

I am responding to the Short Term Rental Permit Comments for 1850 Edgecliff Fullerton, Ca 92831, Reference Number STR-2022-0028

My Name is Michael Aquino and I reside at [REDACTED] Fullerton, Ca 92831. I am the next door neighbor to the proposed Short Term Rental Permit residence. I am a Retired Police Captain from the Anaheim Police Department and have worked with the Fullerton Police Department and various Departments within the City Government on numerous occasions/cases throughout my career. I was impressed with the City of Fullerton and when I retired I bought this home as my retirement home. I have lived at this location for approximately 11 years. I only give this information so that my input will be considered not only as a neighbor but as a professional working in city government for over 30 years.

I strongly oppose that this permit be approved for several reasons:

I bought in the City of Fullerton because of my experience with the City departments, the quiet neighborhood, and the peace of mind knowing that I was in a safe area. I did not buy a house next to a hotel or Airbnb and at no time did I ever think that anyone would consider doing this in this kind of neighborhood. I would never have bought a house next to or near a hotel type atmosphere and do not appreciate being put in this situation. We live in an area that has long established homeowners and for the most part the older age group. When I bought this house, like others, I made a huge investment for the peace, quiet, safety, and security of knowing it would remain so, as this is not a neighborhood to use a home as a daily rental house.

I made this huge investment after much research in the area which included feedback from different departments within the City of Fullerton. This gave me the confidence this was a nice, quiet, safe neighborhood as well as knowing that the property would appreciate in value over time. Now we are going to be put in a situation that could/will have a negative impact on our homes value.

I have befriended the homeowners(Fiqua/Naeem) at 1850 Edgecliff and attempted to resolve issues directly with them rather than make complaints to various departments. I still have a friendly relationship with them. Several neighbors complain to me frequently about how they have negatively affected the peace, quiet, conditions, and at times safety of our neighborhood. I have watched their house several times, at their request, when they have gone on vacation. They have come to me for advice on several issues and asked me to speak to other neighbors on their behalf. I have never filed any type of complaint against them, even when I should have. I have been the peacemaker between them and other neighbors on several occurrences. If you were to ask them I believe they would tell you that they consider me as a friend and good neighbor.

I know this is alot to read but it will give you an overall perspective that they do not always see how there actions affect the neighborhood. They do not see issues and address them as the problem usually has to be pointed out to them before they take actions, if any. They consider things "petty" and they always seem to come up

with an excuse. They either seem oblivious to the neighborhood issues they are creating or do not have any consideration for their neighbors. These are all important reasons to deny an AirBnb Permit which will most likely cause even more disruption in our neighborhood.

They moved in December of 2020. Since they have moved in the Police have been called to their house on at least 4 occasions that we know of. We have lived here for 11 years and do not know of any police response to our neighborhood involving a resident. Since they have moved in they have been reported to Code Enforcement, Parking Control, Animal Control, and the Police department for various violations. They have spoken to us regarding the complaints made on them and still consider them "petty" even though they affect the overall condition of our neighborhood.

The day they moved in several police units showed up to the house. The next day Fiqua spoke to us and apologized for the commotion involving the Police. She said that her son was out of control. She said she could not deal with him as she was pregnant, and her husband Naeem did not want to deal with him. So they just called the Police to handle the situation. She knew I was a retired Police Officer and asked me for advice.

Most recent Tenant Incident that in of and by itself we request you deny an AIRBnB permit:

On Saturday September 17, 2022 at approximately 6:30 pm we came home and heard loud music coming from their backyard. We then saw a black SUV drop off two young male adults who went into the backyard with one of the boys we had seen staying at the house. We could also smell a strong odor of marijuana coming from the backyard. The boys started playing basketball, and yelling/cussing at each other. There was loud rap type music playing in the background. Both Fiqua and Naeem were home at the time. I went out in my backyard to start our BBQ but the odor of marijuana was so strong that I could not BBQ. We went out and bought food to take home. We came home at about 7:15 pm and still had the strong smell of marijuana and loud music. Fiqua and Naeem left the house at about 7:50 pm.

From about 8pm until 10:30 at least 12 plus cars came to the house dropping off people. I would estimate at least 25 people ended up at the party. The party got continually louder, both with loud rap music and people yelling back and forth at each other. They were calling each other the "N" word as well as using the "F" word constantly in a loud voice. The smell/smoke of marijuana could be seen rising in the backyard lights and was coming into our house through our doors and windows. We had to shut all our doors/windows and could not turn on our air conditioner as it was bringing the odor into our house through the AC system. We could still hear the loud music with all our doors/windows shut. The party was so loud and with a heavy marijuana smell that a neighbor called and asked if we should call the Police. Due to the circumstances and possibility of retaliation by the AIRBnB tenants, I told them to wait until I could talk to Fiqua and Naeem.

At about 9:50 pm a group of about 6 people carrying what appeared to be food and backpacks were getting out of a vehicle and walking towards the backyard. The homeowners son came home as they walked to towards the house. He remained in his

car for approximately 10 minutes. Fiqua and Naeem arrived home at approximately 10:34 at which point Naeem went right to the backyard. My wife was in our backyard and heard Naeem yell at someone "this has been going on for two hours this has to stop". I went outside and contacted Naeem when he came back to the front yard. I told him we were upset and this had to stop. I told him what had been going on, and how bad it had been for the last 3-4 hours. When I spoke about the marijuana issue he replied "yeah I have been smelling marijuana for the last week or so". He said that he had already called "AIRBnB" and they (tenants) would be out of here by Monday. Naeem also commented that "AIRBnB" needed to "screen" the tenants better. When I told him I didn't think "AIRBnB" screened anyone, they just book it like you would a hotel, he did not respond. While we were discussing the issue, Fiqua came out and joined the conversation. She listened to what I was saying, and I told her we knew these were renters even though she had told us her visitors were relatives who were in town for a wedding on a prior conversation. During the conversations, separately, I asked them if their Son had called them as he appeared to not want to get out of his car. I asked if he was scared and told them he should have come to my house. They both said "yes" and that he was "scared", and thanked me for the offer. After hearing what had occurred at their home Fiqua started telling Naeem in a loud voice that he needed to call "AIRBnB" and get the tenant out tonight. Naeem said he had already called "AIRBnB" and they would get them out on Monday. She again said she wanted them out tonight. I told Fiqua that other neighbors were really close to calling the Police but I told them to wait until I talked to them so they could shut down the party. Fiqua just put her head down and said nothing. Several times while we were talking they would speak to each other in a foreign language, which to me made me feel that they didn't want me to know what they were saying to each other.

People did not immediately leave the house but the outside music and marijuana smoking stopped. People left in small increments as cars came to pick them up. At one point a young female sat on our lawn waiting for her ride to arrive. My Wife went out to make sure she was okay, as a male subject was talking to her and she kept shaking her head no. The girl told my Wife she was ok and just waiting for her ride. My Wife called Naeem regarding the girl, and he came out and told her to wait in front of his house. At this point she just walked off towards Raymond Street. Numerous cars continued to pick up people until about 1:30 am.

On September 21, 2022 at approximately 4:49 pm Fiqua called my wife's cell phone. She was extremely upset and started yelling at her as apparently someone had called the Compliance Hotline to complain about their house and noise. Fiqua made it sound like they were complaining about noise today and that she was called by the "State" to stop what they were doing in their backyard. She insinuated that either we or Todd had made the complaint and was harassing my wife. She then yelled in a mean angry tone that she would have a party everyday if she wanted to. She made other comments to that effect in a loud angry tone. She had my wife so upset that she was crying and starting to have breathing issues. My wife told her to stop yelling at her and that she was harassing her over a complaint someone else had made.

I took the phone from my wife and told Fiqua to stop yelling at her as we had not filed a complaint. She continued yelling at me and I told her to stop. I told her it sounded to me that someone may have filed a complaint regarding her party on

Saturday. She said no that the "State" had called her today and said she was making too much noise in her backyard. She said that I must know who it was. I asked her what was the number she was called by and she gave me (714) 650-8685, and they used the term "STR". I told her that was the number to the Host Compliance Hotline service that Fullerton uses, and when they used "STR" that was regarding "Short Term Rentals", not the State of California. She went on complaining she had done nothing wrong today, so why would anyone file a complaint. I tried to explain it to her to no avail. Once she calmed down somewhat, I had further discussion with her about the party and other issues they have created in general. She still blamed the party on the tenant rather than taking responsibility. She apologized to me for the way she had treated and talked to Charlotte. Charlotte text her with my cell phone number and requested that future calls be made to me if she needed anything.

This is a typical response when someone complains about them, she lashes out and does not take responsibility. Needless to say this makes us leery about filing a complaint if they were to violate any rules. I don't see how this permit could be approved when we (or others) will not be able to use your mechanism (Host Compliance Hotline) to complain without the fear of verbal harassment or retaliation. We are very frustrated and feel somewhat helpless. We feel that this is just the beginning based on prior conversations we have had with Fiqua.

On September 22, 2022 Fiqua called my cell phone to tell me that she had just received a complaint from the same number she had yesterday. Someone had complained regarding their dog jumping in their backyard. She said their dog has not been at the house for over a month. She was very upset and again said I must know who it is as I know all the neighbors. I told her I didn't know but told her that several neighbors had received the letter from the City seeking input on the Short Term Rental. She got louder and said "I know they did we aren't hiding anything or doing anything wrong or illegal". I told her I knew she wasn't, but neighbors are concerned about it and may just be responding to the letter. I told her that many are older people and may have reported things that bothered them in the past, which they feel may be a problem if they get the permit. She got mad and said that they just have to get out of here and are being forced to move out. I told her that was not true people are just addressing their concerns now. I asked her how she thought we felt after the party on Saturday, along with her harassing call to Charlotte yesterday. I told her Charlotte told me today she just wants to put our house on the market and get out of here. I told her Charlotte is now in fear, and feels like we are being harassed. I told Fiqua we have lived here for 11 years and have never felt this way. She complained about other dogs barking, but she got a complaint from Animal Control. I told her that other people in the neighborhood have had complaints from Animal Control and came to us to apologize even though we didn't file the complaint. I also told her we have talked to her numerous times about her dog getting out and the barking and it took months for it to stop and she agreed. She had to cut me off because she said she was getting a call from the city.

I feel this is going to happen every time someone enters a complaint. I know I can block her calls, but I'm just trying to be a good neighbor, and telling her the truth. Even if I block her number she has on prior times approached me in the front yard regarding issues.

These are just some of the issues I have addressed with the homeowners at 1850 Edgecliff since moving in approximately 20 months ago:

CONSTRUCTION ISSUES:

Fiqua originally asked us to "bear with them" as they were going to have a lot of construction going on. She said it would only take three months to complete the work. She told me to let her know if any issues came up and she would take care of them. The construction lasted well over a year, with numerous construction vehicles and workers present. They have had some type of work being done as recently as a month ago. We were very patient with them. The house looks beautiful inside. Fiqua told us they had spent over \$250,000 in remodeling and upgrades in electrical and plumbing of the house as it was in poor condition when they bought it. These are just some of the issues I had to speak to them about:

- Workers fabricating marble/granite in their front driveway, getting thick dust on our cars and house. I showed them the mess they were making on our house, cars and plants and asked them if they could at least do it in their garage(which was empty at the time) to mitigate some of the problem. Their response was "we can't get the customers house dirty". By the time I got ahold of Fiqua and their boss they apologized and said they only had one more hour and they would be finished. Fiqua assured me she did not tell them that they couldn't get her house dirty or that they couldn't do it in the garage. Even with all that they continued cutting for about 4 more hours, and did not move their equipment into the garage.

- I spoke to Fiqua about the number of trucks and working so late. She told me that most workers are done by 5pm. She said anybody working later than that are her friends working on electrical/plumbing issues. Some of the workers would be there on a daily basis with the whole crew, and then not come during the day on occasion, but show up after 4pm and work late, many times until as late as 9pm.

- Workers urinating on the railroad ties/bushes of the neighbors yard across the street. The two times I actually saw them do it, it was the workers showing up late in the day. I yelled at them twice as they were doing it but they said nothing and just walked over to Fiqua's house and went inside. After the second time I told Fiqua what was occurring and told her that she either needed to let them use her bathroom or get a portable outhouse.

- Flat tires. Since they started construction we have had several flat tires or tires with nails in them. When I told Fiqua and asked her to have the workers be more careful, her reply was that they had several flat tires too and had to replace all 4 tires on one of their cars. She did offer to have the contractor pay for the repairs, but that was not the issue. It was the hassle of getting the repair done as well as a safety issue.

- Constant trash in our gutters and blowing into our yard. We would daily get trash from food wrappers, coffee cups, masks, tissues, and plastic wrappings from stuff they had delivered to the house for construction. I would just pick it up and not

complain. I would often pick up nails/screws in my gutter and driveway apron before they got into my tires.

-Workers cleaned out their front yard pond, running all the algae and slime down in front of our house. They cleaned up the front of their house but refused to clean ours. We finally got ahold of Naeem and told him we were going to call the City. He came to the house and made them clean it up.

-Same issue with carpet cleaners letting their dirty water run all in front of our house. When we called Fiqua she denied having any work done. I told her there was a van in front of her house that I thought was cleaning her pond again. She said "oh no that's my Carpet cleaner but they collect all the dirty water in their tanks". I had to actually show her a photo of the mess before she admitted they did it, and apologized. She was frustrated and asked why things like this keep happening. She said "you guys are such good neighbors and don't deserve this". I told her things like this keep happening because they don't seem to hire people who have the proper tools, equipment, shop, or maybe even ability to do the job correctly.

Trash issues:

- They have put out extra trash for the specific self ordered trash pick up of items that don't fit in the cans. The first time they did it they put it partially in front of our house. I told them to move it at least to their side of the property line. That one took a couple of weeks to get picked up. The next time they did the same thing and I again told them to put it in front of their house. This time they put it partially blocking their driveway and right up to our property line. This pile grew for several weeks as they added items. I would ask when it was getting picked up and the answer would always be they have called them several times to get it picked up. At one point it was so bad walkers would yell at me to get the trash out of the street and I would have to tell them it wasn't ours.

-They were leaving their trash cans in front of their garage open to public view. Often times the black trash cans were overflowing, with full trash bags laying on the ground beside the cans. Many times the trash would blow into our yard. Someone finally complained to Code Enforcement. Fiqua called us upset and asked why people are always singling them out. We told her the truth but she was very defensive saying "everybody does this and this is "petty".

NOISE/SAFETY ISSUES:

-They have a large german shepard which was constantly barking. I told them numerous times that the dog was barking so much that at times we could not even sleep in our own bedroom. The dog would bark constantly when they or their friends would come/go from the house or walkers would walk by. This would occur constantly during the day, and late at night when visitors were coming/going. Many times this would be after 2am and the dog would bark non-stop for hours. The barking would get better from time to time, but would always start up again, at which point we would have to again tell them it was a problem. At one point they did buy a shock collar for the dog, which worked for a while, but eventually the dog would start barking again. Each time we would again have to let them know it was a problem.

-The dog would get out several times a week, sometimes multiple times a day. Three of the times it got out it charged at me in attack type mode, once stranding me on a ladder, another time me running to my car, and a third time attempting to bite me, as I waited for their help getting control of the dog. Several times the dog would charge at people walking on our street, either elderly walkers, people pushing strollers, or people walking with young kids or dogs. We would always call or text them when the dog got out, if we saw it. Many times the dog would run into traffic on Raymond street. I have spoken to both Fiqua and Naeem about the dog on numerous occasions. Many times they would say "are you sure it's our dog" even when they knew it was. The last time I spoke to them, Fiqua told me that she wished I would call Animal Control to get her son in trouble, as it is his dog. I told her that I was addressing it with her as she is the homeowner. She still said it was not her responsibility it was her son's. Finally someone made a formal complaint with Animal Control as they would not control the dogs barking. They have removed the dog since they have been renting out a room for the last 3-4 weeks.

-At one time their son had a BMW car he used as a race car. The car was extremely loud. He would start it up several times a night and drive it for short periods, and return to the house. Many times after midnight. He would later get a newer BMW with even a louder exhaust that would rattle our windows everytime he started the car. We could always hear when he comes and goes, rattling our the windows, many times waking us up after midnight. His friends would come over late at night with loud exhaust vehicles. When addressed with Fiqua, she admitted the car was loud but it continued. This has been better since he moved out of the house (second police response). The most recent AirBnB tenants have been coming and going from the house at all hours of the night, which adds to the noise issues.

PARTIES:

-Fiqua text us in June saying she was having a "pre-wedding" party on June 11th and that it was going to be from 8pm to 1am. She said it would be loud and would have a lot of cars. She said it was for one of her friend's daughter. They did get loud and there were numerous cars, still no big deal. Most of the cars that showed up were her normal family visitors. At 1am when everyone was leaving the kids (including hers) started hanging out in front. Loud cars were driving fast up/down the street (including their son) until about 2am. I told Fiqua about this and her reply was "I never looked out front". We could hear her outside saying goodbye to her adult friends as this was occurring.

-In August Fiqua text us that she was "hosting" another "pre wedding" event on August 11th, and that it "might get loud". This party was now going to be on a Thursday night (worknight). She was letting us know as it was going to be even bigger than the last one. A few days later Fiqua came to me and wanted to discuss her party. She asked me if I thought Todd (Neighbor on the other side of their house) was going to call the police. She said she had text him with the info and he text her back that "quiet time was 10pm". She asked for my advice as this party she was "Hosting" was for a "client" who was a hairdresser in Beverly Hills. She didn't know who would be attending, but the party was going to be much bigger than the

last one and there would be a lot more cars. She asked for my advice and I told her to do several things to mitigate the potential for the Police to be called. She said she would do what she could but she had not yet recieved the "Itinerary" from the Bride (client). I also told her not to let the kids party out front again, after the party is done. She told me that her son would not be at this party as he didn't know the bride or groom, so that should not be an issue.

The night of the party about 35+ cars came. The party got really loud and and was loud past 10pm. At about 1030 she called us and said that Todd had called the Police and asked what she should do (third Police response). I told her it definately was loud and there were numerous people walking up/down the street. I told her the call to the Police was warranted. A few minutes later Fiqua called back and said she was shutting down the party as she had been "humiliated in front of her guests". In this incident she did not appear to have done many of the things I had suggested to avoid upsetting the neighbors and having a Police response.

The next day at about 9pm the Police were back in front of our house again (fourth Police response). Fiqua told us she called the police on Todd as he had "verbally assaulted some kids who were standing in front of his house". She said her guests were all prominent type people and professionals, and she had been "humiliated". She also made a comment that Todd had no business calling the police on her so she had no problem calling the Police on him. I told her that the party was loud and there were way too many cars for this kind of neighborhood. I told her that other neighbors had complained to me. She said "nobody owns the street", they could park anywhere they wanted, and she wasn't concerned about what her neighbors thought. I told her it was a courtesy issue. It was not fair to do to others who live here and may have needed room to park in front of or at least close to their own house. She then went on this tirade of how they are the most courteous neighbors we would ever find, and the neighbors are just singling them out.

PARKING:

-They were leaving their cars in the street all night. Many times they would not even park in front of their own house. They occassionally parked across from our house even when there was nobody parked in front of or across from their house. I have talked to Fiqua about it several times and how it was a courtesy issue. She agrees there is no reason to park across from our house. She said she would talk to them and didn't know why they were doing that. That issue is better but still occurs. If they were allowed an "AirBnB" permit I do not see where they can park all their cars, as well as tenants cars on their own property, which is one of the rules. With the Labor Day weekend renters, they left their cars in the street overnight.

CONCLUSION:

I think the issue here is that they have to be told when there is a problem rather than think/see how their actions affect their neighbors. When they hear some of the issues they see them as petty or irrevelant. Some they say they will take care of and they never do, or take care of them but a few hours/days/weeks it occurs again.

Many times when talking they will either be misleading or somewhat less than truthful. They will many times act very concerned but don't seem to correct the problem. Fiqua has several times made the comment "I know you guys have been the best neighbors I just wish you didn't have to deal with this stuff" when told about the issues previously mentioned. We wouldn't have to deal with "this stuff" if they would take responsibility for the issues and deal with them. They often try to be very convincing that they care but in the last 20 months it has been one issue after another. We have been very patient, and there have been many other issues I didn't include. Adding an AIRBnB will only create more neighborhood issues they may not address.

We now worry about leaving our house as there will be tenants staying at this house that may not have been screened in any way. That is evident by the party we were exposed to this past weekend. For the first time in eleven years my wife told me she did not feel safe living here with an AIRBnB next door, and the activity that was taking place. We have lived here for about 11 years now. We have not had issues that needed a Police response regarding homeowners. In the last 20 months the Police have been called to their house four times, as well as Code Enforcement, Animal Control and the Parking Police two times. Now they want to Offer their house as an AirBNB. They appear to have been renting out their room for at least the last 3-4 weeks and we just now received this inquiry. About 2-3 weeks ago we went on the AIRBnB website and their home was listed and available for AIRBnB rentals. Until this notice was received, we as neighbors have never been asked if we have issues with this or what the issues may be. Not by the homeowner or the City of Fullerton.

How are they going to control tenants when they leave the home while tenants are there. They appear to be violating rules when they haven't even been approved for an AIRBnB permit. What will they do if you actually approve this. The current AIRBnB tenants have been in the house since September 7th or 8th. Naeem told me they would be out by Monday September 19th, due to their party. Now we have to protect our property from weekly visitors who may not be screened in any way. This is not a neighborhood designed for hotel like activity, cars coming and going late into the night and associated noise, tenant parties ect.

I don't think with their past practice and most recent AirBnB tenant party incident, the City of Fullerton can in good conscience allow this permit to be approved. Past practice is indicative of future performance. I don't feel that we homeowners should be subjected to an AIRBnB that is bringing disruption to the neighborhood as well as a potential risk for the safety of the neighborhood residents. How will this affect the value of our homes if we decided to sell(which we are thinking about due to their actions). You wouldn't want this nextdoor to your house, and we deserve the same respect. Thank you for reading this and allowing us input in this matter.

Due to their past contacts with us and most recent aggressive contacts from Fiqua I request that any and all information I have provided to the city regarding this issue be kept confidential and not disclosed to them or anyone out of the need to know City Approval/Review team. We are very concerned about retaliation or harassment for speaking the truth and responding to this request. I think you can

see that since they have been having tenants, and now that a review is underway, we are being subjected to uncomfortable contacts with them. We have never made a complaint to any government entity regarding issues with them and have always tried to resolve issues by speaking to them directly, neighbor to neighbor. This is the first time that we have provided any formal information to the City or any government entity.

I can be reached at [REDACTED] if you need any further information.