



Chris Nowlin <chris.m.nowlin@gmail.com>

407 N Broadway Construction Noise *URGENT*

9 messages

Chris Nowlin <chris.m.nowlin@gmail.com>
To: beachcollection@coastlinerea.info

Thu, Dec 3, 2020 at 10:40 AM

Gloria and Coastline Realty,

My name is Chris Nowlin and I live in Apt #3 at 407 N Broadway in Redondo Beach with my wife, Veronica Heath.

Veronica works the overnight shift inside the Intensive Care Unit at UCLA Hospital from 7 pm to 7 am.

She sleeps from 8 am to 3 pm between shifts.

We have written you before with a simple ask -- please no construction inside Apt #2 until after lunch to allow Veronica some rest between shifts during a pandemic.

We received reassurance that this would be the case, but it has been repeatedly violated. And we have documented the bedroom noise with time stamps (see attachments).

The unsleep-able, bedroom-shaking noise starts at 8 am sharp.

This is a clear violation of our right to "quiet enjoyment" codified in California tenant law and must be rectified immediately.

If the noise in Apt #2 is to persist in the mornings, then we request a hotel room for Veronica, paid for by your company, so that she can get some rest during a stressful pandemic. Otherwise, lives are at risk.

If that's not amenable, then we will seek other legal remedies. This is our second attempt and a very reasonable request. And construction noise in the rest of the complex is not a bother, but Apt #2 shares a wall with our bedroom.

That's all we ask -- no construction in Apt #2 until after lunch.

And we don't feel comfortable talking to mask-less workers here at the apartment when Veronica could potentially bring covid into the ICU where she works. We're relying on you for communication with the crew.

Please respond ASAP -- email, text or call -- with your plan to restore our right to quiet enjoyment.

Be well,

Chris & Veronica
480-227-0960

*The attached video is an example of the bed-shaking noise created by a hammer inside Apt #2 on our bedroom wall

 **PXL_20201203_181250354~3.mp4**
18975K

Redondo Beach Luxury Collection <beachcollection@coastlinerea.info>
To: Chris Nowlin <chris.m.nowlin@gmail.com>

Thu, Dec 3, 2020 at 1:25 PM

Hi Chris,

I apologize for the inconvenience you are both experiencing. I have forwarded this email to my corporate office as well as the lead project manager for the work being done and will follow-up with you as soon as I receive response from either of them.

Thank you for bringing this to my attention, I will do what I can to resolve this.

[Quoted text hidden]

--

Gloria Camou

Community Manager

Coastline Real Estate Advisors, Inc.

Office: (310) 750-5133

E-Mail: beachcollection@coastlinerea.info

Website: www.coastlinerea.com

Chris Nowlin <chris.m.nowlin@gmail.com>

Thu, Dec 3, 2020 at 1:30 PM

To: Redondo Beach Luxury Collection <beachcollection@coastlinerea.info>

Thank you, Gloria. Be well.

[Quoted text hidden]

Redondo Beach Luxury Collection <beachcollection@coastlinerea.info>

Thu, Dec 3, 2020 at 2:05 PM

To: Chris Nowlin <chris.m.nowlin@gmail.com>

Thank you so much, you as well!

[Quoted text hidden]

Chris Nowlin <chris.m.nowlin@gmail.com>

Tue, Dec 8, 2020 at 2:27 PM

To: Redondo Beach Luxury Collection <beachcollection@coastlinerea.info>

Gloria,

The construction has gotten louder and the noise is shaking our apartment:

- The water has been shutoff without warning
- Paintings fall off walls
- Soap bottles tumble into our tub

The noise and shaking are preventing Veronica from getting adequate rest between shifts at the ICU. This puts the livelihood and safety of Veronica, her patients and myself at risk during the worst stretch of the Pandemic.

First and foremost -- this is a safety issue.

Secondly, I work from home. The shaking walls and unbearable noise makes it impossible to concentrate, and I have no options outside of the home during a pandemic. Even headphones do not mitigate the shaking building.

We formally request rent forgiveness for the month of January, and any month thereafter with this level of noise and intrusion, for an apartment that has been made unliveable.

California gives us the right to "quiet enjoyment" of our home. That's clearly being violated without warning during a national crisis.

Please get back to us so that we can work something out because this cannot continue.

Thanks again, and be well,
Chris & Veronica
480-227-0960

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Redondo Beach Luxury Collection <beachcollection@coastlinerea.info>
To: Chris Nowlin <chris.m.nowlin@gmail.com>

Tue, Dec 8, 2020 at 4:30 PM

Hi Chris,

I just wanted to follow-up with you regarding your email sent 12/3/2020 regarding the noise and construction at your residing property. While we are deeply sorry for the inconvenience, we are within the boundaries of city ordinance and pushing the renovations in your neighboring units will only prolong the work. We are, however, working with our crew to expedite the demo of the units in order to have them completed as soon as possible. We have also asked that they be considerate and respectful while they are working in the apartments 1 and 2, and while noise can not be completely avoided, they will make every effort to keep it to a minimum.

I sincerely apologize for the interruptions you are experiencing, and have forwarded your second email's request of rent forgiveness for the month of January to my corporate office for additional review. In addition, we have been posting water shut off notices to all residents in advance to water being turned off for repairs per the contractors requests. I will remind them to be certain that they are notifying us in advance to the water being shut off so that we have ample time to notify our residents.

I will reach out to you once I have received a response from my corporate office regarding your most recent request.

Thanks so much.

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Chris Nowlin <chris.m.nowlin@gmail.com>
To: Redondo Beach Luxury Collection <beachcollection@coastlinerea.info>

Tue, Dec 8, 2020 at 5:18 PM

Gloria,

I'd have to disagree that your company is working within ordinance. The California stay-at-home order only allows construction if it's for the "essential workings" of a building, i.e. plumbing and electrical emergencies (see attached image).

This is purely cosmetic construction, so it's a clear violation of the order. Let alone the workers do not distance and inconsistently wear masks.

And we have a right to "quiet enjoyment" which is a malleable term in California's laws. Our time-stamped video evidence clearly displays that our quiet enjoyment has been violated heavily considering the circumstances of our employment during this global emergency, and I don't see any reasonable judge or arbitrator disagreeing.

I am firmly committed to resolution, so I very much look forward to hearing from your corporate office. And please communicate quickly so that we can take necessary steps towards that resolution.

Thanks and be well,
Chris & Veronica
480-227-0960

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Chris Nowlin <chris.m.nowlin@gmail.com>
To: Redondo Beach Luxury Collection <beachcollection@coastlinerea.info>

Thu, Dec 10, 2020 at 3:34 PM

Gloria,

They were banging directly on our bedroom wall at 8 am yesterday just as Veronica came home from her ICU shift. She cried in the shower and was forced to call out of work tonight, so now we're being injured financially and her hospital may be left short staffed during an emergency.

What's the word from corporate?

We'd like to know ASAP so that we can make the necessary arrangements before the holidays.

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Chris Nowlin <chris.m.nowlin@gmail.com>

Thu, Dec 10, 2020 at 5:55 PM

To: Redondo Beach Luxury Collection <beachcollection@coastlinerea.info>

Gloria,

It's nearly 6 pm, the construction crew has gone home, the water has been off since noon and is seemingly shutoff for the night.

This is now the second unlawful water shutoff in two weeks which is another safety issue.

Please get back to us ASAP about our January request.

Chris & Veronica

480-227-0960

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