

Carlos Luis

From: John Romero [REDACTED]
Sent: Wednesday, March 27, 2024 2:25 PM
To: Edward H. J. Wilson; Robert Copeland; Tina L. Hansen; Lori Woods; Keir Jones; Carlos Luis; Colleen Doan
Subject: SIGNAL HILL SELF STORAGE - Communication Updates

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(previously sent but rejected due to file size. Resending smaller email)

Good Afternoon,

I personally wanted to reach out to you, our Signal Hill city officials, and help update everyone on the many improvements happening at our facility at SIGNAL HILL SELF STORAGE.

We have been directing all communication updates with the Planning Manager. This included community concerns, response, and actions to resolve issues, CUP progress updates, permit requests, etc.

We feel that after our recent meetings with the City Council and Planning Commission, that many updates and issue responses that we provided to the city were not being recognized.

We will be updating you directly on the many proactive actions we are taking at our facility and business.

Our tenants and local community neighbors share with us their welcoming of our hard work.

And we wanted to share them with you going forward.

- **C.U.P requirement** : Stored Parking Garage Vehicles - All stored vehicles have been relocated to our new Parking Garage in Long Beach, CA (City Inspection completed)
- **C.U.P. requirement** : Facility shower and shower head has been removed (City Inspection completed)
- **C.U.P requirement** : Boat removal – as previously planned, we had a demolition company hired for the weeks for February 13th – 19th. A trash bin was delivered on February 9th by EDCO. With the recent rains, it was discovered that water had filled the boat hull. This caused fuel and oil to leak out. The demolition company was not equipped to drain or capture this contaminated water. And draining it into the sewer drainage was not an option. We have a company coming out April 2nd, 2024 to remove fluid. Rescheduling of demolition company will shortly follow. But attached are pictures of the boat hull full of water with engine / transmission parts that were able to safely remove.



- **Planning Code Enforcement request** : Installation of Emergency Alarm on West Door and installation of (two) GFCI Electrical Outlets. Both installed with Planning Inspection completed inspection on March 12th.
- **Facility Refresh** : Ongoing Through April 2024 – See pictures below of our plans as well as project updates. Previously sent to the city in early March.

CURRENT



NEW REFRESH





- Facility Refresh : New Facility Signage – Below are permit requests that were submitted in February, revised in March, and are awaiting permit approval as of 3/25/24. See pic below:



- **Mural Installation with Signal Hill Partnership request :** We proposed partnering with the City of Signal Hill for a community partnership on a mural design for the rear back wall on Gladys or our window façade on PCH. A mural with local artist submissions and voted upon by the community. Asked Community Director in January and she said she will get back to us. We have not heard back as of March 25th, 2024
- **Onsite Community Events :** In a January 2024 meeting with Community Director and Planning Manager, both representatives suggested for us to be inviting of our community neighbors (Aragon Property and surrounding neighbors) to walk the facility, possibly an open house concept. We previously had organized one and also wanted to do Local Pet Adoptions in the rear parking lot. But when I informed that a C.U.P recommendation did not allow for any events on our facility, Planning Manager responded that he will ask the City Council if they can make the exception. It was not brought up in any meeting since and are still awaiting for a response for this exception to be allowed.
- **Developers Deposit :** We have a balance with the city. When an itemized list of the charges were submitted to us, we reviewed unfair charges against our facility. Several itemized items were charged to us with "TARGET/SELF STORAGE SITE." When I asked Planning Manager if this was correct as this could have been a mistake. Planning Manager informed me that the charges briefly covered our facility and therefore charges were correct. But when I asked if Target or SecureSpace were being charged as well, he said no. We find that unfair and would like an adjustment on our Developers Deposit balance to reflect this.
- **Roof Replacement :** Last year's heavy rain season beat up our roof. We have planned several phases of roof replacements based on the severity and priorities. We have found a supply distributor that is based in Signal Hill, which will help our local economy. We are still reviewing bids from several contractors to complete this project. A permit request was submitted but will not be approved until we solidify our chosen project Contractor.

As you can see, many updates previously shared with the City. Just wanted to share with all the others the proactive actions, updates, ongoing discussions, and responses we are still waiting from. We hope it helps.

Feel free to reach out anytime. I am here to assist. My contact info is below if you have any questions.



JOHN ROMERO
District Manager



Carlos Luis

From: John Romero [REDACTED]
Sent: Wednesday, April 3, 2024 12:35 PM
To: Carlos Luis; Colleen Doan; Edward H. J. Wilson; Keir Jones; Robert Copeland; Tina L. Hansen; Lori Woods; SH OPERATIONS LIEUTENANT KELLI CRIGLER; SH POLICE CAPTAIN BRAD KENNEALLY; SH POLICE CHIEF WAYNE BYERLEY
Cc: Chris Mata
Subject: SIGNAL HILL SELF STORAGE - Community Concerns & Responses

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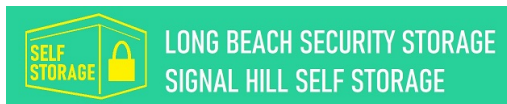
Happy Wednesday everyone,

We have not received any community concerns from our community neighbors. These were being forwarded to us previously.

If they have forwarded any concerns, questions, or complaints, please forward them to me so I may review and reply with follow ups.

We want to follow up by responding promptly and accordingly to ensure that the City Council is being updated on all our proactive actions.

Thank You.



JOHN ROMERO

DISTRICT MANAGER



Carlos Luis

From: John Romero [REDACTED]
Sent: Wednesday, April 10, 2024 10:46 AM
To: Carlos Luis; Colleen Doan; Keir Jones; Edward H. J. Wilson; Robert Copeland; Tina L. Hansen; Lori Woods
Cc: Chris Mata
Subject: Re: RESPONSE TO FALSE ACCUSATION FROM ERIN : 2901 E. Pacific Coast Highway
Attachments: IMG_4956.jpeg; IMG_4954.jpeg; IMG_4957.jpeg; IMG_4955.jpeg

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Good Morning Carlos

We are aware of this incident.

Please note that it is very misleading. This incident took place on Saturday 4/6/24 afterhours and pic was taken by Robert (Karen's friend) at 5 am on Sunday 4/7/24. Pictures are attached to verify that everything happened after business hours and all trash was removed on the morning of with an officer present. To Karen's concern that we need to pick up around our property....I respond by saying, she was unfair in reporting the incident in detail and sending a false accusation. I hope the city sees how misleading her claims are as pictures attached showed her story as misleading.

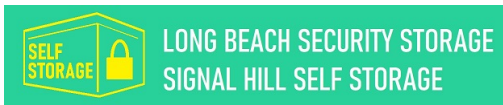
1. This is not a tenant of our facility. Homelessness is an issue that Signal Hill has made great progress in reducing and from time to time, transients wander into neighborhoods.
2. The homeless person was first camped down the street. The pictures have been cropped to show items on the floor laid on a "nice green patch of grass." That grass area not on our property as our grass is not that nice. This originated down the street and over 150 feet from our facility.
3. He then gathered his belongings and moved away from that area of the street to our facility gate at 9 pm that evening (see pics attached)
4. TIME OF DAY of the incident: Please note, the pics have been edited to not show that our parking gate was closed indicating that this was afterhours. Our business was closed and our staff was already gone for the day. You can see that our facility parking lights were on and they are timed to go on at 7 pm every night. The pictures show the lights were on and verifying that this was already past closing hours.

5. Incident was reported to PD and officers arrived multiple times but their final visit was around 7 am (before Saturday opening). See picture of community neighbor taking picture at 5 am , this is the picture in the email you sent to me to respond do. Officer waited till transient moved all his belongings off our property.
6. Sunday Morning April 8th morning, staff did not see any trash laying around to clean up. everything was removed when our employee arrived at 845 am.

see pictures attached.

We are a partner with the city to help where we can. But as you can see, another unfair accusation brought onto our small business, staff and our operations.

We would like a response to this from the city .



JOHN ROMERO

DISTRICT MANAGER



From: Carlos Luis <cluis@cityofsignalhill.org>

Sent: Wednesday, April 10, 2024 10:10 AM

To: John Romero [REDACTED]

Cc: Chris Mata [REDACTED]

Subject: 2901 E. Pacific Coast Highway

Hi John,

Please see the claims sent on 04/07/24 and received on 04/08/24:

SHSS has not been monitoring their security cameras or hired security patrols as John Romero promised at previous meetings. I am also attaching item # 14 from the last CUP public hearing on March 19th.

SHPD was called and the transient moved to Temple Ave and Ellis st. This transient needs homeless services and needs to be put in a shelter instead of wandering the streets of Signal Hill.

Thank you for your time.



Carlos Luis
Planning Manager

Signal Hill Community Development

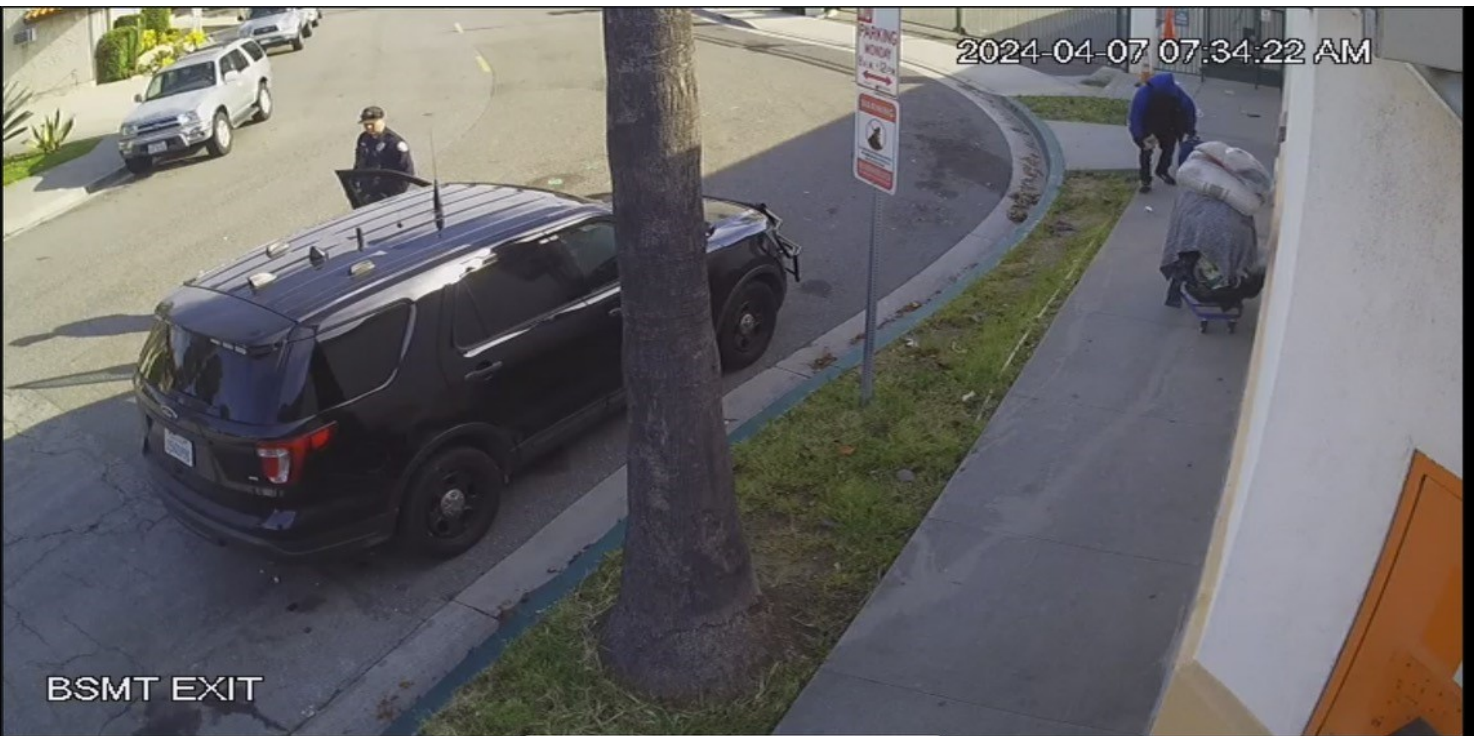
2175 Cherry Ave. Signal Hill CA 90755

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2024-04-07 07:34:22 AM

BSMT EXIT

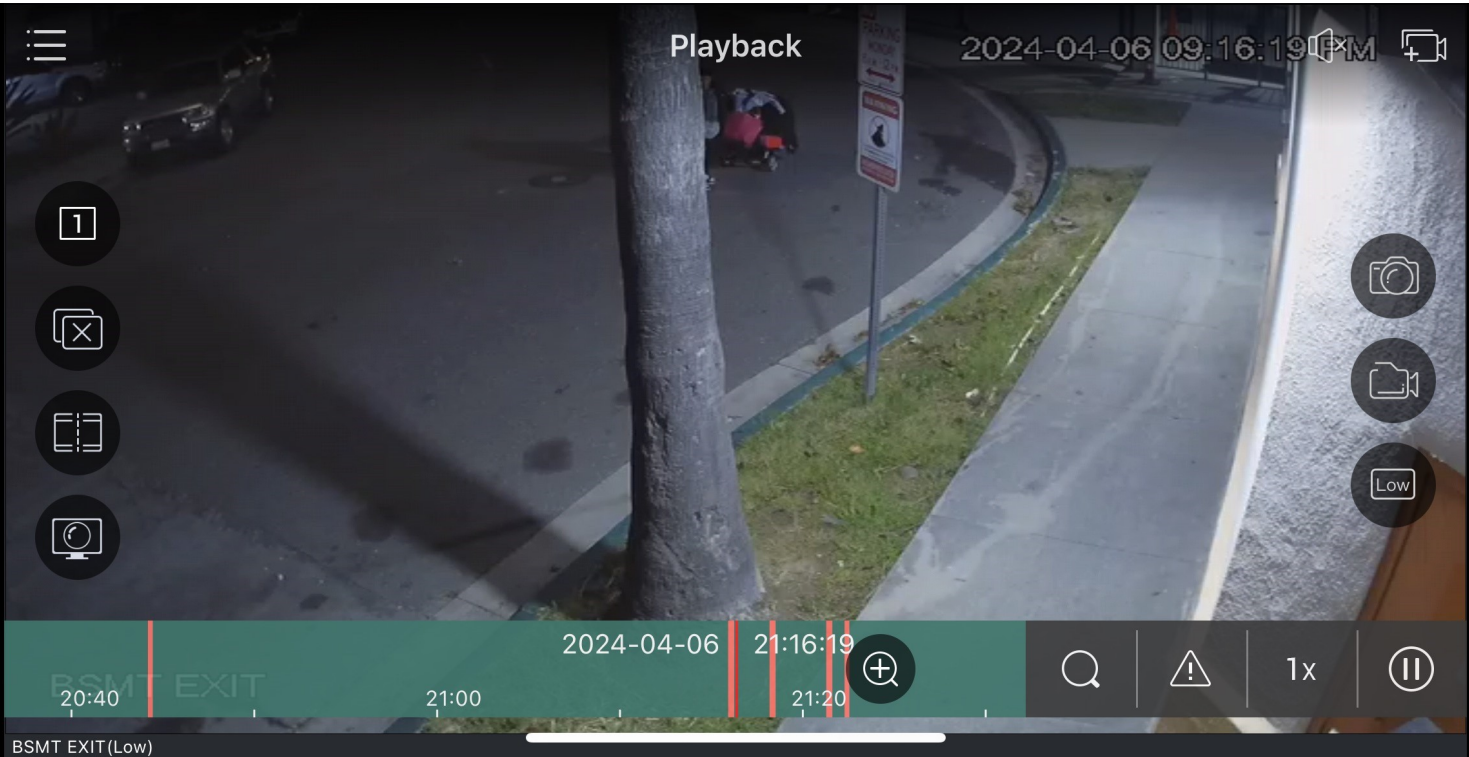
BSMT EXIT (Low)



BSMT EXIT (Low)



BSMT EXIT (Low)



Carlos Luis

From: John Romero [REDACTED]
Sent: Friday, April 12, 2024 11:23 AM
To: Carlos Luis; Colleen Doan; Edward H. J. Wilson; Keir Jones; Robert Copeland; Tina L. Hansen; Lori Woods; SH OPERATIONS LIEUTENANT KELLI CRIGLER; SH POLICE CAPTAIN BRAD KENNEALLY; SH POLICE CHIEF WAYNE BYERLEY
Cc: Chris Mata
Subject: Signal Hill Self Storage - Previous Communication & Responses requested

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Hello Everyone

In a recent email, we requested responses from our city leaders on a few topics.

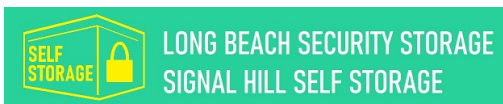
We would appreciate your cooperation as we have been taking proactive measures and offered our services that we think would benefit our community and neighbors. Your help would be greatly appreciated.

We feel that that many of our inquiries and communication have not thoroughly been streamlined or presented clearly on many updates we have shared with the City.

1. Invitation for City Council to visit our facility to fully understand our facility, issues at hand, our daily operations, etc. Open to coordinate a schedule visit with each of you.
2. Mural Participation with Community – awaiting a response from Community Director is there is something we can collaborate on with the city and neighbors for a mural or artwork on our property.
3. Police Dept – offered our facility for any on-site training, emergency scenarios, emergency evacuation, etc. Open to share our facility for your staff for any training you see fit. Several policemen have mentioned that our facility offers a great venue to conduct such training.
4. C.U.P amending of events at our facility – we requested if the C.U.P. may be amended to allow us to host Pet Adoptions, Community Open House, Food Drive Events, Toy Drives, Voting Center events. Our C.U.P was changed to not have any events on site. Awaiting for response from a previous meeting question.
5. Any/All issues reported from Erin be sent immediately so we may review video surveillance and update the city in a timely manner. We received a half dozen incidents that prompted responses one day before our Planning Commission meeting and our responses was not shared with Planning Commission members or in the presentation to the community. If this can be sent to us with more urgent attention, we would appreciate it. Can this be done weekly if there are any issues?

We would appreciate your responses.

Feel free to connect with me directly anytime.



JOHN ROMERO

DISTRICT MANAGER

