



HUGH NGUYEN

Orange County Clerk-Recorder

County Administration South
601 N. Ross Street, Santa Ana, CA 92701 | (714) 834-2500

WELCOME

Newsletter - March 2020

Thank you for your interest in the Orange County Clerk-Recorder Department's newsletter. We will be bringing you periodic updates on the latest news, information and events affecting the department. I am honored and privileged to serve as your County Clerk-Recorder. Please contact my office at (714) 834-2500 or visit us at ocrecorder.com for more information about the department or the services provided to the public.

Sincerely,

Hugh Nguyen
County Clerk-Recorder

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ORANGE COUNTY CLERK-RECORDER

CALL CENTER

WE ARE HERE TO ANSWER YOUR QUESTIONS
MONDAY TO FRIDAY: 8 A.M. TO 4:30 P.M.

(714) 834 - 2500

NEWS

**WE ARE HERE FOR YOU
WHILE YOU ARE
SAFE AT HOME!**



Orange County Clerk-Recorder Announces Changes to Office Access and to Service Delivery Options

Orange County Clerk-Recorder Hugh Nguyen has closed all of his department's office locations to the public effective Tuesday, March 17, 2020, as a precautionary measure to help slow the spread of the Coronavirus also known as COVID-19. The Clerk-Recorder believes that it is in the best interest of its customers and employees to make some temporary changes in service delivery processes and to use mail and online services as much as possible. This will reduce exposure for all parties and allow services to continue with limited interruptions. Beginning Tuesday, March 17, 2020, Clerk-Recorder Hugh Nguyen implemented the following changes in service delivery processes:

1. All Clerk-Recorder office locations have been closed to the public.
2. All over-the-counter services have been suspended until further notice.
3. All special Saturday openings have been cancelled until further notice.
4. All Marriage Services (licenses and ceremonies) have been suspended until further notice.
5. All over-the-counter Document Recording Services are suspended until further notice. All recordings may be submitted via U.S. Postal Service, UPS or FedEx. Details on how to complete a mail-in request is available at OCRecorder.com
6. All authorized SECURE electronic recording submitters can continue to submit documents electronically.
7. Attorney service document recording drop-offs and pick-ups have been suspended until further notice. Recordings may be submitted via U.S. Postal Service.
8. Passport Services are suspended until further notice.
9. All professional registrations (process server, photocopier, legal document assistant and unlawful detainer assistant registrations) are suspended until further notice.

The services listed below can be easily requested online and mailed via U.S. Postal Service, UPS, or FedEx using the forms and applications available at OCRecorder.com. Again, no over-the-counter service will be available for the following services until further notice:

1. Vital Records: Birth, Death and Marriage ([download application online and mail completed application to our office with proper fees](#))
2. Fictitious Business Name Statements ([complete online application and mail signed, printed statement to our office with proper fees](#))
3. Official Record Copies ([download application from our website and mail request to our office with proper fees](#))
4. Notary Public Registrations ([mail in two oaths, your bond, and copy of your commission to our office with proper fees](#))
5. Authentications ([mail a letter with your request along with documents needing authentication to our office with proper fees](#))
6. Environmental Impact Reports ([mail your documentation to our office with proper fees](#))

"We are committed to upholding the highest of standards in service and safety to our customers and employees, especially during this difficult time," said Clerk-Recorder Hugh Nguyen. "We will remain operational and continue to provide service to the public online or by mail."

At this time, all department employees are in good health and are practicing constant hand washing, frequent disinfecting of hard surfaces and other practices designed to minimize exposure and maintain a sanitary work environment. Employees who are not feeling well will be staying at home.

For more information about obtaining services online or via mail, please visit us at OCRecorder.com or call us at (714) 834-2500. We are here to answer your questions Monday - Friday from 8:00 a.m. to 4:30 p.m.

OCRECORDER.COM

AWARDS AND RECOGNITIONS



Orange County Clerk-Recorder *Employee of the Month*



Congratulation
to
Angel Estrada

Dedicated to Providing Excellent Customer Service

Each month we recognize an employee who goes above and beyond their normal duties and offers excellent service to our customers. The Employee of the Month receives a certificate of recognition, has their name placed on a recognition plaque and may dress casual during their month of recognition.

It gives me great pleasure to announce Angel Estrada as Employee of the Month for March.

Angel has quickly adapted to his work duties at our North County Branch Office in Anaheim. He learned notary registrations and oaths, how to process environmental impact reports and keep marriage statistics. Angel took the initiative to complete several Eureka trainings on his own. He is always willing to learn new things.

Angel is driven, organized and has proved to be natural leader. His supervisors look to him to help with projects and are confident enough to assign him tasks that require minimal supervision. He gets along with his coworkers and customers appreciate his assistance and great attitude.

Angel's reliability, eagerness to learn and help in any way possible make him a valuable member to the Clerk-Recorder Department. His dedication to work is a great example for other to follow. We are happy to have him as part of our team.

Please join me in congratulating Angel on his achievement!

OCRECORDER.COM

CUSTOMERS ARE SAYING...

In this section we will share what customers are saying about us. We strive to provide the best customer experience each and every time a customer visits our offices.

Clerk-Recorder Hugh Nguyen would like to thank staff member Katie from our Westminster office inside the County Service Center and staff at the North County branch office in Anaheim for offering great service to the following customers who posted comments on our Facebook and Yelp pages. We strive to go above and beyond what customers expect to ensure they get the answers they need and that they have a positive experience when dealing with a government agency. We are here to serve!

A customer who called our Westminster office posted the following comment our Facebook page.



I called your office at lunch time so no one picked up. when Katie returned from lunch she saw that I had tried to reach someone and she called me back!! I had a number of questions about renewing a passport. she gave me great information, spoke very clearly and I understood every word. very refreshing to find excellent customer service

A customer who visited our Anaheim office posted the following comment on our Yelp page.

★★★★★ 3/13/2020

📷 1 photo 📍 1 check-in

Came here to get our marriage license!

The staff were so nice and made us feel great as we were signing the appropriate paperwork in order to get our license. Not much more to say other than that you will be treated right!

MARCH IN O.C. HISTORY



The proposal to incorporate Westminster and Barber City was approved by a vote of 1,096 to 1,008, and Westminster became California's 337th city in 1957. The photo shows a parade in Westminster in 1947.

- March 1, 1960** Los Alamitos became a city.
- March 4, 1972** Bear Country and the Country Bear Jamboree opened at Disneyland. The Jamboree closed in 2001.
- March 22, 1963** Angels pitcher Rich Monteleone was born in Tampa, Florida.
- March 23, 1868** The University of California was chartered. Our local U.C. branch, in Irvine, was founded in 1965.

Historical facts provided by Assistant Archivist Chris Jepsen.

Photo: Courtesy of the Orange County Archives

Courtesy of the Orange County Archives, a function under the Office of Clerk-Recorder Hugh Nguyen.

OCArchives.com

OUT AND ABOUT

This section will feature photos taken by department employees while they were out and about to help close our newsletter on a good visual note.



One of our staff took this beautiful shot of the snowy mountains from the County Administration South building after a recent rainstorm.

Visit our webpage at: OCRecorder.com

Follow us on social media

[@ocreorder](https://twitter.com/ocreorder)

For more about the Orange County Archives visit:

OCArchives.com

