

Department of Real Estate
320 West Fourth Street, Ste. 350
Los Angeles, California 90013

(213) 559-5990

FILED

JUL 30 2025

DEPT. OF REAL ESTATE

By 

STATE OF CALIFORNIA

DEPARTMENT OF REAL ESTATE

To:)	
GABRIEL CASTANEDA, individually and)	No. H-43062 LA
dba PEOPLE SOLUTIONS, and any other names)	
or fictitious names used by Gabriel Castaneda,)	<u>ORDER TO</u>
)	<u>DESIST AND REFRAIN</u>
and)	(B&P Code Section 10086)
)	
)	
SUSIE GONZALES, individually and dba)	
PEOPLE SOLUTIONS, and any other names)	
or fictitious names used by Susie Gonzales)	
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)	

The Commissioner ("Commissioner") of the California Department of Real Estate ("Department") caused an investigation to be made of the activities of GABRIEL CASTANEDA ("CASTANEDA"), SUSIE GONZALES ("GONZALES"), and PEOPLE SOLUTIONS ("PS"). Based on that investigation, the Commissioner has determined that CASTANEDA, GONZALES, and PS, and/or any other fictitious business names used by CASTANEDA, GONZALES and/or PS have engaged in, are engaging in, or are attempting to engage in, acts or

DRE Desist & Refrain Order: Gabriel Castaneda et al.

1 practices constituting violations of the California Business and Professions Code ("Code"),
2 including violating Code Section 10130 by engaging in the business of, acting in the capacity of,
3 and/or advertising or assuming to act as, a real estate broker in the State of California within the
4 meaning of Code Section 10167.2 by engaging in the business of a prepaid rental listing service
5 ("PRLS") when neither CASTANEDA, GONZALES nor PS were so licensed as real estate
6 brokers. Based on the findings of that investigation, as set forth below, the Commissioner
7 hereby issues the following Findings of Fact, Conclusions of Law, and Desist and Refrain Order
8 under the authority of Section 10086 of the Code.

9 Whenever acts referred to below are attributed to CASTANEDA, those acts are
10 alleged to have been done by CASTANEDA, acting by himself, or by and/or through one or
11 more agents, associates, affiliates, and/or co-conspirators, including but not limited to
12 GONZALES and/or PS, and using the name "PEOPLE SOLUTIONS," or "Peoples Solutions" or
13 "People Solution" or other names or fictitious names unknown at this time.

14 Whenever acts referred to below are attributed to GONZALES, those acts are
15 alleged to have been done by GONZALES, acting by herself, or by and/or through one or more
16 agents, associates, affiliates, and/or co-conspirators, including but not limited to GONZALES
17 and/or PS, and using the name "PEOPLE SOLUTIONS," or "Peoples Solutions" or "People
18 Solution" or other names or fictitious names unknown at this time.

19 Whenever acts referred to below are attributed to PS, those acts are alleged to
20 have been done by PS, acting by itself, or by and/or through one or more agents, associates,
21 affiliates, and/or co-conspirators, including but not limited to CASTANEDA and/or
22 GONZALES, and using the name "PEOPLE SOLUTIONS," or "Peoples Solutions" or "People
23 Solution" or other names or fictitious names unknown at this time.

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FINDINGS OF FACT

1. GABRIEL CASTANEDA is not now and has never been licensed by the Department in any capacity.

2. SUSIE GONZALES is not now and has never been licensed by the Department in any capacity.

3. PEOPLE SOLUTIONS is not now and has never been licensed by the Department in any capacity.

4. Neither CASTANEDA, GONZALES nor PS appear on the Department's list of pre-paid rental listing service (PRLS) PRLS licensees (<https://secure.dre.ca.gov/publicasp/prls.asp>) who are licensed for a two-year period to supply prospective tenants with listings of residential real properties for tenancy, by publication or otherwise, pursuant to an agreement under which the prospective tenant(s) are required to pay a fee in advance of, or contemporaneously with, the supplying of the listings, but which does not otherwise involve the negotiation of rentals by the person conducting the service.

5. The Department has no record of any pending PRLS applications for CASTANEDA, GONZALES or PS.

6. On or about January 3, 2022, the City of Rosemead issued a Business Profession and Trade Registration (business license) to SUSIE GONZALES as the business owner for a business by the name of "People Solution" located at 8930 Mission Dr., #104, Rosemead, California 91770-5107 (Rosemead address). The description listed on the license was "Office Use Only – No Processing of Legal Documents" and the Business Registration Number was 980133, effective January 3, 2022, with an expiration date of January 31, 2023. According to businesslicenses@cityofrosemead.onmicrosoft.com, Business License 980133 expired on January 31, 2023 without renewal.

1 7. According to consumer Francisco Z. (Consumer) on or about May 4, 2023, he
2 paid \$250 to PS through CASTANEDA to find an apartment for rent for \$1,400 per month and
3 despite his lack of understanding of the English language, was asked by CASTANEDA to sign a
4 "Receipt for Services" contract [as "Recipient"] in English for "Applications services," by
5 "Peoples Solutions" [as "Provider"] (PS contract); the PS contract did not define "Applications
6 services." The effective date of the PS contract was listed as May 4, 2023 and, according to the
7 first paragraph, "This receipt will terminate automatically on July 4, 2023 (illegible)."

8 8. According to Consumer, CASTANEDA informed that the \$250 payment would
9 be applied towards his rent, and that if Consumer did not secure a rental, the \$250 would be
10 refunded within three (3) months. According to the PS contract, "...if Peoples Solutions fails to
11 pay for the Services when due, (the Recipient") (sic) has the option to treat such failure to pay as
12 a material breach of this receipt and may be entitled to a refund in the amount of \$50.00 only
13 after the time of terminated receipt."

14 9. According to Consumer, PS provided a welcome package that included
15 instructions, a blank credit application, a Notice Regarding Background Investigation, and a page
16 titled "Office Customer Service Hours" that contained contact information for PS in English and
17 in Spanish (contact sheet). Said contact sheet included PS' telephone and fax numbers of (626)
18 291-2144 and (626) 291-5105, respectively; its email address emailpeoplesolution@gmail.com;
19 its business hours; and the business hours of its Customer Service staff "Maria" and "Patricia."
20 The welcome package also included an "Appointment Request Form" that listed "Gabriel" as the
21 agent and May 4, 2023 as the service start date.

22 10. According to Consumer, PS also provided four-page list of rentals dated May
23 12, 2023 that included addresses, rental amounts, bedroom and bathroom configurations, and
24 contact telephone numbers. According to Consumer, one of the property owners he contacted
25 informed him that they had not hired PS to secure tenants for them. Upon request to PS for a
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1 refund of the \$250 he paid on May 4, 2023, Consumer was denied; "Cristian" of PS told
2 Consumer that he would only receive a \$50 refund due to the expiration of a 10-day grace
3 period.

4 11. On November 15, 2023, a DRE Special Investigator called PS' telephone
5 number (626) 291-2144 posing as non-English speaking consumer "Mary" and inquired in
6 Spanish of the need for rental assistance. A female identifying herself as "Susana" answered the
7 call and stated in Spanish that PS assists with completing applications and setting up
8 appointments to view properties. "Susana" asked "Mary" about her target price range, housing
9 type and location radius. Ultimately, "Susana" informed "Mary" that an in-person cash or
10 money order payment of \$250 was needed at PS' office, along with check stubs and a photo ID.

11 12. On November 15, 2023, "Susana" texted "Mary" in Spanish from telephone
12 number (909) 654-5531 and provided the Rosemead address as PS' address. "Mary" replied in
13 Spanish to confirm that she needed to bring to PS's office check stubs, a photo ID, and \$250 as
14 the fee for PS' help in finding "Mary" a rental. "Mary" also asked "Susana"/PS for help in
15 renting a house and an apartment.

16 13. On November 15, 2023, when "Susana" called "Mary" to confirm her receipt
17 of "Susana's" text message, the caller ID identified (626) 291-2144 as "Platinum Consulting
18 Rental Services¹" and "Mary" asked "Susana" to respond to her questions via text. Per "Mary's"
19 request for text messages, "Susana" texted in Spanish with instructions to bring payment receipts
20 of proof of income, ID and a money order or cash in the amount of \$250, and stated, "We also
21 have a lot of houses at \$2,200 or less."

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25 ¹ According to DRE records publicly accessible online at <https://www2.dre.ca.gov/PublicASP/pplinfo.asp>, from
26 September 30, 2010 to November 17, 2015, Platinum Consulting Rental Services was a licensed DBA of former
licensee Carlos Martinez (DRE license ID 01325720), whose license was revoked on December 20, 2021 in DRE
Case H-41978 LA for violation of Code Sections 10167.9(c), 10167.10, and 10167.11.

1 14. On November 15, 2023, "Mary" texted "Susana" in Spanish to ask whose
2 name should be the payee on the money order. On the same day, "Susana" called "Mary" three
3 (3) times to confirm that check stubs or bank statements could be submitted and asked that
4 "Mary" return her call.

5 15. On January 21, 2025, "Mary" called (626) 291-2144 and inquired about help
6 in finding a rental; the woman that answered the call replied "Yes" and placed "Mary" on hold
7 without retuning to the line. On the same date, "Mary" texted the number from which "Susana"
8 texted her in November 2023 ((909) 654-5531) and inquired about help in finding a rental, and
9 indicated that she called the office ((626) 291-2144) but was placed on hold; "Mary" asked in
10 Spanish, "Can you still help me find a house to rent?"

11 16. On January 21, 2025, "Mary" received a reply text message in Spanish from
12 (909) 654-5531 asking if she had been in their office before. "Mary" responded in Spanish that
13 she had previously communicated with Susan, asked if she could still receive help, and asked
14 about the requirements. Additionally, "Mary" asked to confirm the Rosemead address and the
15 \$250 fee amount.

16 17. On January 21, 2025, "Mary" received a text message in Spanish from
17 (909) 654-5531 asking her to call "Cristian" at (626) 291-2144. On the same date, "Cristian"
18 called "Mary" from (626) 291-2144, and exchanged text messages with "Mary" in Spanish via
19 the (909) 654-5531 phone number. "Cristian" explained the documents and \$250 fee required
20 for services and also provided the Rosemead address. According to "Cristian," "Yes, we will
21 need an ID and a \$250 refundable deposit that will cover the application fees and will be
22 deducted from your deposit."

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1 18. On January 22, 2025, "Mary" sent "Cristian" a text message in Spanish to ask
2 for the name of the company, and whether the \$250 needed to be in cash or a money order. Per a
3 reply text in English from "Cristian" on the same day, "Cash and Money order is fine. We will
4 provide you with a receipt. We are called People Solution."

5 CONCLUSIONS OF LAW

6 19. Based on the findings of fact contained in paragraphs 1 through 18,
7 CASTANEDA, acting by himself, or by and/or through one or more agents, associates,
8 affiliates, and/or co-conspirators, including but not limited to GONZALES and/or PS, and using
9 the name "PEOPLE SOLUTIONS," or other names or fictitious names unknown at this time,
10 supplied prospective tenants with listings of residential real properties for tenancy, by
11 publication, or otherwise, pursuant to an arrangement under which the prospective tenants are
12 required to pay an advance of a contemporaneous fee (1) specifically to obtain listings or
13 (2) to purchase any other product or service in order to obtain listings, but which does not
14 otherwise involve the negotiation of rentals by the person conducting the service. These acts,
15 which require a real estate broker license under Code Section 10167.2, were performed when
16 CASTANEDA was not licensed by the Department as a real estate broker, a violation of Code
17 Sections 10130 and 10167.2.

18 20. Based on the findings of fact contained in paragraphs 1 through 18,
19 GONZALES, acting by herself, or by and/or through one or more agents, associates, affiliates,
20 and/or co-conspirators, including but not limited to CASTANEDA and/or PS, and using the
21 name "PEOPLE SOLUTIONS," or other names or fictitious names unknown at this time,
22 supplied prospective tenants with listings of residential real properties for tenancy, by
23 publication, or otherwise, pursuant to an arrangement under which the prospective tenants are
24 required to pay an advance of a contemporaneous fee (1) specifically to obtain listings or
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1 (2) to purchase any other product or service in order to obtain listings, but which does not
2 otherwise involve the negotiation of rentals by the person conducting the service. These acts,
3 which require a real estate broker license under Code Section 10167.2, were performed when
4 GONZALES was not licensed by the Department as a real estate broker, a violation of Code
5 Sections 10130 and 10167.2.

6 21. Based on the findings of fact contained in paragraphs 1 through 18, PS, acting
7 by itself, or by and/or through one or more agents, associates, affiliates, and/or co-conspirators,
8 including but not limited to CASTANEDA and/or GONZALES, and using the name "PEOPLE
9 SOLUTIONS," or other names or fictitious names unknown at this time, supplied prospective
10 tenants with listings of residential real properties for tenancy, by publication, or otherwise,
11 pursuant to an arrangement under which the prospective tenants are required to pay an advance
12 of a contemporaneous fee (1) specifically to obtain listings or (2) to purchase any other product
13 or service in order to obtain listings, but which does not otherwise involve the negotiation of
14 rentals by the person conducting the service. These acts, which require a real estate broker
15 license under Code Section 10167.2, were performed when PS was not licensed by the
16 Department as a real estate broker, a violation of Code Sections 10130 and 10167.2.

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