



CITY OF GARDEN GROVE, CALIFORNIA

11222 ACACIA PKWY, P.O. BOX 3070, GARDEN GROVE, CALIFORNIA 92842

Community Development Department Code Enforcement Division Complaint and Inspection Report

CASE# 158507

12771 AUDREY CIR - R-1-6

Reactive Report - **Foreclosure**

Inspector: Ralph Hernandez **RD#** 164

Date/Time: 05/30/13 - 02:39 PM **N.O.V Date:** 06/18/15

Reinspection: **Closed Date:**

Referred to N.I.:

COMPLAINING PARTIES

Name: None **Phone:** None

Address: None

VIOLATION CODE:

04.1 Storage of Debris

07.1 Overgrown Vegetation

10 Miscellaneous Residential

EXPLANATION OF VIOLATION / COMPLAINT:

Foreclosure registration signed on 4-29-13.

PROPERTY / WATER / BUSINESS OWNER INFORMATION:

Property Owner: Bank of America (Gerry Checky) **Phone #** 800-669-2443

Address: 400 National Way, Simi Valley, CA 93065

Property Owner: Safeguard Code Compliance **Phone #** compliance@safeguardproperties.com

Address: 7887 Safeguard Circle, Valleyview OH 44175

Water Account#:

Name: Liz Moreno **Phone #** 800.468.1743 x7288
800.468.1743 x7288

Address: CodeCompliance@fieldassets.com, 512.609.7288
liz.moreno@assurant.com

Inspection Report

11/03/15 - 11:19 AM

Ralph Hernandez

no issues. per Realquest, no changes in status.

10/01/15 - 12:07 PM

Ralph Hernandez

no issues. per Realquest, no changes in status.

09/01/15 - 11:21 AM

Ralph Hernandez

no issues on site. per Realquest, no changes in status.

08/04/15 - 11:25 AM

Ralph Hernandez

vegetation trimmed, no other issues on site. per Realquest, no changes in status.

07/01/15 - 04:07 PM

Ralph Hernandez

From: "Elizabeth Moreno" To: "Ralph Hernandez" Cc: CodeCompliance@fieldassets.com
Sent: Wednesday, July 1, 2015 4:00:12 PM Subject: RE: 12771 AUDREY CIR GARDEN GROVE, CA 92840-0000 Hello, That is ideal. The best way to notify Assurant Field Asset Services of any code violations is CodeCompliance@fieldassets.com. Thanks! Liz Moreno Specialist - Code Compliance 800.468.1743 x7288 T 512.609.7288 liz.moreno@assurant.com

07/01/15 - 03:57 PM

Ralph Hernandez

From: "Ralph Hernandez" To: "Elizabeth Moreno" Sent: Wednesday, July 1, 2015 3:57:14 PM Subject: Re: 12771 AUDREY CIR GARDEN GROVE, CA 92840-0000 Good afternoon. For any future concerns, would you prefer I e-mail you directly, as opposed to sending notices by traditional mail only? Thank you. Ralph Hernandez Code Enforcement Department City of Garden Grove 714-741-5353 From: "Elizabeth Moreno" To: ralphh@ci.garden-grove.ca.us Sent: Wednesday, July 1, 2015 3:55:34 PM Subject: 12771 AUDREY CIR GARDEN GROVE, CA 92840-0000 Hello Officer Hernandez, thank you for your call. As we discussed, you were able to re-inspect 12771 AUDREY CIR, and it is now in compliance. You have our contact information if you have any further concerns. Thanks again, Liz Moreno Specialist - Code Compliance 800.468.1743 x7288 T 512.609.7288 To inquire about existing violation bids/work orders, please reach out to the assigned CCT Coordinator found in the Specialty Coordinator tab. Escalations needing immediate assistance may be sent to my Supervisor, Kari.Gallo@Assurant.com x7270 Please send all NEW code violation requests to codecompliance@fieldassets.com Thank you, Liz Sanders Moreno Code Compliance Specialist liz.moreno@assurant.com

07/01/15 - 03:54 PM

Ralph Hernandez

spoke w/Liz Marino, Asset Assurance Field Services, verified compliance.

07/01/15 - 11:30 AM

Ralph Hernandez

vegetation trimmed, no other issues on site.

06/30/15 - 04:53 PM

Ralph Hernandez

call from Liz Marino, Asset Assurance Field Services, 512-609-7288, she stated the landscape has been addressed by her servicer, she asked if I would verify compliance asap. I agreed to do so.

06/18/15 - 11:20 AM

Ralph Hernandez

weedy landscape, two screens broken, but no broken windows or visible broken access/entry points. NOV for landscape.

05/18/15 - 11:45 AM

Ralph Hernandez

no issues today. no data updates per Realquest

04/16/15 - 04:52 PM

Ralph Hernandez

no issues today. no data updates per Realquest

03/17/15 - 11:46 AM

Ralph Hernandez

no issues today. no data updates per Realquest

02/17/15 - 11:27 AM

Ralph Hernandez

no violations in view. no data updates per Realquest

01/15/15 - 11:11 AM

Ralph Hernandez

no violations in view.

12/15/14 - 11:09 AM

Ralph Hernandez

no violation.

11/12/14 - 10:55 AM

Ralph Hernandez

From: "Ralph Hernandez" To: "Susan Guimba" Sent: Wednesday, November 12, 2014 7:36:05 AM Subject: Re: Safeguard Properties - 12771 AUDREY CIR, GARDEN GROVE, CA 92840 Good morning. Thank you for your prompt attention and courteous correspondence. Have a great day. Ralph Hernandez Code Enforcement Department City of Garden Grove 714-741-5353 From: "Susan Guimba" To: "Ralph Hernandez" Sent: Sunday, November 9, 2014 8:44:18 PM Subject: RE: Safeguard Properties - 12771 AUDREY CIR, GARDEN GROVE, CA 92840 Good day Officer Ralph, After reviewing the work order completed on 10.30.2014, the photos verify compliance at the property. The property is secure and the broken screen was repaired. This issue is considered resolved. If there are existing fines/fees/liens or issued Notice of Violation, please email them to CodeCompliance@safeguardproperties.com. If there are any discrepancies please contact CodeCompliance@safeguardproperties.com or 800-852-8306 ext. 8484. Thank you, Susan Guimba Code Compliance Specialist Safeguard Properties O: 800.852.8306 x 8531 2400 Lakeside Blvd. #300 Richardson, TX 75082 Seat Location: 172 codecompliance@safeguardproperties.com

10/28/14 - 07:37 AM

Ralph Hernandez

From: "Ralph Hernandez" To: "Susan Guimba" Sent: Tuesday, October 28, 2014 7:34:40 AM Subject: Re: Safeguard Properties - 12771 AUDREY CIR, GARDEN GROVE, CA 92840 Excellent. Thanks for the update. Ralph Hernandez Code Enforcement Department City of Garden Grove 714-741-5353 From: "Susan Guimba" To: "Ralph Hernandez" Sent: Tuesday, October 28, 2014 7:13:21 AM Subject: RE: Safeguard Properties - 12771 AUDREY CIR, GARDEN GROVE, CA 92840 Good morning Officer Ralph, Yes, we perform these type of services to preserve and maintain the property. Per our notes in the system, the trash/debris was relocated to a secure place, out of public view on 10.24.2014. I have also requested our vendor to return to the property to secure the damaged windows. I will provide you an update again as soon as I receive the results from our vendor. Thank you and have a nice day. Susan Guimba Code Compliance Specialist Safeguard Properties O: 800.852.8306 x 8531 2400 Lakeside Blvd. #300 Richardson, TX 75082 Seat Location: 172 codecompliance@safeguardproperties.com

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10/15/14 - 01:50 PM

Ralph Hernandez

on site: weeds/overgrowth cleared. debris removed, windows secured, screens still damaged.

10/15/14 - 01:46 PM

Ralph Hernandez

From: "Susan Guimba" To: "Ralph Hernandez" Sent: Tuesday, October 14, 2014 1:48:25 PM Subject: RE: Safeguard Properties - 12771 AUDREY CIR, GARDEN GROVE, CA 92840 Good day Officer Ralph, Per our notes in the system, the property has been secured on 09.30.2014. Padlocks has been installed on the gate and the rear door. Please let me know if you need anything else. J Thank you, Susan Guimba Code Compliance Specialist Safeguard Properties O: 800.852.8306 x 8531 2400 Lakeside Blvd. #300 Richardson, TX 75082 Seat Location: 172 codecompliance@safeguardproperties.com www.safeguardproperties.com Customer Service = Resolution® Safeguarding Our Clients' Interest From: Ralph Hernandez [mailto:ralphh@ci.garden-grove.ca.us] Sent: Tuesday, October 14, 2014 1:23 PM To: Susan Guimba Subject: Re: Safeguard Properties - 12771 AUDREY CIR, GARDEN GROVE, CA 92840 Good morning. Are you able to address the access issues: broken/unsecured windows/doors/garage door, etc.? Thank you. Ralph Hernandez Code Enforcement Department City of Garden Grove 714-741-5353

10/07/14 - 12:53 PM

Ralph Hernandez

From: "Ralph Hernandez" To: "Susan Guimba" Sent: Tuesday, October 7, 2014 12:53:16 PM Subject: Re: Safeguard Properties - 12771 AUDREY CIR, GARDEN GROVE, CA 92840 Thank you for the update. I will await your next follow up. Ralph Hernandez Code Enforcement Department City of Garden Grove 714-741-5353 From: "Susan Guimba" To: ralphh@ci.garden-grove.ca.us Sent: Tuesday, October 7, 2014 6:48:45 AM Subject: Safeguard Properties - 12771 AUDREY CIR, GARDEN GROVE, CA 92840 Good day Officer Ralph, Thank you for notifying us of the issue at 12771 AUDREY CIR, GARDEN GROVE, CA 92840. I just want to give you an update on this account. I would like to inform you that our vendor provided us a bid to remove the exterior debris and we are in the process of seeking approval of the amount from our investor Freddie Mac. I will provide you with an update again as soon as we receive the response from Freddie Mac. Should you have any questions or require additional assistance, you may contact us through email at CodeCompliance@safeguardproperties.com or phone at 800-852-8306 ext. 8484. Thank you and have a nice day. Susan Guimba Code Compliance Specialist Safeguard Properties O: 800.852.8306 x 8531 2400 Lakeside Blvd. #300 Richardson, TX 75082 Seat Location: 172 codecompliance@safeguardproperties.com www.safeguardproperties.com Customer Service = Resolution® Safeguarding Our Clients' Interest PRIVILEGE & CONFIDENTIALITY NOTICE: This e-mail and any attachments or links contained herein may contain information that is privileged, confidential, or proprietary. Any review, disclosure, copying, distribution, or use of the contents of this e-mail or any attachments is strictly prohibited. If you are not the intended recipient, or received this in error, please delete it immediately and contact the sender. Thank you.

09/29/14 - 03:43 PM

Ralph Hernandez

call from Patricia Hornsby Safeguard Properties. she requested e-mailed copy of NOV of 9-25-14 on behalf of Yung Rhee, service coordinator 469-320-8592 or

zung.rhee@safeguardproperties.com email sent: From: "Ralph Hernandez" To: "Patricia Hornsby" Sent: Monday, September 29, 2014 3:41:47 PM Subject: Re: 12771 AUDREY CIR, GARDEN GROVE CA 92840 Good afternoon. Here is the info you requested. Contact me with any questions. Thank you. Ralph Hernandez Code Enforcement Department City of Garden Grove 714-741-5353 From: "Patricia Hornsby" To: "ralphh@ci.garden-grove.ca.us" Sent: Monday, September 29, 2014 1:52:42 PM Subject: 12771 AUDREY CIR, GARDEN GROVE CA 92840 Good afternoon Mr. Hernandez, if you could please send in the Notice of Violation for the property located at 12771 AUDREY CIR, GARDEN GROVE CA 92840 as it is needed for Freddie Mac approval. Thank you in advance and have a great week! Patricia Hornsby Code Compliance Safeguard Properties, LLC. O: 800-852-8306 ext. 8537 2400 Lakeside Blvd. Suite 300 Richardson, Texas, 75082 Seat Location: 207 www.safeguardproperties.com Safeguard Properties=Resolution Safeguarding our clients's interests. PRIVILEGE & CONFIDENTIALITY NOTICE: This e-mail and any attachments or links contained herein may contain information that is privileged, confidential, or proprietary. Any review, disclosure, copying, distribution, or use of the contents of this e-mail or any attachments is strictly prohibited. If you are not the intended recipient, or received this in error, please delete it immediately and contact the sender. Thank you.

09/25/14 - 11:55 AM

Ralph Hernandez

----- Original Message ----- From: "Ralph Hernandez" To: compliance@safeguardproperties.com Sent: Thursday, September 25, 2014 11:55:29 AM Subject: 12771 AUDREY CIR, Garden Grove CA 92840 To whom it concerns. The property at 12771 AUDREY CIR, Garden Grove CA 92840, requires immediate attention. The following violations are in view: debris on site, failure to maintain landscape and broken or damaged doors/windows/other points of entry. I have attached a Notice of Violation. please contact me with any questions. Thank you. Ralph Hernandez Code Enforcement Department City of Garden Grove 714-741-5353

09/25/14 - 11:46 AM

Ralph Hernandez

spoke Vanessa with Safeguard Property Preservation. She stated my NOV's were not recvd (wrong address) she provided the correct address and e-mail account for me to send a maintenance request. compliance@safeguardproperties.com new NOV sent

09/15/14 - 04:24 PM

Ralph Hernandez

no changes or improvements. NOV2

09/09/14 - 03:04 PM

Ralph Hernandez

NOV1 to Safeguard Code Compliance returned: unable to forward.

09/04/14 - 12:04 PM

Ralph Hernandez

no compliance; NOV2

08/19/14 - 07:36 AM

Ralph Hernandez

site unmaintained, broken windows, forced entry, weeds, etc. per Realquest: FC still active, house listed as for sale under FOMO INVESTMENTS LLC Mailing Address: 3112 KLONDIKE AVE, COSTA MESA CA 92626-2953 C/O THONG NGUYEN. attempted to reach Safeguard Property Preservation, left mssg. NOV1

07/17/14 - 08:02 AM

Ralph Hernandez

per Realquest: FC still active, house listed as for sale under FOMO INVEST LLC Mailing Address: 3112 KLONDIKE AVE, COSTA MESA CA 92626-2953 C/O THONG NGUYEN

06/16/14 - 12:10 PM	Ralph Hernandez
per RealQuest, house listed "for sale" FC still active.	
05/15/14 - 02:45 PM	Ralph Hernandez
no new FC or sales info per Realquest	
04/15/14 - 07:34 AM	Ralph Hernandez
no new FC or sales info per Realquest	
03/10/14 - 04:04 PM	Ralph Hernandez
per RealQuest, house listed "for sale" FC still active.	
02/10/14 - 11:29 AM	Ralph Hernandez
per Realquest, no updates: FC still active, house listed as for sale under FOMO INVEST LLC Mailing Address: 3112 KLONDIKE AVE, COSTA MESA CA 92626-2953 C/O THONG NGUYEN	
01/06/14 - 12:50 PM	Ralph Hernandez
per RealQuest, house listed "for sale" FC still active.	
12/05/13 - 12:26 PM	Ralph Hernandez
per RealQuest, house listed "for sale" FC still active.	
11/04/13 - 12:48 PM	Ralph Hernandez
per RealQuest, FC active.	
10/03/13 - 02:11 PM	Ralph Hernandez
per RealQuest, house listed "for sale" FC still active.	
09/05/13 - 12:14 PM	Ralph Hernandez
per RealQuest, house listed "for sale" FC still active.	
08/01/13 - 08:02 AM	Ralph Hernandez
per RealQuest, FC active.	
07/01/13 - 11:58 AM	Ralph Hernandez
no issues on site: per RealQuest, house is for sale, still active FC	