

**J**  
**JOHN A DeFALCO**

**D** **MOBILE MODULAR DEVELOPMENT INC.**  
**HOUSING ALTERNATIVES**

824 So. Euclid Street • Fullerton, California 92832  
Phone: (714) 447-3167 • Fax: (714) 447-4669 • E-mail: [mobilemodular@roadrunner.com](mailto:mobilemodular@roadrunner.com)

February 1, 2024

Charter Oak Mobile Home Estate Residents  
801 W. Covina Blvd.  
San Dimas, CA 91773

**PROCESS TO NOTIFY MANAGEMENT OF ALL CONCERNS, ISSUES, OR QUESTIONS**

Dear Residents,

Management would like to inform you of the process and contact information for any concerns, issues or questions related to your residency at Charter Oak Mobile Home Estates. Your first point of contact is the Park Managers Jo and Gary Davenport. You may walk in, call, or email the Park Office at:

Park Managers: Jo and Gary Davenport

Park Office Hours: Monday to Friday – 7:00 a.m. – 12:00 p.m. and 1:00 p.m. – 4:00 p.m.

Park Office Phone: (909) 599-2939

Park Emergency Phone: (909) 267-4123

Park Email: [Charteroakmhe@gmail.com](mailto:Charteroakmhe@gmail.com)

If you have voiced your concern with the Park Managers and you are not satisfied with their response or need additional action to be taken, please contact the main office of John DeFalco Management Company directly. John DeFalco Management Company can be reached by phone, email or you may send a letter to the following:

John DeFalco Management Company

824 S. Euclid Street

Fullerton, CA 92832

Office Hours: Monday to Friday – 9:00 a.m. and 12:00 p.m. and 1:00 p.m. – 5:00 p.m.

Office Phone: (714) 447-3167

Office Email: [jadmgtco@roadrunner.com](mailto:jadmgtco@roadrunner.com)

Point of Contact: Annette Anguiano

If you would like to request further action to be taken, contact the City of San Dimas by phone at (909) 394-6250 or by email at [housing@sandimasca.gov](mailto:housing@sandimasca.gov). In the case of any unresolved concerns, once all the above steps have been taken, residents can request a hearing before the City's independent hearing officer.

Thank you.

Sincerely,  
John A. DeFalco

**REAL ESTATE DEVELOPMENT**