

Department of
SOCIAL SERVICES

Community Care Licensing

COMPLAINT INVESTIGATION REPORT

Facility Number: 430708817
Report Date: 04/06/2026
Date Signed: 04/06/2026 04:38:25 PM

Unfounded

STATE OF CALIFORNIA - HEALTH AND HUMAN SERVICES AGENCY	CALIFORNIA DEPARTMENT OF SOCIAL SERVICES COMMUNITY CARE LICENSING DIVISION CENTRAL COAST CR/RES, 2580 N. FIRST STREET, STE. 350 SAN JOSE, CA 95131
COMPLAINT INVESTIGATION REPORT	

This is an official report of an unannounced visit/investigation of a complaint received in our office on **01/27/2026** and conducted by Evaluator Chihhsien Chang

		COMPLAINT CONTROL NUMBER: 26-AS-20260127093623	
FACILITY NAME: TERRACES OF LOS GATOS, THE		FACILITY NUMBER:	430708817
ADMINISTRATOR: PETER MORRIS		FACILITY TYPE:	741
ADDRESS: 800 BLOSSOM HILL ROAD		TELEPHONE:	(408) 356-1006
CITY: LOS GATOS	STATE: CA	ZIP CODE:	95032
CAPACITY: 458	CENSUS: 273	DATE:	04/06/2026
	UNANNOUNCED	TIME BEGAN:	01:12 PM
MET WITH: Alexandra Matjunas		TIME COMPLETED:	02:00 PM

ALLEGATION(S):

1	Facility staff are overcharging residents.
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INVESTIGATION FINDINGS:

1	Licensing Program Analyst (LPA) Steve Chang conducted an unannounced investigation visit to deliver the investigation finding and met Wellness Director Alexandra Matjunas (WD).
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4	On 01/27/2026, the Department received a complaint with the allegation that facility staff are overcharging residents.
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6	On 02/04/2026, the Department conduct an initial investigation visit.
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8	On 02/25/2026, the complaint was referred to Continuing Care Contracts Bureau to investigate.
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10	On 03/05/2026, Continuing Care Contracts Bureau Financial Analyst started to interview witness and facility staff.
11	
12	Continue on LIC9099-C. Page 1 of 2.
13	

Unfounded	Estimated Days of Completion:
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SUPERVISORS NAME: Romeo Manzano	
LICENSING EVALUATOR NAME: Chihhsien Chang	
LICENSING EVALUATOR SIGNATURE:	DATE: 04/06/2026
I acknowledge receipt of this form and understand my licensing appeal rights as explained and received.	
FACILITY REPRESENTATIVE SIGNATURE:	DATE: 04/06/2026

This report must be available at Child Care and Group Home facilities for public review for 3 years.
LIC9099 (FAS) - (06/04) Page: 1 of 2
Control Number 26-AS-20260127093623

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COMPLAINT INVESTIGATION REPORT (Cont)	

FACILITY NAME: TERRACES OF LOS GATOS, THE	FACILITY NUMBER: 430708817
	VISIT DATE: 04/06/2026

NARRATIVE	
1	On February 25, 2026, the Continuing Care Contracts Bureau received a complaint alleging that
2	Terraces of Los Gatos is overcharging residents. It was further alleged that the community participates
3	in the Below Market Price (BMP) Housing Program established by the Town of Los Gatos through
4	Ordinance 2313, adopting Chapter 29 of the Town Code, and that the provider denied participation in
5	the program.
6	
7	The Department conducted interviews with both the Witness and the Executive Director. Based on the
8	information obtained, the Department determined that the allegation does not constitute a violation of
9	laws or regulations within the Department's jurisdiction. Rent control provisions and local BMP housing
10	requirements do not apply to Continuing Care Retirement Communities (CCRCs), and rental
11	agreements are not considered continuing care contracts subject to Continuing Care Contracts Bureau
12	(CCCCB) oversight.
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14	Accordingly, the Department has determined that the allegation is unfounded meaning that the
15	allegation is false, could not have happened and/or is without a reasonable basis.
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18	No citations noted at today's compliant investigation visit. Exit interview conducted with WD. This report
19	was provided to review and for signature. A copy of this report was provided to WD.
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21	Page 2 of 2.
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LICENSING EVALUATOR NAME: Chihhsien Chang	
LICENSING EVALUATOR SIGNATURE:	DATE: 04/06/2026
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