

AGENDA ITEM REQUEST FORM

Department: Rent Program

Department Head: Nicolas Traylor

Phone: 620-6564

Meeting Date: July 19, 2023

Final Decision Date Deadline: July 19, 2023

STATEMENT OF THE ISSUE: At the November 17, 2021, Regular Meeting of the Richmond Rent Board, the Board adopted Regulation 425, titled, "Waiver of Delinquent Residential Housing Fee Assessment. As required by Regulation 425, the Executive Director or his or her designee shall review all late fee waiver requests and issue a recommendation for the Rent Board to approve the waiver, in full or in part, or deny the waiver, based on the Landlord's reason for requesting the waiver and their payment history. Attached to this recommendation, for the month of June 2023, are the compiled late fee waiver requests and associated documentation.

INDICATE APPROPRIATE BODY

- | | | | | |
|---|---|--|--|---|
| <input type="checkbox"/> City Council | <input type="checkbox"/> Redevelopment Agency | <input type="checkbox"/> Housing Authority | <input type="checkbox"/> Surplus Property Authority | <input type="checkbox"/> Joint Powers Financing Authority |
| <input type="checkbox"/> Finance Standing Committee | <input type="checkbox"/> Public Safety Public Services Standing Committee | <input type="checkbox"/> Local Reuse Authority | <input checked="" type="checkbox"/> Other: <u>Rent Board</u> | |

ITEM

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|---|--|--|
| <input type="checkbox"/> Presentation/Proclamation/Commendation (3-Minute Time Limit) | | |
| <input type="checkbox"/> Public Hearing | <input type="checkbox"/> Regulation | <input checked="" type="checkbox"/> Other: <u>CONSENT CALENDAR</u> |
| <input type="checkbox"/> Contract/Agreement | <input type="checkbox"/> Rent Board As Whole | |
| <input type="checkbox"/> Grant Application/Acceptance | <input type="checkbox"/> Claims Filed Against City of Richmond | |
| <input type="checkbox"/> Resolution | <input type="checkbox"/> Video/PowerPoint Presentation (contact KCRT @ 620.6759) | |

RECOMMENDED ACTION: APPROVE late fee waiver(s) for June 2023 pursuant to Regulation 425 - Rent Program (Fred Tran/510-620-6537).

AGENDA ITEM NO:

G-6.

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ITEM G-6

Late Fee Waiver Summary – June 2023 Regular Board Meeting

Property Street	Property Owner	Date of Request	Reason for Request	Recommendation to Approve or Deny	Late Fee Amount	Total Late Fees Waived if Approved	Recommended Late Fee Amount (if any)
1 153 Shoreline Ct	Naazneen Amir Fakhri	August 20, 2022	Owner, did not receive Invoice	Full waiver of late fees	\$61.50	\$61.50	None
2 330 Summit Place	Ahmad Tabatabaee	December 21, 2022	Owner, did not receive Invoice	Full waiver of late fees	\$565.00	\$565.00	None
3 4500 Overend Avenue	Membreno Eugenia	December 26, 2022	Owner, did not receive Invoice	Partial waiver of late fees	\$222.00	\$177.60	\$44.40

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To: Members of the Richmond Rent Board

From: Monica Bejarano, Senior Management Analyst

Re: Late Fee Waiver Recommendation – 153 Shoreline Ct.

Date: July 19, 2023

Late Fee Waiver Recommendations Pursuant to Regulation 425

As required by Regulation 425, the Executive Director or his or her designee shall review all late fee waiver requests and issue a recommendation for the Rent Board to approve the waiver, in full or in part, or deny the waiver, based on the Landlord's reason for requesting the waiver and their payment history. Attached to this recommendation are the compiled late fee waiver requests and associated documentation including the table below with details on each month's request.

Summary of Late Fee Waiver Requests and Recommendation for June 2023:

Property Owner	Date of Request	Reason for Request	Recommendation to Approve or Deny	Late Fee Amount	Total Late Fees Waived if Approved	Recommended Late Fee Amount (if any)
Naazneen Amir Fakhri "The Fakhri Family Revocable Trust"	August 20, 2022	Did not receive previous invoice due to traveling schedule.	Full waiver of late fees	\$61.50	\$61.50	None

Good Cause and Late Payment History

Regulation 425 requires a showing of Good Cause prior to waiving any late fee assessment. Good Cause is defined as the taking of reasonable efforts, while acting with due diligence to remit timely payment of the Residential Rental Housing Fee. In other words, it is an evaluation of whether the Landlord took reasonable efforts and acted with due diligence in their attempt to pay the Residential Rental Housing Fee. Regulation 425 guides this inquiry by requiring the Executive Director evaluate applicable enumerated factors (Attachment 1) prior to making a determination of whether there exist Good Cause to grant the request. Finally, Regulation 425 establishes that a Rent Program billing error would always constitute Good Cause to waive the late fee assessment.

Claim of "Good Cause"

In the request dated August 20, 2022, (Attachment 1) Naazneen Amir Fakhri the property owner at 153 Shoreline Court indicated that they did not receive the previous Rental Housing Fee invoices due to their travel schedule. In August 2022, Naazneen Amir Fakhri contacted Executive Director, Nicolas Traylor, to inquire about their Rental Housing Fee and the late fees listed on the invoice. According to our records, in January 2023, the fees were paid by check which was dated August 2022. Our office forwarded the check to the Cashiers office and full balance was paid and processed by February 06, 2023. Rent Program staff confirmed that the property has been enrolled since October 2019.

Payment History

Where a requestor has made timely payments in the prior two (2) fiscal years, their request shall be ministerially granted. Such requests do not require a showing of Good Cause and are not subject to the provisions of Regulation 425 (D) and Regulation 425 (E). Regulation 425 (D) and (E), provide the factors required when making a determining of good cause.

In this case, Naazneen Amir Fakhri has not previously submitted a Late Fee Waiver request in the last four (4) full fiscal years.

Evaluation of Owner's Claim of Good Cause

No Late Fee waiver request shall be granted unless there is a sufficient demonstration of Good Cause. In their consideration, the Executive Director must evaluate the following factors, whenever present, when making a determination of Good Cause:

1. *Whether the failure to remit timely payment was due to a Rent Program billing error, such as an incorrect address, an incomplete invoice, or an invoice sent to the wrong owner;*
2. *Whether the requestor is a successor in interest who has not received an invoice.*
3. *Whether the requestor is experiencing a financial hardship that is caused by circumstances beyond the Landlord's control;*
4. *Whether the requestor experienced a medical emergency, medical treatment, hospitalization, or death in the family within the billing period;*
5. *Whether the requestor had submitted a request for an Administrative Determination of Exempt/Applicability Status within the billing period;*
6. *Whether the requestor's Tenant(s) have experienced a COVID-19 related financial hardship that has impacted the Tenant's ability to pay Rent;*
7. *Late payment History.*
8. *Any other circumstances relevant to the inquiry of Good Cause.*

Rent Program staff confirmed Naazneen Amir Fakhri paid the base Residential Rental Housing Fees for Fiscal Years 2021-2022 & 2022-2023 on February 06, 2023. Rent Program staff verified with Contra Costa County records that 153 Shoreline Ct. is designated as a condominium built in 1990.

Naazneen Amir Fakhri has demonstrated Good Cause that warrants a waiver of late fees with a timely payment when they realize the invoice was still due. Naazneen Amir Fakhri paid the invoice immediately once they were informed of the outstanding balance.

Staff Recommendation

Naazneen Amir Fakhri has demonstrated good faith efforts to come into compliance by contacting the Rent Program to inquire about the invoice, and paying the Rental Housing Fees when the invoice was received. Considering these factors, staff recommend that a full waiver of late fees, in the amount of \$61.50, be granted.

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Request to Remove Late Fees

Property Owner Name: The Fakhri Family Revocable Trust

FRJC #: [REDACTED]

Property Owner Phone Number or Email: [REDACTED]

The Property Owner has requested the removal of late fees on their account totaling \$ 61.50 for the following reason:

- New Owner, did not receive invoice
- Wrong Mailing Address
- Owner believed property was exempt from the Rent Ordinance
- Financial hardship, caused by circumstances beyond the Landlord's control, such as natural disaster, destruction or major damage to the Rental Property not due to the Landlords actions, bankruptcies and disputes over ownership of the property.
- Hospitalizations or medical treatments of the Landlord or Landlord's family during the fee billing period, or a death in the family within the fee billing period
- The landlord was billed for a fewer number of units because of errors in property records maintained by the Rent Program where the error was not attributable to information supplied by the Landlord. The penalties are waived only for unbilled units; the billed units should be paid on time.
- A previously enrolled property was not billed as a result of staff error.
- An invalid or erroneous account number was assigned, which resulted in billing errors or improper crediting of payments by the landlord.
- The determination of whether or not the property was subject to the Ordinance required an analysis through the existing Administrative Determination of Exempt Status process. Penalties will be waived only while the determinations pending. If the Landlord raised the issue requiring administrative determination, penalties will be waived only from the date of the first written contact with the Board in which the issue was raised. Waiver of penalties will not be granted if the staff determines that the issue raised is already settled and/or has no substantial merit. If the issue was raised by Rent Board staff, the waiver period commences on the date on which the administrative determination was requested by the staff. In all situations in which a determination was requested, the waiver period terminates when the Landlord is notified of the determination regarding the status of his/her property.
- The property owner was unable to collect some or all of the rent due to the COVID-19 pandemic and the resulting hardship led to non-payment of the Rental Housing Fee. In this case, the property owner must declare under penalty of perjury, in detail, how COVID-19 has impacted their business (i.e. how many month's tenants didn't pay rent, illness in the family or self, etc.)
- Other: Did not receive due to travel schedule and made payment in full ASAP.

Declaration & Signature:

I declare under penalty of perjury under the laws of the State of California that every statement in this Late Fee Waiver Request is true and correct to the best of my knowledge and belief.

Signature of Landlord/Property Manager: NA Fakhri Date: 8 / 1 / 2022

Printed Name: Naazneen Amir Fakhri

Rent Program Staff Use Only:

This request has been conditionally granted by the Rent Board, provided the owner pays the Rental Housing Fee before _____.

Executive Director Signature: _____ Staff Initials: _____

Date: ____/____/____

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To: Members of the Richmond Rent Board

From: Monica Bejarano, Senior Management Analyst

Re: Late Fee Waiver Recommendation – 330 Summit Place

Date: July 19, 2023

Late Fee Waiver Recommendations Pursuant to Regulation 425

As required by Regulation 425, the Executive Director or his or her designee shall review all late fee waiver requests and issue a recommendation for the Rent Board to approve the waiver, in full or in part, or deny the waiver, based on the Landlord's reason for requesting the waiver and their payment history. Attached to this recommendation are the compiled late fee waiver requests and associated documentation including the table below with details on each month's request.

Summary of Late Fee Waiver Requests and Recommendation for June 2023:

Property Owner	Date of Request	Reason for Request	Recommendation to Approve or Deny	Late Fee Amount	Total Late Fees Waived if Approved	Recommended Late Fee Amount (if any)
Ahmad Tabatabaee	December 21, 2022	Did not Receive Rental Housing Fee Invoice	Full waiver of late fees	\$565.00	\$565.00	None

Good Cause and Late Payment History

Regulation 425 requires a showing of Good Cause prior to waiving any late fee assessment. Good Cause is defined as the taking of reasonable efforts, while acting with due diligence to remit timely payment of the Residential Rental Housing Fee. In other words, it is an evaluation of whether the Landlord took reasonable efforts and acted with due diligence in their attempt to pay the Residential Rental Housing Fee. Regulation 425 guides this inquiry by requiring the Executive Director evaluate applicable enumerated factors (Attachment 1) prior to making a determination of whether there exist Good Cause to grant the request. Finally, Regulation 425 establishes that a Rent Program billing error would always constitute Good Cause to waive the late fee assessment.

Claim of "Good Cause"

In the request dated December 21, 2022, (Attachment 1) Ahmad Tabatabaee, the property owner at 330 Summit Place indicated that they did not receive the previous Rental Housing Fee Invoice for FY 2022-2023. In December 2022, Ahmad Tabatabaee arrived at the Rent Program office to inquire about the Rental Housing Fee Invoice for FY 2022-2023. Staff provided the owner with a copy of their Rental Housing Fee Invoice and a Late Fee Waiver Request. According to our records, full payment of the Rental Housing Fee balance was made on December 21, 2022. Rent Program staff confirmed that the property has been enrolled and registered since March 05, 2020.

Payment History

Where a requestor has made timely payments in the prior two (2) fiscal years, their request shall be ministerially granted. Such requests do not require a showing of Good Cause and are not subject to the provisions of Regulation 425 (D) and Regulation 425 (E). Regulation 425 (D) and (E), provide the factors required when making a determining of good cause.

In this case, Ahmad Tabatabaee has not previously submitted any Late Fee Waiver request and they have paid their Rental Housing Fee Invoice in the last four (4) full fiscal years. The property, 330 Summit Pl., Richmond, CA, appears to be in substantial compliance with the Richmond Rent Ordinance.

Evaluation of Owner's Claim of Good Cause

No Late Fee waiver request shall be granted unless there is a sufficient demonstration of Good Cause. In their consideration, the Executive Director must evaluate the following factors, whenever present, when making a determination of Good Cause:

1. *Whether the failure to remit timely payment was due to a Rent Program billing error, such as an incorrect address, an incomplete invoice, or an invoice sent to the wrong owner;*
2. *Whether the requestor is a successor in interest who has not received an invoice.*
3. *Whether the requestor is experiencing a financial hardship that is caused by circumstances beyond the Landlord's control;*
4. *Whether the requestor experienced a medical emergency, medical treatment, hospitalization, or death in the family within the billing period;*
5. *Whether the requestor had submitted a request for an Administrative Determination of Exempt/Applicability Status within the billing period;*
6. *Whether the requestor's Tenant(s) have experienced a COVID-19 related financial hardship that has impacted the Tenant's ability to pay Rent;*
7. *Late payment History.*
8. *Any other circumstances relevant to the inquiry of Good Cause.*

Rent Program staff confirmed Ahmad Tabatabaee paid the base Residential Rental Housing Fees for Fiscal Years 2022-2023 on December 21, 2022.

Rent Program staff verified with Contra Costa County records that 330 Summit Pl. is designated as a multi-unit property (5-unit building) in 1986.

Ahmad Tabatabaee has demonstrated Good Cause that warrants a waiver of late fees with a timely payment when they realize the invoice was due. Ahmad Tabatabaee paid the invoice immediately once they were informed of the outstanding balance.

Staff Recommendation

Ahmad Tabatabaee has demonstrated good faith efforts to come into compliance by contacting the Rent Program to inquire about the invoice, and paying the Rental Housing Fees when the invoice was received. Considering these factors, staff recommend that a full waiver of late fees, in the amount of \$565.00, be granted.

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Request to Remove Late Fees

Property Owner Name: Ahmad Tabatabaee

FRJC # [Redacted]

Property Owner Phone Number or Email: [Redacted]

The Property Owner has requested the removal of late fees on their account totaling \$ 565.00 for the following reason:

- Request to Remove Late Fees reasons: New Owner, did not receive invoice; Wrong Mailing Address; Owner believed property was exempt from the Rent Ordinance; Financial hardship, caused by circumstances beyond the Landlord's control...; Hospitalizations or medical treatments of the Landlord or Landlord's family during the fee billing period, or a death in the family within the fee billing period; The landlord was billed for a fewer number of units because of errors in property records maintained by the Rent Program where the error was not attributable to information supplied by the Landlord. The penalties are waived only for unbilled units; the billed units should be paid on time. A previously enrolled property was not billed as a result of staff error. An invalid or erroneous account number was assigned, which resulted in billing errors or improper crediting of payments by the landlord. The determination of whether or not the property was subject to the Ordinance required an analysis through the existing Administrative Determination of Exempt Status process. Penalties will be waived only while the determinations pending. If the Landlord raised the issue requiring administrative determination, penalties will be waived only from the date of the first written contact with the Board in which the issue was raised. Waiver of penalties will not be granted if the staff determines that the issue raised is already settled and/or has no substantial merit. If the issue was raised by Rent Board staff, the waiver period commences on the date on which the administrative determination was requested by the staff. In all situations in which a determination was requested, the waiver period terminates when the Landlord is notified of the determination regarding the status of his/her property. The property owner was unable to collect some or all of the rent due to the COVID-19 pandemic and the resulting hardship led to non-payment of the Rental Housing Fee. In this case, the property owner must declare under penalty of perjury, in detail, how COVID-19 has impacted their business (i.e. how many month's tenants didn't pay rent, illness in the family or self, etc.) Other: Owner did not receive Rental Housing Fee Invoice

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Initial: [Signature]

Declaration & Signature:

I declare under penalty of perjury under the laws of the State of California that every statement in this Late Fee Waiver Request is true and correct to the best of my knowledge and belief.

Signature of Landlord/Property Manager: [Signature] Date: 12 / 21 / 2022

Printed Name: Ahmad Tabatabaee

Rent Program Staff Use Only:

This request has been conditionally granted by the Rent Board, provided the owner pays the Rental Housing Fee before

Executive Director Signature: Staff Initials:

Date: / /

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To: Members of the Richmond Rent Board

From: Monica Bejarano, Senior Management Analyst

Re: Late Fee Waiver Recommendation – 4500 Overend Avenue

Date: July 19, 2023

Late Fee Waiver Recommendations Pursuant to Regulation 425

As required by Regulation 425, the Executive Director or his or her designee shall review all late fee waiver requests and issue a recommendation for the Rent Board to approve the waiver, in full or in part, or deny the waiver, based on the Landlord's reason for requesting the waiver and their payment history. Attached to this recommendation are the compiled late fee waiver requests and associated documentation including the table below with details on each month's request.

Summary of Late Fee Waiver Requests and Recommendation for June 2023:

Property Owner	Date of Request	Reason for Request	Recommendation to Approve or Deny	Late Fee Amount	Total Late Fees Waived if Approved	Recommended Late Fee Amount Owed (if any)
Membreno Eugenia	December 20, 2022	Did not receive Rental Housing Fee Invoice for FY 2021-2022 & FY 2022-2023	Partial waiver of late fees	\$222.00	\$177.60	\$44.40

Good Cause and Late Payment History

Regulation 425 requires a showing of Good Cause prior to waiving any late fee assessment. Good Cause is defined as the taking of reasonable efforts, while acting with due diligence to remit timely payment of the Residential Rental Housing Fee. In other words, it is an evaluation of whether the Landlord took reasonable efforts and acted with due diligence in their attempt to pay the Residential Rental Housing Fee. Regulation 425 guides this inquiry by requiring the Executive Director evaluate applicable enumerated factors (Attachment 1) prior to making a determination of whether there exist Good Cause to grant the request. Finally, Regulation 425 establishes that a Rent Program billing error would always constitute Good Cause to waive the late fee assessment.

Claim of "Good Cause"

In the request dated December 20, 2022, (Attachment 1) Membreno Eugenia, the property owner at 4500 Overend Avenue indicated that they did not receive the previous Rental Housing Fee invoices for FY 2021-2022 & FY 2022-2023. Membreno Eugenia contacted Rent Program staff on November 28, 2022, due to not having received the FY 2022-2023 Rental Housing Fee Invoice. On December 06, 2022, Ms. Membreno arrived at the Rent Program office to obtain a copy of the Rental Housing Fee Invoice which included unpaid fees for FY 2021-2022 and prior late fees. On February 01, 2023, Ms. Membreno filed an Amended Property Enrollment Form to add her son as an Authorized Agent, and paid FY 2021-2022 & FY 2022-2023 base amount of the Rental Housing Fees on February 08, 2023.

Payment History

Where a requestor has made timely payments in the prior two (2) fiscal years, their request shall be ministerially granted. Such requests do not require a showing of Good Cause and are not subject to the provisions of Regulation 425 (D) and Regulation 425 (E). Regulation 425 (D) and (E), provide the factors required when making a determining of good cause.

In this case, on October 07, 2019, Membreno Eugenia had filed a Request to Remove Late Fees for a total amount of \$103.50 within the last three (3) fiscal years because they never receive a notice (Attachment 2). Owner has paid Rental Housing Fees for FY 2021-2022 & FY 2022-2023 as of February 08, 2023.

Evaluation of Owner's Claim of Good Cause

No Late Fee waiver request shall be granted unless there is a sufficient demonstration of Good Cause. In their consideration, the Executive Director must evaluate the following factors, whenever present, when making a determination of Good Cause:

1. *Whether the failure to remit timely payment was due to a Rent Program billing error, such as an incorrect address, an incomplete invoice, or an invoice sent to the wrong owner;*
2. *Whether the requestor is a successor in interest who has not received an invoice.*
3. *Whether the requestor is experiencing a financial hardship that is caused by circumstances beyond the Landlord's control;*
4. *Whether the requestor experienced a medical emergency, medical treatment, hospitalization, or death in the family within the billing period;*
5. *Whether the requestor had submitted a request for an Administrative Determination of Exempt/Applicability Status within the billing period;*
6. *Whether the requestor's Tenant(s) have experienced a COVID-19 related financial hardship that has impacted the Tenant's ability to pay Rent;*
7. *Late payment History.*

8. *Any other circumstances relevant to the inquiry of Good Cause.*

Rent Program staff confirmed Membreno Eugenia paid the base Residential Rental Housing Fees for Fiscal Years 2021-2022 & 2022-2023 on February 08, 2023. Rent Program staff verified with Contra Costa County records that 4500 Overend Avenue is designated as a duplex built in 1963. Membreno Eugenia has demonstrated Good Cause that warrants a waiver of late fees with a timely payment when they realize the invoice was still due. Membreno Eugenia paid the invoice immediately once they were informed of the outstanding balance and filed an Amended Property Enrollment Form.

Staff Recommendation

Upon reviewing the property record, it was discovered that Membreno Eugenia submitted a Late Fee Waiver Request which was approved on October 07, 2019. According to the City of Richmond Rent Board Regulation 425(G), if an owner has had one late fee waiver approved in the last three (3) fiscal years, the late fees shall be reduced to at least 10% assessment. For the Fiscal Years 2021-2022 & FY 2022-2023, Membreno Eugenia demonstrated good faith efforts to come into compliance with contacting the Rent Program to inquire about the invoice, and paying the Rental Housing Fees when the invoice was received. Considering these factors, staff recommend that a partial waiver of late fees, in the amount of \$177.60, be granted and the owner pay the 10% assessment according to Chapter Regulation 425(G), of total amount \$44.40.

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Request to Remove Late Fees

Property Owner Name: Eugenia Membreno

FRJC #: [REDACTED]

Property Owner Phone Number or Email: [REDACTED]

The Property Owner has requested the removal of late fees on their account totaling \$ 222,00 for the following reason:

- New Owner, did not receive invoice
- Wrong Mailing Address
- Owner believed property was exempt from the Rent Ordinance
- Financial hardship, caused by circumstances beyond the Landlord's control, such as natural disaster, destruction or major damage to the Rental Property not due to the Landlords actions, bankruptcies and disputes over ownership of the property.
- Hospitalizations or medical treatments of the Landlord or Landlord's family during the fee billing period, or a death in the family within the fee billing period
- The landlord was billed for a fewer number of units because of errors in property records maintained by the Rent Program where the error was not attributable to information supplied by the Landlord. The penalties are waived only for unbilled units; the billed units should be paid on time.
- A previously enrolled property was not billed as a result of staff error.
- An invalid or erroneous account number was assigned, which resulted in billing errors or improper crediting of payments by the landlord.
- The determination of whether or not the property was subject to the Ordinance required an analysis through the existing Administrative Determination of Exempt Status process. Penalties will be waived only while the determinations pending. If the Landlord raised the issue requiring administrative determination, penalties will be waived only from the date of the first written contact with the Board in which the issue was raised. Waiver of penalties will not be granted if the staff determines that the issue raised is already settled and/or has no substantial merit. If the issue was raised by Rent Board staff, the waiver period commences on the date on which the administrative determination was requested by the staff. In all situations in which a determination was requested, the waiver period terminates when the Landlord is notified of the determination regarding the status of his/her property.
- The property owner was unable to collect some or all of the rent due to the COVID-19 pandemic and the resulting hardship led to non-payment of the Rental Housing Fee. In this case, the property owner must declare under penalty of perjury, in detail, how COVID-19 has impacted their business (i.e. how many month's tenants didn't pay rent, illness in the family or self, etc.)
- Other: Did not recieve invoices for 2021 and 2022

Declaration & Signature:

I declare under penalty of perjury under the laws of the State of California that every statement in this Late Fee Waiver Request is true and correct to the best of my knowledge and belief.

Signature of Landlord/Property Manager: Eugenia Membreno Date: 12/10/2022

Printed Name: Eugenia Membreno

Rent Program Staff Use Only:

This request has been conditionally granted by the Rent Board, provided the owner pays the Rental Housing Fee before _____.

Executive Director Signature: _____ Staff Initials: _____

Date: ____/____/____

To Whom It May Concern:

Hello,

My name is Eugenia Membreno, and I am writing this letter just to give further details about the situation. As I marked on the form to waive the late fees, I did not receive an invoice for last year (2021) and this year. I don't understand why this has happen but there have been a couple of times where either me or my son would go to the office and inquire about this. We were told a bunch of reasons from there was a problem with the system, to send an email to get a copy, or to just come another time. We did not get help on the issue at all until just recently. It was difficult last year to even go in person due to covid restrictions and with my work schedule it makes it hard to go in person during the hours listed to inquire about this. Receiving the invoices helps me a lot to ensure I can make the payments on time and not being able to receive it has made it difficult. I usually pay on time and have no problems at all, you can look at the prior years before 2021 and it will show. I just want to resolve this issue and clear up any miscommunication that there might be.

If you have any questions, please feel free to contact me at [REDACTED].

Thank you for your time

Sincerely,

Eugenia Membreno