

ATTACHMENT 2

Property Owner: Timothy Shayne Smith
Property Address: 3045 W Tyler
APN: 078-180-064
Case Number: CE242036
Lien Amount: \$2,771.00
Tax Roll Amount: \$78.10

History:

10/29/2021- Complaint received regarding a utility trailer stored on the street. Country notice sent.

1/10/2022- Additional complaint received and confirmed. Seven-day notice and order sent.

1/25/2022- Property Complaint and case closed.

2/28/2022- Additional complaint received. Violation notices hand delivered to the property owner.

3/04/2022- Property in compliance and case closed.

8/23/2023- Additional complaint received. Citation issued in the amount of \$100.00.

9/09/2023- Property in compliance. Case closed.

12/11/2024- Additional complaint received. Administrative Enforcement Order sent for the 6 days of non-compliance for a total of \$2,700.00.

1/15/2025- Property in compliance. Case closed.

Policy:

Municipal Code allows the City of Visalia to tax roll delinquent code enforcement fees as a means of collection. (VMC 1.13.110). This method has become the most effective way of collecting outstanding balances.

Staff Recommendation:

The Planning and Community Development Department and Neighborhood Preservation Division has entered into a Stipulated Agreement with the property. The fines will be held in abeyance for a total of 36 months and will be dismissed if there are no further issues at the property.

Staff recommends that the outstanding inspection fee of \$71.00, plus the ten percent administrative fee of \$7.10, for a total of \$78.10 be placed as a tax lien assessment on the property at 3045 W Tyler and the balance of \$2,700.00 be withdrawn from the tax lien process.

ATTACHMENT 3

Property Owner: Chopra Family Limited Partnership
Property Address: 1100 N Ben Maddox
APN: 098-280-001
Case Number CE240349
Lien Amount: \$2,871.85
Tax Roll Amount: \$79.04

History:

03/19/2025- Complaint received regarding excessive signage on the parcel. An inspection confirmed an excessive amount of portable/temporary signage. A 14-day notice was sent advising to reduce the number of signs.

4/14/2025- An inspection confirmed that the violation remained. Additionally, there had not been any response from the property owner. An Administrative Enforcement Order was sent advising of \$2,800.00 in fines for the ongoing violations.

04/22-2025- The property made contact with Code Officer Zavala regarding the fines. She explained what signs were in violation. Additionally, he met with Planning staff to go over what types of signage was allowed and was provided with information regarding other signage options for his tenants and the property.

Additionally, he was offered to enter into a Stipulated Agreement to hold the fines in abeyance for a period of three years.

05/05/2025- Email sent to the owner reminding him of the offer of a Stipulated Agreement.

To date, the owner has not contacted us, nor signed an agreement.

Policy:

Municipal Code allows the City of Visalia to tax roll delinquent code enforcement fees as a means of collection. (VMC 1.13.110). This method has become the most effective way of collecting outstanding balances.

Staff Recommendation:

Staff recommends that the outstanding inspection fee of \$71.85, plus the ten percent administrative fee of \$7.19, for a total of \$79.04 be placed as a tax lien assessment on the property at 1100 N Ben Maddox Way and the balance of \$2,800.00 be withdrawn from the tax lien process.

The remaining fines of \$2,800.00 will be held in abeyance for a total of 36 months and will be dismissed if there are no further issues at the property.

ATTACHMENT 4

Property Owner: Jennifer Meza
Property Address: 1209 E Ferguson Ave
APN: 091-260-018
Acct#: 872393
Original Lien Amount: \$712.99
Payment: \$64.84
Lien Balance: \$648.15 (March 1, 2024 – December 31, 2024)

History:

April 17, 2024 – A Public Hearing Notice was mailed to 1209 E Ferguson Ave.

June 21, 2024 – Return mail received for Past Due Notice, “Not a Deliverable Address – Unable to Forward.”

August 31, 2024 – Customer tax rolled \$388.26. (January 1, 2023 – December 31, 2024)

October 29, 2024 – Customer made a payment for \$64.79

November 26, 2024 - Return mail received for Past Due Notice, “Unclaimed – Unable to Forward.”

November 27, 2024 – Utility Billing staff updated customer settings to have invoices printed and emailed to the email on file jennymeza32@gmail.com.

December 10, 2024 - Return mail received for August – November 2023 invoices, “Unclaimed – Unable to Forward.”

April 18, 2025 – A Public Hearing Notice was mailed to 1209 E Ferguson Ave.

April 22, 2025 – Customer made a payment for \$64.84.

Account Background:

Jennifer, property owner, attended the Public Hearing on June 2, 2025, contesting the delinquent balance proposed to be tax rolled. The customer stated that her significant other would pay their bills and has been unable to access her mailbox. The customer states that she was unaware of her delinquent balance and has requested a payment plan to be arranged.

Previous account history has shown that this customer experienced a similar situation last year. The customer was mailed a Notice of Public Hearing on April 17, 2024, and was tax rolled \$388.26 on August 31, 2024.

The customer utilized our customer payment portal on October 29, 2024 and April 22, 2025 to submit payments, totaling \$129.63. The customer’s login information for our portal is the email we have on file, which was confirmed at the Public Hearing on June 2, 2025. In addition, when a customer portal is accessed, the customer’s account balance is displayed.

Furthermore, the customer has experienced an issue with returned mail and failed to contact our office to discuss the matter. On November 27, 2024, Utility Billing staff updated the customer’s account settings so that the customer would receive a printed invoice and an email

with a pdf copy of her monthly invoices. As mentioned above, the email address on file matches the information provided during the Public Hearing. In summary, if the customer was unable to access her mailbox, she was receiving her monthly invoice via email.

The amount put on the tax roll covers the period from March 1, 2024 – December 31, 2024. Her account continues to be delinquent as of today and will be tax rolled next year for January 1, 2025, to December 31, 2025, if she continues to not submit payment. Her account will continue to assess penalties.

Policy:

Municipal Code allows the City of Visalia to tax roll delinquent utilities as a means of collection. (VMC 13.08.880; VMC 8.28.170). This method has become the most effective way of collection of past due charges since 2014 when the City was separated from CalWater for billing.

Staff Recommendation:

The Finance Department and Utility Billing have determined that the property owner was given proper notification of the tax roll amount. In addition, she has been receiving her monthly invoice by email since November 2024 and was able to see the total balance when she made a payment using the portal in October 2024. Staff recommends that the outstanding balance of \$648.15, plus the administrative fee of \$50.00, for a total of \$698.15 be placed as a tax lien assessment on the property at 1209 E Ferguson. The customer will automatically be removed from the Tax roll list if full payment is received by June 30, 2025.

ATTACHMENT 5

Property Owner: Jorge E Reyes
Property Address: 1020 N Divisadero St
APN: 093-061-023
Acct#: 743955
Lien Amount: \$685.54 (January 1, 2024 – December 31, 2024)

History:

July 2023 to May 2025 - Past Due Notices have been mailed monthly to 1020 N Divisadero St.

January 2024 to May 2025 – Customer has been mailed monthly invoices to 1020 N Divisadero St.

April 17, 2024 – A Public Hearing Notice was mailed to 1020 N Divisadero St.

June 19, 2024 – Customer came into office to discuss tax roll noticed with the Utility Billing supervisor and stated that he would try to make payments towards his delinquent balance.

June 19, 2024 – Customer made a payment for \$160.00

July 10, 2024 – Customer discussed outstanding balance with staff and informed he would make another payment to avoid being tax rolled. As a courtesy a late fee waiver was granted.

July 10, 2024 – Customer made a payment for \$360.00

August 15, 2024 – Customer made a payment for \$140.00

April 18, 2025 – A Public Hearing Notice was sent to 1020 N Divisadero St.

Account Background:

Jorge Reyes, property owner, attended the Public Hearing on June 2, 2025, contesting the delinquent balance proposed to be tax rolled. The customer stated that he has been experiencing financial instability and is unable to pay the delinquent amount at this time.

Previous account history has shown that this customer experienced a similar situation last year. The customer was mailed a Notice of Public Hearing on April 17, 2024. The customer made payments on June 19th, 2024 and July 10, 2024 which resolved his delinquent balance. The customer has not made payment since August 15, 2024. This customer receives monthly invoices and has been mailed past due notices every month since July 2023.

The amount put on the tax roll covers the period from January 1, 2024 – December 31, 2024. His account continues to be delinquent as of today and will be tax rolled next year for January 1, 2025 to December 31, 2025 if he continues to not submit payment. His account will continue to assess penalties.

Policy:

Municipal Code allows the City of Visalia to tax roll delinquent utilities as a means of collection. (VMC 13.08.880; VMC 8.28.170). This method has become the most effective way of collection of past due charges since 2014 when the City was separated from CalWater for billing.

Staff Recommendation:

The Finance Department and Utility Billing have determined that the property owner was given proper notification of the tax roll amount. Staff recommends that the outstanding balance of \$685.54, plus the administrative fee of \$50.00, for a total of \$735.54 be placed as a tax lien assessment on the property at 1020 N Divisadero. The customer will automatically be removed from the Tax roll list if full payment is received by June 30, 2025.

ATTACHMENT 6

Property Owner: Susanne Gundy
Property Address: 636 E Roosevelt Ave
APN: 094-130-051
Acct#: 019907
Lien Amount: \$19,180.44 (January 1, 2024 – December 31, 2024)

History:

August 31, 2018 – Customer tax rolled for \$295.46

August 31, 2019 – Customer tax rolled for \$3,091.52

August 31, 2021 – Customer tax rolled for \$5,355.42

February 22, 2022 – Customer spoke with Utility Billing staff (MA) requesting to make payment arrangements that would stop late penalties. Staff informed the customer that all customers are allowed to make payments, however late fees will still apply.

April 20, 2022 – A Public Hearing Notice was mailed to billing address 201 W Whitendale Ave.

August 31, 2022 – Customer tax rolled for \$8,029.74

March 24, 2023 – Customer made a payment for \$12,106.55 to bring account balance to zero.

March 24, 2023 – Customer requested to have all service addresses, 201 W Whitendale, 636 E Roosevelt, and 2424 S Locust to be billed separately.

April 17, 2024 – A Public Hearing Notice was mailed to billing address 201 W Whitendale Ave.

August 15, 2024 – Customer spoke with the Utility Billing Analyst (BO) to express her concerns regarding the late fee charges on her account. The customer was informed that we have not received payment since March of 2023 and was advised to make payment to lower monthly late fees.

August 31, 2024 – Customer tax rolled for \$9,363.00

April 16, 2025 – A Public Hearing Notice was mailed to billing address 201 W Whitendale Ave.

May 19, 2025 – Customer spoke with Utility Billing Staff (MA) questioning the calculation of late fees on her account.

May 21, 2025 – Customer was provided a spreadsheet that verified late fees billed are 10% of the accumulated outstanding service charges on her account. In addition, staff credited \$178.44 in late fees that were billed in error.

Account Background:

Susanne Gundy attended the Public Hearing on June 2, 2025, contesting the delinquent balance proposed to be tax rolled. More specifically, Ms. Gundy is contesting the late fee

charges that she has been billed and is requesting that her late fees be reduced or waived. Ms. Gundy is billed \$743.82 a month, which is for 14 units.

On February 22, 2022, Ms. Gundy spoke with City staff regarding her delinquent balance and requested a payment plan arrangement. Staff informed the customer that all customers are allowed to make payments, however late fees will still apply.

On August 15, 2024, Ms. Gundy spoke with staff regarding the accumulation of late fee charges she has been billed. Staff informed her that late fee charges are 10% of the accumulated outstanding service charges on her account. Ms. Gundy believes that commercial late fee charges are outrageous and requested accommodation. Staff explained to Ms. Gundy that late fees are not waived but submitting partial payments would reduce the late fee charges.

The City has not received payment from the customer since March 24, 2023. The customer has received monthly invoices and past due notices dating back to 2022. Since 2018 Ms. Gundy has been tax rolled 5 times.

The amount put on the tax roll covers the period from January 1, 2024 – December 31, 2024. Her account continues to be delinquent as of today and will be tax rolled next year for January 1, 2025, to December 31, 2025, if she continues to not submit payment. Her account will continue to assess penalties. Her current balance as of May 31, 2025, is \$28,183.39 of that we are requesting \$19,180.44 to be tax rolled.

Policy:

Municipal Code allows the City of Visalia to tax roll delinquent utilities as a means of collection. (VMC 13.08.880; VMC 8.28.170). This method has become the most effective way of collection of past due charges since 2014 when the City was separated from CalWater for billing.

Staff Recommendation:

The Finance Department and Utility Billing Division has determined that the property owner was given proper notification of the tax roll amount and that all policies and procedures were followed according to the municipal code. Staff recommends that the outstanding balance of \$19,180.44, plus the administrative fee of \$50.00, for a total of \$19,230.44 be placed as a tax lien assessment on the property at 636 E Roosevelt Ave.

ATTACHMENT 7

Property Owner: Marisol Umanzor
Property Address: 217 NW 3rd Avenue
APN: 094-041-002
Case Number: CE240928
Lien Amount: \$10,818.34

History:

6/10/2024- Complaint verified that there was an unsecured marijuana grow on the property, structures were built to cover the marijuana and plywood extensions added to the fence to conceal the violations.

7/3/2024- The marijuana had been removed; However, the structures still remained as well as the plywood additions to the fence.

8/6/2025- Additional inspection conducted, the structures were still on the property and the plywood additions to the fence still remained. Fines were issued in the amount of \$2800.00 for the ongoing violations.

10/09/2025- Inspection conducted and the violations still remained. In addition to the remaining violations, the tenant has replanted the marijuana grow. Fines were issued in the amount of \$7,000.00 for the ongoing violations.

12/04/2025- The unpermitted structures had been removed. However, the plywood addition to the fence still remained.

2/7/2025- The unpermitted structures had been removed. However, the plywood addition to the fence still remained

To date the fence violations have still not been corrected.

Policy:

Municipal Code allows the City of Visalia to tax roll delinquent code enforcement fees as a means of collection. (VMC 1.13.110). This method has become the most effective way of collecting outstanding balances.

Staff Recommendation:

The Planning and Community Development Department and Neighborhood Preservation Division has entered into a Stipulated Agreement with the property. The owner has agreed to have the property cleaned up and all violations removed within 30 days of the agreement. Additionally, she will pay the remaining balance of \$2,350 for the original inspection fines as well as the inspection fees in the amount of \$484.85.

The remaining fines of \$7,000.00 will be held in abeyance for a total of 36 months and will be dismissed if there are no further issues at the property.