

FINDINGS OF FACT

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2 1. HACIENDA HOME RENTALS and PRISCILLA CASTILLO
3 (“CASTILLO”) are not licensed by the Department in any capacity.

4 2. PIERRE AUGUSTO ORTIZ (“ORTIZ”) is currently licensed by the
5 Department as a real estate salesperson, License ID. 01855492. ORTIZ is licensed under the
6 employment of broker, Excellence Enterprises of Montebello, Inc. ORTIZ is the registered
7 owner of the fictitious business name, “HACIENDA HOME RENTALS.”

8 3. Respondents, whether doing business under their own names or other
9 unlicensed fictitious business names, supplied prospective tenants with listings of residential real
10 property for tenancy (by publication or otherwise), pursuant to an arrangement under which the
11 prospective tenants were required to pay a fee in advance of, or contemporaneously with, the
12 supplying of the listings.

13 4. On August 24, 2012, CASTILLO, while acting on behalf of ORTIZ and
14 HACIENDA HOME RENTALS, solicited prepaid rental listing services to prospective tenants,
15 Mary and Nick B. CASTILLO induced Mary and Nick B. to sign an unapproved written
16 contract with HACIENDA HOME RENTALS and pay an upfront fee of \$195 for a listing of
17 rental properties that were supposed to meet Mary and Nick B.’s requirements for a rental
18 property. Mary and Nick B. discovered that the listing of properties provided by HACIENDA
19 HOME RENTALS included properties that were not available for tenancy or were not as
20 described or advertised. Mary and Nick B. made a timely request for a refund after they were
21 unable to find a rental property that suited their specifications through HACIENDA HOME
22 RENTALS and obtained a rental other than through the services of HACIENDA HOME
23 RENTALS. Respondents refused Mary and Nick B.’s request for a refund. Respondents’ denial
24 or delay in making said refund was done in bad faith.

25 5. On September 13, 2012, Respondents solicited prepaid rental listing services
26 to prospective tenant, Lucine M. Lucine M. entered into an unapproved written contract with
27 HACIENDA HOME RENTALS and paid an upfront fee of \$195 for a listing of rental properties

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(ii) Performing any acts within the State of California for which a real estate broker license is required, unless they are so licensed.

DATED: 3/22/2013

REAL ESTATE COMMISSIONER



WAYNE S. BELL

cc: Hacienda Home Rentals/Pierre Augusto Ortiz/Priscilla Castillo
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