



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

WELCOME

Newsletter - September 2023

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 and the services provided to the public.

Sincerely,

*Hugh Nguyen
County Clerk-Recorder*

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Visit us at OCRECORDER.COM



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



Hugh Nguyen

Orange County Clerk-Recorder

2023 SPECIAL SATURDAY OPENINGS

October 21, December 16

10 AM to 3 PM

Appointments & Free Parking Available



Old Orange County Courthouse

211 W. Santa Ana Blvd., Rm 202,
Santa Ana, CA 92701

Services available:

- ✓ marriage license
- ✓ civil ceremony
- ✓ new passport
- ✓ passport photo



North County Branch Office

222 S. Harbor Blvd.,
Ste. 110A & 110B,
Anaheim, CA 92805

Services available:

- ✓ marriage license
- ✓ civil ceremony
- ✓ new passport
- ✓ passport photo



South County Branch Office

24031 El Toro Rd., Ste. 160,
Laguna Hills, CA 92653

Services available:

- ✓ marriage license
- ✓ civil ceremony
- ✓ new passport
- ✓ passport photo

OCRecorder.com | 714-834-2500



HUGH NGUYEN
ORANGE COUNTY
CLERK-RECORDER

REAL ESTATE **FRAUD PREVENTION**

Orange County Clerk-Recorder is committed to protecting property owners from real estate fraud by providing a Property Fraud Prevention Courtesy Notice service since 2007 in collaboration with Orange County District Attorney.



NO SIGN-UP NECESSARY

The courtesy notice is free and automatically sent to the property owner when a document affecting title to a property is recorded.



CONTENTS OF THE NOTICE

- Notification of the recent property recording transaction
- the first page preview of the recorded document



SUSPECT FRAUD?

Contact Orange County District Attorney's Real Estate Fraud Unit at REFraud@da.ocgov.com



BE PROACTIVE

Regularly monitor for any recorded documents that may affect ownership every 6 months by visiting our offices to review the Grantor/Grantee Index for free or perform a search on our online Grantor/Grantee Index at OCRecorder.com

OCRECORDER.COM | (714) 834-2500

COMMUNITY OUTREACH

During the month of September:



On September 5, my team congratulated the business owners who completed the Beauty Boss program by the Small Business Development Center California (SBDC). The program aims to support participants with the skills and knowledge needed to establish and manage their own beauty business.

We were happy to be part of this special event, held in Laguna Hills, to celebrate this group of business owners. We wish them success and may their beauty businesses continue to thrive in Orange County.



On September 7, my staff joined the Garden Grove Unified School District (GGUSD) Community Agency Resource Fair, and had a fantastic time sharing information about our services. Staff was onsite to help guide families at their respective schools.

We wish all the educators, students and families a great back-to-school season.

A big thank you to everyone who stopped by our booth. We look forward to assisting you at our offices!



On September 10, my staff attended BrideCon at the Anaheim Convention Center. Our informational booth was a great success! We informed couples about our marriage services, passport services, and much more.

We would like to thank everyone who stopped at our booth. Congratulations to all the couples who are getting married soon!

COMMUNITY OUTREACH

During the month of September:



On September 12, my staff joined Pollo Campero's team at their ribbon cutting and grand opening celebration. We were honored to give this Guatemala originated restaurant a warm welcome on their special day to the Santa Ana business community.

We wish Pollo Campero all the best as they serve the community with flavorful fried chicken.



On September 15, I was delighted to be part of the Santa Ana Unified School District and Saddleback High School dedication ceremony for their beautiful new sports complex and state of the art CTE Media Lab!

As a 1987 alumni of Saddleback High School, I am proud to see the school's incredible growth and dedication to the students and their families.

Thank you to all the staff at Santa Ana Unified School District and Saddleback High School for their unwavering efforts to provide the best learning environment for students.



On September 28, I had the honor of congratulating Mama Lu Dumpling House in Tustin on their recent opening!

We warmly commend them on their outstanding food and exceptional customer service. We wish this restaurant tremendous success and growth as they serve the Orange County community.

AWARDS AND RECOGNITIONS



Orange County Clerk-Recorder
Employee of the Month



Congratulations!
Steve

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 Steve Oftelie as Employee of the Month for September.

Steve is a valued member of our Orange County Archives. His enthusiasm, dedication, and commitment to excellent customer service contributes to the successful preservation of Orange County's history. Steve shows great patience and attentiveness when researching cases that customers need assistance with. Supervisors appreciate the meticulous and professional manner in which he locates documents requested by customers. Even when cases are extensive and require a significant amount of research, Steve manages to go the extra mile to fulfill their requests without missing a single requested document.

Steve effectively strategizes ways to assist his colleagues by making improvements in unit operations. Most recently, Steve was able to expand storage space for the Archives through strategic rearrangement of records while still maintaining the accuracy of logical order of records and collections.

Since joining our department, Steve has been an incredible asset to our team. It is such a pleasure to work with him, and we are thankful for all the positive ways he has helped our department.

Please join me in congratulating Steve on this achievement!

AWARDS AND RECOGNITIONS



Thank you Chairman Donald Wagner and the Board of Supervisors for their recognition of all the Orange County departments who were named 2023 National Association of Counties (NACo) Achievement Award Winners during the September 26 board meeting.

It is an honor for my department to be recognized for “Reducing Costs & Increasing Efficiency: The Orange County Passport Program.” The success of Orange County Clerk-Recorder’s passport services is possible because of my wonderful staff. I would like to thank my staff for their dedication and commitment to providing the public high quality and efficient service.

This is our 6th NACo Award since 2015!

OCRecorder.com

CUSTOMERS ARE SAYING...

Cheriffer in Clerk Operations received the following letter from a customer she assisted at our office inside the County Service Center in Santa Ana. Thank you Cheriffer for your dedication in providing high quality customer service. Keep up the great work!

Cherry, dear miss Cherry thank you so much for taking the time and have so much patience with me! I can't thank you enough for your explanations and detailed oriented attitude. I was able to make all the changes-corrections because you were there!

You are fantastic and an asset to this office
most grateful

Paloma Gold

CUSTOMERS ARE SAYING...

We received the following comment cards from customers that visited our North County branch office in Anaheim. Thank you Matt, Rafael and Lucia for your outstanding service and exceeding all expectations!

North County

1. Please rate our service in the following areas.

	Outstanding	Good	Average	Fair	Poor
Promptness	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Courtesy	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Efficiency	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Information	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

2. How would you rate our overall service?
(Please circle your selection)

Outstanding Good Average Fair Poor

3. Date of your visit: 09/15/2023

4. Reason for your visit?
Recording Grant Deed

5. How long did you wait in line? 1 minutes

6. Do you have any suggestions to improve our services?
N/A

Matt is very professional and knowledgeable with his work! Appreciated!!

North County

1. Please rate our service in the following areas.

	Outstanding	Good	Average	Fair	Poor
Promptness	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Courtesy	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Efficiency	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Information	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

2. How would you rate our overall service?
(Please circle your selection)

Outstanding Good Average Fair Poor

3. Date of your visit: 9-12-23

4. Reason for your visit?
Merrige Certificate

5. How long did you wait in line? 10 minutes

6. Do you have any suggestions to improve our services?
NO

Rafael was the best!!

North County

Lucia

1. Please rate our service in the following areas.

	Outstanding	Good	Average	Fair	Poor
Promptness	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Courtesy	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Efficiency	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Information	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

2. How would you rate our overall service?
(Please circle your selection)

Outstanding Good Average Fair Poor

3. Date of your visit: 9/5/2023

4. Reason for your visit?
Property Records

5. How long did you wait in line? -10 minutes

6. Do you have any suggestions to improve our services?
None

CUSTOMERS ARE SAYING...

We received positive feedback from a photographer that has frequently visited our Marriages unit while accompanying couples at the Old County Courthouse in Santa Ana. I'd like to thank my staff for always providing consistent and fantastic customer service! Keep up the good work!

 8/23/23 ...

I photograph elopements here often and the process is super easy for the couples that I work with! The appointments are always on time and parking always available. Not to mention the architecture!!!! I definitely recommend this courthouse!

Our main office at the County Service Center in Santa Ana received the following review. Thank you to my staff for bringing your best to work every single day.

Orange County Clerk-Recorder Department [📍](#)

601 N. Ross St., Santa Ana, CA 92701



Fancy Feet Company

★★★★★ 4 days ago ⋮

The Orange County Clerk-Recorder Office is a such a good place. Super Organized, Clean and run extremely efficiently. I was in and out in less than 30 minutes. I am very pleased.

CUSTOMERS ARE SAYING...

Our North County branch office in Anaheim received the following online reviews.

Orange County Clerk-Recorder - North County Branch Office Anaheim [📍](#)

Store code: NCOUNTY

Wells Fargo Building, 222 S. Harbor Blvd., Ste. 110, Anaheim, CA 92805



Juan Hernandez

★★★★★ 3 weeks ago



Great service, staff is very helpful. They have computers available to fill out an application if you haven't filled one out online prior to going. I didn't wait long, I was in and out in 15 minutes with what I needed.

Orange County Clerk-Recorder - North County Branch Office Anaheim [📍](#)

Store code: NCOUNTY

Wells Fargo Building, 222 S. Harbor Blvd., Ste. 110, Anaheim, CA 92805



Semay Rashad

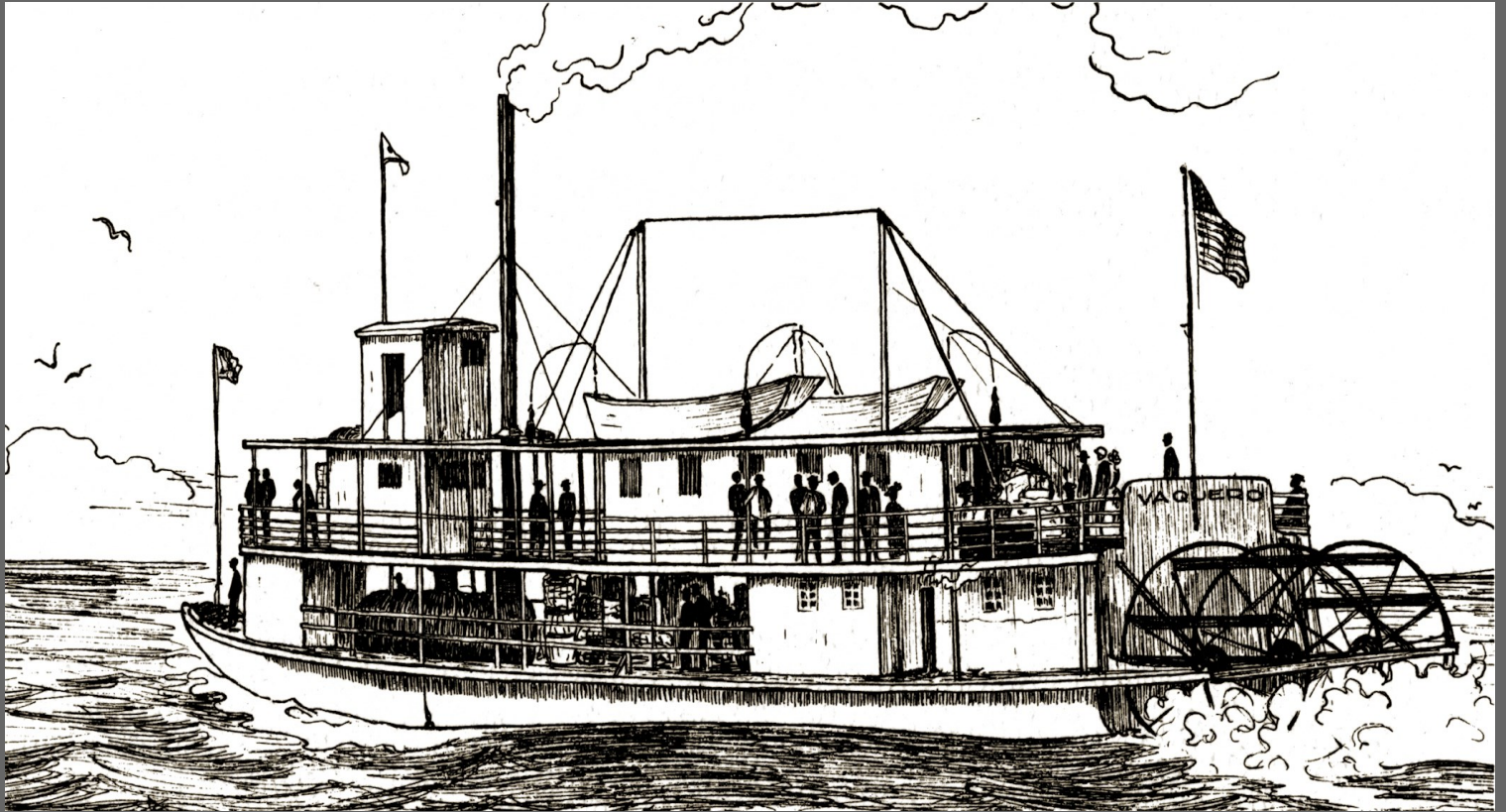
★★★★★ 3 weeks ago



Excellent Friendly Fast Clean and validated parking I was in and out in less than 29mins. Young lady was very helpful filling out forms and registration for me at the counter.

Thank you to my staff for always going the extra mile in providing the best customer service and for being a great example.

SEPTEMBER IN O.C. HISTORY



The Vaquero. Travel into and out of Newport Bay was dangerous until it was re-engineered as a harbor in the 1930s.

- Sept. 14, 1980** The Philip Johnson-designed Crystal Cathedral (now Christ Cathedral) was dedicated in Garden Grove.
- Sept. 15, 1928** The Akiyama Pacific Gold Fish Farm opened in Westminster. One of the area's better known businesses, it would become a popular spot for school field trips. Part of the farm was later sold to become Westminster Mall.
- Sept. 9, 1850** President Millard Fillmore signed a bill making California the 31st State. What later became Orange County was initially part of Los Angeles County.
- Sept. 10, 1870** Newport Bay opened for commerce with the arrival of the steamboat *Vaquero*.
- Sept. 29, 1986** The Orange County Performing Arts Center formally opened with a performance by the Los Angeles Philharmonic.

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 photo of the northern lights glow was taken in Alaska while traveling on an Alaskan cruise.

OUT AND ABOUT



One of my staff took this photo while on a trip in the captivating waters of Tahiti, French Polynesia.

Visit our webpage at: OCRecorder.com

For more information about
the Orange County Archives visit:
OCArchives.com

Follow us on social media
[@ocrecorder](https://www.instagram.com/ocrecorder)

