

Department of

SOCIAL SERVICES

Community Care Licensing

COMPLAINT INVESTIGATION REPORT

Facility Number: 197608349

Report Date: 02/24/2026

Date Signed: 02/24/2026 01:59:50 PM

Unsubstantiated

STATE OF CALIFORNIA - HEALTH AND HUMAN SERVICES AGENCY	CALIFORNIA DEPARTMENT OF SOCIAL SERVICES COMMUNITY CARE LICENSING DIVISION WOODLAND HILLS S.ASC, 21731 VENTURA BLVD., STE. 250 WOODLAND HILLS, CA 91364
<b>COMPLAINT INVESTIGATION REPORT</b>	

This is an official report of an unannounced visit/investigation of a complaint received in our office on 09/08/2025 and conducted by Evaluator Jose Gary Tan

	<b>COMPLAINT CONTROL NUMBER: 31-AS-20250908113632</b>
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<b>FACILITY NAME:</b> ABBEY ROAD VILLA	<b>FACILITY NUMBER:</b> 197608349
<b>ADMINISTRATOR:</b> MARINE KARAPETIAN	<b>FACILITY TYPE:</b> 740
<b>ADDRESS:</b> 14132 HUBBARD STREET	<b>TELEPHONE:</b> (818) 837-0077
<b>CITY:</b> SYLMAR	<b>ZIP CODE:</b> 91342
<b>CAPACITY:</b> 78	<b>DATE:</b> 02/24/2026
<b>MET WITH:</b> Marine Karapetian - Administrator	<b>UNANNOUNCED TIME BEGAN:</b> 09:56 AM
	<b>TIME COMPLETED:</b> 02:00 PM

ALLEGATION(S):

1	Unlawful eviction
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INVESTIGATION FINDINGS:

1	Licensing Program Analyst (LPA) Jose Tan conducted an unannounced subsequent complaint visit at this facility to further investigate the above allegation. LPA met with Administrator Marine Karapetian and explained the reason for the visit.
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5	LPA conducted a physical plant tour at 10:03 AM, requested copies of facility documents relevant to the investigation at 10:28AM, reviewed records between 10:30 AM to 11:30 AM and interviewed staff between 11:30 AM to 1:00 PM. Regarding the allegation of Unlawful eviction, it was alleged that when Resident #1 (R1) was hospitalized, the facility refused to take R1 back. LPA records review today between 10:30 AM and 11:30 AM, revealed that R1 was issued an eviction notice way back in March 2025 for non-payment and multiple violation of house rules but was rescinded due to ALW case worker was working actively to place R1 somewhere else that may meet R1's needs.
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13	(continued on LIC 9099-C)

<b>Unsubstantiated</b>	<b>Estimated Days of Completion:</b>
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**SUPERVISORS NAME:** Troy Agard  
**LICENSING EVALUATOR NAME:** Jose Gary Tan  
**LICENSING EVALUATOR SIGNATURE:**

**DATE:** 02/24/2026

I acknowledge receipt of this form and understand my licensing appeal rights as explained and received.

**FACILITY REPRESENTATIVE SIGNATURE:**

**DATE:** 02/24/2026

This report must be available at Child Care and Group Home facilities for public review for 3 years.

LIC9099 (FAS) - (06/04)

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**Control Number** 31-AS-20250908113632

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CALIFORNIA DEPARTMENT OF SOCIAL SERVICES  
COMMUNITY CARE LICENSING DIVISION  
WOODLAND HILLS S.ASC, 21731 VENTURA BLVD., STE. 250  
WOODLAND HILLS, CA 91364

## COMPLAINT INVESTIGATION REPORT (Cont)

**FACILITY NAME:** ABBEY ROAD VILLA

**FACILITY NUMBER:** 197608349

**VISIT DATE:** 02/24/2026

### NARRATIVE

1 (continued from LIC 9099)  
2

3 On ALW's case worker continuous effort, R1 was almost placed twice to a different facility but it was R1  
4 who refused to move to potential placement until 09/22/25 where R1 was successfully placed by the  
5 ALW case worker in another facility that accommodated R1. LPA's interview with the Administrator today  
6 also revealed that it was the ALW case worker who suggested that R1 remain at the hospital until they  
7 found placement because R1 will continue to refuse placement to another place if R1 get back to the  
8 facility.  
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10 Therefore, based on the information gathered during this and prior visit, this allegation is deemed  
11 unsubstantiated at this time.  
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13 Exit interview conducted. Copy of this report issued.  
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**SUPERVISORS NAME:** Troy Agard  
**LICENSING EVALUATOR NAME:** Jose Gary Tan  
**LICENSING EVALUATOR SIGNATURE:**

**DATE:** 02/24/2026

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**FACILITY REPRESENTATIVE SIGNATURE:**

**DATE:** 02/24/2026

LIC9099 (FAS) - (06/04)

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