



660 West First Street, Tustin, CA 92780 Tel: (714) 480-6828 Fax: (714) 480-6830

To the Residents of
Charter Oak Mobile Home Estates and Monte Vista Place Senior Apartments
San Dimas, California

HOW TO SHARE YOUR QUESTIONS, CONCERNS, OR REQUESTS

Dear Residents,

Thank you for the warm welcome you have extended to our team. It is a privilege to serve both of our San Dimas communities, and we want each of you to know exactly whom to contact whenever a question, concern, or request arises. Please keep this letter handy for future reference.

FIRST, YOUR COMMUNITY OFFICE

Our on-site team is here for you every day. Please feel welcome to stop by, call, or email.

Sylvia Armenta, On-Site Manager · sylvia.come@starmanagement.com

Office Hours: Monday through Friday, 8:00 a.m. – 5:00 p.m.

Office Phone: **(909) 599-2939** After-Hours Emergency: **(909) 267-4123**

NEXT, STAR MANAGEMENT

If a matter has not been resolved to your satisfaction, please contact us directly by phone, email, or letter.

Gloria Garcia, Regional Manager · gloria@starmanagement.com

Star Mobilehome Park Management · 660 West First Street, Tustin, CA 92780

Phone: **(714) 918-8392** Main Office: **(714) 480-6828**

Office Hours: Monday through Friday, 8:00 a.m. – 5:00 p.m.

IF FURTHER REVIEW IS NEEDED, THE CITY OF SAN DIMAS

You may also contact the City of San Dimas. If a concern remains unresolved after all of these steps, residents may request a hearing before the City's independent hearing officer.

Phone: **(909) 394-6250** Email: housing@sandimasca.gov

For any matter you would like documented, please use the Resident Concern and Request Form and return it to the Community Office, or email it to help@starmanagement.com. A written request helps us follow up promptly and gives you a record for your files. **In an emergency involving fire, a medical situation, or anyone's safety, please call 911 first.**

Thank you again for the opportunity to serve you. We look forward to many good years together at Charter Oak and Monte Vista Place.

Sincerely,

Star Mobilehome Park Management

RESIDENT CONCERN AND REQUEST FORM

Charter Oak Mobile Home Estates · Monte Vista Place Senior Apartments · San Dimas, CA

We value your input and are glad to help. Please share your question, concern, request, or suggestion below, then return this form to the Community Office or email it to help@starmanagement.com. A member of our team will follow up with you as soon as possible.

YOUR INFORMATION

Community: ☐ Charter Oak Mobile Home Estates ☐ Monte Vista Place Senior Apartments

Name: _____ Space / Unit No.: _____

Phone: _____ Date: _____

Email: _____

Best way to reach you: ☐ Phone ☐ Email ☐ Mail ☐ In Person

TYPE OF REQUEST (PLEASE CHECK ONE)

- | | |
|---|---|
| ☐ Maintenance or Repair | ☐ Billing or Account Question |
| ☐ Common Areas or Facilities | ☐ Rules and Regulations Question |
| ☐ Neighbor Concern | ☐ Suggestion or Compliment |
| ☐ Office Staff or Management | ☐ Other: _____ |

PLEASE DESCRIBE THE MATTER

If applicable, please include the date, time, location, and the names or space/unit numbers of anyone involved.

HOW MAY WE HELP?

Please note: We treat every submission with care and share it only as needed to address your request. In some situations, such as when a matter involves the Community Rules or is required by California law, this form may become part of the official record, so complete confidentiality cannot be guaranteed.

Resident Signature: _____ Date: _____

FOR OFFICE USE ONLY

Received by: _____ Date Received: _____

Assigned to: _____ Date Resolved: _____

Action Taken / Resident Notified: _____