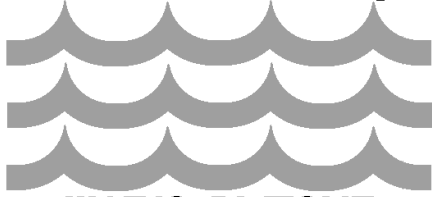


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**crestline village**



**WATER DISTRICT**

## ***Memo***

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To: Board of Directors  
From: Jeanene Weiss  
Date: March 10, 2022  
Subject: Request for Adjustment, Crown Fidelity Corp – Sandy Leger  
24011 Lakeview Drive, Account No. 038-2586-17

Crown Fidelity Corp has an active water account with the District and currently owes \$320.40, of which \$237.90 is past due. On January 27, 2022 Crown Fidelity Corp's tenant account balance of \$186.00 was transferred to their account. The tenant's account was closed in November 2021 as they had passed away and the balance remained unpaid. Within this \$186.00 balance was two \$15.00 past due penalties. Landlords receive copies of tenant bills so that they are aware of any accruing past due amounts their tenant may owe as ultimately landlords are held responsible for any tenant account balances left unpaid. This disclosure information is found on the District's application for water service agreement that both property owners and tenants must sign when signing up for services and is also noted on the letter sent out to owners whenever a tenant moves into a property. A signed application by both Crown Fidelity and their tenant are on file with the District.

Crown Fidelity Corp has a current mailing address on file and did receive Landlord bill copies where a past due balance was noted. Crown Fidelity incurred a \$15.00 past due penalty before the tenant balance was transferred in and also one afterwards. Attached is the correspondence between Ms. Leger and the District, including the email letter sent to Ms. Leger notifying her of the one-time adjustment of \$15.00 that was granted to her upon receiving her request on February 11, 2022.

Ms. Leger is asking the Board to consider her request and grant her an additional adjustment of \$45.00 which is composed of three past due penalties of \$15.00 each.

**STAFF RECOMMENDATION:** No additional adjustment. Although we sympathize over the tenant's passing, the customer received the Landlord past due bill copies and was aware of the tenant account's past due status.

**From:** [Sandy Kikerpill Leger](#)  
**To:** [Jeanene Weiss](#)  
**Cc:** [Judith Anderson](#)  
**Subject:** Re: Lakeview help, your customer Crown Fidelity  
**Date:** Wednesday, February 23, 2022 1:58:35 PM

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Writing hi thank you so much for writing back I very much do you want to be on the agenda for the board so please let me know what I need to do thank you so much!

Warmly,

Sandy K. Leger  
949.933.5700 mobile

On Feb 15, 2022, at 7:49 AM, Jeanene Weiss <[djweiss@cvwater.com](mailto:djweiss@cvwater.com)> wrote:

Hello Sandy,

Our District has a past due penalty policy that would prohibit me from fulfilling such a request. Owners are ultimately held responsible for any unpaid balances left by tenants.

You may however request to speak with our Board of Directors to dispute the charges. Our Board Meetings are held on the third Tuesday of each month and we would need to be notified no later than noon the Friday prior to the meeting to be able to add your request to the agenda. If this is something you would like to do, you may contact our office at (909) 338-1727. Thank you.

Best regards,

**Jeanene Weiss**  
**Office Manager**  
**Secretary to the Board**



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**From:** Sandy Kikerpill Leger <sandykaygenius@gmail.com>  
**Sent:** Monday, February 14, 2022 3:01 PM  
**To:** Jeanene Weiss <djweiss@cvwater.com>  
**Subject:** Re: Lakeview help, your customer Crown Fidelity

Thank you for your response. Due to the fact that we were expecting the tenant to be paying his water bill I was hoping that you could do something more for us. Could you please remove the service charges throughout so we can pay you for the water bill and not extra fees, please? Our family would be so grateful.

Warmly,

Sandy K. Leger  
949.933.5700 mobile

On Feb 14, 2022, at 2:30 PM, Jeanene Weiss <[djweiss@cvwater.com](mailto:djweiss@cvwater.com)> wrote:

Re: Account No. 038-2586-17 Request for Adjustment to  
Water Bill

Dear Ms. Leger:

We are in receipt of your email dated February 11, 2022 and have reviewed the information presented regarding your delinquency charge.

Your water bill is due on the first day of each month or the first business day of each month. The \$15.00 delinquency charge covers the administrative charges of managing past due accounts, as well as the cost of the servicemen and trucks to post notices on individual doors and to lock off and turn on the meter. **We will make a one-time adjustment of \$15.00 to your account due to your normally excellent payment history.**

If you have any further questions regarding this matter, please do not hesitate to contact us at (909) 338-1727. Thank you.

Best regards,

**Jeanene Weiss**

**Office Manager**  
**Secretary to the Board**



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**From:** Sandy Kikerpill Leger <[sandykaygenius@gmail.com](mailto:sandykaygenius@gmail.com)>

**Sent:** Friday, February 11, 2022 2:53 PM

**To:** Jeanene Weiss <[djweiss@cvwater.com](mailto:djweiss@cvwater.com)>

**Subject:** Lakeview help, your customer Crown Fidelity

Dearest Jeanene, I was just on the phone with Judith regarding my water bill. My account number is 038258617. Our address is 24011 Lakeview Dr. We have had a tragic circumstance since the summer. Our beloved tenant of many years became ill, it was not Covid although he eventually got that in the hospital, it looks like it was Lou Garricks disease. He struggled with it all through summer and fall to the point where he couldn't use his arms and legs he had to move out of the property officially in November. I just was notified that he passed away about five days ago. During his illness he did not pay his bills and neither I nor his family knew this was happening. The family was not able to get conservatorship over his finances through the court before he passed away and so all of his money went to the state. His family has said we're sorry but we can't help you so I'm left holding the bag for all of the utility companies and the missed rent. They didn't take his furniture out until they used his security deposit as the last months rent even though they were missing months in between. So all of this to set the stage for where I am and I do not have the ability to pay the water bill the gas bill

the electricity bill the maintenance bill which is over \$1200 from the county of San Bernardino for clearing the space and trimming trees that he didn't do. I have further the trash bill and the Crestline sanitation bill. I just don't have the money to pay for all this. My request is very small from you. I'm asking if you would

Please waive the past late fees and i believe there are about 6-7 of them and I will have the remainder of the bill )(truly for water not penalties) fully paid within 5 business hours. If you can notify me soon I can have it done today I will pay electronically. Thank you so much!

Warmly,

Sandy K. Leger  
949.933.5700 mobile