

# Landlord – Tenant Issues

## Renters in Foreclosure

When your landlord falls behind on the mortgage payment, the bank can take back the home. This process is called foreclosure.

If you are renting a home that has fallen into foreclosure, Federal, State and some city laws will at least temporarily keep you in your home.

If you live in the City of Los Angeles, renters in good standing cannot be evicted because of a foreclosure.

If you live anywhere else in California, renters get until the end of their lease, or at least 90 days, to move out in a foreclosure.

## CALIFORNIA RENTERS (outside of the City of Los Angeles)

### How long can I stay?

According to a new U.S. law, which went into effect in May 2009:

- If you have a written lease with your landlord, you cannot be evicted until the end of your lease.
- If you do not have a lease, you must receive at least 90 days notice before you have to leave the property.

### What notice will I get?

According to California law, your landlord does not have to tell you the home you are renting is in foreclosure. But before the home is sold, a “Notice of Sale” must be posted at the home.

The following notice must also be posted at the home and mailed to you: “Foreclosure process has begun on this property, which may affect your right to continue to live in this property. Twenty days or more after the date of this notice, this property may be sold at foreclosure. If you are renting this property, the new property owner may either give you a new lease or rental agreement or provide you with a 60-day eviction notice. However, other laws may prohibit an eviction in this circumstance or provide you with a longer

notice before eviction. You may wish to contact a lawyer or your legal aid or housing counseling agency to discuss any rights you may have.”

### **Who do I pay rent to?**

Until the home is sold, you must continue to pay your monthly rent to your landlord. You owe rent to the new owner once the home is sold.

If the new owner wants you to move out, they must give you a 90-day written notice. If you don't move out within 90 days, they can begin the eviction process. The new owner cannot cut off your utilities, change the locks or make other efforts to throw you out.

### **What is "Cash for Keys?"**

In most cases, the new owner is the bank or lender that foreclosed on the property. They may offer you money to move out sooner than 90 days. This is called “Cash for Keys.” If you agree to this make sure the person has authority to make the offer and gives you the offer in writing. Not all tenants will receive a cash-for-keys offer.

### **What about my security deposit?**

Your landlord must return your security deposit minus any lawful deductions, or transfer it to the new owner. If not, both the old and new owner are liable.

### **What if I'm on Section 8?**

The new U.S. law giving renters 90 days notice also applies to Section 8 tenants. Other special rules apply if you receive Section 8. Contact your case worker or local Section 8 office immediately. Tell them about the foreclosure and discuss the terms of your contract.

### **What if my city has rent control?**

Some cities with rent control do not allow a new owner to evict you because of a foreclosure. Contact your local rent control office for more information:

- Santa Monica: (310) 458-8751
- West Hollywood (323) 848-6450
- Beverly Hills (310) 285-1031

## **CITY OF LOS ANGELES RENTERS**

Starting December 17, 2008, a renter in the City of Los Angeles cannot be evicted simply because of a foreclosure.

Los Angeles has rent control, which protects some but not all renters. Rent control laws require landlords to have one of 12 specific reasons to evict a tenant. A foreclosure is not one of those reasons.

This protection against foreclosures now applies to all renters in the City of Los Angeles.

- If the bank or lender which takes over a property in a foreclosure tries to evict a renter, call Los Angeles' rent control hotline at (866) 557-7368.
- If you receive an Unlawful Detainer, immediately contact a lawyer or a legal aid agency.
- If you get notice of a foreclosure sale from a financial institution, contact that business to find out how and where to send your rent.

### **Watch out for scams!**

After someone buys the property at a public auction, other people may try to collect rent from you. Don't give money to anyone unless they can prove they now own the property.

The "Deed Upon Sale" will tell you who the new owner is. You can get a copy by visiting the Los Angeles County Registrar Recorder's office at: 12400 Imperial Hwy, Norwalk, CA 90650.

### **Security Deposits**

The landlord can require a security deposit when you move in. Security deposits include:

- Cleaning fees
- Key deposits
- Last month's rent
- Pet deposits

Your first month's rent is not a security deposit. "Non-refundable" security deposits are against the law.

## **How much can the deposit be?**

No more than two months' rent for an unfurnished unit. For a furnished unit, the deposit cannot be more than three months' rent.

## **What can my deposit be used for?**

When you move out, your landlord can use your deposit for:

- Rent you owe;
- Repairing damage caused by you or your guests;
- Cleaning if the unit is not as clean as when you moved in.

The landlord cannot use the deposit for repairs due to "ordinary wear and tear."

## **When does my landlord have to return my deposit?**

The landlord must return your deposit within 21 days after you move out. If any deductions are made, the landlord must give you a written explanation. He must also give you a refund of the balance.

If your landlord does not return the deposit, or if you disagree with the amounts deducted, you can sue in Small Claims Court.

## **What if the building is sold?**

If your landlord sells the building, he must return your deposit or transfer it to the new owner. If neither happens, then both the old and new owners are responsible for returning your deposit.

## **Can I collect interest on a security deposit?**

State law does not require landlords to pay interest on security deposits, but some local rent control laws do. Call your city's rent control board at the following numbers:

Los Angeles, including the San Fernando Valley:  
Toll Free (866) 557-7368

Santa Monica: (310) 458-8751

West Hollywood: (323) 848-6450

Beverly Hills: (310) 285-1031

## **Can the landlord increase my security deposit during my tenancy?**

Yes. However, your landlord must first give you a 30-day written notice.

Your landlord may not be allowed to raise your deposit if:

- You have already paid the maximum security deposit allowed by law: 2 months' rent for unfurnished units and 3 months rent for furnished;
- You live in a rent-controlled unit,
- You have a lease that prevents your rent from being raised.

Civil Code 1950.5

## **Written Notices from your Landlord**

### **3, 30, 60 and 90-day Notices**

Notices from landlords deserve your attention, especially those with time limits. A landlord can require you to:

- Pay past-due rent within three days,
- Stop violating your rental agreement within three days,
- Move out of the rental unit in 30, 60 or 90 days, or
- Pay increased rent in 30 or 60 days

### **3-day notices**

A landlord can give you a 3-day notice for the following reasons:

- You have not paid your rent; or
- You do not follow the terms of your rental agreement.

### **Paying rent on time**

If you get a 3-day notice because you haven't paid your rent, you have only 3 days to either pay the rent due or move out. If you pay within the 3-day period, the landlord has to accept your rent, and cannot try to evict you.

If you don't pay your rent or move out within 3 days, the landlord can go to court to have you evicted. If that happens, someone will serve you with a

court notice called an *Unlawful Detainer*. The Unlawful Detainer is a lawsuit to have you evicted.

If you move out within 3 days, the landlord can still try to get you to pay any unpaid rent.

### **Keeping terms of your agreement**

Your landlord may also give you a 3-day notice if you don't follow the terms of your rental agreement. For example, if you have a pet, but your rental agreement forbids pets, the landlord may give you a 3-day notice to remove the pet or move out.

If you do not remove the pet within 3 days or move out, the landlord may serve you with an Unlawful Detainer asking the court to evict you.

### **Calculating notice periods**

In calculating a 3, 30, 60 or 90-day notice period, do not count the day you receive the notice. For example, if you receive the notice on a Monday, day one is on Tuesday. Also, if the last day falls on a Saturday, Sunday, or holiday, you have until the next business day to take care of the problem or move out.

### **30-day, 60-day and 90-day notices to move**

If you are not behind in your rent but the landlord wants you to move out, he must give you a written notice.

Only a 30-day notice is required if you've lived there less than a year.

A 60-day notice is required if you've lived there a year or longer.

There is an exception to this rule. Only a 30-day notice is required if all of the following apply:

- You live in a house, townhouse or condo.
- The landlord is selling it.
- The landlord has opened escrow with a licensed agent.
- It has not been 120 days since the landlord opened escrow
- The landlord has not previously given you a 30- or 60-day notice.

A 90-day notice is required if you are under Section 8. If you want to move out, you must give your landlord a 30-day written notice.

The law does not require landlords to give you a reason why they want you to move out, unless you live in a city with rent control. Not all cities are under rent control. If you live in a city with rent control, you can call the rent control board at the following numbers:

For the city of Los Angeles, including the San Fernando Valley, call toll free (866) 557-7368.

For Santa Monica, call (310) 458-8751.

For West Hollywood, call (323) 848-6450.

For Beverly Hills, call (310) 285-1031.

### **Raise the rent notices**

If the landlord wants to raise your rent by 10% or less within a 12-month period, only a 30-day written notice is required. If the rent increase is more than 10%, you must be given a 60-day written notice. If you live in a city with rent control, the amount your rent can be raised is limited.

### **My landlord is in foreclosure. What are my rights?**

As a tenant, you are entitled to written notice if the property is sold. Once the property is sold, you must be given at least 60 days written notice to move.

### **Your rights as a renter**

All notices from your landlord must be in writing. If you have a lease and you follow the terms, your landlord may not end the lease until it expires.

You have the right to complain to a government agency about your landlord. You also have the right to organize and participate in a tenant's organization. It is against the law for your landlord to raise your rent, evict you, or decrease your services because you did either of the above. This protection is good for 180 days from the date you filed your complaint.

Civil Code 1946.1

## **Eviction**

### ***Unlawful Detainer: The legal process to make you move***

Eviction is a legal process a landlord uses to make you move out. To evict you, your landlord must give you a 3, 30, 60 or 90-day notice. If you get one of these, it's important that you take action, like pay the rent you owe, move out, or get legal help.

### **Unlawful Detainer**

If you get a 3, 30, 60 or 90-day notice and don't take action, your landlord can file a lawsuit against you called an *Unlawful Detainer*.

An Unlawful Detainer tells you that the landlord is suing to have you evicted. It names the landlord as the Plaintiff and you as the Defendant. A case number and the name of the court where the lawsuit is filed are listed on the Unlawful Detainer.

If you are served with an Unlawful Detainer, get a lawyer or contact a local legal aid organization right away. You only have 5 days from the date you receive an Unlawful Detainer to file a written answer with the court.

### **Answering the Unlawful Detainer**

If you file a written answer with the court, you will be given a trial date. At the trial, you can explain your case to the judge. If you win, you won't be evicted.

If you don't file an answer within 5 days, you can't appear in court. A default judgment will be entered against you. Once the default is entered, you can be evicted.

### **The Eviction**

Only a Sheriff can evict you. The Sheriff will post a 5-day eviction notice on your door. If you do not move out within 5 days, the Sheriff will return and force you to move out.

### **Personal belongings**

If you leave any personal belongings in the rental unit, the landlord can keep them until you pay storage costs. Storage costs start the day you are evicted but do not include back rent you may owe. If you don't claim your belongings,

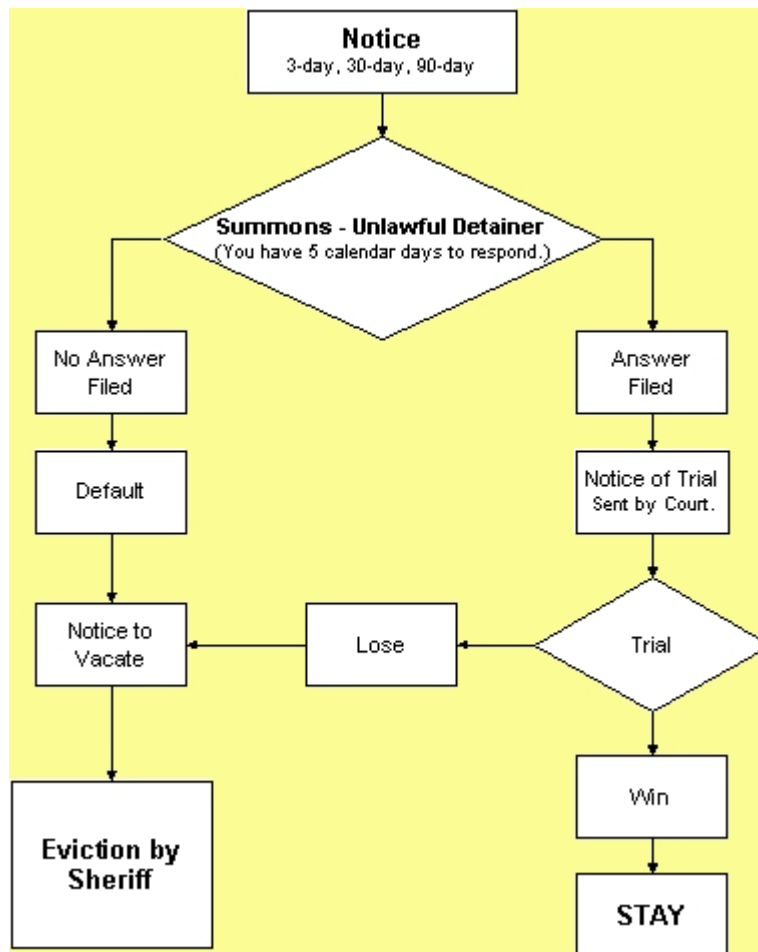
the landlord can sell them at auction. If they are worth less than \$300, he can give them away.

## Your Tenant Rights

It is illegal for a landlord to lock you out, remove doors or windows, change locks, cut off utility services, or use other forms of harassment to make you move out. You can file a complaint with the police if the landlord locks you out or cuts off your utilities. You can also sue your landlord in Small Claims Court.

If you report your landlord to a government agency, your landlord cannot raise your rent, evict you, or decrease the services provided to you because you complained. This protection is good for 180 days from the date you file your complaint.

## Eviction Process Diagram



Civil Codes 1942.5 & 1983

## **RENT CONTROL**

Most rent control laws:

- Limit how much rent can be increased;
- Limit how often rent can be increased;
- Limit late fees; and
- Require landlords to give a reason when asking a tenant to move.

Not all cities have rent control.

### **Cities with rent control**

The following cities in Los Angeles County have rent control. Cities enforce their own rent control laws. For more information or to file a complaint, contact your local rent control agency:

- The city of Los Angeles, including the San Fernando Valley:  
*Toll free:* (866) 557-7368.
- Santa Monica: (310) 458-8751
- West Hollywood (323) 848-6450
- Beverly Hills (310) 285-1031

## **RENT INCREASES**

If you live in a city with Rent Control, your city's rent control law limits rent increases.

If you do not live in a city with rent control, your landlord can raise your rent by any amount. Before raising your rent, your landlord must give you a:

- 30-day written notice if the increase is 10% or less.
- 60-day written notice if the increase is over 10%.

If you have a lease, the landlord cannot raise your rent until the lease expires. A landlord cannot raise your rent, evict you, or decrease services if you complain to a government agency or take part in a tenant's organization. This protection is good for 180 days from the date you filed your complaint.

Civil Code 827

## **REPAIRS**

### **Getting Your Landlord to Make Needed Repairs**

Your landlord must keep your rental unit livable so as not to endanger your health and safety. If your unit needs repairs, notify your landlord in writing and keep a copy for your records.

#### **Landlords' responsibilities**

Landlords have obligations to the tenants. The law requires landlords to keep the premises safe and in good condition and to:

- Fix water leaks from the roof, doors, windows, or walls.
- Repair plumbing, gas, heating, and electrical problems.
- Keep the grounds outside your unit clean, safe, and free of pests such as mice and roaches.
- Supply enough trash bins.

#### **Tenants' responsibilities**

You must keep the unit clean and free of trash. You must use gas, electric, and plumbing fixtures correctly. You must also prevent guests from damaging your unit.

#### **How soon does the landlord have to make repairs?**

If your health or safety is threatened, your landlord must immediately make repairs. Urgent items include:

- A broken heater during the winter
- No hot water
- Bad electric wiring
- Toilets and plumbing that don't work

Your landlord must make urgent repairs, like those just mentioned, quickly. Non-urgent defects that do not put your health and safety at risk should be made within 30 days.

## **What if my landlord does not make urgent repairs?**

There are several things you can do:

**File a complaint** with a government agency, such as the County of Los Angeles Department of Health or your local Department of Building & Safety. Keep a copy of the inspection report.

**Mediate the Problem** – If you live in the County of Los Angeles, call **Dispute Settlement Service** for help: (213) 974-0825.

**Sue the Landlord** – You can sue the landlord for the cost of urgent repairs in Small Claims Court. Call **Small Claims Advisors** at (213) 974-9759 for assistance.

**Repair and Deduct** – You can have the repairs done yourself, and subtract the cost from your rent. Before you do this, call us for more information, or get legal advice because your landlord might try to evict or sue you.

**Stop Paying Rent** – You might not have to pay rent while waiting for the landlord to make repairs. Before you do this, call us for more information, or get legal advice because your landlord might try to evict or sue you.

**Move Out** – If your unit is dangerous to your health or safety, you may be able to move out without giving additional notice. Before you do this, call us for more information, or get legal advice. Otherwise, the landlord might sue you.

## **What if the landlord does not make non-urgent repairs?**

The landlord must repair non-urgent items such as, carpets, draperies, dishwashers, security systems, air-conditioners, and washing machines.

Write a letter to your landlord about the needed repairs. If the repairs are not made, you can sue the landlord in Small Claims Court.

You cannot repair these things and deduct the cost or stop paying rent without the landlord's permission.

Civil Code 1941-1942

## **Rental Agreements and Leases**

There are two types of rental agreements:

- A month-to-month agreement
- A lease

Agreements that are over a year must be in writing. Agreements that are a year or less can be verbal or written.

### **MONTH-TO-MONTH AGREEMENTS**

A month-to-month agreement is a 30-day contract. Each time you pay rent, you renew the contract for another 30 days.

#### **Raising rent on month-to-month agreements**

Before raising your rent 10% or less, your landlord has to give you a 30-day-notice. If the rent increase is more than 10%, the landlord must give you a 60-day-notice. Some rent-control laws limit a landlord's right to raise rents or evict you.

#### **Ending a month-to-month agreement – Tenant**

You can end a month-to-month agreement and move out by giving your landlord a 30-day written notice.

#### **Ending a month-to-month agreement – Landlord**

- A 30-day notice is required if the tenant has lived there less than a year.
- A 60-day notice is required if the tenant has lived there a year or longer. (If you're selling the house, townhouse or condo, only a 30 day notice is required.)
- A 90-day notice is required if the tenant is under Section 8.

#### **Tenants in a foreclosure**

If the property goes into foreclosure, or the landlord goes bankrupt, your lease may be terminated.

## LEASES

With a written lease agreement, the terms of the lease and the monthly rent are fixed for the time period specified in the agreement, usually six months or one year.

As long as you follow the terms, a lease agreement prevents the landlord from raising the rent or asking you to move until the lease expires. **Note:** if the property goes into foreclosure, or the landlord goes bankrupt, your lease may be terminated.

### When your lease ends

When your lease expires, you can:

- Move out.
- Try to renew the lease for another term, or,
- Stay and pay rent on a month-to-month basis.

### My lease as an automatic renewal provision

Some leases contain an "*Automatic Renewal Provision.*" This means that the lease will automatically renew itself for another term unless you notify the landlord that you do not wish to renew it. If there is an automatic renewal provision in your lease, it has to be printed in at least 8-point boldface type directly above your signature.

### Moving out before your lease is finished

If you want to move before your lease is over, notify your landlord as soon as possible so he can try to rent the unit to someone else. You may have to pay rent for the time it is vacant until your lease expires. You may also have to pay the landlord's costs for finding a new tenant. Try to negotiate the terms and conditions of breaking your lease with your landlord.

You should read your lease to see if it allows you to *sublet* the rental unit. Subletting means that *you* rent the unit to someone else. If the lease allows you to do this, you can look for another tenant to take over your lease.

## **If the landlord sells the rental unit**

If the landlord sells the rental unit, your lease continues with the new buyer. You have the same rights and responsibilities you had with the old landlord.

Civil Code 1945.5

## **Landlord Entering Your Unit**

By law, your landlord must respect your privacy. However, a landlord does have a right to enter in certain situations. You should cooperate with your landlord if he has a valid reason to request entry.

## **When the landlord can enter**

Your landlord can enter your rental unit for these reasons:

- To respond to an emergency that threatens life or property.
- To make repairs or alterations that are necessary or that you have agreed to.
- To show the place to potential buyers, tenants, or repair workers.
- If you have given permission to enter.
- If you have abandoned the premises, or your landlord has obtained a court order.

## **24-hour notice required**

The landlord must give you 24-hour advance written notice before entering. After this notice is given, he can only enter during normal business hours.

## **Emergencies**

If there is an emergency, 24-hour advance notice is not required. For example, if your rental unit is on fire or is flooding, your landlord can enter without advance notice.

## **Abuse of the right to enter**

The landlord cannot abuse the right of entry or use it to harass you. If you feel your landlord has abused the right of entry, you should discuss this with him. Show him this brochure. Ask him to provide written notice as required by law and to only enter for legitimate business purposes. If your landlord continues

to violate the right to enter, you can contact the police and file a report. You can also call us for assistance.

### **Your rights as a tenant**

A landlord cannot discriminate on the basis of:

Race	Religion
Sex	Sexual Orientation
Sexual Identity	National Origin
Marital Status	Disability
Age	Children

Complaints of discrimination are handled by the State of California, Department of Fair Employment and Housing [www.dfeh.ca.gov](http://www.dfeh.ca.gov). Their number is (800) 233-3212.

### **When a landlord can refuse to rent**

Landlords do not have to rent to tenants that have bad credit, or who have used previous rentals for illegal purposes.

If a landlord refuses to rent to you because of your credit history, ask for a copy of the credit report. You are entitled to one.

### **Retaliation prohibited**

A landlord cannot raise your rent, evict you, or decrease services if you complain to a government agency about the landlord or take part in a tenant's organization. This protection is good for 180 days from the date you filed your complaint.

Civil Code 1954

## **DISCRIMINATION – RETALIATION**

### **Discrimination**

A landlord cannot discriminate against you based on:

Race	Religion
------	----------

Sex	Sexual Orientation
Sexual Identity	National Origin
Marital Status	Disability
Age	Children

Complaints of discrimination are handled by the State of California, Department of Fair Employment and Housing [www.dfeh.ca.gov](http://www.dfeh.ca.gov). Their telephone number is (800) 233-3212. Contact them if you feel you have been discriminated against.

Landlords cannot ask about or report the immigration or citizenship status of a tenant, occupant or prospective tenant.

Landlords do not have to rent to tenants that have bad credit, or who have used previous rentals for illegal purposes.

If a landlord refuses to rent to you because of your credit history, ask for a copy of the credit report. You are entitled to one.

### **Retaliation**

A landlord cannot raise your rent, evict you, or decrease services if you complain to a government agency about the landlord or take part in a tenant's organization. This protection is good for 180 days from the date you file a complaint.

### **UTILITY SHUTOFFS & ILLEGAL LOCKOUTS**

Your landlord cannot shut-off your utilities or lock you out of your apartment. This is known as "*constructive eviction*" and it is illegal.

#### **Utility shutoffs**

Check your rental agreement to find out who pays for utilities such as water, heat, electricity, and gas. The agreement must explain which utilities you pay for, and which ones the landlord will pay.

#### **If you pay for utilities**

If you are responsible for paying the utilities and you missed some payments, the utility company may shut them off.

If this happens, you will have to pay the utility company to have them turned on again. If you disagree with the reason why the utilities were disconnected, call us for assistance.

### **If your landlord pays for utilities**

If your landlord pays for utilities, he may not shut them off to force you to move out. The landlord cannot lock you out or shut off your utilities to force you to move. You must be legally evicted through a court process called *Unlawful Detainer*. If you have been evicted, only a Sheriff Deputy can remove you with a court order.

### **Remedies for utility shut-offs**

Here are 3 things you can do if your landlord shuts off your utilities:

- Ask an agency for help
- File a complaint with us
- Sue the landlord

#### **Ask an agency for help**

Ask your local housing authorities for help. Check the White Pages in your local phone book under City Government Offices for contact information.

#### **File a complaint with us**

We will contact your landlord and request that he restore your utilities. We will tell you how to contact the police, report the landlord to the proper authorities, or help you take your case to Small Claims Court.

#### **Sue the landlord**

You can sue the landlord for \$250, or \$100 per day, whichever is greater, for each day your rental unit is without utilities. You can also add other costs to your lawsuit, such as charges for a motel.

#### **Illegal Lockouts**

If your landlord forcibly removes you from your rental unit or lock your doors and windows so you can't get in, call the police for help.

If you show the police that you are renting the unit, they will tell your landlord to let you stay in the unit until he legally evicts you. If your landlord refuses to let you in, the police may arrest him for trespassing.

### **If you live in a city with rent control**

If you live in a city with rent control, call your City's Rent Control Board if you are having problems with utility shut-offs or illegal lockouts.

- Los Angeles (866) 557-7368 (Toll free)
- Beverly Hills (310) 285-1031
- Santa Monica (310) 458-8751
- West Hollywood (323) 848-6450

### **City of Los Angeles Utility Maintenance Program**

If you are in the City of Los Angeles, ask your Rent Control Board to place your rental unit in the City's Utility Maintenance Program. A City inspector will inspect your rental unit, and if it qualifies, you will be able to pay your rent directly to the City. The City will then pay the utilities to avoid termination.

Civil Code 789.3

### **LATE FEES**

Some landlords charge a late fee if you do not pay your rent on time.

Your landlord can only charge a late fee if your written rental agreement allows for it. Read your rental agreement to see if late fees are allowed.

Late fees that are 5% or less of your monthly rent are considered reasonable. If the landlord requests a late fee that you feel is too high, ask for a lower fee. If a late fee is 10% or more, contact us for assistance.

### **Credit Checks**

Before you rent an apartment, the landlord can check your credit history. You may also be asked to pay a Holding Deposit.

If a credit check is requested, the landlord will check your credit history through a credit reporting agency. Landlords usually do this before deciding if they will rent to you. They may also ask you for references.

## **Can a landlord charge me for the credit check?**

**Yes.** A landlord can charge you his actual cost for getting the report, but not more than \$37.57 for each adult. If you are charged for a credit report, the landlord must give you a copy if you request it. Be sure to ask for a copy.

If the landlord doesn't run a credit check, he must give the money back to you.

## **What if I have bad credit?**

If you have a bad credit history, the landlord can decide not to rent to you, or can ask you to pay higher rent. If this happens, the landlord must give you the name of the credit reporting agency he used. Within 30 days of being refused the rental, you can ask the credit reporting agency for a free copy of your credit report. You can then dispute any incorrect information.

A landlord cannot engage in illegal Discrimination.

## **HOLDING DEPOSITS**

When you pay a holding deposit, the landlord will hold the unit for you. This usually means that he will take the rental unit off the market.

### **Before you pay a holding deposit**

Make sure this is the rental unit you really want. If you pay a holding deposit:

- You have agreed to rent the unit, unless your deposit receipt states otherwise.
- You will have to pay the first month's rent and the security deposit before you move in, unless your receipt says otherwise.
- Ask how your holding deposit is going to be used, and if you will get it back if you don't move in.

### **Get a receipt**

Make sure to get a receipt that clearly states:

- The amount you have paid,
- What it will be used for, and
- Under what conditions it will be returned to you.

## **Can the landlord keep my holding deposit if I don't move in?**

It depends on what your receipt says. In most cases if you don't move in, the landlord can keep some or all of the deposit.

Source: Los Angeles County Department of Consumer Affairs