

## Murray, Dillan

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**From:** Susan Marie Moody <smrmoody@me.com>  
**Sent:** Tuesday, June 16, 2026 3:29 PM  
**To:** Murray, Dillan  
**Subject:** Letter from El Sereno Residents (Ojai)  
**Attachments:** ElSereno\_RentBoard\_Letter.6.10.26.docx; Signature Pages.pdf

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Dear Dillan,

Attached is the letter in response to Newport Pacific Management Co (specifically James Koehler) letter of September 2025. We wish we had seen this sooner, and we will be following events more closely and hopefully be able to send representatives to upcoming meetings. In addition to the letter we have included Signature Pages and photos of the current status of a few amenities in the park. There is a stark contrast between Mr. Koehler's description and what we have described and photographed. We would like to have it included in the Public Comment section of the next Rent Review Board Meeting.

Some of us are now signed up for the notification of meetings, so we look forward to meeting you in person. I will call beforehand with a question or two.

Best regards,  
Susan Marie Moody  
El Sereno Mobile Home Estates Resident  
805 798-4498

Photos of front of park street view, clubhouse: lights not completed, no window coverings, windows unable to be closed completely, pool shower unusable, "dog park."









**Steering Committee and Concerned Residents**

El Sereno Mobile Home Estates  
1225 S. Rice Road  
Ojai, CA 93023

June 16, 2026

**Ventura County Mobile Home Park Rent Review Board**

Ventura County, CA

**Re: Response to Newport Pacific Management Letter — James Koehler, Regional Supervisor (September 2025)**

Dear Members of the Rent Review Board,

We are writing on behalf of the residents of El Sereno Mobile Home Estates in Ojai, California, to address the letter submitted to this Board in September 2025 by James Koehler, Regional Supervisor for Newport Pacific Management. In that letter, Mr. Koehler portrayed Newport Pacific as attentive stewards who invest heavily in maintenance and improvements — and on that basis requested that the Board increase the vacancy decontrol cap and approve capital replacement pass-throughs to be charged to homeowners. That characterization is materially inaccurate and is contradicted by years of documented neglect at El Sereno Mobile Home Estates. We ask the Board to weigh the record before granting any of the relief requested.

Out of concern for our community and to guard against unfair pass-throughs and obstacles to resale in the form of steep vacancy decontrol increases, we feel compelled to respond to Mr. Koehler's letter of September 2025. We are sharing this response proactively with the Planning Committee and Board of Supervisors, as we understand that at least one of the letters submitted by Newport Pacific Management representatives was forwarded to these bodies — and to alert them should Newport Pacific initiate requests for ordinance changes. Affordable housing remains a critical issue in Ventura County, and we appreciate the ongoing efforts of these entities to maintain fairness and protect residents.

**I. The “Highest Quality” Claim Does Not Hold Up to Scrutiny**

Mr. Koehler's letter asserts that Newport Pacific “spend[s] so much money annually to maintain every facility in the park (landscaping, streets, amenities, clubhouse) to the highest quality,” and that as a result “El Sereno Estates residents are proud to call this their home.” Residents do take pride in their community — but that pride is held despite management's stewardship, not because of it. The examples below demonstrate a consistent pattern of deferred maintenance, broken promises, and neglect that stands in direct contradiction to Mr. Koehler's claims.

## **II. Specific Examples of Deferred Maintenance**

### **Roads and Pavement**

The roads throughout El Sereno Mobile Home Estates are pervasively cracked and deteriorated — a condition that has persisted for years without meaningful action. One location presented a documented trip hazard caused by tree root damage that went unaddressed for approximately five years. Management has only recently begun patching two isolated areas of the park, leaving an estimated 80 to 90 percent of the road surfaces in the same failed condition.

Critically, this is not a new problem, and Newport Pacific was explicitly put on notice about it. At the very first meeting with Mr. Koehler when Newport Pacific assumed management of the park — approximately eight years ago — he personally promised residents that the roads would be fully repaved and that it would be done “right.” That promise has never been kept. Eight years later, management is patching two small areas while the rest of the road network remains in the same condition it was when that promise was made. This is not maintenance to “the highest quality” — it is a broken commitment.

### **Landscaping**

The street-facing grassy area at the entrance to the park — the first impression any visitor, prospective resident, or passerby receives — is consistently neglected and unplanted. The designated dog park area is in equally poor condition. These are not hidden or hard-to-reach areas; they are the public face of the community, and they have been allowed to deteriorate without correction. This directly contradicts Mr. Koehler’s claim that landscaping is maintained to the highest standard.

### **Clubhouse and Amenities**

The clubhouse renovation, which began in September 2025, was approximately 30 years overdue. The ceiling had deteriorated to the point of structural failure before management acted; it was literally caving in downward in an area. While repairing a failing ceiling is an unavoidable expense, the project has been carried out incompletely. Interior painting remains unfinished. Crown molding — originally included in the project scope — was subsequently cut. Window closers are not repaired and window coverings have been absent for months. New flooring has not been laid. Months after the project began, these items remain outstanding with no resolution in sight.

The pool shower facility is in a state of disrepair and is not usable by residents. A non-functional bathtub sits in one of the park bathrooms, serving no purpose — yet management has not removed it. These are not minor oversights. They are evidence of a management approach that does the minimum required, abandons projects midway, and treats resident comfort as an afterthought.

### **Street Lamps**

The decorative street lamps within the park were non-functional for years. No action was taken by Newport Pacific until the park’s onsite manager repeatedly raised the issue as

a safety concern. Repairs were not the result of proactive management — they were the result of resident advocacy overcoming management inertia.

### **Signage and Wayfinding**

Exterior signage identifying the park at street frontage at one of the entrances is missing. Space numbering within the park follows no logical sequence, creating real difficulty for visitors, delivery services, and — most critically — emergency responders attempting to locate a specific residence. These are basic operational responsibilities that have simply been ignored.

### **III. The Dismissal\* of Our Onsite Manager**

Newport Pacific's stated commitment to resident wellbeing is further undermined by its dismissal\* of the park's onsite manager a few months ago, following approximately one and a half years of service. She was, by every measure, the most effective advocate for residents and for the condition of this park during her tenure.

Her accomplishments are worth stating plainly: she pushed for repair of the non-functional street lamps on safety grounds; she championed the long-overdue clubhouse renovation; she arranged for badly needed oak tree trimming; she created additional outdoor gathering spaces through her own initiative; and she improved the common areas with thoughtful personal touches — plants, decorative items sourced at her own initiative from garage sales, new pillow coverings — that made a genuine and appreciated difference to daily life in the park. These were not expensive corporate initiatives. They were the results of someone who actually cared about the community she served.

It is also telling that the limited road patching now underway appears to be a direct result of her prior planning and advocacy — improvements happening because of her groundwork, not despite her absence. Newport Pacific is, in effect, benefiting from the work of a manager it chose to dismiss.

The conclusion residents have drawn is straightforward: a manager who advocated for resident safety and quality of life did not fit Newport Pacific's preferred profile for park management. Her dismissal signals, loudly, what Newport Pacific actually prioritizes.

### **IV. The Question of Capital Reserves**

We urge the Board to require Newport Pacific to produce documentation of any capital reserve fund maintained for El Sereno Mobile Home Estates as a condition of considering any pass-through request. If no such reserves exist, that fact is itself material to this Board's deliberations.

Residents of El Sereno Mobile Home Estates pay rent that is increased annually in accordance with the cost-of-living adjustment permitted under the ordinance — increases whose express purpose is to allow park owners to keep pace with rising operational costs over time. The private owner, with Newport's implementation, has increased the full

amount allowable each year. Homeowners' associations, a directly comparable form of community management, are routinely required to maintain capital reserve funds to address aging infrastructure and anticipated major repairs. The question this Board should ask is whether Newport Pacific and the park's ownership have done the same.

If COLA-adjusted rent has been collected year after year, and if prudent reserves have been maintained as responsible ownership requires, then the aging infrastructure Mr. Koehler now cites as justification for resident pass-throughs should not be a financial surprise. It should have been anticipated, planned for, and funded. The fact that Mr. Koehler presents it as a crisis requiring residents to absorb additional costs raises a serious question: where has the money gone?

## **V. Our Position on the Requested Pass-Throughs**

Newport Pacific is asking residents to bear additional financial burdens through expanded pass-throughs and an increased vacancy decontrol cap — at the same time that roads promised to be repaved eight years ago remain cracked, the pool shower is unusable, a clubhouse renovation sits unfinished, the park entrance is unmarked, and the manager who did the most to improve conditions here has been dismissed. The audacity of that request, given this record, should not go unremarked.

The Rent Review Ordinance exists precisely to protect residents from being asked to subsidize the consequences of inadequate management. Newport Pacific has not demonstrated the stewardship that would warrant relief from its protections. We ask the Board to deny the requested vacancy cap increases and pass-throughs, and to hold Newport Pacific accountable to the standard of maintenance it has publicly claimed — but plainly not delivered.

We are prepared to provide photographs, correspondence, and resident testimony to support the record set forth in this letter, and we welcome the opportunity to do so at any hearing the Board may schedule.

Respectfully submitted,

### **Steering Committee and Concerned Residents**

El Sereno Mobile Home Estates  
1225 S. Rice Road, Ojai, CA 93023

\* The term "dismissal" is used interpretatively: Newport Pacific hired a part-time maintenance worker at a higher hourly rate than the manager's salary, and subsequently reneged on a previously agreed-upon salary increase for the manager after the agreed-upon review period. Residents draw reasonable conclusions from these facts.

## Resident Signatures

El Sereno Mobile Home Estates — 1225 S. Rice Road, Ojai, CA 93023  
In support of the letter submitted to the Ventura County Mobile Home Park Rent Review Board,  
June 2026

| Print Name and Space Number | Signature   |
|-----------------------------|-------------|
| Clyde BLAIR -28             | Clyde Blair |

| Print Name and Space Number | Signature         |
|-----------------------------|-------------------|
| #85<br>Dennis Gottschalk    | Dennis Gottschalk |

| Print Name and Space Number | Signature            |
|-----------------------------|----------------------|
| 60<br>ANNE-MARIE BROWN      | Anne Marie Brown #60 |

| Print Name and Space Number | Signature   |
|-----------------------------|-------------|
| LARRY BROWN #60             | Larry Brown |

| Print Name and Space Number | Signature          |
|-----------------------------|--------------------|
| Kathleen L. Weedon 13       | Kathleen L. Weedon |

| Print Name and Space Number | Signature               |
|-----------------------------|-------------------------|
| Christine R. McKittrick 11  | Christine R. McKittrick |

| Print Name and Space Number | Signature          |
|-----------------------------|--------------------|
| BOB + BEM MILES #16         | Bob & Bem Miles 23 |

| Print Name and Space Number | Signature   |
|-----------------------------|-------------|
| Mayo Morley - 1             | Mayo Morley |

| Print Name and Space Number | Signature     |
|-----------------------------|---------------|
| Robert LAMARCHE #85         | Robert Larche |

| Print Name and Space Number   | Signature    |
|-------------------------------|--------------|
| Debra Pieron <sup>SP 77</sup> | Debra Pieron |

| Print Name and Space Number | Signature   |
|-----------------------------|-------------|
| SHAVNA RUPP #31             | Shavna Rupp |

| Print Name and Space Number | Signature    |
|-----------------------------|--------------|
| Steve Brundt 71             | Steve Brundt |

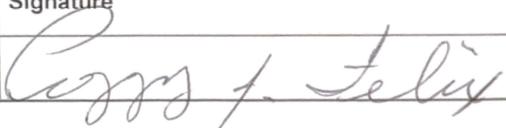
| Print Name and Space Number | Signature    |
|-----------------------------|--------------|
| Kelly & Chuck #76<br>it     | Kelly Greene |

| Print Name and Space Number | Signature |
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| LEONARD SA 72               | LEONARD   |

| Print Name and Space Number | Signature    |
|-----------------------------|--------------|
| April Duncan #52            | April Duncan |

| Print Name and Space Number | Signature                                                                          |
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| Fidel Perez #41             |  |

| Print Name and Space Number | Signature |
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| Roxanne Miles 14            |           |

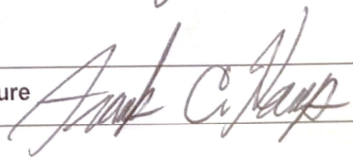
| Print Name and Space Number | Signature                                                                          |
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| Peggy Felix #58             |  |

| Print Name and Space Number | Signature                                                                          |
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| Emily Morino #49            |  |

| Print Name and Space Number | Signature   |
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| Eino Morino #47             | EINO MORINO |

| Print Name and Space Number | Signature                                                                            |
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| Bob Douglas #2              |  |

| Print Name and Space Number | Signature                                                                            |
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| Lydia Korcek 80             |  |

| Print Name and Space Number | Signature                                                                            |
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| Frank Kays #12              |  |
| Frank Kays                  |                                                                                      |

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In support of the letter submitted to the Ventura County Mobile Home Park Rent Review Board,  
June 2026

| Print Name and Space Number | Signature  |
|-----------------------------|------------|
| Jami Hiatt #25              | Jami Hiatt |

| Print Name and Space Number | Signature         |
|-----------------------------|-------------------|
| Sally Terwilliger #26       | Sally Terwilliger |

| Print Name and Space Number | Signature     |
|-----------------------------|---------------|
| JUDIE I MILES #61           | Judie I Miles |

| Print Name and Space Number | Signature      |
|-----------------------------|----------------|
| ANNAT PROVO #50             | Annat O. Provo |

| Print Name and Space Number | Signature    |
|-----------------------------|--------------|
| Irene Matyas #48            | Irene Matyas |

| Print Name and Space Number | Signature   |
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| Rod Shuster #79             | Rod Shuster |

| Print Name and Space Number | Signature          |
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| Rebecca L. Shuster #79      | Rebecca L. Shuster |

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| Print Name and Space Number | Signature     |
| Dana Stephens #59           | Dana Stephens |

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| Print Name and Space Number | Signature    |
| Karen Somers #70            | Karen Somers |

|                             |            |
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| Print Name and Space Number | Signature  |
| Tracy Vagi #59              | Tracy Vagi |

|                             |               |
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| Print Name and Space Number | Signature     |
| Mario Cepeda #39            | MARIO CEPEDA. |

|                             |                |
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| Print Name and Space Number | Signature      |
| Kathleen Nolan #38          | Kathleen Nolan |

|                             |                |
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| Print Name and Space Number | Signature      |
| Antares Denlay #46          | Antares Denlay |

|                             |                 |
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| Print Name and Space Number | Signature       |
| Michael Russell #46         | Michael Russell |

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| Print Name and Space Number | Signature   |
|-----------------------------|-------------|
| SONORA BRIGGS Space 56      | Su G Briggs |

| Print Name and Space Number | Signature        |
|-----------------------------|------------------|
| ROBERT BERNSTEIN 57         | Robert Bernstein |

| Print Name and Space Number | Signature    |
|-----------------------------|--------------|
| Sandra Smith 19             | SANDRA Smith |

| Print Name and Space Number | Signature      |
|-----------------------------|----------------|
| Kathrina Smith 19           | KATHRINA Smith |

| Print Name and Space Number | Signature        |
|-----------------------------|------------------|
| Shannon Fahlgren #18        | Shannon Fahlgren |

| Print Name and Space Number | Signature |
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| Print Name and Space Number | Signature |
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In support of the letter submitted to the Ventura County Mobile Home Park Rent Review Board,  
June 2026

| Print Name and Space Number | Signature    |
|-----------------------------|--------------|
| ROSANA SWING #63            | Rosana Swing |

| Print Name and Space Number | Signature         |
|-----------------------------|-------------------|
| Jennifer Bowles, #35        | Jennifer K Bowles |

| Print Name and Space Number | Signature  |
|-----------------------------|------------|
| Jim Knight #34              | Jim Knight |

| Print Name and Space Number | Signature    |
|-----------------------------|--------------|
| John Dugan #32              | John P Dugan |

| Print Name and Space Number | Signature |
|-----------------------------|-----------|
| Jean Ball #33               | Jean Ball |

| Print Name and Space Number | Signature    |
|-----------------------------|--------------|
| Linda Linda Potter #3       | Linda Potter |

| Print Name and Space Number | Signature      |
|-----------------------------|----------------|
| Kenneth H Saks #4           | KENNETH H SAKS |

| Print Name and Space Number | Signature |
|-----------------------------|-----------|
|                             |           |

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El Sereno Mobile Home Estates — 1225 S. Rice Road, Ojai, CA 93023  
In support of the letter submitted to the Ventura County Mobile Home Park Rent Review Board,  
June 2026

| Print Name and Space Number | Signature |
|-----------------------------|-----------|
| Rick Goeden - 1             | RL Goeden |

| Print Name and Space Number | Signature         |
|-----------------------------|-------------------|
| Charles Christman #86       | Charles Christman |

| Print Name and Space Number | Signature    |
|-----------------------------|--------------|
| Sherry Malis #90            | Sherry Malis |

| Print Name and Space Number | Signature    |
|-----------------------------|--------------|
| MARY Sancedo #89            | Mary Sancedo |

| Print Name and Space Number | Signature  |
|-----------------------------|------------|
| Bruce Owen #49              | Bruce Owen |

| Print Name and Space Number | Signature        |
|-----------------------------|------------------|
| Laura McLean #45            | LAURA MCLEAN #45 |

| Print Name and Space Number | Signature |
|-----------------------------|-----------|
| Teri Roth #40               | Teri Roth |

| Print Name and Space Number | Signature |
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