

November 5, 2003

Kathryn Jett, Director
David Feinberg, Compliance Manager
Alcohol & Drug Programs
State of California

Below are a host of complaints regarding violations of the state "Residential Treatment Center" license for Narconon, Inc. located at 1810 W. Oceanfront, Newport Beach, CA. In particular, please note the complaint of ***VIOLATED CONFIDENTIALITY AND RESULTING UNSUCCESSFUL INSPECTION BY ADA OFFICIAL.***

1810 West Oceanfront

This residential triplex property is being used as a drug and alcohol halfway house for the 'southern California headquarters' of Narconon, Inc.. They publicize 32 residential beds and 34 staff in this triplex with four bedrooms per floor. This means over 60 individuals on one property and only three parking spaces. Within the last few months, they have leased another property across the alley (1811 West Balboa Blvd.) and added additional beds- two to three BUNK beds per room. There are only two parking spaces available on this second property. This is a MAJOR BUSINESS with excessive occupancy in the midst of a residential neighborhood. The main property is only accessed via a narrow alley, not a street. Complaints regarding this property include:

- COMPLAINT – Violation of CONFIDENTIALITY and Resulting ADP Inspection Finding NO Occupancy Problem. A complaint reporting the excessive occupancy was hand-delivered to the Newport Beach Fire Marshall on October 22, 2003 at 11:00am. The Fire Marshall, Dennis Lockhard, reported that he faxed within hours the complaint to the State Department of Alcohol and Drug Programs. Within FOUR HOURS of the complaint being made the operators of Narconon ***were tearing down beds and loading them in a truck in the alley AND taking beds to the property across the alley at 1811 W. Balboa Blvd. In addition, addicts from the property reported that they had been told to clear out and were witnessed leaving the property via the alley with backpacks.*** When an ADP official arrived at approximately 4:30pm she reported to find no evidence of an occupancy violation. Neither the Fire Marshall nor the Alcohol and Drug Programs officials know 'how' Narconon was alerted. This is a violation of the confidentiality of my complaint of excessive occupancy on Oct, 22, 2003.
- COMPLAINT – Violation of Occupancy. Violation of the city's 'Certificate of Occupancy' indicating 27 persons maximum. This property has at least 32 residential beds and 34 staff. (Excessive occupancy as advertised by Narconon on the telephone on October 9th, witnessed by neighbors with the entering/exiting/loitering/congregating on the property, and multiple bunk beds in each bedroom visible through the windows.)
- COMPLAINT – No City Use Permit, Notification nor Hearing for Owners within 300 ft. This property is operating a state licensed Residential Treatment Center within 300 feet of my, and other, residential homes. It operates without a City Use Permit required for this purpose. Neighbors were never given the opportunity for the process of notification and a public hearing.

- COMPLAINT – Insufficient Off Street Parking. There are only three parking spaces for this property. The ‘Certificate of Occupancy’ of this property is 27 persons (IF the occupancy is enforced). How can this business with 34 staff (32 residents/addicts) operate on this property with only 3 parking spaces, and only accessible via the alley?
- COMPLAINT – Large 18 wheel Trucks- SemiTrucks. DAILY food delivery by refrigerated, huge, semi-trucks via our small alley (vehicle noise, door slamming, exhaust in small alley, blocking alley)
- COMPLAINT – Commercial/Business Alley Use and Blockage. Excessive commercial and business VEHICLE traffic in residential alley (most bedrooms are on this alley), and parking/blockage of alley. (Car traffic from constant entering/exiting property by 66+ people daily, daily trash trucks, daily semi-truck delivering food, weekly carpet cleaning, weekly plumbing service, multiple commercial vans owned and operated by this business coming and going, weekly business and office products truck deliveries, daily Unilab vans for blood and urine testing.)
- COMPLAINT – Industrial Appliances. Installation and constant use of industrial-sized washers/dryers with major blowers that can be heard 2-3 homes away
- COMPLAINT – Medical Disposal. Disposal of medications, prescription containers, and ‘medical waste’ in non-secured trash bins facing the alley [trash bins are now on property across the alley- Narconon staff cross the alley to dump trash at other property]
- COMPLAINT – Foot Traffic. Constant foot traffic across the alley between the two properties for residents and staff to access all services, meals, laundry, meetings, trash, sauna, weight room, offices, etc. This foot traffic is a constant flow throughout the day and evening.

1811 West Balboa Blvd.

This residential property DOES NOT have a Calif. State license to operate as a Residential Treatment Center. They are, however, housing drug and alcohol addicts as part of the Narconon business operated across the alley (1810 W. Oceanfront).

- COMPLAINT – Commercial Daily Trash Nuisance. There are large, metal, commercial trash containers on the property with trash pickup at approximately 8:30am DAILY by a private trash service. This trash service must access this property via our narrow alleyway and passes neighbors’ bedrooms and residences. (vehicle noise, door and metal bin slamming, exhaust in small alley, blocking alley)
- COMPLAINT – Excessive Occupancy. Excessive occupancy of this property is evident by multiple bunk beds in each bedroom, over 24 bicycles in patio area, and persons entering/exiting the property
- COMPLAINT – Insufficient Off Street Parking. Excessive occupancy on this property with only two parking spaces.

These two properties constitute a MAJOR BUSINESS in the midst of a residential neighborhood, only accessible via a narrow alley. The negative impact to the neighborhood, owners and renters, cannot be overstated.

Other problems I would like to bring to your attention at primarily the 1810 W. Oceanfront address are below.

- Excessive noise at all hours, inside and outside the property (yelling, arguing, fighting, music, door slamming)
- EVERY Friday night and Tuesday night 'events' with clapping, cheering by 20+ persons for 2 1/2 hours each 'event'.
- Daily use of industrial vacuum cleaners that can be heard 5 homes away
- Constant profanity, inside and outside the property, that can be heard 2-3 houses away
- Sounds of vomiting at all hours (distance to next door neighbors is only 6 ft)
- Windows on the property are NEVER closed. Many neighbors have had to install soundproof windows to minimize the noise.
- Foot traffic (including trespassing thru private walkways to gain access to Balboa Blvd., since the main property is on an alley, and has only 3 parking spaces)
- Loitering in alleyway and carport, facing neighbors' bedrooms (with talking, profanity, spitting, hacking, yelling)
- Spitting on next door neighbors properties
- Cigarette butts on neighbors' properties
- 2nd hand tobacco smoke in high volumes from dozens of smokers affecting neighbors 2-3 homes away
- Car traffic at all hours in the alleys facing neighbors' bedrooms - pick up, drop off, employee arrival (vehicle noise, door slamming, blocking alley)
- Weekly truck delivery of business and office products (vehicle noise, door slamming, exhaust in small alley, blocking alley)
- Vans owned by Narconon – constantly in and out of alley, transporting addicts/staff (vehicle noise, door slamming, blocking alley)
- Unilab truck/van daily(?) to conduct blood and urine tests (vehicle noise, door slamming, blocking alley)
- Weekly carpet cleaning (generator noise, vehicle noise, door slamming, exhaust in small alley, blocking alley)
- Weekly plumbing service repairs (vehicle noise, door slamming, blocking alley)
- Fire trucks/paramedics in response to complaints calls or addict's medical problems/overdosing (neighbors report this happens about once a month)
- Police vehicles in alley in response to complaints calls, etc.
- Vandalism of neighbor's cars/property (insufficient evidence)
- Intimidation of neighbors by addicts at this facility (use of profanity, negative remarks, loitering and watching neighbors as they come and go)
- Fear by some neighbors to call police to complain for fear of retaliation.

Residents have complained, individually and over many years, to the property owners, Narconon managers, and City Code Enforcement -but received no relief. The addicts served by this business change in as little as 8 weeks. The excessive occupancy and high turn over means no positive changes occur- even with repeated requests.

We, the residents and property owners in the 1800 block of West Oceanfront/Balboa, seek relief from the recurring problems listed above. We will confirm the negative, costly, and frustrating impact this 'business' has had to us personally and in our

community. The use of TWO 'residential properties' in this way is excessive, abusive, dangerous, and completely incomprehensible.

- **I AM REQUESTING THE STATE INVESTIGATE THESE COMPLAINTS.**
- **I AM REQUESTING THE STATE REVOKE (OR NOT RENEW) THE LICENSE OF NARCONON, INC**

Dr. Linda Orozco
1805 West Balboa Blvd.
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cc.
Residents/Owners - 1800 block of West Oceanfront/Balboa
Assemblyman John Campbell
Senator Ross Johnson