

# FTPC – SAFETY / MAINTENANCE / QUALITY OF SERVICES CONCERNS

October 2024

## ABSTRACT

THE FALLBROOK TENNIS & PICKLEBALL CLUB, ONCE A GEM OF THE COMMUNITY, NOW STANDS AS A MISSED OPPORTUNITY FOR REVITALIZATION. WITH GROWING LIABILITY AND SAFETY ISSUES, THE CLUB'S POTENTIAL TO SERVE AS A VIBRANT, SAFE HAVEN FOR TENNIS & PICKLEBALL ENTHUSIASTS OF ALL AGES IS SLIPPING AWAY. IT'S TIME TO ADDRESS THESE CONCERNS IMMEDIATELY, ENSURING IT REMAINS A CHERISHED ASSET FOR THE COMMUNITY.

# Fallbrook Tennis & Pickleball Club – Safety/Maintenance/Quality of Services Concerns

Property Location: 2141 S Mission Rd, Fallbrook, CA 92028

Date of Report: Oct 17, 2024

## Summary

The Fallbrook Tennis and Pickleball Club (FTPC) is in a state of disrepair and suffering from the effects of years of permissive waste<sup>1</sup>, which is putting members and the community at risk. Transients and drug users see the property as a safe haven with the FTPC owner doing nothing to stop their destructive and concerning behavior. The level of safety risk is escalating rapidly, as the number of trespassers, homeless individuals, drug paraphernalia, and stray dogs continues to rise each month. Additionally, unattended maintenance issues are becoming increasingly evident, including cracked pathways, broken stairways, and rotting wood -among other concerns.

Despite years of efforts by club members to engage with the FTPC owner and address these concerns, requests to address safety hazards on the property, discuss property upkeep/maintenance, and take steps to minimize safety concerns have gone unanswered. When responses have been received, they have been full of promises to address the concerns which unfortunately have resulted in minimal, if any, improvements. What is left is a property full of potential which has been neglected by the owner of FTPC.

Following a recent alarming incident, where three large men aggressively approached a tennis coach and threatened her in the presence of a minor child, requiring Sheriff intervention, a group of concerned members assembled to produce this report, urging the County of San Diego to **NOT renew the lease with the current lease holder.**

The County should not permit the FTPC property to fall into a further state of waste by leasing the FTPC property to someone who is blatantly disregarding safety and compliance concerns, nor is he reinvesting funds earned from the FTPC property back into the community facility. The subsequent pages of this packet detail the specific concerns and attach exhibits, including communications and photographs. The club has immense potential to be a safe and valuable asset to the Fallbrook community, with significant revenue opportunities **under proper ownership.**

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<sup>1</sup> Permissive waste arises from neglecting to maintain a property, leading to decay or deterioration

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# Detailed Concerns & Exhibits

## 1. Lack of Security (priority concern)

Security at the club is the top concern. There has been zero effort by the current owner to address this critical issue. There are no security cameras to monitor the premises, no security staff to ensure safety, and no locked gates or gate codes to control access. This lack of basic security measures leaves the club vulnerable to intrusions and other potential threats, in a very secluded location in the community. This significantly compromises the safety of its members and staff. There have been multiple police reports filed concerning trespassers and thefts from vehicles in the parking lot over the past few years.

The most recent and severe incident, as previously mentioned, is documented under the Sheriff Department Case #E9521692. Three large men trespassed in the middle of the afternoon to use the facility’s showers. They confronted the on-site tennis pro, refusing to leave despite being informed that they were trespassing on private property. The men shouted profanities at her and surrounded the coach from all angles of the court entrances. Despite the coach’s urgent shouts for help, the maintenance staff member, who was onsite, did not appear. He only emerged from behind one of the sheds after the police had departed. Such situations have the potential to escalate into assault, rape, or even worse. A family with a minor was onsite and witnessed the police arrival and aftermath.

### Section 1 Supporting Images

Sheriff Department Case #E9521692 Oct 10, 2024 - Aggressive Trespassers



*Figure 1 Police Called Onsite Due to Aggressive Trespassers & Threats*

## 2. Growing Presence of Trespassers, Homeless Individuals, and Stray/Unrestrained Animals

Below is the list of key concerns posing security and safety risks to members and staff:

- a. Aggressive intruders onsite using the facility's amenities and refusing to leave when approached, threatening members and staff.
- b. There is an accumulation of clutter and suspicious piles of items, such as clothing hampers, blankets, with probable indication of squatters or staff employed by the owner living onsite.
- c. Parked RV onsite and overnight.
- d. There have been multiple sightings of homeless individuals or those appearing to be under the influence of drugs or alcohol in the parking lot and near the showers, particularly during children's lesson hours.
- e. A man was observed changing in the parking lot and looking into all of the parked cars. He refused to leave when asked by a mother during her child's tennis lesson.
- f. Teenagers frequently use the parking lot to practice driving (putting member and staff vehicles at risk), or recklessly doing donuts, and several have been witnessed smoking marijuana and throwing beer bottles at the lower courts (this is often during the children's lesson slots).
- g. Non-member meth addicts have been caught taking showers on the premises, with visible tracks and bruises covering their bodies, and refusing to leave when confronted.
- h. Stray and loose dogs present ongoing issues:
  - i. Collarless dogs are often seen roaming around. On several occasions, children and players had to close the court gates to keep these roaming dogs off the courts.
  - ii. The facility staff's dogs often escape from their enclosure and have been aggressively snapping at members and children.



Section 2 Supporting Images



Figure 2 Accumulation of Clutter (Onsite Encampment)







Figure 3 Additional clutter (multiple areas of the property)







Figure 4 Facility Staff Fridge (Filthy & Stocked)



Figure 5 Junk left by facility staff for days on the pathway used by kids/members to the courts.





*Figure 7 Junk/Sink*



*Figure 6 Junk and clothing*

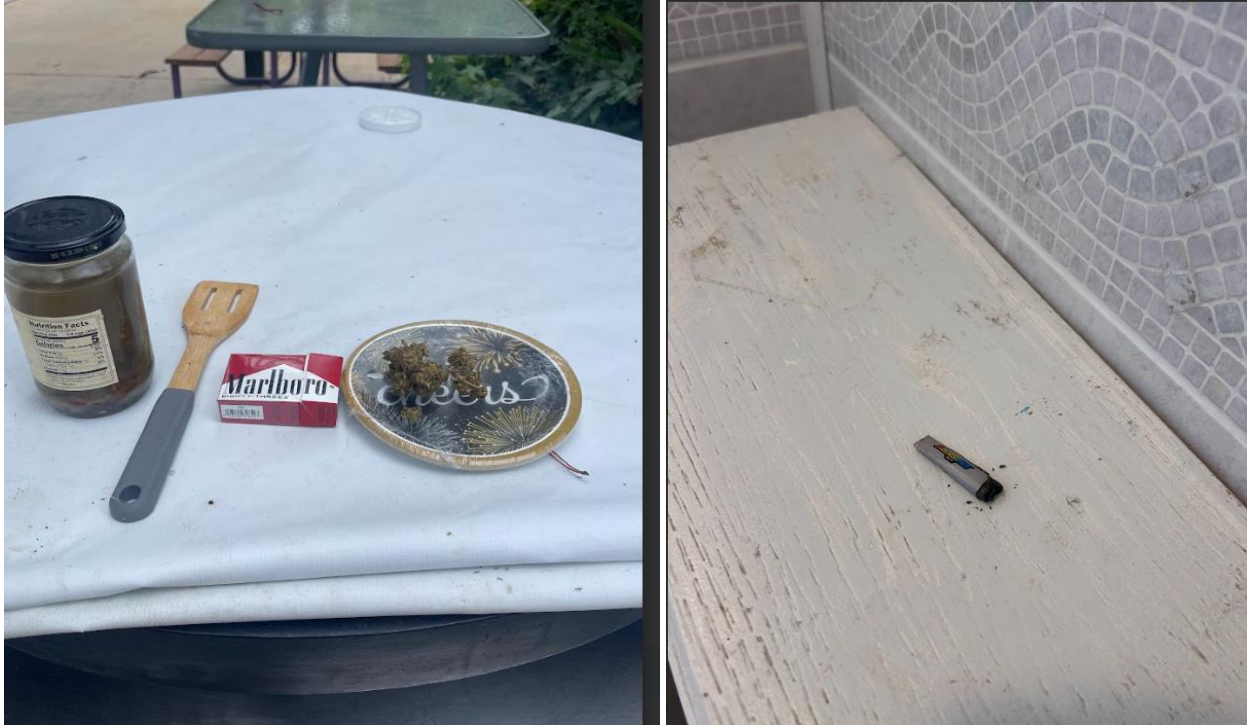


*Figure 8 Parked RV trailer overnight.*

### 3. Drugs & Alcohol Use Onsite

- a. There have been multiple instances of drugs being found on tables and in the bathrooms of the facility.
- b. Non-members have been discovered drinking on the premises and irresponsibly discarding their alcoholic beverage containers around the facility.

#### Section 3 Supporting Images



*Figure 9 Drugs at Table & in Ladies Shower*



## 4. Unresolved Maintenance Issues

The condition of the club is rapidly deteriorating, which is truly unfortunate given the beauty of its location and its potential to be an oasis within the Fallbrook community.

- a. The pathways are cracked, creating significant trip hazards.
- b. Several staircases have broken or rotting steps.
- c. Several water fountains are frequently out of order and remain unrepaired.
- d. Bathroom showers are often non-functional and in a gritty, unclean state.
- e. The players' benches have large gaps and cracks, recently one young student had her ankle caught in one of the gaps as she stepped off the bench.
- f. Several court surfaces are overdue for repair or resurfacing, with slippery and cracking surfaces.
- g. There are potential electrical/wiring issues that need to be examined with possible code violations.
- h. Debris on the courts is frequently not cleared, and when the facility's staff is asked to clean it, he often responds aggressively or claims it is not his responsibility, posing a safety concern for players at risk of slipping or twisting ankles.
- i. Ant poison has been left on the seating benches around the courts, where children, babies, and families sit, with open bait boxes within easy reach of members' children.

### Section 4 Supporting Images (4a – 4h)

#### 4a. Cracked Pathways (throughout the property)





Figure 10 Cracked Pathways

4b. Broken Stairs – Trip Hazards with no Hand Railings



Figure 11 Broken Stairs

4c. Multiple water fountains out of order and unclean.



Figure 12 Broken & Dirty Water Fountains

*(Fountains remained unrepaired after raising the issue to facilities staff and owner)*

4d. Bathroom showers are non-functional and in a gritty, unclean state.



Figure 13 Ladies Shower Out of Order



Figure 14 Empty Paper Towels

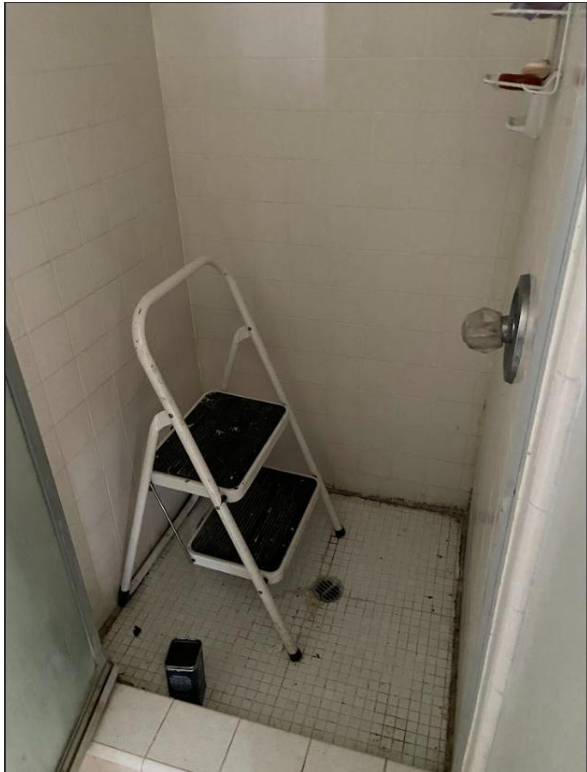
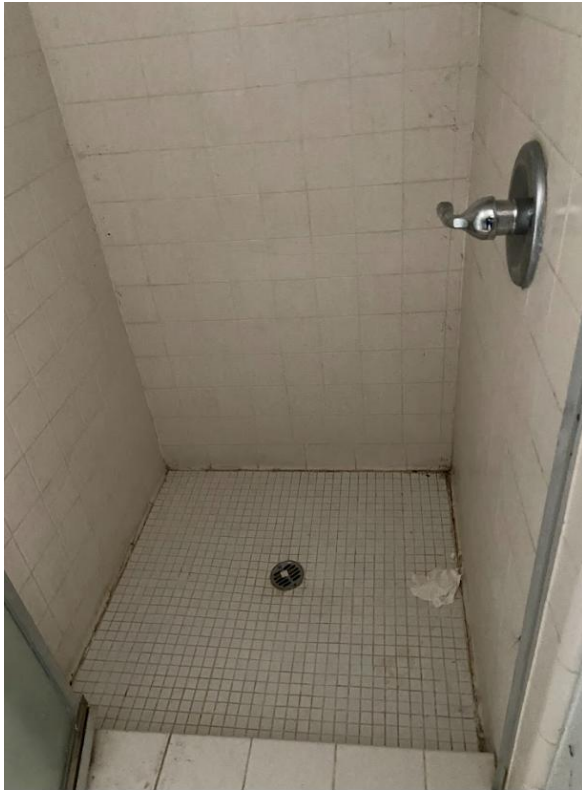
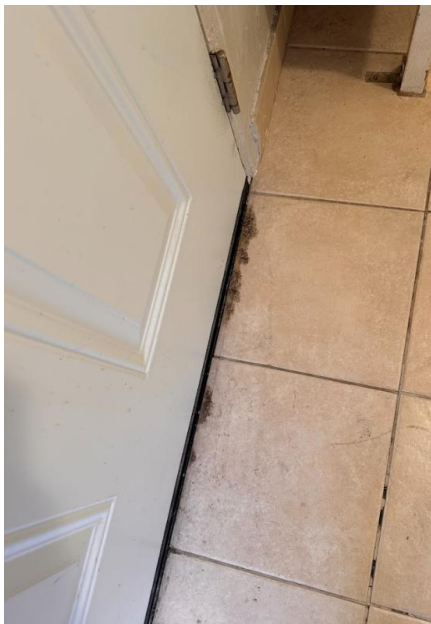


Figure 15 Ladies Showers Grunge and Mess (right depicts hole kicked in the wall)





*Figure 16 Men's Shower and Bathroom - Grunge and Dirty*



*Figure 17 Possible Mold*

**Note that water is spraying from the lady's faucet with an electrical outlet inches away.**



4e. Broken/gaps and loose boards in the player's bench (young member slipped pinching ankle in the gap)



Figure 18 Broken slats in Players Bench



Figure 19 Broken/Uneven Player Bench Slats



#### 4f. Neglected Court Surfaces



Figure 20 Several Courts in Need of Resurfacing – slip hazards.

#### 4g. Wiring Concerns



Figure 22 Wiring Concerns

#### 4h. Leaves, Debris, Sand on Courts



Figure 21 Debris and Leaves Unremoved on Courts

## 5. Degraded Quality of Services

The deteriorating quality of services at the club has been a significant source of disappointment among members for well over 5 years. The pro-shop, which should be a vibrant hub for equipment and apparel, is rarely, if ever, open, and no hours of service are posted, leaving members without access to gear and services.

Furthermore, there is a glaring lack of member coordination and investment in member services, which has resulted in a diminished sense of community and support. These issues undermine the overall experience of the club, causing frustration and dissatisfaction among those who joined with the expectation of a well-managed, member-focused environment.

1. The pro-shop is rarely open with no hours of service posted to inform members.
2. There is no snack bar or vending machine, which would serve both the members as well as generate additional revenue for the club.
3. There are no members services offered such as:
  - a. Tennis / Pickleball leaderboards
  - b. Rarely any tournaments are planned (outside of the junior programs which are planned and executed by the junior pro independently)
  - c. Demo racquet programs
  - d. Members' nights or social events

### Section 5 Supporting Images



Note that there are no cameras in place

Figure 23 No Hours of Service Available with No Regular Open Hours of Operation





*Figure 24 Additional Pro Shop Entrance with No Hours of Operations*

## Members' Letters

Since we began our research (in Oct 2024), several members have shared their letters and emails to the owner with us along with multiple accounts of verbal communications directly with the owner. This correspondence raises significant concerns about safety and maintenance, yet there has been either no reply from the owner, or empty promises of action to be taken with no executed follow-through.

Key concerns highlighted by members include:

1. Safety issues – Facility staff's aggression to members, probable onsite dwelling by the facility staff & homeless trespassers, drugs found onsite, people feeling threatened and unsafe.
2. Eroding Infrastructure and services, including the pro-shop being inaccessible, court resurfacing needed, homeless encampments, filthy bathrooms.
3. Maintenance issues – uncleared leaves on the courts and the risks this poses for injury to players, broken plywood on the player's bench, ant poison left on the benches, court resurfacing needed on several courts, facility staff refusal to clean certain courts.

These issues collectively underscore the urgent need for new ownership and management to address the growing liabilities and safety concerns, and to restore the club to its former state. These letters have not been included to keep member privacy.

## The Vision

A well-run tennis & pickleball club should be a cornerstone of the local community, providing a welcoming and inclusive environment for all ages. As a community-owned establishment in conjunction with the County of San Diego, it should foster a sense of pride and ownership among members, ensuring that the club is maintained and operated with high quality and safety standards. The club should be child-friendly and safe, with well-maintained courts and programs designed to engage young players while prioritizing their well-being.

Comprehensive tennis and pickle ball programs for all ages and skill levels should be offered, including junior after-school programs, team tennis, and organized leaderboards and tournaments to foster a competitive yet friendly atmosphere. There is a fantastic junior tennis program at the club today that has the potential to grow exponentially with the right support from club ownership. Additionally, addressing barriers such as child and member safety could further enhance its success. The club should also host regular social events to build camaraderie among members and create a vibrant community spirit.

A fully operational pro-shop is essential, offering a wide range of tennis gear, apparel, and accessories, as well as demo racquet programs that allow members to try out the latest equipment. The pro-shop should have clearly posted hours of service and knowledgeable staff to assist members with their needs.

Offering strength and conditioning programs can significantly enhance members' overall fitness and tennis performance. Recently, a new junior conditioning class was introduced as an initiative launched independently by the Juniors' Tennis Pro. This program has seen growing attendance, highlighting the potential benefits (and revenue generation opportunity) of these types of services for members of all ages. Additionally, a well-stocked snack bar with healthy refreshments and snacks can ensure members have the energy they need to stay active and engaged.

By offering these amenities and services, the tennis club can become a thriving hub of activity, promoting physical fitness, social interaction, and a love for the game of tennis and pickleball within the local community.

We believe that a new lessee must replace the current in order to realize this vision. Several interested investors from Fallbrook and surrounding communities are eager to seize this opportunity. These potential investors can be introduced to the leadership team of the Fallbrook Airpark Advisory Committee upon request. We encourage the committee and the county to select a local member of our community to successfully manage the club.