
March 18 response to Los Angeles Civil Rights Department. Re: DIS0002519 - Discrimination Complaint filed against Hi Point 1522 LLC- Follow-Up

G Johnson <tainmount@sbcglobal.net>

Wed, Mar 18 at 8:07 PM

Reply-To: G Johnson <tainmount@sbcglobal.net>

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Dear Los Angeles civil rights department:

From the internet:

The [Akuvox SmartPlus app](#) is a mobile cloud intercom application that allows residents to see, talk to, and let in visitors remotely, manage building entrances, and issue virtual keys from smartphones. It works with Akuvox smart door phones for video calling, Bluetooth unlocking, and monitoring, improving tenant living experiences.

Key features of the SmartPlus app include:

- Video Intercom: Live video calling with visitors, allowing two-way communication.
- Remote Access Control: Unlock doors from the app via Bluetooth or a "door open" button.
- Virtual Keys: Issue and share time-limited QR code keys and visitor PINs.
- Activity Logs: Access photo-stamped logs of door access events, calls, and alarm records.
- Smart Features: Includes face recognition registration, Wave-to-Unlock, and Apple Watch support.
- Safety Monitoring: Features a "monitor" button for checking the entrance camera at any time.
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The app allows users to log in via QR code, SMS, or username/password. It is designed for residents in apartment buildings and single-family houses.

Your email of March 11 does not show awareness of what Akuvox is as stated above. I believe the smart plus app is what the owner of the property told tenants to use. The app supplied by the owner states "live video calling with visitors, allowing two way communication." This is what was supplied to some tenants so your email of March 11 is not accurate. I know that Brian Vasquez is new to the property and he was not here in 2023 when the Akuvox occurred. The smartphone app says on the first line "live video calling with visitors, allowing two way communication." Is your letter denying this because this is the information that was given to certain tenants, but not to me by the owner. Live video calling.

Are you denying the existence of the smart plus app and also the MyQ community?

1. In 2014, the owner did major renovations to this property to the electrical and plumbing systems and to all of the units except units 5, 8, and mine #9. The owner applied for a capital improvement rent increase which he received and tenants like myself had to pay from 2015 to 2020 rent increase even though we were not given a working Intercom in our unit and the one that was in the unit was never repaired.
2. By March and April in 2023, I was requesting from the landlord a reasonable housing accommodation. I communicate with the landlord in April 2023 via email.
3. Before May 2023, all units except mine, units 5 and 8, had working Intercoms. These were wired systems but no video.
4. My pictures show that on May 19, 2023, the owner was removing the intercom system from the front of the building and replacing it with a new system called AKUVOX. That system has video as well as audio functions.
5. On round June 1, 2023 some tenants received an email from the manufacturer that they could use the AKUVOX system by signing up for the smart plus app.
6. The applicable building code in 2022 required an interface in each unit or also known as an indoor monitor. The owner in 2023 did not install indoor monitors to any of the units, although some tenants did have a Wi-Fi connection included in the rent. Advertisements can be seen on the Internet, saying that some tenants would receive Wi-Fi included in the rent. I was never giving a free Wi-Fi in my unit.
7. Bryan Vasquez claims that there is no Akuvox intercom audio or visual to the units occupied by tenants. When was this first announced to all tenants and by what method letter or email or otherwise.
8. This represents continuing, persistent, ongoing denial of reasonable accommodation, and denial of housing services to myself as tenant.
9. I talked with a representative from the AKUVOX system today. They explained that the audio and visual capabilities are built into the E 16 unit that appears at 1522 HiPoint Street, and that there is no way that the owner can turn off the camera on that device or at this location. He explained that the tenant can use

the audio and video by going to the AKUVOX app or by using an indoor monitor in their unit. It is correctly presumed that an indoor monitor will require a cellular or Wi-Fi connection in order to work.

Your email indicates the owner continues to be in violation of the city and state building codes in the matter of two way communication interface to tenants, that is a legal requirement.

All rights reserved.

Geary Juan Johnson

Phone 323-807-3099

On Tuesday, March 17, 2026 at 05:09:27 PM PDT, G Johnson
<tainmount@sbcglobal.net> wrote:

Here are the Wifi addresses at this address. I have not been given the password to use them.

WiFi addresses at this property
Which tenants have access? Do you have access?

Hi-Point-General

Hi-Point-Guest

Hi-Point-Residents

This is taken from the Akuvox website. I think the camera functionality is located offsite. An Indoor monitor would allow the tenant to access the cameras that are onsite but from a remote account setup. So while the camera here may not work as Vasquez alleges as resident manager, the Akuvox office is utilizing the cameras here and at a remote location that tenants would access thru the indoor monitor. According to Akuvox, the cameras do work at this location.

