

AOM | PROPERTIES

17-0878-52

February 9, 2018

Athens Services
5355 Vincent Ave.
Irwindale CA 91706

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To Whom It May Concern:

We are the owners of small apartment buildings in the Los Angeles area. We are writing to Athens to dispute charges on invoices beginning January 1, 2018 and sending a copy of this letter to the City Council in order to make our displeasure with Recycle LA known.

We have been Athens Services Customers since November 1, 2016. We negotiated fair rates and terms with Athens Services and rarely had customer service issues.

However, after the Recycle LA program took effect at our properties on January 1, 2018 we are receiving the same service levels from the same company, yet our base rates have severely increased, random fees have been added to our bill, customer service has decreased, and our ability to do anything about it was taken away.

Service prices with Athens before and after Recycle LA are as follows:

- 1) 228 S. Mariposa Avenue LA 90004 – Percentage Increase **109%**
Before - \$258.94 After - \$451.34 + \$89.20 “Lock Fee” = \$540.54
- 2) 452 S. Mariposa Avenue LA 90020 - Percentage Increase **98.2%**
Before - \$211.31 After – \$418.82
- 3) 470 S. Mariposa Avenue LA 90020 - Percentage Increase **74%**
Before - \$258.94 After - \$451.34
- 4) 5030 Maplewood Avenue LA 90004 - Percentage Increase **319%**
Before - \$211.31 After - \$418.82 + \$89.20 “Lock Fee” + \$44.60 additional
“Lock Fee” + \$223.08 “Distance Fee” + \$111.54 additional “Distance Fee” =
\$887.24
- 5) 5032 Maplewood Avenue LA 90004 - Percentage Increase **373%**
Before – \$211.31 After - \$418.82 + \$223.08 “Distance Fee” + \$223.08
additional “Distance Fee” + \$89.20 “Lock Fee” + \$44.60 Additional “Lock Fee” =
\$998.78
- 6) 4122 W. 2nd Street LA 90004 - Percentage Increase **140%**

1158 26th Street, Suite 522 Santa Monica, CA 90403
Tel (310) 581-5100 Fax (310) 581-5102

Before - \$211.31 After - \$418.82 + \$89.20 "Lock Fee" = \$508.02

- 7) 245 S. Rampart Blvd LA 90057 - Despite reduction in service percentage
Increase 17.3%
Before - \$384.78 (3x a week service) After - \$451.34 (2x a week service)

Athens Invoices are dated the 1st of the month and we typically receive the invoice in the mail 5-10 business days later. In addition to base rate hikes and service fees Athens now assesses late fees by the 15th of the month. We had previously negotiated 30 days as 15 days does not provide a reasonable amount of time for a check to be mailed back to Athens.

We are disputing the late fees and requesting the due date return to 30 days from the date of the invoice. We are also disputing "Lock Fees" and "Distance Fees" on any of our invoices for our properties. We are currently sending base rate payments only to Athens.

We hope the City Council realizes that their decision to take away a customer's ability to negotiate prices and to leave if poor customer service is received was a mistake and that they take need to take the necessary steps to reverse their decision.

We look forward to hearing from both Athens Services and the Los Angeles City Council.

Sincerely,

Andre Melikian
AOM Properties

Cc: Apartment Owners Association

Cc: City Council of Los Angeles