

Dear respectful city council members

My name is Osama Mentias , my house address is 810 Ridgehaven Dr. La Habra .. Since I moved with my family (wife and 2 kids) to the states 3 years ago, and I was struggling financially to find a good source of income to help us till I finish studying and equalize my veterinary medicine degree ..

We bought our house in La Habra 2 years ago, we loved it and loved the city .. I started posting the house on Airbnb platform and currently it is considered the main income for me and my family ..

While operating my house in Airbnb , I took it as a sole priority and responsibility to keep my neighborhood as safe quite neighborhood , that is why I took the following strict precautions:

- house rules of the listing are strictly prohibiting parties/gathering, also prohibiting any kind of activity in front yard and backyard after 10 pm (failure of the guest to comply results in immediate cancelation of the stay and a penalty up to 500 dollars)
- The house has its own driveway parking , guests are obligated to park maximum 4 cars in the house driveway which can fit .. and prohibited even to use the street curb parking in front of the house..
- I installed security cameras in backyard and front yard premises to follow up these rules strictly and act immediately on any breach/violation
- I gave my contact to all my neighbors to reach me out at any time if they had any concerns
- I rented a house and lived couple of blocks away to keep me close and available at any time needed
- My house and surroundings are kept clean and well maintained at all times (gardening / pool maintenance/ garbage utilities)

Based on all of this, you can see how much I operate strictly and with caution to maintain good neighborhood and make everyone happy. Kindly note that I didn't receive a single Neighbor complain for more than 6 months since I operated with very strict rules .. on the other side I have a common understanding with my neighbors whom I try to be always in touch with ..

Kindly note that your current proposed ban of short-term rentals in the city will affect me and my family greatly and severely, it will cause loss of our main income and consequently will create huge problems in our Financial needs ..

I am not sure how many properties operates as short term rental in La Habra but I am sure they are quite very few, which means this decision will only affect a very few cases in the city.

Kindly I need your help to stop or revise this decision, consider adopt an ordinance that would regulate short-term rentals within the city rather than banning it and consider my case with my family from a humanity point of view ..

Please find attached some strong evidences on how I am operating in a good

practice way and putting my neighborhood as a sole priority..

A last thought : Our city is located in Orange County, Orange County is known for big theme parks , shops, beaches and considered as a special tourist destination, presence of well regulated STRs could help even economically a lot of industries in the city ...

Awaiting your kind action with great respect and hope..

Best regards
Osama Mentias
ofayek@hotmail.com
Tel: 9495312064

2

House rules

- 🕒 Check-in: After 4:00 PM
- 🕒 Checkout: 10:00 AM
- 🔑 Self check-in with lockbox
- 🚭 No smoking
- 🚫 No pets
- 🚫 No parties or events

Additional rules

- Parties/gatherings are strictly not allowed

(failure to meet this rule would result in immediate cancelation of reservation and a penalty of 500 dollars)

- No pets are allowed

- **Quiet time:** No any kind of activity in backyard / front yard after 10 pm (noise,music....) the house is located in a family residential area (important)

(failure to meet this rule would result in a penalty up to 400 dollars, if repeated would result in immediate cancellation of reservation and a penalty)

- The house capacity is 13 maximum including all ages

- 4 cars are the maximum permitted cars in the house parking

Sent from my iPhone

3

Hi Valued guest

Thanks for choosing my house for your family vacation...

I wish you have a pleasant safe trip you and your group, and I hope sincerely you enjoy your stay in the house ...

So your check in will take place at date shown above after 4 pm (please provide your ETA)

Your check out will be on the date shown above by 10 am (We'd appreciate punctuality in time of check out to allow enough room for cleaning and preparation before next guest arrive on that same day)

The house's address is

810 RIDGEHAVEN Dr. , La Habra, Ca 90631

My phone number is 949-531-2064 , please feel free to contact me at any time , I live couple of blocks from the house .. and I will be delighted to welcome you and your group..

Please go through the instructions below that will cover important aspects of your stay ...

- Checking in : when you reach the house, you will find a lockbox attached to the house door (passcode is 39*) please open the box to collect the house keys to self check in ..

upon entering the house, i will either call you or meet you to guide you through things in the house and answer any of your questions ..

- Parking : there are about 4 spots for parking in the house entrance curb.. Please don't park in the street beside the curb as it needs special permission from City Hall.. - 4 cars are the maximum allowed cars parking for the house ..

- Maintenance: The Gardner and the pool weekly maintenance technician comes every Thursday morning to maintain backyard, they usually enter from the backyard door to do their work (pool might need biweekly / 3 times a week maintenance subject to weather changes)

- Quite Time : As the house is located in a family residential area with kids , neighborhood is a quite peaceful sensitive environment.. Any kind of noise /activity/ music is strictly not allowed after 10 pm in front and back yards .. and guests are kindly asked to move their activities to Inside of the House (after 10 pm) (very important) ...

- Location highlights: the house is located in a strategic area , lots of parks around
- less than one mile from beach Blvd - a lot of shopping/grocery centers (Costco, Walmart, Sam's club ...) and restaurants.

- Pool/Jacuzzi: heating option is available upon request, please advise at the earliest if you need certain days in your stay to have the pool /Jacuzzi heated (additional fees applies)

- Barbecue grill & fire pit are both working on propane ..

- Garbage : there are 4 garbage utilities beside the house backyard door: blue for recycle / black for normal garbage / green for green wastes - Garbage disposal company pass by every (MONDAY morning) to pick up trash. Guests are kindly requested to move the utilities to the street curb in front of the house (SUNDAY night) so it can be collected by trash company ..

- Activities : the house offers a lot of enjoyable activities that bring the family together : tennis table - Air hockey table - Fussball - Arcade machine with all famous arcade games - 3 TVs with access to Netflix and Disney plus channels.... * Please Handle the amenities/entertainment tools with care to remain functioning for other guests

- Internet network for the house : Osama
Password: furrycity523

- please don't throw any kind of trash (toilet papers/wipes..etc) in the toilet in bathrooms as it get clogged.. a bidet is installed in both bathrooms to help and there is a basket pin to dispense toilet papers or any other kind of trash ..

- When using the washer to wash clothes , it is always advisable by washer manufacturers to use small amount of soap / clothes detergents not to make the wash load heavy on the washer

#Very Important to follow#

Pease remember the house rules (on the listing) which are :

- Parties/gatherings are strictly prohibited (the house is a residential property and not used for any kind of parties or house parties - the house is a family vacation house which should be the sole purpose of any rental)

Failure to meet this rule would result in immediate cancellation of the reservation and penalty of 500 dollars.

- No noise / music in backyard / front yard after 10 pm (neighbors are sensitive when comes to any kind of noise after 10 pm)

Failure to meet this rule would result in a penalty up to 400 dollars and

reservation cancelation if repeated..

- the house capacity is 13 maximum (as per the listing) including all ages - won't be able to do any exceptions for additional people

- No pets are allowed - smoking is not allowed in the house
Failure to meet this rule would result in a penalty of 200 dollars

I would appreciate following these rules as I have a very sensitive neighborhood..

Please feel free to contact me at any time for any questions or quires ..

Best regards

Sam



Hadeel

August 2021

We enjoyed our vacation here.

The kids and adults like the pool and the backyard. so many things to do inside and outside the home. the house has multiple entertaining ideas like the hockey table, Foosball table and ping pong.

the location is close to everything like Costco, Walmart and Trader joes.

Sam was amazing and he is really fast to respond to all our needs.

The only problem is that you have to make sure to go inside home before 10 otherwise there is too many notifications about the neighborhorns. I appreciate how Sam really cares about his neighbor but for us we like at least to set outside and drink some tea after the kids go to sleep.

Thanks alot for your hospitality.

Sent from my iPhone

5

Text Message
Sat, Mar 6, 7:58 PM

Myself and the neighbors just wanted to thank you again for your understanding and caring of the neighborhood with this problem. Have a good night.

Sun, Mar 7, 9:09 AM

Thank Bryan

3:30



6



+1 (360) 947-0757 >

iMessage

Mon, May 24, 9:56 PM

Hi Ana

This is Sam, your Airbnb host

There is high noise and music in the backyard .. As you know I have a

very sensitive neighborhood

towards any kind of noise after 10 ..

Kindly move all activities to inside

the house as per the house rules ..

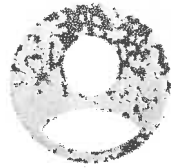
Thanks for your cooperation

Best regards

Sam

3:31

LTE 



+1 (951) 992-3495 >

Is there anyway we could have your son come and warm up the pool for us? Please and thank you. Sorry to bother you.

Sat, Nov 28, 10:27 PM

Hi Meranda

Please keep the noise down in the backyard, as agreed and as per the house rules, Music / loud noises are not allowed after 10 pm in the backyard where it should be a quite time as my neighbors are really sensitive to any kind of noise after 10 pm.

Sent from my iPhone

3:29



+1 (323) 998-3221

Hi Desiree,
This is Sam from Front Desk. Hope
you have a pleasant journey. Let
me know when you reach the house
so I can schedule my time and pass
by his house to answer any
questions you might have and
complete check-in process. Thanks
Best regards,
Sam

Thank you, will let you know when
we arrive

Yesterday 11:50 PM

Hi Desiree
There is noise in the backyard .. As
my neighbors are really sensitive
towards any noise in late nights

towards any noise in the night

kindly move activities to inside.
Thanks

Of course so sorry about that

3:29



+1 (956) 445-2983 >

Good Evening Ana
A kind reminder to close Jacuzzi
before sleeping. Thank you 😊

Yes was done about an hour ago

Thanks and Good night

Good night

Hi Ana,
As it is late and as I told you, my
neighbors are really sensitive
towards any kind of noise in the
backyard and front yard after 10

Kindly move activities to inside the house. Thanks 🙏

Yes sir we will do so.

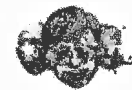
Thanks

Wed, Jul 7, 9:38 PM

Hi Ana
Will pass around 10:30 to maintain pool and will transfer it back to Jacuzzi tomorrow morning



iMessage



Laurie Swindell

From: Kevin La Counte <k.lacounte@gmail.com>
Sent: Monday, August 16, 2021 7:05 AM
To: CC (City Clerk's Office)
Subject: Airbnb

Follow Up Flag: Follow up
Flag Status: Flagged

Hi... I was sent a email there was going to be a meeting on Airbnb today at council. I'd just like to say what a great company they are. We've hosted in the past but haven't been able to in the past few years because we've been helping a friend. When we hosted it helped our income greatly! We met many really nice people, many of which were just looking for a more affordable option to hotels/resorts at Disneyland. Airbnb really does care for their hosts and the people that use them. They protect the LGBTQ community and even come to help those that have been affected by fires or other disasters. Please don't take this away like other greedy cities. Thanks in advance,

Kevin La Counte

6:55 ↖



La Habra to discuss regulations

Inbox



The Airbnb Team Aug 13

to me ▾



Hi Kevin,

Thank you for being part of the short-term rental community in La Habra. On **Monday, August 16 at 6:30 PM**, the La Habra City Council will hold a hearing to vote on a short-term rental ban that would impact your ability to host.

Council will be accepting public comments in-person at the City of La Habra Council Chamber ([100 East La Habra Boulevard](#)). **Hosts can also submit their public comments on this issue via email to cc@lahabraca.gov no later than 5:00 PM on Monday, August 16.**

It is critical for the Host community to communicate the benefits of hosting to the City Council — from earning supplemental income to supporting local businesses — all of which have become essential for so many over the past year.

To learn more about the proposed ban, check out the [meeting agenda](#). Your voice can make a difference in protecting the right to host in La Habra.

Thanks,
The Airbnb Team



Advocacy and Policy Media Team

Breanna Hurt

From: Alyssa Stinson (ELCA) <astinson@expediagroup.com>
Sent: Monday, August 16, 2021 5:03 PM
To: CC (City Clerk's Office)
Cc: Laurie Swindell
Subject: Public Comment - City Council Item 4 - Short Term Rentals

Good afternoon,

As you prepare for the second reading of your short-term rental ordinance, I wanted to follow up on the letter we submitted ahead of the August 2nd City Council meeting.

Following the discussion at the last Council meeting, it came to our attention that one short-term rental property in the City of La Habra was a habitual noise and nuisance offender to your community. Later that week, Expedia Group/Vrbo acted swiftly, and has permanently removed that property from our platform.

As mentioned in our letter, at Expedia Group we pride ourselves in working to protect our commitment to a healthy and responsible travel ecosystem, and want to be part of a solution in the community. We continue to believe, the staff report option to implement reasonable short-term rental regulations is the most effective way to monitor STR activity in your city, and allow for residents and visitors alike to enjoy your community.

Again, please don't hesitate to contact me with any questions.

Thank you,



Alyssa Stinson
Regional Government Affairs Manager
Expedia Group
Email: astinson@expediagroup.com
[expediagroup.com](https://www.expediagroup.com)