/2020	chk# 40191807398072 :CHECKscan Payment		914.00	(1,239.88)	31151214	11000010	
12/01/2020	12/2020	Leased Rent (12/2020)	1,866.74		626.86	78295247	41000020	rent
12/10/2020	12/2020	chk# 40191807399656 :CHECKscan Payment		1,000.00	(373.14)	31411577	11000010	
12/10/2020	12/2020	chk# 40191807399665 :CHECKscan Payment		914.00	(1,287.14)	31411578	11000010	
01/01/2021	01/2021	Leased Rent (01/2021)	1,866.74		579.60	79393727	41000020	rent
01/22/2021	02/2021	chk# 001638 :CHECKscan Payment		1,914.00	(1,334.40)	31726322	11000010	

02/01/2021	02/2021	Leased Rent (02/2021)	1,866.74		532.34	80487169	41000020	rent
02/04/2021	02/2021	chk# 40192075122458 :CHECKscan Payment		1,000.00	(467.66)	31903739	11000010	
02/04/2021	02/2021	chk# 40192075122467 :CHECKscan Payment		914.00	(1,381.66)	31903740	11000010	
03/01/2021	03/2021	Leased Rent (03/2021)	1,866.74		485.08	81571260	41000020	rent
03/08/2021	03/2021	chk# 40192397380220 :CHECKscan Payment		1,000.00	(514.92)	32173318	11000010	
03/08/2021	03/2021	chk# 40192397380238 :CHECKscan Payment		914.00	(1,428.92)	32173319	11000010	
04/01/2021	04/2021	Leased Rent (04/2021)	1,866.74		437.82	82634268	41000020	rent
04/08/2021	04/2021	chk# 40192397382227 :CHECKscan Payment		1,000.00	(562.18)	32445447	11000010	
04/08/2021	04/2021	chk# 40192397382236 :CHECKscan Payment		914.00	(1,476.18)	32445448	11000010	
05/01/2021	05/2021	Leased Rent (05/2021)	1,866.74		390.56	83770665	41000020	rent
05/11/2021	05/2021	chk# 40192397383892 :CHECKscan Payment		1,000.00	(609.44)	32693701	11000010	
05/11/2021	05/2021	chk# 40192397383901 :CHECKscan Payment		914.00	(1,523.44)	32693702	11000010	
06/01/2021	06/2021	Leased Rent (06/2021)	1,866.74		343.30	84731650	41000020	rent
06/07/2021	06/2021	chk# 40192693153241 :CHECKscan Payment		1,000.00	(656.70)	32918091	11000010	
06/07/2021	06/2021	chk# 40192693153250 :CHECKscan Payment		924.00	(1,580.70)	32918092	11000010	
07/01/2021	07/2021	Leased Rent (07/2021)	1,941.40		360.70	85671624	41000020	rent
07/07/2021	07/2021	chk# 40192693154870 :CHECKscan Payment		1,000.00	(639.30)	33138070	11000010	
07/07/2021	07/2021	chk# 40192693154888 :CHECKscan Payment		1,000.00	(1,639.30)	33138071	11000010	

Resident Ledger

R042

	Date:
	Resident Code:
	Property:
	Unit:
Juan Rodriguez	Status:
301 East O'Keefe Street	Rent:
21	Deposit:
Palo Alto, CA, 94303	Move In Date:
	Move Out Date:
	Due Day:
	Tel Num(Home):
	Tel Num(Office):

Date	Description	Charges	Payments
07/01/21	Balance Forward		
07/07/21	Chk# 40192693154870 - :CHECKscan Payment		639.30
07/07/21	Chk# 40192693154888 - :CHECKscan Payment		1,000.00
08/01/21	Base Rent (08/2021)	1,941.40	
08/10/21	2089 8004362299 - :CHECKscan Payment		1,000.00
08/10/21	2089 8004362298 - :CHECKscan Payment		1,000.00
09/01/21	Base Rent (09/2021)	1,941.40	
09/09/21	Chk# 40192989702170 - :CHECKscan Payment		1,000.00
09/09/21	Chk# 40192989702161 - :CHECKscan Payment		1,000.00
10/01/21	Chk# 40192989703178 - :CHECKscan Payment		1,000.00
10/01/21	Chk# 40192989703160 - :CHECKscan Payment		1,000.00
10/01/21	Base Rent (10/2021)	1,941.40	
11/01/21	Base Rent (11/2021)	1,941.40	
11/16/21	2089 8004761030 - :CHECKscan Payment		1,000.00
11/16/21	2089 8004761029 - :CHECKscan Payment		1,000.00
12/01/21	Base Rent (12/2021)	1,941.40	
12/08/21	2089 8004998951 - :CHECKscan Payment		1,000.00
12/08/21	2089 8004998952 - :CHECKscan Payment		1,000.00
01/01/22	Base Rent (01/2022)	1,941.40	
01/10/22	2089 8004999559 - :CHECKscan Payment		1,000.00
01/10/22	2089 8004999560 - :CHECKscan Payment		1,000.00
02/01/22	Base Rent (02/2022)	1,941.40	
02/08/22	2089 8005286419 - :CHECKscan Payment		1,000.00
02/08/22	2089 8005286420 - :CHECKscan Payment		1,000.00
03/01/22	Base Rent (03/2022)	1,941.40	
03/08/22	Chk# 40193623997924 - :CHECKscan Payment		1,000.00
03/08/22	Chk# 40193623997915 - :CHECKscan Payment		1,000.00
04/01/22	Base Rent (04/2022)	1,941.40	
04/08/22	Chk# 40193813149097 - :CHECKscan Payment		1,000.00
04/08/22	Chk# 40193813149088 - :CHECKscan Payment		1,000.00
05/01/22	Base Rent (05/2022)	1,941.40	
05/20/22	Chk# 40193924004167 - :CHECKscan Payment		1,000.00
05/20/22	Chk# 40193924004176 - :CHECKscan Payment		1,000.00
06/01/22	Base Rent (06/2022)	1,941.40	
06/08/22	Chk# 40193924006570 - :CHECKscan Payment		1,000.00
06/08/22	Chk# 40193924006561 - :CHECKscan Payment		1,000.00

07/01/22	R043	Base Rent (07/2022)	1,941.40	
07/14/22		Chk# 40194040156331 - :CHECKscan Payment		1,000.00
07/14/22		Chk# 40194040156322 - :CHECKscan Payment		1,000.00
08/01/22		Base Rent (08/2022)	1,941.40	
08/08/22		Chk# 2089 - :CHECKscan Payment		1,000.00
08/08/22		Chk# 2089 - :CHECKscan Payment		1,000.00
09/01/22		Base Rent (09/2022)	1,941.40	
09/09/22		Chk# 2089 - :CHECKscan Payment		1,000.00
09/09/22		Chk# 2089 - :CHECKscan Payment		1,000.00
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11/01/22		Base Rent (11/2022)	1,941.40	
11/09/22		Chk# 2089 - :CHECKscan Payment		1,000.00
11/09/22		Chk# 2089 - :CHECKscan Payment		1,000.00
12/01/22		Base Rent (12/2022)	1,941.40	
12/10/22		Chk# 2089 - :CHECKscan Payment		1,000.00
12/10/22		Chk# 8006321015 - :CHECKscan Payment - check scanned upside down		1,000.00
01/01/23		Base Rent (01/2023)	1,941.40	
02/01/23		Base Rent (02/2023)	1,941.40	
02/09/23		Chk# 40193245434137 - :CHECKscan Payment		1,000.00
02/09/23		Chk# 40193245434128 - :CHECKscan Payment		1,000.00
02/09/23		Chk# 2089 - :CHECKscan Payment		1,000.00
02/09/23		Chk# 2089 - :CHECKscan Payment		1,000.00
03/01/23		Base Rent (03/2023)	1,941.40	
03/08/23		Chk# 2089 - :CHECKscan Payment		1,000.00
03/08/23		Chk# 2089 - :CHECKscan Payment		1,000.00
04/01/23		Base Rent (04/2023)	1,941.40	
04/07/23		Chk# 2089 - :CHECKscan Payment		1,000.00
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05/09/23		Chk# 40195241001788 - :CHECKscan Payment		1,000.00
06/01/23		Base Rent (06/2023)	1,941.40	
06/09/23		Chk# 2089 - :CHECKscan Payment		1,000.00
06/09/23		Chk# 2089 - :CHECKscan Payment		1,000.00
07/01/23		Base Rent (07/2023)	1,941.40	
07/11/23		Chk# 40195411450700 - :CHECKscan Payment		1,000.00
07/11/23		Chk# 40195411450718 - :CHECKscan Payment		1,000.00

0-30 Days	31-60 Days	61-90 Days	Over 90 Days	Current Owed
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R044

09/29/2023
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ca301eas
218-21
Current
$1,941.40

09/04/2014

1

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(2,987.10)
(1,045.70)
(2,045.70)
(3,045.70)

Exhibit D

Work Order Cost Analysis Details

Property : Woodland Park (cawoopa2)

Unit : 218-21

WO#	Property	Unit	Priority	Status	Category	Brief Desc.	Call Date	Scheduled Date	Completed Date	Amount
7665165	cawoopa2	218-21	Emergency	Work Completed	Plumbing	service-the toilet seat is lose	11/29/2023	11/29/2023	11/30/2023	0
7665169	cawoopa2	218-21	Medium	Work Completed	Building Interior	service-the bathroom gbinet is dama	11/29/2023	11/29/2023	12/19/2023	0
7665175	cawoopa2	218-21	High	Work Completed	Plumbing	service-add glue kitchen faucet	11/29/2023	11/29/2023	11/30/2023	0
7882980	cawoopa2	218-21	Emergency	Work Completed	Plumbing	Emergency Plumbing TUB	02/09/2024	02/09/2024	02/10/2024	0
8290507	cawoopa2	218-21	High	Work Completed	Plumbing	service-the tub is clogged	05/28/2024	05/28/2024	05/30/2024	0
8290515	cawoopa2	218-21	High	Work Completed	Plumbing	service-the kitchen sink is clogged	05/28/2024	05/28/2024	05/30/2024	0
8436442	cawoopa2	218-21	High	Work Completed	Window Repair	service-the window screen	06/26/2024	06/26/2024	07/09/2024	0
8514008	cawoopa2	218-21		Work Completed	Plumbing	resident stall has a leak	07/14/2024	07/17/2024	07/17/2024	0
8648917	cawoopa2	218-21		Work Completed	Plumbing	Serv- kitchen sink	08/13/2024	08/13/2024	08/22/2024	0
8648946	cawoopa2	218-21		Work Completed	Cabinets and Drawers	Serv- kitchen cabinets	08/13/2024	08/13/2024	09/05/2024	0
8648952	cawoopa2	218-21		Work Completed	Appliance Repair	Serv- range hood	08/13/2024	08/13/2024	08/15/2024	0
8648958	cawoopa2	218-21		Work Completed	Flooring	Serv- carpet inspection	08/13/2024	08/13/2024	10/09/2024	0
8648983	cawoopa2	218-21		Work Completed	Window Replace / Repair	Serv- sliding door	08/13/2024	08/13/2024	08/28/2024	0
8648996	cawoopa2	218-21		Work Completed	Plumbing	Serv-possible reglaze	08/13/2024	08/13/2024	09/10/2024	0
8768561	cawoopa2	218-21		Work Completed	Plumbing	SERV- ADD SHOWERKNOBS	09/09/2024	09/10/2024	09/16/2024	0
Total: 15										**0**

Work Order Cost Analysis Details

Property : Woodland Park (cawoopa2)

Unit : 218-21

WO#	Property	Unit	Priority	Status	Category	Brief Desc.	Call Date	Scheduled Date	Completed Date	Amount
8768561	cawoopa2	218-21		Work Completed	Plumbing	SERV- ADD SHOWERKNOBS	09/09/2024	09/10/2024	09/16/2024	0
8973425	cawoopa2	218-21		Work Completed		Kitchen	10/29/2024		11/04/2024	0
8973429	cawoopa2	218-21		Work Completed		Bathroom	10/29/2024		11/04/2024	0
8973431	cawoopa2	218-21		Work Completed		Bedroom	10/29/2024		11/04/2024	0
8973434	cawoopa2	218-21		Work Completed		Balcony sliding door	10/29/2024		12/26/2024	0
9083640	cawoopa2	218-21	Emergency	Work Completed	Smoke or CO Detector	GS Standard Appliance Repair	11/26/2024	11/26/2024	12/02/2024	0
9083693	cawoopa2	218-21	Make Ready	Work Completed	Building Interior	GS Standard Plumbing	11/26/2024	11/26/2024	12/10/2024	0
9191741	cawoopa2	218-21	Make Ready	Work Completed	Plumbing	GS Standard Plumbing	12/26/2024	12/27/2024	01/02/2025	0
9316225	cawoopa2	218-21	Make Ready	Work Completed		Parking leak	01/23/2025	01/23/2025	02/06/2025	0
Total: 9										**0**

Exhibit E

Woodland Park
5 Newell Ct
East Palo Alto,CA 94303
Office (650) 566-2000x

Work Order No. 7665165
Date Call: 11/29/2023 3:48:00 PM
Date Scheduled: 11/29/2023 4:14:08 PM

Status Work Completed

Date Completed: 11/30/2023 12:00:00 PM
Brief Desc: service-the toilet seat is lose

Job Site: cawoopa2/218-21
301 East O'Keefe Street
#21
East Palo Alto,CA 94303

Caller Name: Juan Rodriguez
Caller Phone:
Occupant: Rodriguez (t2841192)

Office (650) 771-5881x
Priority: Emergency
Mobile (650) 771-7243x
Ok to enter? YES
Category: Plumbing
SubCategory: Toilet

Problem Description:
PTE
650 771 5881
the resident reported the toilet seat is lose neesd to be inspect and repair
DD

Parts & Labor

Quantity/ Hours	Item Type/ Employee Name	Description	Unit Price	Total
0.0000	Fernando	Fernando	0.00	0.00
			Total	0.00

Authorized by: _____
Signed by _____
Dated _____
Invoice No. _____

Technician Notes: Replaced toulet seat screw's

Woodland Park
5 Newell Ct
East Palo Alto,CA 94303
Office (650) 566-2000x

Work Order No. 7665169
Date Call: 11/29/2023 3:49:00 PM
Date Scheduled: 11/29/2023 4:14:34 PM
Date Completed: 12/19/2023 5:06:00 PM
Brief Desc: service-the bathroom gbinet is dama

Status Work Completed

Job Site: cawoopa2/218-21
301 East O'Keefe Street
#21
East Palo Alto,CA 94303

Caller Name: Juan Rodriguez
Caller Phone:
Occupant: Rodriguez (t2841192)
Office (650) 771-5881x
Mobile (650) 771-7243x

Priority: Medium
Ok to enter? YES
Category: Building Interior
SubCategory: Bath Cabinet Door

Problem Description: PTE
650 771 5881
the resident reported the bathroom gabinet is damage and old needs to be repair
DD

Parts & Labor

Quantity/ Hours	Item Type/ Employee Name	Description	Unit Price	Total
0.0000	Fernando	Fernando	0.00	0.00
0.0000	Fernando	Fernando	0.00	0.00
			Total	0.00

Authorized by: _____
Signed by _____
Dated _____
Invoice No. _____

Technician Notes: Need to order bathroom cabinets to replace the old one

[fernando.fernandez2@greystar.com 12/19/23, 5:06 PM]
Repalced bathroom sink and vanity

Woodland Park
5 Newell Ct
East Palo Alto,CA 94303
Office (650) 566-2000x

Work Order No. 7665175
Date Call: 11/29/2023 3:50:00 PM
Date Scheduled: 11/29/2023 4:14:52 PM

Status Work Completed

Date Completed: 11/30/2023 12:01:00 PM
Brief Desc: service-add glue kitchen faucet

Job Site: cawoopa2/218-21
301 East O'Keefe Street
#21
East Palo Alto,CA 94303

Caller Name: Juan Rodriguez
Caller Phone:
Occupant: Rodriguez (t2841192)

Office (650) 771-5881x
Priority: High
Mobile (650) 771-7243x
Ok to enter? YES
Category: Plumbing
SubCategory: Kitchen Sink

Problem Description: PTE
650 771 5881
the sink faucet is lose water is coming from the faucet the resident reported the faucet needs glue

Parts & Labor

Quantity/ Hours	Item Type/ Employee Name	Description	Unit Price	Total
0.0000	Fernando	Fernando	0.00	0.00
			Total	0.00

Authorized by: _____
Signed by _____
Dated _____
Invoice No. _____

Technician Notes: Re attaced tile and put caulking around kitchen sink faucet and sink

Woodland Park
5 Newell Ct
East Palo Alto,CA 94303
Office (650) 566-2000x

Work Order No. 7882980
Date Call: 2/9/2024 3:43:00 PM

Date Scheduled: 2/9/2024 4:29:42 PM

Status Work Completed

Date Completed: 2/10/2024 1:12:00 PM
Brief Desc: Emergency Plumbing TUB

Job Site: cawoopa2/218-21
301 East O'Keefe Street
#21
East Palo Alto,CA 94303

Caller Name: Juan Rodriguez

Caller Phone: (650) 771-5881x
Occupant: Rodriguez (t2841192)

Office (650) 771-5881x
Mobile (650) 771-7243x

Priority: Emergency
Ok to enter? YES
Category: Plumbing

SubCategory: Tub

Problem Description:
PTE
(650) 771-5881
Juan Rodriguez
The tub is clogged
LR

Parts & Labor

Quantity/ Hours	Item Type/ Employee Name	Description	Unit Price	Total
0.0000	Gutierrez	Gutierrez	0.00	0.00
			Total	0.00

Authorized by: _____
Signed by _____
Dated _____
Invoice No. _____

Technician Notes: Sedestapo la tina

Woodland Park
5 Newell Ct
East Palo Alto,CA 94303
Office (650) 566-2000x

Work Order No. 8290507
Date Call: 5/28/2024 3:08:00 PM
Date Scheduled: 5/28/2024 3:10:00 PM

Status Work Completed

Date Completed: 5/30/2024 8:52:10 AM
Brief Desc: service-the tub is clogged

Job Site: cawoopa2/218-21
301 East O'Keefe Street
#21
East Palo Alto,CA 94303

Caller Name: Juan Rodriguez
Caller Phone:
Occupant: Rodriguez (t2841192)

Office (650) 771-5881x
Priority: High
Mobile (650) 771-7243x
Ok to enter? YES
Category: Plumbing
SubCategory: Tub

Problem Description:
PTE
650 771 5881
Francisco
the bathroom tub is clogged needs to be inspect and repair
DD

Parts & Labor

Quantity/ Hours	Item Type/ Employee Name	Description	Unit Price	Total

Total

Authorized by: _____
Signed by _____
Dated _____
Invoice No. _____

Technician Notes: unclogged tub

Woodland Park
5 Newell Ct
East Palo Alto,CA 94303
Office (650) 566-2000x

Work Order No. 8290515
Date Call: 5/28/2024 3:09:00 PM
Date Scheduled: 5/28/2024 3:11:00 PM

Status Work Completed

Date Completed: 5/30/2024 8:53:00 AM
Brief Desc: service-the kitchen sink is clogged

Job Site: cawoopa2/218-21
301 East O'Keefe Street
#21
East Palo Alto,CA 94303

Caller Name: Juan Rodriguez
Caller Phone:
Occupant: Rodriguez (t2841192)

Office (650) 771-5881x
Priority: High
Mobile (650) 771-7243x
Ok to enter? YES
Category: Plumbing
SubCategory: Kitchen Sink

Problem Description:
PTE
650 771 5881
Francisco
the kitchen sink is clogged needs to be inspect and repair
DD

Parts & Labor

Quantity/ Hours	Item Type/ Employee Name	Description	Unit Price	Total

Total

Authorized by: _____
Signed by _____
Dated _____
Invoice No. _____

Technician Notes: unclogged kitchen sink

Woodland Park
5 Newell Ct
East Palo Alto,CA 94303
Office (650) 566-2000x

Work Order No. 8436442
Date Call: 6/26/2024 3:06:00 PM

Date Scheduled: 6/26/2024 3:30:00 PM

Status Work Completed

Date Completed: 7/9/2024 8:00:03 AM
Brief Desc: service-the window screen

Job Site: cawoopa2/218-21
301 East O'Keefe Street
#21
East Palo Alto,CA 94303

Caller Name: Juan Rodriguez
Caller Phone:
Occupant: Rodriguez (t2841192)

Office (650) 771-5881x
Priority: High
Mobile (650) 771-7243x
Ok to enter? YES
Category: Window Repair

Access Notes: 3 window screens
one in the bedroom
two in the living room

Problem Description: PTE
650 771 5881
the resident reported the window screens we need to install new screens,
one in the bedroom
and two in the living room
DD

Parts & Labor

Quantity/ Hours	Item Type/ Employee Name	Description	Unit Price	Total

Total

Authorized by: _____
Signed by _____
Dated _____
Invoice No. _____

Technician Notes: replaced window screens

Woodland Park
5 Newell Ct
East Palo Alto,CA 94303
Office (650) 566-2000x

Work Order No. 8514008
Date Call: 7/14/2024 8:59:00 AM

Date Scheduled: 7/17/2024 8:40:00 AM

Status Work Completed

Date Completed: 7/17/2024 5:32:45 PM
Brief Desc: resident stall has a leak

Job Site: cawoopa2/218-21
301 East O'Keefe Street
#21
East Palo Alto,CA 94303

Caller Name: Juan Rodriguez

Caller Phone:
Occupant: Rodriguez (t2841192)

Office (650) 771-5881x
Mobile (650) 771-7243x

Ok to enter? YES
Category: Plumbing

Problem Description: please inspect stall #21 for leaking pipes.
REPORT WAS PULLED FROM SECURITY

Parts & Labor

Quantity/ Hours	Item Type/ Employee Name	Description	Unit Price	Total

Total

Authorized by: _____
Signed by _____
Dated _____
Invoice No. _____

Technician Notes: checked out parking #21 and unit #12 for the bathroom tub. opened water and saw no leak.07/17

Woodland Park
5 Newell Ct
East Palo Alto,CA 94303
Office (650) 566-2000x

Work Order No. 8648917
Date Call: 8/13/2024 9:37:00 AM
Date Scheduled: 8/13/2024 9:44:00 AM

Status Work Completed

Date Completed: 8/22/2024 5:31:03 PM
Brief Desc: Serv- kitchen sink

Job Site: cawoopa2/218-21
301 East O'Keefe Street
#21
East Palo Alto,CA 94303

Caller Name: Juan Rodriguez
Caller Phone:
Occupant: Rodriguez (t2841192)

Office (650) 771-5881x
Mobile (650) 771-7243x

Ok to enter? NO
Category: Plumbing

Problem Description: NO PTE

kitchen sink has discoloration and faucet wont fully close please inspect for possible replacement

(650) 771-7243

OG

Parts & Labor

Quantity/ Hours	Item Type/ Employee Name	Description	Unit Price	Total

Total

Authorized by: _____
Signed by _____
Dated _____
Invoice No. _____

Technician Notes: changed out the kitchen sink. resident wants a new sink. kixs has been informed

Woodland Park
5 Newell Ct
East Palo Alto,CA 94303
Office (650) 566-2000x

Work Order No. 8648946
Date Call: 8/13/2024 9:40:00 AM
Date Scheduled: 8/13/2024 9:45:00 AM

Status Work Completed

Date Completed: 9/5/2024 8:39:54 AM
Brief Desc: Serv- kitchen cabinets

Job Site: cawoopa2/218-21
301 East O'Keefe Street
#21
East Palo Alto,CA 94303

Caller Name: Juan Rodriguez
Caller Phone:
Occupant: Rodriguez (t2841192)

Office (650) 771-5881x
Mobile (650) 771-7243x

Ok to enter? NO
Category: Cabinets and Drawers

Problem Description: NO PTE

kitchen cabinets are old and dust comes out of them when they try to open please inspect for possible replacement

(650) 771-7243

OG

Parts & Labor

Quantity/ Hours	Item Type/ Employee Name	Description	Unit Price	Total
0.0000	Bedolla		0.00	0.00
			Total	0.00

Authorized by: _____
Signed by _____
Dated _____
Invoice No. _____

Technician Notes: refurbished kitchen cabinets, replaced hinges, handles, rails and painted cabinets.

Woodland Park
5 Newell Ct
East Palo Alto,CA 94303
Office (650) 566-2000x

Work Order No. 8648952
Date Call: 8/13/2024 9:41:00 AM

Date Scheduled: 8/13/2024 9:46:00 AM

Status Work Completed

Date Completed: 8/15/2024 4:12:50 PM
Brief Desc: Serv- range hood

Job Site: cawoopa2/218-21
301 East O'Keefe Street
#21
East Palo Alto,CA 94303

Caller Name: Juan Rodriguez

Caller Phone:
Occupant: Rodriguez (t2841192)

Office (650) 771-5881x
Mobile (650) 771-7243x

Ok to enter? NO
Category: Appliance Repair

SubCategory: Stove

Problem Description: NO PTE

range hood doesnt work

(650) 771-7243

OG

Parts & Labor

Quantity/ Hours	Item Type/ Employee Name	Description	Unit Price	Total

Total

Authorized by: _____
Signed by _____
Dated _____
Invoice No. _____

Technician Notes: replaced range hood

Woodland Park
5 Newell Ct
East Palo Alto,CA 94303
Office (650) 566-2000x

Work Order No. 8648958
Date Call: 8/13/2024 9:42:00 AM

Date Scheduled: 8/13/2024 9:47:00 AM

Status Work Completed

Date Completed: 10/9/2024 5:16:14 PM
Brief Desc: Serv- carpet inspection

Job Site: cawoopa2/218-21
301 East O'Keefe Street
#21
East Palo Alto,CA 94303

Caller Name: Juan Rodriguez

Caller Phone:
Occupant: Rodriguez (t2841192)

Office (650) 771-5881x
Mobile (650) 771-7243x

Ok to enter? NO
Category: Flooring

Problem Description: NO PTE

bedroom carpet needs to be inspected for possible replacement

(650) 771-7243

OG

Parts & Labor

Quantity/ Hours	Item Type/ Employee Name	Description	Unit Price	Total
0.0000	Blanco		0.00	0.00
			Total	0.00

Authorized by: _____
Signed by _____
Dated _____
Invoice No. _____

Technician Notes: 8/16/2024 Took pictures of the carpet and sent them to enrique.

8/20/2024 Enrique inspected carpet to see if possible repairs can be mad.

8/28/2024 Email pabel for carpet approval. Pending approval.

Replaced carpet in bedroom, work completed by PRO FLOORS

Woodland Park
5 Newell Ct
East Palo Alto,CA 94303
Office (650) 566-2000x

Work Order No. 8648983
Date Call: 8/13/2024 9:46:00 AM
Date Scheduled: 8/13/2024 9:47:00 AM

Status Work Completed

Date Completed: 8/28/2024 12:06:42 PM
Brief Desc: Serv- sliding door

Job Site: cawoopa2/218-21
301 East O'Keefe Street
#21
East Palo Alto,CA 94303

Caller Name: Juan Rodriguez
Caller Phone:
Occupant: Rodriguez (t2841192)

Office (650) 771-5881x
Mobile (650) 771-7243x

Ok to enter? NO
Category: Window Replace / Repair

Problem Description: NO PTE

sliding door doesnt open please inspect

(650) 771-7243

OG

Parts & Labor

Quantity/ Hours	Item Type/ Employee Name	Description	Unit Price	Total

Total

Authorized by: _____
Signed by _____
Dated _____
Invoice No. _____

Technician Notes: sliding doors are working fine, no issues with it, it opens and closes correctly

Woodland Park
5 Newell Ct
East Palo Alto,CA 94303
Office (650) 566-2000x

Work Order No. 8648996
Date Call: 8/13/2024 9:46:00 AM

Date Scheduled: 8/13/2024 9:53:00 AM

Status Work Completed

Date Completed: 9/10/2024 10:13:14 AM
Brief Desc: Serv-possible reglaze

Job Site: cawoopa2/218-21
301 East O'Keefe Street
#21
East Palo Alto,CA 94303

Caller Name: Juan Rodriguez

Caller Phone:
Occupant: Rodriguez (t2841192)

Office (650) 771-5881x
Mobile (650) 771-7243x

Ok to enter? NO
Category: Plumbing

Problem Description: NO PTE

tub is old rusty and damaged possible reglaze

(650) 771-7243
OG

Parts & Labor

Quantity/ Hours	Item Type/ Employee Name	Description	Unit Price	Total

Total

Authorized by: _____
Signed by _____
Dated _____
Invoice No. _____

Technician Notes: reglaze tub and enlcosure.

Woodland Park
5 Newell Ct
East Palo Alto,CA 94303
Office (650) 566-2000x

Work Order No. 8768561
Date Call: 9/9/2024 1:48:00 PM

Date Scheduled: 9/10/2024 9:07:00 AM

Status Work Completed

Date Completed: 9/16/2024 2:06:22 PM
Brief Desc: SERV- ADD SHOWERKNOBS

Job Site: cawoopa2/218-21
301 East O'Keefe Street
#21
East Palo Alto,CA 94303

Caller Name: Juan Rodriguez

Caller Phone:
Occupant: Rodriguez (t2841192)

Office (650) 771-5881x
Mobile (650) 771-7243x

Ok to enter? NO
Category: Plumbing

Problem Description: NO PTE

reglze was done on saturday and she needs her shower knobs placed back she hasnt been able to use the shower

6507717243

OG

Parts & Labor

Quantity/ Hours	Item Type/ Employee Name	Description	Unit Price	Total

Total

Authorized by: _____
Signed by _____
Dated _____
Invoice No. _____

Technician Notes: REPLACED SHOWER VALVE.

Woodland Park
5 Newell Ct
East Palo Alto,CA 94303
Office (650) 566-2000x

Work Order No. 8768561
Date Call: 9/9/2024 1:48:00 PM

Date Scheduled: 9/10/2024 9:07:00 AM

Status Work Completed

Date Completed: 9/16/2024 2:06:22 PM
Brief Desc: SERV- ADD SHOWERKNOBS

Job Site: cawoopa2/218-21
301 East O'Keefe Street
#21
East Palo Alto,CA 94303

Caller Name: Juan Rodriguez

Caller Phone:
Occupant: Rodriguez (t2841192)

Office (650) 771-5881x
Mobile (650) 771-7243x

Ok to enter? NO
Category: Plumbing

Problem Description: NO PTE

reglze was done on saturday and she needs her shower knobs placed back she hasnt been able to use the shower

6507717243

OG

Parts & Labor

Quantity/ Hours	Item Type/ Employee Name	Description	Unit Price	Total

Total

Authorized by: _____
Signed by _____
Dated _____
Invoice No. _____

Technician Notes: REPLACED SHOWER VALVE.

Woodland Park
5 Newell Ct
East Palo Alto,CA 94303
Office (650) 566-2000x

Work Order No. 8973425
Date Call: 10/29/2024 9:26:00 PM

Status Work Completed

Date Completed: 11/4/2024 11:24:58 AM
Brief Desc: Kitchen

Job Site: cawoopa2/218-21
301 East O'Keefe Street
#21
East Palo Alto,CA 94303

Caller Name: Juan Rodriguez
Caller Phone:
Occupant: Rodriguez (t2841192)

Office (650) 771-5881x
Mobile (650) 771-7243x

Ok to enter? NO

Problem Description: Sink has moisture and rotting, faucet doesn't work, hood does not work property

Parts & Labor

Quantity/ Hours	Item Type/ Employee Name	Description	Unit Price	Total
1.0000	Bedolla		0.00	0.00
			Total	0.00

Authorized by: _____
Signed by _____
Dated _____
Invoice No. _____

Technician Notes: 10/31/2024 Kitchen faucet was replaced back in August, kitchen cabinets were also refurbished in August and Range hood was also replaced. Inspected all and they are working fine, resident advised that everything work fine and has no issues.

Woodland Park
5 Newell Ct
East Palo Alto,CA 94303
Office (650) 566-2000x

Work Order No. 8973429
Date Call: 10/29/2024 9:28:00 PM

Status Work Completed

Date Completed: 11/4/2024 11:26:00 AM
Brief Desc: Bathroom

Job Site: cawoopa2/218-21
301 East O'Keefe Street
#21
East Palo Alto,CA 94303

Caller Name: Juan Rodriguez

Caller Phone:
Occupant: Rodriguez (t2841192)

Office (650) 771-5881x
Mobile (650) 771-7243x

Ok to enter? NO

Problem Description: Bathtub is damaged with cracks, faucet is rusty, bathroom shower wall has holes and moisture

Parts & Labor

Quantity/ Hours	Item Type/ Employee Name	Description	Unit Price	Total
0.2500	Bedolla		0.00	0.00
			Total	0.00

Authorized by: _____
Signed by _____
Dated _____
Invoice No. _____

Technician Notes: 10/31/2024 Shower valve was replaced back in August, tub and enclosure was also reglaze, Inspected shower valve and it has hot water and cold water it is working fine.

Woodland Park
5 Newell Ct
East Palo Alto,CA 94303
Office (650) 566-2000x

Work Order No. 8973431
Date Call: 10/29/2024 9:29:00 PM

Status Work Completed

Date Completed: 11/4/2024 11:28:15 AM
Brief Desc: Bedroom

Job Site: cawoopa2/218-21
301 East O'Keefe Street
#21
East Palo Alto,CA 94303

Caller Name: Juan Rodriguez

Caller Phone:
Occupant: Rodriguez (t2841192)

Office (650) 771-5881x
Mobile (650) 771-7243x

Ok to enter? NO

Problem Description: Carpet is old/ damaged

Parts & Labor

Quantity/ Hours	Item Type/ Employee Name	Description	Unit Price	Total
0.2500	Bedolla		0.00	0.00
			Total	0.00

Authorized by: _____
Signed by _____
Dated _____
Invoice No. _____

Technician Notes: 10/31/2024 Carpet in bedroom was replaced back in August, inspected carpet and it looks fine. Resident was happy with replacement.

Woodland Park
5 Newell Ct
East Palo Alto,CA 94303
Office (650) 566-2000x

Work Order No. 8973434
Date Call: 10/29/2024 9:29:00 PM

Status Work Completed

Date Completed: 12/26/2024 12:47:20 PM
Brief Desc: Balcony sliding door

Job Site: cawoopa2/218-21
301 East O'Keefe Street
#21
East Palo Alto,CA 94303

Caller Name: Juan Rodriguez

Caller Phone:
Occupant: Rodriguez (t2841192)

Office (650) 771-5881x
Mobile (650) 771-7243x

Ok to enter? NO

Problem Description: Balcony sliding door does not close and frame is uneven water into the unit

Parts & Labor

Quantity/ Hours	Item Type/ Employee Name	Description	Unit Price	Total

Total

Authorized by: _____
Signed by _____
Dated _____
Invoice No. _____

Technician Notes: repaired and adjusted wheels on balcony

Woodland Park
5 Newell Ct
East Palo Alto,CA 94303
Office (650) 566-2000x

Work Order No. 9083640
Date Call: 11/26/2024 2:47:00 PM
Date Scheduled: 11/26/2024 3:25:00 PM

Status Work Completed

Date Completed: 12/2/2024 10:59:27 AM
Brief Desc: GS Standard Appliance Repair

Job Site: cawoopa2/218-21
301 East O'Keefe Street
#21
East Palo Alto,CA 94303

Caller Name: Juan Rodriguez
Caller Phone:
Occupant: Rodriguez (t2841192)

Office (650) 771-5881x
Priority: Emergency
Mobile (650) 771-7243x
Ok to enter? NO
Category: Smoke or CO Detector
SubCategory: Smoke Detector (Specify)

Problem Description: Not working at all, may need to get replaced.

Parts & Labor

Quantity/ Hours	Item Type/ Employee Name	Description	Unit Price	Total

Total

Authorized by: _____
Signed by _____
Dated _____
Invoice No. _____

Technician Notes: replaced CO2 detector

Woodland Park
5 Newell Ct
East Palo Alto,CA 94303
Office (650) 566-2000x

Work Order No. 9083693
Date Call: 11/26/2024 3:01:00 PM

Date Scheduled: 11/26/2024 3:34:00 PM

Status Work Completed

Date Completed: 12/10/2024 12:30:46 PM
Brief Desc: GS Standard Plumbing

Job Site: cawoopa2/218-21
301 East O'Keefe Street
#21
East Palo Alto,CA 94303

Caller Name: Juan Rodriguez
Caller Phone:
Occupant: Rodriguez (t2841192)

Office (650) 771-5881x
Priority: Make Ready
Mobile (650) 771-7243x
Ok to enter? NO
Category: Building Interior

Problem Description: At the very end of the main building entrance the water does not drain and still there keeps as stagnant water

Parts & Labor

Quantity/ Hours	Item Type/ Employee Name	Description	Unit Price	Total

Total

Authorized by: _____
Signed by _____
Dated _____
Invoice No. _____

Technician Notes: storm drain was clear, it got clogged with leaf.

Woodland Park
5 Newell Ct
East Palo Alto,CA 94303
Office (650) 566-2000x

Work Order No. 9191730
Date Call: 12/26/2024 2:28:00 PM

Date Scheduled: 12/27/2024 11:48:16 AM

Status Scheduled

Brief Desc: back door no locking

Job Site: cawoopa2/218-21
301 East O'Keefe Street
#21
East Palo Alto,CA 94303

Caller Name: Juan Rodriguez

Caller Phone:
Occupant: Rodriguez (t2841192)

Office (650) 771-5881x
Priority: Medium
Mobile (650) 771-7243x
Ok to enter? YES
Category: Locks / Keys

SubCategory: Apartment Lock Issue

Technician Notes
Time: _____ **Date:** _____
Material: _____

Access Notes: ok to enter, has pets
Problem Description: back door not locking

Parts & Labor

Quantity/ Hours	Item Type/ Employee Name	Description	Unit Price	Total

Total

Authorized by: _____
Signed by _____
Dated _____
Invoice No. _____

Woodland Park
5 Newell Ct
East Palo Alto,CA 94303
Office (650) 566-2000x

Work Order No. 9191741
Date Call: 12/26/2024 2:29:00 PM
Date Scheduled: 12/27/2024 11:48:00 AM

Status Work Completed

Date Completed: 1/2/2025 8:54:49 AM
Brief Desc: GS Standard Plumbing

Job Site: cawoopa2/218-21
301 East O'Keefe Street
#21
East Palo Alto,CA 94303

Caller Name: Juan Rodriguez
Caller Phone:
Occupant: Rodriguez (t2841192)

Office (650) 771-5881x
Priority: Make Ready
Mobile (650) 771-7243x
Ok to enter? YES
Category: Plumbing
SubCategory: Misc. Plumbing Issue

Problem Description: tube is dropping water in parking spot

Parts & Labor

Quantity/ Hours	Item Type/ Employee Name	Description	Unit Price	Total
0.0000	Blanco		0.00	0.00
			Total	0.00

Authorized by: _____
Signed by _____
Dated _____
Invoice No. _____

Technician Notes:
12/26/2024 Inspected carport found no leak.

12/27/2024 Inspected carport found no leak.

12/28/2024 Inspected carport found no leak.
12/29/2024 Inspected carport found no leak.

12/31/2024 Inspected carport found no leak, no signs of leaks either.

Woodland Park
5 Newell Ct
East Palo Alto,CA 94303
Office (650) 566-2000x

Work Order No. 9316225
Date Call: 1/23/2025 2:29:00 PM

Date Scheduled: 1/23/2025 2:34:00 PM

Status Work Completed

Date Completed: 2/6/2025 4:54:47 PM
Brief Desc: Parking leak

Job Site: cawoopa2/218-21
301 East O'Keefe Street
#21
East Palo Alto,CA 94303

Caller Name: Juan Rodriguez

Caller Phone:
Occupant: Rodriguez (t2841192)

Office (650) 771-5881x
Priority: Make Ready
Mobile (650) 771-7243x
Ok to enter? YES

Problem Description: leak happens at night, in resident parking 21

Parts & Labor

Quantity/ Hours	Item Type/ Employee Name	Description	Unit Price	Total

Total

Authorized by: _____
Signed by _____
Dated _____
Invoice No. _____

Technician Notes: Pedro 1/23/2025 found no leak. ran water from unit 12 and 11 and theirs no leak.

Pedro 1/26/2025 no leaks anywhere resident from unit 12 stated that they do not have any leaks, no signs of leakage in parking or carport.

1/28/2025 No leaks anywhere.

Exhibit F

Woodland Park Witness List

Stacie Roebuck, Regional Manager
Aura Andrade, General Manager
Enrique Bedolla, Maintenance Manager

Francisco Menera v. Woodland Park Communities
Case No 20240035

Respondent's Exhibit List

Exhibit #	Title	Page #
G	Ledger through May 2, 2025	R077
H	Ledger May 1, 2025 through July 15, 2025	R081

Exhibit G

Resident Ledger

GREYSTAR®

Date: 07/18/2025

Code	t2841192	**Property**	cawoopa2	**Lease From**	09/04/2014
Name	Juan Rodriguez	**Unit**	218-21	**Lease To**	10/04/2014
Address	301 East O'Keefe Street	**Status**	Past	**Move In**	09/04/2014
	#21	**Rent**	2176.11	**Move Out**	04/21/2025
City	East Palo Alto, CA 94303	**Phone (H)**	(650) 771-5881	**Phone (W)**	

Date	Chg Code	Post Month	Description	Charge	Payment	Balance	Chg/Rec
07/21/2023	secdep	07/2023	:Posted by QuickTrans (secdep)	800.00		800.00	132770151
07/21/2023		07/2023	chk# :QuickTrans :Posted by QuickTrans		800.00	0.00	32404262
07/21/2023		07/2023	chk# Conv_PPD		3,045.70	(3,045.70)	32406722
08/01/2023	rent	08/2023	Base Rent (08/2023)	1,941.40		(1,104.30)	134011658
08/30/2023		09/2023	chk# 40195524769673 :CHECKscan Payment - Rent Payment (09/2023)		838.00	(1,942.30)	32924227
09/01/2023	rent	09/2023	Base Rent (09/2023)	1,941.40		(0.90)	135898739
10/01/2023	rent	10/2023	Base Rent (10/2023)	1,941.40		1,940.50	137757134
10/01/2023		10/2023	chk# 2089 :CHECKscan Payment		1,000.00	940.50	33569535
10/01/2023		10/2023	chk# 2089 :CHECKscan Payment		942.00	(1.50)	33569536
10/29/2023		11/2023	chk# 2089 8008396372 :CHECKscan Payment		942.00	(943.50)	33914919
10/29/2023		11/2023	chk# 2089 8008396371 :CHECKscan Payment		1,000.00	(1,943.50)	33914920
11/01/2023	rent	11/2023	Base Rent (11/2023)	1,941.40		(2.10)	139695294
11/30/2023		12/2023	chk# 2089 8008753556 :CHECKscan Payment		1,000.00	(1,002.10)	34403541
11/30/2023		12/2023	chk# 2089 8008753557 :CHECKscan Payment		1,000.00	(2,002.10)	34403542
11/30/2023		12/2023	chk# 2089 8008753558 :CHECKscan Payment		136.00	(2,138.10)	34403543
12/01/2023	rent	12/2023	Base Rent (12/2023)	2,135.54		(2.56)	141050125
01/01/2024	rent	01/2024	Base Rent (01/2024)	2,135.54		2,132.98	143156511
01/03/2024		01/2024	chk# 40195901054813 :CHECKscan Payment		1,000.00	1,132.98	35079121
01/03/2024		01/2024	chk# 2089 8009063782 :CHECKscan Payment		1,000.00	132.98	35079122
01/03/2024		01/2024	chk# 2089 8009063783 :CHECKscan Payment		136.00	(3.02)	35079123
01/29/2024		02/2024	chk# 40196113588517 :CHECKscan Payment		1,000.00	(1,003.02)	35357068
01/29/2024		02/2024	chk# 40196113588508 :CHECKscan Payment		1,000.00	(2,003.02)	35357069
01/29/2024		02/2024	chk# 40196113588526 :CHECKscan Payment		137.00	(2,140.02)	35357070
02/01/2024	rent	02/2024	Base Rent (02/2024)	2,135.54		(4.48)	145244479
02/29/2024		03/2024	chk# 40196113590821 :CHECKscan Payment		137.00	(141.48)	35901727
02/29/2024		03/2024	chk# 40196113590812 :CHECKscan Payment		1,000.00	(1,141.48)	35901728
02/29/2024		03/2024	chk# 40196113590803 :CHECKscan Payment		1,000.00	(2,141.48)	35901729
03/01/2024	rent	03/2024	Base Rent (03/2024)	2,135.54		(5.94)	147173408
04/01/2024	rent	04/2024	Base Rent (04/2024)	2,135.54		2,129.60	149262874
04/01/2024		04/2024	chk# 40196247504071 :CHECKscan Payment		1,000.00	1,129.60	36525896
04/01/2024		04/2024	chk# 40196247504080 :CHECKscan Payment		137.00	992.60	36525897
04/01/2024		04/2024	chk# 2089 8009462021 :CHECKscan Payment		1,000.00	(7.40)	36525898
04/24/2024		05/2024	chk# 40196247507194 :CHECKscan Payment		1,000.00	(1,007.40)	36877208
04/24/2024		05/2024	chk# 40196247507185 :CHECKscan Payment		1,000.00	(2,007.40)	36877209
04/24/2024		05/2024	chk# 40196247507203 :CHECKscan Payment		137.00	(2,144.40)	36877210
05/01/2024	rent	05/2024	Base Rent (05/2024)	2,135.54		(8.86)	151528034
05/26/2024		06/2024	chk# 40196429196512 :CHECKscan Payment		137.00	(145.86)	37449441
05/26/2024		06/2024	chk# 40196429196503 :CHECKscan Payment		1,000.00	(1,145.86)	37449442
05/26/2024		06/2024	chk# 2089 8010570967 :CHECKscan Payment		1,000.00	(2,145.86)	37449443
06/01/2024	rent	06/2024	Base Rent (06/2024)	2,135.54		(10.32)	153740199
06/27/2024		07/2024	chk# 40196429199824 :CHECKscan Payment		1,000.00	(1,010.32)	38039430
06/27/2024		07/2024	chk# 2089 8011289962 :CHECKscan Payment		1,000.00	(2,010.32)	38039431
06/27/2024		07/2024	chk# 2089 8011289963 :CHECKscan Payment		137.00	(2,147.32)	38039432

07/01/2024	rent	07/2024	Base Rent (07/2024)	2,135.54		(11.78)	156042094
07/24/2024		08/2024	chk# 40196599276946 :CHECKscan Payment		137.00	(148.78)	38586203
07/24/2024		08/2024	chk# 40196599276937 :CHECKscan Payment		1,000.00	(1,148.78)	38586204
07/24/2024		08/2024	chk# 2089 8011291042 :CHECKscan Payment		1,000.00	(2,148.78)	38586205
08/01/2024	rent	08/2024	Base Rent (08/2024)	2,135.54		(13.24)	158321757
09/01/2024	rent	09/2024	Base Rent (09/2024)	2,135.54		2,122.30	160717262
09/01/2024		09/2024	chk# 40196718040055 :CHECKscan Payment		1,000.00	1,122.30	39450864
09/01/2024		09/2024	chk# 401967180400 4 :CHECKscan Payment		137.00	985.30	39450866
09/01/2024		09/2024	chk# 40196718040487 :CHECKscan Payment		1,000.00	(14.70)	39450868
09/25/2024		10/2024	chk# 40196718042881 :CHECKscan Payment		137.00	(151.70)	39845955
09/25/2024		10/2024	chk# 40196718042863 :CHECKscan Payment		1,000.00	(1,151.70)	39845957
09/25/2024		10/2024	chk# 40196718042872 :CHECKscan Payment		1,000.00	(2,151.70)	39845958
10/01/2024	rent	10/2024	Base Rent (10/2024)	2,135.54		(16.16)	163064359
10/23/2024		11/2024	chk# 2089 8011931753 :CHECKscan Payment		137.00	(153.16)	40417112
10/23/2024		11/2024	chk# 2089 8011931752 :CHECKscan Payment		1,000.00	(1,153.16)	40417113
10/23/2024		11/2024	chk# 2089 8011931751 :CHECKscan Payment		1,000.00	(2,153.16)	40417114
11/01/2024	rent	11/2024	Base Rent (11/2024)	2,135.54		(17.62)	165494847
12/01/2024	rent	12/2024	Base Rent (12/2024)	2,135.54		2,117.92	167824420
12/02/2024	rent	12/2024	Rental Increase December 2024	40.57		2,158.49	167914828
12/02/2024		12/2024	chk# 2089 8011932807 :CHECKscan Payment		1,000.00	1,158.49	41304631
12/02/2024		12/2024	chk# 2089 8011932808 :CHECKscan Payment		1,000.00	158.49	41304632
12/02/2024		12/2024	chk# 2089 8011932809 :CHECKscan Payment		177.00	(18.51)	41304633
12/30/2024		01/2025	chk# 40195625597150 :CHECKscan Payment		1,000.00	(1,018.51)	41633240
12/30/2024		01/2025	chk# 40195625597168 :CHECKscan Payment		177.00	(1,195.51)	41633241
12/30/2024		01/2025	chk# 40195625597348 :CHECKscan Payment		1,000.00	(2,195.51)	41633242
01/01/2025	rent	01/2025	Base Rent (01/2025)	2,176.11		(19.40)	169796286
01/28/2025		02/2025	chk# 40195625599067 :CHECKscan Payment		177.00	(196.40)	42197398
01/28/2025		02/2025	chk# 40195625599040 :CHECKscan Payment		1,000.00	(1,196.40)	42197399
01/28/2025		02/2025	chk# 40195625599058 :CHECKscan Payment		1,000.00	(2,196.40)	42197400
02/01/2025	rent	02/2025	Base Rent (02/2025)	2,176.11		(20.29)	172526931
02/26/2025		03/2025	chk# 40197021728918 :CHECKscan Payment		177.00	(197.29)	42801741
02/26/2025		03/2025	chk# 40197021728657 :CHECKscan Payment		1,000.00	(1,197.29)	42801742
02/26/2025		03/2025	chk# 40197021729341 :CHECKscan Payment		1,000.00	(2,197.29)	42801743
03/01/2025	rent	03/2025	Base Rent (03/2025)	2,176.11		(21.18)	174961401
03/25/2025		04/2025	chk# 40197021731294 :CHECKscan Payment		1,000.00	(1,021.18)	43418196
03/25/2025		04/2025	chk# 401970217 0736 :CHECKscan Payment		1,000.00	(2,021.18)	43418198
03/25/2025		04/2025	chk# 40197021730745 :CHECKscan Payment		177.00	(2,198.18)	43418200
04/01/2025	rent	04/2025	Base Rent (04/2025)	2,176.11		(22.07)	177526408
05/05/2025	secdep	05/2025	:Security Deposits credit	(800.00)		(822.07)	180247173
05/05/2025	rent	05/2025	Base Rent (04/2025) Credit 9 days	(652.83)		(1,474.90)	180247174
05/05/2025	depref	05/2025	Amount to be refunded	1,474.90		0.00	180247175
05/05/2025	adminfee	05/2025	Sale Unit Deposit Hold	1,474.90		1,474.90	180247229
05/05/2025	depref	05/2025	Adjustment to amount to be refunded	(1,474.90)		0.00	180247230

Exhibit H

Resident Ledger

INCOME PROPERTY SPECIALISTS

Date: 07/17/2025

Code	t0014240	**Property**	301okeef	**Lease From**	05/04/2014
Name	Juan Rodriguez	**Unit**	21	**Lease To**	06/03/2014
Address	301 E Okeefe St 21	**Status**	Current	**Move In**	05/04/2014
		Rent	2176.11	**Move Out**	
City	East Palo Alto, CA 94303	**Phone (H)**	(650) 771-7243	**Phone (W)**	

Date	Chg Code	Description	Charge	Payment	Balance	Chg/Rec
05/04/2014	deposit	:Posted by QuickTrans (deposit)	800.00		800.00	1122353
05/04/2014		chk# :QuickTrans :Posted by QuickTrans		800.00	0.00	667217
04/30/2025		chk# Paid to previous mgmt Payment		22.07	(22.07)	670012
05/01/2025	rent	Rent (05/2025)	2,176.11		2,154.04	1124316
05/01/2025		chk# 40197189805547 :CHECKscan Payment - Raquel Rodriguez(r0014734)		1,000.00	1,154.04	670541
05/01/2025		chk# 2089 8013397305 :CHECKscan Payment - Raquel Rodriguez(r0014734)		177.00	977.04	670542
05/01/2025		chk# 2089 8013397304 :CHECKscan Payment - Raquel Rodriguez(r0014734)		1,000.00	(22.96)	670543
06/01/2025	rent	Rent (06/2025)	2,176.11		2,153.15	1133100
06/01/2025		chk# 40197189807122 :CHECKscan Payment - Raquel Rodriguez(r0014734)		1,000.00	1,153.15	674872
06/01/2025		chk# 40197189807131 :CHECKscan Payment - Raquel Rodriguez(r0014734)		177.00	976.15	674873
06/01/2025		chk# 40197189807302 :CHECKscan Payment - Raquel Rodriguez(r0014734)		1,000.00	(23.85)	674874
07/01/2025	rent	Rent (07/2025)	2,176.11		2,152.26	1143578
07/01/2025		chk# :ACH-146539 Pre-Authorized Payment		2,152.26	0.00	678118

City of East Palo Alto
Rent Stabilization Program

RESPONSE TO PETITION

Rafaela Hernandez
Petitioner(s)

vs. **Case Number: 20240034**
Woodland Park Communities
Respondent(s)

Property Located at 301 E. O'Keefe Street Unit 1, East Palo Alto, CA 94303

Respondent phone and/or email: _____

____ A. **I do not oppose my Tenant's petition for Rent Adjustment and Rebate.** This means the rent adjustment and rebate for this unit will be made on the basis of the information presented by the petitioner.

x B. **I oppose my tenant's petition for Rent Adjustment and Rebate.** This means that a hearing will be scheduled to decide the matter and both sides can present evidence to support their position. Please explain below or in an attachment your opposition to the petition for a rent adjustment and provide any documents to support your position. If you are objecting to a proposed capital improvement on the basis of affordability, specifically note this below.

Please see attached

Per Regulation 2000 and for purposes of this petition/request, I authorize to be served at:
Please see attached . (CIC)
(Email Address) (Initials)

I also understand that I can electronically submit my filings related to this petition/request to the Rent Stabilization Program at rentprogram@cityofepa.org

I declare under penalty of perjury that the foregoing is true and correct to the best of my knowledge and belief. Executed on 11/4/24 at East Palo Alto, CA

By: Pabel Zumarraga
(Name and Signature)

Your Response to Petition must be received at the following address by **November 4, 2024.**

City of East Palo Alto Attn: Rent Stabilization Program 2415 University Avenue, 2nd Floor East Palo Alto, CA 94303	For more information, contact: Rent Stabilization Program Tel: (650) 853-3114 rentprogram@cityofepa.org

YOU CAN ALSO SUBMIT YOUR RESPONSE VIA EMAIL AT: rentprogram@cityofepa.org

Opposition to Petition

Woodland Park opposes this petition for rent reduction and rebate. Woodland Park maintains the premises in a good and habitable condition. Each time that Petitioner notified Respondent of a problem in the premises, Respondent addressed that problem in a timely fashion. For problems that Petitioner did not reasonably notify Respondent and give Respondent an opportunity to correct, no rent rebate is available. Petitioner bears the burden of proof to demonstrate the landlord was provided with reasonable notice and an opportunity to correct the conditions, and yet failed to do so. Petitioner has not met this burden. Respondent has responded to and corrected in a timely fashion the problems identified by Petitioner, except to the extent and when Petitioner has prevented Respondent from providing requested services.

Woodland Park has also charged rent as allowed by the Rent Stabilization Ordinance, and at no time has exceeded the Maximum Allowable Rent. There has not been any rent ceiling violation. No rent rebate is appropriate.

Service addresses

ccalfee@opterralaw.com
stacie.roebuck@greystar.com
woodlandparkcagm@greystar.com
woodlandparkcamgr@greystar.com
wpcompliance@greystar.com

PROOF OF SERVICE

I, the undersigned, declare that I am employed in the County of San Mateo, State of California. I am over the age of eighteen years and not a party to the within cause. My business address is 5 Newell Court, East Palo Alto, CA 94303.

Re: 301 E. O'Keefe St., Unit 1, East Palo Alto, CA 94303
Case No. 20240034

On November 4, 2024, I served the following documents:

a) Response to Petition Form

[ ] **BY PERSONAL DELIVERY** by delivering a true copy thereof enclosed in a sealed envelope, to the person(s) at the address(es) set forth below:

[ ] **BY MAIL** by placing a true copy thereof enclosed in a sealed envelope, with postage thereon fully prepaid, in the United States mail at East Palo Alto, CA, to the person(s) at the address(es) set forth below:

[X] **BY EMAIL** Pursuant to Section 2000 of the Rules and Regulations implementing the Rent Stabilization and Just Cause for Eviction Ordinance of 2010, I served the above listed documents to the below listed email address(es):

Rafaela Hernandez Jcvillasenor3@gmail.com	Rent Stabilization Program rentprogram@cityofepa.org

[ ] **BY FACSIMILE TRANSMISSION** by transmitting a true copy thereof by facsimile transmission from facsimile number (650) 853-3115 to the interested parties to
said action at the facsimile number(s) shown below:

[ ] **BY CERTIFIED MAIL** by depositing in the mail at the U.S. Post Office located at _____a true copy thereof enclosed in a sealed envelope, with fully prepaid postage thereon for certified mail, to the person (s) at the address(es) set forth below:

I declare under penalty of perjury that the foregoing is true and correct. Executed this 4th day of November, 2024, in East Palo Alto, CA.

Pabel Zumarraga
Senior Business Manager

City of East Palo Alto
Rent Stabilization Program

RESPONSE TO PETITION

Jorge Rodriguez
Petitioner(s)

vs. **Case Number: 20240028**
Woodland Park Communities
Respondent(s)

Property Located at 301 E. O'Keefe Street Unit 2, East Palo Alto, CA 94303

Respondent phone and/or email: _____

____ A. **I do not oppose my Tenant's petition for Rent Adjustment and Rebate.** This means the rent adjustment and rebate for this unit will be made on the basis of the information presented by the petitioner.

x____ B. **I oppose my tenant's petition for Rent Adjustment and Rebate.** This means that a hearing will be scheduled to decide the matter and both sides can present evidence to support their position. Please explain below or in an attachment your opposition to the petition for a rent adjustment and provide any documents to support your position. If you are objecting to a proposed capital improvement on the basis of affordability, specifically note this below.

Please see attached

Per Regulation 2000 and for purposes of this petition/request, I authorize to be served at:
Please see attached (Email Address). (CIC) (Initials)

I also understand that I can electronically submit my filings related to this petition/request to the Rent Stabilization Program at rentprogram@cityofepa.org

I declare under penalty of perjury that the foregoing is true and correct to the best of my knowledge and belief. Executed on 11/4/24 at East Palo Alto, CA

By: Pabel Zumarraga
(Name and Signature)

Your Response to Petition must be received at the following address by **November 4, 2024.**

City of East Palo Alto Attn: Rent Stabilization Program 2415 University Avenue, 2nd Floor East Palo Alto, CA 94303	For more information, contact: Rent Stabilization Program Tel: (650) 853-3114 rentprogram@cityofepa.org

YOU CAN ALSO SUBMIT YOUR RESPONSE VIA EMAIL AT: rentprogram@cityofepa.org

Opposition to Petition

Woodland Park opposes this petition for rent reduction and rebate. Woodland Park maintains the premises in a good and habitable condition. Each time that Petitioner notified Respondent of a problem in the premises, Respondent addressed that problem in a timely fashion. For problems that Petitioner did not reasonably notify Respondent and give Respondent an opportunity to correct, no rent rebate is available. Petitioner bears the burden of proof to demonstrate the landlord was provided with reasonable notice and an opportunity to correct the conditions, and yet failed to do so. Petitioner has not met this burden. Respondent has responded to and corrected in a timely fashion the problems identified by Petitioner, except to the extent and when Petitioner has prevented Respondent from providing requested services.

Woodland Park has also charged rent as allowed by the Rent Stabilization Ordinance, and at no time has exceeded the Maximum Allowable Rent. There has not been any rent ceiling violation. No rent rebate is appropriate.

Service addresses

ccalfee@opterralaw.com
stacie.roebuck@greystar.com
woodlandparkcagm@greystar.com
woodlandparkcamgr@greystar.com
wpcompliance@greystar.com

PROOF OF SERVICE

I, the undersigned, declare that I am employed in the County of San Mateo, State of California. I am over the age of eighteen years and not a party to the within cause. My business address is 5 Newell Court, East Palo Alto, CA 94303.

Re: 301 E. O'Keefe St., Unit 2, East Palo Alto, CA 94303
Case No. 20240028

On November 4, 2024, I served the following documents:

a) Response to Petition Form

[ ] **BY PERSONAL DELIVERY** by delivering a true copy thereof enclosed in a sealed envelope, to the person(s) at the address(es) set forth below:

[ ] **BY MAIL** by placing a true copy thereof enclosed in a sealed envelope, with postage thereon fully prepaid, in the United States mail at East Palo Alto, CA, to the person(s) at the address(es) set forth below:

[X] **BY EMAIL** Pursuant to Section 2000 of the Rules and Regulations implementing the Rent Stabilization and Just Cause for Eviction Ordinance of 2010, I served the above listed documents to the below listed email address(es):

Jorge Rodriguez Jorgelobito345@gmail.com	Rent Stabilization Program rentprogram@cityofepa.org

[ ] **BY FACSIMILE TRANSMISSION** by transmitting a true copy thereof by facsimile transmission from facsimile number (650) 853-3115 to the interested parties to
said action at the facsimile number(s) shown below:

[ ] **BY CERTIFIED MAIL** by depositing in the mail at the U.S. Post Office located at _____a true copy thereof enclosed in a sealed envelope, with fully prepaid postage thereon for certified mail, to the person (s) at the address(es) set forth below:

I declare under penalty of perjury that the foregoing is true and correct. Executed this 4th day of November, 2024, in East Palo Alto, CA.

Pabel Zumarraga
Senior Business Manager

City of East Palo Alto
Rent Stabilization Program

RESPONSE TO PETITION

Silivelio Sili, Falakika Sili
Petitioner(s)

vs. **Case Number: 20240023**
Woodland Park Communities
Respondent(s)

Property Located at 301 E. O'Keefe Street Unit 4, East Palo Alto, CA 94303

Respondent phone and/or email: ccalfee@opterralaw.com

____ A. **I do not oppose my Tenant's petition for Rent Adjustment and Rebate.** This means the rent adjustment and rebate for this unit will be made on the basis of the information presented by the petitioner.

x B. **I oppose my tenant's petition for Rent Adjustment and Rebate.** This means that a hearing will be scheduled to decide the matter and both sides can present evidence to support their position. Please explain below or in an attachment your opposition to the petition for a rent adjustment and provide any documents to support your position. If you are objecting to a proposed capital improvement on the basis of affordability, specifically note this below.

Please see attached

Per Regulation 2000 and for purposes of this petition/request, I authorize to be served at:
Please see attached . (CIC)
(Email Address) (Initials)

I also understand that I can electronically submit my filings related to this petition/request to the Rent Stabilization Program at rentprogram@cityofepa.org

I declare under penalty of perjury that the foregoing is true and correct to the best of my knowledge and belief. Executed on 11/4/24 at East Palo Alto, CA

By: Pabel Zumarraga
(Name and Signature)

Your Response to Petition must be received at the following address by **November 4, 2024.**

City of East Palo Alto Attn: Rent Stabilization Program 2415 University Avenue, 2nd Floor East Palo Alto, CA 94303	For more information, contact: Rent Stabilization Program Tel: (650) 853-3114 rentprogram@cityofepa.org

YOU CAN ALSO SUBMIT YOUR RESPONSE VIA EMAIL AT: rentprogram@cityofepa.org

Opposition to Petition

Woodland Park opposes this petition for rent reduction and rebate. Woodland Park maintains the premises in a good and habitable condition. Each time that Petitioner notified Respondent of a problem in the premises, Respondent addressed that problem in a timely fashion. For problems that Petitioner did not reasonably notify Respondent and give Respondent an opportunity to correct, no rent rebate is available. Petitioner bears the burden of proof to demonstrate the landlord was provided with reasonable notice and an opportunity to correct the conditions, and yet failed to do so. Petitioner has not met this burden. Respondent has responded to and corrected in a timely fashion the problems identified by Petitioner, except to the extent and when Petitioner has prevented Respondent from providing requested services.

Woodland Park has also charged rent as allowed by the Rent Stabilization Ordinance, and at no time has exceeded the Maximum Allowable Rent. There has not been any rent ceiling violation. No rent rebate is appropriate.

Service addresses

ccalfee@opterralaw.com
stacie.roebuck@greystar.com
woodlandparkcagm@greystar.com
woodlandparkcamgr@greystar.com
wpcompliance@greystar.com

PROOF OF SERVICE

I, the undersigned, declare that I am employed in the County of San Mateo, State of California. I am over the age of eighteen years and not a party to the within cause. My business address is 5 Newell Court, East Palo Alto, CA 94303.

Re: 301 E. O'Keefe St., Unit 4, East Palo Alto, CA 94303
Case No. 20240023

On November 4, 2024, I served the following documents:

a) Response to Petition Form

[ ] **BY PERSONAL DELIVERY** by delivering a true copy thereof enclosed in a sealed envelope, to the person(s) at the address(es) set forth below:

[ ] **BY MAIL** by placing a true copy thereof enclosed in a sealed envelope, with postage thereon fully prepaid, in the United States mail at East Palo Alto, CA, to the person(s) at the address(es) set forth below:

[X] **BY EMAIL** Pursuant to Section 2000 of the Rules and Regulations implementing the Rent Stabilization and Just Cause for Eviction Ordinance of 2010, I served the above listed documents to the below listed email address(es):

Silvelio Sili Sili650@icloud.com Falakika Sili Sili650@icloud.com	Rent Stabilization Program rentprogram@cityofepa.org

[ ] **BY FACSIMILE TRANSMISSION** by transmitting a true copy thereof by facsimile transmission from facsimile number (650) 853-3115 to the interested parties to
said action at the facsimile number(s) shown below:

[ ] **BY CERTIFIED MAIL** by depositing in the mail at the U.S. Post Office located at _____a true copy thereof enclosed in a sealed envelope, with fully prepaid postage thereon for certified mail, to the person (s) at the address(es) set forth below:

I declare under penalty of perjury that the foregoing is true and correct. Executed this 4th day of November, 2024, in East Palo Alto, CA.

Pabel Zumarraga
Senior Business Manager

City of East Palo Alto
Rent Stabilization Program

RESPONSE TO PETITION

Frederico Vargas, Yesenia Berber
Petitioner(s)

vs. **Case Number: 20240031**
Woodland Park Communities
Respondent(s)

Property Located at 301 E. O'Keefe Street Unit 5, East Palo Alto, CA 94303

Respondent phone and/or email: c/o Corie Calfee, 510-809-8001, ccalfee@opterralaw.com

____ A. **I do not oppose my Tenant's petition for Rent Adjustment and Rebate.** This means the rent adjustment and rebate for this unit will be made on the basis of the information presented by the petitioner.

x B. **I oppose my tenant's petition for Rent Adjustment and Rebate.** This means that a hearing will be scheduled to decide the matter and both sides can present evidence to support their position. Please explain below or in an attachment your opposition to the petition for a rent adjustment and provide any documents to support your position. If you are objecting to a proposed capital improvement on the basis of affordability, specifically note this below.

Please see attached

Per Regulation 2000 and for purposes of this petition/request, I authorize to be served at:
Please see attached . (CIC)
(Email Address) (Initials)

I also understand that I can electronically submit my filings related to this petition/request to the Rent Stabilization Program at rentprogram@cityofepa.org

I declare under penalty of perjury that the foregoing is true and correct to the best of my knowledge and belief. Executed on 11/4/24 at East Palo Alto, CA

By: Pabel Zumarraga
(Name and Signature)

Your Response to Petition must be received at the following address by **November 4, 2024.**

City of East Palo Alto Attn: Rent Stabilization Program 2415 University Avenue, 2nd Floor East Palo Alto, CA 94303	For more information, contact: Rent Stabilization Program Tel: (650) 853-3114 rentprogram@cityofepa.org

YOU CAN ALSO SUBMIT YOUR RESPONSE VIA EMAIL AT: rentprogram@cityofepa.org

Opposition to Petition

Woodland Park opposes this petition for rent reduction and rebate. Woodland Park maintains the premises in a good and habitable condition. Each time that Petitioner notified Respondent of a problem in the premises, Respondent addressed that problem in a timely fashion. For problems that Petitioner did not reasonably notify Respondent and give Respondent an opportunity to correct, no rent rebate is available. Petitioner bears the burden of proof to demonstrate the landlord was provided with reasonable notice and an opportunity to correct the conditions, and yet failed to do so. Petitioner has not met this burden. Respondent has responded to and corrected in a timely fashion the problems identified by Petitioner, except to the extent and when Petitioner has prevented Respondent from providing requested services.

Woodland Park has also charged rent as allowed by the Rent Stabilization Ordinance, and at no time has exceeded the Maximum Allowable Rent. There has not been any rent ceiling violation. No rent rebate is appropriate.

Service addresses

ccalfee@opterralaw.com
stacie.roebuck@greystar.com
woodlandparkcagm@greystar.com
woodlandparkcamgr@greystar.com
wpcompliance@greystar.com

PROOF OF SERVICE

I, the undersigned, declare that I am employed in the County of San Mateo, State of California. I am over the age of eighteen years and not a party to the within cause. My business address is 5 Newell Court, East Palo Alto, CA 94303.

Re: 301 E. O'Keefe St., Unit 5, East Palo Alto, CA 94303
Case No. 20240031

On November 4, 2024, I served the following documents:

a) Response to Petition Form

[ ] **BY PERSONAL DELIVERY** by delivering a true copy thereof enclosed in a sealed envelope, to the person(s) at the address(es) set forth below:

[ ] **BY MAIL** by placing a true copy thereof enclosed in a sealed envelope, with postage thereon fully prepaid, in the United States mail at East Palo Alto, CA, to the person(s) at the address(es) set forth below:

[X] **BY EMAIL** Pursuant to Section 2000 of the Rules and Regulations implementing the Rent Stabilization and Just Cause for Eviction Ordinance of 2010, I served the above listed documents to the below listed email address(es):

Yesenia Berber berbertesenia@gmail.com	Rent Stabilization Program rentprogram@cityofepa.org

[ ] **BY FACSIMILE TRANSMISSION** by transmitting a true copy thereof by facsimile transmission from facsimile number (650) 853-3115 to the interested parties to
said action at the facsimile number(s) shown below:

[ ] **BY CERTIFIED MAIL** by depositing in the mail at the U.S. Post Office located at _____a true copy thereof enclosed in a sealed envelope, with fully prepaid postage thereon for certified mail, to the person (s) at the address(es) set forth below:

I declare under penalty of perjury that the foregoing is true and correct. Executed this 4th day of November, 2024, in East Palo Alto, CA.

Pabel Zumarraga
Senior Business Manager

City of East Palo Alto
Rent Stabilization Program

RESPONSE TO PETITION

Tomasi Pelesikoti, Malia Pelesikoti
Petitioner(s)

vs. **Case Number: 20240025**
Woodland Park Communities
Respondent(s)

Property Located at 301 E. O'Keefe Street Unit 6, East Palo Alto, CA 94303

Respondent phone and/or email: c/o Corie Calfee, 510-809-8001, ccalfee@opterralaw.com

____ A. **I do not oppose my Tenant's petition for Rent Adjustment and Rebate.** This means the rent adjustment and rebate for this unit will be made on the basis of the information presented by the petitioner.

x___ B. **I oppose my tenant's petition for Rent Adjustment and Rebate.** This means that a hearing will be scheduled to decide the matter and both sides can present evidence to support their position. Please explain below or in an attachment your opposition to the petition for a rent adjustment and provide any documents to support your position. If you are objecting to a proposed capital improvement on the basis of affordability, specifically note this below.

Please see attached

Per Regulation 2000 and for purposes of this petition/request, I authorize to be served at:
Please see attached . (CIC)
(Email Address) (Initials)

I also understand that I can electronically submit my filings related to this petition/request to the Rent Stabilization Program at rentprogram@cityofepa.org

I declare under penalty of perjury that the foregoing is true and correct to the best of my knowledge and belief. Executed on 11/4/24 at East Palo Alto, CA

By: Pabel Zumarraga
(Name and Signature)

Your Response to Petition must be received at the following address by **November 4, 2024.**

City of East Palo Alto Attn: Rent Stabilization Program 2415 University Avenue, 2nd Floor East Palo Alto, CA 94303	For more information, contact: Rent Stabilization Program Tel: (650) 853-3114 rentprogram@cityofepa.org

YOU CAN ALSO SUBMIT YOUR RESPONSE VIA EMAIL AT: rentprogram@cityofepa.org

Opposition to Petition

Woodland Park opposes this petition for rent reduction and rebate. Woodland Park maintains the premises in a good and habitable condition. Each time that Petitioner notified Respondent of a problem in the premises, Respondent addressed that problem in a timely fashion. For problems that Petitioner did not reasonably notify Respondent and give Respondent an opportunity to correct, no rent rebate is available. Petitioner bears the burden of proof to demonstrate the landlord was provided with reasonable notice and an opportunity to correct the conditions, and yet failed to do so. Petitioner has not met this burden. Respondent has responded to and corrected in a timely fashion the problems identified by Petitioner, except to the extent and when Petitioner has prevented Respondent from providing requested services.

Woodland Park has also charged rent as allowed by the Rent Stabilization Ordinance, and at no time has exceeded the Maximum Allowable Rent. There has not been any rent ceiling violation. No rent rebate is appropriate.

Service addresses

ccalfee@opterralaw.com
stacie.roebuck@greystar.com
woodlandparkcagm@greystar.com
woodlandparkcamgr@greystar.com
wpcompliance@greystar.com

PROOF OF SERVICE

I, the undersigned, declare that I am employed in the County of San Mateo, State of California. I am over the age of eighteen years and not a party to the within cause. My business address is 5 Newell Court, East Palo Alto, CA 94303.

Re: 301 E. O'Keefe St., Unit 6, East Palo Alto, CA 94303
Case No. 20240025

On November 4, 2024, I served the following documents:

a) Response to Petition Form

[ ] **BY PERSONAL DELIVERY** by delivering a true copy thereof enclosed in a sealed envelope, to the person(s) at the address(es) set forth below:

[ ] **BY MAIL** by placing a true copy thereof enclosed in a sealed envelope, with postage thereon fully prepaid, in the United States mail at East Palo Alto, CA, to the person(s) at the address(es) set forth below:

[X] **BY EMAIL** Pursuant to Section 2000 of the Rules and Regulations implementing the Rent Stabilization and Just Cause for Eviction Ordinance of 2010, I served the above listed documents to the below listed email address(es):

Tomasi Pelesikoti pelesikotitomasi@gmail.com Malia Pelesikoti Mpelesikoti33@gmail.com	Rent Stabilization Program rentprogram@cityofepa.org

[ ] **BY FACSIMILE TRANSMISSION** by transmitting a true copy thereof by facsimile transmission from facsimile number (650) 853-3115 to the interested parties to
said action at the facsimile number(s) shown below:

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I declare under penalty of perjury that the foregoing is true and correct. Executed this 4th day of November, 2024, in East Palo Alto, CA.

Pabel Zumarraga
Senior Business Manager

City of East Palo Alto
Rent Stabilization Program

RESPONSE TO PETITION

Soane Kofeloa
Petitioner(s)

vs. **Case Number: 20240024**
Woodland Park Communities
Respondent(s)

Property Located at 301 E. O'Keefe Street Unit 9, East Palo Alto, CA 94303

Respondent phone and/or email: c/o Corie Calfee, 510-809-8001, ccalfee@opterralaw.com

____ A. **I do not oppose my Tenant's petition for Rent Adjustment and Rebate.** This means the rent adjustment and rebate for this unit will be made on the basis of the information presented by the petitioner.

X___ B. **I oppose my tenant's petition for Rent Adjustment and Rebate.** This means that a hearing will be scheduled to decide the matter and both sides can present evidence to support their position. Please explain below or in an attachment your opposition to the petition for a rent adjustment and provide any documents to support your position. If you are objecting to a proposed capital improvement on the basis of affordability, specifically note this below.

Please see attached

Per Regulation 2000 and for purposes of this petition/request, I authorize to be served at:
Please see attached . (PZ)
(Email Address) (Initials)

I also understand that I can electronically submit my filings related to this petition/request to the Rent Stabilization Program at rentprogram@cityofepa.org

I declare under penalty of perjury that the foregoing is true and correct to the best of my knowledge and belief. Executed on 11/4/24 at East Palo Alto, CA

By: Pabel Zumarraga
(Name and Signature)

Your Response to Petition must be received at the following address by **November 4, 2024.**

City of East Palo Alto Attn: Rent Stabilization Program 2415 University Avenue, 2nd Floor East Palo Alto, CA 94303	For more information, contact: Rent Stabilization Program Tel: (650) 853-3114 rentprogram@cityofepa.org

YOU CAN ALSO SUBMIT YOUR RESPONSE VIA EMAIL AT: rentprogram@cityofepa.org

Opposition to Petition

Woodland Park opposes this petition for rent reduction and rebate. Woodland Park maintains the premises in a good and habitable condition. Each time that Petitioner notified Respondent of a problem in the premises, Respondent addressed that problem in a timely fashion. For problems that Petitioner did not reasonably notify Respondent and give Respondent an opportunity to correct, no rent rebate is available. Petitioner bears the burden of proof to demonstrate the landlord was provided with reasonable notice and an opportunity to correct the conditions, and yet failed to do so. Petitioner has not met this burden. Respondent has responded to and corrected in a timely fashion the problems identified by Petitioner, except to the extent and when Petitioner has prevented Respondent from providing requested services.

Woodland Park has also charged rent as allowed by the Rent Stabilization Ordinance, and at no time has exceeded the Maximum Allowable Rent. There has not been any rent ceiling violation. No rent rebate is appropriate.

Service addresses

ccalfee@opterralaw.com
stacie.roebuck@greystar.com
woodlandparkcagm@greystar.com
woodlandparkcamgr@greystar.com
wpcompliance@greystar.com

PROOF OF SERVICE

I, the undersigned, declare that I am employed in the County of San Mateo, State of California. I am over the age of eighteen years and not a party to the within cause. My business address is 5 Newell Court, East Palo Alto, CA 94303.

Re: 301 E. O'Keefe St., Unit 9, East Palo Alto, CA 94303
Case No. 20240024

On November 4, 2024, I served the following documents:

a) Response to Petition Form

[ ] **BY PERSONAL DELIVERY** by delivering a true copy thereof enclosed in a sealed envelope, to the person(s) at the address(es) set forth below:

[ ] **BY MAIL** by placing a true copy thereof enclosed in a sealed envelope, with postage thereon fully prepaid, in the United States mail at East Palo Alto, CA, to the person(s) at the address(es) set forth below:

[X] **BY EMAIL** Pursuant to Section 2000 of the Rules and Regulations implementing the Rent Stabilization and Just Cause for Eviction Ordinance of 2010, I served the above listed documents to the below listed email address(es):

Soane Kofeloa soane@allreasonsmoving.com	Rent Stabilization Program rentprogram@cityofepa.org

[ ] **BY FACSIMILE TRANSMISSION** by transmitting a true copy thereof by facsimile transmission from facsimile number (650) 853-3115 to the interested parties to
said action at the facsimile number(s) shown below:

[ ] **BY CERTIFIED MAIL** by depositing in the mail at the U.S. Post Office located at _____a true copy thereof enclosed in a sealed envelope, with fully prepaid postage thereon for certified mail, to the person (s) at the address(es) set forth below:

I declare under penalty of perjury that the foregoing is true and correct. Executed this 4th day of November, 2024, in East Palo Alto, CA.

Pabel Zumarraga
Senior Business Manager

City of East Palo Alto
Rent Stabilization Program

RESPONSE TO PETITION

Leonor Camarena, Jesus Lopez, Brittany Lopez, Joczan Lopez
Petitioner(s)

vs. **Case Number: 20240036**
Woodland Park Communities
Respondent(s)

Property Located at 301 E. O'Keefe Street Unit 10, East Palo Alto, CA 94303

Respondent phone and/or email: c/o Corie Calfee, 510-809-8001, ccalfee@opterralaw.com

____ A. **I do not oppose my Tenant's petition for Rent Adjustment and Rebate.** This means the rent adjustment and rebate for this unit will be made on the basis of the information presented by the petitioner.

x B. **I oppose my tenant's petition for Rent Adjustment and Rebate.** This means that a hearing will be scheduled to decide the matter and both sides can present evidence to support their position. Please explain below or in an attachment your opposition to the petition for a rent adjustment and provide any documents to support your position. If you are objecting to a proposed capital improvement on the basis of affordability, specifically note this below.

Please see attached

Per Regulation 2000 and for purposes of this petition/request, I authorize to be served at:
Please see attached . (PZ)
(Email Address) (Initials)

I also understand that I can electronically submit my filings related to this petition/request to the Rent Stabilization Program at rentprogram@cityofepa.org

I declare under penalty of perjury that the foregoing is true and correct to the best of my knowledge and belief. Executed on 11/4/24 at East Palo Alto, CA

By: Pabel Zumarraga
(Name and Signature)

Your Response to Petition must be received at the following address by **November 4, 2024.**

City of East Palo Alto Attn: Rent Stabilization Program 2415 University Avenue, 2nd Floor East Palo Alto, CA 94303	For more information, contact: Rent Stabilization Program Tel: (650) 853-3114 rentprogram@cityofepa.org

YOU CAN ALSO SUBMIT YOUR RESPONSE VIA EMAIL AT: rentprogram@cityofepa.org

Opposition to Petition

Woodland Park opposes this petition for rent reduction and rebate. Woodland Park maintains the premises in a good and habitable condition. Each time that Petitioner notified Respondent of a problem in the premises, Respondent addressed that problem in a timely fashion. For problems that Petitioner did not reasonably notify Respondent and give Respondent an opportunity to correct, no rent rebate is available. Petitioner bears the burden of proof to demonstrate the landlord was provided with reasonable notice and an opportunity to correct the conditions, and yet failed to do so. Petitioner has not met this burden. Respondent has responded to and corrected in a timely fashion the problems identified by Petitioner, except to the extent and when Petitioner has prevented Respondent from providing requested services.

Woodland Park has also charged rent as allowed by the Rent Stabilization Ordinance, and at no time has exceeded the Maximum Allowable Rent. There has not been any rent ceiling violation. No rent rebate is appropriate.

Service addresses

ccalfee@opterralaw.com
stacie.roebuck@greystar.com
woodlandparkcagm@greystar.com
woodlandparkcamgr@greystar.com
wpcompliance@greystar.com

PROOF OF SERVICE

I, the undersigned, declare that I am employed in the County of San Mateo, State of California. I am over the age of eighteen years and not a party to the within cause. My business address is 5 Newell Court, East Palo Alto, CA 94303.

Re: 301 E. O'Keefe St., Unit 10, East Palo Alto, CA 94303 Case No. 20240036

On November 4, 2024, I served the following documents:

a) Response to Petition Form

[ ] **BY PERSONAL DELIVERY** by delivering a true copy thereof enclosed in a sealed envelope, to the person(s) at the address(es) set forth below:

[ ] **BY MAIL** by placing a true copy thereof enclosed in a sealed envelope, with postage thereon fully prepaid, in the United States mail at East Palo Alto, CA, to the person(s) at the address(es) set forth below:

[X] **BY EMAIL** Pursuant to Section 2000 of the Rules and Regulations implementing the Rent Stabilization and Just Cause for Eviction Ordinance of 2010, I served the above listed documents to the below listed email address(es):

Leonor Camarena Leonor.camarena66@gmail.com	Rent Stabilization Program rentprogram@cityofepa.org

[ ] **BY FACSIMILE TRANSMISSION** by transmitting a true copy thereof by facsimile transmission from facsimile number (650) 853-3115 to the interested parties to said action at the facsimile number(s) shown below:

[ ] **BY CERTIFIED MAIL** by depositing in the mail at the U.S. Post Office located at _____ a true copy thereof enclosed in a sealed envelope, with fully prepaid postage thereon for certified mail, to the person (s) at the address(es) set forth below:

I declare under penalty of perjury that the foregoing is true and correct. Executed this 4th day of November, 2024, in East Palo Alto, CA.

Pabel Zumarraga
Senior Business Manager

City of East Palo Alto
Rent Stabilization Program

RESPONSE TO PETITION

Maggie Pande
Petitioner(s)

vs. **Case Number: 20240026**
Woodland Park Communities
Respondent(s)

Property Located at 301 E. O'Keefe Street Unit 11, East Palo Alto, CA 94303

Respondent phone and/or email: c/o Corie Calfee, 510-809-8001, ccalfee@opterralaw.com

____ A. **I do not oppose my Tenant's petition for Rent Adjustment and Rebate.** This means the rent adjustment and rebate for this unit will be made on the basis of the information presented by the petitioner.

x B. **I oppose my tenant's petition for Rent Adjustment and Rebate.** This means that a hearing will be scheduled to decide the matter and both sides can present evidence to support their position. Please explain below or in an attachment your opposition to the petition for a rent adjustment and provide any documents to support your position. If you are objecting to a proposed capital improvement on the basis of affordability, specifically note this below.

Please see attached

Per Regulation 2000 and for purposes of this petition/request, I authorize to be served at:
Please see attached . (PZ)
(Email Address) (Initials)

I also understand that I can electronically submit my filings related to this petition/request to the Rent Stabilization Program at rentprogram@cityofepa.org

I declare under penalty of perjury that the foregoing is true and correct to the best of my knowledge and belief. Executed on 11/4/24 at East Palo Alto, CA

By: Pabel Zumarraga
(Name and Signature)

Your Response to Petition must be received at the following address by **November 4, 2024.**

City of East Palo Alto Attn: Rent Stabilization Program 2415 University Avenue, 2nd Floor East Palo Alto, CA 94303	For more information, contact: Rent Stabilization Program Tel: (650) 853-3114 rentprogram@cityofepa.org

YOU CAN ALSO SUBMIT YOUR RESPONSE VIA EMAIL AT: rentprogram@cityofepa.org

Opposition to Petition

Woodland Park opposes this petition for rent reduction and rebate. Woodland Park maintains the premises in a good and habitable condition. Each time that Petitioner notified Respondent of a problem in the premises, Respondent addressed that problem in a timely fashion. For problems that Petitioner did not reasonably notify Respondent and give Respondent an opportunity to correct, no rent rebate is available. Petitioner bears the burden of proof to demonstrate the landlord was provided with reasonable notice and an opportunity to correct the conditions, and yet failed to do so. Petitioner has not met this burden. Respondent has responded to and corrected in a timely fashion the problems identified by Petitioner, except to the extent and when Petitioner has prevented Respondent from providing requested services.

Woodland Park has also charged rent as allowed by the Rent Stabilization Ordinance, and at no time has exceeded the Maximum Allowable Rent. There has not been any rent ceiling violation. No rent rebate is appropriate.

Service addresses

ccalfee@opterralaw.com
stacie.roebuck@greystar.com
woodlandparkcagm@greystar.com
woodlandparkcamgr@greystar.com
wpcompliance@greystar.com

PROOF OF SERVICE

I, the undersigned, declare that I am employed in the County of San Mateo, State of California. I am over the age of eighteen years and not a party to the within cause. My business address is 5 Newell Court, East Palo Alto, CA 94303.

Re: 301 E. O'Keefe St., Unit 11, East Palo Alto, CA 94303 Case No. 20240026

On November 4, 2024, I served the following documents:

a) Response to Petition Form

[ ] **BY PERSONAL DELIVERY** by delivering a true copy thereof enclosed in a sealed envelope, to the person(s) at the address(es) set forth below:

[ ] **BY MAIL** by placing a true copy thereof enclosed in a sealed envelope, with postage thereon fully prepaid, in the United States mail at East Palo Alto, CA, to the person(s) at the address(es) set forth below:

[X] **BY EMAIL** Pursuant to Section 2000 of the Rules and Regulations implementing the Rent Stabilization and Just Cause for Eviction Ordinance of 2010, I served the above listed documents to the below listed email address(es):

Maggie Pande maggiepande@outlook.com	Rent Stabilization Program rentprogram@cityofepa.org

[ ] **BY FACSIMILE TRANSMISSION** by transmitting a true copy thereof by facsimile transmission from facsimile number (650) 853-3115 to the interested parties to said action at the facsimile number(s) shown below:

[ ] **BY CERTIFIED MAIL** by depositing in the mail at the U.S. Post Office located at _____ a true copy thereof enclosed in a sealed envelope, with fully prepaid postage thereon for certified mail, to the person (s) at the address(es) set forth below:

I declare under penalty of perjury that the foregoing is true and correct. Executed this 4th day of November, 2024, in East Palo Alto, CA.

Pabel Zumarraga
Senior Business Manager

City of East Palo Alto
Rent Stabilization Program

RESPONSE TO PETITION

Gabriel Diaz
Petitioner(s)

vs. **Case Number: 20240033**
Woodland Park Communities
Respondent(s)

Property Located at 301 E. O'Keefe Street Unit 12, East Palo Alto, CA 94303

Respondent phone and/or email: c/o Corie Calfee, 510-809-8001, ccalfee@opterralaw.com

____ A. **I do not oppose my Tenant's petition for Rent Adjustment and Rebate.** This means the rent adjustment and rebate for this unit will be made on the basis of the information presented by the petitioner.

x___ B. **I oppose my tenant's petition for Rent Adjustment and Rebate.** This means that a hearing will be scheduled to decide the matter and both sides can present evidence to support their position. Please explain below or in an attachment your opposition to the petition for a rent adjustment and provide any documents to support your position. If you are objecting to a proposed capital improvement on the basis of affordability, specifically note this below.

Please see attached

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Please see attached . (PZ)
(Email Address) (Initials)

I also understand that I can electronically submit my filings related to this petition/request to the Rent Stabilization Program at rentprogram@cityofepa.org

I declare under penalty of perjury that the foregoing is true and correct to the best of my knowledge and belief. Executed on 11/4/24 at East Palo Alto, CA

By: Pabel Zumarraga
(Name and Signature)

Your Response to Petition must be received at the following address by **November 4, 2024.**

City of East Palo Alto Attn: Rent Stabilization Program 2415 University Avenue, 2nd Floor East Palo Alto, CA 94303	For more information, contact: Rent Stabilization Program Tel: (650) 853-3114 rentprogram@cityofepa.org

YOU CAN ALSO SUBMIT YOUR RESPONSE VIA EMAIL AT: rentprogram@cityofepa.org

Opposition to Petition

Woodland Park opposes this petition for rent reduction and rebate. Woodland Park maintains the premises in a good and habitable condition. Each time that Petitioner notified Respondent of a problem in the premises, Respondent addressed that problem in a timely fashion. For problems that Petitioner did not reasonably notify Respondent and give Respondent an opportunity to correct, no rent rebate is available. Petitioner bears the burden of proof to demonstrate the landlord was provided with reasonable notice and an opportunity to correct the conditions, and yet failed to do so. Petitioner has not met this burden. Respondent has responded to and corrected in a timely fashion the problems identified by Petitioner, except to the extent and when Petitioner has prevented Respondent from providing requested services.

Woodland Park has also charged rent as allowed by the Rent Stabilization Ordinance, and at no time has exceeded the Maximum Allowable Rent. There has not been any rent ceiling violation. No rent rebate is appropriate.

Service addresses

ccalfee@opterralaw.com
stacie.roebuck@greystar.com
woodlandparkcagm@greystar.com
woodlandparkcamgr@greystar.com
wpcompliance@greystar.com

PROOF OF SERVICE

I, the undersigned, declare that I am employed in the County of San Mateo, State of California. I am over the age of eighteen years and not a party to the within cause. My business address is 5 Newell Court, East Palo Alto, CA 94303.

Re: 301 E. O'Keefe St., Unit 12, East Palo Alto, CA 94303
Case No. 20240033

On November 4, 2024, I served the following documents:

a) Response to Petition Form

[ ] **BY PERSONAL DELIVERY** by delivering a true copy thereof enclosed in a sealed envelope, to the person(s) at the address(es) set forth below:

[ ] **BY MAIL** by placing a true copy thereof enclosed in a sealed envelope, with postage thereon fully prepaid, in the United States mail at East Palo Alto, CA, to the person(s) at the address(es) set forth below:

[X] **BY EMAIL** Pursuant to Section 2000 of the Rules and Regulations implementing the Rent Stabilization and Just Cause for Eviction Ordinance of 2010, I served the above listed documents to the below listed email address(es):

Gabriel Diaz Poncegabriel223@gmail.com	Rent Stabilization Program rentprogram@cityofepa.org

[ ] **BY FACSIMILE TRANSMISSION** by transmitting a true copy thereof by facsimile transmission from facsimile number (650) 853-3115 to the interested parties to
said action at the facsimile number(s) shown below:

[ ] **BY CERTIFIED MAIL** by depositing in the mail at the U.S. Post Office located at _____a true copy thereof enclosed in a sealed envelope, with fully prepaid postage thereon for certified mail, to the person (s) at the address(es) set forth below:

I declare under penalty of perjury that the foregoing is true and correct. Executed this 4th day of November, 2024, in East Palo Alto, CA.

Pabel Zumarraga
Senior Business Manager

City of East Palo Alto
Rent Stabilization Program

RESPONSE TO PETITION

Tania Raass
Petitioner(s)

vs. **Case Number: 20240027**
Woodland Park Communities
Respondent(s)

Property Located at 301 E. O'Keefe Street Unit 14, East Palo Alto, CA 94303

Respondent phone and/or email: c/o Corie Calfee, 510-809-8001, ccalfee@opterralaw.com

____ A. **I do not oppose my Tenant's petition for Rent Adjustment and Rebate.** This means the rent adjustment and rebate for this unit will be made on the basis of the information presented by the petitioner.

x____ B. **I oppose my tenant's petition for Rent Adjustment and Rebate.** This means that a hearing will be scheduled to decide the matter and both sides can present evidence to support their position. Please explain below or in an attachment your opposition to the petition for a rent adjustment and provide any documents to support your position. If you are objecting to a proposed capital improvement on the basis of affordability, specifically note this below.

Please see attached

Per Regulation 2000 and for purposes of this petition/request, I authorize to be served at:
Please see attached . (PZ)
(Email Address) (Initials)

I also understand that I can electronically submit my filings related to this petition/request to the Rent Stabilization Program at rentprogram@cityofepa.org

I declare under penalty of perjury that the foregoing is true and correct to the best of my knowledge and belief. Executed on 11/4/24 at East Palo Alto, CA

By: Pabel Zumarraga
(Name and Signature)

Your Response to Petition must be received at the following address by **November 4, 2024.**

City of East Palo Alto Attn: Rent Stabilization Program 2415 University Avenue, 2nd Floor East Palo Alto, CA 94303	For more information, contact: Rent Stabilization Program Tel: (650) 853-3114 rentprogram@cityofepa.org

YOU CAN ALSO SUBMIT YOUR RESPONSE VIA EMAIL AT: rentprogram@cityofepa.org

Opposition to Petition

Woodland Park opposes this petition for rent reduction and rebate. Woodland Park maintains the premises in a good and habitable condition. Each time that Petitioner notified Respondent of a problem in the premises, Respondent addressed that problem in a timely fashion. For problems that Petitioner did not reasonably notify Respondent and give Respondent an opportunity to correct, no rent rebate is available. Petitioner bears the burden of proof to demonstrate the landlord was provided with reasonable notice and an opportunity to correct the conditions, and yet failed to do so. Petitioner has not met this burden. Respondent has responded to and corrected in a timely fashion the problems identified by Petitioner, except to the extent and when Petitioner has prevented Respondent from providing requested services.

Woodland Park has also charged rent as allowed by the Rent Stabilization Ordinance, and at no time has exceeded the Maximum Allowable Rent. There has not been any rent ceiling violation. No rent rebate is appropriate.

Service addresses

ccalfee@opterralaw.com
stacie.roebuck@greystar.com
woodlandparkcagm@greystar.com
woodlandparkcamgr@greystar.com
wpcompliance@greystar.com

PROOF OF SERVICE

I, the undersigned, declare that I am employed in the County of San Mateo, State of California. I am over the age of eighteen years and not a party to the within cause. My business address is 5 Newell Court, East Palo Alto, CA 94303.

Re: 301 E. O'Keefe St., Unit 14, East Palo Alto, CA 94303 Case No. 20240016

On November 4, 2024, I served the following documents:

a) Response to Petition Form

[ ] **BY PERSONAL DELIVERY** by delivering a true copy thereof enclosed in a sealed envelope, to the person(s) at the address(es) set forth below:

[ ] **BY MAIL** by placing a true copy thereof enclosed in a sealed envelope, with postage thereon fully prepaid, in the United States mail at East Palo Alto, CA, to the person(s) at the address(es) set forth below:

[X] **BY EMAIL** Pursuant to Section 2000 of the Rules and Regulations implementing the Rent Stabilization and Just Cause for Eviction Ordinance of 2010, I served the above listed documents to the below listed email address(es):

Tania Raass Taniaraass.tr@gmail.com	Rent Stabilization Program rentprogram@cityofepa.org

[ ] **BY FACSIMILE TRANSMISSION** by transmitting a true copy thereof by facsimile transmission from facsimile number (650) 853-3115 to the interested parties to said action at the facsimile number(s) shown below:

[ ] **BY CERTIFIED MAIL** by depositing in the mail at the U.S. Post Office located at _____ a true copy thereof enclosed in a sealed envelope, with fully prepaid postage thereon for certified mail, to the person (s) at the address(es) set forth below:

I declare under penalty of perjury that the foregoing is true and correct. Executed this 4th day of November, 2024, in East Palo Alto, CA.

Pabel Zumarraga
Senior Business Manager

City of East Palo Alto
Rent Stabilization Program

RESPONSE TO PETITION

Juana Serrate, Hila Vio Arias
Petitioner(s)

vs. **Case Number: 20240030**
Woodland Park Communities
Respondent(s)

Property Located at 301 E. O'Keefe Street Unit 15, East Palo Alto, CA 94303

Respondent phone and/or email: c/o Corie Calfee, 510-809-8001, ccalfee@opterralaw.com

____ A. **I do not oppose my Tenant's petition for Rent Adjustment and Rebate.** This means the rent adjustment and rebate for this unit will be made on the basis of the information presented by the petitioner.

x___ B. **I oppose my tenant's petition for Rent Adjustment and Rebate.** This means that a hearing will be scheduled to decide the matter and both sides can present evidence to support their position. Please explain below or in an attachment your opposition to the petition for a rent adjustment and provide any documents to support your position. If you are objecting to a proposed capital improvement on the basis of affordability, specifically note this below.

Please see attached

Per Regulation 2000 and for purposes of this petition/request, I authorize to be served at:
Please see attached . (PZ)
(Email Address) (Initials)

I also understand that I can electronically submit my filings related to this petition/request to the Rent Stabilization Program at rentprogram@cityofepa.org

I declare under penalty of perjury that the foregoing is true and correct to the best of my knowledge and belief. Executed on 11/4/24 at East Palo Alto, CA

By: Pabel Zumarraga
(Name and Signature)

Your Response to Petition must be received at the following address by **November 4, 2024.**

City of East Palo Alto Attn: Rent Stabilization Program 2415 University Avenue, 2nd Floor East Palo Alto, CA 94303	For more information, contact: Rent Stabilization Program Tel: (650) 853-3114 rentprogram@cityofepa.org

YOU CAN ALSO SUBMIT YOUR RESPONSE VIA EMAIL AT: rentprogram@cityofepa.org

Opposition to Petition

Woodland Park opposes this petition for rent reduction and rebate. Woodland Park maintains the premises in a good and habitable condition. Each time that Petitioner notified Respondent of a problem in the premises, Respondent addressed that problem in a timely fashion. For problems that Petitioner did not reasonably notify Respondent and give Respondent an opportunity to correct, no rent rebate is available. Petitioner bears the burden of proof to demonstrate the landlord was provided with reasonable notice and an opportunity to correct the conditions, and yet failed to do so. Petitioner has not met this burden. Respondent has responded to and corrected in a timely fashion the problems identified by Petitioner, except to the extent and when Petitioner has prevented Respondent from providing requested services.

Woodland Park has also charged rent as allowed by the Rent Stabilization Ordinance, and at no time has exceeded the Maximum Allowable Rent. There has not been any rent ceiling violation. No rent rebate is appropriate.

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ccalfee@opterralaw.com
stacie.roebuck@greystar.com
woodlandparkcagm@greystar.com
woodlandparkcamgr@greystar.com
wpcompliance@greystar.com

PROOF OF SERVICE

I, the undersigned, declare that I am employed in the County of San Mateo, State of California. I am over the age of eighteen years and not a party to the within cause. My business address is 5 Newell Court, East Palo Alto, CA 94303.

Re: 301 E. O'Keefe St., Unit 15, East Palo Alto, CA 94303
Case No. 20240016

On November 4, 2024, I served the following documents:

a) Response to Petition Form

[ ] **BY PERSONAL DELIVERY** by delivering a true copy thereof enclosed in a sealed envelope, to the person(s) at the address(es) set forth below:

[ ] **BY MAIL** by placing a true copy thereof enclosed in a sealed envelope, with postage thereon fully prepaid, in the United States mail at East Palo Alto, CA, to the person(s) at the address(es) set forth below:

[X] **BY EMAIL** Pursuant to Section 2000 of the Rules and Regulations implementing the Rent Stabilization and Just Cause for Eviction Ordinance of 2010, I served the above listed documents to the below listed email address(es):

Juana Serrate Serratejuana895@gmail.com	Rent Stabilization Program rentprogram@cityofepa.org

[ ] **BY FACSIMILE TRANSMISSION** by transmitting a true copy thereof by facsimile transmission from facsimile number (650) 853-3115 to the interested parties to
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I declare under penalty of perjury that the foregoing is true and correct. Executed this 4th day of November, 2024, in East Palo Alto, CA.

Pabel Zumarraga
Senior Business Manager

City of East Palo Alto
Rent Stabilization Program

RESPONSE TO PETITION

Nubia Alvarado, Cristofer Alveño, Fernanda Alveño, Kevin Alveño
Petitioner(s)

vs. **Case Number: 20240022**
Woodland Park Communities
Respondent(s)

Property Located at 301 E. O'Keefe Street Unit 16, East Palo Alto, CA 94303

Respondent phone and/or email: c/o Corie Calfee, 510-809-8001, ccalfee@opterralaw.com

____ A. **I do not oppose my Tenant's petition for Rent Adjustment and Rebate.** This means the rent adjustment and rebate for this unit will be made on the basis of the information presented by the petitioner.

x___ B. **I oppose my tenant's petition for Rent Adjustment and Rebate.** This means that a hearing will be scheduled to decide the matter and both sides can present evidence to support their position. Please explain below or in an attachment your opposition to the petition for a rent adjustment and provide any documents to support your position. If you are objecting to a proposed capital improvement on the basis of affordability, specifically note this below.

Please see attached

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Please see attached . (PZ)
(Email Address) (Initials)

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I declare under penalty of perjury that the foregoing is true and correct to the best of my knowledge and belief. Executed on 11/4/24 at East Palo Alto, CA

By: Pabel Zumarraga
(Name and Signature)

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City of East Palo Alto Attn: Rent Stabilization Program 2415 University Avenue, 2nd Floor East Palo Alto, CA 94303	For more information, contact: Rent Stabilization Program Tel: (650) 853-3114 rentprogram@cityofepa.org

YOU CAN ALSO SUBMIT YOUR RESPONSE VIA EMAIL AT: rentprogram@cityofepa.org

Opposition to Petition

Woodland Park opposes this petition for rent reduction and rebate. Woodland Park maintains the premises in a good and habitable condition. Each time that Petitioner notified Respondent of a problem in the premises, Respondent addressed that problem in a timely fashion. For problems that Petitioner did not reasonably notify Respondent and give Respondent an opportunity to correct, no rent rebate is available. Petitioner bears the burden of proof to demonstrate the landlord was provided with reasonable notice and an opportunity to correct the conditions, and yet failed to do so. Petitioner has not met this burden. Respondent has responded to and corrected in a timely fashion the problems identified by Petitioner, except to the extent and when Petitioner has prevented Respondent from providing requested services.

Woodland Park has also charged rent as allowed by the Rent Stabilization Ordinance, and at no time has exceeded the Maximum Allowable Rent. There has not been any rent ceiling violation. No rent rebate is appropriate.

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ccalfee@opterralaw.com
stacie.roebuck@greystar.com
woodlandparkcagm@greystar.com
woodlandparkcamgr@greystar.com
wpcompliance@greystar.com

PROOF OF SERVICE

I, the undersigned, declare that I am employed in the County of San Mateo, State of California. I am over the age of eighteen years and not a party to the within cause. My business address is 5 Newell Court, East Palo Alto, CA 94303.

Re: 301 E. O'Keefe St., Unit 16, East Palo Alto, CA 94303
Case No. 20240022

On November 4, 2024, I served the following documents:

a) Response to Petition Form

[ ] **BY PERSONAL DELIVERY** by delivering a true copy thereof enclosed in a sealed envelope, to the person(s) at the address(es) set forth below:

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[X] **BY EMAIL** Pursuant to Section 2000 of the Rules and Regulations implementing the Rent Stabilization and Just Cause for Eviction Ordinance of 2010, I served the above listed documents to the below listed email address(es):

Nubia Alvarado Marvinfigueroa33@gmail.com	Rent Stabilization Program rentprogram@cityofepa.org

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I declare under penalty of perjury that the foregoing is true and correct. Executed this 4th day of November, 2024, in East Palo Alto, CA.

Pabel Zumarraga
Senior Business Manager

City of East Palo Alto
Rent Stabilization Program

RESPONSE TO PETITION

Maria Mondragon, Candido Marin, Julian Marin, Ashley Marin, Candido Marin
Petitioner(s)

vs. **Case Number: 20240029**
Woodland Park Communities
Respondent(s)

Property Located at 301 E. O'Keefe Street Unit 18, East Palo Alto, CA 94303

Respondent phone and/or email: c/o Corie Calfee, 510-809-8001, ccalfee@opterralaw.com

____ A. **I do not oppose my Tenant's petition for Rent Adjustment and Rebate.** This means the rent adjustment and rebate for this unit will be made on the basis of the information presented by the petitioner.

x___ B. **I oppose my tenant's petition for Rent Adjustment and Rebate.** This means that a hearing will be scheduled to decide the matter and both sides can present evidence to support their position. Please explain below or in an attachment your opposition to the petition for a rent adjustment and provide any documents to support your position. If you are objecting to a proposed capital improvement on the basis of affordability, specifically note this below.

Please see attached

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Please see attached . (PZ)
(Email Address) (Initials)

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I declare under penalty of perjury that the foregoing is true and correct to the best of my knowledge and belief. Executed on 11/4/24 at East Palo Alto, CA

By: Pabel Zumarraga
(Name and Signature)

Your Response to Petition must be received at the following address by **November 4, 2024.**

City of East Palo Alto Attn: Rent Stabilization Program 2415 University Avenue, 2nd Floor East Palo Alto, CA 94303	For more information, contact: Rent Stabilization Program Tel: (650) 853-3114 rentprogram@cityofepa.org

YOU CAN ALSO SUBMIT YOUR RESPONSE VIA EMAIL AT: rentprogram@cityofepa.org

Opposition to Petition

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Woodland Park has also charged rent as allowed by the Rent Stabilization Ordinance, and at no time has exceeded the Maximum Allowable Rent. There has not been any rent ceiling violation. No rent rebate is appropriate.

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ccalfee@opterralaw.com
stacie.roebuck@greystar.com
woodlandparkcagm@greystar.com
woodlandparkcamgr@greystar.com
wpcompliance@greystar.com

PROOF OF SERVICE

I, the undersigned, declare that I am employed in the County of San Mateo, State of California. I am over the age of eighteen years and not a party to the within cause. My business address is 5 Newell Court, East Palo Alto, CA 94303.

Re: 301 E. O'Keefe St., Unit 18, East Palo Alto, CA 94303
Case No. 20240029

On November 4, 2024, I served the following documents:

a) Response to Petition Form

[ ] **BY PERSONAL DELIVERY** by delivering a true copy thereof enclosed in a sealed envelope, to the person(s) at the address(es) set forth below:

[ ] **BY MAIL** by placing a true copy thereof enclosed in a sealed envelope, with postage thereon fully prepaid, in the United States mail at East Palo Alto, CA, to the person(s) at the address(es) set forth below:

[X] **BY EMAIL** Pursuant to Section 2000 of the Rules and Regulations implementing the Rent Stabilization and Just Cause for Eviction Ordinance of 2010, I served the above listed documents to the below listed email address(es):

Maria Mondragon Maninangeles82@gmail.com	Rent Stabilization Program rentprogram@cityofepa.org

[ ] **BY FACSIMILE TRANSMISSION** by transmitting a true copy thereof by facsimile transmission from facsimile number (650) 853-3115 to the interested parties to
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I declare under penalty of perjury that the foregoing is true and correct. Executed this 4th day of November, 2024, in East Palo Alto, CA.

Pabel Zumarraga
Senior Business Manager

City of East Palo Alto
Rent Stabilization Program

RESPONSE TO PETITION

Isela Garcia
Petitioner(s)

vs. **Case Number: 20240032**
Woodland Park Communities
Respondent(s)

Property Located at 301 E. O'Keefe Street Unit 20, East Palo Alto, CA 94303

Respondent phone and/or email: c/o Corie Calfee, 510-809-8001, ccalfee@opterralaw.com

____ A. **I do not oppose my Tenant's petition for Rent Adjustment and Rebate.** This means the rent adjustment and rebate for this unit will be made on the basis of the information presented by the petitioner.

x B. **I oppose my tenant's petition for Rent Adjustment and Rebate.** This means that a hearing will be scheduled to decide the matter and both sides can present evidence to support their position. Please explain below or in an attachment your opposition to the petition for a rent adjustment and provide any documents to support your position. If you are objecting to a proposed capital improvement on the basis of affordability, specifically note this below.

Please see attached

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Please see attached . (PZ)
(Email Address) (Initials)

I also understand that I can electronically submit my filings related to this petition/request to the Rent Stabilization Program at rentprogram@cityofepa.org

I declare under penalty of perjury that the foregoing is true and correct to the best of my knowledge and belief. Executed on 11/4/24 at East Palo Alto, CA

By: Pabel Zumarraga
(Name and Signature)

Your Response to Petition must be received at the following address by **November 4, 2024.**

City of East Palo Alto Attn: Rent Stabilization Program 2415 University Avenue, 2nd Floor East Palo Alto, CA 94303	For more information, contact: Rent Stabilization Program Tel: (650) 853-3114 rentprogram@cityofepa.org

YOU CAN ALSO SUBMIT YOUR RESPONSE VIA EMAIL AT: rentprogram@cityofepa.org

Opposition to Petition

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Woodland Park has also charged rent as allowed by the Rent Stabilization Ordinance, and at no time has exceeded the Maximum Allowable Rent. There has not been any rent ceiling violation. No rent rebate is appropriate.

Service addresses

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stacie.roebuck@greystar.com
woodlandparkcagm@greystar.com
woodlandparkcamgr@greystar.com
wpcompliance@greystar.com

PROOF OF SERVICE

I, the undersigned, declare that I am employed in the County of San Mateo, State of California. I am over the age of eighteen years and not a party to the within cause. My business address is 5 Newell Court, East Palo Alto, CA 94303.

Re: 301 E. O'Keefe St., Unit 20, East Palo Alto, CA 94303
Case No. 20240032

On November 4, 2024, I served the following documents:

a) Response to Petition Form

[ ] **BY PERSONAL DELIVERY** by delivering a true copy thereof enclosed in a sealed envelope, to the person(s) at the address(es) set forth below:

[ ] **BY MAIL** by placing a true copy thereof enclosed in a sealed envelope, with postage thereon fully prepaid, in the United States mail at East Palo Alto, CA, to the person(s) at the address(es) set forth below:

[X] **BY EMAIL** Pursuant to Section 2000 of the Rules and Regulations implementing the Rent Stabilization and Just Cause for Eviction Ordinance of 2010, I served the above listed documents to the below listed email address(es):

Isela Garcia Iselayuma13@gmail.com	Rent Stabilization Program rentprogram@cityofepa.org

[ ] **BY FACSIMILE TRANSMISSION** by transmitting a true copy thereof by facsimile transmission from facsimile number (650) 853-3115 to the interested parties to
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I declare under penalty of perjury that the foregoing is true and correct. Executed this 4th day of November, 2024, in East Palo Alto, CA.

Pabel Zumarraga
Senior Business Manager

City of East Palo Alto
Rent Stabilization Program

RESPONSE TO PETITION

Francisco Menera, Raquel Rodriguez
Petitioner(s)

vs. **Case Number: 20240035**
Woodland Park Communities
Respondent(s)

Property Located at 301 E. O'Keefe Street Unit 21, East Palo Alto, CA 94303

Respondent phone and/or email: c/o Corie Calfee, 510-809-8001, ccalfee@opterralaw.com

____ A. **I do not oppose my Tenant's petition for Rent Adjustment and Rebate.** This means the rent adjustment and rebate for this unit will be made on the basis of the information presented by the petitioner.

x B. **I oppose my tenant's petition for Rent Adjustment and Rebate.** This means that a hearing will be scheduled to decide the matter and both sides can present evidence to support their position. Please explain below or in an attachment your opposition to the petition for a rent adjustment and provide any documents to support your position. If you are objecting to a proposed capital improvement on the basis of affordability, specifically note this below.

Please see attached

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Please see attached . (PZ)
(Email Address) (Initials)

I also understand that I can electronically submit my filings related to this petition/request to the Rent Stabilization Program at rentprogram@cityofepa.org

I declare under penalty of perjury that the foregoing is true and correct to the best of my knowledge and belief. Executed on 11/4/24 at East Palo Alto, CA

By: Pabel Zumarraga
(Name and Signature)

Your Response to Petition must be received at the following address by **November 4, 2024.**

City of East Palo Alto Attn: Rent Stabilization Program 2415 University Avenue, 2nd Floor East Palo Alto, CA 94303	For more information, contact: Rent Stabilization Program Tel: (650) 853-3114 rentprogram@cityofepa.org

YOU CAN ALSO SUBMIT YOUR RESPONSE VIA EMAIL AT: rentprogram@cityofepa.org

Opposition to Petition

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Woodland Park has also charged rent as allowed by the Rent Stabilization Ordinance, and at no time has exceeded the Maximum Allowable Rent. There has not been any rent ceiling violation. No rent rebate is appropriate.

Service addresses

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stacie.roebuck@greystar.com
woodlandparkcagm@greystar.com
woodlandparkcamgr@greystar.com
wpcompliance@greystar.com

PROOF OF SERVICE

I, the undersigned, declare that I am employed in the County of San Mateo, State of California. I am over the age of eighteen years and not a party to the within cause. My business address is 5 Newell Court, East Palo Alto, CA 94303.

Re: 301 E. O'Keefe St., Unit 21, East Palo Alto, CA 94303
Case No. 20240035

On November 4, 2024, I served the following documents:

a) Response to Petition Form

[ ] **BY PERSONAL DELIVERY** by delivering a true copy thereof enclosed in a sealed envelope, to the person(s) at the address(es) set forth below:

[ ] **BY MAIL** by placing a true copy thereof enclosed in a sealed envelope, with postage thereon fully prepaid, in the United States mail at East Palo Alto, CA, to the person(s) at the address(es) set forth below:

[X] **BY EMAIL** Pursuant to Section 2000 of the Rules and Regulations implementing the Rent Stabilization and Just Cause for Eviction Ordinance of 2010, I served the above listed documents to the below listed email address(es):

Raquel Rodriguez Rrodriguez011181@gmail.com	Rent Stabilization Program rentprogram@cityofepa.org

[ ] **BY FACSIMILE TRANSMISSION** by transmitting a true copy thereof by facsimile transmission from facsimile number (650) 853-3115 to the interested parties to
said action at the facsimile number(s) shown below:

[ ] **BY CERTIFIED MAIL** by depositing in the mail at the U.S. Post Office located at _____a true copy thereof enclosed in a sealed envelope, with fully prepaid postage thereon for certified mail, to the person (s) at the address(es) set forth below:

I declare under penalty of perjury that the foregoing is true and correct. Executed this 4th day of November, 2024, in East Palo Alto, CA.

Pabel Zumarraga
Senior Business Manager

Alvarado, Sili, Kofeloa, Pelesikoi, Pande, Taass, Rodriguez, Mondragon, Serrate, Vargas, Garcia, Diaz, Hernandez, Menera, Camarena v. Woodland Park Communities
Case Nos. 20240022-36

Respondent's Supplemental Exhibit List

Exhibit #	Title	Page #
L	Elevator Permit	R200
M	Invoice for Elevator Load Test	R203
N	Email chain regarding Elevator Load Test	R205
O	Photographs of External Lights	R211
P	Invoices for Gate Repair	R218
Q	Invoice for Storm Drain Maintenance	R226
R	Photographs of Repaired Walkways	R228
S	Catwalk Repair Invoice	R236
T	Common Area Work Orders	R238

Exhibit L

R201

San Jose District Office
224 Airport Parkway, Suite 350
San Jose, CA 95110

STATE OF CALIFORNIA
DEPARTMENT OF INDUSTRIAL RELATIONS
DIVISION OF OCCUPATIONAL SAFETY AND HEALTH

CONVEYANCE PERMIT

PERMIT TO OPERATE A CONVEYANCE

T2 P001 S000845 **********AUTO**MIXED AADC 956

WOODLAND PARK APARTMENTS
ATTN: LEASING OFFICE
5 NEWELL CT
EAST PALO ALTO, CA 94303

DIR0014396_1_8000008450010000000010010

Conveyance Number:	040316	Permit Expires:	11/25/2025
Inspection Date:	11/25/2024	Location:	301 O'KEEFE ST E EAST PALO ALTO, CA 94303
Issue Date:	02/18/2025	Owners ID:	PA-1

California law requires that all conveyances shall have a valid permit posted conspicuously on the conveyance. (Labor Code Sections 7300-7324). Please detach your new permit at the dotted line and post on the conveyance. Retain this portion for your records.

STATE OF CALIFORNIA
Department of Industrial Relations
Division of Occupational Safety & Health

INSPECTION:	040316 Conveyance Number		11/25/2024 Date of Inspection	11/25/2025 Date Permit Expires
LOCATION:	301 O'KEEFE ST E Street Address			EAST PALO ALTO City or Town
LOAD PERMISSIBLE:	2,100 Pounds		13 Persons	DW315 Inspector
DESCRIPTION:	Passenger Type of conveyance	PA-1 Owner's ID	Hydroelectric Power	Hydroelectric Type of Machine

THIS PERMIT SHALL BE POSTED ON THE CONVEYANCE

EV02 SIMS

Exhibit M

BLEYLE ELEVATOR, INC.
P.O. Box 968
Pacifica, CA 94044
Phone (650) 359-7580
office@bleyleelevator.com

Five Generations Of Bay Area Elevator Experience

Mailing Address

Woodland Park Property Owners, LLC
Attn Ven.# ble005, Prop. #014420
5 Newell Court
East Palo Alto, CA 94303-2460

Proposal prepared on: 10/1/2024

Elevator Location 301 East O'Keefe Street, East Palo Alto 94303
Job Number **301OK-LT** **State #: 040316**
Job Name Load Test
Primary Contact 650-814-0597 Alberto Bedolla - Property Manager 650-566-2000 Pabel Zumarraga - General Manager 650-566-2000 Stacie Roebuck - Regional Property Manager
Main e-mail alberto.bedolla@greystar.com
CC e-mail woodlandparkcagm@greystar.com; stacie.roebuck@greystar.com

BLEYLE ELEVATOR proposes to do the following: Conduct a 5-year load test.

Reason for repairs: The State elevator code requires a load test every 5 years. The last load test was performed on 07/26/2019.

1. Remove the elevator from service.
2. Conduct a load test, at the rated capacity of 2,100 lbs. as required by code.
3. Affix a load test tag to the pump unit as required by code.
4. Upon successful testing, return the elevator to service.
5. Submit the completed load test data to the State Elevator Unit.

(Note: If deficiencies of the elevator are found on-site and cannot be corrected in the time allotted, an additional proposal will follow to correct the condition.)

Payment Schedule: Signed proposal returned, 100% upon completion.

Price: Two Thousand Three Hundred Eighty-Seven and 00/00 _____ Dollars: $ 2,387.00

This quotation is subject to change or withdrawal by Bleyle Elevator prior to acceptance. The above price is good for 30 days. This proposal, when accepted by you, constitutes the contract between Bleyle Elevator and all prior representations are superseded. Contracts with deposits are subject to change or withdrawal if payment is not received within 30 days of acceptance. Final payment is due and payable 10 days after completion. Accounts are subject to a late charge of 1 1/2% per month if not paid within 30 days of invoice. In the event Bleyle Elevator commences collection action, the purchaser will pay the cost of collection, including reasonable attorney's fees.

10/1/2024

Company Owner or Authorized Representative *Date:*

Purchaser's Acceptance - Print Name and Title along with your Signature *Date:*

Exhibit N

R205

Outlook

Fw: [EXTERNAL] 301 East O'Keefe-LT Bleyle Elevator Repair Proposal

From Woodland Park General Manager <woodlandparkcagm@greystar.com>
Date Mon 2/24/2025 2:36 PM
To Woodland Park Compliance <wpcompliance@greystar.com>

Pabel Zumarraga| General Manager
Woodland Park Apartments| 5 Newell CT |East Palo Alto, CA 94303
o 650-566-2000 | woodlandparkcagm@greystar.com | www.liveatwoodlandparkapts.com

Proudly managed by Greystar®
Join Greystar® in supporting St. Jude Children's Research Hospital and Camp Hope

From: Stephanie Moresco <stephanie@bleyleelevator.com>
Sent: Friday, November 1, 2024 10:45 AM
To: Stacie Roebuck <stacie.roebuck@greystar.com>
Cc: Alberto Bedolla <alberto.bedolla@greystar.com>; Woodland Park General Manager <woodlandparkcagm@greystar.com>; Bleyle Elevator <office@bleyleelevator.com>
Subject: Re: [EXTERNAL] 301 East O'Keefe-LT Bleyle Elevator Repair Proposal

No problem!

Stephanie Moresco
Dispatcher
Bleyle Elevator, Inc.
Five Generations of Experience
580 Crespi Drive, Suite A-3
Pacifica, CA 94044
(650) 359-7580 (Office) ext. 1001

**** After Hours Emergencies (650) 359-7580***

www.bleyleelevator.com
Stephanie@bleyleelevator.com

R206

This e-mail and any files transmitted with it are confidential and are the property of Bleyle Elevator. This email is intended solely for the use of the individual or entity to whom this e-mail is addressed. If you are not one of the named recipient(s) or otherwise have reason to believe that you have received this message in error, please notify the sender and delete this message immediately from your computer. Any other use, retention, dissemination, forwarding, printing, or copying of this e-mail is strictly prohibited and could result in legal action. It is the recipient's responsibility to check this email and any attachments for the presence of viruses. Bleyle Elevator accepts no liability for any damage caused by any virus transmitted by this email.

On Fri, Nov 1, 2024 at 10:37 AM Stacie Roebuck <stacie.roebuck@greystar.com> wrote:

> Perfect, thank you!
>
> ---
>
> **From:** Stephanie Moresco <stephanie@bleyleelevator.com>
> **Sent:** Thursday, October 31, 2024 2:29 PM
> **To:** Stacie Roebuck <stacie.roebuck@greystar.com>; Alberto Bedolla <alberto.bedolla@greystar.com>; Woodland Park General Manager <woodlandparkcagm@greystar.com>
> **Cc:** Bleyle Elevator <office@bleyleelevator.com>
> **Subject:** Re: [EXTERNAL] 301 East O'Keefe-LT Bleyle Elevator Repair Proposal
>
> Good Afternoon Stacie,
>
> I would like to schedule the approved proposal for 301 East O'Keefe Street "Load Test" for Wednesday, November 20th.
>
> Our technicians will arrive within a window of 7:00am to 11:00am for approximately a three hour repair.
>
> Please let me know if this day will work for you.
>
> Thank you
>
> Stephanie Moresco
> Dispatcher
> Bleyle Elevator, Inc.
> Five Generations of Experience
> 580 Crespi Drive, Suite A-3
> Pacifica, CA 94044
> (650) 359-7580 (Office) ext. 1001

R207

*****After Hours Emergencies (650) 359-7580***

www.bleyleelevator.com
Stephanie@bleyleelevator.com

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On Tue, Oct 1, 2024 at 2:51 PM Alan Vierra <alan@bleyleelevator.com> wrote:

> Hello Stacie,
>
> We received the approved proposal. We will be in contact to schedule when we receive parts.
>
> Thank you,
>
> Alan Vierra
> Administrative Assistant/Dispatcher
> Bleyle Elevator, Inc.
> Five Generations of Experience
> 580 Crespi Drive, Suite A-3
> Pacifica, CA 94044
> (650) 359-7580 ext 1005 (Office)
>
> ***** After Hours Emergencies (650) 359-7580***
>
> www.bleyleelevator.com
> Alan@bleyleelevator.com
>
> 
>
>
> This email and any files transmitted with it are confidential and are the property of Bleyle Elevator. This email is intended solely for the use of the individual or entity to whom this email is addressed. If you are not one of the named recipient(s) or otherwise have reason to believe that you have received this message in

R208

error, please notify the sender and delete this message immediately from your computer. Any other use, retention, dissemination, forwarding, printing, or copying of this email is strictly prohibited and could result in legal action. It is the recipient's responsibility to check this email and any attachments for the presence of viruses. Bleyle Elevator accepts no liability for any damage caused by any virus transmitted by this email.

On Tue, Oct 1, 2024 at 2:46 PM Stacie Roebuck <stacie.roebuck@greystar.com> wrote:

> Approved!
>
> ---
>
> **From:** Bleyle Elevator <office@bleyleelevator.com>
> **Sent:** Tuesday, October 1, 2024 2:45 PM
> **To:** Alberto Bedolla <alberto.bedolla@greystar.com>; Woodland Park General Manager <woodlandparkcagm@greystar.com>; Stacie Roebuck <stacie.roebuck@greystar.com>
> **Cc:** office@bleyleelevator.com
> **Subject:** [EXTERNAL] 301 East O'Keefe-LT Bleyle Elevator Repair Proposal
>
> Attached please find our proposal for work at **301 East O'Keefe Street**. Please reply if you cannot open or read the attached file. Please reply with any questions you may have in regards to this proposed work.
>
> **Approval of proposals should be addressed to office@bleyleelevator.com**
>
> **Please reply with any updates to the contact information for this property including:**
>
> **Contact Name(s) and Title:**
> **Phone Number(s):**
> **Email Address:**
> **Door Code(s):**
>
> Thank you,
>
> Victor Simi
> Elevator Technician
> Proposal Writer
> Bleyle Elevator, Inc.
> Five Generations of Experience
> 580 Crespi Drive. STE A-3
> Pacifica, CA 94044
> 415 905 0800 (cell)

R209

650 359 7580 ext. 1007 (office)
650 359 5464 (fax)
www.bleyleelevator.com

This email and any files transmitted with it are confidential and are the property of Bleyle Elevator. This email is intended solely for the use of the individual or entity to whom this email is addressed. If you are not one of the named recipient(s) or otherwise have reason to believe that you have received this message in error, please notify the sender and delete this message immediately from your computer. Any other use, retention, dissemination, forwarding, printing, or copying of this email is strictly prohibited and could result in legal action. It is the recipient's responsibility to check this email and any attachments for the presence of viruses. Bleyle Elevator accepts no liability for any damage caused by any virus transmitted by this email.

Exhibit O

R211



R212



R213



R214



R215



Sent from my iPhone



Sent from my iPhone

Exhibit P

R218

R & S ERECTION OF SAN MATEO, INC.
1540 Gilbreth Road
Burlingame, California 94010
Ph: (650) 552-0660 Fax: (650) 552-0664
Cont. Lic. No. 688264

INVOICE

G55852 (3/18)

Billing Info		Job Info

Woodland Park
c/o Greystar / Leasing Office
5 Newell Court
East Palo Alto, CA 94303-2230

301 East O' Keefe
Re: Replace swing gate operator
301 East O' Keefe
East Palo Alto, CA 94303

Contact: Enrique Bedolla

Invoice Date	Invoice No	PO/Contract No	Account No	Payment Terms
4/1/2024	G55852 (3/18)	2574968	rse005-014420	Net 30 Days
Job No	**Billing Type**	**Salesperson**	**Job Type**	**Memo**
977207	Approved Offer	Les Swift	Installation	

Description	Qty	Amount	Totals
--A---Repaired one swing gate hinge post ---Heat straightened the hinge post to plumb the gate and keep off of the pavement ---Sanded, primed and painted black the gate areas affected by the heat --B---Furnished and installed one Liftmaster model CSW-24UL swing gate motor operator ---24 volt DC motor ---Built in limited battery backup ---UL compliant photo beam sensor across driveway opening ---Two new plug in loop detectors --- Used existing ------ Power to motor operator ------ Conduits and cable for the communication between motor operator and controls ------ Access control devices, that may include remote controls, phone access, loops, etc. ------ Reversing devices, that may include loop sensors, photo beams, edge sensors, etc. --- Removed and disposed of existing obsolete motor operators Per Proposal #443664, Dated 3/7/2024			$8,595.00
PAYMENT $8,595.00 (4/8/2024 - Check 20869)			

We appreciate your business

Subtotal	$8,595.00
Payments/Credits	$8,595.00
AMOUNT DUE	**$0.00**

DUE & PAYABLE UPON RECEIPT. Please make checks payable to R&S Erection of San Mateo, Inc.
Note: 1.75% Service Charge per month after 30 Days. This is an annual rate of 21%.

NOTE: Please add 3% Administration Fee for use of all Credit Card payments

NOTICE: Under the Mechanics' Lien Law (California Code of Civil Procedure 1181 seq.), any contractor, subcontractor, laborer or other person who helps to improve your property but is not paid for his work or supplies, has the right to enforce a claim against your property. This means that, after a court hearing, the court could sell your property and the proceeds of this sale used to satisfy the indebtedness. This can happen even if you have paid your own contractor in full, if the subcontractor, laborer or supplier remains unpaid.

R219

R & S ERECTION OF SAN MATEO, INC.
1540 Gilbreth Road
Burlingame, California 94010
Ph: (650) 552-0660 Fax: (650) 552-0664
Cont. Lic. No. 688264

INVOICE

62904

Billing Info		Job Info

Woodland Park
c/o Greystar / Leasing Office
301 E O'Keefe Street
East Palo Alto, CA 94303-2230

301 East O' Keefe
Re: Vehicle Gate Stuck Open
301 E O'Keefe
East Palo Alto, CA 94303-2174

Contact: Enrique Bedolla

Invoice Date	Invoice No	PO/Contract No	Account No	Payment Terms
7/30/2024	62904	1364972	rse005-014420	Net 30 Days
Job No	**Billing Type**	**Salesperson**	**Job Type**	**Memo**
G31947	Time & Material	Marjorie Bacigalupi	Repair	

Description	Qty	Amount	Totals
WORK ORDER: Tue 7/30/2024 Automatic Gate Steel swing gate with Elite CSW200ul operator.DKS 1506 digital keypad. WORK PERFORMED: Gate stuck open Removed cover to find stuck input on exit detector Reset detector and checked condition of loops Checked and cleared all stored DTCs Tested controls and loops Tested keypad, witnessed residents being able to use the keypad All working as intended			$248.00
PAYMENT $248.00 (8/23/2024 - Check 21232)			
We appreciate your business		Subtotal	$248.00
		Payments/Credits	$248.00
		AMOUNT DUE	**$0.00**

DUE & PAYABLE UPON RECEIPT. Please make checks payable to R&S Erection of San Mateo, Inc.
Note: 1.75% Service Charge per month after 30 Days. This is an annual rate of 21%.

NOTE: Please add 3% Administration Fee for use of all Credit Card payments

NOTICE: Under the Mechanics' Lien Law (California Code of Civil Procedure 1181 seq.), any contractor, subcontractor, laborer or other person who helps to improve your property but is not paid for his work or supplies, has the right to enforce a claim against your property. This means that, after a court hearing, the court could sell your property and the proceeds of this sale used to satisfy the indebtedness. This can happen even if you have paid your own contractor in full, if the subcontractor, laborer or supplier remains unpaid.

R220

R & S ERECTION OF SAN MATEO, INC.
1540 Gilbreth Road
Burlingame, California 94010
Ph: (650) 552-0660 Fax: (650) 552-0664
Cont. Lic. No. 688264

Work Order

Customer Info	Job Info
Woodland Park 5 Newell Court - Leasing Office East Palo Alto, CA 94303-2230 (650) 566-2000 **Enrique Bedolla** (650) 814-0597	**301 East O' Keefe** Re:Vehicle Gate Stuck Open 301 East O' Keefe East Palo Alto, CA 94303 **Enrique Bedolla** (650) 814-0597

Date	Job No	Job Type	Account No	PO / Contract No
7/30/2024	GG31947 MB	Repair	rse005-014420	1364972

Description

Automatic Gate: Steel swing gate with Elite CSW200ul operator.DKS 1506 digital keypad.
WORK PERFORMED: Gate stuck open
Removed cover to find stuck input on exit detector
Reset detector and checked condition of loops
Checked and cleared all stored DTCs
Tested controls and loops
Tested keypad, witnessed residents being able to use the keypad
All working as intended

Arrive	Depart	Shop Time	Travel Time	Lunch Taken	Total Time	Current Status
1:35 PM	2:24 PM	0.00	0.00	No	0.82 Hrs	Complete

Foreman	Helper	Total Labor	Total Material	Additional Work
Carlos Nuguid		$248.00		

Material Warranty	Labor Warranty	Payment Terms	Total Amount
		Net 30 Days	$248.00

Signature

ACCEPTED BY	Enrique Bedolla PRINT NAME	alberto.bedolla@greystar.com EMAIL ADDRESS	7/30/2024 DATE

Terms & Conditions

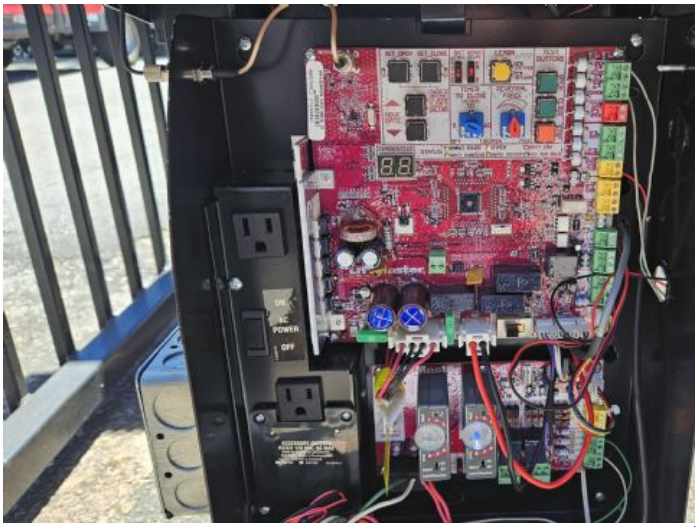
NOTICE: IT IS UNDERSTOOD AND AGREED BY EACH PARTY HERETO IF SUIT IS BROUGHT TO ENFORCE ANY TERM, CONDITION OR COVENANT OF THIS SALES AND SERVICE AGREEMENT, THE PREVAILING PARTY SHALL BE ENTITLED TO RECOVER ALL COSTS OF SUCH ACTIONS, INCLUDING REASONABLE ATTORNEY'S FEES AS MAY BE FIXED BY THE COURT. I REPRESENT TO R&S ERECTION OF SAN MATEO, INC. THAT I AM AUTHORIZED TO BIND THE PURCHASER TO THE TERMS SET FORTH HEREIN. BY EXECUTING THIS WORK ORDER, I ACKNOWLEDGE RECEIPT OF A COPY OF THIS AGREEMENT, AND I ACKNOWLEDGE THE SATISFACTORY COMPLETION OR THE OR THE DESIRED WORK.

NOTE: Please add 3% Administration Fee for use of all Credit Card payments

"NOTICE TO OWNER" (Section 7019 - Contractor's License Law) Under the Mechanic's Lien Law, any contractor, subcontractor, laborer, material man or other person who helps to improve your property and is not paid for his labor, services or material, has a right to enforce his claim against your property. Under the law, you may protect yourself against such claims by filing, before commencing such work of improvement, an original contract for work of improvement or a modification thereof, in the office of the county recorder of the county where the property is situated and requiring that a contractor's payment bond be recorded in such office. Said bond shall be in an amount not less that fifty percent (50%) of the contract price and shall, in addition to any conditions for the performance of the contract, be conditioned for the payment in full claims of all persons furnishing labor, services, equipment or materials for the work described in said contract.

IN THE STATE OF CALIFORNIA: Contractors are required to be licensed and required and regulated by the Contractors State License Board. Any questions concerning a contractor may be referred to the Registrar of the board whose address is: Contractors State License Board, P.O. Box 26000, Sacramento, CA 95826

R221



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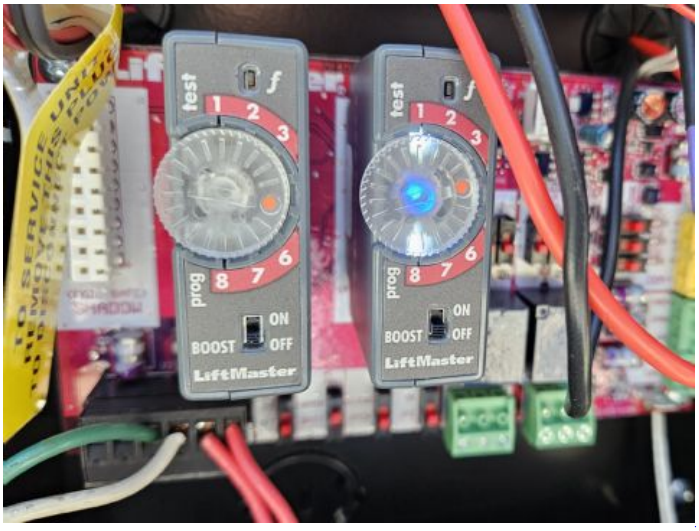
7/30/2024 1:38 PM



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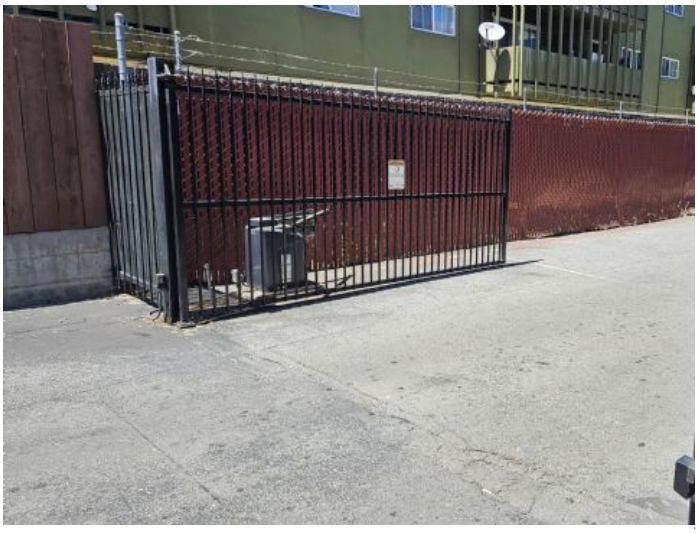
7/30/2024 1:38 PM



20240730_133715.jpg VIEW
7/30/2024 1:37 PM

R222

R & S ERECTION OF SAN MATEO, INC.
1540 Gilbreth Road
Burlingame, California 94010
Ph: (650) 552-0660 Fax: (650) 552-0664
Cont. Lic. No. 688264

INVOICE

63948

Billing Info		Job Info

Woodland Park
c/o Greystar / Leasing Office
5 Newell Court
East Palo Alto, CA 94303-2230

301 East O' Keefe
Re: Gate stuck open - called in on Sunday
301 East O' Keefe
East Palo Alto, CA 94303

Contact: Enrique Bedolla

Invoice Date	Invoice No	PO/Contract No	Account No	Payment Terms
11/4/2024	63948	2546568	rse005-014420	Net 30 Days

Job No	Billing Type	Salesperson	Job Type	Memo
G32768	Time & Material	Les Swift	Repair	

Description	Qty	Amount	Totals
WORK ORDER: Mon 11/4/2024 Automatic Gate Swing gate 14' 2" x 6' 8" CSW24UL, DKS 1506, M-C receiver, photo eye, safety, Exit loops (2722N2841) WORK PERFORMED: Arrived on site gate was in the open position Open up the cover to the operator and saw that the exit loop detector was on Meg the exit loop and the loop Meg good Reset the loop detector Test out the gate with my truck and gate open up then close after getting off the loop			$316.75
PAYMENT $316.75 (12/12/2024 - MasterCard M077322)			
We appreciate your business		Subtotal	$316.75
		Payments/Credits	$316.75
		AMOUNT DUE	**$0.00**

DUE & PAYABLE UPON RECEIPT. Please make checks payable to R&S Erection of San Mateo, Inc.
Note: 1.75% Service Charge per month after 30 Days. This is an annual rate of 21%.

NOTE: Please add 3% Administration Fee for use of all Credit Card payments

NOTICE: Under the Mechanics' Lien Law (California Code of Civil Procedure 1181 seq.), any contractor, subcontractor, laborer or other person who helps to improve your property but is not paid for his work or supplies, has the right to enforce a claim against your property. This means that, after a court hearing, the court could sell your property and the proceeds of this sale used to satisfy the indebtedness. This can happen even if you have paid your own contractor in full, if the subcontractor, laborer or supplier remains unpaid.

R223

R & S ERECTION OF SAN MATEO, INC.
1540 Gilbreth Road
Burlingame, California 94010
Ph: (650) 552-0660 Fax: (650) 552-0664
Cont. Lic. No. 688264

Work Order

Customer Info	Job Info
Woodland Park 5 Newell Court - Leasing Office East Palo Alto, CA 94303-2230 (650) 566-2000 **Enrique Bedolla** (650) 814-0597	**301 East O' Keefe** Re:Gate stuck open - called in on Sunday 301 East O' Keefe East Palo Alto, CA 94303 **Artarlio Dabney** (650) 278-6051

Date	Job No	Job Type	Account No	PO / Contract No
11/4/2024	GG32768 LS	Repair	rse005-014420	2546568

Description

Automatic Gate: Swing gate 14' 2" x 6' 8" CSW24UL, DKS 1506, M-C receiver, photo eye, safety, Exit loops
WORK PERFORMED: Arrived on site gate was in the open position
Open up the cover to the operator and saw that the exit loop detector was on
Meg the exit loop and the loop Meg good
Reset the loop detector
Test out the gate with my truck and gate open up then close after getting off the loop

Material & Items Used	Quantity	Unit Price	Totals
Pro sl Lubricant	1	$15.00	$15.00

Arrive	Depart	Shop Time	Travel Time	Lunch Taken	Total Time	Current Status
11:00 AM	12:15 PM	0.00	0.00	No	1.25 Hrs	Complete

Foreman	Helper	Total Labor	Total Material	Additional Work
Sergio Bustamante		$301.75	$15.00	

Material Warranty	Labor Warranty	Payment Terms	Total Amount
		Net 30 Days	$316.75

Signature

ACCEPTED BY _____ PRINT NAME _____ EMAIL ADDRESS _____ DATE _____

Terms & Conditions

NOTICE: IT IS UNDERSTOOD AND AGREED BY EACH PARTY HERETO IF SUIT IS BROUGHT TO ENFORCE ANY TERM, CONDITION OR COVENANT OF THIS SALES AND SERVICE AGREEMENT, THE PREVAILING PARTY SHALL BE ENTITLED TO RECOVER ALL COSTS OF SUCH ACTIONS, INCLUDING REASONABLE ATTORNEY'S FEES AS MAY BE FIXED BY THE COURT. I REPRESENT TO R&S ERECTION OF SAN MATEO, INC. THAT I AM AUTHORIZED TO BIND THE PURCHASER TO THE TERMS SET FORTH HEREIN. BY EXECUTING THIS WORK ORDER, I ACKNOWLEDGE RECEIPT OF A COPY OF THIS AGREEMENT, AND I ACKNOWLEDGE THE SATISFACTORY COMPLETION OR THE OR THE DESIRED WORK.

NOTE: Please add 3% Administration Fee for use of all Credit Card payments

"NOTICE TO OWNER" (Section 7019 - Contractor's License Law) Under the Mechanic's Lien Law, any contractor, subcontractor, laborer, material man or other person who helps to improve your property and is not paid for his labor, services or material, has a right to enforce his claim against your property. Under the law, you may protect yourself against such claims by filing, before commencing such work of improvement, an original contract for work of improvement or a modification thereof, in the office of the county recorder of the county where the property is situated and requiring that a contractor's payment bond be recorded in such office. Said bond shall be in an amount not less that fifty percent (50%) of the contract price and shall, in addition to any conditions for the performance of the contract, be conditioned for the payment in full claims of all persons furnishing labor, services, equipment or materials for the work described in said contract.

IN THE STATE OF CALIFORNIA: Contractors are required to be licensed and required and regulated by the Contractors State License Board. Any questions concerning a contractor



image.jpg VIEW
11/4/2024 12:10 PM

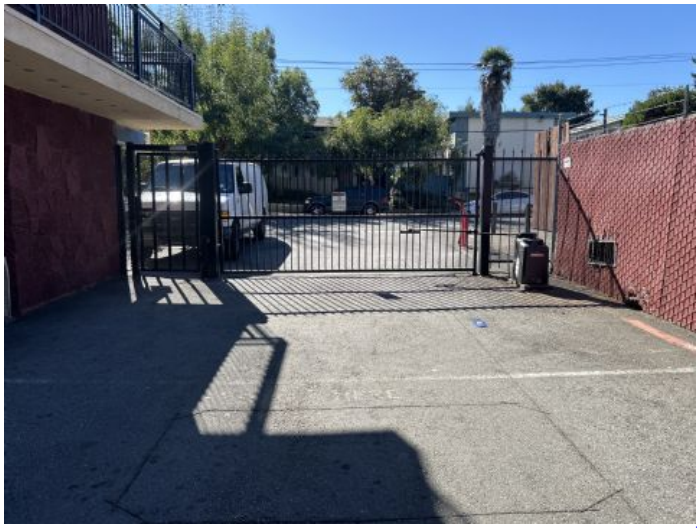


image.jpg VIEW
11/4/2024 11:10 AM



image.jpg VIEW
11/4/2024 11:07 AM



image.jpg VIEW
11/4/2024 11:05 AM

Exhibit Q

R226

INVOICE

Sahagun Plumbing
5409 Whitestone Dr
Salida, CA 95368

sahagunplumbing@gmail.com
Lic. # 1071489

Bill to
Enrique Bedolla
GreyStar
4 Newell Ct
East Palo Alto, CA 94303 US

Invoice details
Invoice no.: 1151
Terms: Net 30
Invoice date: 11/04/2024
Due date: 12/25/2024

#	Date	Product or service	Description	Qty	Rate	Amount
1.	10/29/2024	**Clean Storm Drain Basins**	DOES NOT INCLUDE ZONE 1, 6, AND 9. This service will be completed at each storm drain system marked out on the map provided by the maintenance director. Clean storm drain catch basin, inspect pumps and hydrojet drain lines feeding into the catch basin. The main drain lines feeding each catch basins will be cleaned out with a hydrojetter. Each basin will then be cleaned out to be free of debris and any build up. The drain lines will be be tested by running water and each pump will be inspected to ensure they are running correctly. If any pump needs replacing or repairing if will be brought up to maintenance along with a quote for the repair.	1	$49,000.00	$49,000.00

Ways to pay

BANK

Contact Sahagun Plumbing to pay.

Total	**$49,000.00**
Payment	-$49,000.00
Balance due	**$0.00**

Paid in Full

2844

Exhibit R

Outlook

Fw:

From Alberto Bedolla <alberto.bedolla@greystar.com>
Date Mon 2/24/2025 3:13 PM
To Andrea Rose Bumagat <andrearose.bumagat@greystar.com>

6 attachments (904 KB)
8870605308386328283.jpeg; IMG_6751.jpg; IMG_6748.jpg; IMG_6749.jpg; 7507783780520567313.jpeg; IMG_6750.jpg;

Get Outlook for iOS

From: Enrique Bedolla <kix_0627@icloud.com>
Sent: Monday, February 24, 2025 3:07:57 PM
To: Alberto Bedolla <alberto.bedolla@greystar.com>
Subject:

R229



R230



R231



R232



R233



R234



Sent from my iPhone

Exhibit S

R236

Allsite Corp.

1002 O'Brien Court
San Jose, CA 95126

Invoice

Date	Invoice #
12/4/2024	24242-01

Bill To
Woodland Park Apartments 301 E O'Keefe East Palo Alto, CA 94303

P.O. No.	Terms
24242	Due on receipt

Description	Qty	Rate	Total Qty Incl this Billing	Amount
Scope of Work: Repair catwalk walkway and waterproofing Severe waterproofing and plywood deterioration observed as needing immediate repair on 3rd floor catwalk. Waterproofing is lifting and poses potential trip hazards. Plywood has dry rot and can potentially give in. 2 sections observed, 4'x7' and 4'x16' Close off access to walkway for approximately 3-4 days. Residents will use stairway access on opposite side of building. Remove peeling waterproofing. Replaced damaged plywood section with new 5/8" plywood nailed to floor joists. Repair waterproofing with 3 coat ALX waterproofing system. Fibermesh tape seams. 1 coat of primer. Fibermesh over new plywood and overlap to existing waterproofing. Roll 1 coat of basecoat with sand grit additive. Roll 1 coat of topcoat with sand grit additive. Roll using 3/4" nap for added non-slip texture. Topcoat to be similar color to existing. Cost for this project: $6,162	1	6,162.00		6,162.00

Total	$6,162.00
Balance Due	$6,162.00

Exhibit T

Woodland Park
5 Newell Ct
East Palo Alto,CA 94303
Office (650) 566-2000x

Work Order No. 8643015
Date Call: 08/12/2024 08:47 AM
Date Scheduled: 08/12/2024 10:03 AM
Status Work Completed
Date Completed: 08/21/2024 04:05 PM
Brief Desc: lighting
Job Site: cawoopa2/803-2207
2 Newell Court
2207
East Palo Alto,CA 94303

Caller Name: Gloria Arredondo
Caller Phone: (650) 716-9337x
Occupant: Arredondo (t2440655)
Home (650) 716-9337x
Office 650-716-9337
Mobile (650) 716-9337x
Ok to enter? NO
Category: Community Amenities
SubCategory: Elevators

Access Notes: No
Problem Description: Fluorescent light fixture in hallway on second floor burnt out

Parts & Labor

Quantity/ Hours	Item Type/ Employee Name	Description	Unit Price	Total
.00	Dabney	Dabney	.00	.00
			Total	.00

Authorized by: _____
Signed by _____
Dated _____
Invoice No. _____

Technician Notes: 2 bldg lights in front elevator 2nd floor
Replaced photos available

Woodland Park
5 Newell Ct
East Palo Alto,CA 94303
Office (650) 566-2000x

Work Order No. 8686831
Date Call: 08/21/2024 03:35 PM

Status Work Completed

Date Completed: 08/27/2024 04:47 PM
Brief Desc: 301 EAST OKEEFE

Job Site: cawoopa2
Woodland Park
45 Newell Road
East Palo Alto,CA 94303

Caller Name:

Caller Phone:

Ok to enter? YES
Category: Community Amenities

SubCategory: Common Areas

Problem Description: THERE IS DAMAGE TO THE FLOOR INFORNT

Parts & Labor

Quantity/ Hours	Item Type/ Employee Name	Description	Unit Price	Total
.0000			.00	.00
			Total	.00

Authorized by: _____
Signed by _____
Dated _____
Invoice No. _____

Technician Notes: FOUND NO ISSUES IN FRONT OF BUILDING.

Woodland Park
5 Newell Ct
East Palo Alto,CA 94303
Office (650) 566-2000x

Work Order No. 8789367
Date Call: 09/14/2024 10:11 AM
Date Scheduled: 09/17/2024 03:41 PM
Date Completed: 11/18/2024 04:44 PM
Brief Desc: 301 East Okeefe

Status Work Completed

Job Site: cawoopa2
Woodland Park
45 Newell Road
East Palo Alto,CA 94303

Caller Name:

Caller Phone:

Ok to enter? YES
Category: Community Amenities
SubCategory: Common Areas

Problem Description: Repair the second floor hallway, there are problems which have caused a resident to fall

Parts & Labor

Quantity/ Hours	Item Type/ Employee Name	Description	Unit Price	Total
.00	Bedolla		.00	.00
			Total	.00

Authorized by: _____
Signed by _____
Dated _____
Invoice No. _____

Technician Notes: 09/18/2024 Replaced damaged vinyl in stair landing. work completed by Green way flooring

Woodland Park
5 Newell Ct
East Palo Alto,CA 94303
Office (650) 566-2000x

Work Order No. 8885365
Date Call: 10/07/2024 12:24 PM

Status Work Completed

Date Completed: 10/16/2024 11:53 AM
Brief Desc: Grounds-301 east okeefe street

Job Site: cawoopa2
Woodland Park
45 Newell Road
East Palo Alto,CA 94303

Caller Name:

Caller Phone:

Priority: High
Ok to enter? YES
Category: Community Amenities
SubCategory: Grounds (General)

Problem Description: 301 east okeefe street stair case has no lights residents are reporting this is very dangerous as they could fall

Parts & Labor

Quantity/ Hours	Item Type/ Employee Name	Description	Unit Price	Total
.0000			.00	.00
			Total	.00

Authorized by: _____
Signed by _____
Dated _____
Invoice No. _____

Technician Notes: someone broke the photo cell, replaced photo cell and its working fine

Woodland Park
5 Newell Ct
East Palo Alto,CA 94303
Office (650) 566-2000x

Work Order No. 8891701
Date Call: 10/08/2024 05:29 PM

Status Work Completed

Date Completed: 10/10/2024 11:48 AM
Brief Desc: 301 Okeefe Elvator

Job Site: cawoopa2
Woodland Park
45 Newell Road
East Palo Alto,CA 94303

Caller Name:

Caller Phone:

Ok to enter? YES
Category: Community Amenities **SubCategory:** Elevators

Problem Description: 301 okeefe Elevator is no working

Parts & Labor

Quantity/ Hours	Item Type/ Employee Name	Description	Unit Price	Total
.75	Bedolla		.00	.00
			Total	.00

Authorized by: _____
Signed by _____
Dated _____
Invoice No. _____

Technician Notes: elevator is working fine, road it to the 2nd floor and 3rd floor.

Woodland Park
5 Newell Ct
East Palo Alto,CA 94303
Office (650) 566-2000x

Work Order No. 8925844
Date Call: 10/17/2024 11:33 AM
Date Scheduled: 10/21/2024 08:49 AM
Date Completed: 10/23/2024 08:50 AM
Brief Desc: 301 East O'Keefe Street

Status Work Completed

Job Site: cawoopa2
Woodland Park
45 Newell Road
East Palo Alto,CA 94303

Caller Name:

Caller Phone:

Ok to enter? YES
Category: Community Amenities
SubCategory: Grounds (General)

Problem Description: lights is exterior building near star case are out please repalce

Parts & Labor

Quantity/ Hours	Item Type/ Employee Name	Description	Unit Price	Total
.0000			.00	.00
			Total	.00

Authorized by: _____
Signed by _____
Dated _____
Invoice No. _____

Technician Notes: lighting is working fine

Josefina Calderon, et al v. Woodland Park Communities
Case Nos 2024007-20240036

Hearing for Common Area Issues at 301 East O'Keefe

Respondent's April 2025 Exhibit List

Exhibit #	Title	Page #
U	Instructions regarding maintenance requests	R244
V	Instructions for new additional maintenance request system	R283
W	Any work orders, invoices, receipts, reports or other evidence of repairs or attempted repairs by any contractors or vendors at the request of the Landlord	R303
X	Correspondence regarding City and County inspections	R323

Exhibit U

R245

July 31, 2024

E. Okeefe Tenant Association
201, 245, and 301 E Okeefe St.
East Palo Alto, CA 94303

RE: July 17, 2024, Letter

Dear E. Okeefe Tenant Association:

Thank you for your letter dated as of July 17, 2024. Greystar is the property manager for all of the Woodland Park Apartments, and we have been asked to respond to your letter in that capacity. We sincerely appreciate feedback from our tenants and we are looking into your requests.

You asked for an immediate response, so we are sending this reply as fast as we are able. However, we continue to look into the situation to better understand your input.

As a preliminary matter, Greystar is committed to ensuring that all of the Woodland Park Apartments are safe and habitable at all times. We work hard in our management office and through our maintenance team to track and complete all work orders in a timely fashion. We have confirmed that all of the work orders for units in 201 and 245 E. O'Keefe Street have been resolved at this time. There are no "open" or unresolved work orders in which a resident has alerted us to a problem that has not yet been addressed. There are a handful of recent work orders for units in 301 E. O'Keefe Street that are in the process of being resolved.

The swimming pool at 201 E. OKeefe is open and clean. The elevators at 201 and 301 E. Okeefe are fully functional and there is an elevator maintenance company that responds to maintenance requests in a timely fashion. There is no elevator at 245 E. O'Keefe; any elevator that may have existed at that building was decommissioned prior to the current ownership of the Woodland Park Apartments.

In the event that a maintenance issue arises, please have that resident report the issue in their unit so that it can be fixed. There are many ways for a resident to report an issue. The resident can log on to the resident portal, they can call 650-566-2000, or they can come to a Management Office at 5 Newell Court or 2043 Euclid Ave.

We respectfully request time to look further into these issues, at which point we would be happy to meet and discuss any remaining issues.

We will be back in touch soon with additional information.

Sincerely,

Pabel Zumarraga
General Manager
Woodland Park Apartments

R246

Woodland Park
COMMUNITIES
SAND HILL PROPERTY COMPANY

Please join us

Tenants at Building 201 East O'Keefe

Woodland Park Communities Listening Session

Come and share your experiences living at Woodland Park in 201 E. O'Keefe St. We can also answer any questions you may have about maintenance requests.

When?

Monday, August 19
from 6:30-8:30 pm

Where?

Community Engagement Office at 2041 Euclid Avenue corner with East O'Keefe St.

As a reminder, If you have a maintenance concern in your home, please let the Greystar property management team know right away so that the issue(s) can be fixed as soon as possible. There are several ways for you to report a maintenance issue:

1. You can log on to the resident portal online at https://www.liveatwoodlandparkapts.com/
2. You can call the main office line at (650) 566-2000
3. You can visit the Management Office at 5 Newell Court or 2043 Euclid Ave. The hours of operation are Monday-Friday, 9am-6pm, and Saturday-Sunday, 9AM-5PM

If you have any questions or feedback for the Woodland Park Communities ownership team, please contact Teresa Morales, Community Engagement Manager, at 650-690-6199, tmorales@wlpcommunities.com or in person at 2041 Euclid Avenue at East O'Keefe.

Due to space constraints at our Community Engagement Office and to make sure we can provide individual attention to each of our residents, we will be holding separate meetings with other buildings on other days.

2865

R247

Woodland Park
COMMUNITIES
SAND HILL PROPERTY COMPANY

Acompáñenos

Inquilinos del Edificio 201 East O'Keefe

Reunión para Escuchar de Woodland Park Communities

Venga a compartir sus experiencias viviendo en el 201 East O'Keefe St. de Woodland Park. También podemos abordar cualquier pregunta referente a ordenes de mantenimiento.

¿Cuándo?

Lunes, 19 de agosto
desde las 6:30-8:30 pm

¿Dónde?

Oficina de Compromiso Comunitario en el 2041 Euclid Avenue esquina con East O'Keefe St.

Como recordatorio, si tiene preocupaciones de mantenimiento en su hogar, favor de darle a saber al equipo de Greystar la compañía del Manejo de la propiedad inmediatamente para que el asunto sea resuelto lo más pronto posible. Existen varias maneras para que usted reporte los problemas de mantenimiento:

1. Puede entrar o log al portal de residentes/inquilinos por línea a https://www.liveatwoodlandparkapts.com/
2. Puede llamar a la oficina al (650) 566-2000
3. Puede visitar la Oficina de Administración en el 5 Newell Court o al 2043 Euclid Ave. El horario de oficina es de lunes a viernes, de 9am a 6pm, y sábados y domingos, de 9am a 5pm.

Si tiene cualquier pregunta o información para el equipo de los dueños de Woodland Park Communities, favor de contactar a Teresa Morales, Gerente de Compromiso Comunitario, al 650-690-6199, tmorales@wlpcommunities.com ó en persona en el 2041 Euclid Avenue esquina con East O'Keefe Street.

Debido a restricciones de espacio en la oficina de Compromiso Comunitario y para asegurar que podamos proveer atención individual a cada inquilino, estaremos llevando a cabo reuniones separadas con otros edificios en otros días.

2866

R248

Woodland Park
COMMUNITIES
SAND HILL PROPERTY COMPANY

Please join us

Tenants at Building 245 East O'Keefe

Woodland Park Communities Listening Session

Come and share your experiences living at Woodland Park in 245 E. O'Keefe St. We can also answer any questions you may have about maintenance requests.

When?

Tuesday, August 20
from 6:30-8:30 pm

Where?

Community Engagement Office at 2041 Euclid Avenue corner with East O'Keefe St.

As a reminder, If you have a maintenance concern in your home, please let the Greystar property management team know right away so that the issue(s) can be fixed as soon as possible. There are several ways for you to report a maintenance issue:

1. You can log on to the resident portal online at https://www.liveatwoodlandparkapts.com/
2. You can call the main office line at (650) 566-2000
3. You can visit the Management Office at 5 Newell Court or 2043 Euclid Ave. The hours of operation are Monday-Friday, 9am-6pm, and Saturday-Sunday, 9AM-5PM

If you have any questions or feedback for the Woodland Park Communities ownership team, please contact Teresa Morales, Community Engagement Manager, at 650-690-6199, tmorales@wlpcommunities.com or in person at 2041 Euclid Avenue at East O'Keefe.

Due to space constraints at our Community Engagement Office and to make sure we can provide individual attention to each of our residents, we will be holding separate meetings with other buildings on other days.

2867

R249

Woodland Park
COMMUNITIES
SAND HILL PROPERTY COMPANY

Acompáñenos

Inquilinos del Edificio 245 East O'Keefe

Reunión para Escuchar de Woodland Park Communities

Venga a compartir sus experiencias viviendo en el 245 East O'Keefe St. de Woodland Park. También podemos abordar cualquier pregunta referente a ordenes de mantenimiento.

¿Cuándo?

Martes, 20 de agosto
desde las 6:30-8:30 pm

¿Dónde?

Oficina de Compromiso Comunitario en el 2041 Euclid Avenue esquina con East O'Keefe St.

Como recordatorio, si tiene preocupaciones de mantenimiento en su hogar, favor de darle a saber al equipo de Greystar la compañía del Manejo de la propiedad inmediatamente para que el asunto sea resuelto lo más pronto posible. Existen varias maneras para que usted reporte los problemas de mantenimiento:

1. Puede entrar o log al portal de residentes/inquilinos por línea a https://www.liveatwoodlandparkapts.com/
2. Puede llamar a la oficina al (650) 566-2000
3. Puede visitar la Oficina de Administración en el 5 Newell Court o al 2043 Euclid Ave. El horario de oficina es de lunes a viernes, de 9am a 6pm, y sábados y domingos, de 9am a 5pm.

Si tiene cualquier pregunta o información para el equipo de los dueños de Woodland Park Communities, favor de contactar a Teresa Morales, Gerente de Compromiso Comunitario, al 650-690-6199, tmorales@wlpcommunities.com ó en persona en el 2041 Euclid Avenue esquina con East O'Keefe Street.

Debido a restricciones de espacio en la oficina de Compromiso Comunitario y para asegurar que podamos proveer atención individual a cada inquilino, estaremos llevando a cabo reuniones separadas con otros edificios en otros días.

2868

R250

Woodland Park
COMMUNITIES
SAND HILL PROPERTY COMPANY

Please join us

Tenants at Building 301 East O'Keefe

Woodland Park Communities Listening Session

Come and share your experiences living at Woodland Park in 301 E. O'Keefe St. We can also answer any questions you may have about maintenance requests.

When?

Wednesday, August 21
from 6:30-8:30 pm

Where?

Community Engagement Office at 2041 Euclid Avenue corner with East O'Keefe St.

As a reminder, If you have a maintenance concern in your home, please let the Greystar property management team know right away so that the issue(s) can be fixed as soon as possible. There are several ways for you to report a maintenance issue:

1. You can log on to the resident portal online at https://www.liveatwoodlandparkapts.com/
2. You can call the main office line at (650) 566-2000
3. You can visit the Management Office at 5 Newell Court or 2043 Euclid Ave. The hours of operation are Monday-Friday, 9am-6pm, and Saturday-Sunday, 9AM-5PM

If you have any questions or feedback for the Woodland Park Communities ownership team, please contact Teresa Morales, Community Engagement Manager, at 650-690-6199, tmorales@wlpcommunities.com or in person at 2041 Euclid Avenue at East O'Keefe.

Due to space constraints at our Community Engagement Office and to make sure we can provide individual attention to each of our residents, we will be holding separate meetings with other buildings on other days.

2869

R251

Woodland Park
COMMUNITIES
SAND HILL PROPERTY COMPANY

Acompáñenos

Inquilinos del Edificio 301 East O'Keefe

Reunión para Escuchar de Woodland Park Communities

Venga a compartir sus experiencias viviendo en el 301 East O'Keefe St. de Woodland Park. También podemos abordar cualquier pregunta referente a ordenes de mantenimiento.

¿Cuándo?

Miércoles, 21 de agosto desde las 6:30-8:30 pm

¿Dónde?

Oficina de Compromiso Comunitario en el 2041 Euclid Avenue esquina con East O'Keefe St.

Como recordatorio, si tiene preocupaciones de mantenimiento en su hogar, favor de darle a saber al equipo de Greystar la compañía del Manejo de la propiedad inmediatamente para que el asunto sea resuelto lo más pronto posible. Existen varias maneras para que usted reporte los problemas de mantenimiento:

1. Puede entrar o log al portal de residentes/inquilinos por línea a https://www.liveatwoodlandparkapts.com/
2. Puede llamar a la oficina al (650) 566-2000
3. Puede visitar la Oficina de Administración en el 5 Newell Court o al 2043 Euclid Ave. El horario de oficina es de lunes a viernes, de 9am a 6pm, y sábados y domingos, de 9am a 5pm.

Si tiene cualquier pregunta o información para el equipo de los dueños de Woodland Park Communities, favor de contactar a Teresa Morales, Gerente de Compromiso Comunitario, al 650-690-6199, tmorales@wlpcommunities.com ó en persona en el 2041 Euclid Avenue esquina con East O'Keefe Street.

Debido a restricciones de espacio en la oficina de Compromiso Comunitario y para asegurar que podamos proveer atención individual a cada inquilino, estaremos llevando a cabo reuniones separadas con otros edificios en otros días.

SAND HILL PROPERTY COMPANY

201 EOK Listening Session - Agenda

Monday - August 19, 2024

I. **Welcome Residents**
   a. Sign-In (Encouraged but not mandatory)
   b. We will "prioritize" residents of 201 EOK for the first meeting so they get first priority to seating and space inside if there are too many people.
   c. If residents belong to another building, welcome them to the meeting. We will not turn people away if they want to join.
   d. Cristina and Pabel – notetakers

II. **Opening Statement (Mike Kramer)**
   a. Sand Hill and Greystar Team Introduction
   b. Clarify the difference between SHPCO and Greystar
   c. Ask the attendees to introduce themselves
   d. Remind the tenants/lease signers that they will each have an opportunity to submit service request(s) with the Greystar management team towards the end of the meeting.
   e. Teresa to Translate

III. **Stacie/Pabel**
   a. Discuss different ways of submitting Work Orders
      i. Resident Portal - https://www.liveatwoodlandparkapts.com/
         1. Explain the Registration Process
         2. How to Create a free account – Disseminate Instructions (flyer)
      ii. Call the main office - (650) 566-2000
         1. Be specific and descriptive when placing a WO
         2. Explain the benefits of providing PTE vs. Scheduling an appointment
      iii. Email Management
         1. woodlandparkca@greystar.com
      iv. Visit the Management Office
         1. 5 Newell Court or 2043 Euclid Ave
         2. Hours of operation are Monday-Friday, 9am-6pm, and Saturday-Sunday, 9AM-5PM.
   b. Encourage the preferred method
   c. Explain how work orders are attended to/order of priority/urgency
      i. Emergency WO's vs Non-Emergency WO's
      ii. Average time to complete a WO
      iii. Follow up call/email for satisfaction
      iv. Case Escalation – Who to contact

IV. **Open the Floor to Residents (approx. 45-60 mins depending on # of residents/attendees)**

a. Remind the tenants/lease signers that they will each have an opportunity to submit unit service request(s) with the Greystar management team towards the end of the meeting.

V. Closing Statement (Clarisse and Teresa)

a. Thank the residents for attending
b. Emphasize the goal of the meeting
c. State next steps
d. Follow up with individuals regarding service requests

VI. Residents/Lease Signers are open to see Greystar management and submit service request(s).

Scenarios and How to Respond

I. **Scenario:** YUCA or RTO members requesting/forcing to attend the meeting
Response: We appreciate your time, attendance, and willingness to provide support to the residents; however, this is a Listening Session between the Landlord and Tenants whom we have contractual agreement with. *We will not ask them to leave, but we will only listen to/take work orders from our actual tenants.*

II. **Scenario:** Media personnel or if someone tries to record the meeting

Response: Please understand this is a private business office and video or audio recording is prohibited. We also would like to protect the privacy of the residents/attendees.

III. **Scenario**: Someone causes nuisance/raises voice out of frustration/anger/etc.

Response: (Always diffuse the situation.) We are here to amicably and openly listen to your concerns and our goal is to resolve them efficiently and effectively.

From:	Michael Kramer
To:	"Okeefe Street"
Cc:	"Ofelia Bello"; "Laura Rubio"; "Teresa Morales"; "Pabel Zumarraga"
Subject:	RE: Meetings with Woodland Park Ownership this week
Date:	Tuesday, August 27, 2024 2:03:15 PM

Hello,
Thanks for reaching out. Are you a resident of one of the buildings? What is your name and which building do you live in?
We appreciate your correspondence. After receiving your first two letters, both the property management team and the ownership team inspected the three buildings in question and have resolved many of the stated concerns. We held the three listening sessions this week as a response to your letter so that all residents of those buildings, yourself included, would have an opportunity to ask any questions and share any concerns they may have directly with the ownership and property management teams. The listening sessions were very successful, and we had tenants from all three buildings attend the meetings and we were able to open new work orders to address their concerns. These meetings were conducted in English and Spanish. Additionally, we included instructions in the listening session invitation for tenants to report a maintenance issue for repair, and many have contacted us directly with new maintenance requests even if they chose not to attend the meeting.
We are happy to fix any maintenance issues that our tenants bring up to ensure that their housing is safe and habitable. It is important for them to let us know about any maintenance issue directly so we can look into it. There are many ways to do so. The resident can log on to the resident portal, they can call 650-566-2000, they can e-mail woodlandparkcagm@greystar.com, or they can come to a Management Office at 5 Newell Court or 2043 Euclid Ave.
If any resident has further questions or concerns, they can also contact the ownership community engagement team led by Teresa Morales. The best way to do so is to call 650-690-6199, email tmorales@wlpcommunities.com, or visit the Community Engagement Office at 2041 Euclid Ave.
I would be happy to meet with you on Wednesday 9/25 at 6:30 pm to further listen to any questions or concerns you may have. We can meet at our community engagement office at 2041 Euclid Ave. Any other residents can join us and can submit a maintenance request to Greystar at that time.
Thanks! Best wishes -
Mike

Hola,

Gracias por comunicarse con nosotros. ¿Es usted residente de uno de los edificios? ¿Cuál es su nombre y en qué edificio vive?

Agradecemos su correspondencia. Después de recibir sus dos cartas, tanto el equipo de

administración y mantenimiento de la propiedad como el equipo de propietarios inspeccionaron los tres edificios en cuestión y resolvieron muchas de las preocupaciones planteadas. Realizamos tres sesiones para escuchar esta semana pasada en respuesta a su carta para que todos los residentes de esos edificios, incluyendo usted, tuvieran la oportunidad de hacer preguntas y compartir las inquietudes que pudieran tener directamente con los equipos de los propietarios y de mantenimiento de la propiedad. Las sesiones para escuchar fueron muy exitosas, y los inquilinos de los tres edificios asistieron a las reuniones y pudimos abrir nuevas órdenes de mantenimiento para abordar sus preocupaciones. Estas reuniones se llevaron a cabo en inglés y español. Además, incluimos instrucciones en la invitación a la sesión para escuchar para que los inquilinos informen sus problemas de mantenimiento para su reparación, y muchos ya nos han contactado directamente con nuevas solicitudes de mantenimiento incluyendo aquellos que decidieron no asistir a la reunión.

Estamos disponibles para solucionar cualquier problema de mantenimiento que presenten nuestros inquilinos para garantizar que su vivienda sea segura y habitable. Es importante que nos informen sobre cualquier problema de mantenimiento directamente para que podamos investigarlo. Hay muchas formas de hacerlo. El residente puede iniciar una orden en el portal para residentes, puede llamar al 650-566-2000, puede enviar un correo electrónico a woodlandparkcagm@greystar.com o puede acercarse a las Oficinas de Administración del manejo de la propiedad en el 5 Newell Court o al 2043 Euclid Ave.

Si algún residente tiene más preguntas o inquietudes, también puede comunicarse con el equipo de participación comunitaria de los propietarios dirigido por Teresa Morales. La mejor manera de hacerlo es llamando al 650-690-6199, enviando un correo electrónico a tmorales@wlpcommunities.com o visitando la Oficina de Participación Comunitaria en el 2041 Euclid Ave.

Con gusto nos reuniremos con usted el miércoles 25 de septiembre a las 6:30 pm para escuchar más sobre cualquier pregunta o inquietud que pueda tener. Podemos reunirnos en nuestra oficina de participación comunitaria en 2041 Euclid Ave. Cualquier otro residente puede unirse a esta reunión y puede hacer una solicitud de mantenimiento a Greystar en ese momento.

¡Gracias! Saludos cordiales -

Mike

Michael Kramer
Sand Hill Property Company
Tel. +1 650 772 4319

From: Okeefe Street <eokeefeta@gmail.com>

Sent: Wednesday, August 21, 2024 8:42 PM
To: Michael Kramer <mkramer@shpco.com>
Cc: Ofelia Bello <ofeliabello@youthunited.net>; Laura Rubio <lauritarneli@yahoo.com>
Subject: Re: Meetings with Woodland Park Ownership this week

Querido Mr. Kramer,

Agradecemos el correo electrónico de aclaración que envió y queríamos compartir con usted nuestra perspectiva sobre las sesiones para escucharnos.

El 17 de julio, enviamos nuestra primera carta de demanda a Sand Hill Property Company solicitando que todos aborden los problemas de mantenimiento diferido y las necesidades de justicia lingüística en nuestra comunidad. Todos enviaron una respuesta al correo electrónico de nuestra asociación de inquilinos el 31 de julio. En respuesta, una delegación de inquilinos que representan a la Asociación de Inquilinos de E. Okeefe, con el apoyo de aliados de la comunidad, entregó personalmente una carta a su oficina el 1 de agosto solicitando que todos respondieran al correo electrónico de nuestra asociación de inquilinos (eokeefeta@gmail.com) con los horarios disponibles. para encontrarse.

Vimos los volantes sobre una sesión para escucharnos en la oficina de Woodland y los volantes no contenían información sobre la asociación de inquilinos ni indicación de que estas sesiones pretendían ser una respuesta a la carta de la asociación de inquilinos. Como resultado, asumimos que era parte de un esfuerzo general de Woodland Park para escuchar las inquietudes de los residentes. Hemos tenido reuniones periódicas para formar nuestra asociación de inquilinos y redactar las demandas claras y articuladas que hemos incluido en nuestras dos cartas para ayudarlos a todos a abordar los problemas en nuestros edificios. Todavía no hemos recibido una respuesta que aborde los puntos de nuestras cartas.

Además, queremos aclarar lo que hemos dicho en nuestra carta inicial. Estamos pidiendo que Sand Hill Property Company se reúna con nosotros en la mesa de negociaciones para negociar de buena fe sobre nuestros temas de interés común. Lo que eso significa es que todas las partes acuerden mutuamente la hora y el lugar para que se reúnan la asociación de inquilinos y los representantes de Sand Hill Property Company y Woodland Park Property Management. Somos una asociación de inquilinos formada por familias trabajadoras y muchos de nosotros trabajamos en múltiples trabajos. Queremos poder participar en negociaciones directas y eso requiere una cuidadosa planificación y consideración por nuestra parte. Esperamos que puedan reconocer que las sesiones de escucha propuestas tienen muy poco parecido con el proceso de negociación que hemos estado solicitando como asociación de inquilinos.

En conclusión, queremos dejar muy claro que la Asociación de Inquilinos de E. Okeefe quiere negociar con usted, Sand Hill Property Company, de buena fe sobre nuestros temas de interés común. Si bien apreciamos el ofrecimiento de la sesión de

escucharnos, es una respuesta insuficiente a las demandas que ya hemos hecho como asociación de inquilinos. Como resultado, nos gustaría proponer que comencemos las negociaciones con una reunión el Miercoles (9/25) at 6:30 to 8:00 pm, Viernes (9/27) at 6:30 to 8:00 pm or Sabado (9/28) at 12 to 1:30 pm. Responda a este correo electrónico antes del 30 de agosto confirmando su participación en nuestra primera reunión de negociación.

Sinceramente,
E. Okeefe Tenant Association

On Tue, Aug 20, 2024 at 7:56 PM Michael Kramer <mkramer@shpco.com> wrote:

> Hello,
>
> We recently received correspondence from you requesting a meeting with Woodland Park ownership regarding specific questions and concerns about 201, 245, and 301 E. O'Keefe Ave. Thank you for contacting us. We posted an invitation on all the apartments in those buildings last Monday 8/12 about listening session meetings each evening from 6:30 – 8:30 pm with the property management and ownership team on Monday 8/19, Tuesday 8/20, and Wednesday 8/21. These meetings are open to any residents and will be translated in English and Spanish.
>
> *Recientemente recibimos correspondencia de usted pidiendo una reunión con los dueños de Woodland Park concerniente a preguntas especificas y preocupaciones acerca de 201, 245, y 301 E. Okeefe Avenue. Gracias por contactarnos. Pusimos un aviso en todos los apartamentos en esos edificios el Lunes pasado 8/12 acerca de las sesiones o reuniones para escuchar cada tarde de 6:30-8:30 pm con el equipo de manejo de la propiedad y el equipo de los dueños el lunes 8/19, martes 8/20 y miércoles 8/21. Estas reuniones están abiertas a cualquier residente y serán traducidas en ingles y en español.*
>
> Ofelia joined us earlier this evening but said it was not clear that these meetings were intended as a response to your request. These meetings are intended as a response to your request, and as an opportunity to hear from residents about any questions or concerns they may have.
>
> *Ofelia paso por la reunión esta tarde pero dijo no estar claro que estas reuniones fueron en respuesta a su petición. Estas reuniones tienen el fin de servir como respuesta a su petición, y como una oportunidad para escuchar de los inquilinos acerca de sus preguntas que pudieran tener.*

You are welcome to join or to invite any residents interested in speaking with ownership to the remainder of tonight's meeting (we'll be here until 8:30 pm) or to tomorrow's meeting (6:30 – 8:30 pm). They are held at our community engagement office at 2041 Euclid Ave (at the corner of E. O'Keefe).

Sírvase a participar o a invitar a los residentes interesados en hablar con los dueños en la reunión que resta en el 2041 Euclid Avenue (esquina de East O'Keefe).

Thanks! Hope to see you soon – *Gracias! Espero verle muy pronto* –

Mike

Michael Kramer
Sand Hill Property Company
Tel. +1 650 772 4319

From: Michael Kramer
To: "Okeefe Street"
Cc: "Teresa Morales"
Subject: RE: Meetings with Woodland Park Ownership this week
Date: Monday, September 23, 2024 11:54:51 AM

Hello,

We're looking forward to our meeting on Wednesday, September 9/25 at 6:30 pm. We are happy to meet at 1900 University Ave, Suite 400. How do we get into the building/suite?

Who can we expect to attend from your group?

We will have decision makers from Sand Hill and Greystar attend the meeting to listen to your questions and concerns. To protect the privacy of our residents and staff, we request no members of the press be present – this meeting will be off the record.

Please note that we can only accept maintenance requests inside a unit made by a resident of that unit. Therefore, if anyone has a maintenance request inside their unit, it would be best if they can attend the meeting themselves. If they are not able to attend, they can also log on to the resident portal, call 650-566-2000, e-mail woodlandparkcagm@greystar.com, or come to one of our two management offices at 5 Newell Court or 2043 Euclid Ave at another time.

If any resident has further questions or concerns, or are not able to make the meeting Wednesday, they can also contact the community engagement team at 650-690-6199, email tmorales@wlpcommunities.com, or visit in person at 2041 Euclid Ave.

Looking forward to seeing you Wednesday. Please feel free to contact me directly at 650-772-4319 if anything comes up or you'd like to chat in advance.

Thanks! Best wishes –

Mike

Michael Kramer
Sand Hill Property Company
Tel. +1 650 772 4319

From: Okeefe Street <eokeefeta@gmail.com>
Sent: Thursday, September 19, 2024 4:57 PM
To: Michael Kramer <mkramer@shpco.com>
Subject: Re: Meetings with Woodland Park Ownership this week

Hello Michael

We are sending the location and the Agenda for our meeting on Wednesday.

See you soon and have a nice weekend.

On Wed, Sep 4, 2024 at 1:28 PM Michael Kramer <mkramer@shpco.com> wrote:

> Hello,
> Thank you, we are looking forward to meeting on Wednesday, September 9/25 at 6:30 pm. We are happy to meet at any nearby location. Since it is walking distance to the buildings, our offer stands to host the meeting at our Community Engagement Office at 2041 Euclid Ave if you're interested. Who can we expect to attend from your group?
>
> Yes, we will have decision makers from Sand Hill and Greystar attend the meeting to listen to your questions and concerns.
> We did not receive a petition with signatures from the members of the association – when you came to our office you left us a letter, but it was unsigned. Do you have a copy?
> If any maintenance issues come up between now and the meeting, any resident can log on to the resident portal, call 650-566-2000, e-mail woodlandparkcagm@greystar.com, or come to one of our two management offices at 5 Newell Court or 2043 Euclid Ave. If any resident has further questions or concerns, they can contact the community engagement team at 650-690-6199, email tmorales@wlpcommunities.com, or visit in person at 2041 Euclid Ave.
> Please feel free to contact me directly at 650-772-4319 if anything comes up or you'd like to chat before the meeting. Thanks! Best wishes,
> Mike
>
> *Hola,*
> *Gracias, esperamos reunirnos el miércoles 25 de septiembre a las 6:30 p.m. Con gusto le recibiremos en cualquier lugar cercano. Dado que está a corta distancia de los edificios, nuestra oferta es organizar la reunión en nuestra Oficina de Participación Comunitaria en 2041 Euclid Ave, si están interesados. ¿Quién asistirá de su grupo?*
> *Sí, los que hacen las decisiones de Sand Hill y Greystar asistirán a la reunión para escuchar sus preguntas e inquietudes.*
> *No hemos recibimos una petición firmada por los miembros de la asociación; cuando ustedes vinieron a nuestra oficina nos dejaron una carta, pero no estaba firmada. ¿Tienen una copia?*
> *Si surge algún problema de mantenimiento entre ahora y la reunión, todo residente puede iniciar una sesión en el portal para residentes, llamando al 650-566-2000, enviando un*

correo electrónico a woodlandparkcagm@greystar.com o visitando una de nuestras dos oficinas administrativas en 5 Newell Court ó en 2043 Euclid Ave. Si algún residente tiene más preguntas o inquietudes, puede comunicarse con el equipo de participación comunitaria al 650-690-6199, enviando un correo electrónico a tmorales@wlpcommunities.com o visitando en persona en 2041 Euclid Ave.
No duden en comunicarse conmigo directamente al 650-772-4319 si surge algo o si desea conversar antes de la reunión.

¡Gracias! Saludos cordiales -
Mike

Michael Kramer
Sand Hill Property Company
Tel. +1 650 772 4319

From: Okeefe Street <eokeefeta@gmail.com>
Sent: Friday, August 30, 2024 11:14 PM
To: Michael Kramer <mkramer@shpco.com>
Cc: Ofelia Bello <ofeliabello@youthunited.net>; Laura Rubio <lauritarneli@yahoo.com>; Teresa Morales <tmorales@wlpcommunities.com>; Pabel Zumarraga <woodlandparkcagm@greystar.com>
Subject: Re: Meetings with Woodland Park Ownership this week

Hola, Sr. Kramer:

Esta cuenta de correo electrónico fue creada colectivamente por los miembros de la Asociación de inquilinos de E Okeefe que viven en 201, 245, 301 E Okeefe St. Le enviamos una petición con las firmas de los miembros que se unieron para formar la asociación.

El miércoles (25 de septiembre) a las 6:30 p. m. será nuestra primera reunión de negociación. Nos gustaría proponer un lugar neutral para que Sand Hill Property Company, Greystar Management y nuestra Asociación de inquilinos de E Okeefe se reúnan. Lo ideal sería que pudiera invitar a Peter Pau y a otros tomadores de decisiones de Sand Hill y Greystar Management a unirse a la reunión. Estamos buscando un lugar donde podamos reunirnos y le enviaremos la dirección del lugar y borrador de agenda cuando la hayamos encontrado.

Hi Mr Kramer,

This email account is collectively governed by the E Okeefe Tenant Association members living at 201, 245, 301 E Okeefe St. We sent you a petition with signatures

from the members who signed on to form the association.

Wednesday (9/25) at 6:30 pm will be our first negotiation meeting. We would like to propose a neutral location for Sand HIll Property Company, Greystar Management and our E Okeefe Tenant Association to meet. Ideally, if you could invite Peter Pau and other decision makers from Sand Hill and Greystar Management to join the meeting that would be great. We are exploring meeting locations and will be sending you the location address and draft agenda when it is finalized.

Sinceramente,
E. Okeefe Tenant Association

On Tue, Aug 27, 2024 at 2:05 PM Michael Kramer <mkramer@shpco.com> wrote:

> Hello,
> Thanks for reaching out. Are you a resident of one of the buildings? What is your name and which building do you live in?
> We appreciate your correspondence. After receiving your first two letters, both the property management team and the ownership team inspected the three buildings in question and have resolved many of the stated concerns. We held the three listening sessions this week as a response to your letter so that all residents of those buildings, yourself included, would have an opportunity to ask any questions and share any concerns they may have directly with the ownership and property management teams. The listening sessions were very successful, and we had tenants from all three buildings attend the meetings and we were able to open new work orders to address their concerns. These meetings were conducted in English and Spanish. Additionally, we included instructions in the listening session invitation for tenants to report a maintenance issue for repair, and many have contacted us directly with new maintenance requests even if they chose not to attend the meeting.
> We are happy to fix any maintenance issues that our tenants bring up to ensure that their housing is safe and habitable. It is important for them to let us know about any maintenance issue directly so we can look into it. There are many ways to do so. The resident can log on to the resident portal, they can call 650-566-2000, they can e-mail woodlandparkcagm@greystar.com, or they can come to a Management Office at 5 Newell Court or 2043 Euclid Ave.
> If any resident has further questions or concerns, they can also contact the ownership community engagement team led by Teresa Morales. The best way to do so is to call 650-690-6199, email tmorales@wlpcommunities.com, or visit the Community Engagement Office at 2041 Euclid Ave.
> I would be happy to meet with you on Wednesday 9/25 at 6:30 pm to further listen to any questions or concerns you may have. We can meet at our community engagement office at 2041 Euclid Ave. Any other residents can join us and can submit a maintenance

request to Greystar at that time.
Thanks! Best wishes -
Mike

Hola,

Gracias por comunicarse con nosotros. ¿Es usted residente de uno de los edificios? ¿Cuál es su nombre y en qué edificio vive?

Agradecemos su correspondencia. Después de recibir sus dos cartas, tanto el equipo de administración y mantenimiento de la propiedad como el equipo de propietarios inspeccionaron los tres edificios en cuestión y resolvieron muchas de las preocupaciones planteadas. Realizamos tres sesiones para escuchar esta semana pasada en respuesta a su carta para que todos los residentes de esos edificios, incluyendo usted, tuvieran la oportunidad de hacer preguntas y compartir las inquietudes que pudieran tener directamente con los equipos de los propietarios y de mantenimiento de la propiedad. Las sesiones para escuchar fueron muy exitosas, y los inquilinos de los tres edificios asistieron a las reuniones y pudimos abrir nuevas órdenes de mantenimiento para abordar sus preocupaciones. Estas reuniones se llevaron a cabo en inglés y español. Además, incluimos instrucciones en la invitación a la sesión para escuchar para que los inquilinos informen sus problemas de mantenimiento para su reparación, y muchos ya nos han contactado directamente con nuevas solicitudes de mantenimiento incluyendo aquellos que decidieron no asistir a la reunión.

Estamos disponibles para solucionar cualquier problema de mantenimiento que presenten nuestros inquilinos para garantizar que su vivienda sea segura y habitable. Es importante que nos informen sobre cualquier problema de mantenimiento directamente para que podamos investigarlo. Hay muchas formas de hacerlo. El residente puede iniciar una orden en el portal para residentes, puede llamar al 650-566-2000, puede enviar un correo electrónico a woodlandparkcagm@greystar.com o puede acercarse a las Oficinas de Administración del manejo de la propiedad en el 5 Newell Court o al 2043 Euclid Ave.

Si algún residente tiene más preguntas o inquietudes, también puede comunicarse con el equipo de participación comunitaria de los propietarios dirigido por Teresa Morales. La mejor manera de hacerlo es llamando al 650-690-6199, enviando un correo electrónico a tmorales@wlpcommunities.com o visitando la Oficina de Participación Comunitaria en el 2041 Euclid Ave.

Con gusto nos reuniremos con usted el miércoles 25 de septiembre a las 6:30 pm para escuchar más sobre cualquier pregunta o inquietud que pueda tener. Podemos reunirnos en nuestra oficina de participación comunitaria en 2041 Euclid Ave. Cualquier otro

residente puede unirse a esta reunión y puede hacer una solicitud de mantenimiento a Greystar en ese momento.

¡Gracias! Saludos cordiales -

Mike

Michael Kramer
Sand Hill Property Company
Tel. +1 650 772 4319

From: Okeefe Street <eokeefeta@gmail.com>
Sent: Wednesday, August 21, 2024 8:42 PM
To: Michael Kramer <mkramer@shpco.com>
Cc: Ofelia Bello <ofeliabello@youthunited.net>; Laura Rubio <lauritarneli@yahoo.com>
Subject: Re: Meetings with Woodland Park Ownership this week

Querido Mr. Kramer,

Agradecemos el correo electrónico de aclaración que envió y queríamos compartir con usted nuestra perspectiva sobre las sesiones para escucharnos.

El 17 de julio, enviamos nuestra primera carta de demanda a Sand Hill Property Company solicitando que todos aborden los problemas de mantenimiento diferido y las necesidades de justicia lingüística en nuestra comunidad. Todos enviaron una respuesta al correo electrónico de nuestra asociación de inquilinos el 31 de julio. En respuesta, una delegación de inquilinos que representan a la Asociación de Inquilinos de E. Okeefe, con el apoyo de aliados de la comunidad, entregó personalmente una carta a su oficina el 1 de agosto solicitando que todos respondieran al correo electrónico de nuestra asociación de inquilinos (eokeefeta@gmail.com) con los horarios disponibles. para encontrarse.

Vimos los volantes sobre una sesión para escucharnos en la oficina de Woodland y los volantes no contenían información sobre la asociación de inquilinos ni indicación de que estas sesiones pretendían ser una respuesta a la carta de la asociación de inquilinos. Como resultado, asumimos que era parte de un esfuerzo general de Woodland Park para escuchar las inquietudes de los residentes. Hemos tenido reuniones periódicas para formar nuestra asociación de inquilinos y redactar las demandas claras y articuladas que hemos incluido en nuestras dos cartas para ayudarlos a todos a abordar los problemas en nuestros edificios. Todavía no hemos recibido una respuesta que aborde los puntos de nuestras cartas.

Además, queremos aclarar lo que hemos dicho en nuestra carta inicial. Estamos pidiendo que Sand Hill Property Company se reúna con nosotros en la mesa de

negociaciones para negociar de buena fe sobre nuestros temas de interés común. Lo que eso significa es que todas las partes acuerden mutuamente la hora y el lugar para que se reúnan la asociación de inquilinos y los representantes de Sand Hill Property Company y Woodland Park Property Management. Somos una asociación de inquilinos formada por familias trabajadoras y muchos de nosotros trabajamos en múltiples trabajos. Queremos poder participar en negociaciones directas y eso requiere una cuidadosa planificación y consideración por nuestra parte. Esperamos que puedan reconocer que las sesiones de escucha propuestas tienen muy poco parecido con el proceso de negociación que hemos estado solicitando como asociación de inquilinos.

En conclusión, queremos dejar muy claro que la Asociación de Inquilinos de E. Okeefe quiere negociar con usted, Sand Hill Property Company, de buena fe sobre nuestros temas de interés común. Si bien apreciamos el ofrecimiento de la sesión de escucharnos, es una respuesta insuficiente a las demandas que ya hemos hecho como asociación de inquilinos. Como resultado, nos gustaría proponer que comencemos las negociaciones con una reunión el Miercoles (9/25) at 6:30 to 8:00 pm, Viernes (9/27) at 6:30 to 8:00 pm or Sabado (9/28) at 12 to 1:30 pm. Responda a este correo electrónico antes del 30 de agosto confirmando su participación en nuestra primera reunión de negociación.

Sinceramente,
E. Okeefe Tenant Association

On Tue, Aug 20, 2024 at 7:56 PM Michael Kramer <mkramer@shpco.com> wrote:

> Hello,
>
> We recently received correspondence from you requesting a meeting with Woodland Park ownership regarding specific questions and concerns about 201, 245, and 301 E. O'Keefe Ave. Thank you for contacting us. We posted an invitation on all the apartments in those buildings last Monday 8/12 about listening session meetings each evening from 6:30 – 8:30 pm with the property management and ownership team on Monday 8/19, Tuesday 8/20, and Wednesday 8/21. These meetings are open to any residents and will be translated in English and Spanish.
>
> *Recientemente recibimos correspondencia de usted pidiendo una reunión con los dueños de Woodland Park concerniente a preguntas especificas y preocupaciones acerca de 201, 245, y 301 E. Okeefe Avenue. Gracias por contactarnos. Pusimos un aviso en todos los apartamentos en esos edificios el Lunes pasado 8/12 acerca de las sesiones o reuniones para escuchar cada tarde de 6:30-8:30 pm con el equipo de manejo de la propiedad y el equipo de los dueños el lunes 8/19, martes 8/20 y miércoles 8/21. Estas reuniones están*

abiertas a cualquier residente y serán traducidas en ingles y en español.

Ofelia joined us earlier this evening but said it was not clear that these meetings were intended as a response to your request. These meetings are intended as a response to your request, and as an opportunity to hear from residents about any questions or concerns they may have.

Ofelia paso por la reunión esta tarde pero dijo no estar claro que estas reuniones fueron en respuesta a su petición. Estas reuniones tienen el fin de servir como respuesta a su petición, y como una oportunidad para escuchar de los inquilinos acerca de sus preguntas que pudieran tener.

You are welcome to join or to invite any residents interested in speaking with ownership to the remainder of tonight's meeting (we'll be here until 8:30 pm) or to tomorrow's meeting (6:30 – 8:30 pm). They are held at our community engagement office at 2041 Euclid Ave (at the corner of E. O'Keefe).

Sírvase a participar o a invitar a los residentes interesados en hablar con los dueños en la reunión que resta en el 2041 Euclid Avenue (esquina de East O'Keefe).

Thanks! Hope to see you soon – *Gracias! Espero verle muy pronto –*

Mike

Michael Kramer
Sand Hill Property Company
Tel. +1 650 772 4319

From: Michael Kramer
To: "Okeefe Street"
Cc: "Teresa Morales"
Subject: RE: Follow-up from September 25th Negotiation Meeting
Date: Saturday, October 19, 2024 3:09:56 PM

Hello,

Thanks for following up, it was nice meeting with you last month. I appreciate you sending along the proposal document. Regarding our response to the proposals:

Category 1: Potential Sale - We will provide updates about the sale as required by law and the City of East Palo Alto. Currently there are no potential buyers and the property is not in contract. We do not expect a sale in the immediate future.

Category 2: Repairs – We will review all recent and current work orders for 201, 245, and 301 E. O'Keefe Ave, as well as the recent petitions that were sent to the City to understand recent requests for repairs. We will work with Greystar property management to ensure they respond to repair requests in a timely and satisfactory manner. We currently have an emergency maintenance hotline 24/7 which can be reached at 650-566-2000**.**

As a reminder, If you have a maintenance concern in your home, please let the Greystar property management team know right away so that the issue(s) can be fixed as soon as possible. There are several ways for you to report a maintenance issue:

You can log on to the resident portal online at https://www.liveatwoodlandparkapts.com/.
You can call the main office line at (650) 566-2000.
You can visit the Management Office at 5 Newell Court or 2043 Euclid Ave. The hours of operation are Monday-Friday, 9am-6pm, and Saturday-Sunday, 9AM-5PM.

If you have any questions or feedback for the Woodland Park Communities ownership team, please contact Teresa Morales, Community Engagement Manager, at 650-690-6199, tmorales@wlpcommunities.com, or in-person at 2041 Euclid Avenue (at East O'Keefe).

Category 3: Weatherization – We will conduct inspections of all common areas and units in 201, 245, and 301 E. O'Keefe Ave, and make any necessary repairs to ensure the buildings and units are safe and habitable.

Category 4: Safety – We currently have private security which patrols the property on a regular basis. If any resident has a concern or would like to speak to security, they can call 408-978-9111. If any resident needs a copy of a key to any building or common

area they are entitled to in their lease, please contact Greystar management and they will provide one if possible.

Category 5: Rent – We strictly follow the East Palo Alto Rent Stabilization Ordinance and charge at or below the maximum allowable rent for each unit. You can obtain information about the maximum allowable rent for your unit from the Rent Stabilization Program at 650-853-3157.

We would be happy to meet again, but I think it would be best if we are able to complete the inspections of the buildings that you requested in advance of the meeting. Additionally, just this week we received 30 petitions that were submitted to the Rent Stabilization Program with concerns about 201, 245, and 301 E. O'Keefe. These petitions are hundreds of pages, so we need to review each of them and make the appropriate inquiries and inspections of the units involved. We would be happy to meet after we've completed this, but I expect that will take at least until mid- to late-November. I can reach out once we've made sufficient progress to schedule another meeting.

Thanks! Best wishes –

Mike

Hola,

Gracias por seguirnos, fue un placer reunirnos contigo el mes pasado. Agradezco que nos hayas enviado el documento de propuesta. Con respecto a nuestra respuesta a las propuestas:

***Categoría 1: Venta potencial**: brindaremos actualizaciones sobre la venta según lo exija la ley y la ciudad de East Palo Alto. Actualmente, no hay compradores potenciales y la propiedad no está bajo contrato. No esperamos una venta en el futuro inmediato.*

***Categoría 2: Reparaciones:** revisaremos todas las órdenes de trabajo recientes y actuales para 201, 245 y 301 E. O'Keefe Ave, así como las peticiones recientes que se enviaron a la ciudad para comprender las solicitudes recientes de reparaciones. Trabajaremos con la administración de la propiedad de Greystar para asegurarnos de que respondan a las solicitudes de reparación de manera oportuna y satisfactoria. Actualmente, contamos con una línea directa de mantenimiento de emergencia disponible las 24 horas, los 7 días de la semana, a la que se puede llamar al 650-566-2000.*

Como recordatorio, si tiene un problema de mantenimiento en su hogar, infórmeselo de inmediato al equipo de administración de propiedades de Greystar para que los problemas se puedan solucionar lo antes posible. Hay varias formas de informar un

problema de mantenimiento:

- *Puede iniciar sesión en el portal para residentes en línea en https://www.liveatwoodlandparkapts.com/.*
- *Puede llamar a la línea principal de la oficina al (650) 566-2000.*
- *Puede visitar la Oficina de Administración en 5 Newell Court o 2043 Euclid Ave. El horario de atención es de lunes a viernes, de 9 a. m. a 6 p. m., y sábados y domingos, de 9 a. m. a 5 p. m.*

Si tiene alguna pregunta o comentario para el equipo de propietarios de Woodland Park Communities, comuníquese con Teresa Morales, Gerente de Participación Comunitaria, al 650-690-6199, tmorales@wlpcommunities.com, o en persona en 2041 Euclid Avenue (en East O'Keefe).

***Categoría 3: Climatización:** realizaremos inspecciones de todas las áreas comunes y unidades en 201, 245 y 301 E. O'Keefe Ave, y haremos las reparaciones necesarias para garantizar que los edificios y las unidades sean seguros y habitables.*

***Categoría 4: Seguridad:** actualmente contamos con seguridad privada que patrulla la propiedad de manera regular. Si algún residente tiene alguna inquietud o desea hablar con seguridad, puede llamar al 408-978-9111. Si algún residente necesita una copia de una llave de cualquier edificio o área común a la que tenga derecho en su contrato de alquiler, comuníquese con la administración de Greystar y ellos le proporcionarán una si es posible.*

***Categoría 5: Alquiler:** seguimos estrictamente la Ordenanza de Estabilización de Alquileres de East Palo Alto y cobramos el alquiler máximo permitido o menos por cada unidad. Puede obtener información sobre el alquiler máximo permitido para su unidad del Programa de Estabilización de Alquileres al 650-853-3157.*

Nos encantaría volver a reunirnos, pero creo que sería mejor si pudiéramos completar las inspecciones de los edificios que solicitó antes de la reunión. Además, esta semana recibimos 30 peticiones que se presentaron al Programa de Estabilización de Alquileres con inquietudes sobre 201, 245 y 301 E. O'Keefe. Estas peticiones tienen cientos de páginas, por lo que debemos revisar cada una de ellas y realizar las consultas e inspecciones correspondientes de las unidades involucradas. Nos encantaría reunirnos después de que hayamos completado esto, pero creo que eso llevará al menos hasta mediados o fines de noviembre. Puedo comunicarme con usted una vez que hayamos avanzado lo suficiente para programar otra reunión.

¡Gracias! –

Mike

Michael Kramer
Sand Hill Property Company
Tel. +1 650 772 4319

From: Okeefe Street <eokeefeta@gmail.com>
Sent: Thursday, October 10, 2024 11:36 AM
To: Michael Kramer <mkramer@shpco.com>
Cc: Teresa Morales <TMorales@wlpcommunities.com>
Subject: Follow-up from September 25th Negotiation Meeting

Hi Michael,

We have attached a pdf document with our proposals from our meeting on September 25th 2024. You shared in the meeting that you would send us formal responses to each line item in our proposals and we wanted to make sure that you had them in writing. In light of the fact that we were not able to get through our full discussion in regards to our proposals, we would like to schedule a second negotiation meeting with you for Wednesday, October 23rd from 6:30 to 8:00 pm or Friday, October 25th from 6:30 to 8:00 pm. It would be ideal if you could send us your formal responses by end of day on Friday, October 18th, 2024 to facilitate a more substantive discussion at our second negotiation meeting.

Similar to our first negotiation meeting we will be prepared with simultaneous English/Spanish interpretation as a tenant association. Please come prepared with a Spanish interpreter so that you all can participate fully in the negotiation meeting space.

We are looking forward to hearing a response confirming your availability for the second negotiation meeting by Tuesday, October 15th.

Sincerely,
E. Okeefe Tenant Association

Querido Michael,

Adjuntamos un documento pdf con nuestras propuestas de nuestra reuniel 25 de septiembre de 2024. Usted comparti la reuniue nos enviarrespuestas formales a cada elemento de nuestras propuestas y queros asegurarnos de que las tuviera por escrito. En vista del hecho de que no pudimos llevar a cabo nuestra discusiompleta con respecto a nuestras propuestas, nos gustarprogramar una segunda reunie negociacion usted para el mi鯷oles 23 de octubre de 6:30 a 8:00 pm o el viernes. 25 de octubre de 18:30 a 20:00 horas. Serideal si pudiera enviarnos sus respuestas formales antes del final del dviernes 18 de octubre de 2024 para facilitar una discusi sustantiva en nuestra segunda reunie negociaci

Al igual que en nuestra primera reunie negociaciestaremos preparados con

interpretaciimuḷta ingl鳳espacomo asociacie inquilinos. Venga preparado con un int鰙rete de espapara que todos puedan participar plenamente en el espacio de la reunie negociaci

Esperamos escuchar una respuesta que confirme su disponibilidad para la segunda reunie negociacintes del martes 15 de octubre.

Sinceramente,
E. Okeefe Tenant Association

From: Michael Kramer
To: "Okeefe Street"
Cc: "Teresa Morales"; "Bill Reyes"; "Clarisse Tan"
Subject: RE: Following-up on our In-Person Conversation
Date: Friday, December 20, 2024 1:16:52 PM

Hello,

Thanks for reaching out. As I mentioned, we have been waiting for additional information from the City about the recently filed petitions and from the County about the complaints that were recently lodged. I believe the most productive conversation would be after we hear back from them. However, they are both moving slowly and I understand your interest in meeting earlier.

Unfortunately, we are not available the evening of 1/17 and generally a Friday night will be difficult to schedule our team. What about the afternoon of Thursday, January 16 from 4-6 pm? Or on Wednesday, January 29 from 4-6 pm?

Additionally, our team met recently to discuss how we can be more responsive and provide a helpful channel for communication. As I mentioned when we spoke in person, our Palo Alto office on El Camino Real is not open for public business, please do not visit again. You are welcome to visit our on-site management office nearby at 2041 Euclid Ave where Teresa (cc'ed) sits downstairs and Clarisse (cc'ed) sits upstairs. I would also be happy to meet you in East Palo Alto by appointment. Additionally, we will provide a dedicated ownership representative to talk through any concerns or complaints that any resident of 201, 245, or 301 E'O'Keefe may have. His name is Bill Reyes and you can reach him any time at breyes@wlpcommunities.com or 650-730-0411 to speak with him directly or make an appointment to meet in person in East Palo Alto. He has over 4 years of experience dealing with tenant concerns at Woodland Park and is well suited to listen to and address any concerns. Please feel free to provide his contact information to any of the residents.

Please let me know if the dates above work for a meeting, and I look forward to hearing back. Happy holidays and have a great weekend! Best wishes –

Mike

Hola,

Gracias por comunicarse. Como mencioné, hemos estado esperando información adicional de la Ciudad sobre las peticiones presentadas recientemente y del Condado sobre las quejas que se presentaron recientemente. Creo que la conversación más productiva sería después de que tengamos noticias de ellos. Sin embargo, ambos están avanzando lentamente y entiendo su interés en reunirse antes.

Lamentablemente, no estamos disponibles la noche del 17 de enero y, por lo general, un

viernes por la noche será difícil programar a nuestro personal. ¿Qué pasa la tarde del jueves 16 de enero de 4 a 6 p. m.? ¿O el miércoles 29 de enero de 4 a 6 p. m.?

Además, nuestro equipo se reunió recientemente para analizar cómo podemos ser más receptivos y brindar un canal útil para la comunicación. Como mencioné cuando hablamos en persona, nuestra oficina de Palo Alto no está abierta al público, no vuelva a visitarnos. Puede visitar nuestra oficina de administración en el lugar, cerca de 2041 Euclid Ave, donde Teresa (con copia) se sienta en la planta baja y Clarisse (con copia) se sienta en la planta alta. También me encantaría reunirme con usted en East Palo Alto con cita previa. Además, le proporcionaremos un representante de propietarios dedicado para hablar sobre cualquier inquietud o queja que pueda tener cualquier residente de 201, 245 o 301 E'O'Keefe. Su nombre es Bill Reyes y puede comunicarse con él en cualquier momento a breyes@wlpcommunities.com o al 650-730-0411 para hablar con él directamente o programar una cita para reunirse en persona en East Palo Alto. Tiene más de 4 años de experiencia en el tratamiento de inquietudes de inquilinos en Woodland Park y está bien preparado para escuchar y abordar cualquier inquietud. No dude en proporcionar su información de contacto a cualquiera de los residentes.

Avíseme si las fechas anteriores le convienen para una reunión. Espero recibir noticias suyas. ¡Felices fiestas y que tenga un excelente fin de semana! Mis mejores deseos –

Mike

Michael Kramer
Sand Hill Property Company
Tel. +1 650 772 4319

From: Okeefe Street <eokeefeta@gmail.com>
Sent: Thursday, December 19, 2024 3:46 PM
To: Michael Kramer <mkramer@shpco.com>
Subject: Following-up on our In-Person Conversation

Hi Michael,

We just wanted to follow-up from our in-person conversation where you shared that you would respond to our association to schedule our second negotiation meeting. It is now December 18th and we still have not heard from you. There are still many items we would like to discuss with you in good faith and we want you to follow through on your word.

We would like to offer Friday, January 17th from 6:30 to 8:30 pm for our second negotiation meeting. With the holiday season fast approaching, we would like this second negotiation meeting to be scheduled sooner than later. Please respond with a confirmation by December 23rd, 2024 at 5 pm.

Hola Michael,

Solo queríamos dar seguimiento a nuestra conversación en persona en la que compartió que respondería a la programación de nuestra segunda reunión de negociación. Ya es 18 de diciembre y todavía no hemos tenido noticias suyas. Todavía hay muchos temas que nos gustaría discutir con usted de buena fe y queremos que cumpla su palabra.

Nos gustaría ofrecer el viernes 17 de enero de 6:30 a 8:30 pm para nuestra segunda reunión de negociación. Dado que la temporada navideña se acerca rápidamente, nos gustaría que esta segunda reunión de negociación esté programada para el 23 de diciembre.

-James

From: Michael Kramer
To: "Okeefe Street"
Cc: "Teresa Morales"; "Bill Reyes"; "Clarisse Tan"
Subject: RE: Following-up on our In-Person Conversation
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Mike

Michael Kramer
Sand Hill Property Company
Tel. +1 650 772 4319

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-James

Clarisse Tan

From: Jason Villarreal <jvillarreal@shpco.com> on behalf of Jason Villarreal
Sent: Friday, February 7, 2025 7:58 AM
To: eokeefeta@gmail.com
Subject: East O'Keefe Tenant Association Negotiation Proposals and Petitions

Dear East O'Keefe Tenant Association:

We write today in response to your proposal dated as of January 16, 2025, and James Huynh's representations to the City of East Palo Alto (the "City") at the January 28, 2025, Pre-Hearing Conference regarding Petitions for Individual Rent Adjustment from 201, 245, and 301 E. O'Keefe St. (the "Petitions"). We appreciate your patience on this and we wanted to evaluate all matters including tenant representation.

I wanted to share a reminder pertaining to our tenant's privacy as it is valued to ownership and property management. Woodland Park is in contractual privity with its tenants. As part of this legal relationship, Woodland Park is obligated to maintain confidentiality of tenant records. Woodland Park does not discuss the specifics of any given tenant or tenancy with anyone other than the named tenants on the lease. This protects the confidentiality of the tenant information as well as the safety and security of the tenants. Woodland Park is unable to discuss specifics about any tenancy with anyone other than the tenant. The purported "Association" continues to request that Woodland Park make private tenant information public which we cannot and will not do for the sake of our tenants. We appreciate your cooperation, compliance, and understanding in respecting tenant privacy by refraining from asking Woodland Park to compromise tenants' privacy.

Woodland Park has a written lease agreement with every tenant of ours. That lease agreement, together with local and state law, governs the terms of each tenancy. Woodland Park fulfills all of its obligations to every tenant pursuant to their lease agreement, local law, and state law.

A number of tenants in 201, 245, and 301 E. O'Keefe St. have submitted petitions for individual rent adjustment. On January 28, 2025, the City held a pre-hearing conference to discuss the logistics of the hearings on these Petitions. Mr. Huynh appeared at the conference but did not disclose whom he was representing. Mr. Huynh told the City and its hearing examiners that Woodland Park refused to participate in settlement negotiations regarding the Petitions. That is not true.

In fact, Mr. Huynh has prevented Woodland Park from discussing the petitions at the meetings that have been held. The "Association" requested the January 16, 2025, meeting to "negotiate." Woodland Park came prepared to discuss the previously raised issues at 201, 245, and 301 E. O'Keefe St. Mr. Huynh cut off this conversation and refused to discuss it. This was disappointing as we wanted to focus on the 201, 245, and 301 E. O'Keefe St. tenant's thoughts and follow up with their work order concerns. This did not happen and instead, Mr. Huynh insisted on raising new and different issues at different properties, all of which are irrelevant to the Petitions. It was Mr. Huynh who refused to negotiate or work toward settlement, not Woodland Park.

Mr. Huynh is advised not to misstate facts or otherwise mislead the tribunal or the City with regard to the Petitions or any other matter. His actions do not help the tenants but in turn delays getting the tenant's issues addressed and resolved.

We wanted to reiterate that Woodland Park continues to fulfill all of its obligations under the lease agreements, local law, and state law. Woodland Park tenants are provided all of the housing services to which they are entitled. Woodland Park has opposed each of the Petitions for rent reduction and rebate on the basis that Woodland Park maintains the premises in a good and habitable condition. And, when a tenant does not notify Woodland Park of a problem or provides Woodland Park an opportunity to correct it, no rent rebate is available. Woodland Park has responded to and corrected in a timely fashion all problems identified by tenants, except where tenants prevented Woodland Park from providing requested services.

We do have concerns that there is a directive from the association side to tenants not to submit work orders through the proper channels and protocol to the leasing team, online, or by phone nor send them to our onsite Community Engagement Manager. This is concerning because it significantly reduces the opportunity for Woodland Park to address and resolve our tenants' work orders. We hope this is not the case. When Woodland Park received your letter of concerns about 201, 245, and 301 E. O'Keefe St., Woodland Park took those concerns very seriously. Woodland Park hosted three evening listening sessions and invited all tenants to all of those buildings to come speak directly about their concerns. Almost no one came, giving rise to an inference that individual tenants do not have ongoing concerns.

The "Association" has held "negotiation meetings," but unfortunately these meetings have not been productive while taking away valuable and needed time away from our tenants. To date, these meetings have consisted of "Association" representatives reading a letter that could have been sent and read in advance. As mentioned on several occasions, if there are issues to be resolved in any tenant's unit, Woodland Park invites that tenant to report the issue directly to the property management team (Greystar) or the community engagement staff so it can be solved.

To also aid in our tenants' needs, Woodland Park has hired a new part-time community engagement representative dedicated to solving any tenant problems. Woodland Park announced his e-mail address and phone number to the "Association" and reported that he would schedule an appointment with any tenant to discuss and help fix their problems. Unfortunately, zero tenants from any of the six buildings have reached out to him. This reflects that individual tenants do not have ongoing concerns.

Woodland Park has brought the General Manager, the Regional Property Manager, and the Maintenance Manager to the "negotiation meetings" to receive reports of any problems so that work orders can be created efficiently and problems can be solved expediently. No tenant provided any new work orders at the meetings. It seems it does not appear that individual tenants have any ongoing concerns.

Woodland Park hereby reiterates that it is always willing to meet with any tenant and to address their concerns. That said, Woodland Park cannot meet with "representatives" with whom it has no relationship or otherwise discuss private tenant matters with anyone other than the tenant. The property owner is working closely with Greystar property management to ensure that the on-site management team responds to repair requests in a timely and satisfactory manner. There is an emergency maintenance hotline 24/7 which can be reached at **650-566-2000**.

If any tenant has a maintenance concern in their home, they should let the Greystar property management team know right away so that the issue(s) can be fixed as soon as possible. There are several ways to report a maintenance issue:

- Tenants can log on to the resident portal online at: https://www.liveatwoodlandparkapts.com
- Tenants can call the main office line at **(650) 566-2000**.
- Tenants can visit the **Management Office** at 5 Newell Court or 2043 Euclid Ave. The hours of operation are **Monday-Friday, 9am-6pm, and Saturday-Sunday, 9AM-5PM**.

If anyone has questions or feedback for the Woodland Park Communities ownership team, please contact **Teresa Morales**, Community Engagement Manager, at (**650) 690-6199**, tmorales@wlpcommunities.com, or in-person at 2041 Euclid Avenue (at East O'Keefe). There is also a dedicated ownership representative to talk through any concerns or complaints that any tenant may have. His name is **Bill Reyes** and you can reach him any time at breyes@wlpcommunities.com or (**650) 730-0411** to speak with him directly or make an appointment to meet in person in East Palo Alto. He has over 4 years of experience dealing with tenant concerns at Woodland Park and is well suited to listen to and address any concerns.

Woodland Park will continue to fulfill its obligations under its lease agreements, local law, and state law. Woodland Park will participate in the Petition hearings. We will also continue to respond to tenant inquiries and work orders in a timely fashion and address/resolve.

At this time; and after attending recent association meetings, we will continue to be focused on addressing any tenant issues that arise; however, we will not be attending future association meetings so we can provide said focus and be mindful of our tenant's time.

R280
Woodland Park tenants and members of the public are welcome to visit the Woodland Park public offices at 5 Newell Ct., 2041 Euclid Ave., and 2043 Euclid Ave. As noted and stated at the recent association meeting, The Sand Hill Property Company office on El Camino Real is not open for public business and any unauthorized visits will be considered trespassing.

Thank you for your time and understanding.

Sincerely,

Jason Villarreal
Chief Operating Officer
SAND HILL PROPERTY COMPANY
T:(650) 344-1500
F:(650) 344-0652

Estimada Asociación de Inquilinos de East O'Keefe:

Le escribo hoy en respuesta a su propuesta con fecha de enero 16, 2025 y a las representaciones de James Huynh ante el Consejo de la Ciudad de East Palo Alto (la Ciudad) en la Pre-conferencia de enero 28, 2025 Audiencia acerca de las Peticiones para Ajustes de Rentas Individuales del 201, 245, y 301 E. O'Keefe St. (las "Peticiones"). Apreciamos su paciencia en este asunto y quisimos evaluar todos los asuntos presentados incluyendo la representacion de los inquilinos.

Queria compartir un recordatorio respecto a la privacidad de nuestros inquilinos ya que es valorada por los dueños y los gerentes de la propiedad. Woodland Park está en contrato de privacidad con sus inquilinos. Como parte de esta relación legal, Woodland Park está obligada a mantener confidencialidad de los records de tales inquilinos. Woodland Park no comparte los detalles de ningun asunto de contrato de inquilinos con nadie mas allá de los inquilinos dentro de cada contrato de arrendamiento. Esto proteje la confidencialidad de la información del inquilino así como la seguridad de los inquilinos.
Woodland Park no puede hablar de especificos de ningun inquilino con alguien mas aparte del inquilino. La supuesta "Asociación" continua pidiendo que Woodland Park haga pública la información de los inquilinos lo cual no podemos hacer para proteger a los inquilinos. Apreciamos su cooperación, su conformidad, y su consideración con respecto a la privacidad de los inquilinos al no solicitar que Woodland Park comprometa la privacidad de sus inquilinos.

Woodland Park tiene un acuerdo por escrito con cada inquilino. Ese acuerdo, junto con la ley local y estatal, protegen los terminos de cada contrato de arrendamiento. Woodland Park responde a todas sus obligaciones con cada inquilino de acuerdo a su contrato con la ley local y estatal.

Un número de inquilinos en el 201, 245, y 301 E. O'Keefe St., han entregado peticiones para ajustes de rental individual. El 28 de enero, 2025, la Ciudad llevo a cabo una conferencia de pre-audiencia para hablar de las logisticas de las audiencias de estas Peticiones. El Sr Huynh se presentó a la conferencia pero no reveló a quien estaba representando. El Sr. Huynh manifestó ante la Ciudad y los examinadores de la audiencia que Woodland Park se rehusó a participar en negociaciones referente a las Peticiones. Esto no es verdad.

De hecho, El Sr. Huynh ha impedido que Woodland Park dialogue sobre las peticiones en las reuniones llevadas a cabo. La "Asociación" pidió una reunión el 16 de enero, 2025 para "negociar." Woodland Park llegó preparada para hablar de los asuntos previamente discutidos del 201, 245, y 310 E. O'Keefe St. El Sr. Hyunh cerró la conversación y se rehusó a hablar de tales asuntos. Esto nos desagradó ya que queriamos enfocarnos en el 201, 245, y 301 E. O'Keefe y lo que inquilinos pensaban de las órdenes de mantenenimiento y sus preocupaciones. Esto no sucedió, y en su lugar el Sr. Huynh insistió en enfocarse en presentar nuevos y diferentes asuntos de diferentes propiedades. Las cuales todas eran irrelevantes a las Peticiones. Fué el Sr Huynh quien se rehusó a negociar ó a dialogar para llegar a un acuerdo, no Woodland Park.

Se le aconseja al Sr Huynh a no presentar hechos incorrectos ni tampoco hacer representaciones falsas ante el tribunal de la Ciudad con respecto a peticiones o cualquier otro asunto. Sus acciones no ayudan a los inquilinos, al contrario impiden que los asuntos de los inquilinos se escuchen y se resuelvan.

Queremos reiterar que Woodland Park continua asumiendo sus obligaciones bajos el contrato de arrendamiento, la ley local, y estatal. Los inquilinos de Woodland Park reciben todos los servicios de vidienda a los que tienen derecho. Woodland Park se opone a cada una de las Peticiones de reducción de renta y rebate con base en que Woodland Park mantiene las propiedad en condiciones buenas y habitables. Y, cuando un inquilino no notifica a Woodland Park de un problema o provee a Woodland Park la oportunidad de corregir tal problema, el rebate de renta no está disponible. Woodland Park ha respondido y corregido todos los poblemas de manera oportuna con los inquilinos, excepto donde los inquilinos han impedido que Woodland Park provea tales servicios requeridos.

Nos preocupa que haya un influencia por la asociación dirigiendo a los inquilinos a no entregar sus órdenes de reparaciones por medio de los medios apropiados y el protocólo del equipo de arrendamientos, ya sea por línea, por teléfono o por medio de la gerente de asuntos comunitarios. Nos preocupa porque esto reduce significativamente la oportunidad de Woodland Park de resolver y enfocarse en las órdenes de reparaciones de los inquilinos. Esperamos que este no sea el caso. Cuando Woodland park recibió su carta de procupaciones acerca de 201,245, y 301 E. O'Keefe St., Woodland Park tomó muy seriamente esas preocupaciones. Woodland Park organizó tres sesiones para escuchar por las tardes e invitó a todos los inquilinos de todos esos edificios para que vinieran a hablar directamente acerca de sus preocupaciones. Casi nadie llegó, dandonos asi el mensaje de que los inquilinos individualmente no tenian preocupaciones actuales.

La "Asociación" ha organizado "reuniones de negociación" pero desafortunadamente estas reuniones no han sido productivas tomando asi el tiempo necesario y de valor para nuestros inquilinos. A la fecha, estas reuniones han consistido en lecturas de cartas por los representates de la "Asociación" las cuales pudieron haber sido enviadas para leerlas previamente. Como mencionado en varias ocasiones, si existen asuntos a resolver en cualquiera de las unidades, Woodland Park le invita a los inquilinos a reportar el problema directamente a la compañia de manejo de la propiedad o al personal de asuntos comunitarios para que se resuelvan.

Para ayudar con las necesidades de nuestros inquilinos, Woodland Park ha contratado a un nuevo representate de asuntos comunitarios parte de tiempo y esta dedicado a resolver problemas de los inquilinos. Woodland Park anunció su correo electronico y su número de teléfono a la "Asociación" y anunciamos que esta persona estaría disponible para ayudar a asegurar que se resuelvan los problemas de mantenimiento. Desafortunadamente, ningun inquilino de los seis edificios han contactado a esta persona. Esto nos dice que los inquilinos individuales no tienen problemas actuales.

Woodland park invitó al Gerente General, El Gerente Regional, y al Gerente de Mantenimiento a las "reuniones de negociaciones" para recibir reportes y quejas de cualquier problema para asegurar que las órdernes de trabajo se llenaran al momento de la reunión y asi resolver los problemas de manera mas rápida. Ningun inquilino se acercó para entregar órdenes de trabajo de mantenimiento en estas reuniones. Esto nos dice que parece no haber preocupaciones actuales de parte de inquilinos individuales.
Por medio de la presente, Woodland Park reitera que siempre está dispuesta a reunirse con los inquilinos para abordar sus procupaciones. Habiendo dicho esto, Woodland Park no puede reunirse con "representantes" con quienes no tiene relación ó de otra manera no puede discutir asuntos privados de inquilinos con personas que nos sean los inquilinos. El dueño de la propiedad esta supervisando muy de cerca a Greystar quien maneja la propiedad para asegurarse que el equipo de mantenimiento responda a las peticiones de reparaciones de manera satisfactoria y rápida. Existe una línea de emergencias 24/7 la cual puede contactarse en el (**650) 566-2000.**

Si un inquilino tiene un asunto de mantenimiento en su hogar, ellos pueden hacerle saber al equipo de Greystar imediatamente para que el asunto se resuelva a la brevedad posible. Hay varias maneras de reportar estos asuntos de mantenimiento:

- Inquilinos pueden entrar al portal de residentes por línea a: https://www.liveatwoodlandparkapts.com
- Inquilinos pueden llamar a la oficina **(650) 566-2000**.
- Inquilinos pueden visitar la **Oficina de Gerencia** al 5 Newell Court o al 2043 Euclid Ave. Las horas de operación son de **lunes-viernes, 9am-6pm, y de sábado-domingo, 9AM-5PM**.

Si alguien tiene preguntas o información para los dueños de Woodland Park Communities, favor de hablar con **Teresa Morales,** Gerente de Compromiso Comunitario, al **(650) 690-6199,** tmorales@wlpcommunities.com, ó en persona al 2041 Euclid Avenue (en East O'Keefe). Tambíen pueden llamar al representante de los dueños dedicado a estos asuntos y quejas de los inquilinos. Su nombre es **Bill Reyes** y pueden encontrarlo en breyes@wlpcommunities.com ó **(650) 730-0411** para hablar con el directamente ó hacer una cita en persona en East Palo Alto. El tiene más de 4 años de experiencia de manejo de asuntos de mantenimiento con inquilinos en Woodland Park. El está disponible para darle atención adecuada y resolver cualquier asunto.

Woodland Park continuará asumiendo sus obligaciones bajo los acuerdos de arrendamiento, la ley local y estatal. Woodland Park participará en las audiencias de Peticiones. También continuará respondiendo a las preguntas y órdenes de trabajo de mantenimiento a la brevedad possible y asi abordar/resolver cualquier asunto.

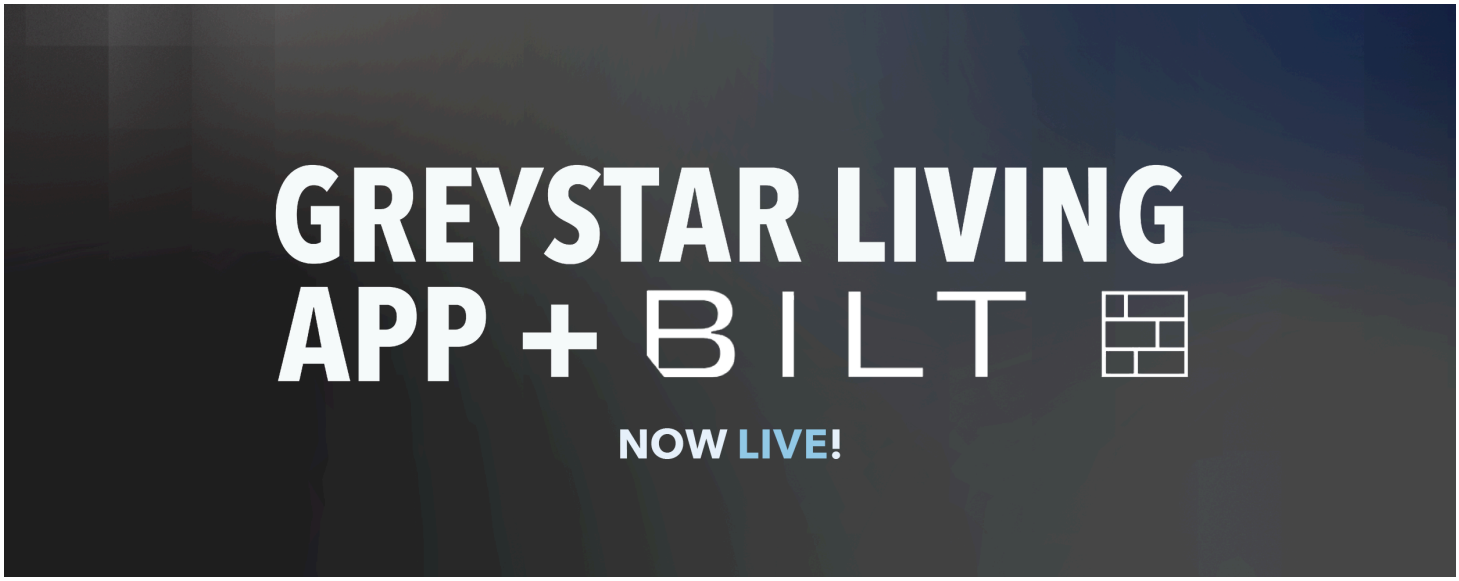
Por ahora; y despúes de asistir a recientes reuniones de la asociación, continuaremos enfocados en responder a las cuestiones que se presenten; no obstante, no atenderemos reuniones futuras de la asociación y asi enfocarnos y respetar el tiempo de nuestros inquilinos.

Inquilinos de Woodland Park y miembros del público son bienvenidos a visitar las oficinas de Woodland Park en el 5 Newell Ct. 2041 Euclid Ave., y el 2043 Euclid Ave. Como se subrayó y como se especificó en la reunión de la asociación, la oficina de la Compañia Sand Hill Property en Camino Real no está abierta para negocios de asuntos públicos y cualquier visita no autorizada será considerada como una intrusión.

Gracias por su tiempo y comprensión.
Sinceramente,

Jason Villarreal
Chief Operating Officer
SAND HILL PROPERTY COMPANY
T:(650) 344-1500
F:(650) 344-0652

Exhibit V



Dear Gilberto,

We're always looking for ways to enhance your resident experience here at Woodland Park, so we are excited to announce the launch of the new Resident Experience app!

Download the Resident Experience app from your preferred app store to get registered!

- If you currently have an automatic payment set up, it will not process for December's rent. You will need to set up a new recurring payment in the new Resident Experience app.

Through the new app, you will be able to:

1. Access a NEW payments and rewards program.

- It's hassle free – through the new payments and rewards program, you'll earn points on each rent payment which you can use towards travel, fitness and more.
- You'll also get access to new rent day benefits each month and be able to opt in to free rent reporting. Explore all benefits after logging in.

2. Submit maintenance requests 24/7 and automatically receive status updates.
3. Experience new ways to connect and stay-up to date with what is going on at your community and so much more!

For more information, please click on the link below and see the documents attached.

How to Use Bilt Points!

Feel free to reach us at woodlandparkcaaccts@greystar.com if you have any issues. Thank you!



45 Newell Road, East Palo Alto, CA 94303

This email was sent to pam8204@yahoo.com. To ensure you continue receiving our emails, please add us to your address book or safe list. You can opt out of email notifications from Woodland Park clicking here.You can opt out of all email notifications from Greystar Real Estate Partners, LLC clicking here.

R286

GREYSTAR™ | BILT

BILT PAYMENTS AND REWARDS

RESIDENT FAQ

Do I need to download the Bilt App as well as the Resident Experience App?

No. The only app you need as a Greystar resident is the Resident Experience App. To access the Bilt Rewards portal, go to the Payments section within the Resident Experience App.

When my community goes live on Bilt, do I need to set up a new payment method?

Yes. Any current recurring payment or payment information setup within your previous resident portal will be deleted automatically. New payment details for one-time or recurring payments will need to be setup within the Payments section of the Resident Experience App.

What benefits will I get with my Bilt Reward membership?

Earn rewards points on every rent payment you make in Bilt to use towards future rent payments, airline tickets, hotels, Amazon purchases, ride share services, and much more.

Free credit reporting (opt-in) to build your credit rating with every on-time rent payment.

Special opportunities to purchase unique experiences only available through Bilt Rewards.

Do I need to apply for a Bilt Credit Card to pay my rent via Bilt rewards?

No. You do not need to apply for a Bilt credit card. You simply need to log into your Resident Experience app and navigate to the Payments section to access your Bilt Rewards account, select Wallet, and proceed with linking your bank account or one-time payment options. While opting for the Bilt credit card will earn more rewards, it is not required.

EQUAL HOUSING OPPORTUNITY

GREYSTAR™ | BILT

Am I required to link my bank account information?

No. There are two ways to link your Bilt Rewards payment details to your bank account: Bilt uses PLAID, a secure third-party service, which requires you to enter your bank's login information for authentication by Bilt.

A list of banks integrated with PLAID can be found at plaid.com/institutions.

The standard process supports bank integration and lets you seamlessly connect your bank account to Bilt by providing your bank account and routing number.

Is there any fee associated with paying through Bilt Rewards?

There is no fee to pay through the following methods:

-Checking or Saving accounts

-Bilt Credit Card

There will be a processing fee incurred when paying by Debit Card or Non-Bilt Credit Cards. The fee is collected by the payment processor, not the apartment community, and is disclosed in the Bilt Payments portal when you make your payment selection prior to submitting payment.

Will my rent be sent to credit agencies without my consent?

No. Credit reporting to the three major agencies (Experian, TransUnion, Equifax) is a free service offered by Bilt Rewards. However, you must opt into it. In addition, you may opt out at any time.

I am getting more emails than I would like from Bilt, how do I adjust this?

At the bottom of every email from Bilt, there is a "Click here to unsubscribe" button. Click on this button to adjust your subscription preferences.

I am having an issue logging into Bilt. Who should I reach out to?

Send an email to Bilt directly for support at **greystarmembersupport@biltrewards.com**.

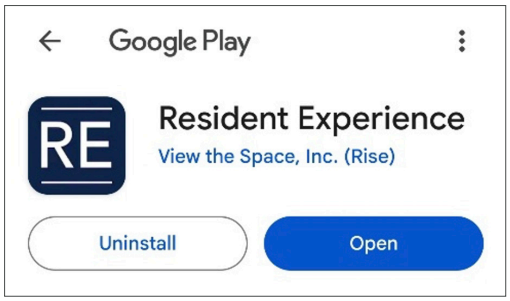
Additional questions? Please contact your community's Leasing Office for assistance. Thank you!

GREYSTAR | BILT

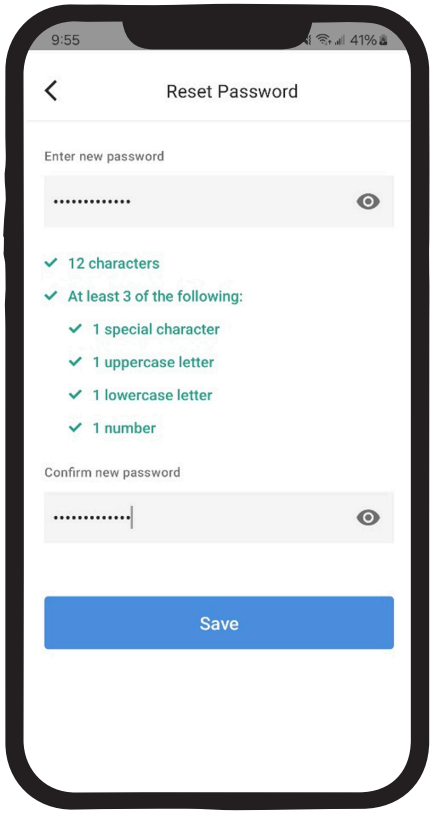
RESIDENT EXPERIENCE APP + BILT STEP-BY-STEP GUIDE

This step-by-step guide is designed to help you get the most out of the Greystar Resident Experience (RE) app. From setting up your account to utilizing all the features, we've got you covered. One of the exciting benefits of using the app is the opportunity to earn Bilt Points on rent and access exclusive benefits at home, in your neighborhood and when you travel!

Follow these steps to get started with the RE app and start earning Bilt rewards.

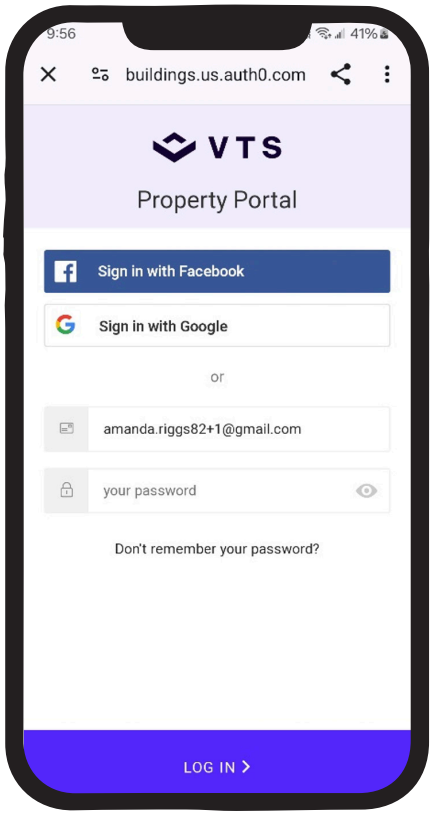


Download the RE App from the Apple App Store or Google Play

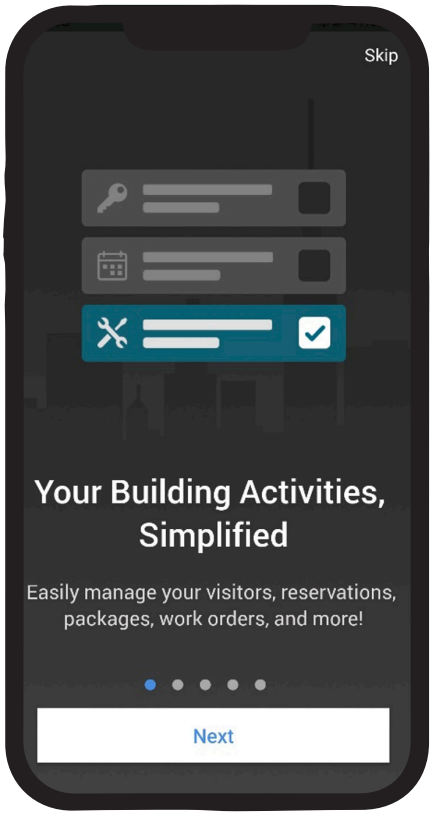


Once downloaded, select 'Reset Password'

EQUAL HOUSING OPPORTUNITY



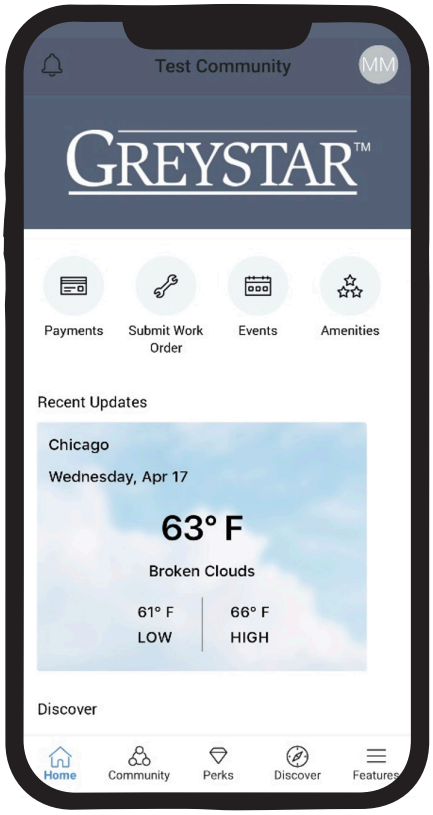
Enter your email and password to log in. This will need to be the email address you have listed with your community. If you need to update this email address, please contact the leasing office team.



The first time you log in, you will be shown directions for navigating around the app.

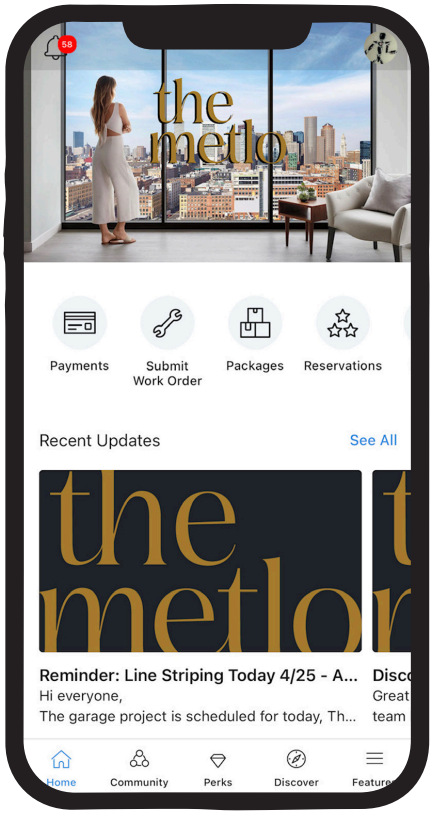
R290

GREYSTAR™ | BILT



Now you're in! From here you can click:

- **Payments** to make a rent payment (see later images for payments)
- **Submit Work Order** to complete a maintenance request
- **Events** to see and/or RSVP for any events created for the community
- **Amenities** to see the community's amenities, as well as book amenities where applicable
- **Community** to see Newsfeed, Marketplace and Events
- **Perks** to see which offerings are available
- **Discover** to access Lease Documents and any other links specifically curated for your community



Set Up Your Bilt Account

Want to start earning rewards on your rent payments? Set up your Bilt account from within the RE app.

Log into the Resident Experience App. For a superior experience, we recommend utilizing the app instead of the web version.

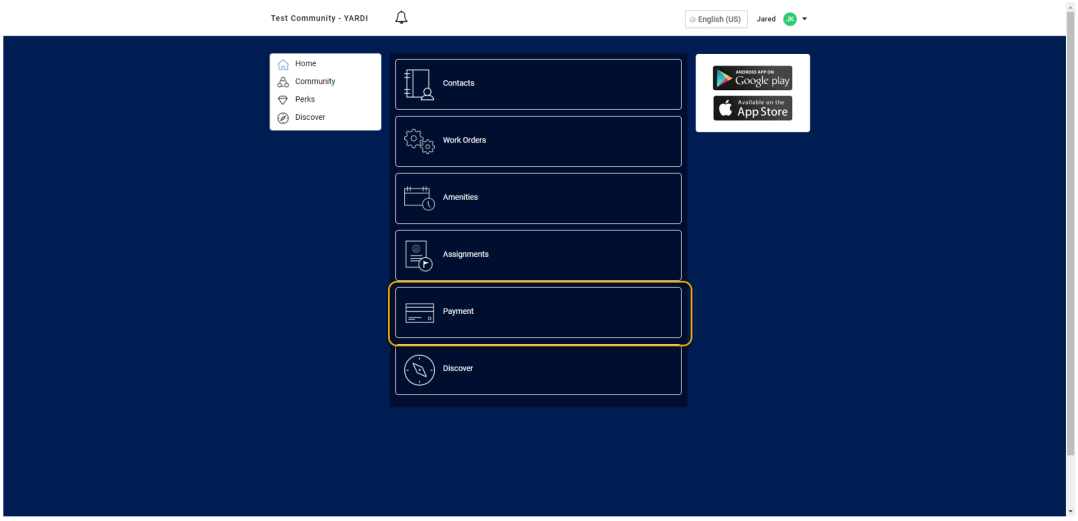
1. Click Payments on the left side
2. Follow instructions on the next page (same as Web version) to set up your account.

EQUAL HOUSING OPPORTUNITY

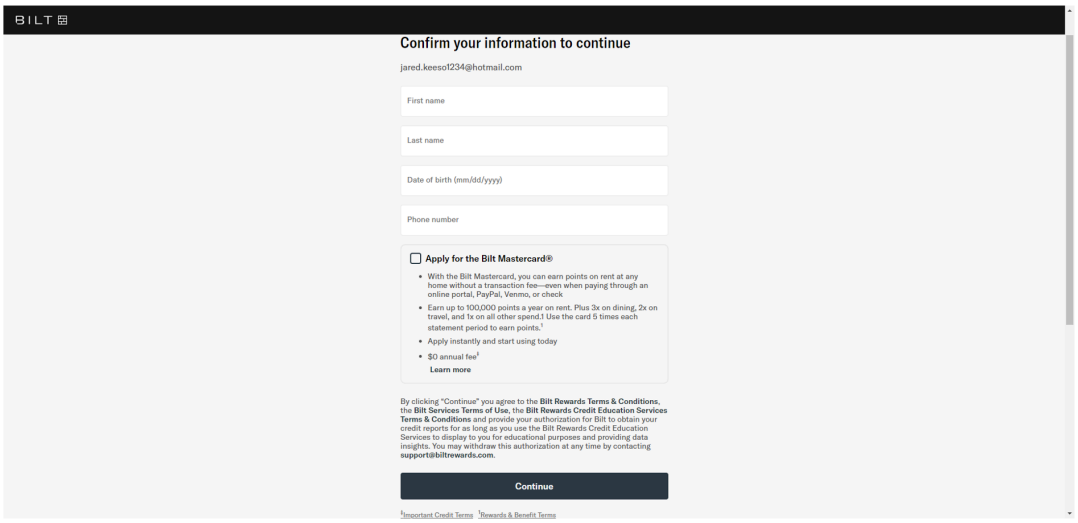
2909

WEB VERSION

1. Click Payments on the left side

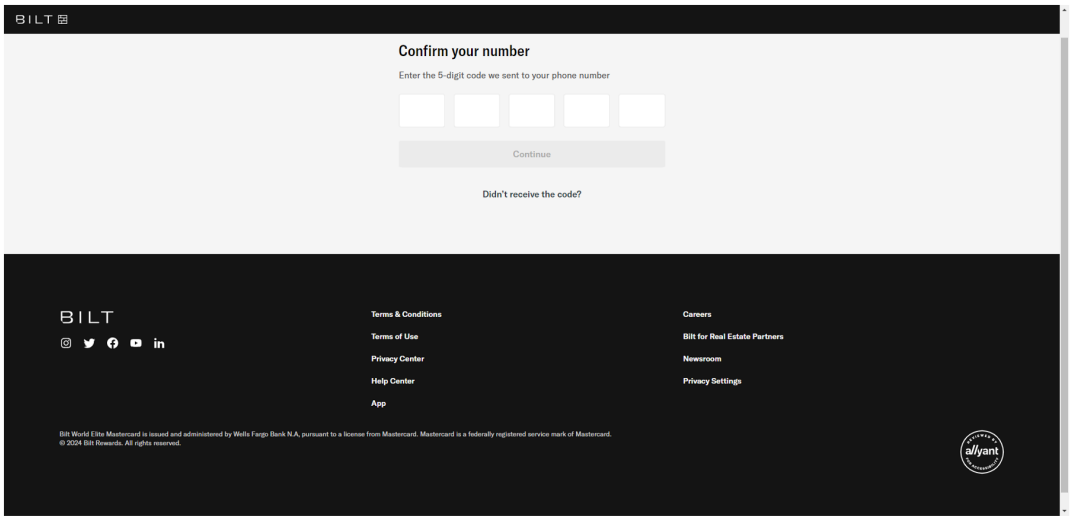


2. Complete the following form and click continue. Important: “Apply for the Bilt Mastercard” will remain unchecked at the first login. If you do not complete your account set up at this time and return later, this box will be automatically checked.

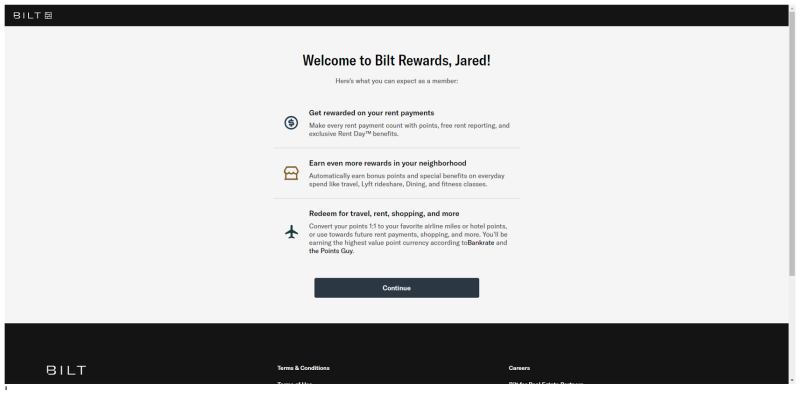


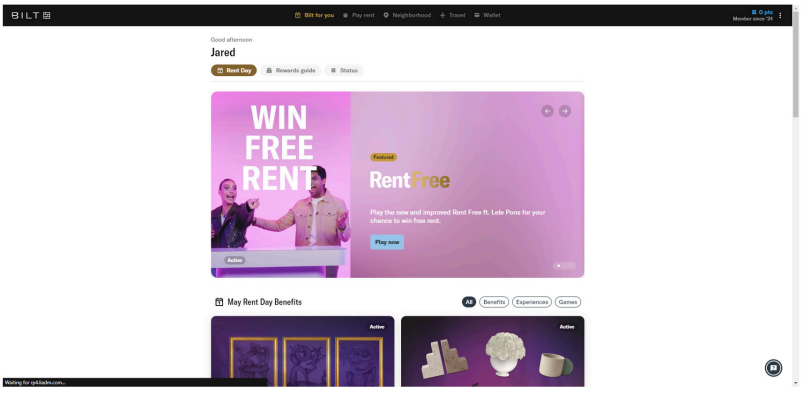
WEB VERSION

3. Bilt will ask you to confirm your phone number by entering an SMS code and clicking continue.



4. Congrats – you have set up your Bilt Rewards and can start earning Bilt Points! You can now continue and set up your payment methods.





Outlook

[EXTERNAL] Preview Email: BILT Go Live Date December 10th! - Woodland Park

From Property Management <no-reply@rentcafe.com>
Date Wed 4/16/2025 10:15 AM
To Woodland Park Compliance <wpcompliance@greystar.com>

2 attachments (2 MB)
Resident FAQ.pdf; StepByStepGuide.pdf;



Dear Aaron Santos

We're always looking for ways to enhance your experience here at Woodland Park. That's why we are excited to announce the launch of the new **Greystar Living App featuring our new rent payment platform and rewards program, Bilt**! This centralized hub is an easy and secure way to:

- Earn points with each rent payment and use them towards travel, fitness, and more:
  - You'll be earning the highest value in points currency, according to leading publications.
- Access new rent day benefits each month
- Submit maintenance requests 24/7 and automatically track status updates
- Explore even more benefits when logging in for the first time

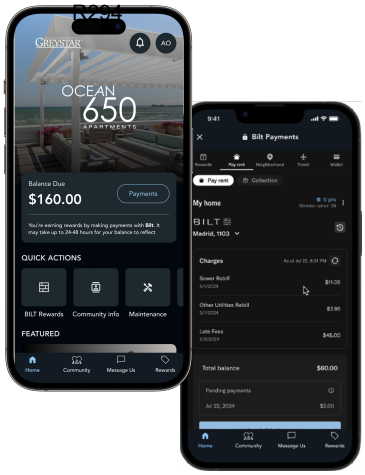
The go live date is December 12th, 2024. You will receive an automated email on the 10th of December which will have a link for you to register. Please ensure all of your information is up to date in our system before the "Go live date" This includes your telephone number and email.

Through the new app, you will be able to:

1. Access a NEW payments and rewards program.
2. It's hassle-free – through the new payments and rewards program, you'll earn points on each rent payment, which you can use towards travel, fitness and more.
3. You'll also get access to new rent day benefits each month and be able to opt in to free rent reporting. Explore all the benefits after logging in.
4. Submit maintenance requests 24/7 and automatically receive status updates.
5. Experience new ways to connect and stay up to date with what is going on in your community and so much more!

For more information, please refer to the documents attached and the "How to Link" below.

How to Use BILT



Stay tuned for more details – no action needed at this time!



45 Newell Road, East Palo Alto, CA 94303

This email was sent to wpcompliance@greystar.com. To ensure you continue receiving our emails, please add us to your address book or safe list. You can opt out of email notifications from Woodland Park clicking here.You can opt out of all email notifications from Greystar clicking here.

R295

GREYSTAR™ | BILT

BILT PAYMENTS AND REWARDS

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EQUAL HOUSING OPPORTUNITY

GREYSTAR™ | BILT

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GREYSTAR | BILT

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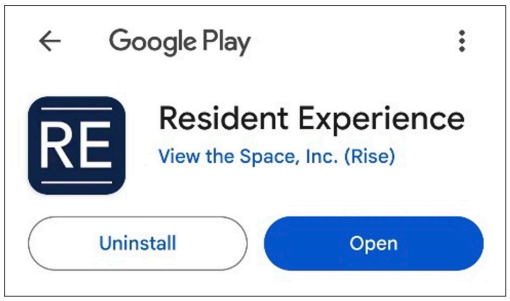
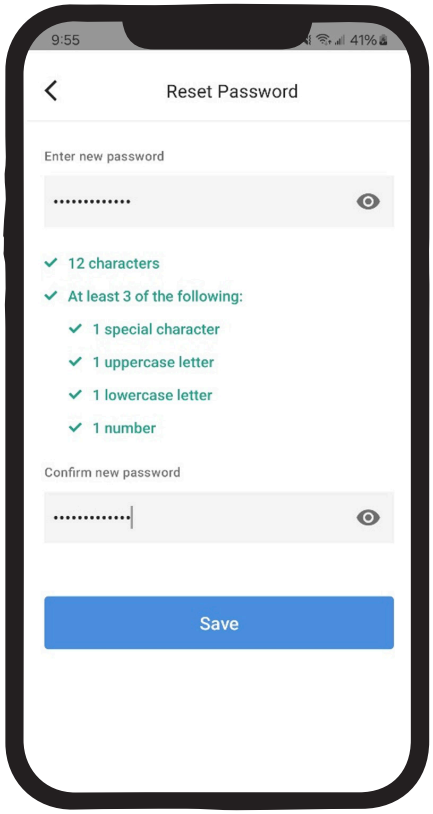
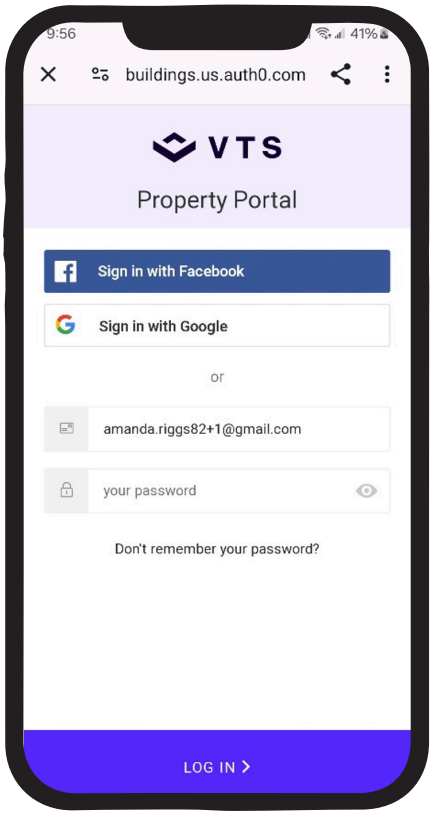


Download the RE App from the Apple App Store or Google Play

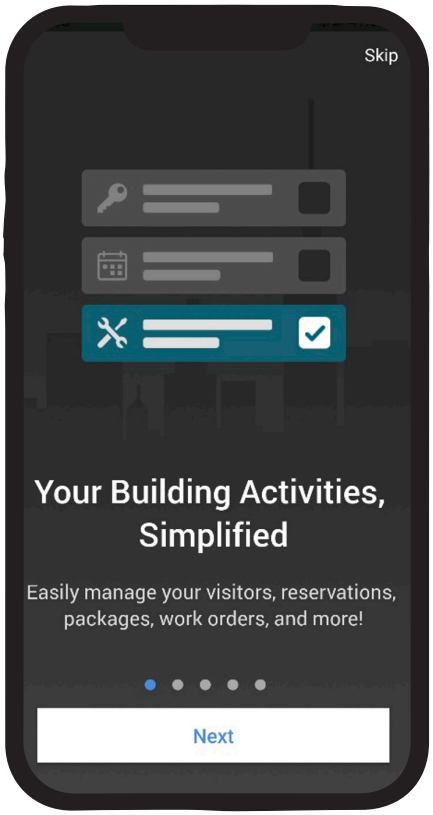


Once downloaded, select 'Reset Password'

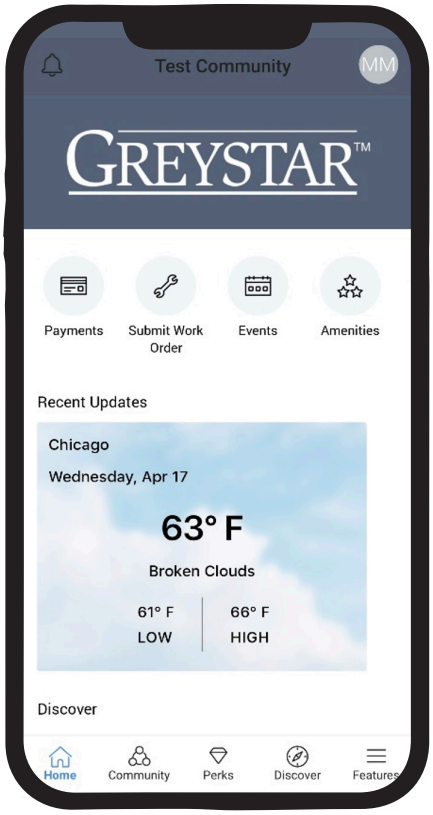
EQUAL HOUSING OPPORTUNITY



Enter your email and password to log in. This will need to be the email address you have listed with your community. If you need to update this email address, please contact the leasing office team.

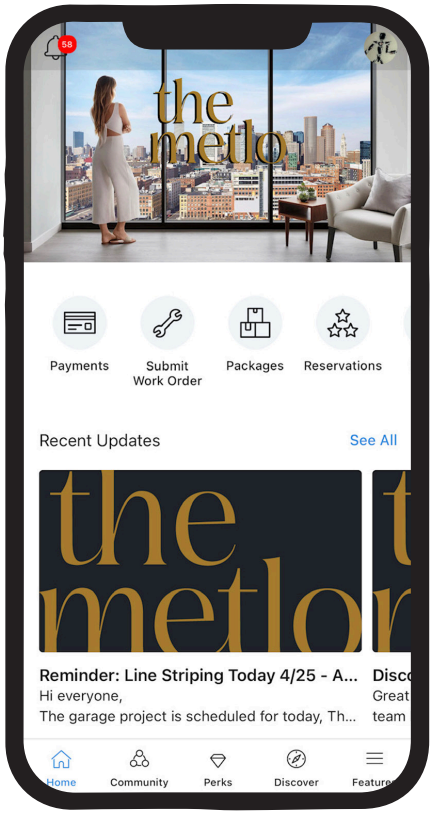


The first time you log in, you will be shown directions for navigating around the app.



Now you're in! From here you can click:

- **Payments** to make a rent payment (see later images for payments)
- **Submit Work Order** to complete a maintenance request
- **Events** to see and/or RSVP for any events created for the community
- **Amenities** to see the community's amenities, as well as book amenities where applicable
- **Community** to see Newsfeed, Marketplace and Events
- **Perks** to see which offerings are available
- **Discover** to access Lease Documents and any other links specifically curated for your community



Set Up Your Bilt Account

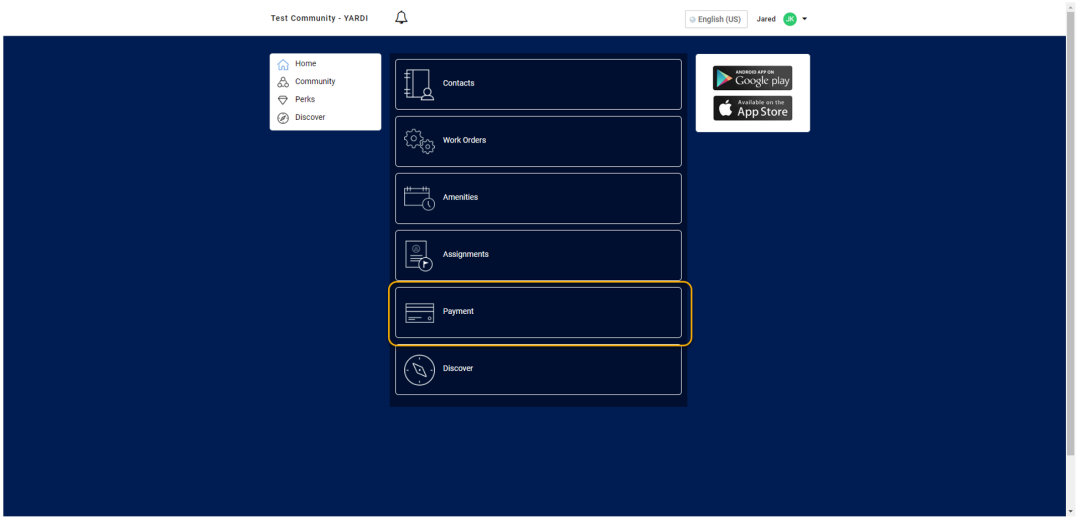
Want to start earning rewards on your rent payments? Set up your Bilt account from within the RE app.

Log into the Resident Experience App. For a superior experience, we recommend utilizing the app instead of the web version.

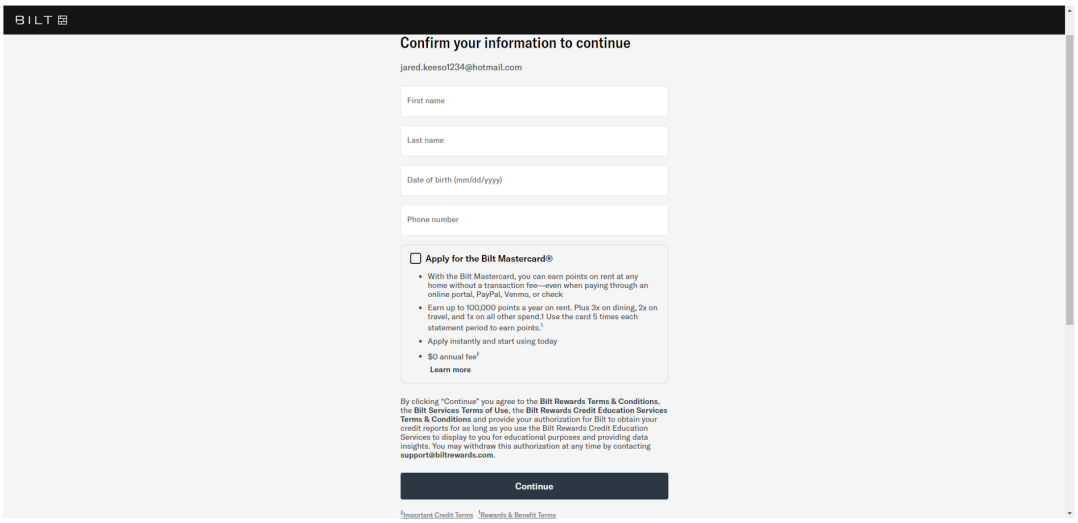
1. Click Payments on the left side
2. Follow instructions on the next page (same as Web version) to set up your account.

WEB VERSION

1. Click Payments on the left side

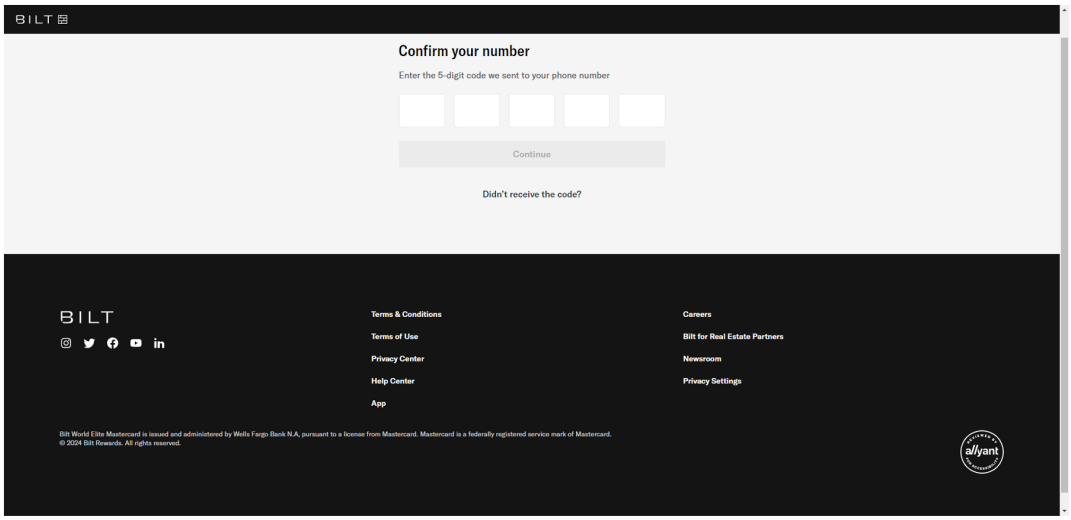


2. Complete the following form and click continue. Important: “Apply for the Bilt Mastercard” will remain unchecked at the first login. If you do not complete your account set up at this time and return later, this box will be automatically checked.

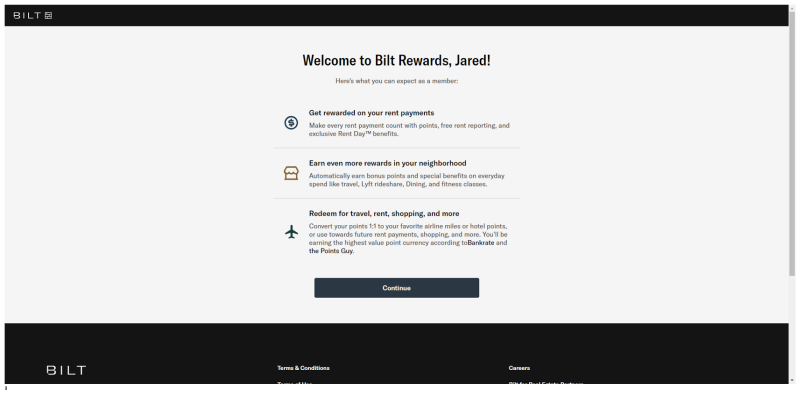


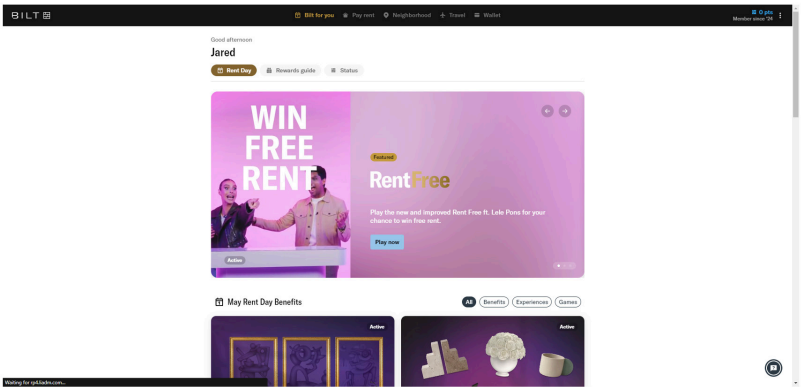
WEB VERSION

3. Bilt will ask you to confirm your phone number by entering an SMS code and clicking continue.



4. Congrats – you have set up your Bilt Rewards and can start earning Bilt Points! You can now continue and set up your payment methods.





R302

YOUR COMMUNITY + YOUR REWARDS

A NEW APP EXPERIENCE IS COMING SOON

DISCOVER THE RESIDENT EXPERIENCE APP FEATURING BILT PAYMENTS AND REWARDS

- Pay rent + get rewarded*
- Submit maintenance requests 24/7
- Reserve amenities
- Stay in the know about community events and more!

*Terms and Conditions: biltrewards.com/terms

GREYSTAR™ | EQUAL HOUSING OPPORTUNITY | ♿

Exhibit W

R304

INVOICE

S.S. Premier Plumbing Service
2200 California St Apt 18
Mountain View, CA 94040

sspremierplumbinginc@gmail.com
+1 (650) 391-4904
sspremierplumbinginc.com

Bill to
Woodland park Greystar

Ship to
Woodland park Greystar

Invoice details
Invoice no.: 1185
Terms: Net 30
Invoice date: 03/18/2025
Due date: 04/17/2025

#	Date	Product or service	Description	Qty	Rate	Amount
1.		**INVOICES**	INVOICE Date: 3/18/2025 Customer: woodland park Address: 301 O'keefe East Palo Alto Customer: woodland park Contact: Enrique PM RE: The following proposal is based on plans provided and dated. Work includes labor and materials during normal operation hours. -Scope of work: water pump out - Associated Labor and Materials - Testing - Warranty TOTAL COST.....	1	$380.00	$380.00

Total **$380.00**

Ways to pay

R305

INVOICE

Atherton General Construction and Hauling Inc.
PO BOX 64261
Sunnyvale, CA 94088

athertongeneralconstructioninc@yahoo.com
+1 (650) 208-6543

Bill to
Woodland Park
wpaccountspayable@allresco.c
5 Newell Ct.
East Palo Alto, Ca 94303

Invoice details
Invoice no.: 6204
Terms: Net 30
Invoice date: 02/19/2025
Due date: 03/21/2025

#	Product or service	Description	Qty	Rate	Amount
1.	**Services**	301 E Okeefe #7- installed back downspout			$150.00

Total **$150.00**

R306

INVOICE

S.S. Premier Plumbing Service
2200 California St Apt 18
Mountain View, CA 94040

sspremierplumbinginc@gmail.com
+1 (650) 391-4904
sspremierplumbinginc.com

Bill to
Woodland park Greystar

Ship to
Woodland park Greystar

Invoice details
Invoice no.: 1168
Terms: Net 30
Invoice date: 02/13/2025
Due date: 03/15/2025

#	Date	Product or service	Description	Qty	Rate	Amount
1.		**INVOICES**	INVOICE Date: 2/13/2025 Customer: Woodland park Adress: 301 okeefe East Palo Alto Contact: Enrique PM RE: The following proposal is based on plans provided and dated. Work includes labor and materials during normal operation hours. -Scope of work: - Water pump out - Associated Labor and Materials - Testing - Warranty TOTAL COST.....	1	$400.00	$400.00

Ways to pay

Total **$400.00**

Overdue 03/15/2025

R307

INVOICE

Atherton General Construction Inc.
PO Box 64621
Sunnyvale, CA 94088-4621

athertongeneralhauling@yahoo.com
+1 (650) 208-6543

Bill to
Woodland Park
wpaccountspayable@allresco.c
5 Newell Ct.
East Palo Alto, Ca 94303

Invoice details
Invoice no.: 6009
Terms: Net 30
Invoice date: 12/03/2024
Due date: 01/02/2025

#	Product or service	Description	Qty	Rate	Amount
1.	**Services**	301 E Okeefe #4- repair kitchen cabinets, replace lumber, install new hinges and magnets, prep, prime, paint. Paint front side			$1,450.00

Total	**$1,450.00**
Payment	-$1,450.00
Balance due	**$0.00**

Paid in Full

R308

INVOICE

Atherton General Construction Inc.
PO Box 64621
Sunnyvale, CA 94088-4621

athertongeneralhauling@yahoo.com
+1 (650) 208-6543

Bill to
Woodland Park
wpaccountspayable@allresco.c
5 Newell Ct.
East Palo Alto, Ca 94303

Invoice details
Invoice no.: 6145
Terms: Net 30
Invoice date: 02/17/2025
Due date: 03/19/2025

#	Product or service	Description	Qty	Rate	Amount
1.	**Services**	301 E Okeefe #21- replace wheels from sliding door			$450.00

Total **$450.00**

Overdue 03/19/2025

R309

INVOICE

Atherton General Construction Inc.
PO Box 64621
Sunnyvale, CA 94088-4621

athertongeneralhauling@yahoo.com
+1 (650) 208-6543

Bill to
Woodland Park
wpaccountspayable@allresco.c
5 Newell Ct.
East Palo Alto, Ca 94303

Invoice details
Invoice no.: 6018
Terms: Net 30
Invoice date: 12/16/2024
Due date: 01/15/2025

#	Product or service	Description	Qty	Rate	Amount
1.	**Services**	301 E Okeefe #5- repair kitchen cabinets, prep, prime, paint inside and outside, install 5 new drawers, and install new hinges and magnets			$1,800.00

Total	**$1,800.00**
Payment	-$1,800.00
Balance due	**$0.00**

Paid in Full

R310

Invoice

Date	Invoice #
1/22/2025	2025-300-04

Bill To

Woodland Park Apartments
Alberto Bedolla
5 Newell Court
Palo Alto CA 94303

P.O. No.	Terms	Project
	Due on receipt	

Quantity	Description	Rate	Amount
1	Address: 301 E Okeefe City, State Zip: East Palo Alto CA, 94303 January 22,2025 Scope of Work; Repairs in various locations Storage door replacement 1. Remove existing door and jamb. 2. Install new metal exterior grade door. 3. Remove and install door hardware. Street side 2nd floor corridor water proofing tare and wear and tear 1. Set up barriers around area where work is to take place. 2. Remove loose waterproof. 3. Clean areas. 4. Seal with repair sealant. Fasten and secure dryer vent flex exhaust line located in laundry room ALL OF THE ABOVE WORK IN ITEM, INCLUDING EQUIPMENT, LABOR & MATERIALS IS PERFORMED FOR THE SUM OF: 2,780.84	2,780.84	2,780.84

It's been a pleasure working with you!

Total $2,780.84

995 Marsh Rd STE 102 PMB # 159
Redwood City CA 94063
Office # 510-612-2519 Email: innovative.ge@yahoo.com

2929

R311

Bleyle Elevator

580 Crespi Drive
A3
Pacifica, CA 94044
Phone: (650) 359-7580
Fax:

INVOICE

Summary		Customer	Notes
Invoice #	121806	Greystar	Thank you for your business
Invoice Status	Sent	Woodland Park [CAWOOPA2]	
Partner Status	Approved	45 Newell Rd.	
Invoice Date	02/28/25		
Service Date	03/04/25	East Palo Alto, CA 94303	
Payment Due	02/28/25	(650) 566-2000	

Order #	Order Date	Account #	PO #	Terms	Ship Via	Salesman	MIRN
121806	03/04/25	3		Due Upon Receipt			198157701

#	Qty		SKU	Description	Unit#	Price	Ext	Nontaxable
1	1.00	EA	NA1	301 E. O'Keefe - 2hrs Overtime T/C on 2/26/25		1384.00	1384	NO

Sub Total	1384.00
Tax	0.00
Shipping	0.00
Grand Total	1384.00

2930

R312

Bleyle Elevator

580 Crespi Drive
A3
Pacifica, CA 94044
Phone: (650) 359-7580
Fax:

INVOICE

Summary		Customer	Notes
Invoice #	120508	Greystar	Thank you for your business
Invoice Status	Sent	Woodland Park [CAWOOPA2]	
Partner Status	Approved	45 Newell Rd.	
Invoice Date	12/27/24		
Service Date	12/27/24	East Palo Alto, CA 94303	
Payment Due	12/27/24	(650) 566-2000	

Order #	Order Date	Account #	PO #	Terms	Ship Via	Salesman	MIRN
120508	12/27/24	3		Due Upon Receipt			193467261

#	Qty		SKU	Description	Unit#	Price	Ext	Nontaxable
1	1.00	EA	NA1	301 EOK troubleshhot normal op		1769.00	1769	NO

Sub Total	1769.00
Tax	0.00
Shipping	0.00
Grand Total	1769.00

2931

R313

Bleyle Elevator

580 Crespi Drive
A3
Pacifica, CA 94044
Phone: (650) 359-7580
Fax:

INVOICE

Summary		Customer	Notes
Invoice #	119875	Greystar	Thank you for your business
Invoice Status	Sent	Woodland Park [CAWOOPA2]	
Partner Status	Approved	45 Newell Rd.	
Invoice Date	11/20/24		
Service Date	11/20/24	East Palo Alto, CA 94303	
Payment Due	11/20/24	(650) 566-2000	

Order #	Order Date	Account #	PO #	Terms	Ship Via	Salesman	MIRN
119875	11/20/24	3		Due Upon Receipt			190919272

#	Qty		SKU	Description	Unit#	Price	Ext	Nontaxable
1	1.00	EA	NA1	301 E O'Keefe Load Test		2387.00	2387	NO

Sub Total	2387.00
Tax	0.00
Shipping	0.00
Grand Total	2387.00

2932

R314

Bleyle Elevator

580 Crespi Drive
A3
Pacifica, CA 94044
Phone: (650) 359-7580
Fax:

INVOICE

Summary		Customer	Notes
Invoice #	119280	Greystar	Thank you for your business
Invoice Status	Sent	Woodland Park [CAWOOPA2]	
Partner Status	Approved	45 Newell Rd.	
Invoice Date	10/31/24		
Service Date	10/31/24	East Palo Alto, CA 94303	
Payment Due	10/31/24	(650) 566-2000	

Order #	Order Date	Account #	PO #	Terms	Ship Via	Salesman	MIRN
119280	10/31/24	3		Due Upon Receipt			190144738

#	Qty		SKU	Description	Unit#	Price	Ext	Nontaxable
1	1.00	EA	NA1	301 E O'Keefe 10/17 TC		680.00	680	NO

Sub Total	680.00
Tax	0.00
Shipping	0.00
Grand Total	680.00

R315

Bleyle Elevator

580 Crespi Drive
A3
Pacifica, CA 94044
Phone: (650) 359-7580
Fax:

INVOICE

Summary		Customer	Notes
Invoice #	117516	Greystar	Thank you for your business
Invoice Status	Sent	Woodland Park [CAWOOPA2]	
Partner Status	Approved	45 Newell Rd.	
Invoice Date	08/07/24		
Service Date	08/07/24	East Palo Alto, CA 94303	
Payment Due	08/07/24	(650) 566-2000	

Order #	Order Date	Account #	PO #	Terms	Ship Via	Salesman	MIRN
117516	08/07/24	3		Due Upon Receipt			183090143

#	Qty		SKU	Description	Unit#	Price	Ext	Nontaxable
1	1.00	EA	NA1	301 E O'keefe new car door hanger rollers		2093.00	2093	NO

Sub Total	2093.00
Tax	0.00
Shipping	0.00
Grand Total	2093.00

2934

R316

Bleyle Elevator

580 Crespi Drive
A3
Pacifica, CA 94044
Phone: (650) 359-7580
Fax:

INVOICE

Summary		Customer	Notes
Invoice #	117493	Greystar	Thank you for your business
Invoice Status	Sent	Woodland Park [CAWOOPA2]	
Partner Status	Approved	45 Newell Rd.	
Invoice Date	07/31/24		
Service Date	07/31/24	East Palo Alto, CA 94303	
Payment Due	07/31/24	(650) 566-2000	

Order #	Order Date	Account #	PO #	Terms	Ship Via	Salesman	MIRN
117493	07/31/24	3		Due Upon Receipt			182707053

#	Qty		SKU	Description	Unit#	Price	Ext	Nontaxable
1	1.00	EA	NA1	301 e'okeefe street 7/29 2 hour trouble call		752.00	752	NO

Sub Total	752.00
Tax	0.00
Shipping	0.00
Grand Total	752.00

R317

Bleyle Elevator

580 Crespi Drive
A3
Pacifica, CA 94044
Phone: (650) 359-7580
Fax:

INVOICE

Summary		Customer	Notes
Invoice #	110541	Greystar	Thank you for your business
Invoice Status	Sent	Woodland Park [CAWOOPA2]	
Partner Status	Approved	45 Newell Rd.	
Invoice Date	08/31/23		
Service Date		East Palo Alto, CA 94303	
Payment Due		(650) 566-2000	

Order #	Order Date	Account #	PO #	Terms	Ship Via	Salesman	MIRN
110541	08/31/23	3		Due Upon Receipt			161424158

#	Qty		SKU	Description	Unit#	Price	Ext	Nontaxable
4	2.00	EA	NA4	301 E. O'Keefe Street - Passenger Elevator - State# 040316 - 8/31 - 2 Hours - Trouble Call		314.00	628	NO
3	1.00	EA	NA3	301 E. O'Keefe Street - Passenger Elevator - State# 040316 - 8/22 - Parts		394.00	394	NO
2	.50	EA	NA2	301 E. O'Keefe Street - Passenger Elevator - State# 040316 - 8/22 - 0.5 Hours - Repair		314.00	157	NO
1	2.00	EA	NA1	301 E. O'Keefe Street - Passenger Elevator - State# 040316 - 8/15 - 2 Hours - Trouble Call - Overtime		642.00	1284	NO

Sub Total	2463.00
Tax	0.00
Shipping	0.00
Grand Total	2463.00

R318

Bleyle Elevator

580 Crespi Drive
A3
Pacifica, CA 94044
Phone: (650) 359-7580
Fax:

INVOICE

Summary		Customer	Notes
Invoice #	110536	Greystar	Thank you for your business
Invoice Status	Sent	Woodland Park [CAWOOPA2]	
Partner Status	Approved	45 Newell Rd.	
Invoice Date	08/28/23		
Service Date	08/28/23	East Palo Alto, CA 94303	
Payment Due	08/28/23	(650) 566-2000	

Order #	Order Date	Account #	PO #	Terms	Ship Via	Salesman	MIRN
110536	08/28/23	3		Due Upon Receipt			160747863

#	Qty		SKU	Description	Unit#	Price	Ext	Nontaxable
1	1.00	EA	NA1	Troubleshoot Faults - 301 E O'Keefe		1940.00	1940	NO

Sub Total	1940.00
Tax	0.00
Shipping	0.00
Grand Total	1940.00

R319

Bleyle Elevator

580 Crespi Drive
A3
Pacifica, CA 94044
Phone: (650) 359-7580
Fax:

INVOICE

Summary		Customer	Notes
Invoice #	109868	Greystar	Thank you for your business
Invoice Status	Sent	Woodland Park [CAWOOPA2]	
Partner Status	Approved	45 Newell Rd.	
Invoice Date	07/31/23		
Service Date		East Palo Alto, CA 94303	
Payment Due		(650) 566-2000	

Order #	Order Date	Account #	PO #	Terms	Ship Via	Salesman	MIRN
109868	07/31/23	3		Due Upon Receipt			159314521

#	Qty		SKU	Description	Unit#	Price	Ext	Nontaxable
1	2.00	EA	NA1	301 E. O'Keefe Street - Passenger Elevator - State# 040316 - 7/7 - 2 Hours - Trouble Call		314.00	628	NO

Sub Total	628.00
Tax	0.00
Shipping	0.00
Grand Total	628.00

R320

Bleyle Elevator

580 Crespi Drive
A3
Pacifica, CA 94044
Phone: (650) 359-7580
Fax:

INVOICE

Summary		Customer	Notes
Invoice #	109194	Greystar	Thank you for your business
Invoice Status	Sent	Woodland Park [CAWOOPA2]	
Partner Status	Approved	45 Newell Rd.	
Invoice Date	06/30/23		
Service Date		East Palo Alto, CA 94303	
Payment Due		(650) 566-2000	

Order #	Order Date	Account #	PO #	Terms	Ship Via	Salesman	MIRN
109194	06/30/23	3		Due Upon Receipt			157659419

#	Qty		SKU	Description	Unit#	Price	Ext	Nontaxable
1	2.00	EA	NA1	301 E. O'Keefe Street - 6/2 - 2 Hours - Trouble Call		314.00	628	NO

Sub Total	628.00
Tax	0.00
Shipping	0.00
Grand Total	628.00

2939

R321

Bleyle Elevator

580 Crespi Drive
A3
Pacifica, CA 94044
Phone: (650) 359-7580
Fax:

INVOICE

Summary		Customer	Notes
Invoice #	108597	Greystar	Thank you for your business
Invoice Status	Sent	Woodland Park [CAWOOPA2]	
Partner Status	Approved	45 Newell Rd.	
Invoice Date	05/31/23		
Service Date		East Palo Alto, CA 94303	
Payment Due		(650) 566-2000	

Order #	Order Date	Account #	PO #	Terms	Ship Via	Salesman	MIRN
108597	05/31/23	3		Due Upon Receipt			155831248

#	Qty		SKU	Description	Unit#	Price	Ext	Nontaxable
1	2.00	EA	NA1	301 E. O'Keefe Street - 5/19 - 2 Hours - Trouble Call		314.00	628	NO

Sub Total	628.00
Tax	0.00
Shipping	0.00
Grand Total	628.00

2940

R322

Bleyle Elevator

580 Crespi Drive
A3
Pacifica, CA 94044
Phone: (650) 359-7580
Fax:

INVOICE

Summary		Customer	Notes
Invoice #	106099	Greystar	Thank you for your business
Invoice Status	Sent	Woodland Park [CAWOOPA2]	
Partner Status	Approved	45 Newell Rd.	
Invoice Date	01/31/23		
Service Date		East Palo Alto, CA 94303	
Payment Due		(650) 566-2000	

Order #	Order Date	Account #	PO #	Terms	Ship Via	Salesman	MIRN
106099	01/31/23	3		Due Upon Receipt			148940718

#	Qty		SKU	Description	Unit#	Price	Ext	Nontaxable
1	2.00	EA	NA1	301 E. O'Keefe Street - Passenger Elevator - State# 040316 -1/9 - 2 Hours - Trouble Call		314.00	628	NO

Sub Total	628.00
Tax	0.00
Shipping	0.00
Grand Total	628.00

2941

Exhibit X

201 E. O’Keefe #107

WO# 8966750 10/30/2024--Flushed toilet several times and its working fine no issues, water level is good. Inspected by Enrique.

WO# 8966763 10/30/2024--Bathroom medicine cabinet has no damage and it’s working fine. Doors open and close correctly.

WO# 8966773 10/30/2024—bathroom door has no mold at all, door is in good working condition. Opens and closes and the latch, knob and striker also works fine.

WO# 8966783 10/30/2024—Dishwasher is working fine, ran all cycles and it washes and drains correctly. Inspected by Enrique.

WO# 8966791 10/30/2024—Refrigerator is working fine no issues both freezer (31F) and fridge (40F) are cooling accordingly. Inspected by Enrique.

WO# 8966825 10/30/2024--Vinyl was repaired on September 13, 2024, today inspection 10/31/2024 vinyl is in good condition.

WO# 8966833 10/30/2024--Window open and close correctly no damages or signs of leaks. Window slide and lock just fine. Inspected by Enrique.

WO# 8966838 10/30/2024--Window open and close correctly no damages or signs of leaks. Window slide and lock just fine. Inspected by Enrique.

WO# 8966844 10/30/2024—All Kitchen cabinet doors open and close correctly. There are 2 doors that do not close because their cereal box and dishes preventing the door from fully closing. Kitchen sink has no rust and its very clean.

Bathroom sink need reglazing but resident does not want this to get done because she doesn't have anyone to take care of her dog. When reglazing we don't allow for people or pets to be in unit while the work is being completed 6-8 hours out of the unit. Cabinet doors fully functional.

WO# 8966847 10/30/2024—All Kitchen cabinet doors open and close correctly. There are 2 doors that do not close because their cereal box and dishes preventing the door from fully closing. Kitchen sink has no rust and its very clean.

Bathroom sink need reglazing but resident does not want this to get done because she doesn't have anyone to take care of her dog. When reglazing we don't allow for people or pets to be in unit while the work is being completed 6-8 hours out of the unit. Cabinet doors fully functional.

WO# 8966852 10/30/2024—Ran water in kitchen sink, Bathroom sink and Tub water came out clean. All drains also drain fine with no backups. Inspected by Enrique

WO# 8966863 10/30/2024-- Bathroom sink need reglazing but resident does not want this to get done because she doesn't have anyone to take care of her dog. When reglazing we don't allow for people or pets to be in unit while the work is being completed 6-8 hours out of the unit. Cabinet doors fully functional. Resident advised when she has time, she will let us know.

201 E. O’Keefe #108

WO# 8966845 10/30/2024—Kitchen sink and tub and enclosure was re-glaze and repaired on September 14th 2024. Resident states everything is fully functional and no leaks found.

WO# 8966903 10/30/2024—Bathroom fan is working fine, no mold or mildew visible. Resident states that everything is working fine.

WO# 8966924 10/30/2024—Shower doors are operational, after reglaze in tub and enclosure was completed on 9/14/2024 we repaired frame and wheels. Resident advised that everything is working fine since.

WO# 8966933 10/30/2024—Kitchen sink was reglazed back in September 14th, 2024. Resident advised it’s been working fine ever since.

WO# 8966945 10/30/2024—Stove was repaired back in September 10th resident advised that it has been working ever since no issues. Turned on oven and turn on all 4 burners and stove are working fine.

WO# 8966962 10/30/3024—Range hood was replaced back in September 11th, 2024. Motor wasn’t working and frame had paint peeling.

WO# 8966949 10/30/2024—Dishwasher was replaced September 16 2024, Resident states it’s been working ever since with no issues.

WO# 8966966 10/30/2024—Resident has not decided on a date for her carpet replacement, she has lots of belongings and she doesn’t know how she will move everything.

WO# 8966983 10/30/2024 Resident advised that she has not seen any water on the floor and that the fridge is fully functional.

WO# 8966988 10/31/2024 Replaced bathroom light fixture.

201 E. O'Keefe #110

WO# 8967009 10/30/2024—There is no rust, humidity or discoloration in resident stated that she had reported bathroom hinges which was replaced in September. Inspection completed by Enrique.

WO# 8967014 10/30/2024 Shower head is working fine, resident reported that she had it replaced by maintenance in September. I ran water through kitchen faucet, bathroom faucet and tub and everything is working fine.

WO# 8967020 10/30/2024 No rust or anywhere in bathroom or tub area. Resident advised it was just shower head but that was fixed already.

WO# 8967029 10/30/2024 Resident advised she did not report any window issues just blinds replacement. which blinds were replaced back in November.

WO# 8967033 10/30/2024 Blinds are fully functional and were replaced, resident stated they were repaired/replaced back in September.

WO# 8967038 10/30/2024 Resident advised that we completed paint touch up requested by her last September near bathroom and hallway.

WO# 8967050 10/30/2024 Doors have no issues and resident was talking about the hinges which were replaced in September.

WO# 8967062 10/30/2024 There is no rust, humidity or discoloration in resident stated that she had reported bathroom hinges which was replaced in September. Inspection completed by Enrique.

WO# 8967066 10/30/2024 Resident was talking about her shower head. Shower head is working fine, resident reported that she had it replaced by maintenance in September. I ran water through kitchen faucet, bathroom faucet and tub and everything is working fine.

201 E. O'Keefe #201

WO# 8967530 10/30/2024 Stove burner was replaced back In September resident advised on this visit that the burners and the entire stove has been working since. I turn on 4 burners and oven and everything is working fine.

WO# 8967530 10/30/2024 Resident states their bathroom is not moldy, they had an issue with the shower valve and tub was clogged which we replace back in September. Turn water on made sure valve was working

WO# 8967556 10/30/2024 UNIT HAS TERMINTES/NEED TO SPEAK TO PABEL AND OLGA ABOUT THIS. Frame has been replaced.

WO# 8967559 10/30/2024 Blinds are working fine, resident was referring to the termites.

WO# 8967567 10/30/2024 no balcony discoloration found, resident states that he didn't report the balcony door. Inspected door and it’s working fine.

WO# 8967573 10/30/2024 Resident states their bathroom is not moldy, they had an issue with the shower valve and tub was clogged which we replace back in September. Turn water on made sure valve was working.

201 E. O’Keefe 202

WO# 8967664 10/30/2024 Resident states the dishwasher is working fine. Previously had issues but now it is working fine. Ran cycle and dishwasher works fine.

WO# 8967670 10/30/2024 Refrigerator was replaced back in September due to malfunctioning, specifically fridge ran out of Freon.

WO# 8967680 10/30/2024 Inspected all cabinets and drawers they are fully functional open and close correctly and did not see any peeling. Also inspected kitchen counter top and it works fine.

WO# 8967691 10/30/2024 Tub is not clogged ran water for 2-3 minutes and it drain fine. Resident states she did have any issues with discoloration in bathroom, she says she keeps her home clean.

WO# 8967701 10/30/2024 Sliding door is working fine, track had lots of build up grease and dirt which was repaired back in September.

WO# 8967705 10/30/2024 Turn bathroom fan on and did the paper test, fan Is working fine.

WO# 89667720 10/30/2024 medicine cabinet was replaced last September, inspected mirrors and medicine cabinets they are all in good condition.

WO# 8967726 10/30/2024 Inspected screen door and it's working fine. resident advised it was replaced back in September.

WO# 8967730 10/30/2024 Turn on all electric baseboard heaters they are working fine, heating up and thermostat is also working fine.

WO# 8967744 10/30/2024 bathroom door open and closes fine, resident advised about the shower doors but they have been repaired. inspected doors and they work fine.

201 E. O'Keefe 204

WO# 8967759 10/30/2024 Key is not working, minor inside.

WO# 8967762 10/30/2024 Key is not working, minor inside.

WO# 8967768 10/30/2024 Key is not working, minor inside.

WO# 8967777 10/30/2024 Key is not working, minor inside.

WO# 8967781 10/30/2024 Key is not working, minor inside.

WO# 8967788 10/30/2024 Key is not working, minor inside.

WO# 8967796 10/30/2024 Key is not working, minor inside.

WO# 8967803 10/30/2024 Key is not working, minor inside.

WO# 8967809 10/30/2024 Key is not working, minor inside.

WO# 8967813 10/30/2024 Key is not working, minor inside.

201 E. O’Keefe 206

WO# 8967831 10/30/2024 each floor only has 1 washer and 2 dryers. both washers are fully functional.

WO# 8967857 10/30/2024 10/30/2024 hallway tiles are not lose, everything work fine.

WO# 8967865 10/30/2024 Did not hear any cracking noise. walked the area in living-room, bedroom, kitchen and bathroom and found no noise. Resident advised it was hallway but the tiles were replaced.

WO# 8967867 10/30/2024 Pest Control

WO# 8967872 10/30/2024 Pool Maintenance

201 E. O’Keefe 207

WO# 8967881 10/30/2024 No answer at the door, dog inside unit, called resident left voicemail.

WO# 8967885 10/30/2024 No answer at the door, dog inside unit, called resident left voicemail.

WO# 8967890 10/30/2024 No answer at the door, dog inside unit, called resident left voicemail.

WO# 8967895 10/30/2024 No answer at the door, dog inside unit, called resident left voicemail.

WO# 8967902 10/30/2024 No answer at the door, dog inside unit, called resident left voicemail.

WO# 8967904 10/30/2024 No answer at the door, dog inside unit, called resident left voicemail.

WO# 8967913 10/30/2024 No answer at the door, dog inside unit, called resident left voicemail.

WO# 8967915 10/30/2024 No answer at the door, dog inside unit, called resident left voicemail.

WO# 8967922 10/30/2024 No answer at the door, dog inside unit, called resident left voicemail.

WO# 8967929 10/30/2024 No answer at the door, dog inside unit, called resident left voicemail.

201 E. O'Keefe 208

WO# 8967957 10/30/2024 Inspected kitchen walls and the paint is in good condition. Previously walls were cleaning by maintenance technician and resident. Work was completed by September 17, 2024.

WO# 8967982 10/30/2024 Inspected kitchen counter tops and cabinets and found new caulking applied. All gaps were sealed from previous work completed back in September 17th 2024.

WO# 8967993 10/30/2024 Inspected all kitchen cabinet doors and drawers. Hinges, rails, knobs and doors work correctly. They open and close just fine. Cabinets are not peeling just need minor cleaning.

WO# 8967997 10/30/2024 Inspect stove turned on burners and oven and everything is working; stove was replaced back in September 17th 2024.

WO# 8968008 10/30/2024 Tub has hot water cartridge was replaced back in September. Turn on all faucets in unit and they have hot water.

WO# 8968014 10/30/2024 Inspected all Bathroom cabinet doors and drawers. Hinges, rails, knobs and doors work correctly. They open and close just fine. Cabinets are not peeling just need minor cleaning.

WO# 8968018 10/30/2024 Tub needs cleaning, resident states she didn’t wouldn’t be able to get it reglazed if need be, do to having an dog and she wouldn’t have anywhere to take him.

WO# 8968025 10/30/2024 Mirror is in working condition, It was replaced back in September 17th, 2024.

WO# 8968038 10/30/2024 Window are cleaned and work fine they open and close correctly. Resident advised she had cleaned them along with maintenance back in September 17th 2024.

WO# 8968044 10/30/2024 Door sweep is operational; it was replaced back in September 17th 2024.

WO# 8968053 10/30/2024 Inspected balcony screen door and it opens and closes correctly. Resident advised it was replaced back in September 17th 2024.

WO# 8968057 10/30/2024 Inspected heater and it works fine; thermostat works and heater produces heat. Advised resident to please move her belonging 3-4 feet away from heater when they turned it on.

WO# 8968062 10/30/2024 Hallway lights, emergency lights and exit signs are all working fine.

WO# 8968067 10/30/2024 TERMITES

WO# 8968070 10/30/2024 Intercom was disconnected over 10 years ago due to system malfunctioning.

WO# 8968076 10/30/2024 Elevator Cosmetic

WO# 8968081 10/30/20274 Turned on water on all faucets water pressure is fine, there's no smell on the water, advised resident sometimes water pressure and dirty water appears when Water company flushes fire hydrants, advised her to run water for several minutes when that happens.

WO# 8968082 10/30/2024 Advised resident that the laundry rooms are designs for only 1 washer and 2 dryers.

WO# 8968087 10/30/2024 Common area painting/Paint entire building.

WO# 8968093 10/30/2024 Intercom was disconnected over 10 years ago due to system malfunctioning.

WO# 8968099 10/30/2024 10/30/2024 Resident does not recall submitting this request. She stated if she remembers she will let us know.

WO# 8968101 10/30/2024 Inspect stove turned on burners and oven and everything is working; stove was replaced back in September 17th 2024.

WO# 8968108 10/30/2024 Inspected balcony screen door and it opens and closes correctly. Resident advised it was replaced back in September 17th 2024.

WO# 8968110 10/30/2024 Tub has hot water cartridge was replaced back in September. Turn on all faucets in unit and they have hot water.

245 E. O'Keefe 1

WO# 8968150

WO# 8968156

WO# 8968160

WO# 8968164

WO# 8968168

WO# 8968176

WO# 8968181

WO# 8968185

WO# 8968187

WO# 8968192

WO# 8968201

WO# 8968205

WO# 8968242

WO# 8968247

WO# 8968253

WO# 8968258

WO# 8968266

WO# 8968271

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WO# 8972160 10/30/2024 Refrigerator has stain in the front of the fridge on the outside not the inside but of it but it’s working fine, both freezer and fridge maintain product cool.

WO# 8972170 10/30/2024 Inspected walls in bathroom, bedroom and living room, resident advised that she keeps her house clean and she doesn’t know why her husband entered the work order.

WO# 8972165 10/30/2024 Inspected carpet it has many tears in the bedroom and living-room. Residents moved in 09/2023, Pending approval.

WO# 8972174 10/30/2024 Inspected closet doors and they are working fine, resident confirmed not having any issues after maintenance repaired on September 6th, 2024

WO# 8972179 10/30/2024 Inspected extractor in bathroom and kitchen and they are working fine. Filter was replaced back in September 6th and resident stated maintenance fixed the extractor issue.

WO# 8972184 PEST CONTROL STILL ON GOING

WO# 8972194 10/30/2024 Re-installed towel holder in bathroom.

245 E. O'Keefe 14

WO# 8968279 10/30/2024 Window in kitchen is broken and will be replaced 11/4/2024, Discount glass to complete the work.

WO# 8968280 10/30/2024 Kitchen cabinets and drawers were inspected; they are in good condition. open and closed doors and drawers with no issues.

WO# 8968285 10/30/2024 Inspected bathroom walls and ceiling no discoloration, humidity or water leaks found. Resident advised it was taken care of by maintenance back in September.

WO# 8968287 10/30/2024 No holes in bathroom anywhere, back in September we repaired the hole on the floor next to toilet due to dry rot. Vinyl floor was replaced and subfloor was also replaced.

WO# 8968296 10/30/2024 No holes in bathroom anywhere, back in September we repaired the hole on the floor next to toilet due to dry rot. Vinyl floor was replaced and subfloor was also replaced.

WO# 8968314 10/30/2024 Bedroom window screen is working fine; per resident it was installed back in September.

WO# 8968316 10/30/2024 Window in kitchen is broken and will be replaced 11/4/2024, Discount glass to complete the work.

WO# 8968321 10/30/2024 Heater faceplate to be replaced 11/6/2024

WO# 8968327 10/30/2024 Painted all common areas that needed painting. Areas like laundry room hallway and stair cases. All graffiti was also removed.

WO# 8968329 10/30/2024 Dryer was reported to WASH for repairs, will follow up on 11/05/2024.

WO# 8968334 10/30/2024 Laundry room has no holes in ceiling or walls, checked behind washers and dryers and did not find any holes.

WO# 8968339 10/30/2024 Mailbox lock to unit 14 is working, USPS box was secure, mailman locked boxes in the recent days according to resident.

WO# 8968346 10/30/2024 Unit has working smoke detectors and CO2 detectors. Tested all 3 and they work fine.

WO# 8968349 10/30/2024 Inspected bathroom walls and ceiling no discoloration, humidity or water leaks found. Resident advised it was taken care of by maintenance back in September.

WO# 8968352 10/30/2024 Back in September we repaired the hole on the floor next to toilet due to dry rot. Vinyl floor was replaced and subfloor was also replaced. This issue was causing water to leak into the residents parking stall.

245 E. O'Keefe 15

WO# 8970321 10/30/2024 Kitchen cabinets were repaired 2 hinges broke off but I installed them and tightened up two more hinges.

WO# 8970346 10/30/2024 Rodents

WO# 8970356 10/30/2024 Resident did not know what beam at carport is chipped. I walked around and didn't see any chipped or unsafe beams.

WO# 8970395 10/30/2024 Laundry room has no holes in ceiling or walls, checked behind washers and dryers and did not find any holes. Inspected common areas, stair cases and carports but I did not find any holes.

245 E. O’Keefe 18

WO# 8970409 10/30/2024 Knocked on door resident states she has a new born and does not want us coming in at this time. Said she or her husband will call back

WO# 8970415 10/30/2024 Knocked on door resident states she has a new born and does not want us coming in at this time. Said she or her husband will call back

WO# 8970420 10/30/2024 Knocked on door resident states she has a new born and does not want us coming in at this time. Said she or her husband will call back

WO# 8970427 10/30/2024 Knocked on door resident states she has a new born and does not want us coming in at this time. Said she or her husband will call back

WO# 8970430 10/30/2024 Knocked on door resident states she has a new born and does not want us coming in at this time. Said she or her husband will call back

WO# 8970438 10/30/2024 Knocked on door resident states she has a new born and does not want us coming in at this time. Said she or her husband will call back

WO# 8970444 10/30/2024 Knocked on door resident states she has a new born and does not want us coming in at this time. Said she or her husband will call back

WO# 8972205 10/30/2024 Knocked on door resident states she has a new born and does not want us coming in at this time. Said she or her husband will call back

WO# 8972210 10/30/2024 Knocked on door resident states she has a new born and does not want us coming in at this time. Said she or her husband will call back

WO# 8972214 10/30/2024 Knocked on door resident states she has a new born and does not want us coming in at this time. Said she or her husband will call back

WO# 8972219 10/30/2024 Knocked on door resident states she has a new born and does not want us coming in at this time. Said she or her husband will call back

WO# 8972221 10/30/2024 Exit sign to be replaced on Sunday 11/3/2024

WO# 8972225 10/30/2024 Laundry room has no holes in ceiling or walls, checked behind washers and dryers and did not find any holes. Inspected common areas, stair cases and carports but I did not find any holes.

WO# 8972225 10/30/2024 Laundry room has no holes in ceiling or walls, checked behind washers and dryers and did not find any holes. Inspected common areas, stair cases and carports but I did not find any holes.

245 E. O'Keefe 19

WO# 8972233 10/30/2024 Counter top was repaired back in September, Resident requesting reglaze but hasn't provided a date because her daughter goes to school. Part of the reglaze process is for resident to be out of the unit 4-8 hours and are unable to use the kitchen counter top for 24 hours.

WO# 8972238 10/30/2024 Ceiling is dirty, advised resident to properly clean areas where there's grease stains on the wall.

WO# 8972242 10/30/2024 Appliances are in good working condition. Advised resident to properly clean stove and Fridge in order of us to better asses any time of issues with the fridge.

WO# 8972251 10/30/2024 Kitchen is in good shape just needs to be reglazed. Resident requesting re-glaze but hasn't provided a date because her daughter goes to school. Part of the reglaze process is for resident to be out of the unit 4-8 hours and are unable to use the kitchen counter top for 24 hours.

WO# 8972255 10/30/2024 Kitchen cabinets were repaired back in September. Kitchen cabinets were fabricated because they were missing. Adjusted rails, guides on drawers and hinges. Advised resident to clean cabinets to better asses kitchen cabinets. All doors and drawers open and close correctly.

WO# 8972261 10/30/2024 Resident requesting dishwasher, her current unit has no dishwasher. Advised resident that capacity of the electrical and plumbing sources is not available in the kitchen area.

WO# 8972268 10/30/2024 Inspected kitchen and found no discoloration, many areas in kitchen like walls, kitchen cabinets and sink area need cleaning advised resident to clean areas so we can properly asses.

WO# 8972276 10/30/2024 Inspected bathroom are found no Discoloration.

WO# 8972278 10/30/224 Unit has no appliances in bathroom, Resident did not know who inputted service request.

301 E. O'Keefe #1

WO# 8972519 10/31/2024 Inspected range hood fan, needs replacing. I will order range hood and have it replaced. Stove is in good working condition; it was previously repaired by maintenance back in September.

WO# 8972526 10/31/2024 Inspected fridge and found not issues with rust in the exterior and inspected interior everything is working fine.

WO# 8972533 10/31/2024 Flooring was approved for replacement, since September we have been working to schedule a date for resident to move her belonging and have it replaced. Work was approved by upper management.

WO# 8972534 10/31/2024 Resident advised that theirs a leak in bathroom inspected bathroom no signs of leave resident advised it happened once at midnight a few days ago. Resident from up stairs unit #4 advised that she was washing floor at mid night. We will be monitoring that unit frequently to see what is the issues.

WO# 8972540 10/31/2024 Unit has no fan has window for ventilation. Advised resident to properly ventilate after showering by leaving window a little open. Also make sure is locked when leaving the unit. Bathroom mirror on order. Shower walls and sink reglaze need reglazing resident to follow up with date for reglaze.

WO# 8972547 10/31/2024 Patio fence was repaired back in September, resident advised is working fine. Advised resident to move her personal belonging and furniture in order to repair the balcony sliding glass door. Resident stated she will only remove it if we will replace not for repair.

WO# 8972552 10/31/2024 Found no discoloration anywhere in the unit. Inspected living-room, kitchen, bathroom and bedroom.

301 E. O'Keefe 2

WO# 8972578 10/31/2024 Stove was replaced back in September 25th, 2024. Resident advised no issues with stove since.

WO# 8972600 10/31/2024 Kitchen cabinets were repaired back in September resident advised everything has been working fine since. Advised resident Cabinets need to be cleaned to be better asses since resident is requesting replacement.

WO# 8973334 10/31/2024 Tub and walls are in bad shape, will gather estimates to replaced tub and enclosure. PENDING

WO# 8973337 10/31/2024 Advised resident to move her personal belonging and furniture in order to repair the balcony sliding glass door. Resident stated she will only remove it if we will replace not for repair. Flooring scheduled for replacement 11/4/2024.

301 E. O'Keefe 4

WO# 8972571 10/31/2024 Resident advised to come back another day parents and grandparents were sick and would like us to come back next week.

WO# 8972574 10/31/2024 Resident advised to come back another day parents and grandparents were sick and would like us to come back next week.

WO# 8972579 10/31/2024 Resident advised to come back another day parents and grandparents were sick and would like us to come back next week.

WO# 8972580 10/31/2024 Resident advised to come back another day parents and grandparents were sick and would like us to come back next week.

WO# 8972582 10/31/2024 Resident advised to come back another day parents and grandparents were sick and would like us to come back next week.

WO# 8972587 10/31/2024 Resident advised to come back another day parents and grandparents were sick and would like us to come back next week.

WO# 8972588 10/31/2024 Resident advised to come back another day parents and grandparents were sick and would like us to come back next week.

WO# 8972590 10/31/2024 Resident advised to come back another day parents and grandparents were sick and would like us to come back next week.

WO# 897595 10/31/2024 Railing is a little shaky and we need to have a general contractor to further asses the Railing.

WO# 8972602 10/31/2024 Resident advised to come back another day parents and grandparents were sick and would like us to come back next week.

WO# 8972607 10/31/2024 Inspected pipes and found no issues, no leaks. Try to ask resident but she couldn't specify the area.

WO# 8972612 10/31/2024 Catwalk/walkway has areas that need to be looked at by general contractor.

WO# 8972619 10/31/2024 Inspected all 3 floors of the elevator area and found no paint peeling.

WO# 8972627 10/31/2024 Vinyl flooring on 2nd floor of elevator needs to be replaced has a torn section. Will schedule it and have it repaired.

WO# 8972632 10/31/2024 Stair case has rubber strips that need replacing we will order and replace area.

301 E. O’Keefe 5

WO# 8972640 10/31/2024 Dog inside unit, Called resident, left voicemail.

WO# 8972642 10/31/2024 Dog inside unit, Called resident, left voicemail.

WO# 8972645 10/31/2024 Dog inside unit, Called resident, left voicemail.

WO# 8972647 10/31/2024 Dog inside unit, Called resident, left voicemail.

WO# 8972652 10/31/2024 Dog inside unit, Called resident, left voicemail.

WO# 8972655 10/31/2024 Dog inside unit, called resident, left voicemail.

WO# 8972658 10/31/2024 Dog inside unit, called resident, left voicemail.

WO# 8974706 10/31/2024 Dog inside unit, Called resident, left voicemail.

WO# 8972662 10/31/2024 Dog inside unit, Called resident, left voicemail.

WO# 8972678 10/31/2024 Dog inside unit, Called resident, left voicemail.

WO# 8972667 10/31/2024 Dog inside unit, Called resident, left voicemail.

WO# 8972681 10/31/2024 Dog inside unit, Called resident, left voicemail.

WO# 8972682 10/31/2024 Dog inside unit, Called resident, left voicemail.

WO# 8972684 10/31/2024 Dog inside unit, Called resident, left voicemail.

WO# 8972688 10/31/2024 Dog inside unit, Called resident, left voicemail.

WO# 8972696 10/31/2024 Dog inside unit, Called resident, left voicemail.

WO# 8972702 10/31/2024 Dog inside unit, Called resident, left voicemail.

WO# 8972704 10/31/2024 Dog inside unit, Called resident, left voicemail.

WO# 8972709 10/31/2024 Dog inside unit, Called resident, left voicemail.

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WO# 8972714 10/31/2024 Inspected kitchen cabinets and drawers they open and close correctly. Advised resident to clean cabinets to better asses them.

WO# 8972719 10/31/2024 Counter top tiles were broken and replaced work was completed back in September.

WO# 8972724 10/31/2024 Flooring was scheduled for 10/24/2024, resident did not move items so we had to reschedule, Date pending due to language barriers.

WO# 8972730 10/31/2024 Kitchen and dining area need to be cleaned; areas look to be food stains. Advised resident to properly clean.

WO# 8972731 10/31/2024 Flooring was scheduled for 10/24/2024, resident did not move items so we had to reschedule, Date pending due to language barriers.

WO# 8972734 10/31/2024 Elevator is currently working with no issues.

WO# 8972737 10/31/2024 Weatherization areas to be looked at by general contractor.

WO# 8972742 10/31/2024 Bathroom window is working fine with no issues.

WO# 8972746 10/31/2024 Resident has furniture in the closet, he will need to remove it in order to install closet doors. Resident advised he doesn't want closet doors in that case.

WO# 8972752 10/31/2024 Flooring was scheduled for 10/24/2024, resident did not move items so we had to reschedule, Date pending due to language barriers.

301 E. O'Keefe 10

WO#8972760 10/31/2024 Minor in the unit, Left resident a voicemail.

WO#8972763 10/31/2024 Minor in the unit, Left resident a voicemail.

WO#8972768 10/31/2024 Minor in the unit, Left resident a voicemail.

WO#8972771 10/31/2024 Minor in the unit, Left resident a voicemail.

WO#8972773 10/31/2024 Minor in the unit, Left resident a voicemail.

WO#8972780 10/31/2024 Minor in the unit, Left resident a voicemail.

WO#8972783 10/31/2024 Minor in the unit, Left resident a voicemail.

WO#8972775 10/31/2024 Minor in the unit, Left resident a voicemail.

WO#8972789 10/31/2024 Minor in the unit, Left resident a voicemail.

WO#8972791 10/31/2024 Minor in the unit, Left resident a voicemail.

WO#8972795 10/31/2024 Minor in the unit, Left resident a voicemail.

WO#8972803 10/31/2024 Minor in the unit, Left resident a voicemail.

WO#8972807 10/31/2024 Minor in the unit, Left resident a voicemail.

WO#8972809 10/31/2024 Minor in the unit, Left resident a voicemail.

WO#8972817 10/31/2024 Minor in the unit, Left resident a voicemail.

WO#8972819 10/31/2024 Minor in the unit, Left resident a voicemail.

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WO# 8972824 10/31/2024 Stove burners was replaced due to malfunctioning.

WO# 8972827 10/31/2024 Fridge was replaced due to malfunctioning.

WO# 8972830 10/31/2024 Inspected tub drain, bathroom sink and kitchen sink all drain with no issue.

WO# 8972831 10/31/2024 Inspected kitchen and bathroom cabinets and resident confirmed they were repaired back in September. Broken tile was also repaired.

WO# 8972836 10/31/2024 Flooring was approved for replacement, date pending due to resident trying to figure out how to move her belongings.

WO# 8972848 10/31/2024 Storm drains, gutters and downspouts to be cleaned prior to rainy season to avoid floods and leakage.

WO# 8972855 10/31/2024 Storm drains, gutters and downspouts to be cleaned prior to rainy season to avoid floods and leakage.

WO# 8972858 10/31/2024 Vehicle gate is working fine, it says open 3 times a week Monday, Wednesday and Friday from 6am to 1pm so Recology can access and empty the bins.

WO# 8972862 10/31/2024 Inspected light fixtures inside unit and they all were replaced back in September. All exterior lights were inspected and are working accordingly.

WO# 8972863 10/31/2024 Inspected kitchen cabinets and knobs have been replaced back September both kitchen and cabinets.

WO# 8972865 10/31/2024 Blinds to be ordered and installed upon arrive.

WO# 8972868 10/31/2024 Bathroom light fixture was replaced back in September it is fully functional.

301 E. O'Keefe 12

WO# 8974810 10/31/2024 Stove is working turn on all burners and oven and it's working fine.

WO# 8974815 10/31/2024 Range hood was replaced back in August; range hood is working fine.

WO# 8974822 10/31/2024 Refrigerator was replaced back in August fridge is working fine with no issues.

WO# 8974825 10/31/2024 Kitchen cabinets were refurbished back in September, new rails, hinges, knobs and paint job was completed. Cabinets and drawers open and close fine.

WO# 8974833 10/31/2024 Inspected unit found no discoloration in any room. Inspected living-room, kitchen, bedroom and bathroom.

WO# 8974838 10/31/2024 Stove is working turn on all burners and oven and it’s working fine.

WO# 8974845 10/31/2024 10/31/2024 Inspected unit found no discoloration in any room. Inspected living-room, kitchen, bedroom and bathroom. Drywall and discoloration were moved in the bathroom back in August.

WO# 8974846 10/31/2024 Inspected unit found no discoloration in any room. Inspected living-room, kitchen, bedroom and bathroom.

WO# 8974850 10/31/2024 Could not inspect window because resident has furniture blocking windows. Advised resident to move furniture so we can inspect. Resident advised she will only move furniture if we will install new windows not for repair.

WO# 8974853 10/31/2024 All interior drains have no issues draining, inspected kitchen sink, bathroom sink and tub drain all are draining fine.

WO# 8974858 10/31/2024 All cabinet knobs are installed and working fine both kitchen cabinets and bathroom cabinets.

WO# 8974862 10/31/2024 Hallway light fixtures have been ordered and will installed upon arrival

WO# 8974872 10/31/2024 10/31/2024 Stove is working turn on all burners and oven and it’s working fine

WO# 8974877 10/31/2024 Vehicle gate is working fine, it says open 3 times a week Monday, Wednesday and Friday from 6am to 1pm so Recology can access and empty the bins.

301 O’Keefe 14

WO# 8973341 10/31/2024 Pictures haven been taken will be scheduled for repairs; resident will need to move personal items.

WO# 8973344 10/31/2024 Pictures haven been taken will be scheduled for repairs.

WO# 8973348 10/31/2024 Pictures haven been taken will be scheduled for repairs;

WO# 8973351 10/31/2024 Pictures haven been taken will be scheduled for repairs;

WO# 8973358 10/31/2024 Pictures haven been taken will be scheduled for repairs;

301 E. O’Keefe 15

WO# 8974892 10/31/2024 Cabinets area working fine with no issues, drawers and door open and close correctly. Resident move in 5 months ago.

WO# 8974896 10/31/2024 No issues with flooring or carpet its brand-new resident moved in 5 months ago.

WO# 8974899 10/31/2024 Refrigerator plastic was put back in place. Advised resident to keep gasket area clean so it doesn’t come off.

WO# 8974902 10/31/2024 10/31/2024 Cabinets area working fine with no issues, drawers and door open and close correctly. Resident move in 5 months ago.

WO# 8974905 10/31/2024 Toilet unclogged lots of bathroom whips and towels being flushed.

WO# 8974914 10/31/2024 Inspected tub didn’t see any rust or hole in bath tub.

WO# 8974917 10/31/2024 Bathroom floor is fine no issues everything is level and no sinking found.

WO# 8974922 10/31/2024 Tub is draining fine no issues, advised resident to call office if it gets clogged for now is draining properly.

WO# 8974926 10/31/2024 Inspected entire unit ceiling and there is no damage or signs of ceiling falling at all.

WO# 8974930 10/31/2024 Inspected entire unit ceiling and there is no damage or signs of ceiling falling at all.

WO# 8974935 10/31/2024 Inspected entire unit ceiling and there is no damage or signs of ceiling falling at all.

WO# 8974938 10/31/2024 Inspected all window and they open and close fine. Resident said they have no issues but want new windows.

WO# 8974944 10/31/2024 Inspected baseboard throughout unit and theirs no issue, baseboard was replaced and painted prior to move in, resident moved in back in June.

WO# 8974949 10/31/2024 Tub is draining fine no issues, advised resident to call office if it gets clogged for now is draining properly.

301 E. O'Keefe 16

WO# 8973365 10/31/2024 Minor in unit, Resident advised her mom was out of state to come back later.

WO# 8973368 10/31/2024 Minor in unit, Resident advised her mom was out of state to come back later.

WO# 8973371 10/31/2024 Minor in unit, Resident advised her mom was out of state to come back later.

WO# 8973373 10/31/2024 Minor in unit, Resident advised her mom was out of state to come back later.

WO# 8973381 10/31/2024 Minor in unit, Resident advised her mom was out of state to come back later.

WO# 8973386 10/31/2024 Minor in unit, Resident advised her mom was out of state to come back later.

301 E. O'Keefe 18

WO# 8973399 10/31/2024 Found no discoloration in windows or walls inspected windows in bedroom, kitchen and living-room.

WO# 8973402 10/31/2024 Fridge was replaced back in August inspected fridge and its working fine.

WO# 8973406 10/31/2024 Filter and duct was replaced back in August Range hood is working properly.

WO# 8973410 10/31/2024 Inspected kitchen cabinets and repairs to be scheduled parts are on order.

WO# 8973412 10/31/2024 Stove burners are working fine no issues turn on all 4 burners and they work fine.

WO# 8973414 10/31/2024 Bathroom vinyl needs replacing; this was approved back in August pending date with resident since she has to move personal belonging.

WO# 8973415 10/31/2024 Found no discoloration in windows or walls inspected windows in bedroom, kitchen and living-room.

WO# 8973416 10/31/2024 Bathroom vinyl needs replacing; this was approved back in August pending date with resident since she has to move personal belonging.

301 E. O'Keefe 20

WO# 8973417 10/31/2024 Inspected range hood, needs replacing will need to order and install upon arrival.

WO# 8973418 10/31/2024 Balcony door wheel to be ordered and installed upon arrival.

WO# 8973422 10/31/2024 Carpet has no spike, resident requesting carpet replacement with hypoallergenic carpet. Will speak to vendor to provide estimate.

301 E. O’Keefe 21

WO# 8973425 10/31/2024 Kitchen faucet was replaced back in August, kitchen cabinets were also refurbished in August and Range hood was also replaced. Inspected all and they are working fine, resident advised that everything work fine and has no issues.

WO# 8973429 10/31/2024 Shower valve was replaced back in August, tub and enclosure was also reglaze, Inspected shower valve and it has hot water and cold water it is working fine.

WO# 8973431 10/31/2024 Carpet in bedroom was replaced back in August, inspected carpet and it looks fine. Resident was happy with replacement.

WO# 8973434 10/31/2024 Balcony door needs wheels to be replaced, Wheels are in order and will be installed upon arrival.

SAN MATEO COUNTY HEALTH
ENVIRONMENTAL HEALTH SERVICES

1/17/2025 Routine and Complaint Update Inspection Inspection Report	
Date: 2025-01-17	Visit Type: Inspection - Routine
Site Name: APARTMENT HOUSE	Site Address: 301 E OKEEFE ST, EAST PALO ALTO, CA 94303
Site Phone Number:	APN: 063442180
Application Number: BLA-0000013284	Program: MULTI FAMILY HOUSING
Visit Id: 00392655	Special Instructions:

Additional Details	
Permit Expiration Date:	Fees Due: $0.00
Business Owner Name: WOODLAND PARK COMMUNITIES	Business Owner Mailing Address: 5 NEWELL CT, EAST PALO ALTO, CA 94303
Consent: N/A	

Violations

Citation	Comments	Violation Degree	Comply By Date	Complied on Date
Maintained in good repair to direct rain away from the building. (UHC 401 & 1001.1)	Observed 2 downspouts in the central plaza area that were disjointed mid-way through. Repair as necessary to ensure proper drainage of water.	Minor	02/16/2025	
General Laundry. Maintain to prevent endangerment to life, limb, health, safety, or welfare of the public. (UHC 401 & 1001.1)	Observed one of the dryer vents was detached from the exterior exhaust pipe. Re-attach as necessary. Observed Smoke/CO detector in the laundry room was missing.	Minor	02/16/2025	

Comments

Two general violations noted. See above.

Complaint Status updates are as follows:

PC-0000012558 // Unit 1

No answer at the door. Management confirmed that all issues remaining from the last update have been addressed. Complaint closed.

PC-0000012559 // Unit 2

No answer at the door. Management acknowledged new and current issue with the tub that is scheduled to be fixed. All other issues remaining from the last update have been addressed. Complaint Closed.

PC-0000012560 // Unit 4

Spoke to the resident. They confirmed that all of the issues they were having have been addressed. Complaint Closed.

PC-0000012562 // Unit 5

No answer at the door. Management confirmed that remaining issues from the last update have been addressed. Complaint Closed.

PC-0000012563 // Unit 6

SAN MATEO COUNTY HEALTH
ENVIRONMENTAL HEALTH SERVICES

1/17/2025 Routine and Complaint Update Inspection Inspection Report	
Date: 2025-01-17	Visit Type: Inspection - Routine
Site Name: APARTMENT HOUSE	Site Address: 301 E OKEEFE ST, EAST PALO ALTO, CA 94303
Site Phone Number:	APN: 063442180
Application Number: BLA-0000013284	Program: MULTI FAMILY HOUSING
Visit Id: 00392655	Special Instructions:

No answer at the door. Management confirmed that the flooring issue from the last update is still slated to occur but there have been scheduling issues. Complaint Closed.

PC-0000012564 // Unit 9

Complainant no longer lives in the unit. Complaint Closed.

PC-0000012565 // Unit 10

Management confirmed that remaining issues from the last update have been corrected but acknowledged resident still complaints about mold along the window. Observed some mild mold growth and condensation along the window from the exterior. Additionally observed a piece of furniture right up against the window blinds. It's recommended to move furniture away from the window and wipe down condensation to prevent mold growth. Complaint Closed.

PC-0000012566 // Unit 11

Spoke with the resident. Observed surface mold growth in the bathroom and in the kitchen along the wall and window. Advised resident to take soap/shampoo bottles off the window sill area, clean off mold/dust and ventilate the bathroom/kitchen going forward. Requested for management to repaint the bathroom wall. Floor repair is still slated to be done but resident has to schedule it with the management. Complaint remains Open.

PC-0000012567 // Unit 12

No answer at the door. All issues were already confirmed to have been fixed from the last update. Complaint Closed.

PC-0000012568 // Unit 14

Spoke to the resident. Floor tiling still needs repair and bug screen for the bedroom window is missing. Resident also mentioned a smell coming from the heater. Management agreed to have the heater cleaned when they come to fix the flooring. Complaint remains Open.

PC-0000012569 // Unit 15

Original complainant no longer lives at the unit. Complaint Closed.

PC-0000012570 // Unit 16

Spoke to the resident. They confirmed that all of the reported issues have been addressed. Resident raised concern about some surface mold growth in the bathroom. Advised resident to clean off the mold and to improve ventilation in the bathroom. Resident also has a miniature washing machine inside the bathroom. Complaint Closed.

PC-0000012571 // Unit 18

SAN MATEO COUNTY HEALTH
ENVIRONMENTAL HEALTH SERVICES

1/17/2025 Routine and Complaint Update Inspection Inspection Report	
Date: 2025-01-17	Visit Type: Inspection - Routine
Site Name: APARTMENT HOUSE	Site Address: 301 E OKEEFE ST, EAST PALO ALTO, CA 94303
Site Phone Number:	APN: 063442180
Application Number: BLA-0000013284	Program: MULTI FAMILY HOUSING
Visit Id: 00392655	Special Instructions:

No answer at the door. Management confirmed that all the issues from the last update have been completed. Complaint Closed.

PC-0000012572 // Unit 20

Spoke to the resident. They confirmed that all the issues have been corrected. Complaint Closed.

PC-0000012574 // Unit 21

No answer at the door. Management confirmed that all the issues from the last update have been fixed. Complaint Closed.

Observations

Signatures		
Authority	**Name**	**Signature**
Inspector Signature	STEPHEN LOW	

Woodland Park
5 Newell Ct
East Palo Alto,CA 94303
Office (650) 566-2000x

Work Order No. 8972519
Date Call: 10/29/2024 4:40:00 PM

Date Scheduled: 11/8/2024 12:29:46 PM

Status Scheduled

Brief Desc: Exhaust fan

Job Site: cawoopa2/218-1
301 East O'Keefe Street
#1
East Palo Alto,CA 94303

Caller Name: Rafaela Hernandez Zarco

Caller Phone:
Occupant: Zarco (t2841178)

Office (650) 430-4241x
Mobile (650) 382-9720x

Ok to enter? NO

Technician Notes
Time: _____ **Date:** _____
Material: _____

Problem Description: Exhaust fan not working/ Stove has rust damage

Parts & Labor

Quantity/ Hours	Item Type/ Employee Name	Description	Unit Price	Total
0.0000	Gutierrez		0.00	0.00
			Total	0.00

Authorized by: _____
Signed by _____
Dated _____
Invoice No. _____

Woodland Park
5 Newell Ct
East Palo Alto,CA 94303
Office (650) 566-2000x

Work Order No. 8972526
Date Call: 10/29/2024 4:41:00 PM

Status Work Completed

Date Completed: 11/3/2024 7:42:29 AM
Brief Desc: Fridge

Job Site: cawoopa2/218-1
301 East O'Keefe Street
#1
East Palo Alto,CA 94303

Caller Name: Rafaela Hernandez Zarco

Caller Phone:
Occupant: Zarco (t2841178)

Office (650) 430-4241x
Mobile (650) 382-9720x

Ok to enter? NO

Problem Description: Fridge exterior is rusty

Parts & Labor

Quantity/ Hours	Item Type/ Employee Name	Description	Unit Price	Total
0.2500	Bedolla		0.00	0.00
			Total	0.00

Authorized by: _____
Signed by _____
Dated _____
Invoice No. _____

Technician Notes: 10/31/2024 Inspected fridge and found not issues with rust in the exterior and inspected interior everything is working fine.

Woodland Park
5 Newell Ct
East Palo Alto,CA 94303
Office (650) 566-2000x

Work Order No. 8972533
Date Call: 10/29/2024 4:42:00 PM

Status Call

Brief Desc: kitchen Flooring

Job Site: cawoopa2/218-1
301 East O'Keefe Street
#1
East Palo Alto,CA 94303

Caller Name: Rafaela Hernandez Zarco
Caller Phone:
Occupant: Zarco (t2841178)

Office (650) 430-4241x
Mobile (650) 382-9720x

Ok to enter? NO

Technician Notes
Time: _____ **Date:** _____
Material: _____

Problem Description: Flooring needs to be inspected for scratches

Parts & Labor

Quantity/ Hours	Item Type/ Employee Name	Description	Unit Price	Total

Total

Authorized by: _____
Signed by _____
Dated _____
Invoice No. _____

Woodland Park
5 Newell Ct
East Palo Alto,CA 94303
Office (650) 566-2000x

Work Order No. 8972534
Date Call: 10/29/2024 4:43:00 PM

Status Call

Brief Desc: Bathroom

Job Site: cawoopa2/218-1
301 East O'Keefe Street
#1
East Palo Alto,CA 94303

Caller Name: Rafaela Hernandez Zarco

Caller Phone:
Occupant: Zarco (t2841178)

Office (650) 430-4241x
Mobile (650) 382-9720x

Ok to enter? NO

Technician Notes
Time: _____ **Date:** _____
Material: _____

Problem Description: Leak in bathroom

Parts & Labor

Quantity/ Hours	Item Type/ Employee Name	Description	Unit Price	Total

Total

Authorized by: _____
Signed by _____
Dated _____
Invoice No. _____

Woodland Park
5 Newell Ct
East Palo Alto,CA 94303
Office (650) 566-2000x

Work Order No. 8972540
Date Call: 10/29/2024 4:44:00 PM

Date Scheduled: 11/8/2024 12:30:19 PM

Status Scheduled

Brief Desc: Bathroom

Job Site: cawoopa2/218-1
301 East O'Keefe Street
#1
East Palo Alto,CA 94303

Caller Name: Rafaela Hernandez Zarco

Caller Phone:
Occupant: Zarco (t2841178)

Office (650) 430-4241x
Mobile (650) 382-9720x

Ok to enter? NO

Technician Notes
Time: _____ **Date:** _____
Material: _____

Problem Description: Needs a fan, bathroom mirror damaged, sink is rusty, cracked shower wall

Parts & Labor

Quantity/ Hours	Item Type/ Employee Name	Description	Unit Price	Total
0.0000	Gutierrez		0.00	0.00
			Total	0.00

Authorized by: _____
Signed by _____
Dated _____
Invoice No. _____

Woodland Park
5 Newell Ct
East Palo Alto,CA 94303
Office (650) 566-2000x

Work Order No. 8972547
Date Call: 10/29/2024 4:45:00 PM

Status Call

Brief Desc: Living room

Job Site: cawoopa2/218-1
301 East O'Keefe Street
#1
East Palo Alto,CA 94303

Caller Name: Rafaela Hernandez Zarco

Caller Phone:
Occupant: Zarco (t2841178)

Office (650) 430-4241x
Mobile (650) 382-9720x

Ok to enter? YES

Technician Notes
Time: _____ **Date:** _____
Material: _____

Problem Description: Balcony door does not close window frame is broken patio fence falling

Parts & Labor

Quantity/ Hours	Item Type/ Employee Name	Description	Unit Price	Total

Total

Authorized by: _____
Signed by _____
Dated _____
Invoice No. _____

Woodland Park
5 Newell Ct
East Palo Alto,CA 94303
Office (650) 566-2000x

Work Order No. 8972552
Date Call: 10/29/2024 4:46:00 PM

Status Call

Brief Desc: Moisture in unit

Job Site: cawoopa2/218-1
301 East O'Keefe Street
#1
East Palo Alto,CA 94303

Caller Name: Rafaela Hernandez Zarco
Caller Phone:
Occupant: Zarco (t2841178)

Office (650) 430-4241x
Mobile (650) 382-9720x

Ok to enter? YES

Technician Notes
Time: _____ **Date:** _____
Material: _____

Problem Description: Inspect for moisture in them unit

Parts & Labor

Quantity/ Hours	Item Type/ Employee Name	Description	Unit Price	Total

Total

Authorized by: _____
Signed by _____
Dated _____
Invoice No. _____

Woodland Park
5 Newell Ct
East Palo Alto,CA 94303
Office (650) 566-2000x

Work Order No. 8972578
Date Call: 10/29/2024 4:48:00 PM

Status Work Completed

Date Completed: 11/4/2024 9:09:13 AM
Brief Desc: Kitchen Stove

Job Site: cawoopa2/218-02
301 East O'Keefe Street
#2
East Palo Alto,CA 94303

Caller Name: Jorge Rodriguez

Caller Phone:
Occupant: Rodriguez (t2841159)

Mobile (650) 248-7109x

Ok to enter? YES

Problem Description: Stove constantly breaking down/ Rust

Parts & Labor

Quantity/ Hours	Item Type/ Employee Name	Description	Unit Price	Total
0.2500	Bedolla		0.00	0.00
			Total	0.00

Authorized by: _____
Signed by _____
Dated _____
Invoice No. _____

Technician Notes: 10/31/2024 Stove was replaced back in September 25th, 2024. Resident advised no issues with stove since.

Woodland Park
5 Newell Ct
East Palo Alto,CA 94303
Office (650) 566-2000x

Work Order No. 8972600
Date Call: 10/29/2024 4:57:00 PM

Status Work Completed

Date Completed: 11/4/2024 9:11:28 AM
Brief Desc: Kitchen Cabinets

Job Site: cawoopa2/218-02
301 East O'Keefe Street
#2
East Palo Alto,CA 94303

Caller Name: Jorge Rodriguez

Caller Phone:
Occupant: Rodriguez (t2841159)

Mobile (650) 248-7109x

Ok to enter? YES

Problem Description: old and damaged.

Parts & Labor

Quantity/ Hours	Item Type/ Employee Name	Description	Unit Price	Total
0.2500	Bedolla		0.00	0.00
			Total	0.00

Authorized by: _____
Signed by _____
Dated _____
Invoice No. _____

Technician Notes: 10/31/2024 Kitchen cabinets were repaired back in September resident advised everything has been working fine since. Advised resident Cabinets need to be cleaned to be better asses since resident is requesting replacement.

Woodland Park
5 Newell Ct
East Palo Alto,CA 94303
Office (650) 566-2000x

Work Order No. 8973334
Date Call: 10/29/2024 8:53:00 PM

Status Call

Brief Desc: Bathroom

Job Site: cawoopa2/218-02
301 East O'Keefe Street
#2
East Palo Alto,CA 94303

Caller Name: Jorge Rodriguez

Caller Phone:
Occupant: Rodriguez (t2841159)

Mobile (650) 248-7109x

Ok to enter? NO

Technician Notes
Time: _____ **Date:** _____
Material: _____

Problem Description: Bathtub is damaged holes on the outside, shower door is damaged moisture and rust

Parts & Labor

Quantity/ Hours	Item Type/ Employee Name	Description	Unit Price	Total

Total

Authorized by: _____
Signed by _____
Dated _____
Invoice No. _____

Woodland Park
5 Newell Ct
East Palo Alto,CA 94303
Office (650) 566-2000x

Work Order No. 8973337
Date Call: 10/29/2024 8:54:00 PM

Status Call

Brief Desc: Living Room

Job Site: cawoopa2/218-02
301 East O'Keefe Street
#2
East Palo Alto,CA 94303

Caller Name: Jorge Rodriguez

Caller Phone:
Occupant: Rodriguez (t2841159)

Mobile (650) 248-7109x

Ok to enter? NO

Technician Notes
Time: _____ **Date:** _____
Material: _____

Problem Description: Floor raised, damaged Balcony door is rusty and moisture

Parts & Labor

Quantity/ Hours	Item Type/ Employee Name	Description	Unit Price	Total

Total

Authorized by: _____
Signed by _____
Dated _____
Invoice No. _____

Woodland Park
5 Newell Ct
East Palo Alto,CA 94303
Office (650) 566-2000x

Work Order No. 8972571
Date Call: 10/29/2024 4:51:00 PM

Status Call

Brief Desc: Countertop & floor tiles cracked

Job Site: cawoopa2/218-04
301 East O'Keefe Street
#4
East Palo Alto,CA 94303

Caller Name: Silivelio Sili

Caller Phone:
Occupant: Sili (t2841160)
Home (650) 313-0534x

Ok to enter? NO
Category: Vinyl Repair

Technician Notes
Time: _____ **Date:** _____
Material: _____

Problem Description: PTE - NO, CALL FIRST

Parts & Labor

Quantity/ Hours	Item Type/ Employee Name	Description	Unit Price	Total

Total

Authorized by: _____
Signed by _____
Dated _____
Invoice No. _____

Woodland Park
5 Newell Ct
East Palo Alto,CA 94303
Office (650) 566-2000x

Work Order No. 8972574
Date Call: 10/29/2024 4:52:00 PM

Status Call

Brief Desc: Kitchen Cabinets/Drawers repaint

Job Site: cawoopa2/218-04
301 East O'Keefe Street
#4
East Palo Alto,CA 94303

Caller Name: Silivelio Sili

Caller Phone:
Occupant: Sili (t2841160)
Home (650) 313-0534x

Ok to enter? NO
Category: Cabinets and Drawers

Technician Notes
Time: _____ **Date:** _____
Material: _____

Problem Description: PTE - NO, CALL FIRST

Parts & Labor

Quantity/ Hours	Item Type/ Employee Name	Description	Unit Price	Total

Total

Authorized by: _____
Signed by _____
Dated _____
Invoice No. _____

Woodland Park
5 Newell Ct
East Palo Alto,CA 94303
Office (650) 566-2000x

Work Order No. 8972579
Date Call: 10/29/2024 4:53:00 PM

Status Call

Brief Desc: Dishwasher broken

Job Site: cawoopa2/218-04
301 East O'Keefe Street
#4
East Palo Alto,CA 94303

Caller Name: Silivelio Sili
Caller Phone:
Occupant: Sili (t2841160)
Home (650) 313-0534x

Ok to enter? NO
Category: Appliance Repair
SubCategory: Dishwasher

Technician Notes
Time: _____ **Date:** _____
Material: _____

Problem Description: PTE - NO, CALL FIRST

Parts & Labor

Quantity/ Hours	Item Type/ Employee Name	Description	Unit Price	Total

Total

Authorized by: _____
Signed by _____
Dated _____
Invoice No. _____

Woodland Park
5 Newell Ct
East Palo Alto,CA 94303
Office (650) 566-2000x

Work Order No. 8972580
Date Call: 10/29/2024 4:53:00 PM

Status Call

Brief Desc: Oven not working

Job Site: cawoopa2/218-04
301 East O'Keefe Street
#4
East Palo Alto,CA 94303

Caller Name: Silivelio Sili
Caller Phone:
Occupant: Sili (t2841160)
Home (650) 313-0534x

Ok to enter? NO
Category: Appliance Repair
SubCategory: Oven

Technician Notes
Time: _____ **Date:** _____
Material: _____

Problem Description: PTE - NO, CALL FIRST

Parts & Labor

Quantity/ Hours	Item Type/ Employee Name	Description	Unit Price	Total

Total

Authorized by: _____
Signed by _____
Dated _____
Invoice No. _____

Woodland Park
5 Newell Ct
East Palo Alto,CA 94303
Office (650) 566-2000x

Work Order No. 8972582
Date Call: 10/29/2024 4:54:00 PM

Status Call

Brief Desc: Bedroom Closet needs to be fixed

Job Site: cawoopa2/218-04
301 East O'Keefe Street
#4
East Palo Alto,CA 94303

Caller Name: Silivelio Sili
Caller Phone:
Occupant: Sili (t2841160)
Home (650) 313-0534x

Ok to enter? NO
Category: Building Interior
SubCategory: Door Repair

Technician Notes
Time: _____ **Date:** _____
Material: _____

Problem Description: PTE - NO, CALL FIRST

Parts & Labor

Quantity/ Hours	Item Type/ Employee Name	Description	Unit Price	Total

Total

Authorized by: _____
Signed by _____
Dated _____
Invoice No. _____

Woodland Park
5 Newell Ct
East Palo Alto,CA 94303
Office (650) 566-2000x

Work Order No. 8972587
Date Call: 10/29/2024 4:54:00 PM

Status Call

Brief Desc: Whole apartment repaint

Job Site: cawoopa2/218-04
301 East O'Keefe Street
#4
East Palo Alto,CA 94303

Caller Name: Silivelio Sili

Caller Phone:
Occupant: Sili (t2841160)
Home (650) 313-0534x

Ok to enter? NO
Category: Painting

Technician Notes
Time: _____ **Date:** _____
Material: _____

Problem Description: PTE - NO, CALL FIRST

Parts & Labor

Quantity/ Hours	Item Type/ Employee Name	Description	Unit Price	Total

Total

Authorized by: _____
Signed by _____
Dated _____
Invoice No. _____

Woodland Park
5 Newell Ct
East Palo Alto,CA 94303
Office (650) 566-2000x

Work Order No. 8972588
Date Call: 10/29/2024 4:55:00 PM

Status Call

Brief Desc: All doors need new knobs

Job Site: cawoopa2/218-04
301 East O'Keefe Street
#4
East Palo Alto,CA 94303

Caller Name: Silivelio Sili
Caller Phone:
Occupant: Sili (t2841160)
Home (650) 313-0534x

Ok to enter? NO
Category: Building Interior
SubCategory: Door Repair

Technician Notes
Time: _____ **Date:** _____
Material: _____

Problem Description: PTE - NO, CALL FIRST

Parts & Labor

Quantity/ Hours	Item Type/ Employee Name	Description	Unit Price	Total

Total

Authorized by: _____
Signed by _____
Dated _____
Invoice No. _____

Woodland Park
5 Newell Ct
East Palo Alto,CA 94303
Office (650) 566-2000x

Work Order No. 8972590
Date Call: 10/29/2024 4:55:00 PM

Status Call

Brief Desc: Elevator not working

Job Site: cawoopa2/218-04
301 East O'Keefe Street
#4
East Palo Alto,CA 94303

Caller Name: Silivelio Sili
Caller Phone:
Occupant: Sili (t2841160)
Home (650) 313-0534x

Ok to enter? NO
Category: Community Amenities
SubCategory: Elevators

Technician Notes
Time: _____ **Date:** _____
Material: _____

Problem Description: PTE - NO, CALL FIRST

Parts & Labor

Quantity/ Hours	Item Type/ Employee Name	Description	Unit Price	Total

Total

Authorized by: _____
Signed by _____
Dated _____
Invoice No. _____

Woodland Park
5 Newell Ct
East Palo Alto,CA 94303
Office (650) 566-2000x

Work Order No. 8972595
Date Call: 10/29/2024 4:56:00 PM

Status Call

Brief Desc: Staircases are shakey

Job Site: cawoopa2/218-04
301 East O'Keefe Street
#4
East Palo Alto,CA 94303

Caller Name: Silivelio Sili
Caller Phone:
Occupant: Sili (t2841160)
Home (650) 313-0534x

Ok to enter? YES
Category: Community Amenities
SubCategory: Staircase

Technician Notes
Time: _____ **Date:** _____
Material: _____

Problem Description: Building staircases

Parts & Labor

Quantity/ Hours	Item Type/ Employee Name	Description	Unit Price	Total

Total

Authorized by: _____
Signed by _____
Dated _____
Invoice No. _____

Woodland Park
5 Newell Ct
East Palo Alto,CA 94303
Office (650) 566-2000x

Work Order No. 8972602
Date Call: 10/29/2024 4:57:00 PM

Status Call

Brief Desc: Brown water

Job Site: cawoopa2/218-04
301 East O'Keefe Street
#4
East Palo Alto,CA 94303

Caller Name: Silivelio Sili

Caller Phone:
Occupant: Sili (t2841160)
Home (650) 313-0534x

Ok to enter? NO
Category: Plumbing

Technician Notes
Time: _____ **Date:** _____
Material: _____

Problem Description: PTE - NO, CALL FIRST

Parts & Labor

Quantity/ Hours	Item Type/ Employee Name	Description	Unit Price	Total

Total

Authorized by: _____
Signed by _____
Dated _____
Invoice No. _____

Woodland Park
5 Newell Ct
East Palo Alto,CA 94303
Office (650) 566-2000x

Work Order No. 8972607
Date Call: 10/29/2024 4:58:00 PM

Status Call

Brief Desc: Broken exterior pipe

Job Site: cawoopa2/218-04
301 East O'Keefe Street
#4
East Palo Alto,CA 94303

Caller Name: Silivelio Sili

Caller Phone:
Occupant: Sili (t2841160)
Home (650) 313-0534x

Ok to enter? NO
Category: Plumbing

Technician Notes
Time: _____ **Date:** _____
Material: _____

Problem Description: See picture

Parts & Labor

Quantity/ Hours	Item Type/ Employee Name	Description	Unit Price	Total

Total

Authorized by: _____
Signed by _____
Dated _____
Invoice No. _____

Woodland Park
5 Newell Ct
East Palo Alto,CA 94303
Office (650) 566-2000x

Work Order No. 8972612
Date Call: 10/29/2024 4:59:00 PM

Status Call

Brief Desc: Damaged Catwalk

Job Site: cawoopa2/218-04
301 East O'Keefe Street
#4
East Palo Alto,CA 94303

Caller Name: Silivelio Sili
Caller Phone:
Occupant: Sili (t2841160)
Home (650) 313-0534x

Ok to enter? NO
Category: Community Amenities
SubCategory: Breezeway

Technician Notes
Time: _____ **Date:** _____
Material: _____

Problem Description: See pictures

Parts & Labor

Quantity/ Hours	Item Type/ Employee Name	Description	Unit Price	Total

Total

Authorized by: _____
Signed by _____
Dated _____
Invoice No. _____

Woodland Park
5 Newell Ct
East Palo Alto,CA 94303
Office (650) 566-2000x

Work Order No. 8972619
Date Call: 10/29/2024 5:00:00 PM

Status Call

Brief Desc: Elevator door needs paint

Job Site: cawoopa2/218-04
301 East O'Keefe Street
#4
East Palo Alto,CA 94303

Caller Name: Silivelio Sili

Caller Phone:
Occupant: Sili (t2841160)
Home (650) 313-0534x

Ok to enter? NO
Category: Painting

Technician Notes
Time: _____ **Date:** _____
Material: _____

Problem Description: Elevator doors

Parts & Labor

Quantity/ Hours	Item Type/ Employee Name	Description	Unit Price	Total

Total

Authorized by: _____
Signed by _____
Dated _____
Invoice No. _____

Woodland Park
5 Newell Ct
East Palo Alto,CA 94303
Office (650) 566-2000x

Work Order No. 8972627
Date Call: 10/29/2024 5:00:00 PM

Status Call

Brief Desc: Floor is peeling exiting elevator

Job Site: cawoopa2/218-04
301 East O'Keefe Street
#4
East Palo Alto,CA 94303

Caller Name: Silivelio Sili
Caller Phone:
Occupant: Sili (t2841160)
Home (650) 313-0534x

Ok to enter? YES
Category: Community Amenities
SubCategory: Elevators

Technician Notes
Time: _____ **Date:** _____
Material: _____

Problem Description: Elevator

Parts & Labor

Quantity/ Hours	Item Type/ Employee Name	Description	Unit Price	Total

Total

Authorized by: _____
Signed by _____
Dated _____
Invoice No. _____

Woodland Park
5 Newell Ct
East Palo Alto,CA 94303
Office (650) 566-2000x

Work Order No. 8972632
Date Call: 10/29/2024 5:01:00 PM

Status Call

Brief Desc: Stair step is damaged,

Job Site: cawoopa2/218-04
301 East O'Keefe Street
#4
East Palo Alto,CA 94303

Caller Name: Silivelio Sili
Caller Phone:
Occupant: Sili (t2841160)
Home (650) 313-0534x

Ok to enter? YES
Category: Community Amenities
SubCategory: Staircase

Technician Notes
Time: _____ **Date:** _____
Material: _____

Problem Description: Missing plastic chunk

Parts & Labor

Quantity/ Hours	Item Type/ Employee Name	Description	Unit Price	Total

Total

Authorized by: _____
Signed by _____
Dated _____
Invoice No. _____

Woodland Park
5 Newell Ct
East Palo Alto,CA 94303
Office (650) 566-2000x

Work Order No. 8972640
Date Call: 10/29/2024 5:03:00 PM

Status Work Completed

Date Completed: 11/5/2024 3:32:43 PM
Brief Desc: Kitchen Flooring is damaged

Job Site: cawoopa2/218-05
301 East O'Keefe Street
#5
East Palo Alto,CA 94303

Caller Name: Federico Vargas
Caller Phone:
Occupant: Vargas (t2841161)

Mobile (650) 441-5984x

Ok to enter? NO
Category: Vinyl Repair

Problem Description: PTE - NO, CALL FIRST

Parts & Labor

Quantity/ Hours	Item Type/ Employee Name	Description	Unit Price	Total
0.2500	Bedolla		0.00	0.00
			Total	0.00

Authorized by: _____
Signed by _____
Dated _____
Invoice No. _____

Technician Notes: 10/31/2024 Dog inside unit, Called resident, left voicemail. 11/5/2024 Kitchen and bathroom vinyl was replaced on 10/19/2024

Woodland Park
5 Newell Ct
East Palo Alto,CA 94303
Office (650) 566-2000x

Work Order No. 8972642
Date Call: 10/29/2024 5:04:00 PM

Status Call

Brief Desc: Kitchen Cabinets peeling

Job Site: cawoopa2/218-05
301 East O'Keefe Street
#5
East Palo Alto,CA 94303

Caller Name: Federico Vargas
Caller Phone:
Occupant: Vargas (t2841161)

Mobile (650) 441-5984x

Ok to enter? NO
Category: Cabinets and Drawers

Technician Notes
Time: _____ **Date:** _____
Material: _____

Problem Description: PTE - NO, CALL FIRST

Parts & Labor

Quantity/ Hours	Item Type/ Employee Name	Description	Unit Price	Total

Total

Authorized by: _____
Signed by _____
Dated _____
Invoice No. _____

Woodland Park
5 Newell Ct
East Palo Alto,CA 94303
Office (650) 566-2000x

Work Order No. 8972645
Date Call: 10/29/2024 5:04:00 PM

Status Work Completed

Date Completed: 11/5/2024 3:35:23 PM
Brief Desc: Rusty Faucet

Job Site: cawoopa2/218-05
301 East O'Keefe Street
#5
East Palo Alto,CA 94303

Caller Name: Federico Vargas
Caller Phone:
Occupant: Vargas (t2841161)

Mobile (650) 441-5984x

Ok to enter? NO
Category: Plumbing
SubCategory: Kitchen Sink

Problem Description: PTE - NO, CALL FIRST

Parts & Labor

Quantity/ Hours	Item Type/ Employee Name	Description	Unit Price	Total
0.2500	Bedolla		0.00	0.00
			Total	0.00

Authorized by: _____
Signed by _____
Dated _____
Invoice No. _____

Technician Notes: WO# 8972645 10/31/2024 Dog inside unit, Called resident, left voicemail. 11/5/2024 kitchen faucet was replaced back in 10/15/2024.

Woodland Park
5 Newell Ct
East Palo Alto,CA 94303
Office (650) 566-2000x

Work Order No. 8972647
Date Call: 10/29/2024 5:05:00 PM

Status Call

Brief Desc: Exhaust fan not working

Job Site: cawoopa2/218-05
301 East O'Keefe Street
#5
East Palo Alto,CA 94303

Caller Name: Federico Vargas
Caller Phone:
Occupant: Vargas (t2841161)

Mobile (650) 441-5984x

Ok to enter? NO
Category: Appliance Repair
SubCategory: Stove Exhaust Fan

Technician Notes
Time: _____ **Date:** _____
Material: _____

Problem Description: PTE - NO, CALL FIRST

Parts & Labor

Quantity/ Hours	Item Type/ Employee Name	Description	Unit Price	Total

Total

Authorized by: _____
Signed by _____
Dated _____
Invoice No. _____

Woodland Park
5 Newell Ct
East Palo Alto,CA 94303
Office (650) 566-2000x

Work Order No. 8972652
Date Call: 10/29/2024 5:06:00 PM

Status Call

Brief Desc: Leak in bathroom

Job Site: cawoopa2/218-05
301 East O'Keefe Street
#5
East Palo Alto,CA 94303

Caller Name: Federico Vargas
Caller Phone:
Occupant: Vargas (t2841161)

Mobile (650) 441-5984x

Ok to enter? NO
Category: Water Intrusion

Technician Notes
Time: _____ **Date:** _____
Material: _____

Problem Description: PTE - NO, CALL FIRST

Parts & Labor

Quantity/ Hours	Item Type/ Employee Name	Description	Unit Price	Total

Total

Authorized by: _____
Signed by _____
Dated _____
Invoice No. _____

Woodland Park
5 Newell Ct
East Palo Alto,CA 94303
Office (650) 566-2000x

Work Order No. 8972655
Date Call: 10/29/2024 5:06:00 PM

Status Work Completed

Date Completed: 11/5/2024 4:15:57 PM
Brief Desc: Bathroom flooring damaged

Job Site: cawoopa2/218-05
301 East O'Keefe Street
#5
East Palo Alto,CA 94303

Caller Name: Federico Vargas
Caller Phone:
Occupant: Vargas (t2841161)

Mobile (650) 441-5984x

Ok to enter? NO
Category: Vinyl Repair

Problem Description: PTE - NO, CALL FIRST

Parts & Labor

Quantity/ Hours	Item Type/ Employee Name	Description	Unit Price	Total
0.2500	Bedolla		0.00	0.00
			Total	0.00

Authorized by: _____
Signed by _____
Dated _____
Invoice No. _____

Technician Notes: 10/31/2024 Dog inside unit, Called resident, left voicemail. 11/5/2024 Kitchen and bathroom vinyl was replaced on 10/19/2024.

Woodland Park
5 Newell Ct
East Palo Alto,CA 94303
Office (650) 566-2000x

Work Order No. 8972658
Date Call: 10/29/2024 5:07:00 PM

Status Call

Brief Desc: Sink has a hole

Job Site: cawoopa2/218-05
301 East O'Keefe Street
#5
East Palo Alto,CA 94303

Caller Name: Federico Vargas
Caller Phone:
Occupant: Vargas (t2841161)

Mobile (650) 441-5984x

Ok to enter? NO
Category: Plumbing
SubCategory: Main Bathroom Sink

Technician Notes
Time: _____ **Date:** _____
Material: _____

Problem Description: PTE - NO, CALL FIRST

Parts & Labor

Quantity/ Hours	Item Type/ Employee Name	Description	Unit Price	Total

Total

Authorized by: _____
Signed by _____
Dated _____
Invoice No. _____

Woodland Park
5 Newell Ct
East Palo Alto,CA 94303
Office (650) 566-2000x

Work Order No. 8972662
Date Call: 10/29/2024 5:07:00 PM

Status Call

Brief Desc: Bathtub reglaze

Job Site: cawoopa2/218-05
301 East O'Keefe Street
#5
East Palo Alto,CA 94303

Caller Name: Federico Vargas
Caller Phone:
Occupant: Vargas (t2841161)

Mobile (650) 441-5984x

Ok to enter? NO
Category: Painting

Technician Notes
Time: _____ **Date:** _____
Material: _____

Problem Description: PTE - NO, CALL FIRST

Parts & Labor

Quantity/ Hours	Item Type/ Employee Name	Description	Unit Price	Total

Total

Authorized by: _____
Signed by _____
Dated _____
Invoice No. _____

Woodland Park
5 Newell Ct
East Palo Alto,CA 94303
Office (650) 566-2000x

Work Order No. 8972663
Date Call: 10/29/2024 5:08:00 PM

Status Call

Brief Desc: Sliding doors poor condition bathro

Job Site: cawoopa2/218-05
301 East O'Keefe Street
#5
East Palo Alto,CA 94303

Caller Name: Federico Vargas
Caller Phone:
Occupant: Vargas (t2841161)

Mobile (650) 441-5984x

Ok to enter? NO
Category: Building Interior
SubCategory: Door Repair

Technician Notes
Time: _____ **Date:** _____
Material: _____

Problem Description: PTE - NO, CALL FIRST

Parts & Labor

Quantity/ Hours	Item Type/ Employee Name	Description	Unit Price	Total

Total

Authorized by: _____
Signed by _____
Dated _____
Invoice No. _____

Woodland Park
5 Newell Ct
East Palo Alto,CA 94303
Office (650) 566-2000x

Work Order No. 8972667
Date Call: 10/29/2024 5:09:00 PM

Status Call

Brief Desc: Bathroom mirror damaged

Job Site: cawoopa2/218-05
301 East O'Keefe Street
#5
East Palo Alto,CA 94303

Caller Name: Federico Vargas
Caller Phone:
Occupant: Vargas (t2841161)

Mobile (650) 441-5984x

Ok to enter? NO
Category: Building Interior

Technician Notes
Time: _____ **Date:** _____
Material: _____

Problem Description: PTE - NO, CALL FIRST

Parts & Labor

Quantity/ Hours	Item Type/ Employee Name	Description	Unit Price	Total

Total

Authorized by: _____
Signed by _____
Dated _____
Invoice No. _____

Woodland Park
5 Newell Ct
East Palo Alto,CA 94303
Office (650) 566-2000x

Work Order No. 8972678
Date Call: 10/29/2024 5:11:00 PM

Status Call

Brief Desc: living room sliding door damaged

Job Site: cawoopa2/218-05
301 East O'Keefe Street
#5
East Palo Alto,CA 94303

Caller Name: Federico Vargas
Caller Phone:
Occupant: Vargas (t2841161)

Mobile (650) 441-5984x

Ok to enter? NO
Category: Building Interior
SubCategory: Sliding Door

Technician Notes
Time: _____ **Date:** _____
Material: _____

Problem Description: PTE - NO, CALL FIRST

Parts & Labor

Quantity/ Hours	Item Type/ Employee Name	Description	Unit Price	Total

Total

Authorized by: _____
Signed by _____
Dated _____
Invoice No. _____

Woodland Park
5 Newell Ct
East Palo Alto,CA 94303
Office (650) 566-2000x

Work Order No. 8972681
Date Call: 10/29/2024 5:11:00 PM

Status Call

Brief Desc: discoloration in apartment

Job Site: cawoopa2/218-05
301 East O'Keefe Street
#5
East Palo Alto,CA 94303

Caller Name: Federico Vargas
Caller Phone:
Occupant: Vargas (t2841161)

Mobile (650) 441-5984x

Ok to enter? NO
Category: Building Interior
SubCategory: Mold / Mildew Issue

Technician Notes
Time: _____ **Date:** _____
Material: _____

Problem Description: PTE - NO, CALL FIRST

Parts & Labor

Quantity/ Hours	Item Type/ Employee Name	Description	Unit Price	Total

Total

Authorized by: _____
Signed by _____
Dated _____
Invoice No. _____

Woodland Park
5 Newell Ct
East Palo Alto,CA 94303
Office (650) 566-2000x

Work Order No. 8972682
Date Call: 10/29/2024 5:12:00 PM

Status Call

Brief Desc: Carpet change to vinyl

Job Site: cawoopa2/218-05
301 East O'Keefe Street
#5
East Palo Alto,CA 94303

Caller Name: Federico Vargas
Caller Phone:
Occupant: Vargas (t2841161)

Mobile (650) 441-5984x

Ok to enter? NO
Category: Vinyl Repair

Technician Notes
Time: _____ **Date:** _____
Material: _____

Problem Description: PTE - NO, CALL FIRST

Parts & Labor

Quantity/ Hours	Item Type/ Employee Name	Description	Unit Price	Total

Total

Authorized by: _____
Signed by _____
Dated _____
Invoice No. _____

Woodland Park
5 Newell Ct
East Palo Alto,CA 94303
Office (650) 566-2000x

Work Order No. 8972684
Date Call: 10/29/2024 5:13:00 PM

Status Call

Brief Desc: Ceiling apint

Job Site: cawoopa2/218-05
301 East O'Keefe Street
#5
East Palo Alto,CA 94303

Caller Name: Federico Vargas
Caller Phone:
Occupant: Vargas (t2841161)

Mobile (650) 441-5984x

Ok to enter? NO
Category: Painting

Technician Notes
Time: _____ **Date:** _____
Material: _____

Problem Description: PTE - NO, CALL FIRST

Parts & Labor

Quantity/ Hours	Item Type/ Employee Name	Description	Unit Price	Total

Total

Authorized by: _____
Signed by _____
Dated _____
Invoice No. _____

Woodland Park
5 Newell Ct
East Palo Alto,CA 94303
Office (650) 566-2000x

Work Order No. 8972688
Date Call: 10/29/2024 5:14:00 PM

Status Call

Brief Desc: window screens missing

Job Site: cawoopa2/218-05
301 East O'Keefe Street
#5
East Palo Alto,CA 94303

Caller Name: Federico Vargas
Caller Phone:
Occupant: Vargas (t2841161)

Mobile (650) 441-5984x

Ok to enter? NO
Category: Window Replace / Repair

Technician Notes
Time: _____ **Date:** _____
Material: _____

Problem Description: PTE - NO, CALL FIRST

Parts & Labor

Quantity/ Hours	Item Type/ Employee Name	Description	Unit Price	Total

Total

Authorized by: _____
Signed by _____
Dated _____
Invoice No. _____

Woodland Park
5 Newell Ct
East Palo Alto,CA 94303
Office (650) 566-2000x

Work Order No. 8972696
Date Call: 10/29/2024 5:14:00 PM

Status Call

Brief Desc: Closet door is rusty

Job Site: cawoopa2/218-05
301 East O'Keefe Street
#5
East Palo Alto,CA 94303

Caller Name: Federico Vargas
Caller Phone:
Occupant: Vargas (t2841161)

Mobile (650) 441-5984x

Ok to enter? NO
Category: Building Interior
SubCategory: Door Repair

Technician Notes
Time: _____ **Date:** _____
Material: _____

Problem Description: PTE - NO, CALL FIRST

Parts & Labor

Quantity/ Hours	Item Type/ Employee Name	Description	Unit Price	Total

Total

Authorized by: _____
Signed by _____
Dated _____
Invoice No. _____

Woodland Park
5 Newell Ct
East Palo Alto,CA 94303
Office (650) 566-2000x

Work Order No. 8972702
Date Call: 10/29/2024 5:15:00 PM

Status Call

Brief Desc: Humidity in unit

Job Site: cawoopa2/218-05
301 East O'Keefe Street
#5
East Palo Alto,CA 94303

Caller Name: Federico Vargas
Caller Phone:
Occupant: Vargas (t2841161)

Mobile (650) 441-5984x

Ok to enter? NO
Category: Water Intrusion

Technician Notes
Time: _____ **Date:** _____
Material: _____

Problem Description: PTE - NO, CALL FIRST

Parts & Labor

Quantity/ Hours	Item Type/ Employee Name	Description	Unit Price	Total

Total

Authorized by: _____
Signed by _____
Dated _____
Invoice No. _____

Woodland Park
5 Newell Ct
East Palo Alto,CA 94303
Office (650) 566-2000x

Work Order No. 8972704
Date Call: 10/29/2024 5:16:00 PM

Status Call

Brief Desc: Entrance lights and switches broken

Job Site: cawoopa2/218-05
301 East O'Keefe Street
#5
East Palo Alto,CA 94303

Caller Name: Federico Vargas
Caller Phone:
Occupant: Vargas (t2841161)

Mobile (650) 441-5984x

Ok to enter? NO
Category: Electrical Repair

Technician Notes
Time: _____ **Date:** _____
Material: _____

Problem Description: PTE - NO, CALL FIRST

Parts & Labor

Quantity/ Hours	Item Type/ Employee Name	Description	Unit Price	Total

Total

Authorized by: _____
Signed by _____
Dated _____
Invoice No. _____

Woodland Park
5 Newell Ct
East Palo Alto,CA 94303
Office (650) 566-2000x

Work Order No. 8972709
Date Call: 10/29/2024 5:16:00 PM

Status Work Completed

Date Completed: 11/5/2024 3:38:08 PM
Brief Desc: Front door weather strip

Job Site: cawoopa2/218-05
301 East O'Keefe Street
#5
East Palo Alto,CA 94303

Caller Name: Federico Vargas
Caller Phone:
Occupant: Vargas (t2841161)

Mobile (650) 441-5984x

Ok to enter? NO

Problem Description: PTE - NO, CALL FIRST

Parts & Labor

Quantity/ Hours	Item Type/ Employee Name	Description	Unit Price	Total
0.2500	Bedolla		0.00	0.00
			Total	0.00

Authorized by: _____
Signed by _____
Dated _____
Invoice No. _____

Technician Notes: 10/31/2024 Dog inside unit, Called resident, left voicemail. Dog inside unit, Called resident, left voicemail.
11/5/2024 Front weather strip was replaced back in 10/15/2024.

Woodland Park
5 Newell Ct
East Palo Alto,CA 94303
Office (650) 566-2000x

Work Order No. 8974706
Date Call: 10/30/2024 9:28:00 AM
Date Scheduled: 10/30/2024 9:54:00 AM

Status Work Completed

Date Completed: 11/8/2024 12:19:53 PM
Brief Desc: Toilet Leak

Job Site: cawoopa2/218-05
301 East O'Keefe Street
#5
East Palo Alto,CA 94303

Caller Name: Federico Vargas
Caller Phone:
Occupant: Vargas (t2841161)

Mobile (650) 441-5984x

Ok to enter? NO
Category: Plumbing
SubCategory: Main Bathroom Toilet

Problem Description: PTE - NO, CALL FIRST

Parts & Labor

Quantity/ Hours	Item Type/ Employee Name	Description	Unit Price	Total

Total

Authorized by: _____
Signed by _____
Dated _____
Invoice No. _____

Technician Notes: have been trying to get in contact with resident for over a week and no response till today 11/07 was advised to close out w.o. notice has been left to resubmit order if issues is still going on

Woodland Park
5 Newell Ct
East Palo Alto,CA 94303
Office (650) 566-2000x

Work Order No. 8970373
Date Call: 10/29/2024 10:04:00 AM

Status Call

Brief Desc: GS Standard Lighting

Job Site: cawoopa2/218-06
301 East O'Keefe Street
#6
East Palo Alto,CA 94303

Caller Name: Tomasi Pelesikoti
Caller Phone: (650) 750-4440x
Occupant: Pelesikoti (t2841162)

Priority: Emergency
Mobile (650) 750-4440x
Ok to enter? YES
Category: Lighting
SubCategory: Replace Bulb

Technician Notes
Time: _____ **Date:** _____
Material: _____

Access Notes: PTE: yes; PETS: no; ALARMS: no.

Problem Description: UPDATE 11/03/2024 10:27 AM CST. The resident is requesting an ETA.
MMarin/RCC

PTE
Repplace bulb in the kitchen
LR

Parts & Labor

Quantity/ Hours	Item Type/ Employee Name	Description	Unit Price	Total

Total

Authorized by: _____
Signed by _____
Dated _____
Invoice No. _____

Woodland Park
5 Newell Ct
East Palo Alto,CA 94303
Office (650) 566-2000x

Work Order No. 8970375
Date Call: 10/29/2024 10:05:00 AM

Status Call

Brief Desc: GS Standard Plumbing

Job Site: cawoopa2/218-06
301 East O'Keefe Street
#6
East Palo Alto,CA 94303

Caller Name: Tomasi Pelesikoti
Caller Phone: (650) 750-4440x
Occupant: Pelesikoti (t2841162)

Priority: Emergency
Mobile (650) 750-4440x
Ok to enter? YES
Category: Plumbing
SubCategory: Tub

Technician Notes
Time: _____ **Date:** _____
Material: _____

Access Notes: PTE: yes; PETS: no; ALARMS: no.

Problem Description: UPDATE 11/03/2024 10:27 AM CST. The resident is requesting an ETA. The bathroom sink is clogged too. MMarin/RCC

PTE
The tub is clogged
LR

Parts & Labor

Quantity/ Hours	Item Type/ Employee Name	Description	Unit Price	Total

Total

Authorized by: _____
Signed by _____
Dated _____
Invoice No. _____

Woodland Park
5 Newell Ct
East Palo Alto,CA 94303
Office (650) 566-2000x

Work Order No. 8972714
Date Call: 10/29/2024 5:17:00 PM

Status Work Completed

Date Completed: 11/4/2024 9:15:06 AM
Brief Desc: Kitchen cabinets falling apart

Job Site: cawoopa2/218-06
301 East O'Keefe Street
#6
East Palo Alto,CA 94303

Caller Name: Tomasi Pelesikoti
Caller Phone:
Occupant: Pelesikoti (t2841162)

Mobile (650) 750-4440x

Ok to enter? NO
Category: Cabinets and Drawers
SubCategory: Kitchen

Problem Description: PTE - NO, CALL FIRST

Parts & Labor

Quantity/ Hours	Item Type/ Employee Name	Description	Unit Price	Total
0.2500	Bedolla		0.00	0.00
			Total	0.00

Authorized by: _____
Signed by _____
Dated _____
Invoice No. _____

Technician Notes: 10/31/2024 Inspected kitchen cabinets and drawers they open and close correctly. Advised resident to clean cabinets to better asses them.

Woodland Park
5 Newell Ct
East Palo Alto,CA 94303
Office (650) 566-2000x

Work Order No. 8972719
Date Call: 10/29/2024 5:18:00 PM

Status Work Completed

Date Completed: 11/4/2024 9:16:10 AM
Brief Desc: Kitchen counter tiles broken

Job Site: cawoopa2/218-06
301 East O'Keefe Street
#6
East Palo Alto,CA 94303

Caller Name: Tomasi Pelesikoti
Caller Phone:
Occupant: Pelesikoti (t2841162)

Mobile (650) 750-4440x

Ok to enter? NO
Category: Cabinets and Drawers

Problem Description: PTE - NO, CALL FIRST

Parts & Labor

Quantity/ Hours	Item Type/ Employee Name	Description	Unit Price	Total
0.2500	Bedolla		0.00	0.00
			Total	0.00

Authorized by: _____
Signed by _____
Dated _____
Invoice No. _____

Technician Notes: 10/31/2024 Counter top tiles were broken and replaced work was completed back in September.

Woodland Park
5 Newell Ct
East Palo Alto,CA 94303
Office (650) 566-2000x

Work Order No. 8972724
Date Call: 10/29/2024 5:18:00 PM

Status Call

Brief Desc: Kitchen floor tiles broken

Job Site: cawoopa2/218-06
301 East O'Keefe Street
#6
East Palo Alto,CA 94303

Caller Name: Tomasi Pelesikoti
Caller Phone:
Occupant: Pelesikoti (t2841162)

Mobile (650) 750-4440x

Ok to enter? NO
Category: Vinyl Repair

Technician Notes
Time: _____ **Date:** _____
Material: _____

Problem Description: PTE - NO, CALL FIRST

Parts & Labor

Quantity/ Hours	Item Type/ Employee Name	Description	Unit Price	Total

Total

Authorized by: _____
Signed by _____
Dated _____
Invoice No. _____

Woodland Park
5 Newell Ct
East Palo Alto,CA 94303
Office (650) 566-2000x

Work Order No. 8972730
Date Call: 10/29/2024 5:19:00 PM

Status Work Completed

Date Completed: 11/4/2024 9:17:31 AM
Brief Desc: Kitchen ceiling dirty

Job Site: cawoopa2/218-06
301 East O'Keefe Street
#6
East Palo Alto,CA 94303

Caller Name: Tomasi Pelesikoti
Caller Phone:
Occupant: Pelesikoti (t2841162)

Mobile (650) 750-4440x

Ok to enter? NO
Category: Painting

Problem Description: PTE - NO, CALL FIRST

Parts & Labor

Quantity/ Hours	Item Type/ Employee Name	Description	Unit Price	Total
0.2500	Bedolla		0.00	0.00
			Total	0.00

Authorized by: _____
Signed by _____
Dated _____
Invoice No. _____

Technician Notes: 10/31/2024 Kitchen and dining area need to be cleaned; areas look to be food stains. Advised resident to properly clean.

Woodland Park
5 Newell Ct
East Palo Alto,CA 94303
Office (650) 566-2000x

Work Order No. 8972731
Date Call: 10/29/2024 5:19:00 PM

Status Call

Brief Desc: Bathroom floor tiles broken

Job Site: cawoopa2/218-06
301 East O'Keefe Street
#6
East Palo Alto,CA 94303

Caller Name: Tomasi Pelesikoti
Caller Phone:
Occupant: Pelesikoti (t2841162)

Mobile (650) 750-4440x

Ok to enter? NO
Category: Vinyl Repair

Technician Notes
Time: _____ **Date:** _____
Material: _____

Problem Description: PTE - NO, CALL FIRST

Parts & Labor

Quantity/ Hours	Item Type/ Employee Name	Description	Unit Price	Total
0.0000	Bedolla		0.00	0.00
			Total	0.00

Authorized by: _____
Signed by _____
Dated _____
Invoice No. _____

Technician Notes: 10/31/2024 Flooring was scheduled for 10/24/2024, resident did not move items so we had to reschedule, Date pending due to language barriers.

Woodland Park
5 Newell Ct
East Palo Alto,CA 94303
Office (650) 566-2000x

Work Order No. 8972734
Date Call: 10/29/2024 5:20:00 PM

Status Work Completed

Date Completed: 11/4/2024 9:35:08 AM
Brief Desc: Elevator out

Job Site: cawoopa2/218-06
301 East O'Keefe Street
#6
East Palo Alto,CA 94303

Caller Name: Tomasi Pelesikoti
Caller Phone:
Occupant: Pelesikoti (t2841162)

Mobile (650) 750-4440x

Ok to enter? NO
Category: Community Amenities
SubCategory: Elevators

Problem Description: PTE - NO, CALL FIRST

Parts & Labor

Quantity/ Hours	Item Type/ Employee Name	Description	Unit Price	Total
0.2500	Bedolla		0.00	0.00
			Total	0.00

Authorized by: _____
Signed by _____
Dated _____
Invoice No. _____

Technician Notes: WO# 8972734 10/31/2024 Elevator is currently working with no issues.

Woodland Park
5 Newell Ct
East Palo Alto,CA 94303
Office (650) 566-2000x

Work Order No. 8972737
Date Call: 10/29/2024 5:20:00 PM

Status Call

Brief Desc: no weatherized common areas

Job Site: cawoopa2/218-06
301 East O'Keefe Street
#6
East Palo Alto,CA 94303

Caller Name: Tomasi Pelesikoti
Caller Phone:
Occupant: Pelesikoti (t2841162)

Mobile (650) 750-4440x

Ok to enter? NO
Category: Community Amenities

Technician Notes
Time: _____ **Date:** _____
Material: _____

Problem Description: PTE - NO, CALL FIRST

Parts & Labor

Quantity/ Hours	Item Type/ Employee Name	Description	Unit Price	Total

Total

Authorized by: _____
Signed by _____
Dated _____
Invoice No. _____

Woodland Park
5 Newell Ct
East Palo Alto,CA 94303
Office (650) 566-2000x

Work Order No. 8972742
Date Call: 10/29/2024 5:21:00 PM

Status Work Completed

Date Completed: 11/4/2024 9:36:45 AM
Brief Desc: Bathroom window

Job Site: cawoopa2/218-06
301 East O'Keefe Street
#6
East Palo Alto,CA 94303

Caller Name: Tomasi Pelesikoti
Caller Phone:
Occupant: Pelesikoti (t2841162)

Mobile (650) 750-4440x

Ok to enter? NO
Category: Window Replace / Repair

Problem Description: PTE - NO, CALL FIRST

Parts & Labor

Quantity/ Hours	Item Type/ Employee Name	Description	Unit Price	Total
0.2500	Bedolla		0.00	0.00
			Total	0.00

Authorized by: _____
Signed by _____
Dated _____
Invoice No. _____

Technician Notes: 10/31/2024 Bathroom window is working fine with no issues, it opens and closes correctly.

Woodland Park
5 Newell Ct
East Palo Alto,CA 94303
Office (650) 566-2000x

Work Order No. 8972746
Date Call: 10/29/2024 5:22:00 PM

Status Call

Brief Desc: Bathroom closet

Job Site: cawoopa2/218-06
301 East O'Keefe Street
#6
East Palo Alto,CA 94303

Caller Name: Tomasi Pelesikoti

Caller Phone:
Occupant: Pelesikoti (t2841162)

Mobile (650) 750-4440x

Ok to enter? NO

Technician Notes
Time: _____ **Date:** _____
Material: _____

Problem Description: PTE - NO, CALL FIRST

Parts & Labor

Quantity/ Hours	Item Type/ Employee Name	Description	Unit Price	Total

Total

Authorized by: _____
Signed by _____
Dated _____
Invoice No. _____

Woodland Park
5 Newell Ct
East Palo Alto,CA 94303
Office (650) 566-2000x

Work Order No. 8972752
Date Call: 10/29/2024 5:23:00 PM

Status Call

Brief Desc: Carpet to vinyl change

Job Site: cawoopa2/218-06
301 East O'Keefe Street
#6
East Palo Alto,CA 94303

Caller Name: Tomasi Pelesikoti
Caller Phone:
Occupant: Pelesikoti (t2841162)

Mobile (650) 750-4440x

Ok to enter? NO
Category: Vinyl Repair

Technician Notes
Time: _____ **Date:** _____
Material: _____

Problem Description: PTE - NO, CALL FIRST

Parts & Labor

Quantity/ Hours	Item Type/ Employee Name	Description	Unit Price	Total

Total

Authorized by: _____
Signed by _____
Dated _____
Invoice No. _____

Woodland Park
5 Newell Ct
East Palo Alto,CA 94303
Office (650) 566-2000x

Work Order No. 9001063
Date Call: 11/5/2024 1:23:00 PM
Date Scheduled: 11/5/2024 2:06:00 PM

Status Work Completed

Date Completed: 11/8/2024 12:16:03 PM
Brief Desc: Bundle WO

Job Site: cawoopa2/218-06
301 East O'Keefe Street
#6
East Palo Alto,CA 94303

Caller Name: Tomasi Pelesikoti
Caller Phone: (650) 750-4440x
Occupant: Pelesikoti (t2841162)

Priority: Low
Ok to enter? YES
Category: Plumbing
Mobile (650) 750-4440x
SubCategory: Bath Sink

Access Notes: PTE: YES PET: NO ALARM: NO

Problem Description:
1. Bathroom sink and tub are clogged.
2. Kitchen lightbulbs are out.
FNavarro/RCC

Parts & Labor

Quantity/ Hours	Item Type/ Employee Name	Description	Unit Price	Total

Total

Authorized by: _____
Signed by _____
Dated _____
Invoice No. _____

Technician Notes:
unclogged bathroom sink and tub
replaced the kitchen light as well

Woodland Park
5 Newell Ct
East Palo Alto,CA 94303
Office (650) 566-2000x

Work Order No. 8972760
Date Call: 10/29/2024 5:24:00 PM

Status Call

Brief Desc: burners not working

Job Site: cawoopa2/218-10
301 East O'Keefe Street
#10
East Palo Alto,CA 94303

Caller Name: Leonor Camarena
Caller Phone:
Occupant: Camarena (t2841179)

Mobile (650) 290-1237x

Ok to enter? NO
Category: Appliance Repair
SubCategory: Stove

Technician Notes
Time: _____ **Date:** _____
Material: _____

Problem Description: PTE - NO, CALL FIRST

Parts & Labor

Quantity/ Hours	Item Type/ Employee Name	Description	Unit Price	Total

Total

Authorized by: _____
Signed by _____
Dated _____
Invoice No. _____

Woodland Park
5 Newell Ct
East Palo Alto,CA 94303
Office (650) 566-2000x

Work Order No. 8972763
Date Call: 10/29/2024 5:25:00 PM

Status Call

Brief Desc: Kitchen vinyl flooring peeling

Job Site: cawoopa2/218-10
301 East O'Keefe Street
#10
East Palo Alto,CA 94303

Caller Name: Leonor Camarena
Caller Phone:
Occupant: Camarena (t2841179)

Mobile (650) 290-1237x

Ok to enter? NO
Category: Vinyl Repair

Technician Notes
Time: _____ **Date:** _____
Material: _____

Problem Description: PTE - NO, CALL FIRST

Parts & Labor

Quantity/ Hours	Item Type/ Employee Name	Description	Unit Price	Total

Total

Authorized by: _____
Signed by _____
Dated _____
Invoice No. _____

Woodland Park
5 Newell Ct
East Palo Alto,CA 94303
Office (650) 566-2000x

Work Order No. 8972768
Date Call: 10/29/2024 5:28:00 PM

Status Call

Brief Desc: Cabinets dont close

Job Site: cawoopa2/218-10
301 East O'Keefe Street
#10
East Palo Alto,CA 94303

Caller Name: Leonor Camarena
Caller Phone:
Occupant: Camarena (t2841179)

Mobile (650) 290-1237x

Ok to enter? NO
Category: Cabinets and Drawers

Technician Notes
Time: _____ **Date:** _____
Material: _____

Problem Description: PTE - NO, CALL FIRST

Parts & Labor

Quantity/ Hours	Item Type/ Employee Name	Description	Unit Price	Total

Total

Authorized by: _____
Signed by _____
Dated _____
Invoice No. _____

Woodland Park
5 Newell Ct
East Palo Alto,CA 94303
Office (650) 566-2000x

Work Order No. 8972771
Date Call: 10/29/2024 5:29:00 PM

Status Call

Brief Desc: Walls and light fixture leaking

Job Site: cawoopa2/218-10
301 East O'Keefe Street
#10
East Palo Alto,CA 94303

Caller Name: Leonor Camarena
Caller Phone:
Occupant: Camarena (t2841179)

Mobile (650) 290-1237x

Ok to enter? NO
Category: Water Intrusion

Technician Notes
Time: _____ **Date:** _____
Material: _____

Problem Description: PTE - NO, CALL FIRST

Parts & Labor

Quantity/ Hours	Item Type/ Employee Name	Description	Unit Price	Total

Total

Authorized by: _____
Signed by _____
Dated _____
Invoice No. _____

Woodland Park
5 Newell Ct
East Palo Alto,CA 94303
Office (650) 566-2000x

Work Order No. 8972773
Date Call: 10/29/2024 5:30:00 PM

Status Call

Brief Desc: Bathtub Reglaze

Job Site: cawoopa2/218-10
301 East O'Keefe Street
#10
East Palo Alto,CA 94303

Caller Name: Leonor Camarena
Caller Phone:
Occupant: Camarena (t2841179)

Mobile (650) 290-1237x

Ok to enter? NO
Category: Painting

Technician Notes
Time: _____ **Date:** _____
Material: _____

Problem Description: PTE - NO, CALL FIRST

Parts & Labor

Quantity/ Hours	Item Type/ Employee Name	Description	Unit Price	Total

Total

Authorized by: _____
Signed by _____
Dated _____
Invoice No. _____

Woodland Park
5 Newell Ct
East Palo Alto,CA 94303
Office (650) 566-2000x

Work Order No. 8972775
Date Call: 10/29/2024 5:30:00 PM

Status Call

Brief Desc: Bathroom exhaust fan missing?

Job Site: cawoopa2/218-10
301 East O'Keefe Street
#10
East Palo Alto,CA 94303

Caller Name: Leonor Camarena
Caller Phone:
Occupant: Camarena (t2841179)

Mobile (650) 290-1237x

Ok to enter? NO

Technician Notes
Time: _____ **Date:** _____
Material: _____

Problem Description: PTE - NO, CALL FIRST

Parts & Labor

Quantity/ Hours	Item Type/ Employee Name	Description	Unit Price	Total

Total

Authorized by: _____
Signed by _____
Dated _____
Invoice No. _____

Woodland Park
5 Newell Ct
East Palo Alto,CA 94303
Office (650) 566-2000x

Work Order No. 8972780
Date Call: 10/29/2024 5:31:00 PM

Status Call

Brief Desc: Hole in bathroom shower ceiling

Job Site: cawoopa2/218-10
301 East O'Keefe Street
#10
East Palo Alto,CA 94303

Caller Name: Leonor Camarena
Caller Phone:
Occupant: Camarena (t2841179)

Mobile (650) 290-1237x

Ok to enter? NO
Category: Painting

Technician Notes
Time: _____ **Date:** _____
Material: _____

Problem Description: PTE - NO, CALL FIRST

Parts & Labor

Quantity/ Hours	Item Type/ Employee Name	Description	Unit Price	Total

Total

Authorized by: _____
Signed by _____
Dated _____
Invoice No. _____

Woodland Park
5 Newell Ct
East Palo Alto,CA 94303
Office (650) 566-2000x

Work Order No. 8972783
Date Call: 10/29/2024 5:31:00 PM

Status Call

Brief Desc: Windows discoloration/ need screens

Job Site: cawoopa2/218-10
301 East O'Keefe Street
#10
East Palo Alto,CA 94303

Caller Name: Leonor Camarena
Caller Phone:
Occupant: Camarena (t2841179)

Mobile (650) 290-1237x

Ok to enter? NO
Category: Window Replace / Repair

Technician Notes
Time: _____ **Date:** _____
Material: _____

Problem Description: PTE - NO, CALL FIRST

Parts & Labor

Quantity/ Hours	Item Type/ Employee Name	Description	Unit Price	Total

Total

Authorized by: _____
Signed by _____
Dated _____
Invoice No. _____

Woodland Park
5 Newell Ct
East Palo Alto,CA 94303
Office (650) 566-2000x

Work Order No. 8972789
Date Call: 10/29/2024 5:32:00 PM

Status Call

Brief Desc: Gate does not work

Job Site: cawoopa2/218-10
301 East O'Keefe Street
#10
East Palo Alto,CA 94303

Caller Name: Leonor Camarena
Caller Phone:
Occupant: Camarena (t2841179)

Mobile (650) 290-1237x

Ok to enter? NO
Category: Community Amenities
SubCategory: Entry Doors

Technician Notes
Time: _____ **Date:** _____
Material: _____

Problem Description: Front gate doesnt work

Parts & Labor

Quantity/ Hours	Item Type/ Employee Name	Description	Unit Price	Total

Total

Authorized by: _____
Signed by _____
Dated _____
Invoice No. _____

Woodland Park
5 Newell Ct
East Palo Alto,CA 94303
Office (650) 566-2000x

Work Order No. 8972791
Date Call: 10/29/2024 5:33:00 PM

Status Call

Brief Desc: Mailboxes are broken, repair locks

Job Site: cawoopa2/218-10
301 East O'Keefe Street
#10
East Palo Alto,CA 94303

Caller Name: Leonor Camarena
Caller Phone:
Occupant: Camarena (t2841179)

Mobile (650) 290-1237x

Ok to enter? NO
Category: Community Amenities
SubCategory: Mailbox Area

Technician Notes
Time: _____ **Date:** _____
Material: _____

Problem Description: PTE - NO, CALL FIRST

Parts & Labor

Quantity/ Hours	Item Type/ Employee Name	Description	Unit Price	Total

Total

Authorized by: _____
Signed by _____
Dated _____
Invoice No. _____

Woodland Park
5 Newell Ct
East Palo Alto,CA 94303
Office (650) 566-2000x

Work Order No. 8972795
Date Call: 10/29/2024 5:34:00 PM

Status Call

Brief Desc: Building exterior drains get clogge

Job Site: cawoopa2/218-10
301 East O'Keefe Street
#10
East Palo Alto,CA 94303

Caller Name: Leonor Camarena
Caller Phone:
Occupant: Camarena (t2841179)

Mobile (650) 290-1237x

Ok to enter? NO
Category: Plumbing

Technician Notes
Time: _____ **Date:** _____
Material: _____

Problem Description: PTE - NO, CALL FIRST, Building water drains get clogged

Parts & Labor

Quantity/ Hours	Item Type/ Employee Name	Description	Unit Price	Total

Total

Authorized by: _____
Signed by _____
Dated _____
Invoice No. _____

Woodland Park
5 Newell Ct
East Palo Alto,CA 94303
Office (650) 566-2000x

Work Order No. 8972803
Date Call: 10/29/2024 5:35:00 PM

Status Call

Brief Desc: Closet light missing cover

Job Site: cawoopa2/218-10
301 East O'Keefe Street
#10
East Palo Alto,CA 94303

Caller Name: Leonor Camarena
Caller Phone:
Occupant: Camarena (t2841179)

Mobile (650) 290-1237x

Ok to enter? NO
Category: Lighting

Technician Notes
Time: _____ **Date:** _____
Material: _____

Problem Description: PTE - NO, CALL FIRST

Parts & Labor

Quantity/ Hours	Item Type/ Employee Name	Description	Unit Price	Total

Total

Authorized by: _____
Signed by _____
Dated _____
Invoice No. _____

Woodland Park
5 Newell Ct
East Palo Alto,CA 94303
Office (650) 566-2000x

Work Order No. 8972806
Date Call: 10/29/2024 5:35:00 PM

Status Call

Brief Desc: Ceiling drops dust and bubbles

Job Site: cawoopa2/218-10
301 East O'Keefe Street
#10
East Palo Alto,CA 94303

Caller Name: Leonor Camarena

Caller Phone:
Occupant: Camarena (t2841179)

Mobile (650) 290-1237x

Ok to enter? NO

Technician Notes
Time: _____ **Date:** _____
Material: _____

Problem Description: PTE - NO, CALL FIRST

Parts & Labor

Quantity/ Hours	Item Type/ Employee Name	Description	Unit Price	Total

Total

Authorized by: _____
Signed by _____
Dated _____
Invoice No. _____

Woodland Park
5 Newell Ct
East Palo Alto,CA 94303
Office (650) 566-2000x

Work Order No. 8972807
Date Call: 10/29/2024 5:36:00 PM

Status Call

Brief Desc: Shelves loose and repaint

Job Site: cawoopa2/218-10
301 East O'Keefe Street
#10
East Palo Alto,CA 94303

Caller Name: Leonor Camarena

Caller Phone:
Occupant: Camarena (t2841179)

Mobile (650) 290-1237x

Ok to enter? NO

Technician Notes
Time: _____ **Date:** _____
Material: _____

Problem Description: PTE - NO, CALL FIRST. Not specified where

Parts & Labor

Quantity/ Hours	Item Type/ Employee Name	Description	Unit Price	Total

Total

Authorized by: _____
Signed by _____
Dated _____
Invoice No. _____

Woodland Park
5 Newell Ct
East Palo Alto,CA 94303
Office (650) 566-2000x

Work Order No. 8972809
Date Call: 10/29/2024 5:36:00 PM

Status Call

Brief Desc: Heater not working

Job Site: cawoopa2/218-10
301 East O'Keefe Street
#10
East Palo Alto,CA 94303

Caller Name: Leonor Camarena
Caller Phone:
Occupant: Camarena (t2841179)

Mobile (650) 290-1237x

Ok to enter? NO
Category: Appliance Repair

Technician Notes
Time: _____ **Date:** _____
Material: _____

Problem Description: PTE - NO, CALL FIRST

Parts & Labor

Quantity/ Hours	Item Type/ Employee Name	Description	Unit Price	Total

Total

Authorized by: _____
Signed by _____
Dated _____
Invoice No. _____

Woodland Park
5 Newell Ct
East Palo Alto,CA 94303
Office (650) 566-2000x

Work Order No. 8972817
Date Call: 10/29/2024 5:38:00 PM

Status Call

Brief Desc: Black water from pipes

Job Site: cawoopa2/218-10
301 East O'Keefe Street
#10
East Palo Alto,CA 94303

Caller Name: Leonor Camarena
Caller Phone:
Occupant: Camarena (t2841179)

Mobile (650) 290-1237x

Ok to enter? NO
Category: Plumbing

Technician Notes
Time: _____ **Date:** _____
Material: _____

Problem Description: PTE - NO, CALL FIRST

Parts & Labor

Quantity/ Hours	Item Type/ Employee Name	Description	Unit Price	Total

Total

Authorized by: _____
Signed by _____
Dated _____
Invoice No. _____

Woodland Park
5 Newell Ct
East Palo Alto,CA 94303
Office (650) 566-2000x

Work Order No. 8972819
Date Call: 10/29/2024 5:39:00 PM

Status Call

Brief Desc: Roaches

Job Site: cawoopa2/218-10
301 East O'Keefe Street
#10
East Palo Alto,CA 94303

Caller Name: Leonor Camarena
Caller Phone:
Occupant: Camarena (t2841179)

Mobile (650) 290-1237x

Ok to enter? NO
Category: Pest Control

Technician Notes
Time: _____ **Date:** _____
Material: _____

Problem Description: PTE - NO, CALL FIRST

Parts & Labor

Quantity/ Hours	Item Type/ Employee Name	Description	Unit Price	Total

Total

Authorized by: _____
Signed by _____
Dated _____
Invoice No. _____

Woodland Park
5 Newell Ct
East Palo Alto,CA 94303
Office (650) 566-2000x

Work Order No. 8972824
Date Call: 10/29/2024 5:40:00 PM

Status Call

Brief Desc: 1 part not working

Job Site: cawoopa2/218-11
301 East O'Keefe Street
#11
East Palo Alto,CA 94303

Caller Name: Maggie Pande
Caller Phone:
Occupant: Pande (t2841180)

Mobile (513) 462-1312x

Ok to enter? NO
Category: Appliance Repair
SubCategory: Stove

Technician Notes
Time: _____ **Date:** _____
Material: _____

Problem Description: PTE - NO, CALL FIRST

Parts & Labor

Quantity/ Hours	Item Type/ Employee Name	Description	Unit Price	Total

Total

Authorized by: _____
Signed by _____
Dated _____
Invoice No. _____

Woodland Park
5 Newell Ct
East Palo Alto,CA 94303
Office (650) 566-2000x

Work Order No. 8972827
Date Call: 10/29/2024 5:41:00 PM

Status Call

Brief Desc: Fridge leaks & freezes

Job Site: cawoopa2/218-11
301 East O'Keefe Street
#11
East Palo Alto,CA 94303

Caller Name: Maggie Pande
Caller Phone:
Occupant: Pande (t2841180)

Mobile (513) 462-1312x

Ok to enter? NO
Category: Appliance Repair
SubCategory: Refrigerator

Technician Notes
Time: _____ **Date:** _____
Material: _____

Problem Description: PTE - NO, CALL FIRST

Parts & Labor

Quantity/ Hours	Item Type/ Employee Name	Description	Unit Price	Total

Total

Authorized by: _____
Signed by _____
Dated _____
Invoice No. _____

Woodland Park
5 Newell Ct
East Palo Alto,CA 94303
Office (650) 566-2000x

Work Order No. 8972830
Date Call: 10/29/2024 5:41:00 PM

Status Work Completed

Date Completed: 11/4/2024 9:44:29 AM
Brief Desc: Tub clogged

Job Site: cawoopa2/218-11
301 East O'Keefe Street
#11
East Palo Alto,CA 94303

Caller Name: Maggie Pande
Caller Phone:
Occupant: Pande (t2841180)

Mobile (513) 462-1312x

Ok to enter? NO
Category: Plumbing
SubCategory: Main Bathroom Tub/Shower

Problem Description: PTE - NO, CALL FIRST

Parts & Labor

Quantity/ Hours	Item Type/ Employee Name	Description	Unit Price	Total
0.0000	Bedolla		0.00	0.00
			Total	0.00

Authorized by: _____
Signed by _____
Dated _____
Invoice No. _____

Technician Notes: 10/31/2024 Inspected tub drain, bathroom sink and kitchen sink all drain with no issue.

Woodland Park
5 Newell Ct
East Palo Alto,CA 94303
Office (650) 566-2000x

Work Order No. 8972831
Date Call: 10/29/2024 5:42:00 PM

Status Call

Brief Desc: bathroom cabinets broken

Job Site: cawoopa2/218-11
301 East O'Keefe Street
#11
East Palo Alto,CA 94303

Caller Name: Maggie Pande
Caller Phone:
Occupant: Pande (t2841180)

Mobile (513) 462-1312x

Ok to enter? NO
Category: Cabinets and Drawers

Technician Notes
Time: _____ **Date:** _____
Material: _____

Problem Description: PTE - NO, CALL FIRST

Parts & Labor

Quantity/ Hours	Item Type/ Employee Name	Description	Unit Price	Total

Total

Authorized by: _____
Signed by _____
Dated _____
Invoice No. _____

Woodland Park
5 Newell Ct
East Palo Alto,CA 94303
Office (650) 566-2000x

Work Order No. 8972836
Date Call: 10/29/2024 5:42:00 PM

Status Call

Brief Desc: Living room tile missing

Job Site: cawoopa2/218-11
301 East O'Keefe Street
#11
East Palo Alto,CA 94303

Caller Name: Maggie Pande

Caller Phone:
Occupant: Pande (t2841180)

Mobile (513) 462-1312x

Ok to enter? NO
Category: Vinyl Repair

Technician Notes
Time: _____ **Date:** _____
Material: _____

Problem Description: PTE - NO, CALL FIRST

Parts & Labor

Quantity/ Hours	Item Type/ Employee Name	Description	Unit Price	Total

Total

Authorized by: _____
Signed by _____
Dated _____
Invoice No. _____

Woodland Park
5 Newell Ct
East Palo Alto,CA 94303
Office (650) 566-2000x

Work Order No. 8972848
Date Call: 10/29/2024 5:44:00 PM

Status Call

Brief Desc: Water coming down the front?

Job Site: cawoopa2/218-11
301 East O'Keefe Street
#11
East Palo Alto,CA 94303

Caller Name: Maggie Pande

Caller Phone:
Occupant: Pande (t2841180)

Mobile (513) 462-1312x

Ok to enter? NO
Category: Water Intrusion

Technician Notes
Time: _____ **Date:** _____
Material: _____

Problem Description: PTE - NO, CALL FIRST Clarify with resident

Parts & Labor

Quantity/ Hours	Item Type/ Employee Name	Description	Unit Price	Total

Total

Authorized by: _____
Signed by _____
Dated _____
Invoice No. _____

Woodland Park
5 Newell Ct
East Palo Alto,CA 94303
Office (650) 566-2000x

Work Order No. 8972855
Date Call: 10/29/2024 5:45:00 PM

Status Call

Brief Desc: Water coming onto balcony from roof

Job Site: cawoopa2/218-11
301 East O'Keefe Street
#11
East Palo Alto,CA 94303

Caller Name: Maggie Pande
Caller Phone:
Occupant: Pande (t2841180)

Mobile (513) 462-1312x

Ok to enter? NO
Category: Water Intrusion

Technician Notes
Time: _____ **Date:** _____
Material: _____

Problem Description: PTE - NO, CALL FIRST

Parts & Labor

Quantity/ Hours	Item Type/ Employee Name	Description	Unit Price	Total

Total

Authorized by: _____
Signed by _____
Dated _____
Invoice No. _____

Woodland Park
5 Newell Ct
East Palo Alto,CA 94303
Office (650) 566-2000x

Work Order No. 8972858
Date Call: 10/29/2024 5:46:00 PM

Status Call

Brief Desc: Gate not working

Job Site: cawoopa2/218-11
301 East O'Keefe Street
#11
East Palo Alto,CA 94303

Caller Name: Maggie Pande

Caller Phone:
Occupant: Pande (t2841180)

Mobile (513) 462-1312x

Ok to enter? NO
Category: Community Amenities

Technician Notes
Time: _____ **Date:** _____
Material: _____

Problem Description: PTE - NO, CALL FIRST

Parts & Labor

Quantity/ Hours	Item Type/ Employee Name	Description	Unit Price	Total

Total

Authorized by: _____
Signed by _____
Dated _____
Invoice No. _____

Woodland Park
5 Newell Ct
East Palo Alto,CA 94303
Office (650) 566-2000x

Work Order No. 8972862
Date Call: 10/29/2024 5:46:00 PM

Status Call

Brief Desc: Broken light fixtures in building

Job Site: cawoopa2/218-11
301 East O'Keefe Street
#11
East Palo Alto,CA 94303

Caller Name: Maggie Pande

Caller Phone:
Occupant: Pande (t2841180)

Mobile (513) 462-1312x

Ok to enter? NO
Category: Community Amenities

Technician Notes
Time: _____ **Date:** _____
Material: _____

Problem Description: PTE - NO, CALL FIRST

Parts & Labor

Quantity/ Hours	Item Type/ Employee Name	Description	Unit Price	Total

Total

Authorized by: _____
Signed by _____
Dated _____
Invoice No. _____

Woodland Park
5 Newell Ct
East Palo Alto,CA 94303
Office (650) 566-2000x

Work Order No. 8972863
Date Call: 10/29/2024 5:46:00 PM

Status Call

Brief Desc: Cabinets missing knobs

Job Site: cawoopa2/218-11
301 East O'Keefe Street
#11
East Palo Alto,CA 94303

Caller Name: Maggie Pande
Caller Phone:
Occupant: Pande (t2841180)

Mobile (513) 462-1312x

Ok to enter? NO
Category: Cabinets and Drawers

Technician Notes
Time: _____ **Date:** _____
Material: _____

Problem Description: PTE - NO, CALL FIRST

Parts & Labor

Quantity/ Hours	Item Type/ Employee Name	Description	Unit Price	Total

Total

Authorized by: _____
Signed by _____
Dated _____
Invoice No. _____

Woodland Park
5 Newell Ct
East Palo Alto,CA 94303
Office (650) 566-2000x

Work Order No. 8972865
Date Call: 10/29/2024 5:47:00 PM

Status Call

Brief Desc: Blinds have discoloration

Job Site: cawoopa2/218-11
301 East O'Keefe Street
#11
East Palo Alto,CA 94303

Caller Name: Maggie Pande

Caller Phone:
Occupant: Pande (t2841180)

Mobile (513) 462-1312x

Ok to enter? NO
Category: Window and Blinds

Technician Notes
Time: _____ **Date:** _____
Material: _____

Problem Description: PTE - NO, CALL FIRST

Parts & Labor

Quantity/ Hours	Item Type/ Employee Name	Description	Unit Price	Total

Total

Authorized by: _____
Signed by _____
Dated _____
Invoice No. _____

Woodland Park
5 Newell Ct
East Palo Alto,CA 94303
Office (650) 566-2000x

Work Order No. 8972868
Date Call: 10/29/2024 5:47:00 PM

Status Call

Brief Desc: Bathroom light not working

Job Site: cawoopa2/218-11
301 East O'Keefe Street
#11
East Palo Alto,CA 94303

Caller Name: Maggie Pande

Caller Phone:
Occupant: Pande (t2841180)

Mobile (513) 462-1312x

Ok to enter? NO
Category: Lighting

Technician Notes
Time: _____ **Date:** _____
Material: _____

Problem Description: PTE - NO, CALL FIRST

Parts & Labor

Quantity/ Hours	Item Type/ Employee Name	Description	Unit Price	Total

Total

Authorized by: _____
Signed by _____
Dated _____
Invoice No. _____

Woodland Park
5 Newell Ct
East Palo Alto,CA 94303
Office (650) 566-2000x

Work Order No. 8974810
Date Call: 10/30/2024 9:45:00 AM

Status Call

Brief Desc: Lights in Kitchen not working

Job Site: cawoopa2/218-12
301 East O'Keefe Street
#12
East Palo Alto,CA 94303

Caller Name: Gabriel Diaz

Caller Phone:
Occupant: Diaz (t2841181)

Mobile (408) 332-0479x

Ok to enter? NO
Category: Lighting

Technician Notes
Time: _____ **Date:** _____
Material: _____

Problem Description: PTE - NO, CALL FIRST

Parts & Labor

Quantity/ Hours	Item Type/ Employee Name	Description	Unit Price	Total

Total

Authorized by: _____
Signed by _____
Dated _____
Invoice No. _____

Woodland Park
5 Newell Ct
East Palo Alto,CA 94303
Office (650) 566-2000x

Work Order No. 8974815
Date Call: 10/30/2024 9:45:00 AM

Status Work Completed

Date Completed: 11/4/2024 9:54:58 AM
Brief Desc: Kitchen Hood does not work

Job Site: cawoopa2/218-12
301 East O'Keefe Street
#12
East Palo Alto,CA 94303

Caller Name: Gabriel Diaz
Caller Phone:
Occupant: Diaz (t2841181)

Mobile (408) 332-0479x

Ok to enter? NO
Category: Appliance Repair

Problem Description: PTE - NO, CALL FIRST

Parts & Labor

Quantity/ Hours	Item Type/ Employee Name	Description	Unit Price	Total
0.2500	Bedolla		0.00	0.00
			Total	0.00

Authorized by: _____
Signed by _____
Dated _____
Invoice No. _____

Technician Notes: 10/31/2024 Range hood was replaced back in August; range hood is working fine.

Woodland Park
5 Newell Ct
East Palo Alto,CA 94303
Office (650) 566-2000x

Work Order No. 8974822
Date Call: 10/30/2024 9:46:00 AM

Status Work Completed

Date Completed: 11/4/2024 9:52:48 AM
Brief Desc: Fridge does not cool

Job Site: cawoopa2/218-12
301 East O'Keefe Street
#12
East Palo Alto,CA 94303

Caller Name: Gabriel Diaz
Caller Phone:
Occupant: Diaz (t2841181)

Mobile (408) 332-0479x

Ok to enter? NO
Category: Appliance Repair
SubCategory: Refrigerator

Problem Description: PTE - NO, CALL FIRST

Parts & Labor

Quantity/ Hours	Item Type/ Employee Name	Description	Unit Price	Total
0.2500	Bedolla		0.00	0.00
			Total	0.00

Authorized by: _____
Signed by _____
Dated _____
Invoice No. _____

Technician Notes: 10/31/2024 Refrigerator was replaced back in August, fridge is working fine with no issues.

Woodland Park
5 Newell Ct
East Palo Alto,CA 94303
Office (650) 566-2000x

Work Order No. 8974825
Date Call: 10/30/2024 9:47:00 AM

Status Work Completed

Date Completed: 11/4/2024 9:56:04 AM
Brief Desc: Cabinets damaged

Job Site: cawoopa2/218-12
301 East O'Keefe Street
#12
East Palo Alto,CA 94303

Caller Name: Gabriel Diaz
Caller Phone:
Occupant: Diaz (t2841181)

Mobile (408) 332-0479x

Ok to enter? NO
Category: Cabinets and Drawers

Problem Description: PTE - NO, CALL FIRST

Parts & Labor

Quantity/ Hours	Item Type/ Employee Name	Description	Unit Price	Total
0.2500	Bedolla		0.00	0.00
			Total	0.00

Authorized by: _____
Signed by _____
Dated _____
Invoice No. _____

Technician Notes: 10/31/2024 Kitchen cabinets were refurbished back in September, new rails, hinges, knobs and paint job was completed. Cabinets and drawers open and close fine.

Woodland Park
5 Newell Ct
East Palo Alto,CA 94303
Office (650) 566-2000x

Work Order No. 8974833
Date Call: 10/30/2024 9:47:00 AM

Status Call

Brief Desc: Discoloration in Kitchen

Job Site: cawoopa2/218-12
301 East O'Keefe Street
#12
East Palo Alto,CA 94303

Caller Name: Gabriel Diaz

Caller Phone:
Occupant: Diaz (t2841181)

Mobile (408) 332-0479x

Ok to enter? NO
Category: Building Interior

Technician Notes
Time: _____ **Date:** _____
Material: _____

Problem Description: PTE - NO, CALL FIRST

Parts & Labor

Quantity/ Hours	Item Type/ Employee Name	Description	Unit Price	Total

Total

Authorized by: _____
Signed by _____
Dated _____
Invoice No. _____

Woodland Park
5 Newell Ct
East Palo Alto,CA 94303
Office (650) 566-2000x

Work Order No. 8974838
Date Call: 10/30/2024 9:48:00 AM

Status Call

Brief Desc: Stove never replaced

Job Site: cawoopa2/218-12
301 East O'Keefe Street
#12
East Palo Alto,CA 94303

Caller Name: Gabriel Diaz
Caller Phone:
Occupant: Diaz (t2841181)

Mobile (408) 332-0479x

Ok to enter? NO
Category: Appliance Repair
SubCategory: Stove

Technician Notes
Time: _____ **Date:** _____
Material: _____

Problem Description: PTE - NO, CALL FIRST

Parts & Labor

Quantity/ Hours	Item Type/ Employee Name	Description	Unit Price	Total

Total

Authorized by: _____
Signed by _____
Dated _____
Invoice No. _____

Woodland Park
5 Newell Ct
East Palo Alto,CA 94303
Office (650) 566-2000x

Work Order No. 8974845
Date Call: 10/30/2024 9:48:00 AM

Status Call

Brief Desc: Bathroom Discoloration

Job Site: cawoopa2/218-12
301 East O'Keefe Street
#12
East Palo Alto,CA 94303

Caller Name: Gabriel Diaz
Caller Phone:
Occupant: Diaz (t2841181)

Mobile (408) 332-0479x

Ok to enter? NO
Category: Building Interior

Technician Notes
Time: _____ **Date:** _____
Material: _____

Problem Description: PTE - NO, CALL FIRST

Parts & Labor

Quantity/ Hours	Item Type/ Employee Name	Description	Unit Price	Total

Total

Authorized by: _____
Signed by _____
Dated _____
Invoice No. _____

Woodland Park
5 Newell Ct
East Palo Alto,CA 94303
Office (650) 566-2000x

Work Order No. 8974846
Date Call: 10/30/2024 9:49:00 AM

Status Call

Brief Desc: Discoloration in bedroom

Job Site: cawoopa2/218-12
301 East O'Keefe Street
#12
East Palo Alto,CA 94303

Caller Name: Gabriel Diaz
Caller Phone:
Occupant: Diaz (t2841181)

Mobile (408) 332-0479x

Ok to enter? NO
Category: Building Interior

Technician Notes
Time: _____ **Date:** _____
Material: _____

Problem Description: PTE - NO, CALL FIRST

Parts & Labor

Quantity/ Hours	Item Type/ Employee Name	Description	Unit Price	Total

Total

Authorized by: _____
Signed by _____
Dated _____
Invoice No. _____

Woodland Park
5 Newell Ct
East Palo Alto,CA 94303
Office (650) 566-2000x

Work Order No. 8974850
Date Call: 10/30/2024 9:50:00 AM

Status Call

Brief Desc: Windows dont work

Job Site: cawoopa2/218-12
301 East O'Keefe Street
#12
East Palo Alto,CA 94303

Caller Name: Gabriel Diaz
Caller Phone:
Occupant: Diaz (t2841181)

Mobile (408) 332-0479x

Ok to enter? NO
Category: Window Replace / Repair

Technician Notes
Time: _____ **Date:** _____
Material: _____

Problem Description: PTE - NO, CALL FIRST -- not specified

Parts & Labor

Quantity/ Hours	Item Type/ Employee Name	Description	Unit Price	Total

Total

Authorized by: _____
Signed by _____
Dated _____
Invoice No. _____

Woodland Park
5 Newell Ct
East Palo Alto,CA 94303
Office (650) 566-2000x

Work Order No. 8974853
Date Call: 10/30/2024 9:51:00 AM

Status Work Completed

Date Completed: 11/4/2024 9:57:38 AM
Brief Desc: Pipes clogging

Job Site: cawoopa2/218-12
301 East O'Keefe Street
#12
East Palo Alto,CA 94303

Caller Name: Gabriel Diaz
Caller Phone:
Occupant: Diaz (t2841181)

Mobile (408) 332-0479x

Ok to enter? NO
Category: Plumbing

Problem Description: PTE - NO, CALL FIRST

Parts & Labor

Quantity/ Hours	Item Type/ Employee Name	Description	Unit Price	Total
0.2500	Bedolla		0.00	0.00
			Total	0.00

Authorized by: _____
Signed by _____
Dated _____
Invoice No. _____

Technician Notes: 10/31/2024 All interior drains have no issues draining, inspected kitchen sink, bathroom sink and tub drain all are draining fine.

Woodland Park
5 Newell Ct
East Palo Alto,CA 94303
Office (650) 566-2000x

Work Order No. 8974858
Date Call: 10/30/2024 9:51:00 AM

Status Work Completed

Date Completed: 11/4/2024 9:59:01 AM
Brief Desc: Cabinets missing Knobs

Job Site: cawoopa2/218-12
301 East O'Keefe Street
#12
East Palo Alto,CA 94303

Caller Name: Gabriel Diaz
Caller Phone:
Occupant: Diaz (t2841181)

Mobile (408) 332-0479x

Ok to enter? NO
Category: Cabinets and Drawers

Problem Description: PTE - NO, CALL FIRST -- not specified where

Parts & Labor

Quantity/ Hours	Item Type/ Employee Name	Description	Unit Price	Total
0.5000	Bedolla		0.00	0.00
			Total	0.00

Authorized by: _____
Signed by _____
Dated _____
Invoice No. _____

Technician Notes: 10/31/2024 All cabinet knobs are installed and working fine both kitchen cabinets and bathroom cabinets. Kitchen cabinets were refurbished back in September, new rails, hinges, knobs and paint job was completed. Cabinets and drawers open and close fine.

Woodland Park
5 Newell Ct
East Palo Alto,CA 94303
Office (650) 566-2000x

Work Order No. 8974862
Date Call: 10/30/2024 9:52:00 AM

Status Call

Brief Desc: Hallway lights missing covers

Job Site: cawoopa2/218-12
301 East O'Keefe Street
#12
East Palo Alto,CA 94303

Caller Name: Gabriel Diaz
Caller Phone:
Occupant: Diaz (t2841181)

Mobile (408) 332-0479x

Ok to enter? NO
Category: Lighting

Technician Notes
Time: _____ **Date:** _____
Material: _____

Problem Description: PTE - NO, CALL FIRST

Parts & Labor

Quantity/ Hours	Item Type/ Employee Name	Description	Unit Price	Total

Total

Authorized by: _____
Signed by _____
Dated _____
Invoice No. _____

Woodland Park
5 Newell Ct
East Palo Alto,CA 94303
Office (650) 566-2000x

Work Order No. 8974867
Date Call: 10/30/2024 9:53:00 AM

Status Call

Brief Desc: Water leak in parking lot

Job Site: cawoopa2/218-12
301 East O'Keefe Street
#12
East Palo Alto,CA 94303

Caller Name: Gabriel Diaz
Caller Phone:
Occupant: Diaz (t2841181)

Mobile (408) 332-0479x

Ok to enter? NO
Category: Water Intrusion

Technician Notes
Time: _____ **Date:** _____
Material: _____

Problem Description: PTE - NO, CALL FIRST

Parts & Labor

Quantity/ Hours	Item Type/ Employee Name	Description	Unit Price	Total

Total

Authorized by: _____
Signed by _____
Dated _____
Invoice No. _____

Woodland Park
5 Newell Ct
East Palo Alto,CA 94303
Office (650) 566-2000x

Work Order No. 8974872
Date Call: 10/30/2024 9:53:00 AM

Status Call

Brief Desc: stove burners not working

Job Site: cawoopa2/218-12
301 East O'Keefe Street
#12
East Palo Alto,CA 94303

Caller Name: Gabriel Diaz
Caller Phone:
Occupant: Diaz (t2841181)

Mobile (408) 332-0479x

Ok to enter? NO
Category: Appliance Repair
SubCategory: Stove

Technician Notes
Time: _____ **Date:** _____
Material: _____

Problem Description: PTE - NO, CALL FIRST

Parts & Labor

Quantity/ Hours	Item Type/ Employee Name	Description	Unit Price	Total

Total

Authorized by: _____
Signed by _____
Dated _____
Invoice No. _____

Woodland Park
5 Newell Ct
East Palo Alto,CA 94303
Office (650) 566-2000x

Work Order No. 8974877
Date Call: 10/30/2024 9:54:00 AM

Status Call

Brief Desc: Front Gate not working

Job Site: cawoopa2/218-12
301 East O'Keefe Street
#12
East Palo Alto,CA 94303

Caller Name: Gabriel Diaz
Caller Phone:
Occupant: Diaz (t2841181)

Mobile (408) 332-0479x

Ok to enter? NO
Category: Community Amenities
SubCategory: Entry Doors

Technician Notes
Time: _____ **Date:** _____
Material: _____

Problem Description: PTE - NO, CALL FIRST

Parts & Labor

Quantity/ Hours	Item Type/ Employee Name	Description	Unit Price	Total

Total

Authorized by: _____
Signed by _____
Dated _____
Invoice No. _____

Woodland Park
5 Newell Ct
East Palo Alto,CA 94303
Office (650) 566-2000x

Work Order No. 8973341
Date Call: 10/29/2024 8:56:00 PM

Status Call

Brief Desc: Kitchen

Job Site: cawoopa2/218-14
301 East O'Keefe Street
#14
East Palo Alto,CA 94303

Caller Name: Sione Mahoni

Caller Phone:
Occupant: Mahoni (t2841183)

Ok to enter? NO

Technician Notes
Time: _____ **Date:** _____
Material: _____

Problem Description: Kitchen Cabinets/ Drawers have to much paint unable to open

Parts & Labor

Quantity/ Hours	Item Type/ Employee Name	Description	Unit Price	Total

Total

Authorized by: _____
Signed by _____
Dated _____
Invoice No. _____

Woodland Park
5 Newell Ct
East Palo Alto,CA 94303
Office (650) 566-2000x

Work Order No. 8973344
Date Call: 10/29/2024 8:56:00 PM

Status Call

Brief Desc: Bathroom

Job Site: cawoopa2/218-14
301 East O'Keefe Street
#14
East Palo Alto,CA 94303

Caller Name: Sione Mahoni

Caller Phone:
Occupant: Mahoni (t2841183)

Ok to enter? YES

Technician Notes
Time: _____ **Date:** _____
Material: _____

Problem Description: Toilet handle does not work. Water running

Parts & Labor

Quantity/ Hours	Item Type/ Employee Name	Description	Unit Price	Total

Total

Authorized by: _____
Signed by _____
Dated _____
Invoice No. _____

Woodland Park
5 Newell Ct
East Palo Alto,CA 94303
Office (650) 566-2000x

Work Order No. 8973348
Date Call: 10/29/2024 8:58:00 PM

Status Call

Brief Desc: Outlets

Job Site: cawoopa2/218-14
301 East O'Keefe Street
#14
East Palo Alto,CA 94303

Caller Name: Sione Mahoni

Caller Phone:
Occupant: Mahoni (t2841183)

Ok to enter? NO

Technician Notes
Time: _____ **Date:** _____
Material: _____

Problem Description: Outlets in the unit are not working

Parts & Labor

Quantity/ Hours	Item Type/ Employee Name	Description	Unit Price	Total

Total

Authorized by: _____
Signed by _____
Dated _____
Invoice No. _____

Woodland Park
5 Newell Ct
East Palo Alto,CA 94303
Office (650) 566-2000x

Work Order No. 8973351
Date Call: 10/29/2024 8:59:00 PM

Status Call

Brief Desc: Tiles

Job Site: cawoopa2/218-14
301 East O'Keefe Street
#14
East Palo Alto,CA 94303

Caller Name: Sione Mahoni

Caller Phone:
Occupant: Mahoni (t2841183)

Ok to enter? NO

Technician Notes
Time: _____ **Date:** _____
Material: _____

Problem Description: Tiles in unit are broken, Bathroom, kitchen, hallway

Parts & Labor

Quantity/ Hours	Item Type/ Employee Name	Description	Unit Price	Total

Total

Authorized by: _____
Signed by _____
Dated _____
Invoice No. _____

Woodland Park
5 Newell Ct
East Palo Alto,CA 94303
Office (650) 566-2000x

Work Order No. 8973353
Date Call: 10/29/2024 8:59:00 PM

Status Call

Brief Desc: Closet doors

Job Site: cawoopa2/218-14
301 East O'Keefe Street
#14
East Palo Alto,CA 94303

Caller Name: Sione Mahoni

Caller Phone:
Occupant: Mahoni (t2841183)

Ok to enter? YES

Technician Notes
Time: _____ **Date:** _____
Material: _____

Problem Description: Closet doors broken.

Parts & Labor

Quantity/ Hours	Item Type/ Employee Name	Description	Unit Price	Total

Total

Authorized by: _____
Signed by _____
Dated _____
Invoice No. _____

Woodland Park
5 Newell Ct
East Palo Alto,CA 94303
Office (650) 566-2000x

Work Order No. 8973357
Date Call: 10/29/2024 9:01:00 PM

Status Call

Brief Desc: Heater

Job Site: cawoopa2/218-14
301 East O'Keefe Street
#14
East Palo Alto,CA 94303

Caller Name: Sione Mahoni

Caller Phone:
Occupant: Mahoni (t2841183)

Ok to enter? YES

Technician Notes
Time: _____ **Date:** _____
Material: _____

Problem Description: Heater does not turn off.

Parts & Labor

Quantity/ Hours	Item Type/ Employee Name	Description	Unit Price	Total

Total

Authorized by: _____
Signed by _____
Dated _____
Invoice No. _____

Woodland Park
5 Newell Ct
East Palo Alto,CA 94303
Office (650) 566-2000x

Work Order No. 8973358
Date Call: 10/29/2024 9:02:00 PM

Status Call

Brief Desc: Discoloration in bathroom

Job Site: cawoopa2/218-14
301 East O'Keefe Street
#14
East Palo Alto,CA 94303

Caller Name: Sione Mahoni

Caller Phone:
Occupant: Mahoni (t2841183)

Ok to enter? YES

Technician Notes
Time: _____ **Date:** _____
Material: _____

Problem Description: Discoloration in bathroom

Parts & Labor

Quantity/ Hours	Item Type/ Employee Name	Description	Unit Price	Total

Total

Authorized by: _____
Signed by _____
Dated _____
Invoice No. _____

Woodland Park
5 Newell Ct
East Palo Alto,CA 94303
Office (650) 566-2000x

Work Order No. 8974892
Date Call: 10/30/2024 9:56:00 AM

Status Work Completed

Date Completed: 11/4/2024 10:06:27 AM
Brief Desc: Cabinets hinges rusty, not working

Job Site: cawoopa2/218-15
301 East O'Keefe Street
#15
East Palo Alto,CA 94303

Caller Name: Juana Serrate Navas

Caller Phone:
Occupant: Serrate Navas (t2980545)
Home (650) 501-1538x

Mobile (862) 306-6126x

Ok to enter? NO
Category: Cabinets and Drawers

Problem Description: PTE - NO, CALL FIRST

Parts & Labor

Quantity/ Hours	Item Type/ Employee Name	Description	Unit Price	Total
0.2500	Bedolla		0.00	0.00
			Total	0.00

Authorized by: _____
Signed by _____
Dated _____
Invoice No. _____

Technician Notes: 10/31/2024 Cabinets area working fine with no issues, drawers and door open and close correctly. Resident move in 5 months ago.

Woodland Park
5 Newell Ct
East Palo Alto,CA 94303
Office (650) 566-2000x

Work Order No. 8974896
Date Call: 10/30/2024 9:57:00 AM

Status Work Completed

Date Completed: 11/4/2024 10:07:38 AM
Brief Desc: Kitchen floor cracked

Job Site: cawoopa2/218-15
301 East O'Keefe Street
#15
East Palo Alto,CA 94303

Caller Name: Juana Serrate Navas

Caller Phone:
Occupant: Serrate Navas (t2980545)
Home (650) 501-1538x

Mobile (862) 306-6126x

Ok to enter? NO
Category: Vinyl Repair

Problem Description: PTE - NO, CALL FIRST

Parts & Labor

Quantity/ Hours	Item Type/ Employee Name	Description	Unit Price	Total
0.5000	Bedolla		0.00	0.00
			Total	0.00

Authorized by: _____
Signed by _____
Dated _____
Invoice No. _____

Technician Notes: 10/31/2024 No issues with flooring or carpet its brand-new resident moved in 5 months ago.

Woodland Park
5 Newell Ct
East Palo Alto,CA 94303
Office (650) 566-2000x

Work Order No. 8974899
Date Call: 10/30/2024 9:58:00 AM

Status Call

Brief Desc: Fridge plastic is falling off

Job Site: cawoopa2/218-15
301 East O'Keefe Street
#15
East Palo Alto,CA 94303

Caller Name: Juana Serrate Navas
Caller Phone:
Occupant: Serrate Navas (t2980545)
Home (650) 501-1538x
Mobile (862) 306-6126x

Ok to enter? NO
Category: Appliance Repair
SubCategory: Refrigerator

Technician Notes
Time: _____ **Date:** _____
Material: _____

Problem Description: PTE - NO, CALL FIRST

Parts & Labor

Quantity/ Hours	Item Type/ Employee Name	Description	Unit Price	Total

Total

Authorized by: _____
Signed by _____
Dated _____
Invoice No. _____

Woodland Park
5 Newell Ct
East Palo Alto,CA 94303
Office (650) 566-2000x

Work Order No. 8974902
Date Call: 10/30/2024 9:58:00 AM

Status Work Completed

Date Completed: 11/4/2024 10:09:41 AM
Brief Desc: Bathroom Cabinet hinges rusty

Job Site: cawoopa2/218-15
301 East O'Keefe Street
#15
East Palo Alto,CA 94303

Caller Name: Juana Serrate Navas
Caller Phone:
Occupant: Serrate Navas (t2980545)
Home (650) 501-1538x
Mobile (862) 306-6126x

Ok to enter? NO
Category: Cabinets and Drawers
SubCategory: Primary Bathroom

Problem Description: PTE - NO, CALL FIRST

Parts & Labor

Quantity/ Hours	Item Type/ Employee Name	Description	Unit Price	Total
0.2500	Bedolla		0.00	0.00
			Total	0.00

Authorized by: _____
Signed by _____
Dated _____
Invoice No. _____

Technician Notes: 10/31/2024 10/31/2024 Cabinets area working fine with no issues, drawers and door open and close correctly. Resident move in 5 months ago.

Woodland Park
5 Newell Ct
East Palo Alto,CA 94303
Office (650) 566-2000x

Work Order No. 8974905
Date Call: 10/30/2024 9:59:00 AM

Status Work Completed

Date Completed: 11/4/2024 10:08:46 AM
Brief Desc: Toilet always clogged

Job Site: cawoopa2/218-15
301 East O'Keefe Street
#15
East Palo Alto,CA 94303

Caller Name: Juana Serrate Navas
Caller Phone:
Occupant: Serrate Navas (t2980545)
Home (650) 501-1538x

Mobile (862) 306-6126x

Ok to enter? NO
Category: Plumbing
SubCategory: Main Bathroom Toilet

Problem Description: PTE - NO, CALL FIRST

Parts & Labor

Quantity/ Hours	Item Type/ Employee Name	Description	Unit Price	Total
0.2500	Bedolla		0.00	0.00
			Total	0.00

Authorized by: _____
Signed by _____
Dated _____
Invoice No. _____

Technician Notes: 10/31/2024 Toilet unclogged lots of bathroom whips and towels being flushed.

Woodland Park
5 Newell Ct
East Palo Alto,CA 94303
Office (650) 566-2000x

Work Order No. 8974914
Date Call: 10/30/2024 10:00:00 AM

Status Work Completed

Date Completed: 11/4/2024 10:58:11 AM
Brief Desc: Hole in tub is rusty

Job Site: cawoopa2/218-15
301 East O'Keefe Street
#15
East Palo Alto,CA 94303

Caller Name: Juana Serrate Navas
Caller Phone:
Occupant: Serrate Navas (t2980545)
Home (650) 501-1538x
Mobile (862) 306-6126x

Ok to enter? NO
Category: Plumbing
SubCategory: Main Bathroom Tub/Shower

Problem Description: PTE - NO, CALL FIRST

Parts & Labor

Quantity/ Hours	Item Type/ Employee Name	Description	Unit Price	Total
0.2500	Bedolla		0.00	0.00
			Total	0.00

Authorized by: _____
Signed by _____
Dated _____
Invoice No. _____

Technician Notes: 10/31/2024 Inspected tub didn't see any rust or hole in bath tub. Tenant needs to clean tub and walls

Woodland Park
5 Newell Ct
East Palo Alto,CA 94303
Office (650) 566-2000x

Work Order No. 8974917
Date Call: 10/30/2024 10:01:00 AM

Status Work Completed

Date Completed: 11/4/2024 10:59:42 AM
Brief Desc: Bathroom floor is sinking

Job Site: cawoopa2/218-15
301 East O'Keefe Street
#15
East Palo Alto,CA 94303

Caller Name: Juana Serrate Navas

Caller Phone:
Occupant: Serrate Navas (t2980545)
Home (650) 501-1538x

Mobile (862) 306-6126x

Ok to enter? NO
Category: Vinyl Repair

Problem Description: PTE - NO, CALL FIRST

Parts & Labor

Quantity/ Hours	Item Type/ Employee Name	Description	Unit Price	Total
0.2500	Bedolla		0.00	0.00
			Total	0.00

Authorized by: _____
Signed by _____
Dated _____
Invoice No. _____

Technician Notes: 10/31/2024 Bathroom floor is fine no issues everything is level and no sinking found. Stepped all over the floor and its in good condition solid and steady.

Woodland Park
5 Newell Ct
East Palo Alto,CA 94303
Office (650) 566-2000x

Work Order No. 8974922
Date Call: 10/30/2024 10:02:00 AM

Status Work Completed

Date Completed: 11/4/2024 10:56:57 AM
Brief Desc: Tub gets clogged

Job Site: cawoopa2/218-15
301 East O'Keefe Street
#15
East Palo Alto,CA 94303

Caller Name: Juana Serrate Navas
Caller Phone:
Occupant: Serrate Navas (t2980545)
Home (650) 501-1538x
Mobile (862) 306-6126x

Ok to enter? NO
Category: Plumbing
SubCategory: Main Bathroom Tub/Shower

Problem Description: PTE - NO, CALL FIRST

Parts & Labor

Quantity/ Hours	Item Type/ Employee Name	Description	Unit Price	Total
0.5000	Bedolla		0.00	0.00
			Total	0.00

Authorized by: _____
Signed by _____
Dated _____
Invoice No. _____

Technician Notes: 10/31/2024 Toilet unclogged lots of bathroom whips and towels being flushed.

Woodland Park
5 Newell Ct
East Palo Alto,CA 94303
Office (650) 566-2000x

Work Order No. 8974926
Date Call: 10/30/2024 10:02:00 AM

Status Work Completed

Date Completed: 11/4/2024 11:03:29 AM
Brief Desc: Bedroom ceiling is falling

Job Site: cawoopa2/218-15
301 East O'Keefe Street
#15
East Palo Alto,CA 94303

Caller Name: Juana Serrate Navas

Caller Phone:
Occupant: Serrate Navas (t2980545)
Home (650) 501-1538x

Mobile (862) 306-6126x

Ok to enter? NO
Category: Painting

Problem Description: PTE - NO, CALL FIRST

Parts & Labor

Quantity/ Hours	Item Type/ Employee Name	Description	Unit Price	Total
0.5000	Bedolla		0.00	0.00
			Total	0.00

Authorized by: _____
Signed by _____
Dated _____
Invoice No. _____

Technician Notes: 10/31/2024 Inspected entire unit ceiling and there is no damage or signs of ceiling falling at all.

Woodland Park
5 Newell Ct
East Palo Alto,CA 94303
Office (650) 566-2000x

Work Order No. 8974930
Date Call: 10/30/2024 10:03:00 AM

Status Work Completed

Date Completed: 11/4/2024 11:05:00 AM
Brief Desc: Living Room ceiling is damaged

Job Site: cawoopa2/218-15
301 East O'Keefe Street
#15
East Palo Alto,CA 94303

Caller Name: Juana Serrate Navas
Caller Phone:
Occupant: Serrate Navas (t2980545)
Home (650) 501-1538x
Mobile (862) 306-6126x

Ok to enter? NO
Category: Painting

Problem Description: PTE - NO, CALL FIRST

Parts & Labor

Quantity/ Hours	Item Type/ Employee Name	Description	Unit Price	Total
0.2500	Bedolla		0.00	0.00
			Total	0.00

Authorized by: _____
Signed by _____
Dated _____
Invoice No. _____

Technician Notes: 10/31/2024 Inspected entire unit ceiling and there is no damage or signs of ceiling falling at all.

Woodland Park
5 Newell Ct
East Palo Alto,CA 94303
Office (650) 566-2000x

Work Order No. 8974935
Date Call: 10/30/2024 10:03:00 AM

Status Work Completed

Date Completed: 11/4/2024 11:10:06 AM
Brief Desc: Entry Ceiling is falling

Job Site: cawoopa2/218-15
301 East O'Keefe Street
#15
East Palo Alto,CA 94303

Caller Name: Juana Serrate Navas

Caller Phone:
Occupant: Serrate Navas (t2980545)
Home (650) 501-1538x

Mobile (862) 306-6126x

Ok to enter? NO
Category: Painting

Problem Description: PTE - NO, CALL FIRST

Parts & Labor

Quantity/ Hours	Item Type/ Employee Name	Description	Unit Price	Total
0.0000	Bedolla		0.00	0.00
			Total	0.00

Authorized by: _____
Signed by _____
Dated _____
Invoice No. _____

Technician Notes: 10/31/2024 Inspected entire unit ceiling and there is no damage or signs of ceiling falling at all.

Woodland Park
5 Newell Ct
East Palo Alto,CA 94303
Office (650) 566-2000x

Work Order No. 8974938
Date Call: 10/30/2024 10:04:00 AM

Status Call

Brief Desc: Windows in apartment discolored

Job Site: cawoopa2/218-15
301 East O'Keefe Street
#15
East Palo Alto,CA 94303

Caller Name: Juana Serrate Navas
Caller Phone:
Occupant: Serrate Navas (t2980545)
Home (650) 501-1538x
Mobile (862) 306-6126x

Ok to enter? NO
Category: Window and Blinds

Technician Notes
Time: _____ **Date:** _____
Material: _____

Problem Description: PTE - NO, CALL FIRST

Parts & Labor

Quantity/ Hours	Item Type/ Employee Name	Description	Unit Price	Total

Total

Authorized by: _____
Signed by _____
Dated _____
Invoice No. _____

Woodland Park
5 Newell Ct
East Palo Alto,CA 94303
Office (650) 566-2000x

Work Order No. 8974944
Date Call: 10/30/2024 10:04:00 AM

Status Work Completed

Date Completed: 11/4/2024 11:13:26 AM
Brief Desc: Baseboards damaged

Job Site: cawoopa2/218-15
301 East O'Keefe Street
#15
East Palo Alto,CA 94303

Caller Name: Juana Serrate Navas
Caller Phone:
Occupant: Serrate Navas (t2980545)
Home (650) 501-1538x

Mobile (862) 306-6126x

Ok to enter? NO
Category: Building Interior

Problem Description: PTE - NO, CALL FIRST -- Baseboards damaged throughout apartment

Parts & Labor

Quantity/ Hours	Item Type/ Employee Name	Description	Unit Price	Total
0.5000	Bedolla		0.00	0.00
			Total	0.00

Authorized by: _____
Signed by _____
Dated _____
Invoice No. _____

Technician Notes: 10/31/2024 Inspected baseboard throughout unit and theirs no issue, baseboard was replaced and painted prior to move in, resident moved in back in June.

Woodland Park
5 Newell Ct
East Palo Alto,CA 94303
Office (650) 566-2000x

Work Order No. 8974949
Date Call: 10/30/2024 10:05:00 AM

Status Work Completed

Date Completed: 11/4/2024 11:15:38 AM
Brief Desc: Sink is in poor condition tub

Job Site: cawoopa2/218-15
301 East O'Keefe Street
#15
East Palo Alto,CA 94303

Caller Name: Juana Serrate Navas

Caller Phone:
Occupant: Serrate Navas (t2980545)
Home (650) 501-1538x

Mobile (862) 306-6126x

Ok to enter? NO
Category: Painting

Problem Description: PTE - NO, CALL FIRST -- not specified where

Parts & Labor

Quantity/ Hours	Item Type/ Employee Name	Description	Unit Price	Total
0.2500	Bedolla		0.00	0.00
			Total	0.00

Authorized by: _____
Signed by _____
Dated _____
Invoice No. _____

Technician Notes: 10/31/2024 Tub is draining fine no issues, advised resident to call office if it gets clogged for now is draining properly.

Woodland Park
5 Newell Ct
East Palo Alto,CA 94303
Office (650) 566-2000x

Work Order No. 8973365
Date Call: 10/29/2024 9:06:00 PM

Status Call

Brief Desc: Kitchen

Job Site: cawoopa2/218-16
301 East O'Keefe Street
#16
East Palo Alto,CA 94303

Caller Name: Nuvia Alvarado

Caller Phone: ((65) 0)7-16-8x 376
Occupant: Alvarado (t2841188)

Mobile (650) 716-8376x

Ok to enter? NO

Technician Notes
Time: _____ **Date:** _____
Material: _____

Access Notes: Call Firts (650) 716-8376

Problem Description: Stove does not work turns off, Cabinets are very damaged, hood does not work old and damaged, kitchen fan moves and may fall

Parts & Labor

Quantity/ Hours	Item Type/ Employee Name	Description	Unit Price	Total

Total

Authorized by: _____
Signed by _____
Dated _____
Invoice No. _____

Woodland Park
5 Newell Ct
East Palo Alto,CA 94303
Office (650) 566-2000x

Work Order No. 8973368
Date Call: 10/29/2024 9:07:00 PM

Status Call

Brief Desc: Bathroom

Job Site: cawoopa2/218-16
301 East O'Keefe Street
#16
East Palo Alto,CA 94303

Caller Name: Nuvia Alvarado

Caller Phone: ((65) 0)7-16-8x 376
Occupant: Alvarado (t2841188)

Mobile (650) 716-8376x

Ok to enter? NO

Technician Notes
Time: _____ **Date:** _____
Material: _____

Access Notes: Call Firts (650) 716-8376

Problem Description: Cabinets are damaged, mirror in bad condition light in bad condition

Parts & Labor

Quantity/ Hours	Item Type/ Employee Name	Description	Unit Price	Total

Total

Authorized by: _____
Signed by _____
Dated _____
Invoice No. _____

Woodland Park
5 Newell Ct
East Palo Alto,CA 94303
Office (650) 566-2000x

Work Order No. 8973371
Date Call: 10/29/2024 9:08:00 PM

Status Call

Brief Desc: Bedroom

Job Site: cawoopa2/218-16
301 East O'Keefe Street
#16
East Palo Alto,CA 94303

Caller Name: Nuvia Alvarado

Caller Phone: ((65) 0)7-16-8x 376
Occupant: Alvarado (t2841188)

Mobile (650) 716-8376x

Ok to enter? NO

Technician Notes
Time: _____ **Date:** _____
Material: _____

Access Notes: Call Firts (650) 716-8376
Problem Description: Door does not work

Parts & Labor

Quantity/ Hours	Item Type/ Employee Name	Description	Unit Price	Total

Total

Authorized by: _____
Signed by _____
Dated _____
Invoice No. _____

Woodland Park
5 Newell Ct
East Palo Alto,CA 94303
Office (650) 566-2000x

Work Order No. 8973373
Date Call: 10/29/2024 9:09:00 PM

Status Call

Brief Desc: Living room

Job Site: cawoopa2/218-16
301 East O'Keefe Street
#16
East Palo Alto,CA 94303

Caller Name: Nuvia Alvarado

Caller Phone: ((65) 0)7-16-8x 376
Occupant: Alvarado (t2841188)

Mobile (650) 716-8376x

Ok to enter? NO

Technician Notes
Time: _____ **Date:** _____
Material: _____

Access Notes: CAll Firts (650) 716-8376
Problem Description: Sliding door does not close property

Parts & Labor

Quantity/ Hours	Item Type/ Employee Name	Description	Unit Price	Total

Total

Authorized by: _____
Signed by _____
Dated _____
Invoice No. _____

Woodland Park
5 Newell Ct
East Palo Alto,CA 94303
Office (650) 566-2000x

Work Order No. 8973381
Date Call: 10/29/2024 9:11:00 PM

Status Call

Brief Desc: Windows

Job Site: cawoopa2/218-16
301 East O'Keefe Street
#16
East Palo Alto,CA 94303

Caller Name: Nuvia Alvarado

Caller Phone: ((65) 0)7-16-8x 376
Occupant: Alvarado (t2841188)

Mobile (650) 716-8376x

Ok to enter? NO

Technician Notes
Time: _____ **Date:** _____
Material: _____

Access Notes: Call Firts (650) 716-8376
Problem Description: Windows are in bad condition they do not close property

Parts & Labor

Quantity/ Hours	Item Type/ Employee Name	Description	Unit Price	Total

Total

Authorized by: _____
Signed by _____
Dated _____
Invoice No. _____

Woodland Park
5 Newell Ct
East Palo Alto,CA 94303
Office (650) 566-2000x

Work Order No. 8973386
Date Call: 10/29/2024 9:12:00 PM

Status Call

Brief Desc: Blinds

Job Site: cawoopa2/218-16
301 East O'Keefe Street
#16
East Palo Alto,CA 94303

Caller Name: Nuvia Alvarado

Caller Phone: ((65) 0)7-16-8x 376
Occupant: Alvarado (t2841188)

Mobile (650) 716-8376x

Ok to enter? NO

Technician Notes
Time: _____ **Date:** _____
Material: _____

Access Notes: Call Firts (650) 716-8376
Problem Description: Blinds needs to be replaced

Parts & Labor

Quantity/ Hours	Item Type/ Employee Name	Description	Unit Price	Total

Total

Authorized by: _____
Signed by _____
Dated _____
Invoice No. _____

Woodland Park
5 Newell Ct
East Palo Alto,CA 94303
Office (650) 566-2000x

Work Order No. 8984608
Date Call: 11/1/2024 1:46:00 PM

Date Scheduled: 11/1/2024 2:15:00 PM

Status Work Completed

Date Completed: 11/4/2024 2:28:33 PM
Brief Desc: GS Standard HVAC

Job Site: cawoopa2/218-16
301 East O'Keefe Street
#16
East Palo Alto,CA 94303

Caller Name:

Caller Phone: (650) 716-8376x
Occupant: Alvarado (t2841188)

Priority: High
Ok to enter? NO
Category: HVAC Repair

Mobile (650) 716-8376x

SubCategory: Heater

Access Notes: Call Firts (650) 716-8376

Problem Description: Inspect heater (broken)

Parts & Labor

Quantity/ Hours	Item Type/ Employee Name	Description	Unit Price	Total

Total

Authorized by: _____
Signed by _____
Dated _____
Invoice No. _____

Technician Notes: Gas is turned off, advised resident to contact PG&E gas is off at meter.

Woodland Park
5 Newell Ct
East Palo Alto,CA 94303
Office (650) 566-2000x

Work Order No. 8973399
Date Call: 10/29/2024 9:17:00 PM

Status Work Completed

Date Completed: 11/4/2024 11:18:39 AM
Brief Desc: Kitchen

Job Site: cawoopa2/218-18
301 East O'Keefe Street
#18
East Palo Alto,CA 94303

Caller Name: Candido Romero

Caller Phone:
Occupant: Romero (t2841190)
Home (650) 518-2318x

Ok to enter? NO

Problem Description: Window Moisture

Parts & Labor

Quantity/ Hours	Item Type/ Employee Name	Description	Unit Price	Total
0.2500	Bedolla		0.00	0.00
			Total	0.00

Authorized by: _____
Signed by _____
Dated _____
Invoice No. _____

Technician Notes: 10/31/2024 Found no discoloration in windows or walls inspected windows in bedroom, kitchen and living-room.

Woodland Park
5 Newell Ct
East Palo Alto,CA 94303
Office (650) 566-2000x

Work Order No. 8973402
Date Call: 10/29/2024 9:18:00 PM

Status Work Completed

Date Completed: 11/4/2024 11:21:33 AM
Brief Desc: Fridge

Job Site: cawoopa2/218-18
301 East O'Keefe Street
#18
East Palo Alto,CA 94303

Caller Name: Candido Romero

Caller Phone:
Occupant: Romero (t2841190)
Home (650) 518-2318x

Ok to enter? NO

Problem Description: Fridge in bad condition

Parts & Labor

Quantity/ Hours	Item Type/ Employee Name	Description	Unit Price	Total
0.2500	Bedolla		0.00	0.00
			Total	0.00

Authorized by: _____
Signed by _____
Dated _____
Invoice No. _____

Technician Notes: 10/31/2024 Fridge was replaced back in August, inspected fridge and its working fine.

Woodland Park
5 Newell Ct
East Palo Alto,CA 94303
Office (650) 566-2000x

Work Order No. 8973406
Date Call: 10/29/2024 9:18:00 PM

Status Call

Brief Desc: exhaust fan

Job Site: cawoopa2/218-18
301 East O'Keefe Street
#18
East Palo Alto,CA 94303

Caller Name: Candido Romero

Caller Phone:
Occupant: Romero (t2841190)
Home (650) 518-2318x

Ok to enter? NO

Technician Notes
Time: _____ **Date:** _____
Material: _____

Problem Description: exhaust fan bell pipe is not working is full with grease.

Parts & Labor

Quantity/ Hours	Item Type/ Employee Name	Description	Unit Price	Total

Total

Authorized by: _____
Signed by _____
Dated _____
Invoice No. _____

Woodland Park
5 Newell Ct
East Palo Alto,CA 94303
Office (650) 566-2000x

Work Order No. 8973410
Date Call: 10/29/2024 9:20:00 PM

Status Call

Brief Desc: Cabinet's

Job Site: cawoopa2/218-18
301 East O'Keefe Street
#18
East Palo Alto,CA 94303

Caller Name: Candido Romero

Caller Phone:
Occupant: Romero (t2841190)
Home (650) 518-2318x

Ok to enter? NO

Technician Notes
Time: _____ **Date:** _____
Material: _____

Problem Description: Cabinets are worn out

Parts & Labor

Quantity/ Hours	Item Type/ Employee Name	Description	Unit Price	Total

Total

Authorized by: _____
Signed by _____
Dated _____
Invoice No. _____

Woodland Park
5 Newell Ct
East Palo Alto,CA 94303
Office (650) 566-2000x

Work Order No. 8973412
Date Call: 10/29/2024 9:20:00 PM

Status Call

Brief Desc: Stove

Job Site: cawoopa2/218-18
301 East O'Keefe Street
#18
East Palo Alto,CA 94303

Caller Name: Candido Romero

Caller Phone:
Occupant: Romero (t2841190)
Home (650) 518-2318x

Ok to enter? NO

Technician Notes
Time: _____ **Date:** _____
Material: _____

Problem Description: Stove is not installed properly

Parts & Labor

Quantity/ Hours	Item Type/ Employee Name	Description	Unit Price	Total

Total

Authorized by: _____
Signed by _____
Dated _____
Invoice No. _____

Woodland Park
5 Newell Ct
East Palo Alto,CA 94303
Office (650) 566-2000x

Work Order No. 8973414
Date Call: 10/29/2024 9:21:00 PM

Status Call

Brief Desc: Bathroom

Job Site: cawoopa2/218-18
301 East O'Keefe Street
#18
East Palo Alto,CA 94303

Caller Name: Candido Romero

Caller Phone:
Occupant: Romero (t2841190)
Home (650) 518-2318x

Ok to enter? NO

Technician Notes
Time: _____ **Date:** _____
Material: _____

Problem Description: Floors around the shower in bad condition, bathtub and sink need to be painted

Parts & Labor

Quantity/ Hours	Item Type/ Employee Name	Description	Unit Price	Total

Total

Authorized by: _____
Signed by _____
Dated _____
Invoice No. _____

Woodland Park
5 Newell Ct
East Palo Alto,CA 94303
Office (650) 566-2000x

Work Order No. 8973415
Date Call: 10/29/2024 9:22:00 PM

Status Call

Brief Desc: Bedroom

Job Site: cawoopa2/218-18
301 East O'Keefe Street
#18
East Palo Alto,CA 94303

Caller Name: Candido Romero

Caller Phone:
Occupant: Romero (t2841190)
Home (650) 518-2318x

Ok to enter? NO

Technician Notes
Time: _____ **Date:** _____
Material: _____

Problem Description: Moisture on windows

Parts & Labor

Quantity/ Hours	Item Type/ Employee Name	Description	Unit Price	Total

Total

Authorized by: _____
Signed by _____
Dated _____
Invoice No. _____

Woodland Park
5 Newell Ct
East Palo Alto,CA 94303
Office (650) 566-2000x

Work Order No. 8973416
Date Call: 10/29/2024 9:22:00 PM

Status Call

Brief Desc: Tiles

Job Site: cawoopa2/218-18
301 East O'Keefe Street
#18
East Palo Alto,CA 94303

Caller Name: Candido Romero

Caller Phone:
Occupant: Romero (t2841190)
Home (650) 518-2318x

Ok to enter? NO

Technician Notes
Time: _____ **Date:** _____
Material: _____

Problem Description: Tiles separating unknown area

Parts & Labor

Quantity/ Hours	Item Type/ Employee Name	Description	Unit Price	Total

Total

Authorized by: _____
Signed by _____
Dated _____
Invoice No. _____

Woodland Park
5 Newell Ct
East Palo Alto,CA 94303
Office (650) 566-2000x

Work Order No. 8973417
Date Call: 10/29/2024 9:23:00 PM

Status Call

Brief Desc: Kitchen

Job Site: cawoopa2/218-20
301 East Okeefe
20
East Palo Alto,94303

Caller Name: Isela Garcia Demora

Caller Phone:
Occupant: Garcia Demora (t2441303)

Mobile (650) 309-8611x

Ok to enter? NO

Technician Notes
Time: _____ **Date:** _____
Material: _____

Problem Description: Exhaust fan the bell does not work, Rusty,

Parts & Labor

Quantity/ Hours	Item Type/ Employee Name	Description	Unit Price	Total

Total

Authorized by: _____
Signed by _____
Dated _____
Invoice No. _____

Woodland Park
5 Newell Ct
East Palo Alto,CA 94303
Office (650) 566-2000x

Work Order No. 8973418
Date Call: 10/29/2024 9:24:00 PM

Status Call

Brief Desc: Living room

Job Site: cawoopa2/218-20
301 East Okeefe
20
East Palo Alto,94303

Caller Name: Isela Garcia Demora

Caller Phone:
Occupant: Garcia Demora (t2441303)

Mobile (650) 309-8611x

Ok to enter? NO

Technician Notes
Time: _____ **Date:** _____
Material: _____

Problem Description: Balcony door does not work/ Slide

Parts & Labor

Quantity/ Hours	Item Type/ Employee Name	Description	Unit Price	Total

Total

Authorized by: _____
Signed by _____
Dated _____
Invoice No. _____

Woodland Park
5 Newell Ct
East Palo Alto,CA 94303
Office (650) 566-2000x

Work Order No. 8973422
Date Call: 10/29/2024 9:25:00 PM

Status Call

Brief Desc: Carpet

Job Site: cawoopa2/218-20
301 East Okeefe
20
East Palo Alto,94303

Caller Name: Isela Garcia Demora

Caller Phone:
Occupant: Garcia Demora (t2441303)

Mobile (650) 309-8611x

Ok to enter? NO

Technician Notes
Time: _____ **Date:** _____
Material: _____

Problem Description: Carpet is damaged has spikes

Parts & Labor

Quantity/ Hours	Item Type/ Employee Name	Description	Unit Price	Total

Total

Authorized by: _____
Signed by _____
Dated _____
Invoice No. _____

Woodland Park
5 Newell Ct
East Palo Alto,CA 94303
Office (650) 566-2000x

Work Order No. 8973425
Date Call: 10/29/2024 9:26:00 PM

Status Work Completed

Date Completed: 11/4/2024 11:24:58 AM
Brief Desc: Kitchen

Job Site: cawoopa2/218-21
301 East O'Keefe Street
#21
East Palo Alto,CA 94303

Caller Name: Juan Rodriguez

Caller Phone:
Occupant: Rodriguez (t2841192)

Office (650) 771-5881x
Mobile (650) 771-7243x

Ok to enter? NO

Problem Description: Sink has moisture and rotting, faucet doesn't work, hood does not work property

Parts & Labor

Quantity/ Hours	Item Type/ Employee Name	Description	Unit Price	Total
1.0000	Bedolla		0.00	0.00
			Total	0.00

Authorized by: _____
Signed by _____
Dated _____
Invoice No. _____

Technician Notes: 10/31/2024 Kitchen faucet was replaced back in August, kitchen cabinets were also refurbished in August and Range hood was also replaced. Inspected all and they are working fine, resident advised that everything work fine and has no issues.

Woodland Park
5 Newell Ct
East Palo Alto,CA 94303
Office (650) 566-2000x

Work Order No. 8973429
Date Call: 10/29/2024 9:28:00 PM

Status Work Completed

Date Completed: 11/4/2024 11:26:00 AM
Brief Desc: Bathroom

Job Site: cawoopa2/218-21
301 East O'Keefe Street
#21
East Palo Alto,CA 94303

Caller Name: Juan Rodriguez

Caller Phone:
Occupant: Rodriguez (t2841192)

Office (650) 771-5881x
Mobile (650) 771-7243x

Ok to enter? NO

Problem Description: Bathtub is damaged with cracks, faucet is rusty, bathroom shower wall has holes and moisture

Parts & Labor

Quantity/ Hours	Item Type/ Employee Name	Description	Unit Price	Total
0.2500	Bedolla		0.00	0.00
			Total	0.00

Authorized by: _____
Signed by _____
Dated _____
Invoice No. _____

Technician Notes: 10/31/2024 Shower valve was replaced back in August, tub and enclosure was also reglaze, Inspected shower valve and it has hot water and cold water it is working fine.

Woodland Park
5 Newell Ct
East Palo Alto,CA 94303
Office (650) 566-2000x

Work Order No. 8973431
Date Call: 10/29/2024 9:29:00 PM

Status Work Completed

Date Completed: 11/4/2024 11:28:15 AM
Brief Desc: Bedroom

Job Site: cawoopa2/218-21
301 East O'Keefe Street
#21
East Palo Alto,CA 94303

Caller Name: Juan Rodriguez
Caller Phone:
Occupant: Rodriguez (t2841192)

Office (650) 771-5881x
Mobile (650) 771-7243x

Ok to enter? NO

Problem Description: Carpet is old/ damaged

Parts & Labor

Quantity/ Hours	Item Type/ Employee Name	Description	Unit Price	Total
0.2500	Bedolla		0.00	0.00
			Total	0.00

Authorized by: _____
Signed by _____
Dated _____
Invoice No. _____

Technician Notes: 10/31/2024 Carpet in bedroom was replaced back in August, inspected carpet and it looks fine. Resident was happy with replacement.

Woodland Park
5 Newell Ct
East Palo Alto,CA 94303
Office (650) 566-2000x

Work Order No. 8973434
Date Call: 10/29/2024 9:29:00 PM

Status Call

Brief Desc: Balcony sliding door

Job Site: cawoopa2/218-21
301 East O'Keefe Street
#21
East Palo Alto,CA 94303

Caller Name: Juan Rodriguez

Caller Phone:
Occupant: Rodriguez (t2841192)

Office (650) 771-5881x
Mobile (650) 771-7243x

Ok to enter? NO

Technician Notes
Time: _____ **Date:** _____
Material: _____

Problem Description: Balcony sliding door does not close and frame is uneven water into the unit

Parts & Labor

Quantity/ Hours	Item Type/ Employee Name	Description	Unit Price	Total

Total

Authorized by: _____
Signed by _____
Dated _____
Invoice No. _____

R509

Outlook

Fw: Multiple Complaints at 201, 245 and 301 E O'Keefe St Facilities

From Alberto Bedolla <alberto.bedolla@greystar.com>
Date Tue 3/4/2025 2:11 PM
To Andrea Rose Bumagat <andrearose.bumagat@greystar.com>

2 attachments (170 KB)
20241119_201EoKeefe_Report.pdf; 20241119_245EoKeefe_Report.pdf;

Enrique Bedolla | Maintenance Director
Woodland Park Apartments |5 Newell Ct. | East Palo Alto, California 94303
☎ 650.566.2000 | alberto.bedolla@greystar.com
www.LiveatWoodlandParkapts.com | www.greystar.com

From: Stephen Low <sglow@smcgov.org>
Sent: Thursday, November 21, 2024 1:49 PM
To: Woodland Park General Manager <woodlandparkcagm@greystar.com>; Alberto Bedolla <alberto.bedolla@greystar.com>
Cc: Helen Godinez <hgodinez@smcgov.org>
Subject: [EXTERNAL] Re: Multiple Complaints at 201, 245 and 301 E O'Keefe St Facilities

Good afternoon Pabel,

Please see the attached reports from the inspections this past Tuesday. Complaints that were noted to be closed in the reports have been closed out on our end.

Please continue to send updates on fixes for the outstanding issues. Alberto had mentioned something about a running word document where the progress has been updated.

Around Mid-December, I'd like to do the inspection for 301 E O'keefe as well, assuming majority of the planned fixes have been completed.

Thanks,

Stephen Low REHS III
SMC EHS

From: Woodland Park General Manager <woodlandparkcagm@greystar.com>
Sent: Friday, November 8, 2024 3:07 PM

R510

To: Stephen Low <sglow@smcgov.org>; Alberto Bedolla <alberto.bedolla@greystar.com>
Cc: Helen Godinez <hgodinez@smcgov.org>
Subject: Re: Multiple Complaints at 201, 245 and 301 E O'Keefe St Facilities

CAUTION: This email originated from outside of San Mateo County. Unless you recognize the sender's email address and know the content is safe, do not click links, open attachments or reply.

Good afternoon,

Please see all of the attached WO that we submitted for each unit and their progress.

Pabel Zumarraga| **General Manager**
Woodland Park Apartments| **5 Newell CT** |**East Palo Alto, CA 94303**
o 650-566-2000 | woodlandparkcagm@greystar.com | www.liveatwoodlandparkapts.com

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From: Stephen Low <sglow@smcgov.org>
Sent: Friday, November 8, 2024 8:58 AM
To: Woodland Park General Manager <woodlandparkcagm@greystar.com>; Alberto Bedolla <alberto.bedolla@greystar.com>
Cc: Helen Godinez <hgodinez@smcgov.org>
Subject: [EXTERNAL] Re: Multiple Complaints at 201, 245 and 301 E O'Keefe St Facilities

Good morning Pabel,

Following up on this as a reminder that we'd like to get an update on the complaints by the end of today. I would like to reiterate that failure to respond with the information we are requesting will result in each unit investigation next week being billed at the county's hourly approved rate of 249.00 per hour, per complaint.

Thanks,

Stephen Low REHS III

From: Stephen Low <sglow@smcgov.org>
Sent: Tuesday, November 5, 2024 3:39 PM
To: Woodland Park General Manager <woodlandparkcagm@greystar.com>; Alberto Bedolla <alberto.bedolla@greystar.com>
Cc: Helen Godinez <hgodinez@smcgov.org>
Subject: Re: Multiple Complaints at 201, 245 and 301 E O'Keefe St Facilities

Good afternoon Pabel,

I'm following up as a reminder that our office would like to get an update, preferably on the spreadsheets provided, for the work done in each of the units that had filed complaints by the end of the week. From there I'd like to schedule a time for an inspection to follow up and confirm the

R511

completed work and note down any remaining issues. Please note that failure to provide an update will result in an inspection, performed at a time at our discretion, that will be billed at the county's hourly approved rate of 249.00 per hour, per complaint that we find outstanding issues at.

Thanks,

Stephen Low REHS III

From: Stephen Low
Sent: Tuesday, October 29, 2024 7:41 AM
To: Woodland Park General Manager <woodlandparkcagm@greystar.com>; Alberto Bedolla <alberto.bedolla@greystar.com>
Cc: Helen Godinez <hgodinez@smcgov.org>
Subject: RE: Multiple Complaints at 201, 245 and 301 E O'Keefe St Facilities

Good morning Pabel,

Thank you for the update on the situation. I'd like to see copies of the WOs to get an idea of the work done in each of the units before we do the walkthrough of each property.

Thanks,

Stephen Low REHS III

From: Woodland Park General Manager <woodlandparkcagm@greystar.com>
Sent: Monday, October 28, 2024 6:10 PM
To: Stephen Low <sglow@smcgov.org>; Alberto Bedolla <alberto.bedolla@greystar.com>
Cc: Helen Godinez <hgodinez@smcgov.org>
Subject: Re: Multiple Complaints at 201, 245 and 301 E O'Keefe St Facilities

CAUTION: This email originated from outside of San Mateo County. Unless you recognize the sender's email address and know the content is safe, do not click links, open attachments or reply.

Good Afternoon Stephen,

We are working closely with the city of EPA in regards to this. We have compiled all of the WO that we received and we have opened new WO so our team can inspect and close out this week. I will keep you updated on when all of these items have been addressed or cleared.

Pabel Zumarraga| General Manager
Woodland Park Apartments| 5 Newell CT |East Palo Alto, CA 94303
o 650-566-2000 | woodlandparkcagm@greystar.com | www.liveatwoodlandparkapts.com

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From: Stephen Low <sglow@smcgov.org>
Sent: Friday, October 25, 2024 1:33 PM

R512

To: Alberto Bedolla <alberto.bedolla@greystar.com>
Cc: Woodland Park General Manager <woodlandparkcagm@greystar.com>; Helen Godinez <hgodinez@smcgov.org>
Subject: [EXTERNAL] Multiple Complaints at 201, 245 and 301 E O'Keefe St Facilities

Good afternoon Alberto,

Per our discussion yesterday, I've compiled all the complaints we've received at the 3 properties into spreadsheets. Please fill out column D with all the work done at each respective unit. Be as specific as possible so that we can parse down the list of outstanding issues in each unit. For complaints that did not share the unit number, I have provided the provided names to assist in figuring out which unit they are referring to. Please fill out these sheets and return them to me within a 2 week period. From there, we can schedule a time to do an inspection at each of these properties, confirm with as many residents as possible that the work stated has been done and close out the complaints.

Please let me know if you have any questions.

Thanks,

Stephen Low REHS III
SMC EHS
2000 Alameda De Las Pulgas ste 100
San Mateo CA 94404

EAST PALO ALTO RENT STABILIZATION MEMORANDUM

DATE: August 26, 2026
APPEAL HEARING DATE: August 26, 2026

TO: Honorable Chair and Members of the Rent Stabilization Board
BY: John D. Le, City Attorney
Natasha Raiburn, Rent Stabilization Program Administrator

SUBJECT: Continued - Appeal Hearing in the Matter of: *Gallegos, et al. v. 2370 Cooley Ave, LLC et al.* Case No. 20250001; 2370 Cooley Avenue, Unit #2, East Palo Alto, CA

RECOMMENDATION:

Staff recommend that the Rent Stabilization Board continue its deliberation on the appeal hearing in the matter of *Gallegos, et al. v. 2370 Cooley Ave, LLC, et al.* Case No. 2025001, concerning 2370 Cooley Avenue, Unit #2, East Palo Alto, CA

BACKGROUND:

The appeal was previously agendized for consideration by the Rent Stabilization Board at its August 12, 2026[1] meeting. The Board heard testimony on the matter; however, due to time constraints, there was insufficient time for deliberation. The appeal was therefore continued to the Board's special meeting on August 26, 2026 to allow the Board additional time to deliberate and take action.

SUMMARY

The continued item is being presented to the Board for further deliberation based on the testimony and information received at the August 12, 2026 meeting. No additional hearing of testimony is anticipated unless otherwise determined by the Board. Following deliberation, the Board may take action as appropriate.

[1] Rent Stabilization Board Agenda - August 12, 2026 https://d3n9y02raazwpg.cloudfront.net/cityofepa/0cd857c0-1761-11f1-bb28-005056a89546-bc99fe56-f34d-43eb-9d63-c17baa6b7efb-1786147695.pdf

ATTACHMENTS

1. Staff Report – Appeal Hearing in the Matter of: *Gallegos, et al. v. 2370 Cooley Ave, LLC et al.* Case No. 20250001 - August 12, 2026.
2. Hearing Examiner Decision dated July 18, 2025.
3. Tenant Petition Filed January 12, 2025.
4. Petitioner Evidence.
5. Email from Program Staff to Landlord dated January 24, 2025.
6. Email from Counsel for Landlord dated February 24, 2025.
7. Email from Program Staff to Counsel for Landlord dated March 19, 2025.
8. Landlord's Appeal dated August 4, 2025.

EAST PALO ALTO RENT STABILIZATION STAFF REPORT

DATE: July 31, 2026

APPEAL HEARING DATE: August 12, 2026

TO: Honorable Chair and Members of the Rent Stabilization Board
BY: John D. Le, City Attorney
Michelle D. Magarrell, Deputy City Attorney
Natasha Raiburn, Rent Stabilization Program Administrator

SUBJECT: Appeal Hearing in the Matter of: *Gallegos, et al. v. 2370 Cooley Ave, LLC et al.* Case No. 20250001; 2370 Cooley Avenue, Unit #2, East Palo Alto, CA

RECOMMENDATION:

A. Affirm the Decision of the Hearing Examiner dated July 18, 2025.

B. Reverse the Decision of the Hearing Examiner dated July 18, 2025.

C. Remand the matter to the Hearing Examiner for further proceedings.

D. Modify the Decision of the Hearing Examiner dated July 18, 2025.

PARTIES

Appeal Filed by:	Property Owner/Landlord
Tenants:	Maria Gallegos and Jacqueline Gallegos
Property Owner / Landlord:	2370 Cooley Avenue, LLC

SUMMARY

The issue before the Board of the Rent Stabilization Program ("Program") is whether the Hearing Examiner erred or abused his discretion under the City's Rent Stabilization Ordinance ("Rent Ordinance"), its accompanying Regulations, and applicable law in awarding rent rebates and reductions for the conditions raised by the Petition.

Tenants Maria Gallegos and Jacqueline Gallegos (“Tenants”) commenced their tenancy at 2370 Cooley Avenue, Unit 2, East Palo Alto, California, 94303 ("Property") on September 8, 2004.[1] Tenants filed their Individual Rent Adjustment Petition (“Petition”) with the Program on January 12, 2025, seeking rent reductions based on habitability problems, failure to provide maintenance and services, and loss of/or reductions in maintenance and services.[2] The Petition sets forth the following issues as summarized by the Hearing Examiner’s Decision[3]:

1. A lack of an adequate ventilation system in the bathroom that causes an excessive moisture accumulation on the walls, creating mold and mildew that, in part, has caused the vanity sink to deteriorate, and that has caused Petitioners to become ill.
2. The bathtub needs proper glazing, the sliding doors to the bathtub must be replaced because of the buildup of mold and bathtub drains slowly or not at all.
3. An infestation of cockroaches and mice and there have been no efforts to engage a professional pest control service to address infestations.
4. Door locks and door knobs need replacement.
5. The refrigeration does not work and the owner has refused to replace it
6. Kitchen cabinets are old and discolored and need replacement.
7. The laundry facilities are being used as a storage, are covered in mold, lack proper plumbing, and the washing machines and dryers are frequently out of service
8. The carpet is in poor condition and needs to be replaced.
9. The security gate is broken and that allows persons not authorized to be on the property to be on the property.

The Petition also states that the above issues have affected Tenants’ physical and mental well-being and that Landlord has harassed and discriminated against them. Tenants also seek to recover from Landlord, $667.00 that they state they incurred in connection with addressing the above issues.[4] Tenants vacated the Property at the end of February 2025. Tenants’ monthly rent during their tenancy was $765.00.[5]

Landlord’s objection to the Petition was received by the City via email on February 24, 2025—after the deadline to oppose the Petition had expired.[6] Given Landlord’s failure to

[1] Petition, pg. 1.
[2] *See gen*., Petition.
[3] Decision, pg. 2.
[4] Decision, pg. 2; The Petition seeks $666.94 in out of pocket expenses for the purchase of a refrigerator. (See pg, 6 of the Petition) The amount appears to have been rounded up to $667.00 in the Hearing Examiner’s Decision.
[5] Petition, pg. 6.
[6] Email from counsel for Landlord dated February 24, 2025.

timely object to the Petition, and pursuant to Regulation 1500(A)(9)(d), a hearing was not held.

The Hearing Examiner issued a decision on July 18, 2025 ("Decision") finding that, in absence of a timely objection from the Landlord, and for failing to provide any grounds for opposing the Petition, Tenants carried their burden of proof entitling them to a rent reduction/rebate based on their claims in the Petition.[7] Additionally, a hearing was not conducted as a result of Landlord's failure to object.

On, August 5, 2025, Landlord timely appealed the Decision contesting in sum that there was an error of discretion by the Hearing Examiner in evaluating and accepting Tenants' claims ("Landlord's Appeal").[8] Concerning the procedural issue, Landlord argues that they, "arranged to have the original mailed on February 7, 2025" but do not know, "what date the Response was actually received by the Program."[9] Landlord's Appeal was supported by an inspection report from San Mateo County Health, written statements from the Landlord's representatives, and communications from the parties.[10]

PROCEDURAL HISTORY

A. Application

Tenants filed their Individual Rent Adjustment Petition ("Petition") with the Program on January 12, 2025, seeking rent reductions based on habitability problems, failure to provide maintenance and services, and loss of/or reductions in maintenance and services. The Petition sets forth the following issues as summarized by the Decision[11]:

1. A lack of an adequate ventilation system in the bathroom that causes an excessive moisture accumulation on the walls, creating mold and mildew that, in part, has caused the vanity sink to deteriorate, and that has caused Petitioners to become ill.
2. The bathtub needs proper glazing, the sliding doors to the bathtub must be replaced because of the buildup of mold and bathtub drains slowly or not at all.
3. An infestation of cockroaches and mice and there have been no efforts to engage a professional pest control service to address infestations.
4. Door locks and door knobs need replacement.
5. The refrigeration does not work and the owner has refused to replace it.
6. Kitchen cabinets are old and discolored and need replacement.

[7] Decision, pp. 3-4.
[8] *See gen*., Landlord's Appeal.
[9] Landlord's Appeal, pg. 2 of the attachment.
[10] *See gen*., Landlord's Appeal.
[11] Decision, pg. 2.

7. The laundry facilities are being used as a storage, are covered in mold, lack proper plumbing, and the washing machines and dryers are frequently out of service.
8. The carpet is in poor condition and needs to be replaced.
9. The security gate is broken and that allows persons not authorized to be on the property to be on the property.

For the period of April 1, 2024 (the date Tenants assert they first noticed the problem and informed the Landlord of it/or the Landlord should have known of the problem) through February 2025 (when Tenants assert their lease ended), the Petition seeks a 35% rebate for bathroom mold and mildew, kitchen cabinets, carpet, and pest; mice/roach, making it a total reduction period of 11 months.[12]

For the period of November 1, 2024 (the date Tenants assert they first noticed the problem and informed the Landlord of it/or the Landlord should have known of the problem) through December 2024, the Petition seeks a 20% for a broken refrigerator, for a total reduction period of 2 months.[13]

For the period of May 1, 2024 (the date Tenants assert they first noticed the problem and informed the Landlord of it/or the Landlord should have known of the problem), through February 2025, the Petition seeks a 5% rebate for the replacement of door knob, making it a total reduction period of 10 months.[14]

The Petition also states that the above issues have affected Tenants' physical and mental well-being and that Landlord has harassed and discriminated against them.[15] Tenants also seek to recover from Landlord, $667.00 that they state they incurred in addressing the above issues.[16]Tenants vacated the Property at the end of February 2025. Tenants' monthly rent during their tenancy was $765.00.[17]

In compliance with Regulation 1500(A)(9)(d), Program staff emailed a notice to the Landlord on January 24, 2025 notifying them in relevant part, of Tenants' Petition, and Landlord right to object it, and that if an objection is submitted, it must be filed within 20 days after "the mailing of the notice"—February 13, 2025.

Landlord untimely emailed a response on February 25, 2025 ("Response"). The single page form Response did not explain why it was submitted late, nor provide the grounds for opposing the Petition.

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[12] Petition, pg. 6.
[13] Petition, pg. 6; *But See* Decision pg. 4 granting a 20% reduction for this issue through February 2025.
[14] Petition, pg. 6.
[15] Petition pg. 23 of PDF.
[16] Petition, pg. 6.
[17] Petition, pg. 6.

B. Hearing

The City received Landlord's Response on February 24, 2025—nearly two weeks after the deadline of February 13, 2025.[18] It also failed to specify the grounds for the objection.[19] Accordingly, under Regulation 1500(A)(9)(d), a hearing was not held in connection with the Petition.

C. Hearing Examiner Decision

On July 18, 2025, the Hearing Examiner issued his written Decision based on the Petition, and other information provided by the Tenants.[20] The Decision found that, in absence of a timely filed objection from the Landlord and/or grounds for objecting to the Petition, Tenants carried their burden of proof entitling them to a rent reduction based on their claims in the Petition.[21]

Accordingly, the Decision awarded a total rent reduction of $4,606.75. A rent reduction of $3,939.75 in connection with the habitability problems, failure to provide maintenance and services, and loss of/or reductions in maintenance and services as sought by the Petition as follows:

- 35% from April 1, 2024 to February 2025 for the bathroom mold and mildew, kitchen cabinets, carpet, and pest/mice/roach: $765.00 x $35% = $267.75 x 11 months = $2,945.25

- 20% from November 1, 2024 to February 2025 for the broken refrigerator: $765.00 x 20% = $153.00 x 4 months = $612.00.

- 5% from May 1, 2024 to February 2025 for the replacement of door knob: $765.00 x 20% = $38.25.00 x 10 months = $382.50.

$2,945.25 + $612.00 + $382.50 = $3,939.75 plus $667.00 for tenant's out of pocket expenses for a total rent reduction of $4,606.75.

D. Appeal of the Hearing Examiner's Decision

On August 5, 2025, Landlord filed a timely Notice of Appeal, contesting in sum that there was an error of discretion by the Hearing Examiner in evaluating and accepting Tenants' claims.[22]

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[18] Email from counsel for Landlord dated February 24, 2025.
[19] *See gen*., Response.
[20] *See gen*., Decision.
[21] Decision, pp. 3-4.
[22] *See gen*., Landlord's Appeal.

Landlord argues that the claims regarding poor habitability (mold, mildew, pest infestations, and general disrepair) were never substantiated by a previous inspection of the Property conducted by the San Mateo County Health Department. Additionally, according to a February 7, 2025 inspection report conducted by Environmental Health Services only, "minor" issues were found in Unit 2. This includes, as listed by the Landlord in their appeal: issues with the plumbing in the bathrooms, reported issues with pests, rusted shower head and medicine cabinet components, and kitchen range hoods not functioning correctly.[23]

Concerning the "other issues" outlined in the Petition, Landlord argues that they were not "observed or confirmed by the Health Department." Landlord also argues that Tenants' first and only written maintenance request in connection with such issues was submitted a day after the Tenants submitted a written notice of their lease termination.[24] For the pest issue, Landlord claims that Tenants repeatedly refused pest control services in signed documents stating that there were no issues.[25]

Landlord's Appeal also argues that the Hearing Examiner failed to consider what Landlord describes as, "documented harassment and safety concerns that prevented landlord from entering the premises."[26]

Lastly, in connection with procedural issue, Landlord argues that they, "arranged to have the original [Response] mailed on February 7, 2025" but do not know "what date the Response was actually received by the Program." [27]

On March 11, 2026, the Program requested the Board set a hearing and briefing schedule, and the Board determined to conduct this appeal on the record.

STANDARD OF REVIEW

Under Chapter 14.04 of City's Rent Stabilization and Just Cause Eviction Ordinance ("Rent Ordinance") and its corresponding Regulations, a tenant may, in relevant part, petition the City's Board for a reduction of rent resulting from: (i) failure to comply with the "warranty of habitability" set forth in California Civil Code section 1941.1[28]; (ii) failure to maintain the premises in a habitable condition consistent with building or housing codes[29]; and (iii) for decrease in housing services or failure to provide adequate maintenance without a corresponding reduction in rent[30]. Under each of the foregoing grounds, a

[23] Landlord's Appeal, pg. 1 of Attachment.
[24] Landlord's Appeal, pp. 1-2 of Attachment.
[25] Landlord's Appeal, pg. 2 of Attachment.
[26] Landlord's Appeal, pg. 2 of Attachment.
[27] Landlord's Appeal, pg. 2 of Attachment.
[28] Regulation, § 1500(E)(1)(a).
[29] Rent Ordinance, § 14.04.130(A); Regulation, § 1500(E)(1)(b).
[30] Rent Ordinance, § 14.04.130(B); Regulation, § 1500(E)(1)(c).

petitioner must evidence the grounds for a rent reduction by a preponderance of the evidence.[31]

On appeal, an appellant must establish there was either an error or abuse of discretion on the part of the Hearing Examiner.[32] "Error" nor "abuse of discretion" are defined in the Rent Ordinance nor its corresponding Regulations. Accordingly, the Board has interpreted "abuse of discretion" to mean and refer to the standard of review established by the state law applicable to judicial review of administrative decisions like the present one—California Code of Civil Procedure section 1094.5.

Under Section 1094.5, an abuse of discretion is found if: (i) the Hearing Examiner did not proceed in the manner required by law; (b) the decision is not supported by the findings; and (c) where the findings are not supported by substantial evidence.[33] Where it is claimed that findings are not supported by the evidence, abuse of discretion is established only if the findings are not supported by substantial evidence in the light of the whole record.[34]

The Board's *scope* of review on appeal is as follows:

> "The Board may conduct a new (de novo) hearing or may act on the basis of the record submitted to the Hearing Examiner. Unless the Board determines that a de novo hearing is required, the Board's decision will be based exclusively on the record before the Hearing Examiner. If the Board does not grant a de novo hearing, the parties shall be instructed that their discussions or comments at the Board hearing may not include factual matters or evidence that were not presented to the Hearing Examiner or officially noticed. Parties may discuss or comment upon the legal matters in question and any other pertinent issues raised by the appeal. The Board shall disregard any discussion or comment regarding factual matters that were not in the record before the Hearing Examiner or officially noticed."[35]

During its March 11, 2026 meeting, the Board determined to conduct this appeal on the record submitted by to the Hearing Examiner.

Lastly, on appeal, the Board may affirm reverse, remand or modify the Decision of the Hearing Examiner. The Board's decision to affirm, reverse, or modify the Decision of the Hearing Examiner shall be supported by written findings of fact and conclusions of law.[36]

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[31] Rent Ordinance, § 14.04.140(E); Regulation §1500(E)(2)(c).
[32] Regulation ,§ 1500(G)(2)(b).
[33] Code of Civ. Proc. §1094.5(b).
[34] Code of Civ. Proc. §1094.5(c).
[35] Regulation, § 1500(G)(2)(h).
[36] Regulation, § 1500(G)(2)(j).

QUESTION TO BE DETERMINED

In light of the appeal, the Board must determine the following:

1. Whether the Hearing Examiner erred or abused his discretion in determining the Landlord failed to abide by Regulation 1500(A)(9)(d), restricting the Hearing Examiner's Decision to information in the Petition and the Board's files.

2. Whether the Hearing Examiner erred or abused his discretion in awarding rent rebates and reductions for the below noted issues:

    i. A lack of an adequate ventilation system in the bathroom that causes an excessive moisture accumulation on the walls, creating mold and mildew that, in part, has caused the vanity sink to deteriorate, and that has caused Petitioners to become ill.
    ii. The bathtub needs proper glazing, the sliding doors to the bathtub must be replaced because of the buildup of mold and bathtub drains slowly or not at all.
    iii. An infestation of cockroaches and mice and there have been no efforts to engage a professional pest control service to address infestations.
    iv. Door locks and door knobs need replacement.
    v. The refrigeration does not work and the owner has refused to replace it.
    vi. Kitchen cabinets are old and discolored and need replacement.
    vii. The laundry facilities are being used as a storage, are covered in mold, lack proper plumbing, and the washing machines and dryers are frequently out of service.
    viii. The carpet is in poor condition and needs to be replaced.
    ix. The security gate is broken and that allows persons not authorized to be on the property to be on the property.
    x. $667.00 for Tenants' out of pocket expenses in addressing said issues.

DISCUSSION / ANALYSIS

Under Regulation section 1500(E)(3), reductions in rent shall reflect the loss in rental value attributable to the failures providing the grounds for a reduction in rent under the Regulation 1500(E)(1) which are listed in the preceding section above and include: (i) failure to comply with the "warranty of habitability" set forth in California Civil Code section 1941.1;[37] (ii) failure to maintain the premises in a habitable condition consistent with

[37] Regulation, § 1500(E)(1)(a).

building or housing codes[38]; and (iii) for decrease in housing services or failure to provide adequate maintenance without a corresponding reduction in rent.[39]

"Factors that may be considered in setting the amount of the reduction in Rent include the extent to which the failure affects the tenant(s), the relative significance of the failure in relation to the safety, health, convenience, and comfort of the tenant(s), the extent to which the tenant relied on the fact that the condition would be adequately maintained, the extent to which the use and enjoyment of the unit is affected, and other factors that are reasonably deemed to be relevant."[40]

A. Timeliness of the Response & Grounds for Objection

Under Regulation 1500(A)(9)(d) a notice is served by Program staff to the respondent(s), notifying them in relevant part, of their right to object to a petition, and that, "if the respondent does not object *within 20 days of the mailing of the notice*, or *if the respondent's objection does not specify one or more grounds for the objection*, the rent for the tenant's unit *may* be adjusted by the amount requested in the petition, *based on the information in the petition and the Board's files*. *Failure to file an objection may constitute a waiver of the right to a hearing on objections to the petition*."[41]

Regulation 1500(A)(10)(b) then provides that, "A response to a petition must be served by the responding party upon the Administrator and all other parties by personal service, certified mail or USPS First Class Mail accompanied with a proof of service, within 20 days of the date on which the petition was served."

Here, the notice was emailed to Landlord by Program staff on January 24, 2025—20 days from City's mailing of such notice is February 13, 2025[42]. Program staff received the Response via *email* on February 24, 2025.[43] The Response, nor the email transmitting it to the City, explain why it was submitted late nor provide the grounds for the objection. Notably, the Landlord does not contest that the Response was untimely submitted on appeal, but rather that it was signed before the deadline and "arranged to have the original mailed by February 7, 2025".

The single page form Response marked an "X" next to the option for opposing the Petition, but did not specify the grounds for objecting to the claims raised. Thus, even if the Response is found to have been filed within the requisite 20-day period, the Hearing Examiner would still have been required to issue his decision based on the Petition and

[38] Rent Ordinance, § 14.04.130(A); Regulation, § 1500(E)(1)(b).
[39] Rent Ordinance, § 14.04.130(B); Regulation, § 1500(E)(1)(c).
[40] Regulation, § 1500(E)(3).
[41] Regulation§, 1500(A)(9)(d) (emphases added).
[42] Email from Program staff to Landlord dated January 24, 2025.
[43] Email from counsel for Landlord dated February 24, 2025.

materials submitted by the Tenants as no supporting materials nor statements were provided by Landlord in conjunction with the Response.

The Board must determine whether the Response was untimely under Regulation 1500(A)(9)(d) in that Landlord failed to issue a Response within the requisite 20-day notice, and to specify the grounds for objecting to the Petition, restricting the Hearing Examiner's Decision to the Petition and its supporting evidence which consisted of information submitted solely by the Tenants.

B. Sufficiency of the Evidence Concerning the Alleged Conditions and Amount of Reductions

Under Regulation Section 1500(A)(9)(d), the failure to timely object to a petition, may constitute a waiver of the right to a hearing on objections, and the Hearing Examiner may adjust the rent by the amount requested based on the information in the Petition and the Board's files. The Regulation's use of "may," rather than "shall," does not require the Hearing Examiner to award the requested reductions automatically or in full. The Hearing Examiner must still exercise discretion and determine whether the information in the Petition and the Board's files supports the requested amounts.

The Decision awarded the requested reductions but did not adequately explain whether or how the Hearing Examiner exercised that discretion in determining the amounts awarded. The Board must therefore review the record and determine whether the requested and awarded reductions are supported as reasonable approximations of the established losses in rental value.

C. Inclusion of Information and Evidence Submitted on Appeal

On March 11, 2026, the Program requested the Board set a hearing and briefing schedule, and the Board determined to conduct this appeal on the record. Landlord's Appeal contains information and evidence which was not previously submitted to the Hearing Examiner. Under Regulation 1500(G)(2)(h), the Board must determine whether it is part of the hearing record.

STAFF NOTES

Staff does not recommend a disposition of the appeal. The following items identify matters the Board may wish to address expressly in its ruling and in the resolution prepared after the Board determines the appeal.

A. Loss in Rental Value

If the Board affirms the percentage reductions, the resolution should expressly find that the percentages reasonably reflect the loss in rental value attributable to the established reductions in housing services under Regulation Section 1500(E)(3), considering the nature, duration, and recurring frequency of the conditions; their effects on safety, health, convenience, comfort, and use and enjoyment; the common-area nature of the affected services; and, for the elevator, the greater effect on third-level Tenants than on second-level Tenants.

B. Period of Loss in Rental Value for Refrigerator

The Decision awarded a 20% rent reduction in connection with the refrigerator for a period of 4 months—from November 1, 2024 (the date Tenants assert they first noticed the problem and informed the Landlord of it/or the Landlord should have known of the problem) to February 2025 (when Tenants assert their lease ended). If the Board affirms this reduction, the resolution should explain why the 20% reduction is being granted through the date of Tenants' termination of the lease, rather than to the date for which the record appears to demonstrate the issue was corrected.

CONCLUSION

After considering the administrative record, the Decision, the parties' submitted materials and arguments, and the applicable Rent Ordinance and Regulations, the Board may affirm, reverse, remand, or modify the Decision of the Hearing Examiner dated July 18, 2025. Staff does not recommend a particular disposition.

ATTACHMENTS

1. Hearing Examiner Decision dated July 18, 2025.
2. Tenant Petition Filed January 12, 2025.
3. Petitioner Evidence.
4. Email from Program Staff to Landlord dated January 24, 2025.
5. Email from Counsel for Landlord dated February 24, 2025.
6. Email from Program Staff to Counsel for Landlord dated March 19, 2025.
7. Landlord's Appeal dated August 4, 2025.

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Rent Stabilization Program
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RENT STABILIZATION BOARD APPEAL HEARING
CASE NUMBER(S): 20250001
Gallegos, et al. v. 2370 Cooley Ave, LLC et al.

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RENT STABILIZATION BOARD

CITY OF EAST PALO ALTO

Maria Gallegos and Jacqueline Gallegos,	)	
Petitioners	)	**CASE NO. 2025-0001**
vs.	)	
	)	**DECISION WITHOUT HEARING**
2370 Cooley, LLC, Jose Prado and Bianco Ceballos,	)	
Respondents	)	

PARTIES

Petitioners Maria Gallegos and Jacqueline Gallegos ("Petitioners") filed on January 12, 2025 a petition with the Rent Stabilization Program against Respondents named above. The petition states Petitioners are tenants at 2370 Cooley Avenue, Unit 2, East Palo Alto, California. Petitioners, however, vacated the rental unit at the end of February 2025.

ISSUE PRESENTED

The petition seeks a rent reduction based on habitability problems, reduction in maintenance and services, failure to provide maintenance and services required by law, code violations, and loss of or reduced housing services. To that end, Petitioners marked on their petition almost all of the boxes under "Habitability Problems", "Maintenance Related Conditions", "Code Violations" and "Loss of or Reduced Housing Services." Petitioners request a rent reduction of 35% from April 1, 2024, an additional rent reduction of 5% from May 1, 2024, and an additional 20% rent reduction from November 1, 2024.

On January 24, 2025, the Rent Stabilization Program sent an email to Respondents informing Respondents that Petitioners had filed their petition requesting a rent adjustment. The email provided that if Respondents choose to oppose the petition, Respondents must submit a Response by February 13, 2025.

On February 24, 2025, Respondents submitted a one page "Response to Petition" that opposed the petition but the Response did not specify one or more grounds for the objection.

On March 19, 2025, the Rent Stabilization Program sent a follow up email to Respondents informing Respondents that a Response to the petition was due on February 13, 2025, that the Response that was filed was not timely, and that the Response did not specify one or more grounds for the objection.

EVIDENCE

The Petition identifies numerous conditions in the rental unit that Petitioners state warrant a rent reduction until those conditions are corrected. These include:

A lack of an adequate ventilation system in the bathroom that causes an excessive moisture accumulation on the walls, creating mold and mildew that, in part, has caused the vanity sink to deteriorate, and that has caused Petitioners to become ill;

The bathtub needs proper glazing, the sliding doors to the bathtub must be replaced because of the build up of mold and the bathtub drains slowly or not at all;

An infestation of cockroaches and mice and there have been no efforts to engage a professional pest control service to address these infestations;

Door locks and door knobs need replacement;

The refrigeration does not work and the owner has refused to replace it;

Kitchen cabinets are old and discolored and need replacement;

The laundry facilities are being used as a storage area, are covered in mold, lack proper plumbing, and the washing machines and dryers are frequently out of service;

The carpet is in poor condition and needs to be replaced; and

The security gate is broken and that allows persons not authorized to be on the property to be on the property.

The Petition further states that these issues have affected Petitioners' physical and mental well being and that Respondents have harassed and discriminated against them. Petitioners also claim that they have incurred costs in the amount of $667 to address these conditions and they seek reimbursement for those costs.

Petitioners vacated the rental unit at the end of February 2025. Petitioners' monthly rent during their tenancy was $765. Petitioners seek a reimbursement of rent paid based on Respondents' failure to correct these conditions and a reimbursement of $667 that Petitioners spent to address these conditions.

LEGAL FRAMEWORK

Section 13 of the City's Rent Stabilization and Just Cause for Eviction Ordinance ("Rent Ordinance") addresses rent adjustments for maintenance and service reductions. The failure to maintain a rental unit in a habitable condition consistent with building or housing codes is considered an increase in rent and a rent reduction may be ordered based on loss in rental value attributable to a failure to maintain the rental unit in a habitable condition. In addition, a decrease in housing services or maintenance without a corresponding reduction in rent is considered an increase in

rent and a rent reduction may also be ordered based on loss in rental value attributable to a reduction in maintenance or services.

"Housing services" are broadly defined to include maintenance, repairs and any other benefit connected with the use or occupancy of rental unit. Rent Ordinance, Section 4, subsection G.

Subsection E of Section 1500 of the Rent Stabilization Board Regulations for Residential Tenancies in the City of East Palo Alto ("Regulations") sets for the grounds for reductions in rent. These include a failure of a landlord to comply with the "Warranty of Habitability" set forth in California Civil Code, section 1941.1, failure to comply with building or housing codes or other legal requirements for the maintenance and operation of rental housing which affects the livability and/or rental value of the rental unit, and decreases in housing services or failure to provide adequate maintenance without a corresponding reduction in rent. Minor maintenance deficiencies or deterioration, however, that have no or insignificant impacts on the livability of rental value of a rental unit and that do not cause any health and safety risk shall not provide a basis for reduction in the rent.

Under California Civil Code, section 1941.1, a dwelling shall be deemed untenantable if it substantially lacks any of the following: effective waterproofing and weather protection of roof and exterior walls; plumbing or gas facilities maintained in good working order; a water supply, capable of providing hot and cold running water; heating facilities maintained in good working order; electrical lighting maintained in good working order; building, grounds, and appurtenances kept in clean, sanitary and free from all accumulation of debris, rubbish, rodents, and vermin; an adequate number of receptacles for garbage and rubbish; and floors, stairways, and railings maintained in good repair.

A petitioner shall bear the burden of proof and must prove by a preponderance of evidence the grounds for a reduction in rent. Regulations, at paragraph c, subsection E, Section 1500. Reductions in rent shall be effective from the date that the landlord first had notice or should have known of the condition providing the basis of the reduction. For failures justifying a reduction In rent that are ongoing at the time of hearing, the reduction shall be in effect until the failure is corrected. Regulations, at Paragraph d, subsection E, Section 1500.

The Regulations also provide that the notice to a respondent that a petition for a rent reduction has been filed includes the respondent's right to object to the petition and that if the respondent does not object within 20 days of the mailing of the notice, the rent for the petitioner may be adjusted by the amount requested in the petition and failure to file an objection may constitute a waiver of the right to a hearing on objections to the petition. Regulations, at Paragraph d, subsection A, Section 1500.

DISCUSSION

Petitioners filed their petition on January 12, 2025. The Rent Stabilization Program sent Respondents a notice on January 24, 2025 advising Respondents that Petitioners had filed a petition requesting a rent adjustment and informing Respondents of the opportunity to respond, to indicate whether Respondent opposes the petition, and if Respondents oppose the petition, the Response must be filed by February 13, 2025.

Respondents did not file a Response by the February 13, 2025 deadline and did not request an extension of time in which to file a Response. On February 25, 2025, Respondents did file a Response opposing the petition but did not explain why the Response was late and did not state any grounds for the opposition.

Accordingly, in the absence of a timely objection from Respondents and/or any grounds for opposing the petition, Petitioners have carried their burden of proof that they are entitled to a rent reduction/rebate based on their claims in the petition. Petitioners vacated the rental unit at the end of February 2025.

Accordingly, from April 1, 2024 through February 2025, Petitioners are entitled to a rent rebate of $3939.75 [$765 x 35% = $267.75 x 11 months = $2945.25; $765 x 5% = $38.25 x 10 months = $382.50; $765 x 20% = $153 x 4 months = $612; $2945.25 + $382.50 + 612 =$3939.75].

In addition, Respondents are to reimburse Petitioners $667 for out of pocket expenses Petitioners incurred in addressing conditions in the rental unit.

DECISION

1. The Petition for a rent reduction/rebate based on the grounds set forth in the Petition is granted.

2. Petitioners are entitled to a reimbursement of rent in the amount $3939.75 and a reimbursement of $667 for out of pocket expenses incurred in addressing conditions in the rental unit.

3. Respondents shall make the full amount of the reimbursement ($4606.75) to Petitioners within 30 days of the date of this Decision. If the reimbursement is to be mailed to Petitioners, Petitioners are to advise Respondents where the reimbursement is to be sent.

Michael H Roush

Dated: July 18, 2025 Michael H. Roush, Hearing Officer

Office Use Only
Date Received: 1/12/2025
By:

City of East Palo Alto
Rent Stabilization Program
2415 University Avenue, East Palo Alto, CA 94303
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www.ci.east-palo-alto.ca.us/rentprogram

TENANT PETITION APPLICATION FORM — GENERAL INFORMATION

Attach Petitions for Rent Ceiling Violations to Secure an Individual Rent Adjustment and/or Rent Rebate; Maintenance and Service Reductions; Breach of Implied Warranty of Habitability; and Approval for Rent Withholding.

Provide the information requested below. You may attach additional sheets if necessary.

1. **Rental Unit Address:**

Address: 2370 cooley ave **Apt. #** 2 **Zip code:** 94303

2. **Tenant Information:** Fill in the following information for **all** adult tenants in the rental unit who are petitioning for a rent adjustment, rebate or withholding.

Date of Initial Occupancy: 09/08/2004

Name(s)	Phone(s)	Email Address
Maria Gallegos	650-321-2706	
Jacqueline Gallegos	6508041801	gallegos.jackie1@gmail.com

(Each Tenant listed above must sign the certification on page 3 in order to be considered one of the parties filing this petition.)
Per Regulation 2000 and for the purposes of this petition, I authorize to be served at:

gallegos.jackie1@gmail.com — JG
Email Address — Initials

I also understand that I can electronically submit my filings related to this petition to the Rent Stabilization Program at rentprogram@cityofepa.org

3. **Person or organization authorized to represent you, if any:**

Name: _____ **Phone(s):** _____

Address: _____ **City:** _____

State: _____ **Zip:** _____ **Email:** _____

4. **Basis for petition:** Check the reason(s) for filing your petition. Check only the boxes which apply. Complete the corresponding Petition(s) and provide supporting information as requested.

☐ **Petition A — Rent Ceiling Violation** (to seek a rent reduction and/or rebate for rent overcharges above Maximum Allowable Rent)

3150

☒ **Petition B— Reductions in Maintenance, Service, and/or Habitability** (when there are decreases in Housing Services, including maintenance, that the landlord has failed to correct after given reasonable notice; failure to comply with rental agreement or with building and housing codes, California Warranty of Habitability, and other legal requirements for rental of housing)

☐ **Petition C — Petition for Approval to Withhold Rent** (for Landlord's Failure to Register with the Rent Stabilization Program)

☒ **Other** — Attach sheet(s) explaining your grounds for petitioning and relevant sections of the Rent Stabilization Ordinance and/or regulations.

5. **Select to pursue mediation (Optional):** ☐

a. Both parties must agree to mediation; if not the matter will be referred to a Hearing Examiner. The mediation process is non-binding, meaning that parties are not required to reach an agreement. Should this matter be deemed unresolved by the Mediator, the matter shall be referred to a Hearing Examiner.

b. Should this matter be resolved through mediation, the Mediator shall prepare a stipulation setting forth the terms of the agreement to be executed by the parties. This stipulation shall thereafter become an order of the Rent Stabilization Board. Each party executing such a stipulation will be deemed to have waived any right to a hearing or appeal on the issues in the petition that are addressed by the stipulation. Issues in the petition that are not addressed by the stipulation are not considered resolved, and either party may request a hearing on these unresolved issues.

6. **Consolidation:** If this petition is being submitted together with petitions from tenants in other units on the same property, please list apartment numbers of units petitioning together.

_____

_____

_____

7. **Certification:** ***I declare under penalty of perjury that the foregoing information in this petition, schedules and attachment is true and correct to the best of my knowledge and belief. This statement is executed under the laws of the State of California.***

Signature	Print Name	Date
[signature]	Jacqueline Gallegos	01/08/25
Maria Gallegos	Maria Gallegos	01/08/25

Attach additional pages if there are more signing this petition at the same property, listing the tenant address and unit for each tenant signing the petition.

PETITION B–Reductions in Maintenance and Services, Habitability Problems, and/or Failure to Provide Maintenance and Services Required by Law

Rental unit address: 2370 Cooley Ave #2 East Palo Alto, CA 94303

Date you moved into this rental unit: 09/08/2004

1. I am seeking (check all that apply): ■ **A Rent Reduction** ☐ **A Rent Rebate**

2. Check if you have any of the following habitability, maintenance and/or problems, or list other problems with your unit that your landlord failed to correct in a reasonable timeframe. (Attach additional pages if needed)

HABITABILITY PROBLEMS: (Failure to comply with the "Warranty of Habitability" set forth in California Civil Code Sec. 1941.1.)

■ Ineffective waterproofing to prevent wet or moldy walls

■ Inadequate weather protection of roof and exterior walls or ceiling, including broken windows and doors.

■ Defective plumbing, drains, sewage system or toilet facilities.

■ Loss of or insufficient hot water or water supply.

■ Defective or broken heater or gas facilities.

☐ Unsafe or inoperative electrical lighting, wiring or outlets and other equipment.

■ Building, yard, garage, hallways, stairs, and common areas are not clean, sanitary, or free from all accumulations of debris, filth, rubbish, garbage, rodents, and vermin, such as cockroaches or rats.

☐ Inadequate trash receptacles in clean condition and good repair.

■ Floors; stairways, or railings are broken, rotting, or missing.

MAINTENANCE-RELATED CONDITIONS:

■ Broken locks or security devices on the windows or doors

■ Holes in floors, walls or ceilings.

■ Defective plumbing, drains, sewage system or toilet, sink, bathtub or shower.

■ Carpets or other floor coverings with holes, cracks, gaps, shredded or disintegrated material.

■ Deteriorated/broken cabinets or drawers.

■ Deteriorated countertops.

PETITION B–Reductions in Maintenance and Services, Habitability Problems, and/or Failure to Provide Maintenance and Services Required by Law

- [x] Window coverings with stains, holes, tears, or disintegrating fabric, or window coverings that have been removed.
- [x] Defective or inoperative appliance in unit.
- [x] Peeling, crumbling, stained, worn, scraped or cracked paint or peeling, torn, stained wall covering.
- [ ] Missing or cracked, broken tile.
- [x] Bathtub or shower with glazing chipped or peeling.
- [x] Broken fan or vent.
- [ ] Inoperative/missing exterior lights.

Other: parking structure deterioration

Other: _____

CODE VIOLATIONS:

- [x] Failure to comply with code violations that materially affect tenants' health and safety, including Health and Safety Code Sec. 17920.3. (Attach copy of Notice to Correct from City Building Inspector or Code Enforcement Officer, or County Environmental Health Inspector.)

LOSS OF OR REDUCED HOUSING SERVICES:

- [x] Parking.
- [x] Broken or defective security gates, door or fencing.
- [ ] Defective or inoperative elevator.
- [ ] Broken or defective intercom.
- [ ] Storage.
- [x] Laundry facilities.
- [ ] Swimming pool or recreational facilities.
- [ ] Play areas, yards, patios, balconies.
- [ ] Landscaping or yard-care services.
- [ ] Broken or missing mailbox.
- [ ] No on-site resident manager services for rental properties with16 or more units.

Other: defective surveilllance sys.

Other: no safety signs

3. For each of the problems checked above, describe where the problem exists, and the nature and cause of each problem. (Attach additional pages if necessary.)

Bathroom Ventilation and Moisture Issues: The bathroom lacks an adequate ventilation system, leading to excessive moisture accumulation on the walls. This moisture has caused the development of mold and water bubbles, creating an unsanitary environment.

Bathtub and Sliding Doors: The bathtub requires proper glazing, and the sliding doors must be removed due to mold buildup in hard-to-reach areas, further exacerbating health risks.

4. For each of the problems presented in this petition, specify whether you have already notified your landlord, and how your landlord was notified of each problem, whether verbally or in writing. If you know the name of the landlord or manger that you informed of a problem, include the name of this person. If you notified your landlord in writing of a problem and you have a copy of the notice, attach a copy.

Tenant notified landlord: ☒ **verbally** ☐ **in writing (attach copy)**

If you did not notify the landlord, provide the timeframe in which the landlord knew or should have known about each problem. Explain how they knew about the problem.

I have provided multiple verbal notifications regarding these issues and have also personally shown the problems to the handyman, who has observed them firsthand.

Previous on-site manager: Lurdes Padron, Francisco Padron Current: Blanca Ceballos, and Angel Padron

5. Describe specifically how you and your family have been affected by the problems cited in this petition. In what ways has your use and enjoyment of and benefit from your rental unit been impaired by each of the problems? (Attach additional pages if necessary.)

I am writing to express my deep concerns regarding the numerous unresolved maintenance issues within my unit, which have severely impaired my ability to fully benefit from the apartment. The ongoing neglect of these matters has resulted in substantial personal, financial, and emotional distress.

Cockroach and Mice Infestation: The ongoing cockroach and mice infestation has triggered significant allergic reactions, requiring me to take unpaid medical leave for allergen treatments. This has not only impacted my health but also caused me to incur additional medical expenses, which I would not have faced had the pest issues been properly addressed.

6. What documentation do you have for the existence of each of the problems cited in this petition?

Medical bills, Home Depot receipt of new fridge, and A3 alarm; licensed contractor door/ window sensors.

☑ I wish to have the Rent Program Administrator or Hearing Examiner determine whether my unit has been properly registered and whether my landlord failed to comply with the Rent Stabilization Ordinance or regulations adopted by the Rent Board to implement the Ordinance. If it is found that my landlord has not properly registered my rental unit or failed to comply with the Ordinance and regulations, I wish to contest any increases in my rent until compliance is met.

☐ I wish to have the Hearing Examiner conduct an inspection of the problems cited in this petition if a hearing is held to make a determination on the issues raised in this petition.

Petition B – Reductions in Maintenace, Habitability Problems, and/or Failure to Provide Maintenance and Services Required by Law

3. For each of the problems checked above, describe where the problem exists, and the nature and cause of each problem

- **Water Drainage Issues:** The water drain in the bathroom takes an excessive amount of time to clear, and at times becomes backed up, disrupting normal use.
- **Toilet Plumbing and Water Supply Issues:** The toilet has been experiencing ongoing plumbing issues, including insufficient water flow from the sink, a faulty sealant, and inconsistent flushing performance.
- **Vanity Sink Deterioration:** Due to persistent high humidity, the white vanity sink has begun to discolor, turning almost black, and requires replacement.
- **Pest Control Negligence:** The onsite manager has been fumigating the building with low-cost products such as Raid, without engaging professional pest control services. As a result, there are ongoing infestations of mice and cockroaches.
- **Unaddressed Lock Replacement Request:** I previously requested a door lock replacement, and while the onsite manager agreed to address this issue, the replacement has not been completed.
- **Refrigerator Malfunction:** The refrigerator has ceased functioning, and despite my request for a replacement, the onsite manager has refused to provide one. This refusal was based on an alleged discriminatory justification, stating that due to the low cost of rent, appliance replacements and repairs are not available.
- **Laundry Facilities Hazard:** The laundry room is being used as a storage area, with walls covered in mold and significant plumbing issues. Additionally, the floors are in hazardous condition, and several washing machines and dryers are frequently out of service.

5. Describe specifically how you and your family have been affected by the problems cited in this petition. In what ways has your use and enjoyment of and benefit from your rental unit been impaired by each of the problems?

- **Cockroach and Mice Infestation:** The ongoing cockroach and mice infestation has triggered significant allergic reactions, requiring me to take unpaid medical leave for allergen treatments. This has not only impacted my health but also caused me to incur additional medical expenses, which I would not have faced had the pest issues been properly addressed.

- **Carpet Condition**: The carpet in the unit was not new prior to my move-in and is now in poor condition, necessitating its replacement. The deteriorating carpet presents an unsanitary and unpleasant living environment, which has further impaired my use and enjoyment of the space.
- **Broken Refrigerator**: The refrigerator has been broken for an extended period, leaving me unable to store food in my apartment. This has forced me to either eat out at increased costs or store food at relatives' homes. Despite my requests, the onsite property manager refused to provide a replacement. As a result, I was compelled to purchase a new refrigerator at my own expense.
- **Broken Security Gate**: The broken security gate has allowed intruders to access the building and loiter in the hallways. I have had to personally intervene by either confronting these individuals or contacting the East Palo Alto Police Department for assistance, creating an unsafe and disruptive living environment.
- **Laundry Facilities Out of Service**: The coin-operated laundry machines have frequently been out of service, forcing me to take my laundry elsewhere at greater expense and inconvenience. This issue has added unnecessary financial and personal burden.
- **Harassment and Discrimination**: The ongoing harassment and discriminatory behavior from the onsite manager have further exacerbated my stress. This mistreatment has led to a significant increase in my mental health services costs, adding an additional $300 to $600 per month to my expenses, which I should not have had to incur due to the hostile living environment.\

Each of these issues has severely affected my living conditions and well-being, and I respectfully request immediate action to resolve them. The failure to address these problems promptly has not only diminished my quality of life but has also caused substantial financial and emotional hardship.

PETITION B–Reductions in Maintenance and Services, Habitability Problems, and/or Failure to Provide Maintenance and Services Required by Law

7. To calculate the amount you believe your rent should be reduced and/or be rebated to you, complete the following table with the information requested for each maintenance, service, or habitability problem that you claim. For each problem, provide the date it began, or the first date you had knowledge of the problem. Then provide the date your landlord first knew of or was notified of the problem, or should have known about the problem. If a problem has already been corrected, provide the date the correction was made or completed. (Attach additional pages if necessary.) State the percent you think your rent should be reduced for each item given its impact on your use and enjoyment of your rented home and its rental value.

Unit Address: 2370 Cooley Ave #2 East Palo Alto, CA 94303

List Each Problem	Date Problem First Noticed	Date Owner Informed (or Should Have Known) of Problem	Date Problem Corrected (If not corrected, leave blank)	Number of Months Problem Existed	Rent Paid During Period Each Problem Existed	Percent Reduction in Rent Requested
Broken Refrigerator	11/01/2024	11/15/2024 11/16/2024 12/03/2024		2	$ 765	20 %
Replacement of Door Knob	05/01/2024	05/15/2024		7	$ 765	5 %
Bathroom Mold and Mildew	04/01/2024	04/01/2024		8	$ 765	10 %
Kitchen Cabinents	04/01/2024	04/01/2024		8	$ 765	5 %
Carpet	04/01/2024	04/01/2024		8	$ 765	10 %
Pest; Mice/Roach	04/01/2024	04/01/2024		8	$ 765	10 %
					$	%
					$	%

8. If you seek reimbursement for out-of-pocket expenses you incurred as a result of the above reductions in maintenance and service, enter the amount of reimbursement requested: $ 666.94 . (Submit documentation for each expense, and how it relates to the maintenance or service reduction reported.)

I have been a tenant at 2370 Cooley Ave #2, East Palo Alto, CA 94303, along with my mother, since 2004. Throughout our tenancy, we have faced numerous instances of harassment and discrimination at the hands of the property management, specifically under the supervision of Lurdes Padron. On multiple occasions, she unlawfully entered our unit, refused to perform necessary repairs, and left my mother and me with no choice but to cover the costs ourselves.

In addition to these issues, I have personally witnessed the property management intimidate tenants based on their immigration status, engage in unlawful evictions, and financially extort tenants by withholding security deposits. In 2022, I experienced repeated threats from Ms. Padron regarding my emotional support animal (ESA), which I had acquired while away at college. Despite providing all required documentation, including mental health provider letters and medical statements, she would discard these documents, often tearing them up or throwing them away. She made it clear that she felt no obligation to adhere to housing laws and frequently left harassing phone calls and notes on my door.

This mistreatment ultimately forced me to move out due to the emotional distress and fear of jeopardizing my mother's housing situation. When I returned in September 2024, I encountered a new property manager who displayed a similar pattern of harassment, discrimination, and negligence. This individual made disparaging verbal statements, such as, "You are not entitled to have anything fixed or updated," and, "I've been allowing you to stay, you owe me." Additionally, the landlord himself referred to me as "the stupid girl with the stupid dog," further perpetuating a hostile and discriminatory environment.

The ongoing mistreatment by property management has created an untenable living situation, and I am seeking a resolution to address these serious issues.

Receipt of Payment

SUD SPECIALTY GROUP - CA
5201 GREAT AMERICA PKWY, 320 #236
SANTA CLARA, CA 95054-1140
P: (323) 205-7088 / F: (833) 419-0181

Printed Date: 01/08/2025

RESPONSIBLE PARTY

GALLEGOS,MARIA
2370 COOLEY AVE
2
EAST PALO ALTO, CA 94303

Account Number: 1146114
DOB: [redacted]

PATIENT INFORMATION

GALLEGOS,MARIA
2370 COOLEY AVE
2
EAST PALO ALTO, CA 94303
Financial Class: SELF PAY

Chart Number: 484477
DOB: [redacted]
SEX: UNKNOWN

DOS	POS	Code	Description	Modifiers	Diagnosis	Units	Charges	Ins Payment	Pt Payment	Adjustment
12/28/2024	10	90837 GT	PSYTX PT&/FAMILY 60 MINUTES		F33.0;F41.1;Z63.4	1	$150.00			
	10	PP	PAYMENT - PATIENT						$150.00	
		Check/Auth #: VISA: **9175 AUTH: 013918								
							$150.00	**$0.00**	**$150.00**	**$0.00**

	Unapplied:	0-30	31-60	61-90	91-120	121+	Total
Patient Balance:	$0.00	$0.00	$0.00	$0.00	$0.00	$0.00	$0.00
Insurance Balance:	$0.00	$0.00	$0.00	$0.00	$0.00	$0.00	$0.00

Receipt of Payment

3162

SUD SPECIALTY GROUP - CA
5201 GREAT AMERICA PKWY, 320 #236
SANTA CLARA, CA 95054-1140
P: (323) 205-7088 / F: (833) 419-0181

Printed Date: 01/08/2025

RESPONSIBLE PARTY

GALLEGOS,MARIA
2370 COOLEY AVE
2
EAST PALO ALTO, CA 94303

Account Number: 1146114
DOB: [redacted]

PATIENT INFORMATION

GALLEGOS,MARIA
2370 COOLEY AVE
2
EAST PALO ALTO, CA 94303
Financial Class: SELF PAY

Chart Number: 484477
DOB: [redacted]
SEX: UNKNOWN

DOS	POS	Code	Description	Modifiers	Diagnosis	Units	Charges	Ins Payment	Pt Payment	Adjustment
12/21/2024	10	90837 GT	PSYTX PT&/FAMILY 60 MINUTES		F33.0;Z63.4	1	$150.00			
	10	PP	PAYMENT - PATIENT						$150.00	
		Check/Auth #: VISA: **9175 AUTH: 002643								
							$150.00	**$0.00**	**$150.00**	**$0.00**

	Unapplied:	0-30	31-60	61-90	91-120	121+	Total
Patient Balance:	$0.00	$0.00	$0.00	$0.00	$0.00	$0.00	$0.00
Insurance Balance:	$0.00	$0.00	$0.00	$0.00	$0.00	$0.00	$0.00

Receipt of Payment

SUD SPECIALTY GROUP - CA
5201 GREAT AMERICA PKWY, 320 #236
SANTA CLARA, CA 95054-1140
P: (323) 205-7088 / F: (833) 419-0181

Printed Date: 01/08/2025

RESPONSIBLE PARTY

GALLEGOS,MARIA
2370 COOLEY AVE
2
EAST PALO ALTO, CA 94303

Account Number: 1146114
DOB: [redacted]

PATIENT INFORMATION

GALLEGOS,MARIA
2370 COOLEY AVE
2
EAST PALO ALTO, CA 94303
Financial Class: SELF PAY

Chart Number: 484477
DOB: [redacted]
SEX: UNKNOWN

DOS	POS	Code	Description	Modifiers	Diagnosis	Units	Charges	Ins Payment	Pt Payment	Adjustment
12/13/2024	10	90791 GT	PSYCH DIAGNOSTIC EVALUATION		F33.0;Z63.4	1	$150.00			
	10	PP	PAYMENT - PATIENT						$150.00	
		Check/Auth #: VISA: **9175 AUTH: 375519								
							$150.00	**$0.00**	**$150.00**	**$0.00**

	Unapplied:	0-30	31-60	61-90	91-120	121+	Total
Patient Balance:	$0.00	$0.00	$0.00	$0.00	$0.00	$0.00	$0.00
Insurance Balance:	$0.00	$0.00	$0.00	$0.00	$0.00	$0.00	$0.00

Gmail

Jackie Gallegos <gallegosjackie1@gmail.com>

Data Request - Jacqueline Gallegos - 811657

1 message

R9IntakeInbox4 <R9IntakeInbox4@hud.gov> Mon, Jan 6, 2025 at 7:22 PM
To: "gallegos.jackie1@gmail.com" <gallegos.jackie1@gmail.com>

U.S. Department of Housing and Urban Development

Office of Fair Housing and Equal Opportunity – Region IX

One Sansome Street, Suite 1200

San Francisco, California 94104-4430

Voice: (800) 347-3739 (415) 489-6524

TTY: (415) 489-6564 Fax: (415) 489-6560

www.hud.gov

espanol.hud.gov

January 6, 2025

Jacqueline Gallegos

2370 Colley Avenue #2

East Palo Alto, CA 94303

Dear Complainant:

Subject: Housing Discrimination Inquiry

HUD Inquiry No. 811657

I am the Intake Specialist assigned to conduct the intake for your housing discrimination inquiry. You have contacted us alleging housing discrimination in violation of federal fair housing laws. We have not filed a complaint, no investigation is presently contemplated, and we cannot proceed until we are able to obtain more information from you. In order to evaluate your claim, we need responses to the following questions. Within ten (10) calendar days, please respond via email at: R9IntakeInbox4@hud.gov to the below questions all at once and not with multiple emails. Do not include any documentation in your response unless specifically requested. Do not attach pictures or documents to the body of the email. If including requested documentation, please provide a PDF or word attachment.

Please FORWARD your response via email at, R9IntakeInbox4@hud.gov and insert your response under each question, or you may REPLY and match your responses to the numbered questions. Please be specific with names and dates of events.

1. Who discriminated against you? Who was involved? Please provide first and last names of the persons, their titles (i.e., property manager, owner, etc.) and their mailing addresses.

2. Where did it take place? Please provide the address of the property and if applicable, describe the location (i.e., inside your home, the leasing office, the common area etc.)

3. Why do you think this happened? In other words, why do you believe that this took place because of your race, color, national origin, religion, sex, disability, or familial status? Please explain.

4. Have you been diagnosed with a physical or mental disability? What is your disability?

5. When did you make a reasonable accommodation to the housing provider?

6. Please state verbatim the request as you conveyed it to the housing provider.

7. Relative to your disability, please explain why this accommodation is necessary to afford you equal use and enjoyment of a dwelling.

8. When did you provide medical documentation to the housing provider certifying your disability-related need for the reasonable accommodation? Attached a PDF copy of the letter with your response.

9. Is your animal a trained service animal or is it an assistance animal? How many animals do you have?

10. What rules are you specifically requesting the property waive? A no pets' rule? A size or breed restriction? Explain

11. Are you receiving ongoing treatment from the medical professional that wrote the letter? How long?

12. What was the method of evaluation made to determine your need for the request? For example, were you evaluated in person, online via questionnaire, via phone calls, or a combination?

13. Please provide the names of all persons in your household at the time of the discrimination, the dates of birth for the minors, and your current mailing address if different than the address above. Please also include your current phone number and email address for all the adults in the household.

14. Do you have a preferred pronoun for us to use in our communications with you?

Please note that under the Fair Housing Act you have a statute of limitations of one year from the last date of discrimination if you file with this office, and two years if you file your own action in a state or federal court. Under other fair housing laws, the statute of limitations is 180 days. We will be glad to work with you to determine if a description of events presents a sufficient basis to file a complaint in this office if you provide us the necessary information within the applicable limitations period.

It is therefore extremely important that you contact our office promptly by email at: R9IntakeInbox4@hud.gov, if the end of the applicable limitations period or irreparable harm is imminent. If we do not receive the information needed to establish jurisdiction from you within ten calendar days of the date of this email/letter, we will administratively close this claim.

Laura, Intake Branch EOS

Office of Fair Housing & Equal Opportunity

U. S. Dept. of Housing & Urban Development

One Sansome Street, Suite 1200

San Francisco, CA 94104

(202) 834-7092 – Office Cell

R9IntakeInbox4@hud.gov

Official U.S. Federal Government Communication - Confidentiality Notice

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From: donotreply@hud.gov <donotreply@hud.gov>
Sent: Saturday, January 4, 2025 4:20 PM
To: Complaints Office 09 <ComplaintsOffice09@hud.gov>
Subject: HUD Fair Housing Complaint - Jacqueline Gallegos

Why do you believe you are being discriminated against?:

Because of disability
Retaliation, intimidation, or interference related to exercising a fair housing right (such as filing a complaint) or helping others to do so

Who discriminated against you?:

First name: José
Last name: Padron
Relationship to you: (e.g. landlord, lender, real estate agent): Landlord
Business name:
Street address: 14201 W Valley View Dr
Apt or unit:
City: Litchfield Park
State: AZ
Zip: 85340
Phone number 1: (650) 924-0340
Phone number 2:
Email Address:

Where did the alleged act of discrimination occur?:

Location (for example, name of residential rental or sales property, business, or bank):Residential unit
Street address: 2370 Cooley Ave
Apt or unit: 2
City: East Palo Alto
State: CA
Zip: 94303

When did the last act of discrimination occur?:

01/04/2025

The alleged discrimination is continuing or ongoing or the alleged discrimination is still happening.

Yes

What happened?:

Denied a disability due to reasonable accommodations. Provided ESA letter, prior have been getting harassed and retaliated. Landlord called me stupid and my dog as well provided him the proper documentation. Landlord refuses to reimburse me for appliance purchased, and any work orders. I have been deprived from quiet enjoyment, habitability; discrimination for my medical condition

Your name and contact information:

First name: Jacqueline
Last name: Gallegos
Phone number: 6508041801
Cell phone? true
Email address(s): gallegos.jackie1@gmail.com
Preferred contact: Email
Other:
Best Time To Call: Morning
Preferred language(s): English

Your mailing address:

Street address: 2370 Cooley Ave
Apt or unit: 2
City: East Palo Alto
State: CA
Zip: 94303

Second point of contact (optional)

First name: Maria
Last name: Gallegos
Phone number: 6503212706
Email address: gallegos.maria2010@yahoo.com

Relationship to you (optional)

Family member or friend

Gmail

Jackie Gallegos <gallegosjackie1@gmail.com>

Delivery of Documents and Refrigerator Storage

2 messages

Jackie Gallegos <gallegosjackie1@gmail.com> Mon, Dec 30, 2024 at 7:59 PM
To: ceballosb6@gmail.com

Dear Blanca,

Pursuant to California Civil Code Section 1941.1, landlords are obligated to maintain rental properties in a habitable condition, thereby ensuring compliance with the implied warranty of habitability. Attached, please find the documents that were delivered to your front door on December 30th between 5:30 p.m. and 6:15 p.m. Additionally, I have stored the refrigerator, along with the other items, at the laundromat for safekeeping.

Spanish translation;

De acuerdo con la Sección 1941.1 del Código Civil de California, los arrendadores tienen la obligación de mantener las propiedades en condiciones habitables, cumpliendo así con la garantía implícita de habitabilidad.

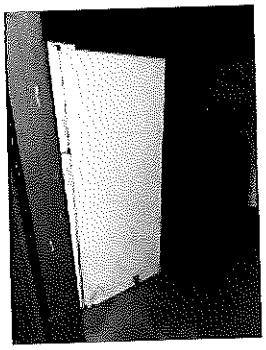
I have the invoice total amount $666.94

Adjunto los documentos que fueron entregados en su puerta el 30 de diciembre entre las 5:30 p.m. y las 6:15 p.m. Además, he almacenado el refrigerador, junto con los otros objetos, en la lavandería para su resguardo.

Invoice: $666.94

Best,
Jacqueline Gallegos

2 attachments



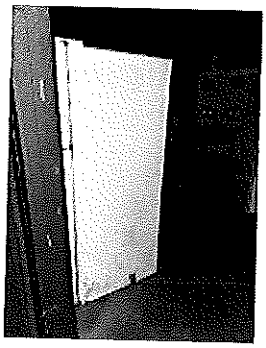
IMG_1504.jpeg
1857K

Letter 12:30 .docx
16K

Jackie Gallegos <gallegosjackie1@gmail.com> Fri, Jan 3, 2025 at 4:39 PM
To: dladine@aol.com

[Quoted text hidden]

2 attachments



IMG_1504.jpeg
1857K

Letter 12:30 .docx
16K

12/30/2024

Dear Ms. Ceballos,

I am writing to formally notify you of a violation of the implied warranty of habitability concerning the rental property located at **2370 Cooley Ave #2, East Palo Alto, CA 94303**.

As previously communicated, I requested a replacement refrigerator on **November 15 and 16, 2024**, and again in **December**, upon payment of rent. However, despite my verbal notice, this issue remains unresolved.

Under **California law**, landlords are obligated to maintain rental properties in habitable condition, which includes ensuring that essential appliances, such as refrigerators, are in working order. Failure to address this issue may constitute a violation of the implied warranty of habitability, which could affect my enjoyment and use of the premises.

Please be advised that any attempt to retaliate against me, including eviction or rent increases, for requesting repairs would be considered unlawful under California law.

I request that you contact me within **7 days** from the date of this letter to discuss a proposed plan and timeline for addressing the refrigerator issue. You can reach me via email at gallegos.jackie1@gmail.com or by phone at **(650) 804-1801**.

Additionally, as of **December 30, 2024**, I am returning the **white Kirkland refrigerator**, which has been in my possession for the past 20 years.

I have retained a copy of this letter for my records.

Thank you for your prompt attention to this matter.

Sincerely,

Jacqueline Gallegos

30/12/2024

Estimada Sra. Ceballos,

Por la presente, le notifico formalmente sobre una violación de la garantía implícita de habitabilidad en la propiedad de alquiler ubicada en 2370 Cooley Ave #2, East Palo Alto, CA 94303.

Como se comunicó previamente, solicité un reemplazo del refrigerador el 15 y 16 de noviembre de 2024, y nuevamente en diciembre, al realizar el pago del alquiler. Sin embargo, a pesar de mi notificación verbal, este problema sigue sin resolverse.

Bajo la ley de California, los arrendadores están obligados a mantener las propiedades de alquiler en condiciones habitables, lo que incluye asegurar que los electrodomésticos esenciales, como los refrigeradores, estén en funcionamiento. No resolver este problema podría constituir una violación de la garantía implícita de habitabilidad, lo cual podría afectar mi disfrute y uso de la propiedad.

Le informo que cualquier intento de represalia en mi contra, incluida la desalojo o el aumento del alquiler, por haber solicitado reparaciones, se consideraría ilegal bajo la ley de California.

Solicito que se comunique conmigo dentro de los 7 días a partir de la fecha de esta carta para discutir un plan propuesto y un plazo para resolver el problema del refrigerador. Puede contactarme por correo electrónico a gallegos.jackie1@gmail.com o por teléfono al (650) 804-1801.

Además, a partir del 30 de diciembre de 2024, estoy devolviendo el refrigerador blanco Kirkland, que ha estado en mi posesión durante los últimos 20 años.

He guardado una copia de esta carta para mis registros.

Gracias por su pronta atención a este asunto.

Atentamente,

Jacqueline Gallegos

Gmail **Jackie Gallegos <gallegosjackie1@gmail.com>**

Entrega de documentos

4 messages

blanca ceballos <ceballosb6@gmail.com> Fri, Jan 3, 2025 at 2:21 PM
To: "gallegosjackie1@gmail.com" <gallegosjackie1@gmail.com>

Estimada María,

Hoy 3 de Enero del 2025 a las 2:01pm e dejado un sobre pagado en su puerta con la respuesta, al respecto de los documentos que fueron pegados en mi puerta el día 30 de Diciembre del 2024.

Gracias,
Blanca Ceballos

Letra-Maria Gallegos.docx
11K

Jackie Gallegos <gallegosjackie1@gmail.com> Fri, Jan 3, 2025 at 3:05 PM
To: blanca ceballos <ceballosb6@gmail.com>

Thank you, will forward this to my legal team and will provide a response as soon as possible.

Best,
Jacqueline
[Quoted text hidden]

Jackie Gallegos <gallegosjackie1@gmail.com> Fri, Jan 3, 2025 at 4:40 PM
To: dladine@aol.com

Best
[Quoted text hidden]

Letra-Maria Gallegos.docx
11K

Jackie Gallegos <gallegosjackie1@gmail.com> Tue, Jan 7, 2025 at 5:45 PM
To: rentprogram@cityofepa.org, Maria <gallegos.maria2010@yahoo.com>, amoreno@cityofepa.org

Best

---------- Forwarded message ---------
From: **blanca ceballos** <ceballosb6@gmail.com>
Date: Fri, Jan 3, 2025 at 2:21 PM
Subject: Entrega de documentos
To: gallegosjackie1@gmail.com <gallegosjackie1@gmail.com>

[Quoted text hidden]

Letra-Maria Gallegos.docx
11K

January 3, 2025

Maria Gallegos
2370 Cooley Ave Apt 2
East Palo Alto, CA 94303

Dear Maria,

In response to your daughter's letter regarding the refrigerator, we acknowledge that you verbally informed us of the issue with your refrigerator when you came to pay the rent in December 2024. At that time, we offered you a replacement unit, as we always keep a spare one on hand for such emergencies to ensure that every unit has a working refrigerator. However, you declined the replacement and requested a new one instead.

We inspected the refrigerator after you placed it outside. We used a thermometer to check the temperature inside, and the refrigerator is still functioning properly. We can provide photographic evidence of the readings if needed. The freezer still maintains a low temperature, as it successfully froze a bag of water. The lower section of the refrigerator also holds a cool temperature.

Please note that our evaluation of appliances is based on functionality, not appearance or age. As the refrigerator still works properly, we cannot be held responsible for any purchase that you made, though we continue to offer the replacement unit that we already have.

Please note that East Palo Alto Rent Stabilization Board controls the rent increase annually for all tenants of the property.

Sincerely,

Blanca Ceballos

Enero 3, 2025

Maria Gallegos
2370 Cooley Ave Apt 2
East Palo Alto, CA 94303

Estimada María,

En respuesta a la carta de su hija con respecto al refrigerador, queremos confirmar que usted nos informó verbalmente sobre el problema con su refrigerador cuando vino a pagar el alquiler en Diciembre del 2024. En ese momento, le ofrecimos un aparato (refrigerador) de repuesto, ya que siempre mantenemos uno disponible para tales emergencias, asegurándonos de que todas las unidades tengan un refrigerador en funcionamiento. Sin embargo, usted rechazó el reemplazo y solicitó uno nuevo en su lugar.

Inspeccionamos el refrigerador después de que lo colocó afuera. Utilizamos un termómetro para verificar la temperatura en su interior, y el refrigerador sigue funcionando correctamente. Podemos proporcionar evidencia fotográfica de las lecturas, si es necesario. El congelador sigue manteniendo una temperatura baja, ya que logró congelar una bolsa de agua. La sección inferior del refrigerador también mantiene una temperatura fresca.

Tenga en cuenta que nuestra evaluación de los electrodomésticos se basa en su funcionalidad, no en su apariencia o antigüedad. Dado que el refrigerador sigue funcionando correctamente, no podemos hacernos responsables de ninguna compra que haya realizado, aunque seguimos ofreciéndole la unidad de repuesto que ya tenemos disponible.

Además, le informamos que la Junta de Estabilización de Rentas de East Palo Alto controla el aumento del alquiler anualmente para todos los inquilinos de la propiedad.

Sinceramente,

Blanca Ceballos

Gmail

Jackie Gallegos <gallegosjackie1@gmail.com>

Response to Notice Left on Door – January 3, 2025

2 messages

Jacqueline Gallegos <JGallegos@ravenswoodfhn.org> Fri, Jan 3, 2025 at 3:53 PM
To: "gallegos.jackie1@gmail.com" <gallegos.jackie1@gmail.com>

I am writing in response to the letter left on my door on January 3, 2025. While I appreciate your willingness to address the concerns I have raised, I would like to clarify my position and expectations moving forward.

I am fully prepared to seek professional assistance to resolve the ongoing issues related to the refrigerator and the broader habitability concerns within the unit. To ensure transparency and a thorough evaluation, I request that you provide any evidence or documentation you have regarding the condition of the refrigerator and any other related issues. I believe it would be beneficial for both parties to be present during the assessment, whether conducted by a qualified technician or through code enforcement, to obtain an unbiased and comprehensive report.

Please inform me of your availability so we can coordinate a suitable time for the evaluation.

Additionally, I would like to remind you of the communications from November and December regarding the refrigerator. In November, you made the comment, "people like you are not entitled to any repairs due to the low cost of rent," which I trust remains clear in your memory. In December, despite my raising concerns about the refrigerator, you failed to provide an appropriate solution. Instead, you merely stated that the current appliance was "available," offering no concrete resolution. It was not until an entire month later that a replacement was offered, which I find wholly unacceptable.

Furthermore, you mentioned that the "spare" refrigerator came from another location. However, you have not clarified the condition of this appliance, its prior use, or whether it was subject to any pest issues or mechanical failures. This lack of transparency is concerning, especially in light of the ongoing pest control issues that have not been adequately addressed. I have photographic evidence and witness statements indicating that appliances have been stored in substandard conditions, yet you have consistently failed to act. This negligence, compounded by your failure to manage pest control in a timely and effective manner, is unacceptable.

Regarding the functionality of the refrigerator, I must remind you that neither you nor your husband possess the required qualifications or certifications to assess whether the appliance is functioning correctly. The refrigerator was improperly stored in the laundry room without the necessary packaging, in an area where the bathroom is also used. This exposure presents serious concerns, including contamination, potential pest infestation, and risks related to mold or mildew. For these reasons, I am under no obligation to accept this replacement as meeting the reasonable standards of habitability.

This is not a matter of entitlement, but one of eligibility. As a long-term tenant with a proven record of compliance, I am entitled to a functioning appliance that meets the necessary standards for food safety and preservation. A refrigerator over 20 years old, showing inconsistent cooling and causing food spoilage, is no longer capable of fulfilling these basic requirements. Therefore, requesting a replacement is entirely reasonable.

I must also express my dissatisfaction with how my requests have been handled. After being a tenant for 20 years, it is both disheartening and insulting to face resistance when requesting a replacement of an essential appliance. Your statement that the refrigerator "works" is insufficient, as it does not meet the legal standards for habitability. Simply "working" does not guarantee the appliance maintains the proper temperature range necessary to safely store perishable food.

Moreover, your claim that the freezer's ability to freeze a bag of water is an adequate test of the refrigerator's functionality is not a credible or reliable assessment. The determination of whether an appliance meets the required standards for food storage should be made by a licensed professional. I request the hire a certified technician to properly evaluate the refrigerator's performance and confirm whether it meets health and safety standards. The improper storage and ongoing maintenance issues only further undermine confidence in the appliance's reliability.

Lastly, I must emphasize the negative impact this situation has had on my health and well-being. I have been forced to take time off work due to illness caused by the inability to properly store perishable food, and I have incurred additional medical expenses as a direct result. These factors will be taken into account should this matter proceed to legal action.

Given these concerns, I urge you to take immediate and appropriate action to resolve these issues. Due to the lack of trust in how this matter has been handled thus far, I cannot accept further involvement of unlicensed individuals attempting to repair or assess the appliance. A licensed professional must be brought in to ensure the refrigerator is functioning properly and meets all relevant safety and habitability standards.

Failure to address these concerns promptly and effectively will leave me with no alternative but to pursue legal remedies to protect my rights as a tenant. As per California Business and Professions Code (BPC) Section 7028, it is illegal to contract for services without the proper licensing.

I would like to bring to your attention certain safety and legal concerns. First, the laundry room does not appear to have any public signage or disclosures regarding the potential hazards associated with its proximity to the boiler room. This lack of warning could pose safety risks to residents. Additionally, leaving plugged-in appliances near sources of fire or water is inherently dangerous and may violate fire safety regulations. I urge you to review these issues to ensure compliance with local safety and housing laws.

Thank you for your immediate attention to this matter.

IMPORTANT CONFIDENTIALITY NOTICE:

Any information contained in this E-mail must be handled in accordance with applicable privacy laws. Furthermore, this information may be protected under the provisions of Evidence Code Section 1157. This E-mail (including any documents referred to in, or attached, to this E-mail) are intended only for the named addressee and may contain information that is personal, confidential/privileged or the subject of copyright or other proprietary rights in favor of Ravenswood Family Health Network. If you received this E-mail by mistake you should: (i) not copy, disclose, distribute or otherwise use it, or its contents, without the consent of Ravenswood Family Health Network or the owner of the relevant rights; (ii) let us know of the mistake by replying to this E-mail or by telephone (650-617-7892); and (iii) delete it from your system and destroy all copies. Any personal information contained in this E-mail must be handled in accordance with applicable privacy laws.

Jackie Gallegos <gallegosjackie1@gmail.com>
To: dladine@aol.com Fri, Jan 3, 2025 at 4:41 PM

amazon.com

Final Details for Order #114-5804542-3524217

Print this page for your records.

Order Placed: September 29, 2024
Amazon.com order number: 114-5804542-3524217
Order Total: $0.00

Shipped on September 30, 2024

Price

Items Ordered

1 of: *Blink Outdoor 4 – Wireless smart security camera, two-year battery, 1080p HD day and infrared night live view, two-way talk – 1 camera system*

Part 2 of 2 - **Blink Outdoor 4 with 1-Year Subscription - Wireless indoor/outdoor smart home security camera, powerful two-year battery life, set up in minutes - 1 camera system**

Sold by: Amazon.com Services, Inc

Supplied by: Other

Condition: New

Shipping Address:
Jacqueline Gallegos
2370 COOLEY AVE APT 2
EAST PALO ALTO, CA 94303-1659
United States

Shipping Speed:
FREE Prime Delivery

Payment information

Payment Method:
Visa ending in 4703

Billing address
Jacqueline Gallegos
2370 COOLEY AVE APT 2
EAST PALO ALTO, CA 94303-1659
United States

Item(s) Subtotal:	$0.00
Shipping & Handling:	$0.00
Total before tax:	$0.00
Estimated tax to be collected:	$0.00
Grand Total:	**$0.00**

To view the status of your order, return to Order Summary.

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Back to top

English | United States | Help

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JACKIE

Order # H6603-402530
Invoice Number(s) # 6202848

PO/Job Name: Apartment 2

Appliance

Ship To:
Jackie Gallegos
2370 Cooley Avenue
unit Unit 2
East Palo Alto, CA 94303

Ordered
12/26/2024
Delivered
12/30/2024

Item Description	Qty	Unit Price	Discount	Net Unit Price	Pre Tax Amount
16.6 cu. ft. Top Freezer Refrigerator in White SKU 1004761307	1	$578.00	$0.00	$578.00	$578.00
				Subtotal	$607.00
				Discount	$0.00

Printed On: December 30, 2024 22:02:15 EST

Shipping	$0.0
Delivery Charge	$29.00
Sales Tax	$59.94
Order Total	**$666.94**

Printed On: December 30, 2024 22:02:15 EST

3180

Smart Home Security

Customer Service: (800) 669-7779 Sales: (844) 242-9026

Balance Due / Financed Amount	$428.11

Monthly Charges

Monitoring	$34.99
Total Discount (Monitoring)	$0.00
Financing Term	36
Equipment	11.89
Monthly Total	$46.88

Terms

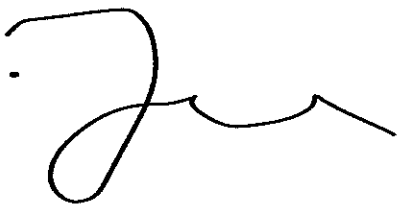
This addendum (this "addendum") amends and modifies the Subscriber's Alarm & Smart Home agreement (the "Agreement") regarding AAA Smart Home LP (the "Company"), System and Services to be provided. In all other aspects, the terms and conditions of the Agreement remain in full force and effect. All work performed under this Addendum is subject to the same terms and conditions of the Agreement, including, but not limited to, the limited liability and automatic renewal provisions.

Subscriber has reviewed the above Addendum to the Alarm & Smart Home Agreement, regarding Company provided Services, and agrees to pay the increase in price, if applicable, noted as the "Total Net Change", and/or the "new Monthly Rate," and/or additional costs if indicated in "System and Labor Cost Changes." Subscriber also agrees to a reasonable extension of time for Company authorized representative(s) to complete work made necessary by such changes.

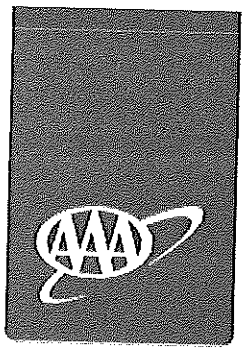
I agree that AAA Smart Home Security is not liable for any damage to property or equipment caused by the removal of previously installed third party security equipment or self installed AAA Smart Home Security equipment. I further agree that it is my responsibility to dispose of any such equipment and that AAA Smart Home Security will have no obligation to dispose of any removed equipment.

Customer Signature

Signature



Signed By	Jacqueline Gallegos
Date	12/13/2024, 10:43 AM
Type	Digital Signature



Smart Home Security

Customer Service: (800) 669-7779 Sales: (844) 242-9026

Account & Contact Information

Contact	JACQUELINE GALLEGOS	Technician Name	Alexander Sujo
Address	2370 Cooley Avenue Apt 2 East Palo Alto, CA 94303 United States	Name	A3 Smart Home
Email	gallegos.jackie1@gmail.com	Company Address	1277 Treat Blvd, Ste 1000 Walnut Creek, CA 94597 US
Telephone	6508041801		

Work Details

Work Order Number	00087045	Actual Start	12/13/2024, 9:37 AM
Service Type	New Installation	Actual End	12/13/2024, 10:41 AM

Work Order Line Items

Status	Product Code	Description	Final Quantity	Installed Quantity	Unit Price	Total Price
Completed	IQP4STAND-WHT	Control Panel Stand	1	1	$0.00	$0.00
Completed	AAA Smart (M)	AAA Member Smart Monitoring	1	1	$34.99	$34.99
Completed	YRD156-ZW2-619	Outdoor Smart Door Lock - Nickel (silver)	1	1	$264.99	$264.99
Completed	PG9303	Entry Sensor	2	2	$34.99	$69.98
Completed	Smart Home Install Labor	Smart Home Install Labor	1	1	$199.00	$199.00
Completed	IQP4001	Control Panel - WH	1	1	$359.99	$359.99

Equipment & Labor Summary

Total Price	$893.96
Total Discount (Equipment)	$486.46
Total Discount (Labor)	$0.00
Total Discount (Service Fee)	$0.00
Total Discount	$486.46
Tax	$20.61
Down Payment	$0.00

Promo Code 70DEC2024

City of East Palo Alto
Police Department

Wendy Venegas # 2278
Officer
wvenegas@cityofepa.org

Tel: 650-853-3160
24 Hr: 650-321-1112
141 Demeter Street
East Palo Alto, CA 94303

Case/Incident # 24-0032

Gmail

Jackie Gallegos <gallegosjackie1@gmail.com>

Your Online Police Report 24-0800207 Has Been Approved

1 message

CaEastPaloAltoPd@coplogic.com <CaEastPaloAltoPd@coplogic.com> Mon, Dec 9, 2024 at 5:09 PM
Reply-To: OnlineReports@cityofepa.org
To: gallegos.jackie1@gmail.com

Your online report has been approved and the permanent case number is 24-0800207.

Please note in the attached report that sensitive information has been replaced with *** in order to maintain privacy in emails.

Thank you for using our online reporting system.

Online Officer
East Palo Alto Police Department
The information contained in this e-mail message is intended only for the personal and confidential use of the recipient(s) named above. This message may be an attorney-client communication and/or work product and as such is privileged and confidential. If the reader of this message is not the intended recipient or an agent responsible for delivering it to the intended recipient, you are hereby notified that you have received this document in error and that any review, dissemination, distribution, or copying of this message is strictly prohibited. If you have received this communication in error, please notify us immediately by e-mail, and delete the original message.

report-24-0800207-0.pdf
100K

EAST PALO ALTO POLICE DEPARTMENT SUMMARY INCIDENT REPORT

REPORT NUMBER: 24-0800207

INCIDENT INFORMATION

INCIDENT	INCIDENT TYPE	INITIA	X	DATE/TIME STARTED	DATE/TIME ENDED	DATE/TIME
10853 VC	**Vandalism to Motor Vehicle**	SUPP		**11/21/2024 05:00 PM**	**11/22/2024 06:00 AM**	**11/22/2024 10:40 AM**

REPORT FILED FROM	TRACKING NUMBER	LOCATION OF OCCURRENCE	APPROVED BY:
***	**T24000329**	**794 Weeks ST, EAST PALO ALTO, CA 94303**	**2272:2272/David Sacor**

LOCATION TYPE	THEFT TYPE	METHOD OF	METHOD OF EXIT	PT OF	PT OF EXIT	ENTRY LOC
Other						

PERSON LISTINGS

	TYPE	LAST NAME	FIRST NAME	MIDDLE NAME	DOB	RACE	SEX	DRIVER LIC NO	LIC
1	V	**Gallegos**	**Jacqueline**		***	***	*	***	***

SSN	ETHNICITY	RESIDENT	EYE COLOR	HAIR COLOR	AGE	HEIGHT	WEIGHT	CELL PHONE
	***	***			**24**			

EMAIL	RESIDENCE ADDRESS	HOME PHONE
gallegos.jackie1@gmail.com	***	***

EMPLOYER NAME	BUSINESS ADDRESS	WORK PHONE
	***	

VEHICLE LISTINGS

	INVL	LIC PLATE TYPE	LIC PLATE	LIC ST	LIC	VEHICLE TYPE	VIN
1	4		**5ATH518**	**CA**		**Auto/Pick Up**	**JHLRD78813C006295**

MAKE	MODEL	COLOR	STYLE	YEAR	MKT VALUE	DMG VALUE
HONDA	**honda**	**Blue**		**2003**	$	**$ 410.00**

DESCRIPTION

blue older honda crv with spare tire on rear, rear passenger window [InsCompany=aaa]

NARRATIVE

This morning at 6 a.m., I discovered that my vehicle, which was parked on the street in front of 794 Weeks Street near the red cherry tree, had its rear passenger side window cracked. To prevent further damage, I quickly covered the window with a trash bag. Additionally, the driver's door does not open, so I am uncertain whether an attempt to break into the vehicle occurred.While this is the first time I have experienced such vandalism, I have recently become aware of threats made against me through informal channels. I have been informed of potential harm being planned for both myself and my dog, including poisoning or physical violence. A neighbor, who overheard these threats, reported the information to me. I suspect that this incident is related to the same group of individuals involved in these threats. I reached out to several places for quotes and was quoted approximately 400 for repairs. Given these ongoing concerns, I am considering selling the car for peace of mind.

INCIDENT IMAGE

Gmail

Jackie Gallegos <gallegosjackie1@gmail.com>

Permission to access video Case 24-0032

1 message

Jackie Gallegos <gallegosjackie1@gmail.com> Mon, Jan 6, 2025 at 9:14 AM
To: wvenegas@cityofepa.org

Hello Officer Venegas,

I wanted to confirm that I have granted you permission to access the video. Please let me know if you encounter any difficulties in accessing it.

Additionally, I will be seeking medical attention for ongoing pain in my right arm, and scratches. Should it be necessary, I can provide the relevant medical records. If required, I will also follow up with my attorney's contact information.

Please feel free to reach out if you need anything further.

Best,
Jacqueline Gallegos
650-804-1801

Social History:

Social History

Tobacco Use
- Smoking status: Never
- Smokeless tobacco: Never

Vaping Use
- Vaping status: Never Used

Substance Use Topics
- Alcohol use: Not Currently
  Comment: once every 3 month
- Drug use: Never

E-Cigarettes/Vaping

Questions	Responses
E-Cigarette/Vaping Use	Never User

E-Cigarette/Vaping Substances

Questions	Responses
Nicotine	No
THC	No
CBD	No

Social History
Social History Narrative
11/18/2024
ENVIRONMENTAL HISTORY:
Animals: cats: # 3 indoors, sometimes outdoors, in bedroom
dogs: # 1 indoors, outdoors, in bedroom,
Multiple stuffed animals: yes
Pillows: not sure
Blankets: cotton
Mattress: foam
Other: Bookshelves
Heating/Air Conditioning: central heat
Flooring: carpet and tile
Window coverings: curtains and blinds
Mold or water damage present: bathroom
Smoking history: No
Second hand smoke exposure: No

Venom allergy: never been stung
Occupation: employed as social services coordinator Ravenswood clinic in Mt View, oversees care plan with provider for patients = homeless, immigrants, pediatric

Review of Systems:
Constitutional: negative for fever and unexpected weight loss
Eyes: negative for eye discharge
ENT: negative for nosebleeds
Respiratory: negative for wheezing and hemoptysis
Cardiovascular: negative for chest pain
Gastrointestinal: negative for heartburn
Neurological: negative for headaches
Skin: negative for itching and rash
Allergic/Immune: negative for frequent severe infections

Allergy Physical Examination:
BP 112/64 (Site: Left arm, Position: Sitting) | Pulse 99 | Temp 97.6 °F (36.4 °C) (Temporal) | Wt 60.5 kg (133 lb 4.8 oz) | SpO2 98% | BMI 25.19 kg/m²

Const: well developed,no acute distress
Eyes: normal conjunctivae, no discharge
Ears: External ears normal, Both Canals and TM's normal
Nose: external inspection normal, enlarged turbinates L>R with normal mucosa, no nasal polyps, no discharge
Mouth: inspection of lips and tongue normal
Throat: no cobblestoning, no erythema or exudates
Neck: no significant cervical adenopathy
Resp: unlabored breathing,clear to auscultation
CV: regular rate and rhythm
Extremities - no edema
Musculoskeletal: no clubbing, normal gait
Skin: warm and dry, no eczema or hives
Psych: alert, oriented to person, place, and time, normal affect

Data Review:

SPIROMETRY REPORT:
Date 1/7/2025
Referring MD/NP JAMES LIM CHEN DO
Indication: r/o airway obstruction

	1/7/2025
SPIROMETRY	
FVC Pre	3.21
FVC Pre %	93
FEV1 Pre	2.89
FEV1 Pre %	97
FEV1/FVC Pre	90

FEF 25-75 Pre	3.12
FEF 25-75 Pre%	88
FVC Post	3.08
FVC Post %	89
FEV1 Post	2.43
FEV1 Post %	81
FEV1/FVC Post	79
FEF 25-75 Post%	57
FEF 25-75 Post	2.03
FVC % Change	-3
FEV1 % Change	-15

A copy of the complete spirometry has been scanned and placed in the patient's electronic chart.
Spirometry IMPRESSION: normal.
Reversibility was not present.

	1/7/2025
FeNo (Fractional exhaled nitric oxide)	
Date	1/7/25
FeNo Level	15

ALLERGY TESTS: SKIN TESTS: Environmental: positive for dust mites
Environmental: negative for cat, dog, and molds
Pollens: positive for grasses
Pollens: negative for weeds and trees

ASSESSMENT:

Assessment & Plan
ALLERGIC RHINITIS
1-7-2025 --spt positive to dust, and pollens (grasses)
--spt negative to cats, dogs, molds, and pollens (trees, weeds)
--pt has 3 cats and 1 dog

--Discussed environmental controls, medication, and allergy shots

--pollens
--keep windows and doors closed
--run true HEPA air purifier 24/7
--after being outdoors, when come home, put clothes in wash and take shower to wash pollen from head to toes

--Dust mite control--washing bedding in hot water, pillow/mattress encasements, avoid feather/down, avoid stuffed animals, use HEPA filter in vacuum cleaner, keep home humidity<50%.

--Cetirizine (Zyrtec) 10 mg daily
--Flonase 2 spray(s) each nostril daily

KAISER PERMANENTE®

Date printed: Tuesday, January 7, 2025
Kaiser Permanente Member name: Jacqueline Gallegos-Arinaga
Date of birth: [redacted]
MRN: [redacted]

Notes

Progress Notes

RUJEKO PATRICIA NYACHOTO MD at 1/3/2025 7:29 PM

Jacqueline Gallegos-Arinaga is a 25 Y female. She states she has lost about 20 pounds since starting the phentermine 60 days ago. Wants to know what her baseline weight should be. Can continue on the weight loss medication at this time, instructed to come in for exam and weight check.

She has exposure to fungus in her home dwelling. Has rash that is eczema like and wonders if related. Denies short of breath or respiratory symptoms. Asked her to come in for exam and can look at the rash.

Explore topics, care, coverage

Search

Name: Jacqueline Gallegos-Arinaga | DOB: [redacted] | MRN: [redacted] | PCP: RUJEKO PATRICIA NYACHOTO MD | Legal Name: Jacqueline Gallegos-Arinaga

Med adjustments

RUJEKO PATRICIA NYACHOTO MD

All messages have been loaded.

You Jan 6, 11:43 PM

Over the weekend, I was physically assaulted and as a result had to press charges for battery. While I sustained minor scratches; my hand/arm were subject to trauma.
I have ongoing back pain and neck strain. Have not been able to sleep, constant state of fear and high anxiety.
Experienced a panic attack; I feel like I may need readjustment of meds for mental health.
Any advise, I've been using ice packs temporarily

Showing 1 of 1
Please allow up to 48 hours for a reply.

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Earnings Statement

GALLEGOS, JACQUELINE

Company: 0GM42 - SOUTH COUNTY COMMUNITY HEALTH CENTER INC
1885 BAY RD
E PALO ALTO CA 94303 (650) 617-7857

Pay Date: 12/27/2024
Period Start: 12/07/2024
Period End: 12/20/2024

Emp #: 1040
Dept: 460 - Social Services
Pay Basis: Hourly

	Rate	Hours/Units	Current Period	Year To Date
Earnings				
Regular	30.00	75.92	2277.60	17820.60
Weighted OT	45.00	0.67	30.15	166.95
Leave No Pay	0.00	4.00	0.00	0.00
CA Lunch Weighted Rate	30.00	1.00	30.00	120.00
Holiday	30.00	0.00	0.00	810.00
Gross		**81.59**	**2337.75**	**18917.55**
W/H Taxes				
Federal W/H(S)			194.17	1618.81
Medicare			33.70	273.32
Social Security			144.09	1168.66
California State W/H(S/0)			76.89	653.92
CaliforniaSDI Tax			25.56	207.34
Deductions				
403B%%			70.13	355.22
Dental PPO EE Deduction			13.63	68.15
Employee AD&D			0.14	0.70
Group Accident			3.71	18.55
ROTH%%			70.13	355.22
Voluntary Life Employee			0.30	1.50
Net Pay			**1705.30**	**14196.16** Voucher No. 622287053DD
Net Pay Distribution				
Direct Deposit Net Check			593.71	7441.34 A/C:9157
Direct Dep. Distribution 1			600.00	3600.00 A/C:3466
Direct Dep. Distribution 2			511.59	3154.82 A/C:9157

Employee Benefits, Allowances, and Other	Current Period	Year To Date	YTD Taken	Available
Leave No Pay Hours **		0.00	5.30	-5.30
Sick Hours **		14.80	0.00	14.80
Vacation Hours **		24.64	0.00	24.64

**Accruals balances are accurate as of processing 12/24/2024 03:43 pm

COMPLAINT SUBMISSION CONFIRMATION

Your complaint has been received. **Complaint No: CPM451009**

Submitted on **January 08, 2025**

The complaint information you have provided will aid Air District Inspectors in conducting the complaint investigations. If contact information was provided, you may be contacted by an Air Quality Inspector. Please save the Complaint # to follow up on the complaint status and/or request a copy of the complaint report.

COMPLAINT SUMMARY

Complaint Details

Complaint Type: **Asbestos**

Complaint Description: **flooring, water boilers, exterior surfaces, insulation, and paint. overall the building has multiple structural damages, superficial repairs done to cover up "patch up"**

Date/Time of Observed Emissions: **1/4/2025 1:00 PM**

Ongoing Emission: **Yes**

Location of Observed Emissions: **apartment complex**

Location of Emission Source

Emission Source: **Residential**

Facility/Site:

Address: **2370 Cooley Ave, East Palo Alto, CA 94303**

COMPLAINT SUBMISSION CONFIRMATION

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Submitted on **January 08, 2025**

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Ongoing Emission: **Yes**

Location of Observed Emissions: **apartment complex**

Location of Emission Source

Emission Source: **Residential**

Facility/Site:

Address: **2370 Cooley Ave, East Palo Alto, CA 94303**




3197







3200


BRADFORD WHITE
Built to be the Best
DANGER
3201


3202


3203


3204


3205



3206


3207


3208


3209


gers
Roast
3210


3211



3212

3213


3214
Sterile
3 BOTTLES—16 FL OZ (473 mL)
TOTAL—48 FL OZ (1.41 L)
**Based on Laboratory Data


3215


3216







UNITEX
ANSI Z97.1-1984
SGCC-2573 5,12 U



3221



3222







3226



3227

3228

Natasha Raiburn

From: Rent Program
Sent: Friday, January 24, 2025 10:12 AM
To: Ana Prado; ceballos6@gmail.com; gallegos.jackie1@gmail.com
Cc: Rent Program
Subject: Notice of Petition B - 2370 Cooley Avenue, Unit 2, Response Due 2/13/2025
Attachments: 2021-12-13 Notice of Petition B Filing re 2070 Glen Way.pdf

Hello Blanca and Jose,

The City of East Palo Alto Rent Stabilization Board has received the enclosed **Petition B** from **Maria Gallegos and Jacqueline Gallegos,** tenants at **2370 Cooley Avenue. Unit 2,** requesting an individual rent adjustment.

As the owners of this property, you are hereby notified of this petition and provided an opportunity to respond and indicate whether you do or do not oppose this petition requesting a rent reduction. If you oppose this petition, Natasha Raiburn, Rent Stabilization Program Administrator, will schedule a hearing and both sides can present evidence to support their position.

If you choose to oppose it, **please submit your Response to Petition form by February 13, 2025.**

Regards,

Natasha Raiburn
Rent Stabilization Program Administrator
Phone (650) 853-3157
Email nraiburn@cityofepa.org
Web www.cityofepa.org
2415 University Ave, East Palo Alto, CA 94303

Natasha Raiburn

From: Jenifer Gardella <jenifer@gardellalegal.com>
Sent: Monday, February 24, 2025 9:14 AM
To: Rent Program
Subject: Case No. 20250001
Attachments: Signed Response to Petition.pdf

Follow Up Flag: Follow up
Flag Status: Completed

Categories: Blue Category

Jenifer K. Gardella, Esq.
Certified Specialist, Estate Planning, Trust & Probate Law
GARDELLA & GARDELLA, APC 520 Warren Street Redwood City, CA 94063
(650) 364-7767 Cell: (650) 704-3562 Fax: (650) 364-2016 jenifer@gardellalegal.com
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City of East Palo Alto
Rent Stabilization Program

RESPONSE TO PETITION

Maria Gallegos, Jacqueline Gallegos
Petitioner(s)

vs. **Case Number: 20250001**
Blanca Ceballos, Jose Prado
Respondent(s)

Property Located at 2370 Cooley Avenue, Unit 2, East Palo Alto, CA 94303

Respondent phone and/or email: _____

____ A. **I do not oppose my Tenant's petition for Rent Adjustment and Rebate.** This means the rent adjustment and rebate for this unit will be made on the basis of the information presented by the petitioner.

__X__ B. **I oppose my tenant's petition for Rent Adjustment and Rebate.** This means that a hearing will be scheduled to decide the matter and both sides can present evidence to support their position. Please explain below or in an attachment your opposition to the petition for a rent adjustment and provide any documents to support your position. If you are objecting to a proposed capital improvement on the basis of affordability, specifically note this below.

_____

_____.

Per Regulation 2000 and for purposes of this petition/request, I authorize to be served at:
elsublay@yahoo.com . (JP)
(Email Address) (Initials)

I also understand that I can electronically submit my filings related to this petition/request to the Rent Stabilization Program at rentprogram@cityofepa.org

I declare under penalty of perjury that the foregoing is true and correct to the best of my knowledge and belief. Executed on 2/4/2025 at Redwood City, CA

By: Jose Prado Jose Prado
(Name and Signature)

Your Response to Petition must be received at the following address by **February 13, 2025.**

City of East Palo Alto Attn: Rent Stabilization Program 2415 University Avenue, 2nd Floor East Palo Alto, CA 94303	For more information, contact: Rent Stabilization Program Tel: (650) 853-3114 rentprogram@cityofepa.org

YOU CAN ALSO SUBMIT YOUR RESPONSE VIA EMAIL AT: rentprogram@cityofepa.org

Natasha Raiburn

From: Rent Program
Sent: Wednesday, March 19, 2025 3:50 PM
To: Jenifer Gardella; Rent Program
Subject: RE: Case No. 20250001

Hello Jenifer,

Thank you for your patience.

This Response to Petition was due to our office on 2/13/2025.

Per the Rent Stabilization Rules and Regulations Section 1500(A)(d):

Notice to Respondents . The notice to the respondent shall include a notice of the right to object to the petition, and that if the respondent does not object within 20 days of the mailing of the notice, or if the respondent's objection does not specify one or more grounds for the objection, the rent for the tenant's unit may be adjusted by the amount requested in the petition, based on the information in the petition and the Board's files. Failure to file an objection may constitute a waiver of the right to a hearing on objections to the petition.

The Response to Petition was not submitted within the required deadline of February 13, 2025 and it did not specify one or more grounds for the objections.

Regards,

Natasha Raiburn
Rent Stabilization Program Administrator
Phone (650) 853-3157
Email nraiburn@cityofepa.org
Web www.cityofepa.org
2415 University Ave, East Palo Alto, CA 94303

From: Jenifer Gardella <jenifer@gardellalegal.com>
Sent: Monday, February 24, 2025 9:14 AM
To: Rent Program <rentprogram@cityofepa.org>
Subject: Case No. 20250001

Jenifer K. Gardella, Esq.
Certified Specialist, Estate Planning, Trust & Probate Law
GARDELLA & GARDELLA, APC 520 Warren Street Redwood City, CA 94063
(650) 364-7767 Cell: (650) 704-3562 Fax: (650) 364-2016 jenifer@gardellalegal.com
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3233

Office Use Only
Date Received: 8/5/2025
By:

City of East Palo Alto
Rent Stabilization Program
2415 University Avenue, East Palo Alto, CA 94303
Phone: 650.853.3114 Fax: 650.853.3115 Email: rentprogram@cityofepa.org
http://www.cityofepa.org/rentprogram

RECEIVED
AUG 05 2025
CITY OF EAST PALO ALTO
RENT STABILIZATION

FORM TO APPEAL DECISION OF HEARING EXAMINER

☐ **Filed by Petitioner(s):** _____
Name of Appellant(s)

☒ **Filed by Respondent(s):**
2370 Cooley, LLC, Jose Prado, and Blanca Ceballos
Name of Appellant(s)

Case Number: 20250001

Date of Hearing: None

Date Hearing Decision Received by Appellant(s): July 22, 2025

Property Address: 2370 Cooley Avenue, Unit 2, East Palo Alto

General Information: Any party may appeal the decision of the Hearing Examiner to the Rent Board within 15 calendar days after receipt of the Notice of the Decision of the Hearing Examiner. An appeal must be submitted using this form and must state why the Appellant believes there was either error or abuse of discretion on the part of the Hearing Examiner. The Appellant shall file two copies of this Appeal Form with the Board at the above address with proof of mailing a copy of the appeal to the opposing party(ies). If the decision of the Hearing Examiner is appealed to the Rent Board, the decision of the Hearing Examiner shall be stayed pending issuance of a final and effective Board decision. For more information about the appeal process, please refer to Section 1500. E. Appeals of Decision of Hearing Examiner to Rent Stabilization Board in the regulations adopted by the Rent Board to implement the City of East Palo Alto Rent Stabilization Ordinance: http://www.cityofepa.org/rentprogram

State below the grounds for the appeal and why the Appellant believes there was either error or abuse of discretion on the part of the Hearing Examiner (attach additional pages if necessary):

See Attached Statement

Each Appellant listed above must sign the certification below in order to be considered one of the parties filing this appeal:

Certification: ***I declare under penalty of perjury that the foregoing information in this appeal and any attachments is true and correct to the best of my knowledge and belief. This statement is executed under the laws of the State of California.***

Signature	Print Name	Date
Jose Prado	Jose Prado	08.4.2025
Signature	Print Name	Date
Jose Prado	Jose Prado	08.04.2025
Signature	Print Name	Date
Blanca Ceballos	Blanca Ceballos	8/4/2025
Signature	Print Name	Date

PROOF OF SERVICE

I, the undersigned, declare that I am employed in the County of San Mateo, State of California. I am over the age of eighteen years and not a party to the within cause. My business address is 2415 University Avenue, Second Floor in East Palo Alto, CA 94303.

Gallegos v. 2370 Cooley, LLC, et al.
Petition No. 20250001

Attachment to
Form to Appeal Decision of Hearing Examiner

Appellants respectfully submit this appeal on the basis that there was an error of discretion by the Hearing Examiner in evaluating and accepting the Petitioners' claims. The findings presented in the original decision do not align with verified facts, and overlook key documentation and circumstances that contradict the allegations made by the Petitioners.

First, the claims regarding poor habitability—specifically mold, mildew, pest infestations, and general disrepair—were never substantiated by the County Health Department. The Petitioners themselves contacted the County Health Department, which conducted an inspection of the rental unit. However, none of the alleged issues outlined in their petition were flagged in the County's official findings. This directly undermines the credibility of the Petitioners' assertions and should have been taken into account during the initial hearing.

On February 7, 2025, Environmental Health Services conducted an inspection of the apartment building, including Unit 2, and found only "Minor" issues. A true and correct copy of that Report is attached as Exhibit 1. The sole issues found by the Health Inspector with Unit 2 were:

1. "Units 2... report issues with the plumbing in their bathrooms working inconsistently."

2. " Units 2... reported issues with pests in their units."

3. "Unit 2 shared photos of rusted components in their bathroom. Replace rusted shower head and medicine cabinet components."

4. "Units 2... report that their kitchen range hoods are not functioning correctly."

None of the other "issues" alleged in the Petition were observed or confirmed by the Health Inspector.

Furthermore, the Petitioners submitted a written notice of lease termination on February 10, 2025. A true and correct copy of that notice is attached as Exhibit 2. Their first and only written maintenance request was submitted a day later, on February 11, 2025 - after they had already formally ended their tenancy. (Exhibit 3.) At that point, the County advised the landlord not to enter the unit due to the false accusations being made by the tenants. Given that the lease termination had already been filed, and out of an abundance of caution following the County's recommendation, the landlord did not proceed with any work inside the unit.

It is also important to note that there were no written notices or documented complaints from the Petitioners throughout the entire year of 2024. If the alleged conditions were as severe and longstanding as claimed, it is unreasonable that no written communications or maintenance requests were submitted until the day after the lease was terminated.

In regard to the allegations of pests, the Petitioners had repeatedly refused pest control services in signed documents stating that there were no issues. Attached as Exhibit 5 is the substance of an email prepared by the Property Manager, who can testify competently to the truth of the statements made in that documents.

Additionally, the Petitioners engaged in repeated acts of harassment against the appellant. Police reports were filed documenting these incidents, and the appellant possesses both witness statements and video surveillance evidence supporting their account of the situation. These acts created a hostile environment that further complicated the ability to safely address any maintenance concerns. Attached as Exhibit 4 is a description by Appellant Blanca Ceballos, Property Manager, of numerous incidents that have occurred since September, 2024.

When the Property Managers attended a City Council meeting on Appellants' behalf, the Petitioners were allowed to speak in great detail in support of their Petition – but when the Property Managers attempted to respond to those allegations, they were denied the opportunity. A statement by the Property Managers describing that event is attached as Exhibit 6.

In conclusion, the decision by the Hearing Examiner failed to account for significant evidence in favor of the appellant, including the lack of findings by the County Health Department, the timing of the lease termination, and the absence of prior written complaints. The Examiner also overlooked the documented harassment and safety concerns that prevented the landlord from entering the premises. For these reasons, appellants request that the decision be reviewed and overturned.

Procedural Issues. The decision notes that the Response was filed late, on February 24 instead of February 13, 2025. Respondent Jose Prado actually signed the Response on February 4, 2025 (see Exhibit 5, cover page) and arranged to have the original mailed on February 7, 2025, well in advance of the deadline. Respondents to not know what date the Response was actually received by the Program.

In *Aldrich v. San Fernando Valley Lumber Co.* (1985) 170 Cal.App.3d 725, the Court held that "[i]t is the policy of the law to favor a hearing on the merits whenever possible, and the appellate courts are much more disposed to affirm an order which compels a trial on the merits than to allow a default judgment to stand. This policy disapproves a party who attempts to take advantage of the mistake, surprise, inadvertence, or neglect of his adversary." The ground for the exercise of this jurisdiction is that there has been no fair adversary trial by law.

"The Court may, on any terms as may be just, relieve a party or his or her legal representative from a judgment, dismissal, order, or other proceeding taken against him or her through his or her mistake, inadvertence, surprise, or excusable neglect." CCP §473(b).

If the decision of the Hearing Examiner was based on the timeliness of the Response, Respondents request that the decision be set aside and the matter set for hearing so that a decision may be issued based on the merits of the Petition.

SAN MATEO COUNTY HEALTH
ENVIRONMENTAL HEALTH SERVICES

2/7/2025 Routine Inspection Inspection Report	
Date: 2025-02-07	Visit Type: Inspection - Routine
Site Name: 2370 COOLEY AVE APARTMENTS	Site Address: 2370 COOLEY AVE, EAST PALO ALTO, CA 94303
Site Phone Number:	APN: 063220400
Application Number: BLA-0000001493	Program: MULTI FAMILY HOUSING
Visit Id: 00393913	Special Instructions:

Additional Details	
Permit Expiration Date:	Fees Due: $0.00
Business Owner Name: PRADO, JOSE	Business Owner Mailing Address: 333 WILLOWBROOK DR, PORTOLA VALLEY, CA 94028
Consent: N/A	

Violations

Citation	Comments	Violation Degree	Comply By Date	Complied on Date
General Plumbing. Maintain to prevent endangerment to life, limb, health, safety, or welfare of the public. (UHC 401 & 1001.1)	Units 2, 12 and 23 report issues with the plumbing in their bathrooms working inconsistently. Have a licensed plumber investigate claims and correct issues as necessary.	Minor	03/09/2025	
Repair the building to prevent the entrance and/or harborage of vermin. (HSC 17920.3, UHC 601 & 1001.2)	Observed that window screens on units 9, 27 and 40 are broken or torn. Observed broken vent screens near the staircase leading up to the 2nd floor walkway and behind a bench in front of the manager's unit.	Minor	03/09/2025	
Eliminate insects, vermin, or rodents from premises. Obtain the services of a licensed pest control operator.(HSC 17920.3, UHC 601 & 1001.2)	Units 2, 12 and 23 reported issues with pests in their units. Have your licensed PCO (pest control operator) inspect and treat units as necessary. In unit 23, observed moderate clutter in the kitchen that may be a contributing factor.	Minor	03/09/2025	
Maintained in good repair to direct rain away from the building. (UHC 401 & 1001.1)	Observed downspouts around the carports are crushed in the mid-section. Observed water leaking over the side of the gutter at the south-east corner of the building. Ensure gutters are clear and downspouts are functioning correctly.	Minor	03/09/2025	
A one-story carport entirely open on two or more sides need not have a fire separation between the carport and the dwelling. Windows between the carport and the dwelling shall not be openable. Doors may be of any type, provided that any sash used in a door be fixed; doors between a dwelling and a carport shall be self closing. (UBC 1412)	Observed two holes in the ceiling of carport 39. Patch as necessary.	Minor	03/09/2025	
Dwelling units, guest rooms and congregate residences shall be provided with heating facilities capable of maintaining a room temperature of 70*F at a point 3 feet above the floor in all habitable rooms. (HSC 17920.3, UHC 701 & 1001.2, CCR Title 25). Dwellings shall be provided with heating facilities capable of maintaining a room temperture of 68*F in all habitalbe rooms, bathrooms and toilet rooms. (IPMC 602.2)	Unit 23 reports that their works inconsistently. Repair as necessary.	Minor	03/09/2025	
Repair/replace damaged flooring/sub flooring.(UHC 1001.3-1001.13)	Observed that slat wall panels above the manager's unit were water damaged and that the paint was fading/flaking. Ensure water damaged components are repaired and area is repainted as necessary to protect against water intrusion.	Minor	03/09/2025	
Repair the building to prevent the entrance and/or harborage of vermin. (HSC 17920.3, UHC 601 & 1001.2)	Observed storage doors underneath the walkway outside of unit 19 that were not flush with the ground. Ensure	Minor	03/09/2025	

EXHIBIT 1

SAN MATEO COUNTY HEALTH
ENVIRONMENTAL HEALTH SERVICES

2/7/2025 Routine Inspection Inspection Report	
Date: 2025-02-07	Visit Type: Inspection - Routine
Site Name: 2370 COOLEY AVE APARTMENTS	Site Address: 2370 COOLEY AVE, EAST PALO ALTO, CA 94303
Site Phone Number:	APN: 063220400
Application Number: BLA-0000001493	Program: MULTI FAMILY HOUSING
Visit Id: 00393913	Special Instructions:

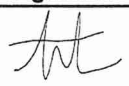
Remove abandoned appliances or secure to prevent entrapment. (HSC 17920.3)	Observed appliances intended for use by the residents stored in the carports. Cease storage of these appliances in the carports to ensure appliances are protected from rodent intrusion or tampering.	Minor	03/09/2025	
Repair/ replace steps, handrails, or landings that are missing or in poor repair. (HSC 17920.3, UHC 601.2)	Observed that the handrails adjacent to units 12 and 42 are loose. Re-secure as necessary.	Minor	03/09/2025	
Maintain toilet/shower/bathtub/flooring in good repair. (UHC 1001.2)	Unit 2 shared photos of rusted components in their bathroom. Replace rusted shower head and medicine cabinet components.	Minor	03/09/2025	
Maintain kitchen equipment to prevent endangerment to life, limb, health, safety, or welfare of the public. (UHC 401 & 1001.1)	Units 2 and 19 report that their kitchen range hoods are not functioning correctly.	Minor	03/09/2025	
Repair/ replace broken and/or missing doors/ windows. (HSC 17920.3, UHC 601.2)	Unit 12: Observed that the front door threshold plate is loose and wobbly. Unit 23 reports that the lock plate occasionally makes it difficult to open and close the door.	Minor	03/09/2025	

Comments

Inspection took place jointly with EPA code. 13 violations noted. See above.

Observations

Signatures

Authority	Name	Signature
Inspector Signature	STEPHEN LOW	

María Gallegos
2370 Cooley Avenue, Unit 2
East Palo Alto, CA 94303

February 10, 2025

Blanca Ceballos
2370 Cooley Avenue, Unit 5
East Palo Alto, CA 94303

Jose Prado
333 Willowbrook Drive
Portola Valley, CA 94028

Dear 2370 Cooley LLC,

This letter serves as formal written notice of my intention to terminate the lease agreement dated February 28, 2025, for the property located at 2370 Cooley Ave #2, East Palo Alto, CA 94303. I plan to vacate the premises by 02/28/2025.

I am requesting the termination of the lease due to ongoing verbal threats experienced throughout the tenancy, particularly when desired outcomes are not met. Such behavior has created an environment where peaceful enjoyment of the unit has been compromised. In accordance with the lease agreement and applicable tenant protection laws, I am exercising my right to terminate the lease under these circumstances.

The threats I have received have caused significant emotional distress, and I am no longer able to continue residing in the property under these conditions. I trust you understand the gravity of the situation and the necessity of this action.

Additionally, I request that my security deposit refund be directed to the Rent Board Program of East Palo Alto, due to privacy.

Also, thanks for the demeaning advice from a while ago! I'll be sure to make my new place as secure as possible—wouldn't want any more "helpful" suggestions.

Sincerely,
Maria Gallegos
Jacqueline Gallegos

EXHIBIT 2

Date: 2/11/25

2370 Cooley LLC.
2370 Cooley #5
East Palo Alto, CA 94303

Dear maintenance

As you know, I am a tenant at the following address: 2370 cooley dve #2, E. Palo Alto.

The purpose of this letter is to give you formal notice of the problems at this property that are health and safety hazards. Civil Code Section 1941.1 *et seq.* and Health and Safety Code Section 17920.3 *et seq.* require that landlords and property managers maintain rental units in a condition that is habitable. Failure to do so is a breach of the warranty of habitability.

The following conditions at the property violate the warranty of habitability: rats!
a coackroach infestation "due to other units" The cockroaches in apt are likely coming from neighboring units within the same building, traveling through shared walls, heater system.
mold / mildew on walls - transfer to clothes & furniture
carpet has not been replaced for 20+ years; prior tenants had same. Broken window lock
Broken heater, broken security gate, service reductions
Neither I nor my guests caused or created any of these problems. lack of proper notice.

I know my rights under the law to reside in safe and habitable conditions. The law requires you to make repairs within a reasonable period of time.

I also know that I am allowed to make this complaint to you, and that Civil Code Section 1942.5 protects tenants from retaliation when they stand up for their right to live in safe and decent housing. Any rent increase, reduction in services, eviction, or other adverse action taken by you in response to this letter is punishable under this law.

You need to give me 24 hours notice before you enter the property to make repairs. I will allow entry to repairmen upon 24 hours notice, or at a time on which we both agree.
Please contact me as soon as possible so that we can discuss the needed repairs.
Please provide documentation of repairs past 20 years.

Sincerely,

Maria Gallegos
Jacqueline G.

EXHIBIT 3

CONT...
Deteriorated broken cabinents
lack of gardening service, Plumbing issues
- Broken fan and vent.
- Peeling and cracked ceiling in bathroom

* All written notices provided have been ignored *

by Miss Ceballos.

Note: At the end of September, Mrs. María Gallegos informed me that her daughter was coming to visit for 15 days and that she was bringing a dog, to which I informed her that the owner does not allow visitors with pets. Since August, her daughter has been living in the apartment.

First Incident: On October 23, Antonio Hernández and his wife from apartment 21 complained about Jaqueline Gallegos because she had confronted them, accusing them of hitting her mom's car in the parking lot. She told them that if they didn't know how to park, she would call the police, which did not happen. That same day, after speaking with the residents of apartment 21, I called María Gallegos to ask if she could come talk. When we spoke, I asked her to please speak with her daughter since this was the second complaint from tenants stating that Jaqueline Gallegos had disrespected them. Mrs. María agreed and said she would address it. I approached Mrs. María because she is the one on the lease.

Second Incident: On October 31, a man suffering from Alzheimer's and Parkinson's disease, who had a Silver Alert out, arrived and sat on the bench in front of my apartment. The man was lost, and later, Jaqueline Gallegos passed by and asked if he needed help, to which I replied no. Jaqueline then approached the man and offered help to get him on the bus, to which he declined. She then told him that this was private property and that he needed to leave. I kindly asked her not to say that, as there was no issue with him being there. Later that same day, around 8 p.m., Jaqueline passed by again, and Mrs. Yuri Millón was present. Jaqueline addressed Mrs. Yuri, saying, "Are you on drugs or how are you going to drive like that? You can't drive like that." I intervened because Mrs. Yuri was already upset and explained that she worked all day and was tired. At that moment, María Gallegos was present, and she did not address Jaqueline's behavior.

Third Incident: I spoke in person with Mrs. María Gallegos and asked her to consider that pets are not allowed in the building. I mentioned that she should tell her daughter that the dog could not live there, and that her daughter could continue living there as long as she adhered to the lease, which states no pets. María responded that she was aware of this but would speak with her daughter.

Fourth Incident: In response to my comment about the dog, María Gallegos and her daughter went to the City of East Palo Alto Rent Control office and submitted letters indicating that her daughter needed the dog as an emotional support animal. They also filed a complaint stating that I had disrespected and harassed them, which is false. A person named Abisai Moreno, who works at the Rent Control office, contacted me to inform me about the complaint. She also mentioned that, as a landlord, I needed to be aware that retaliation and harassment are strictly prohibited, and these violations could have serious legal consequences. I replied via email that I understand there should be no retaliation or harassment and that I have a video as proof that I did not disrespect or harass them. After this, Jaqueline Gallegos sent an email to Abisai Moreno from the Rent Control office, claiming that I, Blanca Ceballos, had disrespected her mother, María Gallegos, accusing me of inappropriate and harassing behavior. This is completely false, as I have never disrespected Mrs. Gallegos. In that same note, she mentioned

that she wanted me to communicate with her, not her mother, and that it should be in writing or through her lawyer, not verbally. My responsibility is to communicate with Mrs. María Gallegos because she is the one on the lease. I respected this request and followed the instructions, only communicating with Mrs. Gallegos in writing or via text, but never verbally or by phone.

Fifth Incident: In the first days of December, Mrs. María Gallegos came to pay me the rent, and I gave her the receipt. At that moment, she mentioned that her refrigerator was not working. I responded that we had a replacement refrigerator available and that if she wanted it, we could change it as soon as she indicated. However, she said she didn't want that one and that she wanted a new one. I replied that the replacement refrigerator we had was in good condition. I always spoke to her with respect. After this, she began making accusations, saying that I had informed people who are always outside the building that they called the police. I responded that this was not true and asked her not to make false accusations. She also mentioned that the glass on her car was broken, to which I replied that she had every right to file a police report, but that I had nothing to do with it and asked her to stop making false accusations.

Sixth Incident: On December 30, 2024, María Gallegos decided to replace her refrigerator with a new one. It should be noted that this was never authorized. Later that same afternoon, they left the refrigerator in the laundry room of the apartment complex and left a note on my door informing me of the location of the refrigerator and requesting a refund. That same day, I reviewed the security footage to see the exact moment when they left the note and observed that she took photos of the refrigerator, which was her right to do. However, she also took photos of my home, in addition to the laundry room, which I don't think was necessary.

Seventh Incident: On January 3, 2025, I went to leave a response at the door of her apartment. I placed a yellow envelope with the response and also sent an email and text message to Mrs. María Gallegos, with all the respect she deserves, informing her that the cost of the refrigerator would not be reimbursed because the one removed from her unit was in perfect condition. I have proof that I placed a thermometer and a freezing water bag in the refrigerator, and it was working fine. In response to this notice, Jaqueline Gallegos sent several emails claiming that the area where the refrigerator was located was not in good condition and that the place where it was left was used as a bathroom, which is not true. She also mentioned that the person I have for repairs was not licensed or authorized, among other accusations. I have these emails as proof and also have text messages where I communicated with María Gallegos.

Eighth Incident: On January 2, 3, 4, and 5, we were working in the parking lot next to the area where her car was parked, with one parking space between us. During those days, I kindly and respectfully asked Mrs. María Gallegos if she could move her car to avoid it getting dirty with dust or materials from the repairs. The first day, she moved the car, but on January 3, she refused to move it. The car was parked in the space designated for apartment 22, whose tenant is Raúl Arinaga. I have text messages as proof. That same day, around 6 p.m., Jaqueline Gallegos arrived at the parking lot of apartment 22, where we were still working, and asked why the car needed to be moved. I, Blanca Ceballos, did not speak to her either verbally or visually.

One of the employees explained that we were not disrespecting her and that we would talk to Raúl Arinaga when we needed to move the car. It's important to note that she was taking photos of the employees, walking around, and observing our work, taking photos of the repairs we were making, which was uncomfortable and concerning for us. She kept observing constantly, which made us feel intimidated as she was watching us while we did our work.

****Ninth Incident:**** On January 4, Mrs. María Gallegos and her daughter Jaqueline Gallegos came to pay me the rent. I collected the rent and gave them the receipt, but then Jaqueline Gallegos became aggressive and asked me to sign a copy of a check she had in her hand because her lawyer required it. I refused to sign and told her that her lawyer should address this matter with my lawyer. She also mentioned that she had a private detective searching for the owner's address, José Prado, and asked me why my name didn't appear anywhere (since her detective couldn't find my name). I responded that my name is Blanca Ceballos. She then continued talking about the owner and mocked my responses. Throughout the conversation, she looked at me in an intimidating way. I have a video as proof of that day.

****Tenth Incident:**** On January 5, I sent a message to her mother, María Gallegos, asking if she agreed to speak with the building owner, José Prado, to which she responded yes (I have the messages as proof). That same day, when the owner arrived, I informed him that he was here. Later, María Gallegos and Jaqueline Gallegos arrived, and we stood outside in front of the laundry room and apartment 5, where I live. The first thing Jaqueline Gallegos said, addressing the building owner, was: "What did you say to me yesterday? You called me names." The owner responded that he had never disrespected her or said that. They tried to have a conversation, but Jaqueline Gallegos wouldn't let her mother speak with the owner. They tried to enter the laundry room, which was opened by one of the employees. I turned on the light and tried to close the door, at which point Jaqueline Gallegos started pushing the door, saying she was going to give her mom the phone. I didn't stop her from doing that, I just tried to close the door, and at that moment, she scratched my hand. The owner saw and heard how Jaqueline Gallegos was acting and told María Gallegos, "No, we're not going to talk after all," and headed toward his car. He said to me, "Blanca, bring me the rent." I responded that I would go right away. Then we went to the edge of the apartments and were discussing the rent, while Jaqueline Gallegos walked around the entire building area, upset and recording us with her phone. About five minutes later, I saw that the police arrived. We headed toward the entrance of the building, since Jaqueline Gallegos had called the police and was filing a report in which she pressed charges against me, accusing me of assault. I also pressed charges because she scratched me, and I have the case number from the police report (I have video evidence of this incident), as well as the police involvement.

I want to clarify something very important: I don't understand how I could have assaulted her, when all I did was tell her that the owner and her mother would speak alone, and that I wasn't going to give my opinion, nor was the other employee. I didn't disrespect her or touch her at any moment. (Since she arrived here in August), I haven't had any conversations with her. The only interaction we had was during the earlier mentioned incident when the lost man arrived on

October 31. In any other conversation, it was strictly work-related, and I always addressed her mother, María Gallegos, who is the one on the lease.

Subject: County request for the apartment and building

We would like to clarify that we have not received any verbal notice nor have we entered the apartment to inspect or address any concerns, as there have been no complaints brought to our attention before February. The only verbal communication regarding an issue was concerning the refrigerator, and we promptly offered an appropriate replacement. The refrigerator we provided is currently functioning well, maintaining proper freezing temperatures in the freezer section and cold temperatures in the cooling section, as verified by temperature thermometers. Despite this, you declined the replacement, expressing a preference for a new unit instead.

Furthermore, our maintenance personnel have not entered your unit, in part due to several complaints you have made regarding harassment. These claims are completely unfounded, unacceptable, and have no basis in fact and since they turned in a notice of list of work that need to be done after they had turned in their notice of leaving the uni.

We would also like to remind you that you previously declined pest control services, as indicated by your signed refusal, in which you stated that there were no issues. We also made this documentation available to both the county and city inspectors.

In addition, Blanca has provided clear evidence to the police regarding an incident in which your daughter was involved in an altercation and assaulted her.

Additionally, your recent accusation of vandalism to your vehicle is unfounded, as the incident occurred outside of the property, and we have no involvement in that matter. Furthermore, your claim that we are attempting to harm your pets or family is wholly false and without merit.

The county inspector checked the apartment and let us know what we needed to fix and certain things were functioning properly and none were f her request were on the list that health county inspector provided.

We take these matters seriously and request that any future communications be based on factual and verifiable information.

What happened in the meeting

From: Miguel Padron (padronmiguel790@gmail.com)

To: ceballosb6@gmail.com; elsublay@yahoo.com

Date: Wednesday, 16 April 2025 at 10:55 pm GMT-7

Statement Regarding Alleged Discriminatory Treatment During Council Meeting on Fee Waiver Appeal

On the day of the fee waiver appeal hearing before the council, we felt that the proceedings were biased against us and that we were subjected to discriminatory treatment. Several concerning incidents occurred during the meeting that support this belief.

Firstly, it was apparent that several individuals present at the meeting—specifically tenants with whom we have had ongoing conflicts—were given the opportunity to speak. One tenant, with whom we have experienced harassment and even an incident of assault, was approached by the Rent Control Board prior to the meeting and was provided with the necessary documentation to formally address the council. In contrast, we were not approached by anyone from Rent Control or otherwise informed that we needed to complete and submit a form to be allowed to speak. This selective treatment led us to believe that Rent Control acted in a biased manner against us.

During the meeting, this same tenant submitted private documents, including what appeared to be our tax records and letters from the property owners, to the council. These documents were seemingly authorized by Rent Control for use during the public hearing. At no point were we given notice that such documents would be presented or that we would have the opportunity to respond.

Following the tenant's testimony, I raised my hand to speak on behalf of the property owners, as they were unable to attend due to being out of state, and our secretary was absent due to health reasons. Despite this, one of the council members denied us the opportunity to speak on the basis that we had not submitted the required form. Given that we were not informed about this requirement, we believe the refusal to allow us to speak was unfair and prejudicial.

This council member, in particular, appeared to have a conflict of interest. She has known affiliations with an organization called YUCA, which has had a history of hostility toward us. On several occasions, members of this organization have harassed us at our place of work, prompting us to contact law enforcement for our safety. During the meeting, this council member expressed clear disapproval of our decision to involve the police, stating, "Why did you call the police?"—a question that, in our view, was inappropriate and reflective of a personal bias. Notably, this council member's daughter is employed by YUCA, further raising concerns regarding impartiality.

Throughout the meeting, it felt as though our perspective was not welcomed or considered. We were not provided the same opportunity to present evidence or make our case. I offered to submit documentation, including building expense receipts, at a later date, but we were never informed ahead of time that such evidence needed to be prepared or submitted prior to the hearing. Moreover, the majority of the council members appeared to have affiliations or sympathies with YUCA, making it difficult to believe we received a fair and unbiased hearing.

Further concerns arose due to the Rent Control Board's lack of responsiveness leading up to the meeting. We sent several emails requesting information and clarification, which were either ignored or met with insufficient responses. Although one staff member cited being on worker's compensation as a reason for their unavailability, they were in attendance at the meeting, which calls into question the explanation provided. Additionally, at least three Rent Control staff members were included in our email correspondence, including the director, yet no one responded.

In conclusion, we believe the proceedings were conducted in a manner that was unfair, one-sided, and indicative of both bias and potential conflicts of interest. The treatment we received during the appeals process undermines the principles of transparency, fairness, and due process.

EXHIBIT 6

City of East Palo Alto
Rent Stabilization Program

RESPONSE TO PETITION

Maria Gallegos, Jacqueline Gallegos
Petitioner(s)

vs. **Case Number: 20250001**
Blanca Ceballos, Jose Prado
Respondent(s)

Property Located at 2370 Cooley Avenue, Unit 2, East Palo Alto, CA 94303

Respondent phone and/or email: _____

____ A. **I do not oppose my Tenant's petition for Rent Adjustment and Rebate.** This means the rent adjustment and rebate for this unit will be made on the basis of the information presented by the petitioner.

__X__ B. **I oppose my tenant's petition for Rent Adjustment and Rebate.** This means that a hearing will be scheduled to decide the matter and both sides can present evidence to support their position. Please explain below or in an attachment your opposition to the petition for a rent adjustment and provide any documents to support your position. If you are objecting to a proposed capital improvement on the basis of affordability, specifically note this below.

_____

_____.

Per Regulation 2000 and for purposes of this petition/request, I authorize to be served at:
elsublay@yahoo.com . (JP)
(Email Address) (Initials)

I also understand that I can electronically submit my filings related to this petition/request to the Rent Stabilization Program at rentprogram@cityofepa.org

I declare under penalty of perjury that the foregoing is true and correct to the best of my knowledge and belief. Executed on 2/4/2025 at Redwood City, CA

By: Jose Prado Jose Prado
(Name and Signature)

Your Response to Petition must be received at the following address by **February 13, 2025.**

City of East Palo Alto Attn: Rent Stabilization Program 2415 University Avenue, 2nd Floor East Palo Alto, CA 94303	For more information, contact: Rent Stabilization Program Tel: (650) 853-3114 rentprogram@cityofepa.org

YOU CAN ALSO SUBMIT YOUR RESPONSE VIA EMAIL AT: rentprogram@cityofepa.org

EXHIBIT 7

Gallegos v. 2370 Cooley, LLC, et al.
Petition No. 20250001

DECLARATION OF SERVICE

I, the undersigned, declare:

I am a citizen of the United States, over the age of 18 years, residing or employed in the County of San Mateo, and not a party to the within action. My residence or business address is 520 Warren Street, Redwood City, California 94063.

On this date, I caused the following document(s) to be served on the interested parties in said action:

Form to Appeal Decision of Hearing Examiner

____ **BY MAIL:** By placing a true and correct copy thereof enclosed in a sealed envelope with postage thereon fully prepaid in the United States mail at Redwood City, California, addressed as set forth below.

____ **BY FACSIMILE:** By transmitting the document(s) via facsimile to the fax number(s) set forth below at _____ a.m./p.m.

____ **BY EXPRESS SERVICE:** By placing a true and correct copy thereof enclosed in a sealed envelope in a box or other facility regularly maintained by an express service carrier, or delivered to an authorized courier or driver authorized by the carrier to receive documents, in an envelope or package designated by the carrier with delivery fees paid or provided for, addressed as set forth below.

____ **BY PERSONAL SERVICE:** By personally delivering a true copy thereof by hand to the address(es) set forth below at _____ a.m./p.m.

__X__ **BY ELECTRONIC TRANSMISSION:** By transmitting said documents by electronic transmission to the electronic mailing address(es) set forth below. The transmission was reported as complete and without error.

Gallegosjackie1@gmail.com

I declare under penalty of perjury under the laws of the State of California that the foregoing is true and correct.

EXECUTED ON August 4, 2025, at Redwood City, California.

JENIFER K. GARDELLA